

MICHIGAN QUALITY

COMMUNITY CARE

COUNCIL

WELCOME TO THE QCC3

INTRODUCTORY SESSION

&

APPLICATION

1325 S Washington Ave
Lansing, MI 48910
800-979-4662
www.mqccc.org

RECEIVED JUL 31 2012

Agenda - Questions may be asked at any time

- 1) Introductions**
- 2) QC3 Slide Shows**
- 3) Review of Forms, Policies**
- 4) Union (if present)**
- 5) Review Application**
- 6) Privately Complete Application**
- 7) 1 on 1 Interview with QC3 Staff**
- 8) Adjourn**

What is Home Help? cont.

→ Important Work

- We value you and the work you do for the people who use our Registry.
- We want the Providers on our Registry to support independent living by providing high quality assistance as directed by the Consumer who hires them.
- We conducted focus groups as we were developing the Registry and the number one trait that was mentioned and appreciated by all of the participants was good communication skills. Some of the specific things we hear are important to Consumers include:
 - ✓ Calling when you're going to be late or can't make it to work
 - ✓ Returning calls
 - ✓ Listening and taking notes if appropriate
 - ✓ Being clear
 - ✓ Being friendly and professional
 - ✓ Confidentiality – we will talk more about this later

What the QC3 is not.

→ We are not your employer.

- The Consumer is your employer.
 - You will still need to be interviewed and hired by the Consumer.
- The Consumer may also terminate your employment at any time.

→ We are not the Department of Human Services.

You will need to work with DHS to get paid. Being on the Registry does not change the enrollment or payment process. Before you begin working with a Consumer, you must have contact with the Consumer's Adult Services Worker to be enrolled in the State's payment system.

→ We are not the Union.

- You are represented by the Service Employees International Union (SEIU). A union representative can provide you with more information.
- SEIU can be contacted at (866) 734-8466.

Why should you be on the Registry?

→ Training

No training is required to be on the Registry. However, as a Provider on the Registry you may have access to information on trainings that can make your work easier and enhance your career, including:

- *CPR & First Aid*
- *Working with People with Dementia*
- *Culture of Cleaning*
- *Meal Planning, Shopping and Food Safety*
- *Chronic Disease*
- *Mental Health and Aging*
- *Body Mechanics*
- *Adult Abuse and Neglect Prevention*

How does this all work?

1) You fill out an application for the QC3.

We will go through the application with you at the end of this presentation.

2) The QC3 will check your references.

- Personal References
- Employment References
- Criminal History Check

3) Your name is placed on the QC3 Registry and provided to Consumers.

- We enter the information from your application into the computer.
- A Consumer calls the QC3 looking for a Home Help Provider.
- The computer looks for Providers who meet the Consumer's needs. The information is then verified by staff.
- We give the Consumer the names and phone numbers of the 3-5 Providers who best meet their needs.

Confidentiality and Referral

→ Confidentiality for you

- You give us your consent to release certain relevant information, like your name and telephone number, to Consumers requesting a referral.
- We will not give them any other information without your consent.
- We expect you to respect other Providers' rights to confidentiality.

→ Confidentiality for the Consumer

- We will not release any information about a Consumer without their consent.
- We expect you to respect the Consumer's right to confidentiality.

→ The Referral Process

- Only you may go to the home of a Consumer who has received your name from our Registry.
- You may not send any one else and you may not give them another Provider referral.