



JANUARY GIVEAWAY

This month's give away will be a fit bit. We hope to help one lucky Caregiver get started on their new year goals. Stay tuned next month to see who won!

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Congratulations to December winner Khiscinda Whaley!



W-2 Electronic Enrollment

IRS form W-2, Wage and Tax Statement, will be mailed by the end of January to the mailing address we have on file for each employee who has not enrolled in our Early W-2 program. Please make sure to review your listed mailing address and update as necessary. This will avoid W-2's being delivered to incorrect addresses.

All address changes must be done through the PrismHR Employee Portal or in writing.

We will accept an email or text message from the contact information we have on file. If sending updated address information via email, please send to HR@versicaregroup.com.

It's not too late to opt-in for electronic W-2's! What are the benefits of enrolling in the Early W-2 program? Identity protection! This legal document contains your social security number and annual earnings which may be compromised in the event it is lost in the mail or misplaced.

Electronic W-2's are stored in the Employee Portal which has additional safeguards in place making sure your information is protected. You will also have immediate access to your electronic W-2 form as soon as it is available with unlimited reprints!

Go to "My Taxes" in your Employee Portal and click on W-2. If you are not currently enrolled in the Early W-2 program, you will see the option to accept Early W-2 Election.



ExpertCare will be taking the plunge to support Special Olympics on Saturday, Feb. 3, 2024 @ The Beach Tiki Bar + Boil in Walled Lake. This will be ExpertCare's 7th year taking the plunge.

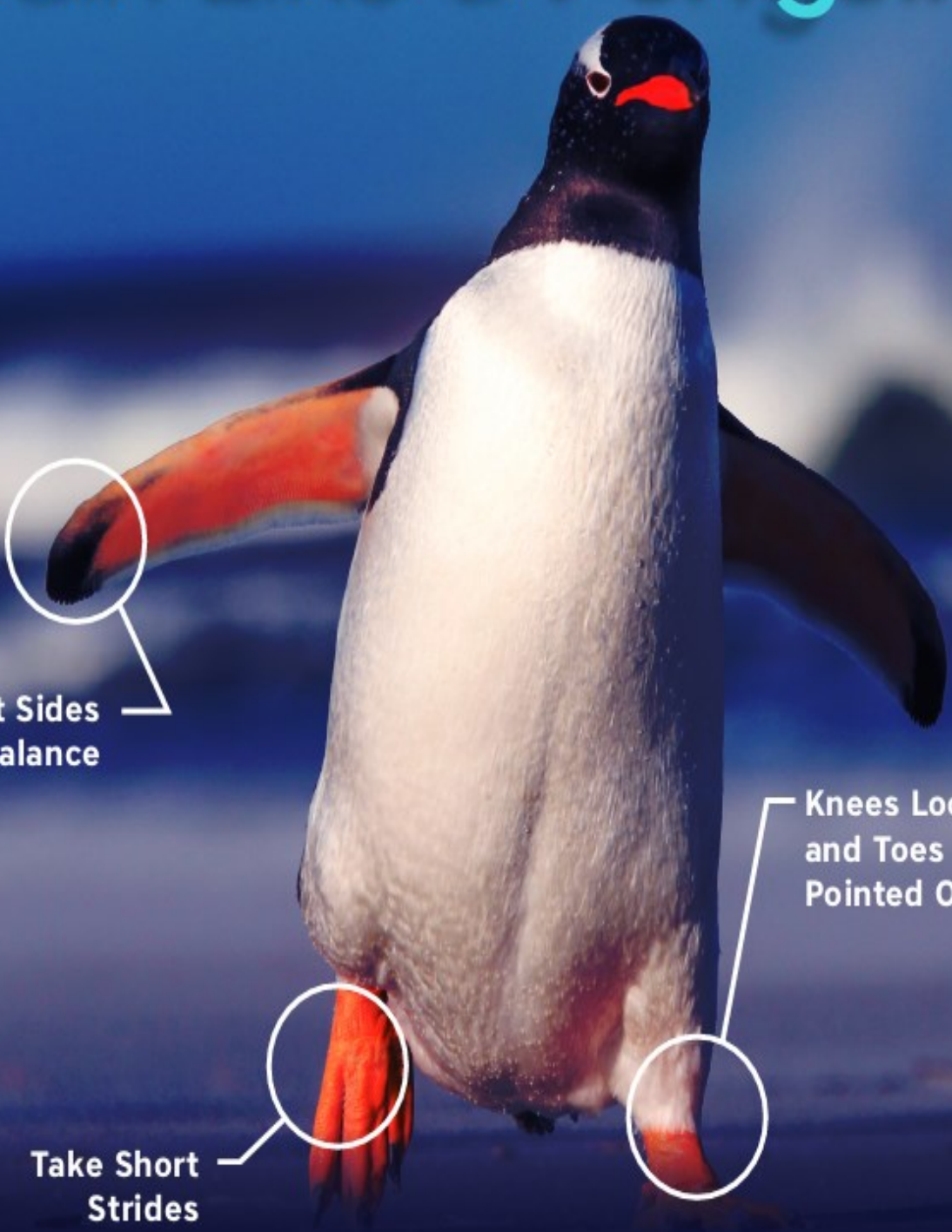
The Polar Plunge is the biggest fundraiser for Special Olympics Michigan. All funds raised by plungers help Special Olympics Michigan provide year-round training and services to over 23,000 athletes with intellectual disabilities across the state.

