Establishing Matching Service Registries

Abby Marquand, Director of Policy Research, PHI
2014 National HCBS Conference
September 18, 2014
Matching Service Registries

What matching services do.

What we are finding.

Where they come from.
Consumers and workers must each initiate their side of the transaction.
What matching services do.

Both sides provide information (skills, preferences, etc.) to serve as matching criteria.

Consumers

Matching Services

Home Care Workers
What matching services do.

3 A match is made.

Matching Services

Consumers

Home Care Workers
What we are finding.

There are 33 nonprofit registries in 23 states.
Where they come from.

14 Statewide and state-sponsored

12 Centers for Independent Living

7 Third party partnerships
Where they come from.

14 Statewide and state-sponsored

12 Centers for Independent Living

7 Third party partnerships
Matching a personal assistant and people with disabilities of all ages to promote independent living.
quickmatch

Personal care match made easy.
Since 1979...

Marin Center for Independent Living has run a personal assistant registry to assist our consumers find affordable and experienced caregivers.
Our registry is primarily private pay.
The consumer is the employer of record.
Caregivers must apply to be on our registry.
Both consumers and caregivers must go through an extensive screening and interview process.
What makes a good registry?

It’s the secret sauce!
Ingredients.

- Knowledgeable and experienced registry staff.
- Highly trained and skilled caregivers.
- Affordability.
- Consumer choice.
- Access.

"Did somebody say sauce?"
Emerging Needs.

70% of adults over the age of 65 will need a caregiver.

*According to the American Community Survey.*
Emerging Needs.

- Skilled Nursing Facility care is about $150,380 per year.
- Assisted Living Facility care averages $48,000 per year.
- Average cost of private homecare is over $20,520 annually.
A Solution Emerges!

Recognizing the growing need for homecare and the need to provide it in a more innovative way, and MCIL created QuickMatch.org to address those needs.
What is QuickMatch?

QuickMatch.org is a new model for homecare, bringing the best of “high-tech” online caregiver matching through trusted “high-touch” non-profit organizations.
What is QuickMatch?

- QuickMatch was launched in 2010 for MCIL and then other organizations began calling to sign up.
- QuickMatch is an innovation of an entirely new model for providing home care.
- Several organizations in and out of California subscribe to QuickMatch, and those totals are continuing to grow.
- Currently there are over 320 caregivers and 375 users signed up for QuickMatch.
What Makes QuickMatch Unique?
Remember, It’s the Secret Sauce!

QuickMatch provides the dynamic access of a high tech registry but taps into each organizations local knowledge of their community.
Remember, It’s the Secret Sauce!

- These are organizations who have been providing homecare services for decades.
- They have staff who understand how to build a care registry on QuickMatch.org that reflects the community.
- They are non-profits and therefore provide an affordable and consumer focused model for homecare.
- They also provide additional services: housing referrals, home modifications, assistive technology, and more.
- QuickMatch brings greater socio-economic balance for caregivers as well to earn a better wage.
Why Does Local Matter?

Meet 70 year old Magdalena and learn why local matters.
Innovation Leads to Choices, Choices Lead to a Match.
How Does QuickMatch.org Work?
QuickMatch provides an easy step-by-step process for consumers to login and search for caregivers based on their unique needs.
QuickMatch provides an intuitive system for organization staff to upload and manage their caregivers and assist consumers in finding the right match.
Stay Connected.

The secret sauce... local registry staff assist in facilitating the QuickMatch matching process.
Recognizing that the consumer serves as the employer of record, **QuickMatch** has developed an advanced “quick manager menu” for tracking time and payroll.

### Esmeralda Gracia Timesheet

<table>
<thead>
<tr>
<th>Date</th>
<th>Shift</th>
<th>Start Time</th>
<th>End Time</th>
<th>Hours</th>
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**Total Hours**: 5.00

**Total Payment**: $75.00

*Matching a Personal Assistant and People with Disabilities of All Ages to Promote Independent Living.*

QuickMatch specializes in matching up an individual with a personal assistant. A personal assistant (PA) is a caregiver who assists an individual with activities of daily living in their home, their community, their school and in their work place. Activities...
QuickMatch Caregivers QuizMatch

**Question #1**
- **Yes**
  - Do you have experience assisting a senior or someone with a disability with care needs such as meal preparation, bathing, dressing, running errands, or performing household chores?
- **No**

**Question #2**
- **Yes**
  - Have you ever worked as a paid caregiver or served as a volunteer for a hospice, nursing home, veteran’s home, meal delivery service, local Department on Aging, or church senior program?
- **No**

**Question #3**
- **Yes**
- **No**

QuickMatch is partnering with UCSF to explore training and development opportunities for both caregivers and consumers.
Localize Yourself.

