



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.

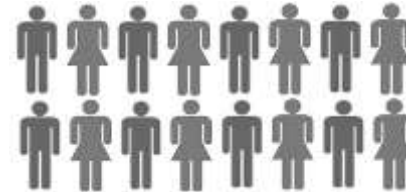
Where they come from.

What matching services do.

1

Consumers and workers must each initiate their side of the transaction.

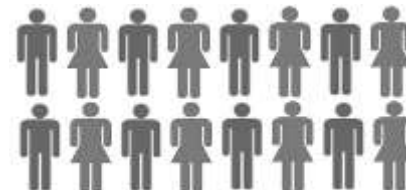
Consumers



Matching Services



Home Care
Workers

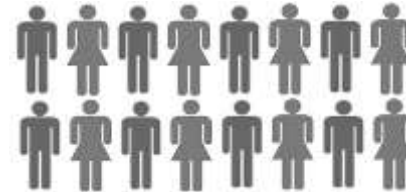


What matching services do.

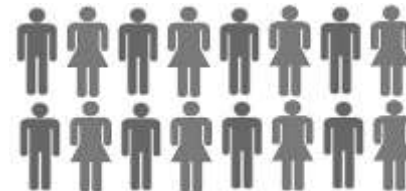
2

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

Consumers

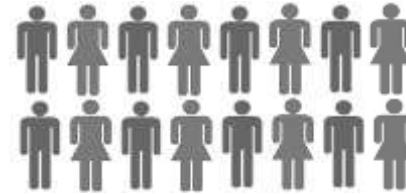


Home Care
Workers



What matching services do.

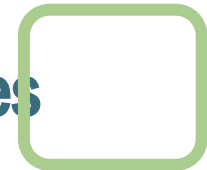
Consumers



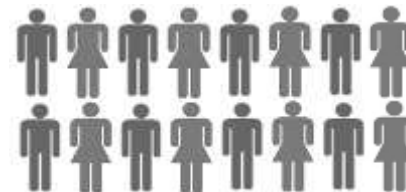
3

A match is made.

Matching Services



Home Care
Workers



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!**



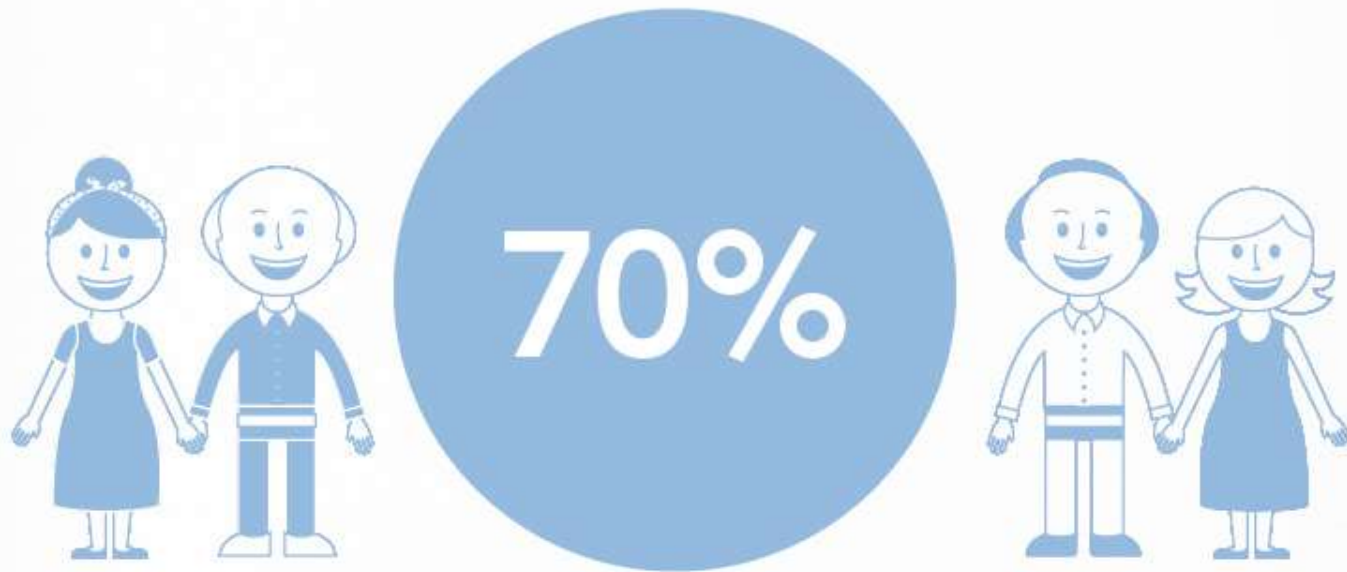
Ingredients.

- ▶ 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.

