

QUESTION:	ANSWER:
Bed Bugs	
Does LSU offer insect identification for free? Is this service available statewide?	Yes, insect identification services are currently offered at no cost, although this may change in the future. These services are available through your local Extension Agent or the Department of Entomology and are generally accessible statewide.
Who should be contacted for more information?	You may contact Dr. Ashbrook or reach out to an Extension Agent at your local parish office for assistance.
Do bed bugs feed on dust or dirt?	No. Bed bugs feed exclusively on blood – primarily from humans, but also from pets. They do not consume dust or dirt.
Cell Phones	
Are government-issued cell phones still available for clients? If so, who should be contacted?	We do not have that information available at this time. Please send us an email, and we will research your question and provide a follow-up response. Free government phones are still offered to Louisiana residents who are currently enrolled in one of the following government assistance programs: SNAP (formerly food stamps), Medicaid, Supplemental Security Income (SSI), other government programs. In Louisiana, Entouch Wireless and TruConnect are providers that offer free government phones. For inquiries, EnTouch Wireless can be reached at 1-866-488-8719, 10 a.m.-10 p.m. CST, and TruConnect can be reached at 1-800-430-0443, Monday-Saturday, 7 a.m.-11 p.m. CST.
Quarterly Meetings	
Are the Self-Direction quarterly meetings mandatory?	No, Self-Direction (SD) quarterly meetings are not mandatory. These sessions are intended to provide helpful information and updates. Similarly, programmatic unit trainings are optional resources available for your convenience.
Is this the OCDD Self-Direction quarterly meeting?	Yes, our next quarterly meeting will be held in June 2026.

Will there be additional information shared about the Self-Direction program?	Yes. Upcoming meetings will cover priority topics, including the Self-Direction Handbook and Long-Term Care Medicaid renewal questions.
Trainings	
Should workers participate in these training courses?	While not required, these trainings are a valuable resource and are recommended for staff development. Employers are encouraged to share these materials with their teams.
Are certificates provided for programmatic unit trainings?	Yes, certificates are issued upon completion of these trainings.
Which trainings are mandatory for families of paid caregivers?	Required components include: <ul style="list-style-type: none"> • Viewing the “Family as Paid Caregiver” video • Completing the associated attestation form • Self-Direction employers must also complete a required employer attestation All other trainings from the programmatic unit are optional.
Does the OCDD website offer downloadable training materials or tests for employees?	Not at this time. However, we are working toward making these resources available on the Self-Direction webpage in the future.
Where can I find a list of mandatory trainings for family caregivers?	We are currently developing a centralized list of required trainings. This will be added to the Self-Direction webpage to improve accessibility. This initiative is also a priority topic for our Advisory Group this year.
Attestation Forms & Training	
Do Fiscal Employer Agents provide training resources on their websites?	Yes. Fiscal Employer Agents, including Acumen and Morning Sun, offer training information on their websites. Additionally: <ul style="list-style-type: none"> • All Self-Direction employers must complete an Employer Attestation • Individuals with family members serving as paid caregivers must complete a “Family as Paid Caregiver Attestation”

	<ul style="list-style-type: none"> • Required videos and submission instructions will be provided • For more information on the Self-Direction Attestation and Family as Paid Caregiver Attestation, please use the following link for attestation forms and training videos: https://www.ldh.la.gov/news/7168
<p>Are there three separate attestations (employer, staff, and family staff)?</p>	<p>No. There are two required attestations:</p> <ol style="list-style-type: none"> 1. Employer Attestation 2. Family as Paid Caregiver Attestation <p>For more information, please use the following link for attestation forms and training videos: https://www.ldh.la.gov/news/7168</p>
<p>How often must attestations be completed?</p>	<p>A new attestation is required whenever there is a change in employer. The attestation form includes details on submission requirements and frequency.</p>
<p>Should support coordinators be familiar with attestation forms?</p>	<p>Yes. Support coordinators play an important role in the attestation process and should be knowledgeable about the requirements.</p>
<p>Should attestations be kept in the home binder?</p>	<p>You may keep a copy in the home binder for your records. However, completed attestations must also be submitted to the Fiscal Employer Agent (Acumen and/or Morning Sun) and shared with the support coordinator.</p>