Expand your local reach by customizing QuickMatch to be tailored to your community needs.
Where We Are.

- Staff and capacity matter.
- Innovation is necessary to compete in a growing industry.
- Local knowledge is required.
- Consumer choice must always come first.
- It's all about the match.
Where We’re Going.

- Many consumers both inside and outside California are asking about QuickMatch.

- We are looking for partner organizations (state, non-profit, public policy and foundations) to help us broaden our network locally, regionally, and nationally.

- We believe that accessing high quality and affordable healthcare should not be a privledge but a right of every American.
quickmatch

Try the LIVE Demo...
QuickMatch.org/Demo

...then email us to get started!
info@QuickMatch.org
Establishing Matching Services Registries To Help Consumers find Caregivers

September 18, 2014
Home and Community Based Services Conference
Oregon Home Care Commission
A semi-independent state agency

Aging and People with Disabilities

DHS
Oregon Department of Human Services
Registry and Referral System

Seniors and Adults with Physical Disabilities
Are you a senior or a person with a physical disability or someone who is assisting a senior or person with a physical disability in finding and hiring a homecare worker to provide in-home/personal care services? If so please click here.

People with Developmental or Intellectual Disabilities
Are you a parent, family member, self-advocate or consumer, representative, case manager or personal agent seeking or assisting a child or adult with developmental/intellectual disabilities with finding and hiring a personal support worker to provide their needed services in and outside of the home? If so please click here.

Addictions and Mental Health
Are you a consumer of services for addictions and/or mental health? Are you a support provider for consumers of services for addictions and/or mental health? If so please click here.

The State of Oregon, the Oregon Home Care Commission (OHCC), the Department of Human Services (DHS), and the Oregon Health Authority (OHA) and organizations within the DHS/OHA service delivery systems do not guarantee or warrant that HCWs/PSWs have the experience or skills listed in this registry. The registry is intended to provide employers with a list of HCWs/PSWs who meet certain basic qualifications established by the OHCC. The fact that a HCW/PSW satisfies the basic qualification requirements does not mean that the HCW/PSW has the skills or experience to provide a certain service to a particular employer.
Online Matching Registry Consumers

- Seniors and people with physical disabilities
- Intellectual/developmental disabilities Children and Adults
- Individuals experiencing mental health disabilities

Statewide
Online Matching Registry Workforce

- Homecare Workers
- SEIU Local 503
- Personal Support Workers
Online Matching Registry

- 24/7 - online
- Respite workers
- Full-time, part-time, emergency workers
- Approved Medicaid providers
Online Registry Initial Funding

2005-2007
Collective Bargaining Agreement
Letter of Intent

$400,000.00
General Funds

Additional funding received for legislatively approved program expansion.
Online Registry – The Beginning

April 2005
The Commission approved the development of an online Registry.

July 2005
Hired Registry Coordinator.

May 2006
Signed contract to begin developing the Registry.
Online Registry – Committee

Stakeholders and Partners

- Homecare Workers
- Commission Staff
- Washington Quality Authority Director
- Aging & People with Disabilities Staff
- SEIU Organizers and Member Leaders
- Registry Contractor
- Area Agency on Aging Staff
- Committee

Consumers - Commissioner-Consumers
Online Registry – Statewide Rollout Prep

- Homecare Worker Orientation
- Public Libraries
- Free Computers
- WorkSource Offices
- Employment Department
- Staff and worker Training
- 36 Counties
  - Urban, Rural, and Frontier Communities
- Consumer Registry Brochure
- Homecare Worker User Manual
- Staff User Manual
Online Registry – Statewide Rollout

- Douglas County: First Registry Training 12-1-06
- Go Live: First County Douglas 6-27-07
- All 36 Counties: Fully Operational 6-15-08
Online Registry – Worker Requirements

- **Background check**
  - Recheck every two years
  - Criminal and Abuse record checks

- **Medicaid provider number**
  - Office of Inspector General check
  - Social Security number check