\$150,380

\$48,000

\$20,520

- ▶ 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!

quickmatch

Personal care
match made easy.

Recognizing the growing need for homecare and the need to provide it in a more innovative way, and MCIL created [QuickMatch.org](https://www.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.

The background of the slide is filled with numerous small, orange and white goldfish swimming in various directions. In the center of the slide, there is a single, larger clownfish with orange and white stripes, which stands out from the surrounding goldfish.

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 Magalena and learn why local matters.



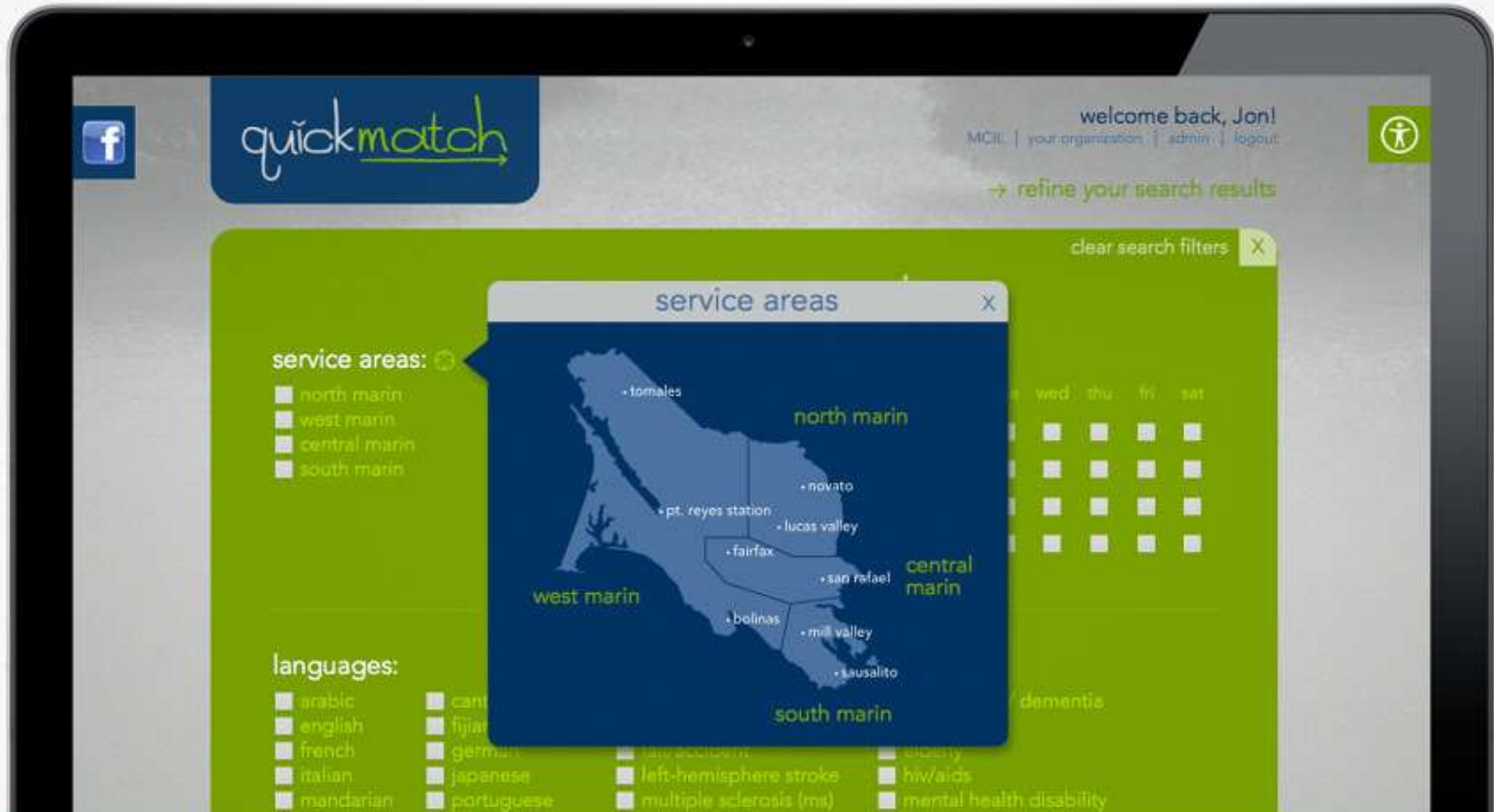
**Innovation Leads to Choices,
Choices Lead to a Match.**



How Does QuickMatch.org Work?

