



ExpertCare CHRONICLE *August 2026*



AUGUST GIVEAWAY

**We're drawing two winners for
August to Doordash!**

**Find out who won in next
month's Newsletter!**

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JULY GIVEAWAY

**Congrats to July 2026 Giveaway
Winners:**

Daryl Phillips & Keyerah Ward



HHA Tip of the Month

For the HHA tip of the Month, let's review how to correctly "X" off the Plan of Care Tasks completed during your shift.

You must complete the Plan of Care tasks on your timesheet for each shift you work. The Plan of Care tasks will automatically populate during the clock-out process or by clicking on the pencil icon in the upper right corner of a past shift.

The Plan of Care tasks will give you options of check mark and an "X". It is important that you select the "X" for what you completed during your shift. You will not utilize the check mark.

Once you have clicked on the "X" you will get a drop-down box that will populate under that task. In this drop-down box you will select the progress that your Recipient has made on that task; 'increased', stayed the 'same', or 'decreased' progress since your previous shift. You will complete this process for each task completed during that shift, all other non-completed tasks will be left blank. Please remember to only "X" off the tasks completed during that shift and adjust the clients progress accordingly.

If you have any questions regarding the Plan of Care Tasks process or if you are experiencing any issues with the HHAeXchange app please reach out and we can assist you. Thank you for all that you do!

HHA Refreshers for August:

Tuesday, August 4th @3pm
Thursday, August 13th @10am
Monday, August 17th @12pm
Thursday, August 27th @3pm
Monday, August 31st @12pm

A screenshot of the HHAeXchange app interface. At the top, there are buttons for 'Cancel', 'Visit Detail Jane Test', and 'Save'. Below this is a section titled 'Plan Of Care Tasks:'. It lists several tasks with checkboxes and 'X' marks. The tasks are: 100 - CLS H2015 Social Skills Home, 101 - CLS H2015 Social Skills Community, 103 - CLS H2015 Community Integration, 112 - CLS H2015 Home Safety Skills, 133 - CLS H2015 In Home Recreational Activities, and 136 - CLS H2015 ADLs Home. Each task has a checkbox and an 'X' mark. The 'X' marks for tasks 112 and 136 are circled in red. Below each task, there is a dropdown menu for 'Refused Duty Reas...'. The dropdown for task 112 is set to 'Increased' and the dropdown for task 136 is set to 'Same'.

HHA EXCHANGE+ NEW APP COMING SOON!

We are excited to share with you that our HHAeXchange app will be updating in the near future!

In preparation for the HHA eXchange+ app rollout, we are offering Open Trainings so you can see what the new app will look like and how your timesheet process will be once we make the transition over.

NOTE: Do not download the new app at this time. You will be prompted to once the switch happens.

Upcoming Open Trainings:

Monday, August 3rd @ 2pm

Tuesday, August 4th @ 12pm

Wednesday, August 5th @ 10am

Thursday, August 6th @ 2pm

Friday, August 7th @ 2pm

Please check your email for additional information on these trainings or call (248) 643-8900.

POLICY REMINDER

We get it. You show up to work and immediately want to jump into helping the Recipient, that you forget to clock in.

TIP: Set a reoccurring reminder that says “CLOCK IN” on your phone! This will help you remember.



MACOMB UPCOMING EVENTS

SHELBY TOWNSHIP ART FAIR

River Bends Park, 5700 22 Mile Rd, Shelby Township, MI
August 8–9, 2026 | 10:00 AM — 5:00 PM



Art Fair is a free, family-friendly outdoor event featuring over 100 artists, live music, food vendors, and a dedicated kids' activity area with crafts and interactive art. Held in a scenic park setting, it's a great weekend outing with plenty of space, free parking, and activities for all ages.

GRATIOT CRUISE

Gratiot Avenue (14 Mile Rd to Wellington Crescent), Clinton Township, MI

August 2, 2026 | 12:00 PM — 6:00 PM (festivities begin as early as 9:00 AM)

A free event featuring hundreds of classic cars along with a car show, live entertainment, and a Family Fun Zone with kids activities like bounce houses, touch-a-truck, and games. It's one of Macomb County's biggest community events, drawing large crowds for a full day of outdoor fun.

