

ExpertCare CHRONICLE

NOVEMBER 2021



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NOVEMBER IS A TIME FOR GIVING

In the spirit of the month of giving, ExpertCare will giveaway a tablet to a lucky Caregiver. We hope this tablet will help with the transition to HHAeXchange for the winner.



We would like to express our gratitude for each and every one of you! Our hope is that every single one of you has a wonderful Thanksgiving with your family, friends, and loved ones.

THANK YOU
TO OUR HEROES!



**CONGRATULATIONS
TO OCTOBER WINNERS
DAVID CROSS &
SHERI DURGA**





Holiday Hours

EXPERTCARE'S HOLIDAY OFFICE HOURS

Thanksgiving Holiday Hours:

The office will be closed starting at 4pm on November 24th and we will reopen at 8am on November 29th.

Christmas Holiday Hours:

The office will be closed starting at 12pm on December 23rd and we will reopen at 8am on December 27th.

New Year's Holiday Hours:

The office will be closed starting at 12pm on December 30th and we will reopen at 8am on January 3rd.

Please join



in Feeding the Homeless

in partnership with the Christian Community Development Corporation

A Thanksgiving Day Breakfast will be served

on November 25, 2021 from 9 to 11 am

at Grace Episcopal Church | 115 S Main St | Mt. Clemens

We welcome the homeless and elderly in our community. There is no cost; just come enjoy a warm meal and fellowship.



For more information, please email
womentransitionalministries@gmail.com

www.womenstransitionalministries.com

HHA eXchange



ExpertCare has exciting news; we have contracted with HHA eXchange to meet the Electronic Visit Verification (EVV) requirement and to assist caregivers with submitting timesheets and notes electronically.

HHA eXchange has a variety of different tools that empower caregivers to deliver better patient care in the home.

The HHA eXchange caregiver portal is a web-based application designed for caregivers to use on a desktop or laptop computer. Using the caregiver portal, caregivers can review and plan their schedules, interface with their agencies, request broadcasted shifts, and manage their activities.

When in the field, caregivers can switch to the HHA eXchange mobile app to continue to manage their activities. Both the caregiver portal and mobile app are synchronized; therefore, any action performed on one device (computer or smart phone) is automatically reflected on the other.

ExpertCare has begun implementing HHA and currently have over 200 field staff using the application. We will continue to roll out the new application in waves and we will be offering training and assistance with learning this new tool. We will contact each of you directly when we are ready for you to begin using the app. We'll be talking to you soon!



ExpertCare would like to say thank you to every Caregiver, Recipient, and Recipient Family member that has taken the time to learn the new HHA eXchange app!

ExpertCare is happy to report that we have rolled out the HHA eXchange app for all counties except for some of our cases in Wayne County. We will be contacting the remaining Caregivers in the next couple of months to complete the transition.

We know that change can be scary and frustrating at times, and technology doesn't always work like it's supposed to. We do hope that once all Caregivers are trained and become more comfortable with the application they will enjoy using it instead of filling out and submitting paper timesheets. Think of all of the trees we are saving!

We truly appreciate everyone's patience and openness to change as we move forward!

If you have questions, concerns or need help with the app, please be sure to call our office at 248-643-8900.





A Community Action Agency

Get Out of Debt!

Financial Education Webinar Via Zoom

Do you have debt that you do not know how to get out from under? Are you struggling with large monthly debt payments? Join us for this informative webinar where we will discuss steps to properly identify all the information regarding your debt, and provide you with strategies to reduce and pay off your debt.

Qualifies for Key to Own Financial Education. You must provide your referral prior to the class to receive credit for this class.

Debt Reduction

November 18th, 2021 6:00 – 8:00 pm

Once you register you will receive an email with additional details. The link to the Zoom webinar will be emailed 2 business days prior to the webinar.

To register for this webinar, please visit:

<https://www.olhsa.org/events>

Or call 248-860-7845



OLHSA is a HUD approved agency.





OAKLAND COUNTY SHERIFF'S OFFICE

Sheriff Michael J. Bouchard

COAT DRIVE!

Sponsored By:



Coat Drive Runs from November 1st through November 30th

Oakland County Sheriff Michael J. Bouchard is announcing the 34th year of the "Coats for the Cold" Coat Drive. The Coat Drive will run from November 1-30, 2021.

The "Coats for the Cold" coat drive is sponsored by the Oakland County Sheriff's Office, in partnership with 1-800-Self-Storage.com, Real Estate One, Genisys Credit Union, and many other community organizations around Oakland County. 1-800-Self-Storage.com, is providing the boxes for coat drop-off sites around the county. Local Real Estate One offices, and all of the Genisys Credit Union branches throughout Oakland County serve as drop-off sites also. We are grateful to all of our partners for their support!