- **Orientation within 90-days**
  - Of receiving provider number

- **Update Information every 30-days**
  - If looking for work
Online Registry – Revamp & Expansion

Revamp Registry

Improved Functionality

Support new consumers and families
Online Registry – Functions

- Consumer & Worker Personal Statements
- LGBT Friendly option
- Reports and data tracking options
- Worker Training Records
- Professional Development Recognition Badge
- Letter and label printing functions
- Consumer & Worker Profiles
Homecare Worker Personal Information

Provider Number: 648080
Provider Name: Phyllis Ann
Local Office: [3411] Hillsboro
User Name: Back to Staff

OAccess Status: Approved To Work
OAccess Level: Career
Registry Status: Complete
Availability: Available for Referral
Service Group: Seniors and People with Disabilities

Registry Information
Phone Number: (503)
Process Status: Complete
Email Address: @gmail.com
Availability: Available for Referral
Last Info Review User: phyllisa
Last Info Review Date: 8/25/2014

Personal Information
Gender: 
- Female
- Male
Do you smoke?
- Yes
- No
LGBT Friendly? (optional)
(Lesbian, Gay, Bisexual, Transgendered)

[Checkbox]

Oregon Home Care Commission
15
# Homecare Worker Training Record

<table>
<thead>
<tr>
<th>Provider Number:</th>
<th>648080</th>
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<tr>
<td>Provider Name:</td>
<td>Phyllis Ann</td>
</tr>
<tr>
<td>Local Office:</td>
<td>[3411] Hillsboro</td>
</tr>
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</table>

| OAccess Status:       | Approved To Work |
| OAccess Level:        | Career |
| Registry Status:      | Complete |
| Availability:         | Available for Referral |
| Service Group:        | Seniors and People with Disabilities |

<table>
<thead>
<tr>
<th>Personal Info</th>
<th>Preferences</th>
<th>Services</th>
<th>Availability</th>
<th>Schedule</th>
<th>Summary</th>
<th>Help Wanted</th>
<th>Training</th>
<th>Office Use</th>
</tr>
</thead>
</table>

## Training

### Date Attended

<table>
<thead>
<tr>
<th>Training Topic</th>
<th>Date</th>
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<tbody>
<tr>
<td><strong>Bathing and Grooming</strong></td>
<td>4/15/2013</td>
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<tr>
<td><strong>Working with Challenging Behaviors</strong></td>
<td>7/8/2014</td>
</tr>
<tr>
<td><strong>Dementia and Alzheimer's</strong></td>
<td>8/16/2013</td>
</tr>
<tr>
<td><strong>Heart Healthy</strong></td>
<td>6/11/2014</td>
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</table>
### Consumer Referral and Professional Development Recognition

You can post an ad to have prospective workers contact you.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>City</th>
<th>Provider #</th>
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<tbody>
<tr>
<td>Harriet</td>
<td>(503) 933-</td>
<td>Portland</td>
<td>712178</td>
</tr>
<tr>
<td>Rhonda</td>
<td>(503) 268-</td>
<td>Forest Grove</td>
<td>749520</td>
</tr>
<tr>
<td>Joanna</td>
<td>(503) 330-</td>
<td>Beaverton</td>
<td>742332</td>
</tr>
<tr>
<td>Sadia A</td>
<td>(503) 560-</td>
<td>Portland</td>
<td>729043</td>
</tr>
<tr>
<td>Linda Sue</td>
<td>(971) 212-</td>
<td>Portland</td>
<td>687739</td>
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<tr>
<td>Patricia</td>
<td>(503) 356-</td>
<td>Beaverton</td>
<td>749662</td>
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<tr>
<td>Jean Louise</td>
<td>(503) 640-</td>
<td>Hillsboro</td>
<td>673125</td>
</tr>
<tr>
<td>Cheryl</td>
<td>(510) 964-</td>
<td>Portland</td>
<td>746238</td>
</tr>
</tbody>
</table>
Post Help Wanted Ad

Would you like to have prospective workers contact you directly?

By posting an ad, you agree to have your information released to providers who are looking for work. This information will automatically expire after the number of days you select, or you can log in again and cancel your ad.