HARRISON TOWNSHIP PARADE OF LIGHTS

Lambrechts Marina, 31300 N River Rd, Harrison Township, MI

August 1, 2026 | 9:00 PM

A free event where decorated boats cruise along the Clinton River, creating a colorful light display on the water.

Spectators can watch from the shoreline as boats, homes, and marinas light up in a festive atmosphere, with the event also supporting local charities.

MACOMB UPCOMING EVENTS

MOVIE UNDER THE STARS

Macomb Corners Park, 54111 Broughton Rd, Macomb, MI
August 7, 2026



Movie Under the Stars is a free outdoor movie night with inflatables, games, and a family-friendly film shown on a big screen at dusk. Bring chairs or blankets and enjoy a fun, relaxed summer night with the community.

CONCERTS AT THE SQUARE

Warren Civic Center,
Warren, MI
Various dates in August 2026

Gratiot Avenue (14 Mile Rd to
Wellington Crescent), Clinton
Township, MI

Concerts at the Square is a free outdoor music series featuring live bands in a relaxed, family-friendly setting. Bring a chair or blanket and enjoy a summer evening of music and community fun.

STERLINGFEST ART & MUSIC FAIR

40555 Utica Rd, Sterling Heights, MI
July 23-25

August 1, 2026 | 9:00 PM

A free, three-day summer festival featuring live music, over 100 art vendors, carnival rides, and food throughout Dodge Park. It's one of Macomb County's biggest events, offering family-friendly entertainment, multiple stages, and activities for all ages.

OAKLAND UPCOMING EVENTS

ROYAL OAK FREE SUMMER CONCERTS

Royal Oak City Center Park, 509 S Troy St,
Royal Oak, MI 48067

Thursdays in August 2026 | 6:30 PM — 9:00 PM



Royal Oak Free Summer Concerts offer live music in a lively downtown setting with plenty of room for families to relax, dance, and enjoy a summer evening together.

MARSHBANK MUSIC

Marshbank Park, 2805 Hiller Rd,
West Bloomfield Township, MI
48324

Wednesdays in August 2026 |
5:00 PM — 8:30 PM

A free summer concert series held in a scenic park setting, featuring live music, food vendors, and space for kids to play. Families can bring blankets or chairs and enjoy a fun evening outdoors.

TROY TRAFFIC JAM

Columbia Center, 201 W. Big
Beaver Rd., Troy, Michigan

August 2, 2026 | 9:00 AM — 3:00 PM

The Troy Traffic Jam is a free classic car event with hundreds of vehicles on display, live music, and family-friendly entertainment. It's one of Oakland County's biggest summer car shows and great for all ages.

OAKLAND UPCOMING EVENTS

MICHIGAN RENAISSANCE FESTIVAL

12600 Dixie Hwy, Holly, MI 48442
Weekends August 22 — October 4, 2026



The Michigan Renaissance Festival transforms Hollygrove into a lively 16th-century village with live jousting, costumed performers, music, and over 100 artisan shops. It's a unique, immersive experience with themed weekends, shows, and food, offering a full day of entertainment for all ages.

MILFORD MEMORIES

Downtown Milford, MI
August 7—9, 2026

Wednesdays in August 2026 |
5:00 PM — 8:30 PM

Milford Memories is a popular summer festival featuring hundreds of artists, live music, food vendors, and family-friendly activities throughout downtown and Central Park. It's a lively weekend event with art shows, kids activities, and entertainment that makes it one of Oakland County's biggest summer traditions.

SLOAN MUSEUM DRAGONS EXHIBIT

Sloan Museum of Discovery, Flint, MI

Throughout August 2026

Sloan Museum's Dragons Exhibit takes visitors into a world of mythical creatures with interactive displays, fascinating stories, and hands-on activities for kids. It's a fun indoor adventure for families looking for an educational and imaginative summer activity.