"Coats for the Cold is an easy way for the community to reach out and help someone less fortunate stay warm this winter," Sheriff Bouchard said. "For the past 33 years, we have worked with local charitable organizations to provide free coats to those in need. The community's generosity has been wonderful every year."

There are volunteer opportunities available for individuals wishing to help with the coat drive this year. To sign up, please go to the sign-up genius link here.

The new or clean, used coats collected during the month of November will be given to numerous different charitable organizations who will then distribute the coats to those most in need at no cost.

For a list of drop off locations visit:

<https://www.oakgov.com/sheriff/Community%20Services/domestic/Documents/2020CoatsForColdDropoff.pdf>



HOMEBUYER EDUCATION WEBINAR

Via Zoom

Tuesday, November 9th, 2021
10:00 am - 2:00 pm

Be introduced to professionals from the industry and build your team for success! You will learn about the home-buying process - including credit, budgeting, banking, down payment assistance, and mortgage approval & closing.

MSHDA certificate provided at end of class for all who attend the entire 4 hours. Class limited to current Oakland & Livingston County residents.

To register for this class please visit
<https://www.olhsa.org/events>

Once you register you will receive a confirmation email. You will be sent the Zoom link 2 business days prior to the class.

Questions: contact housingcounseling@olhsa.org or call
248-860-7845



OLHSA is a HUD approved agency.





Employee Milestone Anniversaries

We would like to recognize and congratulate the employees below for reaching a milestone anniversary in October.

20 Years

Essie Self
Debra Byrd



15 Years

Desiree Carter
Sheri Durga
Peggy Staley



10 Years

Marla Litwin
Brandy Sternall

5 Years

Charles Dixon
Lovette Fisher
Melanie French
Hannah Boshnakian
Arlania Robinson-James

Thank you for demonstrating a continued commitment to ExpertCare and the clients we service. You make a difference!



We've asked ourselves, "What if?" Our answer is Inclusively Fit. A place that believes fitness is a journey best traveled with friends.

Located in Sterling Heights, Inclusively Fit is a fully equipped fitness facility designed with the special needs community in mind. In addition to an open obstacle course and basketball court, we provide professional-grade training equipment, including ellipticals, treadmills, arc trainers, stair masters, and more.

Our facility also includes strength training equipment from, as well as, free weights and dumbbells. We have a professional and caring staff that works with each client as well as caregivers when appropriate to design individual programs that meet their unique needs and circumstances.

With over 5,000 square feet of space, Inclusively Fit is able to offer all of the resources required to design and implement fitness and wellness routines to meet the needs of every person, from entry-level rehabilitation to more robust fitness regiments. All guided by our highly skilled trainers in a welcoming and accepting environment.

LOCATION

**37980 Commerce Dr #1002
Sterling Heights, MI 48312**

(586) 850-5004

This year I am thankful
for _____.

5 reasons gratitude is good for you

1. Gratitude can improve your relationships.
2. Gratitude can improve productivity and performance.
3. It can help you sleep better.
4. It can help your heart.
5. It can help you cope with stress and boost your mental strength.

Visit <https://www.onemedical.com/blog/healthy-living/gratitude> for more!

WHAT ARE YOU
THANKFUL FOR?



5 quicks reasons to be grateful

1. Your Family
2. Your home
3. Close friends
4. A good night's sleep
5. Weekends

What are you grateful for?

Visit <https://www.shutterfly.com/ideas/things-to-be-thankful-for/> for more!

'TIS THE
SEASON TO
GIVE BACK

Easy ways to give back this holiday season

1. Volunteer at a non-profit in your local community.
2. If you are planning to donate to a specific organization this holiday, make it count! Check their website or give them a call before you buy anything. Most organizations have limited onsite storage and will list immediate needs online.
3. Double the recipe- If there's a dish you're known for, spread that delicious joy with those you love!
4. Do something kind for your friend or family member, such as offering a ride to the doctor's office or a few hours of free babysitting.
5. Give the gift of life by donating blood.

RARA Movie Night Out

November 17 and December 15, 2021
Emagine Theatre Rochester Hills
200 Barclay Circle, Rochester Hills



Hosted by RARA Recreation. Enjoy a movie with your friends at the theater one Friday a month. You will pay for your own ticket and concessions. Plans are based on the current theater schedule. You must pre-register so that enough assistance is provided and space reserved. Ages 16+. Fee is \$6 for residents & non-residents. Register via RARAREcreation.org.



RARA Diner's Club

Monday, November 1, 2021 from 5:15-6:30p
(Also December 6)

Select Rochester/Rochester Hills Area Restaurants

This opportunity is designed to support persons with special needs. Participants pay for their own meal, beverage, and tip. PRE-REGISTER EARLY as spots are very limited and so that we have enough assistance and space reserved in the restaurants. Exact restaurant choices will be announced at a later date. 14+ Years. \$6 per participant. To register, visit www.rararecreation.org.