Ad Duration  30 Days

Contact Information

Contact Name
Contact Phone Number
Contact Email Address

Personal Statement
You may enter up to 2500 characters of additional information that you would like to share with prospective workers.
### Consumer Personal Statement

#### Activities of Daily Living

<table>
<thead>
<tr>
<th>Activity</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Bathing</td>
<td>x</td>
</tr>
<tr>
<td>Dressing</td>
<td>x</td>
</tr>
<tr>
<td>Toileting</td>
<td>x</td>
</tr>
<tr>
<td>Transferring</td>
<td>x</td>
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</table>

#### Self Management Tasks

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<th>Task</th>
<th></th>
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<tbody>
<tr>
<td>Housekeeping</td>
<td>x</td>
</tr>
<tr>
<td>Laundry</td>
<td>x</td>
</tr>
</tbody>
</table>

#### Personal Statement

Hi...I am a incomplete c6-7 quad that needs to hire someone to help me hop in or out of bed, help with dressing and light bathroom stuff. No real heavy lifting involved. Me...well hmmm. I’m a college educated, active guy that uses a manual wheelchair. Super kick back and like to laugh. Not demanding or anything. Would like to hire someone who is dependable, honest and good sense of humor. Hours are super flexible....
## CRIMS Check Letters and Labels

<table>
<thead>
<tr>
<th>Service Group</th>
<th>Seniors and People with Disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch Office:</td>
<td>[3515] Mid Portland (SPD)</td>
</tr>
<tr>
<td>Date Range:</td>
<td>10/1/2014 to 12/9/2014</td>
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</tbody>
</table>

**Show Workers**

**Letter/Label Format:** Letter: CRIMS Recheck

**Create Labels/Letters**

**Return Date:** 9/24/2014

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<th>Select All</th>
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<td>684189</td>
<td>ZAYTSEVA,</td>
<td>[3515] Mid Portland</td>
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<tr>
<td>683775</td>
<td>DEMINA,</td>
<td>[3515] Mid Portland</td>
<td>10/31/2014</td>
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<tr>
<td>683476</td>
<td>ZAVYALOVA,</td>
<td>[3515] Mid Portland</td>
<td>11/30/2014</td>
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<tr>
<td>683423</td>
<td>LOBASHYUK,</td>
<td>[3515] Mid Portland</td>
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**Statistical Reports**

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<tr>
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<tr>
<td>Registry Status</td>
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<tr>
<td>Availability</td>
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<td>OACCESS Status</td>
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**Show Workers**

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<td>SPD</td>
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<td><a href="mailto:lizzygirl28@gmail.com">lizzygirl28@gmail.com</a></td>
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</table>
# Office Use

<table>
<thead>
<tr>
<th>Personal Info</th>
<th>Preferences</th>
<th>Services</th>
<th>Availability</th>
<th>Schedule</th>
<th>Summary</th>
<th>Help Wanted</th>
<th>Training</th>
<th>Office Use</th>
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</table>

**Office Use Only**

- I-9 form completed? [✓]
- Provider 18 years of age or older? [✓]
- W-4 completed? [✓]
- DHS 0301 completed and submitted to local office? [✓] Date submitted: 11/13/2008
- SDS 0356 signed and witnessed? [✓]
- Fingerprint requested from worker? [✓]
- Fingerprint received from worker? [✓]
- Fingerprint submitted to Salem? [✓]
- Fingerprint returned from Salem? [✓]
- Initial Criminal History Fitness Determination Clearance? [✓]
- SDS 736, Enrollment form completed? [✓]
- Orientation Taken [✓] Date taken: 11/13/2008
## Specialty Reports

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<thead>
<tr>
<th>Staff Info</th>
<th>Employer</th>
<th>Worker</th>
<th>Statistical Reports</th>
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Show Workers

<table>
<thead>
<tr>
<th>Provider #</th>
<th>Name</th>
<th>Branch Office</th>
<th>Reg Status</th>
<th>Availability</th>
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<tbody>
<tr>
<td>642968</td>
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<td>3515 Mid Portland</td>
<td>Complete</td>
<td>Available for Referral</td>
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<tr>
<td>697218</td>
<td>IRYNA</td>
<td>3515 Mid Portland</td>
<td>Complete</td>
<td>Available for Referral</td>
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<tr>
<td>715970</td>
<td>NATALIYA</td>
<td>3515 Mid Portland</td>
<td>Complete</td>
<td>Available for Referral</td>
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Next Phase
Homecare Choice Program