Last year our group of volunteers raised \$3,000! We are hoping to make this our biggest and best group yet and would love to surpass last year's fundraising goal. If you or your loved one would like to join our fundraising team to support Special Olympics, please let us know by Friday, January 5th.

Special Olympics Michigan would not be able to serve individuals with intellectual disabilities without you. Your support means everything to us. You can visit our group fundraising page by visiting:

<https://www.classy.org/team/539822>

On Ice? Walk Like a Penguin



Arms at Sides
for Balance

Knees Loose
and Toes
Pointed Out

Take Short
Strides

10 Great Tips to Keep Your New Year's Resolutions

How to Keep Your New Year's Resolutions



By Kendra Cherry

1. Choose a Specific Goal
2. Limit Your Resolutions
3. Put Time Into Planning
4. Start With Small Steps
5. Avoid Repeating Past Failures
6. Remember That Change Is a Process
7. Get Support
8. Renew Your Motivation
9. Keep Working on Your Goals
10. Learn and Adapt

Visit <https://www.verywellmind.com/how-to-keep-your-new-years-resolutions-2795719> for more information.

Ten Most Common Resolutions

- Stop smoking
- Lose weight
- Spend more time with family and friends
- Learn something new
- Read more
- Stop/reduce drinking alcohol
- Eat healthier
- Manage stress better
- Improve relationships
- Improve procrastination

Combined list from Harris Interactive Poll (2013) & Nielsen research (2015)

For additional information please visit the following link: <https://becauseisaidiwould.org/newyearsresolution/>

*THE DREAM
IS FREE.
THE HUSTLE
IS SOLD
SEPARATELY.*

HHA eXchange Ongoing Education

As a reminder, there are five steps for completing the documentation for every shift you work. In order to be paid for a shift, the documentation needs to be complete. A good rule of thumb is to check over all shifts from the previous week every Sunday to make sure all steps have been completed. The five steps to completing a visit are as follows:

1. Clock in with the GPS verification

If you forget to clock in and need to do a correction, make sure you clock in with the GPS verification first. You can edit your time after if need be.

2. Clock out with the GPS verification

If a guardian is not available to sign when you need to clock out, you still need to clock out like normal with the GPS verification. When you get to the signature page you can, "skip" the signature and obtain it later.

3. "X" off the Plan of Care Tasks completed during the shift

It is very important to "X" off the Plan of Care Tasks and NOT check them off. The X is attached to a drop-down menu that will allow you to indicate if the recipient's progress on the skill increased, stayed the same, or decreased during the shift.

