

**MICHIGAN QUALITY  
COMMUNITY CARE**

**COUNCIL**

**WELCOME TO THE QCC3  
INTRODUCTORY SESSION  
&  
APPLICATION**

1325 S Washington Ave  
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RECEIVED JUL 9 1 2002

# **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**

# **Our Purpose Today**

- 1) Begin our relationship with you.**
- 2) Introduce you to the ideas of independent living and the Consumer as employer.**
- 3) Explain the Medicaid Home Help Program.**
- 4) Review the role of the QC3, including the differences between us, DHS, and the Union.**
- 5) Explain the Registry and how it can be useful to you.**
- 6) Tell you about our policies and the application process.**
- 7) Have you complete the application form and initial interview to get on the Registry.**

# What is Home Help?

## → A Medicaid program.

Home Help is a program, paid for by Medicaid, that provides assistance to individuals who are elderly and/or have a disability so they can live independently.

## → A means to Independent Living.

- The philosophy of Independent Living, which the QC3 strongly supports, respects and values each person. We believe people have a right to be included in their communities and that each person has a unique contribution to make to our society.
- Independent Living means that a person deserves the same choices and control in their everyday lives that people without disabilities take for granted. Since people are the best experts on their own needs, we need to let them show us the solutions they want.
- Independent Living does not mean someone has to do everything by themselves, that they do not need anybody or that they want to live in isolation.

# 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 is the QC3?

## → **We are a Public Authority...**

Established and funded by the State of Michigan and governed by a board of directors, many of whom are either Consumers of in-home supports and services, or advocates for Consumers.

## → **The main purpose of the QC3...**

Is to maintain a Registry of available Home Help Providers. The main goals of the Registry are to assist Providers in finding Home Help work and to make it easier for Home Help Consumers to find Providers. All of the Consumers that the QC3 works with are Medicaid Home Help recipients. We do not work with private pay clients.

# 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.

# What is the Registry?

## →The Registry is a list.

Home Help Providers who want to work for more Consumers can apply to be on the list.

## →The Registry is a referral tool.

Consumers will work with the QC3 to find employees who meet their specific needs. Though Consumers are under no obligation to share information with the QC3, we encourage them to give us as much information as possible so we can find a Provider who will best meet their needs.

## →The Registry is a resource for DHS Adult Services Workers.

When DHS is trying to find someone to assist a new Consumer, they can turn to the QC3 to quickly find someone in the area who is available.



# 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*

# Why should you be on the Registry? cont.

## →More Work

Participation in the Registry can result in more and steadier work. If you are new to working in Home Help, we can explain the process to you and get you started.

## →Better Work

You tell the QC3 what type of work you are willing to do, what you have experience doing, what hours you are willing to work and where you are willing to work.

## →Resources

The QC3 is here to assist you with resources that can make it easier for you to work. For example, we can assist you with questions you may have about where to find supplies or how to communicate more effectively with your Consumers. Some of our best resources are Provider Peer Mentors, who are experienced Home Help Providers with specialized training to assist you with job related issues.

# 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.

# How does this all work? *continued*

## **4) The Consumer makes their selection.**

The Consumer then calls the Providers they are interested in to arrange interviews. It is important to remember that you should also ask questions during the interview. We have a list of suggested questions to ask the Consumer at your interview.

## **5) The Consumer hires a Provider.**

If the Consumer offers you a position, you will need to meet with the Consumer's DHS Adult Services worker. You should also be prepared with questions for the worker. We have provided suggested questions for this meeting.

## **6) You are enrolled by DHS.**

If the DHS Adult Services worker approves you, they will enroll you in the payment program. This paperwork is essential to getting paid!

## **7) Check in with the QC3 monthly. 800-979-4662**

Give us a call or email us monthly to let us know your work status.

# 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.

## **In Conclusion Please Remember . . .**

- In order to receive your pay from DHS you must be sure you have been properly enrolled by a DHS Adult Services Worker and have signed the enrollment form.
- You must complete your Provider Log monthly and turn it in every 3 months, signed by the Consumer, to DHS Adult Services.
- Your pay will come in the form of a monthly check, made out to the Consumer and you, that will need to be signed by both you and the Consumer.
- If you are called by a Consumer who got your name from us, only you may respond. If you can't accept the position, refer the Consumer back to us, not to another Provider.
- Check in with the QC3 each and every month.