WAYNE UPCOMING EVENTS

WAYNE COUNTY FAIR

Wayne County Fairgrounds, 10871 Quirk Rd, Belleville
August 10–15, 2026



A classic summer event featuring carnival rides, livestock shows, live entertainment, and all your favorite fair food. It's a fun, family-friendly outing with activities and attractions for all ages throughout the week.

JAZZ ON THE RIVER

Elizabeth Park, 4461 Elizabeth Dr,
Trenton, MI 48183

August 1–2, 2026 | 10:00 AM
– 9:00 PM

A free two-day outdoor festival featuring live smooth jazz performances, food vendors, and a relaxed riverside atmosphere. Families can enjoy walking the park, listening to music all day, and taking in views of the Detroit River.

BLUES, BREWS, & BBQ

Thomas H. Brown Central City
Park, 36601 Ford Rd, Westland,
MI 48185

August 7–8, 2026 |

Blues, Brews & BBQ is a free community festival featuring live music, barbecue vendors, and family-friendly activities. It's a casual outdoor event with entertainment for all ages and a strong community vibe in western Wayne County.

WAYNE UPCOMING EVENTS

READING & RHYTHM ON THE RIVERFRONT

Gabriel Richard Park, 7130 E. Jefferson,
Detroit, MI

Thursday & Friday Mornings 10am & 11:30am



A FREE family-friendly literacy event hosted by the Detroit Riverfront Conservancy along the riverfront. It's designed especially for young kids and includes: Interactive storytime readings, Music, movement, and entertainment.

This program runs as a summer series with two sessions each morning, each lasting about 45 minutes.

FREE MINI TRAIN RIDES

Kiwanis Park, 13901 Leroy St,
Southgate, MI
Saturday, August 15, 2026

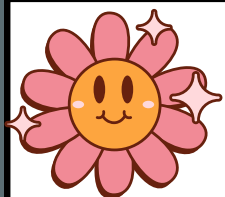
Free Mini Train Rides let families hop aboard small-scale trains for a fun and unique park experience, running from 12–4 PM on a first-come basis. It's a completely free activity (donations optional) and perfect for kids who love trains and outdoor fun.

KIDS CRAFTING CLUB

Romulus Public Library, 11121
Wayne Rd, Romulus, MI

Tuesdays in August 2026

Kids Crafting Club is a free weekly program where children can create fun art projects in a hands-on, creative environment. It's a great way for kids to stay engaged, socialize, and explore creativity during the summer.



LOOK WHO'S TALKING JULY'S CAREGIVER OF THE MONTH LANITA BALDWIN

ECare: What made you decide to become a caregiver?

Lanita: I became a caregiver because I see the need for more people to care about one another.

ECare: What was your first paying job?

Lanita: My first paying job was at Wendy's and I liked it! I found new friends and learned the value of money.

ECare: What is the most exciting part of your job?

Lanita: The best part is seeing the people smile and be happy and helping them find their way.

ECare: What do you do for fun?

Lanita: I like to sing and dance for fun, I also like to color, paint, and cook. Cooking is my passion.

ECare: Have you ever met anyone famous?

Lanita: I have never met a celebrity but if I could pick one it would be Michelle Obama.

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

Lanita: My best advice for becoming a caregiver is to be patient and be kind.

ECare: Would you consider yourself an introvert or an extrovert and why?

Lanita: I think I'm an extrovert because I love people and doing things.

ECare: What have you learned from your caregiving experience that has helped you in other aspects of your life?

Lanita: Being a caregiver is not just about the person you're caring for it's also about the family.



We are excited to recognize Lanita Baldwin as our Caregiver of the Month!

Lanita is a reliable caregiver who brings such a great energy and positive spirit to everything she does. She works patiently with her recipient and consistently shows compassion, dedication, and genuine care in the support she provides.

Lanita's "great spirit" shines through in her interactions, and her positive attitude makes a meaningful difference in the lives of those around her. Her recipient's mom shared that Lanita is the exact opposite of a "Debbie Downer," highlighting the joy, encouragement, and positivity she brings each day. We are grateful to have Lanita as part of the ExpertCare team. Her commitment, kindness, and uplifting presence truly represent the values we strive for.