4. Obtain a guardian signature

If the guardian was unable to sign when you clocked out, you will need to obtain the signature later by doing a correction. When you are prompted to enter a corrected time, you will enter the same time that appears above in red if that was the correct time you ended your shift.

5. Write a detailed shift note

Shift notes should include as much detail as possible. Writing one line is not acceptable. You should write about each Plan of Care Task that you "X" off and then go into more detail by explaining why you selected increase, decrease, or same.

Every caregiver is responsible for completing the documentation for each shift thoroughly and correctly. It ensures we can get you paid in a timely manner as well as that the recipient will continue to receive these services. If you have any questions about completing your shifts, please give our office a call at 248-643-8900.

We are here to help and make this process as simple and stress free as possible. Thank you for all that you do!

HHA eXchange



Have questions regarding the HHA app? Each month, ExpertCare will be holding open HHA training sessions. If you need any help navigating the app or have questions, please attend one of the sessions listed below.

- **Thursday, January 11th at 11am**
- **Wednesday, January 17th at 2pm**
- **Thursday, January 25th at 12pm**

Please call our office to get scheduled for a refresher course. If you are unable to attend any of the sessions listed, call the office and we will answer your questions or work to schedule a different time. Keep an eye out for the training sessions for February in next month's newsletter!

RARA Diner's Club

Monday, January 8, 2024 from 5:15p-6:30p
(Also February 5, March 4, April 1)

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.

Sensory-Friendly Planetarium Shows

Saturday, January 13, 2024 at 11a m
(Also February 10th)

Longway Planetarium (1310 E Kearsley St, Flint, Michigan 48503, 810-237-3400, sloanlongway.org)

Every 2nd Saturday, a new show at Longway Planetarium. During sensory-friendly shows, staff turn the lights up and turn the sound down to provide a safe, welcoming environment for friends with special needs.

Oakland County OUCARES Autism Spectrum Bowling League

Saturdays starting January 20, 2024 (SATURDAYS) through
March 9 from 10a-noon – **ROCHESTER HILLS**

Mondays starting January 22, 2024 (MONDAYS) through
March 18 from 6p-8p – **TROY**

Classic Lanes (2145 Avon Industrial Dr, Rochester Hills, MI 48309)

Bowl One (1639 14 Mile Rd, Troy, MI)

Our friends at Classic Lanes in Rochester Hills have teamed up with OUCARES (Oakland University Center for Autism Research, Education and Support) to form a bowling league for individuals ages 16-plus on the autism spectrum. This opportunity will allow ASD students (over 16) and adults to enhance physical activity in a social, community setting. No bowling experience is necessary to participate.
The cost of the bowling league is \$120.



OUCARES After Hours Adult Social

Tuesday, January 16, 2024 from 6p-9p

(Also February 13, March 19)

Oakland University Oakland Center
(Lake Michigan Room)

This is a support group for adults with the diagnosis of Asperger's, High Functioning Autism or PDD/NOS. Come join us for pizza, conversation, cards, games, and fun! No registration required, come when you are able. Ages: 18+ yrs. No cost for this program. For more info, visit www.oakland.edu/oucares/

RARA Movie Night Out

Wednesday, January 17, 2024

(Also February 14, March 13, April 17)

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 14+. Fee is \$6 for residents & non-residents. Register via RARAREcreation.org.

Independence Twp Parks Buddy Basketball League

Mondays, January 22 through March 4, 2024 (Mondays at 7:15p)

Everest Academy Gym (5935 Clarkston Rd)
7 week (6 games) basketball league for boys and girls ages 7-13 with cognitive disabilities with or without physical impairments. Each player will be paired with a buddy, ages 10-17, to assist as needed. Minimum of 10 players/buddies. Hosted by www.itpr.org.