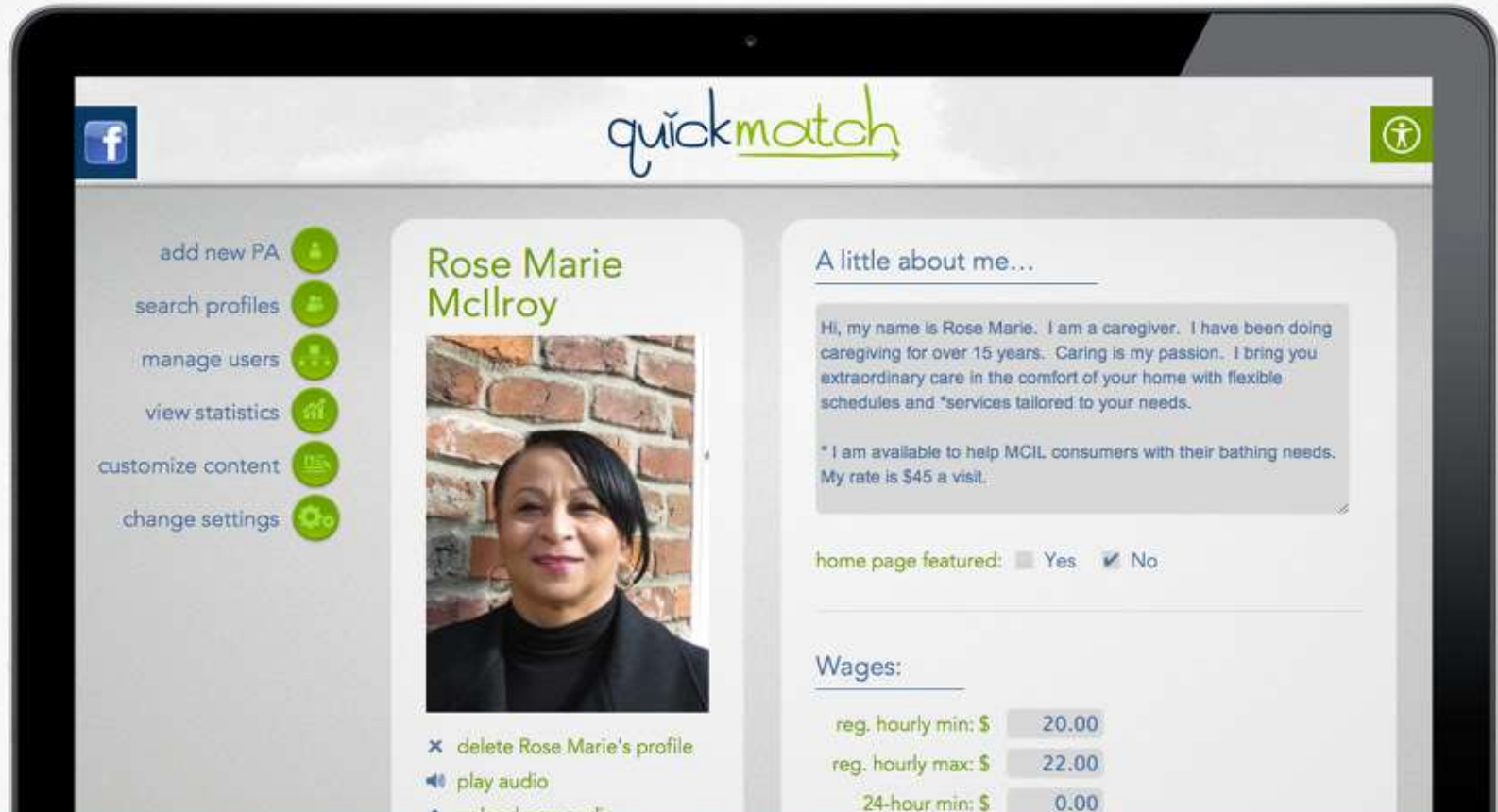


User Side... Easy.