Senate Bill 1542
Private Pay Consumers
Purchase through Registry
Fiscal Intermediary
STEPS to Success

MAKING THE MOST OF YOUR HOME AND COMMUNITY SERVICES

BEING AN EMPLOYER
GETTING READY TO INTERVIEW

MY RIGHTS AND RESPONSIBILITIES

PSW RIGHTS AND RESPONSIBILITIES

STRUCTURING THE JOB FOR WORKERS

COMMUNICATING EFFECTIVELY WITH PSWS

MAKING SURE WORK IS DONE SATISFACTORILY

USING THE REGISTRY

DESCRIBING MY NEEDS AND PREFERENCES

MAINTAINING APPROPRIATE BOUNDARIES

CREATING BACK-UP AND SAFETY PLANS

DISCHARGING WORKERS IF NECESSARY

FINDING PERSONAL SUPPORT WORKERS
Contact Information

Cheryl M. Miller
Executive Director

- Cheryl.m.miller@state.or.us
- 503.378.2733

Registry Toll-free number

- 1-877-867-0077
  - Select option 1

Registry website

- www.or-hcc.org
Innovations in Web-Based Registries

Connecting People with Disabilities and Families with the Workers They Need

*From East to West, seven states’ experiences*

*Rewarding Work Resources, Inc.*
*2014 National HCBS Conference*
Contact Information

Jeffrey Keilson
Co-founder, Rewarding Work Resources, Inc.
Jkeilson@advocatesinc.org
508 628-6662
www.RewardingWork.org
Learning Objectives

- Understand the benefits of a registry for PCA’s, direct care and respite workers
- Discover strategies that MA, VT, NH and AZ used in developing a registry
- Learn how a registry can be a focus for coalitions of diverse organizations
- Learn how a registry can be adapted to the specific need of your state
Who is Rewarding Work?

- Non profit corporation founded in 2004
- Rewarding Work Resources created and manages the online matching services registry, RewardingWork.org
- RewardingWork.org currently operates in seven states
- RewardingWork also created and manages the Massachusetts PCA Referral Directory
Mission

The mission of Rewarding Work Resources is to connect:

- We connect elders, people with disabilities, and their families to respite, PCAs and other direct care workers.
- We connect workers with employers.
- We connect consumers and workers to information that is important to them.
What is Rewarding Work?

- A Web-based self-directed registry
- Assists people with disabilities, elders, and families in connecting with respite and other direct care workers
- Comprehensive information about candidates
- Registry is modified to suit the needs of individual states
What else?

- Means for collaborating across disability and elder communities
- Call center available 24/7
- Outreach to existing and potential workers
- Extensive customer services to employers and workers
- Balance between national and state specific concept
Funding sources

- State appropriation
- Federal grants
- Foundation grants
- Paid subscriptions
- Managed care organizations
- Rehab hospitals
- Community agencies
Benefits of dynamic database

- Database updated daily
- New prospects added everyday
- Search by specific need
  - Geography (zip code search)
  - Experience and education
  - Access to transportation
  - Respite workers
States design programs to suit specific needs

- Arizona – Vouchers for Respite users
- Connecticut – Free for DDS consumers who are self-directing
- Massachusetts – Free for Medicaid users; free for DDS families for respite workers
- New Hampshire – Paid subscriptions
- Rhode Island – Free for Medicaid users
- Vermont – Free for all residents
Other features

- States have own application questions
- States have own landing page and state-specific pages as they determine
- Consumers or workers can go directly to state page or access thru Rewarding Work
- New section for respite: VT, MA, AZ, NH
- Useful information for consumers and workers
- Job posting feature
- Regular e-mails to workers
Find the right person to provide support for you or your loved ones

If you or family members of any age (child to elder) need to hire someone to provide support in your home, you’ve come to the right place.

Rewarding Work has up-to-date information on thousands of experienced people who are ready to work for you.

Start by choosing where you live:

Start by choosing where you live:

Looking to hire someone?

Rewarding Work helps elders and people with disabilities receive the supports they need to lead independent, full and rewarding lives.

Register and hire someone today »

Want a rewarding job helping others?

Apply for jobs working directly for individuals needing assistance with personal care or daily activities. Learn more.

Apply now for a job!