Movie/Pizza Night

Friday, January 26 from 5:30p-7:30p (Also February 23, March 22, April 26)
RARA Recreation
500 E Second Street, Rochester, Michigan

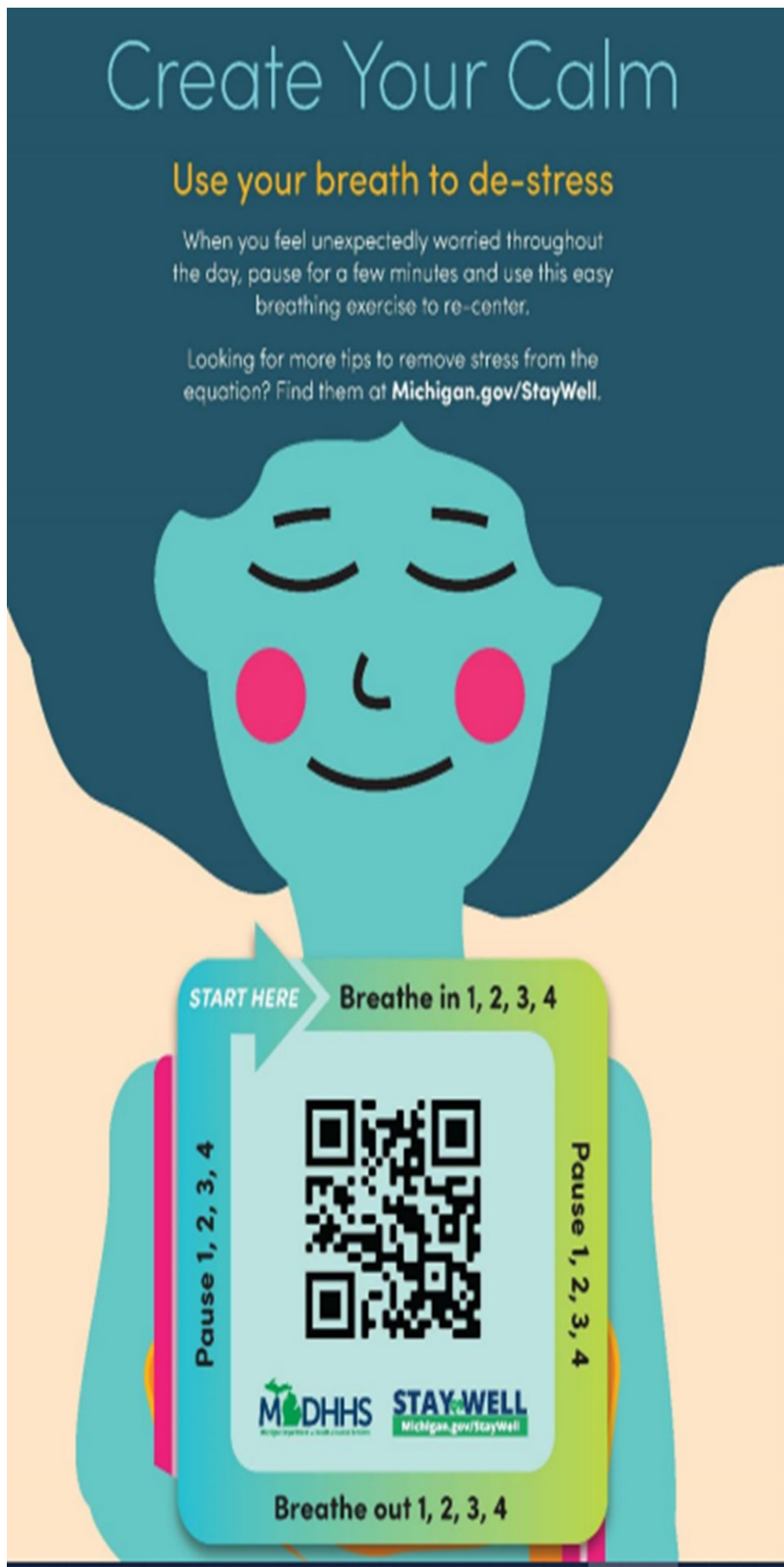
Hosted by RARA Recreation. Enjoy a movie and a pizza snack with friends one Friday a month. This opportunity is designed to support persons with special needs. Supervised event. Ages 14+. Fee is \$17 for residents and \$20 non-residents. Register via RARARecreation.org.

