

A Place for Mom

In 2014 I chose to become involved with A Place for Mom to find clients for my adult foster care home.

In May of that year I received a referral for a lady. I contacted the sister, and left a message with her. I never heard from her.

In late August I received a call from a fellow care provider who was needing to place a new client because of night needs that weren't disclosed to her. She knew that I had night staff and could better take care of her. I went to the other home to assess the client and after deciding that we could in fact take care of her, moved her into my home.

About 4 months later I was contacted by A Place for Mom wanting to know when I had admitted her and was wanting payment. When I explained the situation, they were not helpful at all. I had no recollection of this person and had never spoken with anyone representing her.

I would not tell them the amount of my contract with this client and so they called one evening and talked with one of my staff. This staff member gave them a number that had been thrown out as an amount that I should be charging due to the amount of care we were having to give to this client. It was way over the amount of the base contract for this person and never verified by me. My staff has no knowledge of what I charge my clients or what their contracts even look like. That is strictly between me and my families and clients. However, I started receiving bills demanding the amount that my caregiver had given them.

When I contacted A Place for Mom to complain, I was told that they often got their information from the owner's staff and felt like this was an entirely appropriate conversation to have had with my staff. When I discussed the issues surrounding how I even came to get this client, their reply was that they had no way of knowing how much the information the family had received from them had influenced their decision. The family member was willing to verify that this had been an emergency admit and that they had no idea who I even was prior to the family member moving in with me.

I have pretty much ignored any request from A Place for Mom. I have received letters of collection from them.

This is not a way to run a business and I would never recommend using this company to anyone.