Already a member? Login

* Indicates a required field

Username *

Password *

Login Forgot password?
Arizona Respite Registry Objectives

- To connect those who need respite with those providing care
- To find experienced and skilled help quickly and easily
- To create a statewide, online directory making it easier for caregivers and people of all ages and all disabilities to find care assistance
Are you a family caregiver looking to take a break?

We can help you find the right resource for your family!

The Arizona Respite Registry offers a comprehensive and current list of people working in direct care who are ready to provide respite and personal care in a variety of settings. This registry will enable individuals and families throughout Arizona to easily access individual workers and other resources to provide the support you or your family member may need to remain living in your own home.

You can get names, contact information, and availability of direct care workers and agencies that provide respite services or personal care, review their experience, and learn if they are available to work mornings, days, evenings, overnight, or weekends.

The Arizona Respite Registry is a partnership between the Arizona Caregiver Coalition and Rewarding Work Resources, Inc., and was developed in part with funding from the Arizona Lifespan Respite, Integration and Sustainability Grant awarded by the U.S. Administration of Community Living.

Click here to read how the registry can work for you.
Using a Web-based Registry
How it Works!

To ensure security everyone needs to register

- Register (use of access code)
- Log-in
- Applicant Search – Preliminary
- Applicant Search – Advanced
- Save Search Criteria
- Sort Applicants
- View Applicants
- Contact Applicants
The directory will enable PCA users in Massachusetts to receive the support they need to live independently.

You can get names, contact information, and availability of PCAs for full- or part-time work, review their experience, and learn if they are available to work mornings, days, evenings, or weekends.

Click to find out how it works. IMPORTANT! NOW You will only need to enter your MassHealth number once.

Click here for Tips on using the Mass. PCA Directory.

If you do NOT receive PCA services from MassHealth, click here.

Looking to hire someone?
Rewarding Work helps elders and people with disabilities receive the supports they need to lead independent, full and rewarding lives.

Register and hire someone today »

Want a rewarding job helping others?
Apply for jobs working directly for individuals needing assistance with personal care or daily activities. Learn more.

Apply now for a job! »
Register to find and hire the worker you need

To ensure security, you must register in order to view the complete list of workers available in our database.

Complete and submit the form below. After you click “Submit,” you will receive a password by email. You will use this password to log onto the website for the first time. It is recommended that you change the password at this time to one of your own choosing.

Once your registration is confirmed you may start searching the Rewarding Work PCA database immediately. Simply log in using your username (email) and password.

* Required Fields

- I have read and agree to the Terms and Conditions of Services with regard to establishing an account.

What are you doing with my information?

<table>
<thead>
<tr>
<th>Establish an account</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>10/5/2013</td>
</tr>
<tr>
<td>First Name *</td>
<td></td>
</tr>
<tr>
<td>Last Name *</td>
<td></td>
</tr>
<tr>
<td>Address *</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City *</td>
<td></td>
</tr>
</tbody>
</table>
View the list of candidates on Applicant Search

- Enter your zip code
- From pull-down menu, enter from 1 to 50 miles
- Select choices that match your needs
- Click Search Now to view results
- Most recent names are on top
- Candidates update applications to remain active
<table>
<thead>
<tr>
<th><strong>Please choose your search criteria.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Zip Code:</strong></td>
</tr>
<tr>
<td><strong>Distance from Zip Code:</strong></td>
</tr>
<tr>
<td><strong>State:</strong></td>
</tr>
<tr>
<td>- Arizona</td>
</tr>
<tr>
<td>- Connecticut</td>
</tr>
<tr>
<td>- Massachusetts</td>
</tr>
<tr>
<td>- New Jersey</td>
</tr>
<tr>
<td>- Rhode Island</td>
</tr>
<tr>
<td>- Vermont</td>
</tr>
<tr>
<td><strong>Applicant prefers working with</strong></td>
</tr>
<tr>
<td>- Adults</td>
</tr>
<tr>
<td>- Elders</td>
</tr>
<tr>
<td>- Children</td>
</tr>
<tr>
<td><strong>Applicant is available to work:</strong></td>
</tr>
<tr>
<td>- Days</td>
</tr>
<tr>
<td>- Evenings</td>
</tr>
<tr>
<td>- Early Mornings</td>
</tr>
<tr>
<td>- Overnights</td>
</tr>
<tr>
<td>- Weekends</td>
</tr>
<tr>
<td><strong>Applicant has a valid driver's licence</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Save your search

- Save your current search criteria
- Name your search to identify it
- Return later to view new candidates who match your criteria
- See your criteria at any time
Applicant search results

Below are the results of your search. Click on Advanced Search to choose additional criteria to narrow your search.