Monday Mingle

Monday, January 29, 2024 from 5:30p-7p
(Also...February 26, March 25, April 22)

Troy Community Center
3179 Livernois Rd, Troy, MI 48083

Enjoy a variety of activities including: music, karaoke, games, pizza, and refreshments. All ages are welcome, however those under 14 must be accompanied by a responsible caregiver. \$12 Res, \$15 Non-Res. Pre-registration required. For more info, visit rec.troymi.gov.





DWIHN 24 Hour Helpline

800-241-4949

**Community Outreach for
Psychiatric Emergencies
C.O.P.E**

844-296-2673

Reach Us Detroit

Text or call

313-488-HOPE

reachusdetroit.org

**National Suicide
Prevention Lifeline**

800-273-8255

or 988

*DWIHN provides education and information
regardless of insurance.

dwihn.org



COMMUNITY BASED MOBILE CRISIS RESPONSE TEAM



INTENSIVE CRISIS
STABILIZATION
FOLLOW-UP AND SUPPORT
TEAM

SERVICING WAYNE COUNTY

What is Mobile Crisis?

Mobile Crisis provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community.

Any individual residing in Wayne County can access mobile crisis services regardless of insurance status.

Teams will respond to individuals anywhere in Wayne County.

****Except: IP settings, jails, and crisis
residential/residential facilities.
(Per Medicaid Guidelines)***

**Mobile Crisis services
are available 24/7
including holidays and weekends.**



How the Process Works....

- ☒ **Individual is in Crisis**
- ☒ **Call DWIHN at 800-241-4949**
- ☒ **Phone Screening is Completed**
- ☒ **Mobile Crisis Team is Dispatched**
- ☒ **Mobile Crisis Team Responds**
- ☒ **De-Escalation and Crisis Intervention is Provided**
- ☒ **Individual is Connected to Appropriate Resources**

If you are not already connected with a behavioral health provider, the Mobile Crisis Team will refer you to our follow up and support team.

Please be advised that referrals are completed internally.



What To Do If You Can't Pay Your Property Taxes

**An Informative Webinar
January 25, 2024 • 9-10:30 AM**

Join OLHSA's HUD Certified Housing Counselors for this informational Zoom webinar to learn what you can do if you are unable to pay your property taxes.

Topics include:

- Property tax foreclosure timeline
- Your rights and responsibilities
- Potential options available to you
- Resources for assistance

Once you register you will receive an email with additional details.
Class limited to Oakland and Livingston County Residents.

To register for this class, please visit <https://www.olhsa.org/events>
Or email housingcounseling@olhsa.org or call 248-860-7845





What To Do If You're Behind On Mortgage Payments

**An Informative Webinar
January 30, 2024 • 6-7:30 PM**

Join OLHSA's HUD Certified Housing Counselors for this informational Zoom webinar to discuss what you can do if you are unable to pay your mortgage.