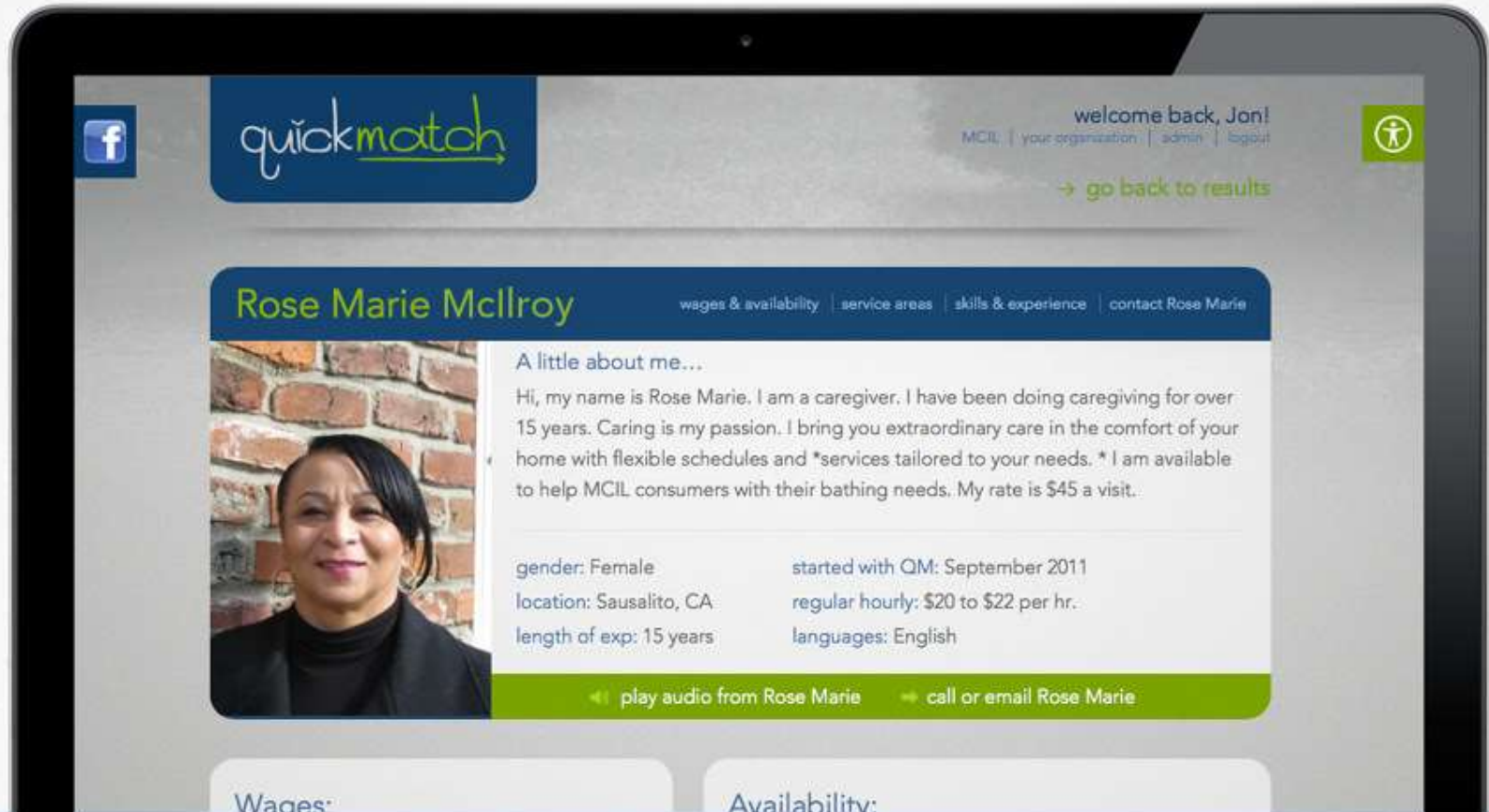
QuickMatch provides an easy step-by-step process for consumers to login and search for caregivers based on their unique needs.

Client Side... Intuitive.



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.

Track and Pay.



The screenshot displays the QuickMatch website interface. At the top, there is a Facebook logo on the left, the QuickMatch logo in the center, and a person icon on the right. Below the navigation bar, the title "Esmeralda Gracia Timesheet" is prominently displayed. A table with a dark blue header and white rows lists work entries. The columns are labeled: date, shift, start time, end time, hours, pay rate, and total. The data rows show four entries for March 2014. At the bottom of the table, two summary rows are provided: "Total Hours" with a value of 5.00 and "Total Payment" with a value of \$75.00. Below the table, a mission statement reads: "Matching a Personal Assistant and People with Disabilities of All Ages to Promote Independent Living." At the very bottom, a small paragraph describes QuickMatch's specialization in matching individuals with personal assistants.

date	shift	start time	end time	hours	pay rate	total
March 7, 2014	HOURLY	9:00AM	10:00AM	1.00	\$15.00/hr	\$15.00
March 14, 2014	HOURLY	9:00AM	11:00AM	2.00	\$15.00/hr	\$30.00
March 21, 2014	HOURLY	9:00AM	10:00AM	1.00	\$15.00/hr	\$15.00
March 28, 2014	HOURLY	9:00AM	10:00AM	1.00	\$15.00/hr	\$15.00
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

Recognizing that the consumer serves as the employer of record, **QuickMatch** has developed an advanced "quick manager menu" for tracking time and payroll.

Training Caregivers.