Congratulations, Lanita, and thank you for all that you do!

Thank you for demonstrating ExpertCare's core values of:

Champion People
Pursue Excellence
Own the Impact
Be Stronger Together
Inspire Joy
Innovate Boldly

Employee Anniversaries

10 Years

Belinda Aliahmad
Katrice Ballard

5 Years

Nicole Katarahias
Shannon Allen
Valencia Johnson

♥ THANK YOU ♥

GET TO KNOW MONICA GOERG



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

My title is Revenue Cycle Integration Specialist. My role is to help connect operational processes with the revenue cycle by improving workflows, supporting system integrations, resolving billing issues, and assisting all of VersiCare in any way I can.

ECare: If you could pick one theme for ExpertCare/VersiCare to turn into a book about the company, what would it be?

I would say “Helping People Succeed.” Since joining the company, I have seen this implemented both internally and externally. We do what we do to help individuals succeed while also helping each other succeed. The commitment to helping others and each other makes our everyday both fulfilling and rewarding.

ECare: Do you have a personal aspiration you’re working toward?

My current aspiration is just to be the best line of support for everyone that I can be. I strive to be a wealth of knowledge that may assist others and my teammates in any way possible.

ECare: Least favorite Food?

Kalamata olives.

ECare: What are your favorite work tools/technologies?

I prefer an “old-school” adding machine for calculating authorizations/hours. I love the shared platforms we utilize, and I think the way that we can connect instantly with each other via Teams is incredibly useful and personal.

ECare: What is your proudest moment at ExpertCare/VersiCare?

I don’t believe I have one moment; being a part of this team makes me proud daily. I am proud to work alongside colleagues that are dedicated, supportive, and focused on our positive impact. Being able to contribute to that is something that I truly value.

ECare: What is one piece of advice you want to share with our Caregivers and Therapists?

My advice would be to never lose sight of our mission. The goals of the individuals we serve are our goals, and every interaction is a chance to help someone succeed.

WELCOME TO THE EXPERTCARE TEAM!



Phillip Cierpial
Training Team



Samara Freeman
Recruiting Team



RECIPIENT RIGHTS CORNER



RECENT INCIDENTS REPORTED TO EXPERTCARE AND THE OFFICE OF RECIPIENT RIGHTS:

- A caregiver left their Recipient unattended on a bench in order to assist with a motorcycle accident they witnessed. As a result, the Recipient wandered away and was later found in a nearby location.
- A caregiver brought a Recipient to their home during services and around their family.
- A caregiver spoke inappropriately to a Recipient's roommate.

These incidents serve as important reminders that caregivers are responsible for protecting Recipient rights and ensuring the safety, supervision, dignity, respect, and confidentiality of the Recipients they support at all times during service delivery.

Please remember the following regarding service delivery and the rights of those served:

Michigan Mental Health Code 330.1708

(2) Mental health services shall be provided in a safe, sanitary, and humane treatment environment.

(1) A recipient shall receive mental health services suited to his or her condition

What This Means for Caregivers

When providing services, caregivers should:

- Provide services as authorized in the Recipient's Individual Plan of Service (IPOS).
- Maintain appropriate supervision throughout the scheduled service period and never leave a Recipient unattended.
- Provide services only in appropriate, authorized settings.

ExpertCare Policy Reminder: Caregivers are never permitted to bring a Recipient to their own home or have a Recipient around the caregiver's family, friends, visitors, or pets during service delivery. This is not permitted even if the Recipient or the Recipient's family says it is okay.

- Keep activities focused on the Recipient. Caregivers may not have another person in their vehicle or have friends or family meet them while providing services in the community. This is an ExpertCare policy and may also violate HIPAA by exposing Recipient information.
- Follow all ExpertCare policies and procedures regarding Recipient safety and supervision.

RECIPIENT RIGHTS CORNER



(CONTINUED)

Please remember the following regarding service delivery and the rights of those served:

Michigan Mental Health Code (MCL 330.1708(4))

(4) Recipients have the right to be treated with dignity and respect.