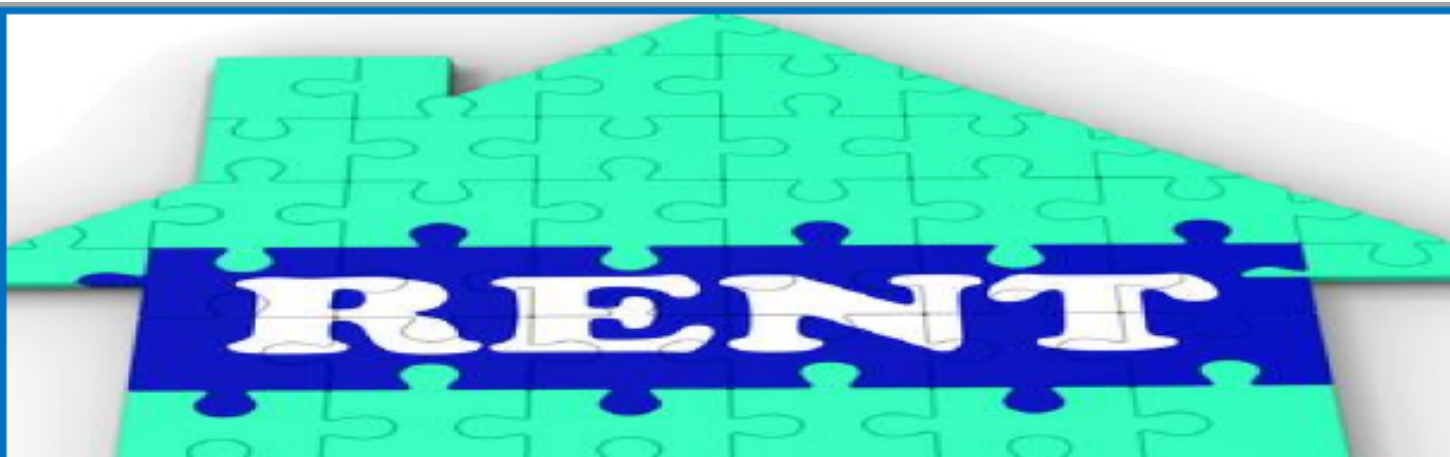
Topics include:

- Homeowners Rights & Responsibilities
- Common Options Available to Bring Loan Current & Prevent Foreclosure
- MI Foreclosure Timeline
- Ways to Avoid Scams

Once you register you will receive an email with additional details. Class limited to Oakland and Livingston County Residents.

**To register for this class, please visit <https://www.olhsa.org/events>
Or email housingcounseling@olhsa.org or call 248-860-7845**





How to be a Reliable Renter

An Informative Workshop / Zoom Webinar

January 16, 2024 • 10-11:30 AM

Are you a first time renter? Would you like to know how to be a tenant that gets along with their landlord? Would you just like to know what makes a reliable renter? Join us for our *How To Be A Reliable Renter* class and learn all the things that can make you one. Oakland and Livingston County residents.

Virtual : The Zoom link will be sent one day prior to the webinar date.

Online Registration required.

RESIDENTS of Livingston or Oakland County only.

To register for this class, please visit www.olhsa.org/events

Or email housingcounseling@olhsa.org or call 248-860-7845



Medicaid Renewals



At the start of the federal COVID-19 Public Health Emergency (PHE) we stopped the Medicaid renewal process. Renewals are restarting. If you have Medicaid, MICHild, or Healthy Michigan Plan you may need to go through the renewal process. This is to find if you are still eligible for free or low-cost Medicaid coverage.

What to do now:

1

Update your address, phone number, and email address.

2

Report any changes to your household or income.

3

Check your mail. You may need to fill out a renewal form.

Learn more about what to do now on the next page. ►

MI Bridges is here to help

The MI Bridges website can help you apply for benefits, find resources, and manage your case.

You can access MI Bridges anytime online at Michigan.gov/MIbridges to apply for:

- Healthcare coverage
- Food Assistance Program (FAP)
- Cash Assistance
- Child Development + Care (CDC)
- State Emergency Relief (SER) – including utilities, housing, and burial costs

MI Bridges can also help you search for state and local resources in your community. If you receive benefits, you can manage your case and renew benefits through your MI Bridges account.



Questions?

Call the Beneficiary Help Line toll free at **1-800-642-3195** (TTY: 1-866-501-5656). We are open Monday through Friday, 8 a.m. to 7 p.m.



2023 Benefit Changes

To learn more, go to Michigan.gov/2023BenefitChanges



Make sure to:

1 Update your address, phone number, and email address now

The best way to update contact information is online at Michigan.gov/MIbridges.

If you are the head of household and **have** a MI Bridges account:

- Log in to your MI Bridges account
- Make sure to report changes in both the profile section and the "Report Changes" area. Local office staff will use the "Report Changes" area to update the address for your case.
- Do not create an account if you already have one

If you are the head of household and do **not** have a MI Bridges account:

- Go to the MI Bridges website at Michigan.gov/MIbridges
- Select "Register" and follow the steps to fill out your information

You can also contact your local MDHHS office to make changes.