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

UCSF
University of California
San Francisco

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.
- ▶ Its 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 privilege 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



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



Online Matching Registry Workforce



**Homecare
Workers**



**SEIU
Local
503**



**Personal
Support
Workers**

Online Matching Registry

Accessible

- 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



Committee



Online Registry – Statewide Rollout Prep

Homecare
Worker
Orientation

Public
Libraries

Free
Computers



Consumer
Registry
Brochure

WorkSource
Offices
Employment
Department

Staff and
worker
Training

Homecare
Worker User
Manual



36 Counties

Urban, Rural, and Frontier
Communities

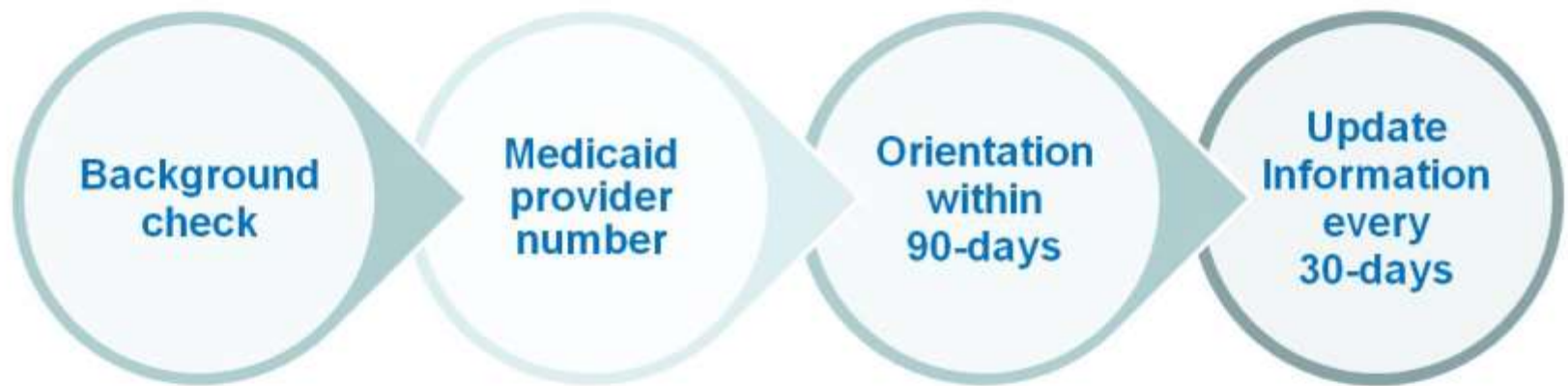


Staff User
Manual

Online Registry – Statewide Rollout



Online Registry – Worker Requirements



- Recheck every two years
- Criminal and Abuse record checks

- Office of Inspector General check
- Social Security number check

- Of receiving provider number

- If looking for work

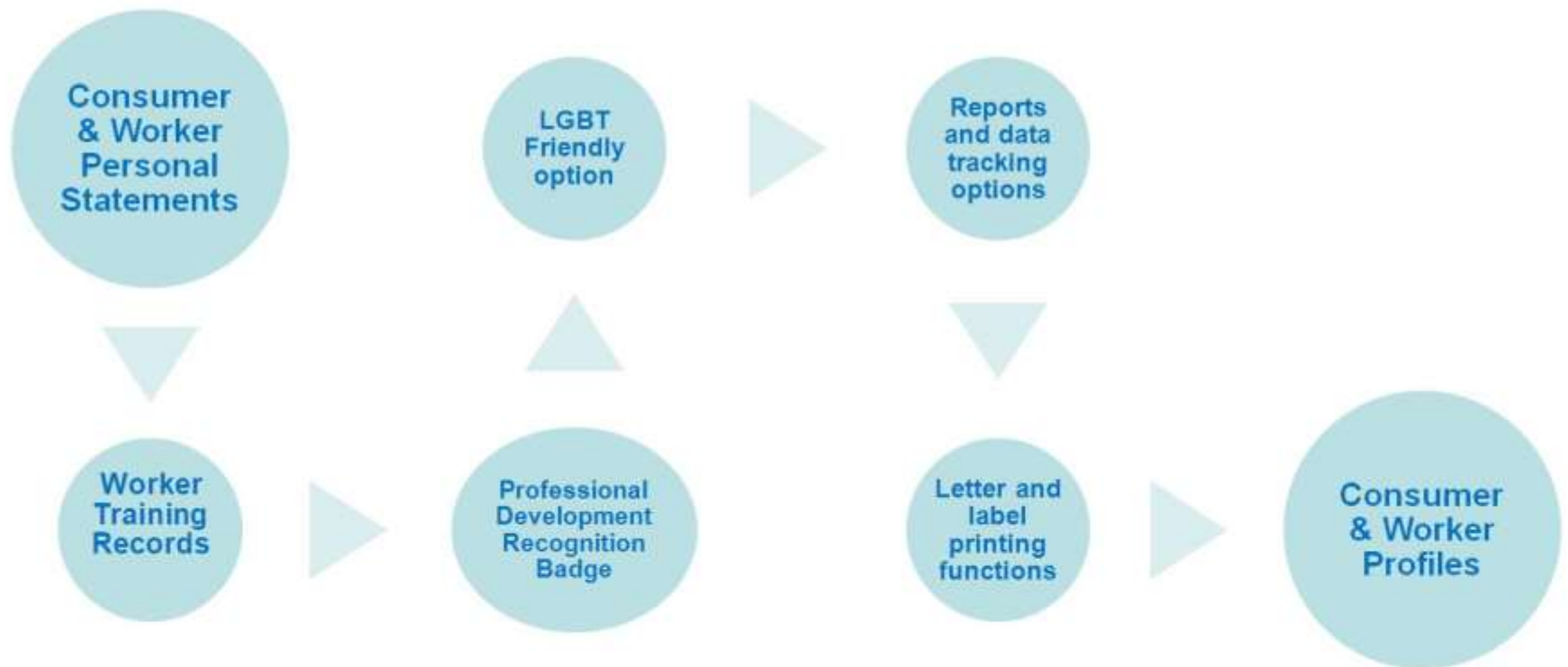
Online Registry – Revamp & Expansion

**Revamp
Registry**

**Improved
Functionality**

**Support new
consumers
and families**

Online Registry – Functions



Homecare Worker Personal Information

Provider Number:	648080	OAccess Status:	Approved To Work
Provider Name:	Phyllis Ann	OAccess Level:	Career
Local Office:	[3411] Hillsboro	Registry Status:	Complete
User Name:		Availability:	Available for Referral
Back to Staff		Service Group:	Seniors and People with Disabilities

Personal Info	Preferences	Services	Availability	Schedule	Summary	Help Wanted	Training	Office Use
Registry Information								
Phone Number	<input type="text" value="(503)"/>	Process Status Complete						
Email Address	<input type="text" value="@gmail.com"/>	Availability Available for Referral						
Last Info Review User phyllisa								
Password	<input type="button" value="Manage User"/>	Last Info Review Date 8/25/2014						