What This Means for Caregivers

All employees are expected to:

- Treat Recipients, family members, coworkers, and members of the community with dignity, respect, professionalism, and compassion.
- Remember that every interaction reflects ExpertCare's values and commitment to providing quality care.
- Maintain professional boundaries and communicate respectfully with everyone involved in service delivery.

Summary

Recipients have the right to receive safe services and be treated with dignity and respect.

Caregivers are responsible for protecting Recipient safety, privacy, confidentiality, and well-being during every service.

Maintain professional boundaries, follow the Recipient's service plan, and provide care in a safe and respectful manner. Never leave a Recipient unattended, bring a Recipient into your personal environment, or involve family, friends, visitors, or pets during services. These expectations protect Recipient rights and support safe, high-quality care.

Thank you for your continued commitment to providing safe, professional, and person-centered care. Please contact ExpertCare at 248-643-8900 with any questions or concerns.

Guide to The Work Number

Automated income and
employment verifications from
The Work Number database

The Work Number® from Equifax helps
privately and quickly provide automated
income and employment verifications 24
hours a day, 7 days a week to help keep your
life moving! No more searching for paystubs!



What can theworknumber.com do for me?

Get an Employment Data Report (EDR):
A consumer report required by the Fair Credit
Reporting Act (FCRA) so you can see your personal
information and who requested it. We want you to
be able to see this report so here's how:



Fill out the Employment Data Report
Request Form and mail or email it to:
Equifax Workforce Solutions

ATTN: EDR

3470 Rider Trail South

Earth City, MO 63045



Email: EDR@equifax.com

(Use of secure email function recommended)

Ask for Data Dispute Assistance:

If you notice something inaccurate on your
Employment Data Report (EDR,) call The Work
Number Employee Service Center for assistance:



866-222-5880

M-F 8:00 am - 8:00 pm (ET)



TTY- hearing impaired:

800-424-0253

If a Verifying Organization Needs Assistance:
(including mortgage lenders, property leasing,
financial institutions, a government agency, etc.)



theworknumber.com



800-367-5690

M-F 8:00 am - 8:00 pm (ET)



member@equifax.com

Freeze your Information to Verifiers:
If you would like to put a freeze on your employment
information available to verifiers:



Fill out the Freeze Request Form and
mail or email it to:

Equifax Workforce Solutions

ATTN: FREEZE

3470 Rider Trail South

Earth City, MO 63045



Email: twnfreeze@equifax.com -

(Use of secure email function recommended)



Phone: 1-866-222-5880

For assistance contact The Work Number
Employee Service Center at:

Phone: 800-367-2884
M-F 8:00 am - 9:00 pm (ET)

TTY- hearing impaired:
800-424-0253

WHAT YOU SHOULD KNOW

Summer fraud awareness

Summer brings increased fun in the sun, but it also opens the door to fraudsters who may attempt to take advantage of increased travel, heightened activity, and urgency-driven decision-making.

To help keep your participants' money, personal information, and devices safe this summer, Principal® has partnered with the National Cybersecurity Alliance (NCA) to provide trusted, expert NCA guidance.

Common summer schemes to watch out for include:

Your paragraph text

- Vacation booking and travel fraud
- High-pressure offers and urgency tactics
- ATM and gas station skimming

See how scammers target emotions and [share these resources](#) to help protect your employees. For additional support, review the NCA's [travel safety tips](#) or watch the [Sun, Sand & Staying Safe Online](#) webinar.