2 Report any changes to your household or income now

Report changes to the MDHHS by visiting Michigan.gov/MIbridges or contact your local MDHHS office.



3 Check your mail

To keep your Medicaid coverage, you may need to complete a yearly renewal form. If you do, we will send one to you. To avoid gaps in Medicaid coverage, please complete and return the form right away.

If you want to get electronic updates about your letters:

- Go to Michigan.gov/MIbridges
- Log in to your account
- In your MI Bridges account settings, choose to get electronic updates. We'll tell you when you have a new letter in MI Bridges.



If you get a renewal packet

Be sure to fill it out, sign the forms, and return them by the due date with any needed proof, such as proof of income, assets, and expenses. For example, we may ask for pay stubs, bank statements, or utility bills.

You have about **30** days to respond once you get the renewal packet. If you get a Verification Checklist (Form 1010) in your packet, you have about **10** days to fill it out and send it back.

UPDATED RESOURCE AND CRISIS LINE: 988

What?

988 is the new 3-digit dialing code for the National Suicide Prevention Lifeline.

Why?

With the addition of 988, the Lifeline is expanding crisis coverage for all behavioral health/ emotional crises in addition to people feeling suicidal.

Anyone can call 988, including those who are experiencing:

- Mental health-related distress
- Thoughts of suicide
- Substance use crisis
- Emotional distress
- Concerns about a loved one who may need support

You can still reach OCHN's non-emergency number at 248-464-6363 or visit oaklandchn.org.



Oakland Community
Health Network

Developmental Disabilities • Mental Health • Substance Recovery

oaklandchn.org | 248-858-1210

Personal Support for You!

Oakland Community Health Network supports Strength

We all struggle with our moods at times. Anxious or depressive thoughts can weigh us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

Now you can use web and mobile tools to help you get better and stay mentally strong.

myStrength is confidential—just for you. It offers personalized resources to improve your mood. Learning to use myStrength's tools can help overcome the challenges of drug and alcohol abuse.



myStrength's proven web and mobile resources can help strengthen your mind, body and spirit.



SIGN UP TODAY

1. Visit www.myStrength.com.
2. On the myStrength.com home page, click on "Sign-up."
3. Enter the following Access Code: **OCCMHA**
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at www.mystrength.com/mobile

What myStrength users are saying

It's nice to have self-guided help that is so accessible.

I love how personal myStrength is for me.

myStrength gives back some of the 'light' I had lost.

The mood tracker is fantastic!

I love that myStrength is available 24 hours a day.

It gives me hope and inspiration for my recovery.

myStrength.com

The health club for your mind.™
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Employee Milestone Anniversaries

*We would like to recognize and
congratulate the employee
below for reaching a milestone
anniversary in December.*



*Thank you for demonstrating a
continued commitment to Expert-
Care and the clients we service.
You make a difference!*



Fun activities during the Winter season that are free to do:

1. Build a snow man
2. Make a big pot of soup
3. Play board games/cards
4. Visit the Detroit Institute of Arts (*Free for Macomb, Oakland, and Wayne residents*)
5. Make snow angels
6. Bake a batch of cookies
7. Watch a movie
8. Drive around town to look at holiday lights and décor
9. Make a bucket list for 2024

Recipient Rights Corner



ExpertCare would like to first thank you for providing the highest quality care to your Recipient. ExpertCare wants to ensure the safety of our Recipients and continue to give you the tools to provide safe, quality care and wellbeing. Below are incidents that resulted in Recipient Rights violations. Please review the following Rights reminders to prevent further violations.