Personal Information								
Gender:	<input checked="" type="radio"/> Female <input type="radio"/> Male							
Do you smoke?	<input type="radio"/> Yes <input checked="" type="radio"/> No							
LGBT Friendly? (optional) (Lesbian, Gay, Bisexual, Transgendered)	<input checked="" type="checkbox"/>							

Homecare Worker Training Record

Provider Number:	648080	Access Status:	Approved To Work
Provider Name:	Phyllis Ann	Access Level:	Career
Local Office:	[3411] Hillsboro	Registry Status:	Complete
User Name:		Availability:	Available for Referral
Back to Staff		Service Group:	Seniors and People with Disabilities

[Personal Info](#)
[Preferences](#)
[Services](#)
[Availability](#)
[Schedule](#)
[Summary](#)
[Help Wanted](#)
[Training](#)
[Office Use](#)

Training

Date Attended

Training courses you have taken through OHCC

Bathing and Grooming [EXPAND](#)

Skills in personal care activities of bathing, shaving, skin care & grooming. Focus is on using person-centered values and techniques. A video demonstrating hands-on care is shown. 4/15/2013

Working with Challenging Behaviors [EXPAND](#)

Defining challenging behaviors; understanding causes; methods for diffusing; communication tips; and interpersonal skills. 7/8/2014

Dementia and Alzheimer's [EXPAND](#)

Definitions and diagnosis of types of dementia; tips for daily care, tools for understanding behaviors, and information on treatments and research. 8/16/2013

Heart Healthy [EXPAND](#)

6/11/2014

Consumer Referral and Professional Development Recognition

Personal Info

Preferences

Services

Schedule

Training

Summary

Referrals

Post Ad

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

Post Ad

	Name	Phone	City	Provider #
EXPAND	HARRIET	(503) 933-	PORTLAND	712178
EXPAND	Rhonda	(503) 268-	Forest Grove	749520
EXPAND	Joanna	(503) 330-	Beaverton	742332 ★
EXPAND	Sadia A	(503) 560-	Portland	729043 ★
EXPAND	Linda Sue	(971) 212-	Portland	687739 ★
EXPAND	Patricia	(503) 356-	Beaverton	749662 ★
EXPAND	Jean Louise	(503) 640-	HILLSBORO	673125
EXPAND	Cheryl	(510) 964-	Portland	746238 ★

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.

