

Care in the home in four hours. Ended a few days later, at the family's word.

One Louisville family — and what the arrangement looked like from a stewardship standpoint.

THE SITUATION

A Louisville man was discharged from the ICU and needed around-the-clock support to come home — starting that night. Family members who live across the country were leaving the next morning. The family called several highly rated home care agencies. Two went straight to voicemail. None called back.

WHAT HAPPENED

8:00 a.m.	The family reached Shane Sparks directly.
12:00 p.m.	A caregiver was presented and engaged by the family for that night.
THROUGH THE WEEKEND	A rotation of experienced caregivers, overnight and daytime.
WITHIN DAYS	The family released the days it no longer needed. Charges stopped with them.

“Thankfully we only needed a few days... Overall a wonderful experience!”

TERRI BASS · GOOGLE REVIEW

WHAT THIS MEANS FOR A FIDUCIARY

The client engages the caregiver directly.

Hallmark recruits, screens and presents candidates. The client — or the fiduciary acting for the client — selects the caregiver, sets the rate, and directs the care.

Our fee is separately stated.

It is set out in the Client Service Agreement and never reduces what the caregiver is paid. A one-time placement fee structure is also available.

No year-end tax administration.

Payments are processed through the billing platform, which issues 1099s to caregivers directly.

No minimum hours. No term.

Service may end at any time and for any reason. Notice is requested as a courtesy to caregivers, never required. Deposits are returned at the end of service.

Records for the file, weekly.

Billing runs each Tuesday for the prior Monday through Sunday. Caregivers clock in and out by phone with location verification. Invoices and payment records available on request.

Insurance.

We cover our placements with liability insurance and occupational accident insurance.

WHY IT WORKS THIS WAY

Hallmark Homecare is a direct referral agency, not a home care agency. Overhead is far lower, so a much larger share of what the client pays reaches the caregiver — which is why experienced caregivers make themselves available on short notice, including the same day.

Caregivers work to their own level of competency. Tell us what the situation requires and we will present candidates qualified for it.

Shane Sparks, CPA

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★★★★★ 5.0 average rating on Google

goodfaithcaregiving.com/stories/bass-family/louisville-southern-indiana-central-kentucky