- ◇ Caregivers will treat all Recipients and Recipient's family members with Dignity and Respect. Caregivers must treat Recipients and Recipient's family members with esteem, honor, politeness, consideration, and in a manner that is not condescending or demeaning. For example, threatening to take something away from a Recipient for not complying with a request would be a violation of the Recipient's rights. Caregivers need to follow the IPOS when working on goals with the Recipient, including how to motivate or redirect the Recipient. If you are unsure about a Recipient's goals or the appropriate way to redirect behaviors, please be sure to reach out to ExpertCare for more information and training.
- ◇ While providing services, all Recipients shall receive services suited to his/her condition. This can include but not limited to, treatment in the correct environment and the right setting for services. During this time, the Recipient must be working towards goals in the plan of service. Community Living Supports are used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence, or productivity. Caregivers must be sure to work on the goals that have been identified and written in the IPOS. Caregivers should be encouraging, prompting, reminding, guiding, and teaching Recipients. Threatening to take away personal property for non-compliance is a violation of the Recipient's rights. Caregivers should refer to a Recipient's IPOS for proactive and reactive strategies when working on an individual's goals. Please be sure to contact ExpertCare if you have any questions about the individual's IPOS or proactive/reactive strategies.

When providing care to a Recipient there are many rules that need to be followed and at times these can be difficult to remember. If you have questions or concerns about your case or do not fully understand the IPOS, please call ExpertCare. We are here to help you better understand the Recipient's Rights before it becomes a violation. We appreciate your attention to this matter. If there are any questions or concerns, please feel free to contact ExpertCare at (248) 643-8900.



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 LAUREN ELLIOTT



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

Lauren: Recruiter Support Specialist, I phone screen new caregivers and schedule interviews with the recruiters, and I call and train caregivers on annual IPOS updates.

ECare: How do you enjoy spending your time outside of work?

Lauren: I like to spend my time outside when I'm not working. I enjoy going rustic camping, going to the lake, and fishing! When it is cold I do stay inside and play video games, board games, and cards.

ECare: Would you rather be a tiny elephant or giant hamster and why?

Lauren: Tiny elephant! They are so cute, and who wouldn't want to create a sprinkler with their nose?

ECare: If you could choose a superpower what would it be?

Lauren: I would have to say to be able to fly! That way I wouldn't have to sit in traffic anymore and be able to travel anywhere I want!

ECare: Share with us something new that you have learned in the last year.

Lauren: In the last year I have learned how to ride a tandem bike! The hardest part was definitely getting the bike going and stopping, but it was so much fun to ride around Mackinaw Island!

ECare: What's an accomplishment that you're most proud of?

Lauren: Moving to a new city and job all in the same month. It was definitely scary at first, but I am so happy in my new place, and I love working here at ECare, and all the wonderful people I have met along the way!

ECare: What's the best advice you have received?

Lauren: Just keep swimming. 2022 was a very hard year for me healthwise and I had to have open heart surgery. It was emotionally, physically, and mentally hard, from always being in a hospital, trying to figure out what was wrong, through recovery. I learned that I had to keep moving forward, keep fighting, and just keep swimming.

ECare: Share with us any hidden talents that you have.

Lauren: My hidden talent is I know how to fix my own breaks on my truck, along with a few other basic repairs!

December Caregiver of the month Tyrel Dudley

Tyrel has been a vital member of our caregiving team since 2001 and has consistently demonstrated an unwavering commitment to excellence in providing care. Tyrel goes above and beyond to ensure that the needs of his two recipients are not only met but exceeded. His dedication to their well-being is evident in the compassion and attention to detail he consistently exhibits. Tyrel approaches his responsibilities with a genuine sense of care and empathy, creating a positive and nurturing environment for those he serves. The recipient guardian has also noted how very compassionate Tyrel is daily.

Tyrel is also consistently prompt in turning in his timesheets and documentation to payroll. Whenever corrections are necessary, he addresses them in a timely manner. This level of professionalism greatly contributes to the smooth operation of our caregiving services.

He continues to be the light to others and leads all the recipients he works with on the path to success. His long-standing service with ExpertCare is a testament to his unwavering commitment to our organization's mission and the well-being of the individuals under his care. ExpertCare truly appreciates everything he does and is very proud to have him 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