[Previous](#)

[Post Ad](#)

Consumer Personal Statement

Activities of Daily Living

Bathing	x
Dressing	x
Toileting	x
Transferring	x

Self Management Tasks

Housekeeping	x
Laundry	x

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

Staff Info | Employer | Worker | Statistical Reports | Speciality Reports | CRIMS Check | Help Wanted

Service Group Seniors and People with Disabilities ▾

Branch Office: [3515] Mid Portland (SPD) ▾

Date Range: 10/1/2014 to 12/9/2014

Letter/Label Format: Letter: CRIMS Recheck ▾







Return Date: 9/24/2014

Provider #	Name	Branch Office	Recheck Date	Select All <input type="checkbox"/>
684189	ZAYTSEVA,	[3515] Mid Portland	12/1/2014	<input type="checkbox"/>
683775	DEMINA,	[3515] Mid Portland	10/31/2014	<input type="checkbox"/>
683476	ZAVYALOVA,	[3515] Mid Portland	11/30/2014	<input type="checkbox"/>
683423	LOBASYUK,	[3515] Mid Portland	12/1/2014	<input type="checkbox"/>

Statistical Reports

Staff Info	Employer	Worker	Statistical Reports	Speciality Reports	CRIMS Check	Help Wanted
Service Group:	Seniors and People with Disabilities ▼					
Branch Office:	[0311] Oregon City SPD (SPD) ▼					
Registry Status:	Complete ▼					
Availability:	Available for Referral ▼					
OACCESS Status:	Approved To Work ▼					
OACCESS Level:	Career ▼					
Show Workers						
Provider #	Name	Type	Branch Office	Availability	OAC Status	Email
684117	PRIDEY,	SPD	[0311] Oregon City SPD	Available for Referral	Approved To Work	
684861	THOMPSON,	SPD	[0311] Oregon City SPD	Available for Referral	Approved To Work	
624509	KNIPPEL,	SPD	[0311] Oregon City SPD	Available for Referral	Approved To Work	lizzygirl28@gmail.com

Office Use

Personal Info	Preferences	Services	Availability	Schedule	Summary	Help Wanted	Training	Office Use
Office where application was submitted:						[3411] Hillsboro		
Worker Availability						Available for Referral		
Registry Status:						Complete ▾		
Office Use Only								
I-9 form completed?						<input checked="" type="checkbox"/>		
Provider 18 years of age or older?						<input checked="" type="checkbox"/>		
W-4 completed?						<input checked="" type="checkbox"/>		
DHS 0301 completed and submitted to local office?						<input checked="" type="checkbox"/>	Date submitted:	11/13/2008 
SDS 0356 signed and witnessed?						<input checked="" type="checkbox"/>		
Fingerprints requested from worker?						<input type="checkbox"/>	Date requested:	<input type="text"/> 
Fingerprints received from worker?						<input type="checkbox"/>	Date received:	<input type="text"/> 
Fingerprints submitted to Salem?						<input type="checkbox"/>	Date submitted:	<input type="text"/> 
Fingerprints returned from Salem?						<input type="checkbox"/>	Date returned:	<input type="text"/> 
Initial Criminal History Fitness Determination Clearance?						<input checked="" type="checkbox"/>		
SDS 736, Enrollment form completed?						<input checked="" type="checkbox"/>		
Orientation Taken						<input checked="" type="checkbox"/>	Date taken:	11/13/2008 

Specialty Reports

Staff Info	Employer	Worker	Statistical Reports	Specialty Reports	CRIMS Check	Help Wanted
Service Group:	Seniors and People with Disabilities ▼					
Branch Office:	[3515] Mid Portland (SPD) ▼					
Registry Status:	Any ▼					
Availability:	Available for Referral ▼					
Work Type:	Part-time ▼					
Language:	Russian ▼					
Services:	Any ▼					
Employer Conditions:	Any ▼					
Driving/Escorting:	Any ▼					
Show Workers						
Provider #	Name	Branch Office	Reg Status	Availability		
642968	LYUBOV	3515 Mid Portland	Complete	Available for Referral		
697218	IRYNA	3515 Mid Portland	Complete	Available for Referral		
715970	NATALIYA	3515 Mid Portland	Complete	Available for Referral		

Next Phase Homecare Choice Program



STEPS to Success



STEPS to SUCCESS with Personal Support Workers

MAKING THE MOST OF YOUR
HOME AND COMMUNITY SERVICES

BEING AN EMPLOYER

**FINDING
PERSONAL
SUPPORT
WORKERS**

USING THE REGISTRY

GETTING READY TO
INTERVIEW

DESCRIBING MY **NEEDS**
AND **PREFERENCES**

MY **RIGHTS** AND
RESPONSIBILITIES

PSW **RIGHTS** AND
RESPONSIBILITIES

STRUCTURING THE JOB FOR **WORKERS**

COMMUNICATING
EFFECTIVELY WITH PSWS

MAINTAINING APPROPRIATE
BOUNDARIES

CREATING BACK-UP AND **SAFETY PLANS**

MAKING SURE WORK IS
DONE **SATISFACTORILY**

DISCHARGING WORKERS
IF **NECESSARY**



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:

- Choose State - ▾

Go

Looking to hire someone?



and rewarding lives.

