



## Agency vs. Registry: What's the Difference?

<b>Reasons</b>	<b>Agency</b>	<b>Registry</b>
<b>Bonded, Liability, Insured, Workers' Compensation</b>	Agency caregivers are bonded and insured with liability and Workers' Compensation. Coverage for accidents in home.	None - registry leaves that in your hands - no coverage for accidents
<b>Payroll, Taxes and IRS</b>	Agency assumes all responsibility	You assume all the responsibility
<b>Background Checks</b>	Agency performs background check, requires negative TB test, drug screening and reference checks	You must perform background check and additional screening
<b>Training &amp; Education</b>	Agency provides education & training: CPR, First Aid Certification and hands on training	How much experience do they actually have?
<b>Employee vs. Independent Contractor</b>	Caregivers hired as employees	Caregivers are independent contractors
<b>Caregiver Satisfaction &amp; Backup</b>	Pre-match; personality match, similar interest/likes/dislikes. Illness or emergency - backup available	None, typically based on schedule and cost
<b>Customization &amp; Availability</b>	No contract: can increase or decrease hours at any time. Skill-level match.	Varies
<b>Quality Assurance</b>	Care is monitored by Care Coordinator who provides family with updates	Your responsibility