Click on “View” to see a candidate’s complete application.

You can save your search for future reference and be notified by email when new candidates match your criteria. If you have already saved searches, you can view them by clicking on “Your saved search” to the left under Member Navigation.

See your current search criteria »
Zip: 02446 Distance: 5 miles
Work in State: MA
Are you willing to have a criminal background check performed at the time of a job offer? Yes
Do you prefer working with? Elders
Are you available to work: Days
Are you willing to be called in an emergency? Yes
Do you have experience working with individuals who have any of the following primary disabilities or diseases? (Check all that apply. You will be asked to describe your experience.) Alzheimer’s disease and related dementia
Are you a smoker? No
Do you have a valid driver’s license? Yes

Save your search:
Enter a name for the saved search:

10-18-2011

✓ Get email notification when new applicants match the saved search

Save Search

Refine Search With Additional Keywords:
Sort Results

- Change the “look” of your selection
- Check up to 3 columns, such as Tel number, Experience, and Certification
- Click on Update Column Options
- See quick overview of your choices
<table>
<thead>
<tr>
<th>Name</th>
<th>Applicant's email address</th>
<th>Applicant describes experience with specific disease or disability.</th>
<th>Applicant's special skills, training or valid certification, such as CPR, First Aid or medication administration</th>
<th>Last Modified Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Jones</td>
<td><a href="mailto:jvjones815@gmail.com">jvjones815@gmail.com</a></td>
<td>I lived with and cared for my grandfather who has Alzheimer's. I massaged children young adults with autism. I did an intern with people with behavioral disorder and my daughter had diabetes.</td>
<td>CPR</td>
<td>10/4/2013</td>
</tr>
<tr>
<td>Camille Yahrmarkt</td>
<td></td>
<td>I have done PCA work with a woman who had Alzheimer's Disease.</td>
<td></td>
<td>10/2/2013</td>
</tr>
<tr>
<td>Dwayne coke</td>
<td><a href="mailto:ekco33@verizon.net">ekco33@verizon.net</a></td>
<td>Following ADLS guidelines and knowing the person you're caring for and the illness they have gives you the tools to provide the proper care. Everyone needs a certain kind of care pertaining to his/her specific condition.</td>
<td>CERTIFICATION NURSING ASSISTANT</td>
<td>9/30/2013</td>
</tr>
<tr>
<td>valerie weaver</td>
<td><a href="mailto:vweaver@partners.org">vweaver@partners.org</a></td>
<td>i have work with elderly with Alzheimer,who have needs in meal preperation, for the cleaning and the overall physical care.</td>
<td></td>
<td>9/29/2013</td>
</tr>
<tr>
<td>Bashirat Shittu</td>
<td><a href="mailto:bashirats@aol.com">bashirats@aol.com</a></td>
<td>I have MAP and CNA.</td>
<td></td>
<td>9/27/2013</td>
</tr>
</tbody>
</table>
View

- View candidate’s complete application
- Contact people who meet your specific needs
- Contact by email or phone
- Read “Useful Tips” before hiring
- Call Toll-free 1-866-212-WORK (9675) if you need additional help
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant prefers working with</td>
<td>Adults, Elders, Children</td>
</tr>
<tr>
<td>Applicant is available to work:</td>
<td>Days, Evenings, Early Mornings, Overnights, Weekends</td>
</tr>
<tr>
<td>Applicant is willing to work as a back-up PCA worker.</td>
<td>Yes</td>
</tr>
<tr>
<td>Applicant is willing to be called in an emergency.</td>
<td>Yes</td>
</tr>
<tr>
<td>Applicant is interested in occasional overnight travel out of state.</td>
<td>No</td>
</tr>
<tr>
<td>Applicant has experience working with individuals who have the following primary disabilities or diseases.</td>
<td>ALS (Amyotrophic Lateral Sclerosis), Alzheimer's disease and related dementia, Amputation, Arthrogryposis, Autism, Brain Injury, Cerebral Palsy, Developmental disabilities, Diabetes, Heart disorders, Mitochondrial disease, Multiple Sclerosis, Osteogenesis Imperfecta, Parkinson's disease, Post Polio syndrome, Spinal Cord injury, Stroke, Other</td>
</tr>
<tr>
<td>Applicant describes experience with specific disease or disability.</td>
<td>i have a 7 years of experience, have taken care of the partially blind, deaf, stroke patient, diabetic, parkinsons, and many more patients. experience with the catheter, oxygen, colostomy bag, and both bed and wheel chair bound patients</td>
</tr>
<tr>
<td>When can applicant start?</td>
<td>Immediately</td>
</tr>
<tr>
<td>Applicant wishes to work for an agency and work with small groups</td>
<td>No</td>
</tr>
</tbody>
</table>
Resources on Rewarding Work