Movie/Pizza Night

November 12 and December 10 from
6:30p-9p
500 E Second Street, Rochester, 48307

Hosted by RARA Recreation. Enjoy a movie and a pizza snack with friends one Friday a month. This opportunity is designed to support persons with special needs. Supervised event. Ages 14+. Fee is \$13 for residents and non-residents. Register via RARAREcreation.org.

Karaoke

November 15, 2021 at 7p
Troy Community Center
3179 Livernois Rd, Troy, MI 48083

Have fun while singing along with the latest and greatest artists. Feel free to bring your own CD to sing and dance along with. Pop and chips will be provided. Aides may purchase pop and chips for \$1. \$7 to participate. For more info, visit rec.troy.mi.gov.

TR Bingo Night
Friday, November 19,
2021 at 6p
Clintonwood Park
6000 Clarkston Road,
Clarkson, MI 48348



This program is for persons ages 14+ with developmental disabilities, with or without physical limitations. A minimum of 4 participants are required to hold the program! Call 248-625-8223 to register. \$6 includes refreshments & game prizes. Hosted by Independence Twp Parks & Recreation.

GETTING TO KNOW THE EXPERTCARE OFFICE STAFF

We thought it would be nice to introduce ourselves and tell you a little bit about each of our office staff. Each month we will feature a new interview with someone from our office.

MEET JULIE COURTNEY



ECare: If you didn't have to sleep, what would you do with the extra time?

Julie: I would watch every show and read every book.

ECare: What are three words that best describe you?

Julie: Patient, Awkward, Teachable

ECare: What is on your bucket list?

Julie: There are so many things and I come up with new ones all the time. I particularly want to skydive and visit Scotland, since my great-grandparents came here from Aberdeen.

ECare: When you are working towards a goal, what keeps you motivated?

Julie: If it is a team goal, my team members keep me motivated. If it is an individual goal, I tend to create steps for myself that I can cross off and the satisfaction of that is very motivating to me.

ECare: What do you wish you knew more about?

Julie: Everything! I want to be able to contribute to any conversation.

ECare: What are some things that help you have a great day?

Julie: First, coffee. Second, second cup of coffee. Third, feeling like I am getting a lot accomplished. I'm also a fan of thunderstorms, so I always get excited if it's a day where one is forecasted.

ECare: What is your job title and role at ExpertCare?

Julie: My job title is Administrative Lead. I work closely with the Administrative Assistants to train and develop. I also handle all the Oakland County authorizations for service, along with many other tasks!

ECare: What do you like most about ExpertCare?

Julie: There are a lot of things that I love about ExpertCare. What our company does makes a difference to other people and has in turn made a huge difference in my life. I also work with the most incredible people. Everyone is always willing to help when needed, above and beyond what I have experienced with coworkers anywhere else.



ExpertCare is currently accepting nominations for families in need of a holiday meal this Thanksgiving or Christmas season.

If you know of an ExpertCare family or Caregiver family in need, please email the nominations to Molly Varon at mvaron@expertcare.com

We do have a limited number of spots, but we are looking to help as many families as our resources allow.

INTERNATIONAL GAMES DAY



INTERNATIONAL GAMES DAY

**Wednesday, November 17, 2021
7:00 P.M.**

**Shelby Township Library
51680 Van Dyke Ave
Shelby Township, MI 48316**

**Celebrate Games Day with us and help resolve
the next global Pandemic in the collaborative game
Pandemic Hot Zone—North America.**

No registration is required.

PARENT WORKSHOP ON ZOOM: MENTAL HEALTH OF YOUNG CHILDREN

Thursday, November 18
6:30 p.m.
Zoom

Parents of children ages 0-5, are you frustrated with tantrums? Are you worried that your child is anxious? Does your child have big emotions and difficult behaviors?

Dr. Jaclyn Issner, PhD., LP., a clinical psychologist, will help parents develop a deeper awareness of what is going on in their little kiddos' minds and bodies. Parents will learn, reflect, and walk away with strategies for managing difficult parenting moments.