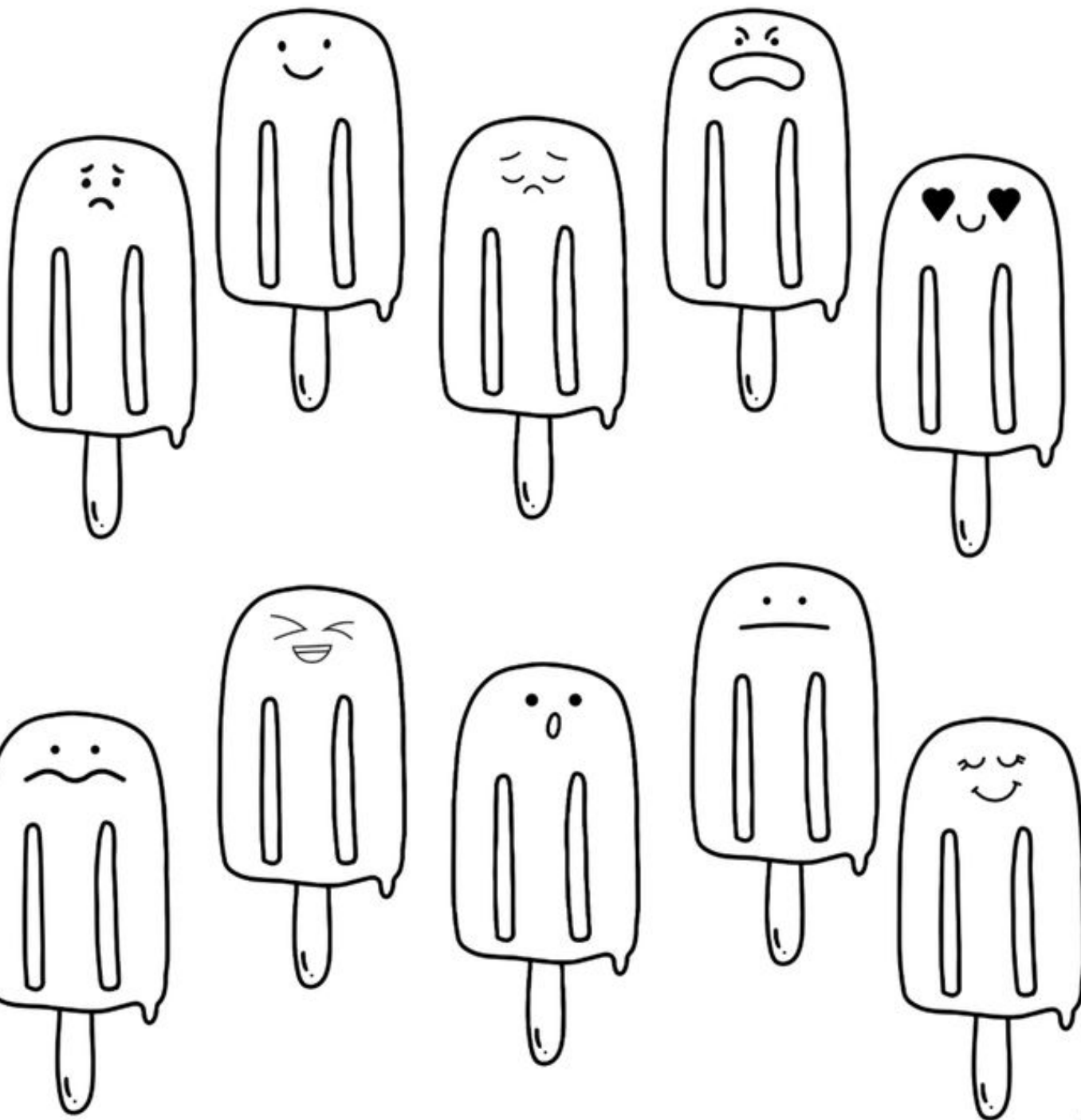
NCA resources to share with your employees

FOR ADDITIONAL INFORMATION:

[HTTPS://WWW.STAYSAFEONLINE.ORG/ARTICLES/HOW-TO-AVOID-SCAMS?](https://www.staysafeonline.org/articles/how-to-avoid-scams?utm_source=Principal&utm_medium=email&utm_campaign=SummerFraudAwareness)

> Personality Popsicles <

COLOR AND DECORATE EACH POPSICLE BASED ON THEIR EMOTION! GIVE THEM ALL NAMES! WHICH ONE DO YOU FEEL MOST LIKE?