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

[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

Choose state

Go

▶ Arizona

- Full search of applicants
- How it works
- Services and fees
- Your responsibilities
- Useful tips
- Helpful resources
- Frequently asked questions

▶ Connecticut

▶ Massachusetts

▶ New Jersey

▶ Rhode Island

▶ Vermont

Already a member? Login

* Indicates a required field

Username *:

Password *:

Login

[Forgot password?](#)

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.

Looking to hire someone?

Want a rewarding job helping

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

Agency responsibilities

Contact PCM agencies

- Non MassHealth PCA users
- Your responsibilities
- Helpful resources
- Frequently asked questions
- Newsroom

Already a member? Login

* Indicates a required field

Username *:

Password *:

Login [Forgot password?](#)

View jobs available NOW!

See specific job openings posted by consumers who are looking for PCAs and Direct Care Workers like you!

[See available jobs here.](#)

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?



and rewarding lives.

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

[Register and hire someone today »](#)

Want a rewarding job helping others?



activities. [Learn more.](#)

Apply for jobs working directly for individuals needing assistance with personal care or daily

[Apply now for a job! »](#)

Already a member? Login

* Indicates a required field

Username *:

Password *:

Login

[Forgot password?](#)

Post your job listing now

Post an opening on our job board and Rewarding Work will forward applicants to you.

[Learn more.](#)

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?](#)

Establish an account

* Indicates a required field

Date 10/5/2013

First Name *

Last Name *

Address *

Address 2

City *

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

Please choose your search criteria.

Zip Code:

02446

Distance from Zip Code:

5 miles

Search Now

State:

- Arizona
- Connecticut
- Massachusetts
- New Jersey
- Rhode Island
- Vermont

Applicant prefers working with

- Adults
- Elders
- Children

Applicant is available to work:

- Days
- Evenings
- Early Mornings
- Overnights
- Weekends

Applicant has a valid driver's license

Yes

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

Member Navigation

▶ **Full search of applicants**

- ▶ Tips for searching
- ▶ Welcome employer
- ▶ Services and fees
- ▶ Tips for hiring
- ▶ View account information
- ▶ View subscription history
- ▶ Your saved search
- ▶ Log out



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? (Check all that apply) Elders

Are you available to work: (Check all that apply) 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

<u>Name</u>	<u>Applicant's email address.</u>	<u>Applicant describes experience with specific disease or disability.</u>	<u>Applicant's special skills, training or valid certification, such as CPR, First Aid or medication administration</u>	<u>Last Modified Date</u> ▼		
Jennifer Jones	jvjones815@gmail.com	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.	CPR	10/4/2013	View	 NEW
Camille Yahrmarkt		I have done PCA work with a woman who had Alzheimer's Disease		10/2/2013	View	
Dwayne coke	ekco33@verizon.net	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.	CERTIFICATION NURSING ASSISTANT	9/30/2013	View	 NEW
valerie weaver	vweaver@partners.org			9/29/2013	View	
Bashirat Shittu	bashirats@aol.com	i have work with elderly with Alzheimer,who	I have MAP and CNA.	9/27/2013	View	 NEW

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

Applicant prefers working with	Adults, Elders, Children
Applicant is available to work:	Days, Evenings, Early Mornings, Overnights, Weekends
Applicant is willing to work as a back-up PCA worker.	Yes
Applicant is willing to be called in an emergency.	Yes
Applicant is interested in occasional overnight travel out of state.	No
Applicant has experience working with individuals who have the following primary disabilities or diseases.	ALS (Amyotrophic Lateral Sclerosis) , Alzheimer's disease and related dementia, Amputation, Arthrogyriposis, 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
Applicant describes experience with specific disease or disability.	i have a 7 years of experience, have taken care of the partially blind,deaf,stroke patient,diabetic,parkisons,and many more patients. experience with the catheter,oxygen,colostomy bag,and both bed and wheel chair bound patients
When can applicant start?	Immediately
Applicant wishes to work for an agency and work with small groups	No

Resources on Rewarding Work

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



Choose state

- ▶ [How it works](#)
- ▶ [Services and fees](#)
- ▶ [Your responsibilities](#)
- ▶ **Useful Tips**
 - [Background checks](#)
- ▶ [Helpful resources](#)
- ▶ [My account](#)

Already a member? Login.

Username:

password:

[Login](#)

[Forgot password ?](#)

For agencies and other organizations

If you represent an agency or other organization, you may not hire employees

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

Sample brochure



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.