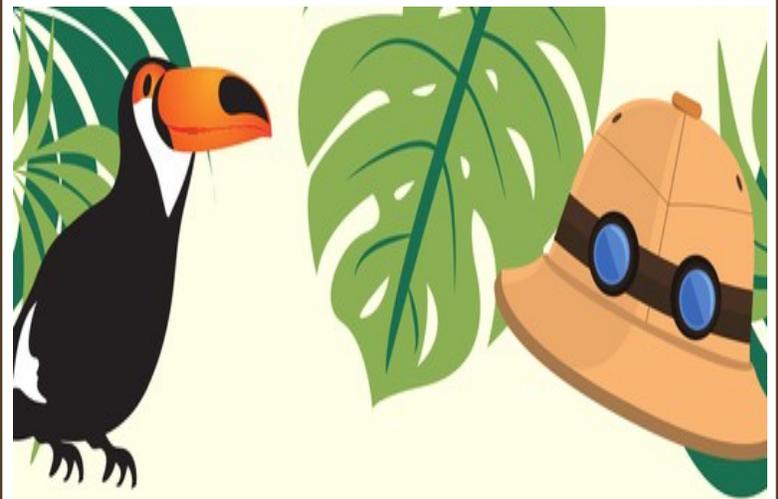
Registration is required to receive the Zoom link and password. Emails will be sent to registered patrons on November 18th.



12 Mile Location
32737 W. 12 Mile Rd.
Farmington Hills, MI 48334
(248) 848-4315



Liberty Street Location
23500 Liberty Street
Farmington, MI 48335
(248) 473-3118



STERLING HEIGHTS PARKS & RECREATION

DADDY DAUGHTER DANCE

It's a jungle in here!

We cordially invite all dad's and their daughters to join us for a wild expedition designed especially for you!

NOV. 12, 2021 | 6:30 P.M.

STERLING HEIGHTS COMMUNITY CENTER

Event will include dinner, dancing and a keepsake photo of your trek!
For girls ages 3 to 13 years old.

Resident: \$24 | Non-resident \$31

**Register online:
MYSHPR.NET/REGISTER**

Must be pre-registered. No door sales.

 Sterling Heights
**PARKS &
RECREATION**





Teen **Mystery** Night: ATTACK AT THE ARCADE

6 PM | Nov. 19

**TEEN MYSTERY NIGHT:
ATTACK AT THE ARCADE
Friday, November 19, 2021
6:00 P.M.**

**Shelby Township Library
51680 Van Dyke Ave
Shelby Township, MI 48316**

**It's 1987, and a local arcade owner
has been attacked during a gaming event.**

**Who did it? You're the detective.
Question the suspects and witnesses,
discover evidence and solve the case.**

Teens grades 7-12.

Registration begins Friday, 11/5.

LOOK WHO'S TALKING

OCTOBER CAREGIVER OF THE MONTH

ANGELIQUE DEVLIN



ECare: Tell us something about yourself that others find interesting:

Angelique: People are often intrigued by my birth doula & fertility work. They either want to know more, tell me their stories or joke that I should stay away as they don't want any or any more kids.

ECare: Three words to best describe you:

Angelique: Observant, insightful, mischievous, joyful, funny



ECare: What is on your bucket list?

Angelique: I dream of taking my greyhound on one or several long road trips - exploring the country, meeting new people, gathering stories & helping women heal through ceremonial workshops.

ECare: You're happiest when?

Angelique: I am happiest while enjoying art or nature especially with good friends.

ECare: What's your favorite childhood memory?

Angelique: My grandpa took me to lots of fun events & places. I always enjoyed our adventures together & really savored the sleepy ride home staring at the other car lights in the dark.

ECare: If given a chance, who would you like to be for a day?

Angelique: I'm not sure if I'd like to be anybody else for a day but I'd love to hang out with author Sue Monk Kidd or get a mani-pedi with Oprah.

ECare: What's the one thing, you can't live without?

Angelique: Story. I love story in all its forms from written to oral to live performance to video.

ECare: What is your best piece of advice for other Caregivers?

Angelique: Make sure you are taking as good care of yourself as your clients/ consumers.

ECare: What is your proudest moment as a Caregiver?

Angelique: At one point I would have said all the advocating I did for a client to get new state-of-the-art hearing aids that I was sure were going to make such a huge difference in their life. But then they didn't really like them. I guess what would be more interesting is to survey the clients. Good lesson. I surveyed clients once in another setting and learned that they most valued the time & attention I gave in listening & trying to understand them.

Angelique has proven to be a hard-working and trustworthy caregiver with ExpertCare over this past year. She is being recognized for always going the extra mile to help her consumer succeed.

Even with the challenges due to COVID over the past year, she helped her consumer find ways to adapt to a new normal. She's been able to connect with her consumer, to create a solid relationship even on his most challenging days. She's also a teammate with her consumer's entire healthcare team to ensure he is receiving the best care possible.

Angelique takes such passion and interest in her consumer to make sure he believes in himself. ExpertCare truly appreciates everything she does and is very proud to have her represent ExpertCare in the field.

Thank you for your hard work and dedication in changing the lives of others.

Thank you for demonstrating ExpertCare's core values of:
Helping People Succeed
Passion for Success
Can Do Attitude



What are you

Thankful

for today?