- Instructions for use
- Helpful resources for each state
- Tips for hiring staff
- Information can be modified for specific respite use
**Tips for employers**

Until you spend time with your new personal assistant and come to trust that person, you will be dealing with a stranger. Below are suggestions to help you stay safe and begin a successful relationship with your new employee.

*These suggestions are offered as a service to employers, and Rewarding Work cannot be held liable for any interactions between people who use this website.*

**Develop a telephone interview** to determine whether applicant meets the minimum requirements of the job. Be honest about your needs, the requirements of the job, the pay, and the hours. Preparing a list of questions and priorities helps you focus the interview on the things that are most important to you, and prevents discrimination because you will be asking every applicant exactly the same questions.

**Determine your level of comfort** before meeting the applicant for the first time. Will you hold the interview in your home? If so, will there be anyone else in the house? Would you prefer to meet in a public place, such as a restaurant or library?

**Listen to your instincts.** If you have a bad feeling about someone you are interviewing, there may be a good reason for your feelings.

**Be as clear as possible about the job,** your expectations of your employees, and what they may expect of you. Present a job description that describes the duties they will need to perform.
Recruiting and training workers

- Word of mouth of workers
- Families
- Website
- Online marketing
- Brochures and posters
- Agencies
- Training workers
Working for someone differs from taking care

There's a big difference between working for someone or taking care of someone. When you take care of someone, the person for whom you provide care often takes instructions from you. When you work for someone, the person you're working with determines what needs to be done.

PCAs work for people with disabilities. The person with the disability is the employer.

“Working with people with disabilities is one of the most fulfilling things I've ever done.”

To think that the work I do makes a big difference makes me feel great.

To learn about opportunities working as a personal care assistant:
Call 866-211-WORK (9675) or
Use the Internet to go to www.rewardingwork.org and complete an application.

Rewardingwork.org is an online resource that connects personal care assistants and people with disabilities.
It is a service of Rewarding Work Resources, Inc., a non-profit organization.

Become a Personal Care Assistant
...and make a lasting difference!
Vision for the Future: Collaboration Across the Lifespan

- **National Registry: Local control with the advantages of partnerships across the country**
- Collaboration ensures success
- Need to break down separate silos
- Managing information enhances collaboration
AZ Key Partners/Stakeholders

- AZ Links, Arizona’s ADRC
- Arizona Caregiver Coalition
- Division of Aging and Adult Services (DAAS)
- Area Agencies on Aging and Assoc. of AAA
- Division of Developmental Disabilities (DDD)
- Medicaid: Arizona Health Care Cost Containment System (AHCCCS) with Arizona Long Term Care Services (ALTCS)
- Centers for Independent Living (CIL)
- Arizona Department of Health Services, Children w/ Special Needs
Review

- A web-based registry is a resource for consumers and caregivers to connect with PCA’s and other direct care workers and respite and emergency workers.
- Partnerships enhance effectiveness of a web-based registry.
- A web-based registry supports collaboration across elder and disability communities.
Outcomes

- Allow person to live in their home or in their caregiver’s home
- Reduce stress on caregiver
- Reduce health care costs for caregiver
- Reduce emergency room use
- Reduce hospitalizations and re-hospitalizations
- Reduce use of long term care facilities
Consumer testimonial

“I have found several aides that have been a huge help in caring for my wife who has had a stroke. Rewarding Work has certainly been my salvation. Please keep up the wonderful job you folks do.”

---Family Member
The end result: Consumer

Finding and keeping people who want to assist others live fuller lives.
The end result: 
Family caregiver

Families/caregivers can easily find quality respite and emergency workers.