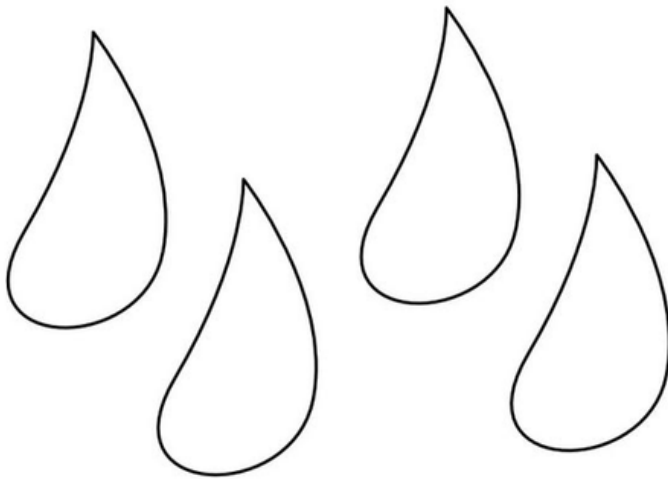


PROBLEM SOLVING

What is a problem in your life?

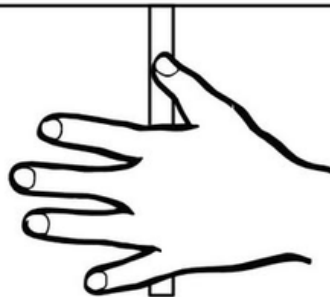
Write 1 obstacle in each rain drop!

Write 2 things in the bolt that make the umbrella insteady!



What helps protect you from the small obstacles?

Write in the hand your problem solving goals!



Music In the Park *presented by Genisys Credit Union*
Thursdays | 7 p.m. | June 4–August 27

Celebrating 50 years in 2025, Music in the Park continues its tradition of bringing high-quality live entertainment to the heart of Sterling Heights — completely free.

This year's lineup includes tribute nights, classic rock favorites, dance bands and special themed evenings that bring thousands to the park.

Thanks to our event sponsors Pomeroy Living, DC Sports, Deneweth's Garden Center, Sterling Heights Area Community Foundation, Warren Consolidated Schools, Grosse Pointe Board of Realtors, and Versiti Blood Center of Michigan.

June 4: George Michael REBORN (Pop)

June 11: Joey Vee (Country Rock)

June 18: Lazo & Exodus (Reggae)

June 25: Your Generation (Dance/Party)

July 2: Wayback Machine (Classic Rock)

July 9: Mac Watts (Country Rock)

July 16: Planet of Fun (Dance/Rock)

July 23: No concert (Sterlingfest)

July 30: Persuasion (Dance/Party)

August 6: Nameless (Rock)

August 13: RockStar (80's Rock)

August 20: Elektrik Dream (80's/Dance/Pop)

August 27: Magic Bus (Woodstock Era)

2026 SPECIAL EVENT NIGHTS:

June 4: Pride Night

June 18: Juneteenth/Movie G.O.A.T.

Parkit Family Fun Night

June 25: Fireworks/America's 250th

July 2: Cool Car Rally

August 13: Movie Zootopia 2

Parkit Family Fun Night

September 3: Market Fit

September 10: Paws in the Park/Pet Parade

September 17: Harvest and Habitats

September 24: Touch a Truck 🚚

Themed nights
bring unique
experiences and
activities — making
every Thursday
feel a little
different!



FOAM PARTY

11AM - 1PM

FREE

06/12/26	AUSTIN-DANNIS PARK (5200 STEPHENS ROAD)
06/26/26	MILLER PARK (14500 MASONIC BLVD.)
07/10/26	LICHT PARK (30100 CAMPBELL ROAD)
07/24/26	HARTSIG PARK (2701 MARTIN ROAD)
08/07/26	VETERANS PARK (27400 CAMPBELL ROAD)
08/21/26	CITY SQUARE PARK (1 CITY SQUARE)

**NO
REGISTRATION
NECESSARY**



**JUNE 26 & AUGUST 21
SPONSORED BY:**



FREE GIVEAWAYS!

**MUSIC, LAUGHTER, AND MOUNTAINS OF FLUFFY FOAM
COLLIDE FOR NONSTOP FUN!**

FOR QUESTIONS OR MORE INFORMATION CALL: (586)-268-8400