



ExpertCare

CHRONICLE

September 2026



SEPTEMBER GIVEAWAY

We're drawing two winners for September each will win a \$50 Amazon gift card!

Find out who won in next month's Newsletter!

Inside this Issue:

September Giveaway / August Giveaway

HHA Tip of the Month / HHA Refresher

Policy Reminders

Upcoming Events

Caregiver of the Month

Employee Anniversary

ExpertCare Staff

Recipient Rights Corner

Crafts / Worksheets

Recreational Flyers

AUGUST GIVEAWAY

Congrats to August 2026
Giveaway Winners:

Jennifer LaBarge & Faith Mark!



HHA TIP OF THE MONTH



We Have Video Tutorials!

Do you need a little help getting familiar with the new HHA+ app? Here are some helpful video tutorials:

- **How to Clock In and Out / Timesheet Overview:**
<https://youtube.com/shorts/pEZrlwk7xz0>
- **How to Add a Signature:** <https://youtube.com/shorts/lloOYRsowNA>
- **How to Mark Off Your Plan of Care Duties:**
<https://youtube.com/shorts/dg6Es72U2w8>
- **How to Add Shift Notes:** <https://youtube.com/shorts/szIbcVCH72g>
- **How to Change Your Clock-In Time:**
<https://youtube.com/shorts/5ygO7BARejY>
- **How to Change Your Clock-Out Time:**
<https://youtube.com/shorts/Uka9caxjNpM>

ExpertCare HHA+ Refresher Trainings Held Weekly

Tuesday, September 8th at 3pm
Thursday, September 17th at 12pm
Friday, September 25th at 3pm
Tuesday, September 29th at 12pm

If you are interested in joining our virtual refresher training for the app,
please use this link:

<https://teams.microsoft.com/meet/249182407900404?p=hfhFOd5VnOZI99dphF>

POLICY REMINDERS

HHA+ Documentation Checklist

Complete every step before submitting the visit. Good documentation protects the Recipient, the Caregiver, and ExpertCare.

- 1 EVV Call In when you are with the Recipient
- 2 EVV Call Out at the end of the face-to-face shift
- 3 Obtain the authorized guardian signature
- 4 Complete every applicable POC Duty
- 5 Select the Progress Status for each duty
- 6 Add a Visit Text Note describing the shift
- 7 Review the visit and save

Documentation Reminder:

Documentation must be completed every shift. Each CLS and Respite shift must include a completed note and signature. Please make sure documentation is completed accurately and before the end of each shift.

School Schedule Reminder: Please send in your recipient's current school schedule and updated availability if you are looking for a caregiver. This helps us find the best caregiver match and makes sure that services fit their schedule.



Calling all families with AWESOME caregivers! Do you have an amazing caregiver who goes above and beyond? If you'd like to nominate your caregiver for ExpertCare's Caregiver of the Month, please email Recruiters@expertcare.com with their full name and 1-2 sentences sharing why they stand out. Let's give our amazing caregivers the recognition they deserve!

thank you!



MACOMB UPCOMING EVENTS



ROMEO PEACH FESTIVAL

THE ROMEO PEACH FESTIVAL GIVES THE COMMUNITY ONE MORE REASON TO CELEBRATE! THIS BELOVED LOCAL TRADITION BRINGS TOGETHER NEIGHBORS, FAMILIES, AND VISITORS FOR A WEEKEND FILLED WITH ARTS, CRAFTS, DELICIOUS PEACH-INSPIRED TREATS, RIDES AND PLENTY OF FAMILY FUN. IT'S THE PERFECT WAY TO SAVOR THE LAST TASTE OF SUMMER WHILE WELCOMING THE START OF FALL!

THURSDAY, SEPTEMBER 3 THROUGH LABOR DAY, SEPTEMBER 7

DOWNTOWN ROMEO AND ROMEO LIONS CLUB (269 E. WASHINGTON ST, ROMEO, MI)

DODGE PARK THURSDAYS

40620 UTICA ROAD, STERLING HEIGHTS, MI 48313

EVERY THURSDAY (JUNE – SEPTEMBER) | 3:00 – 8:00

A FREE WEEKLY COMMUNITY EVENT THAT BRINGS TOGETHER FOOD, MUSIC, AND LOCAL VENDORS IN A FUN, FAMILY-FRIENDLY OUTDOOR SETTING. IT'S AN EASY, LOW-COST WAY TO ENJOY A SUMMER EVENING WITH SOMETHING FOR ALL AGES



HEALTH & WELLNESS FAIR

BRING THE FAMILY TO THIS FREE COMMUNITY EVENT FEATURING HEALTH SCREENINGS, WELLNESS RESOURCES, EDUCATIONAL SESSIONS, FOOD, AND FAMILY-FRIENDLY ENTERTAINMENT. IT'S A GREAT OPPORTUNITY TO LEARN ABOUT LOCAL RESOURCES WHILE ENJOYING A WELCOMING COMMUNITY EVENT.

SEPTEMBER 12, 2026

44001 GARFIELD RD., CLINTON TOWNSHIP, MI 48036



WOOFSTOCK

ENJOY A FUN, DOG-FRIENDLY COMMUNITY EVENT FEATURING ENTERTAINMENT AND ACTIVITIES FOR ANIMAL LOVERS AND FAMILIES. WOOFSTOCK IS A GREAT LOW-COST OPTION FOR SPENDING TIME OUTDOORS AND ENJOYING THE LOCAL COMMUNITY.

SEPTEMBER 19, 2026

14900 METRO PKWY., STERLING HEIGHTS, MI 48312



hello
FALL





OAKLAND UPCOMING EVENTS

MONSTER MAYHEM

GET READY FOR A FUN-FILLED DAY OF SPOOKY-SEASON ACTIVITIES AT MONSTER MAYHEM! THIS FAMILY-FRIENDLY EVENT IS A GREAT WAY TO ENJOY SOME FALL FUN WITH GAMES, ACTIVITIES, AND PLENTY OF OPPORTUNITIES TO MAKE MEMORIES TOGETHER.

SEPTEMBER 19, 2026

OAKLAND COUNTY PARKS & RECREATION – INDEPENDENCE OAKS COUNTY PARK
6301 SASHABAW RD., CLARKSTON, MI 48348

ARTS AND APPLES FESTIVAL

CELEBRATE THE ARRIVAL OF FALL AT ROCHESTER'S BELOVED ART & APPLES FESTIVAL. THIS LONGTIME COMMUNITY TRADITION TRANSFORMS ROCHESTER MUNICIPAL PARK INTO A LIVELY SHOWCASE OF CREATIVITY, FEATURING TALENTED ARTISTS, DELICIOUS FOOD, LIVE ENTERTAINMENT, AND HANDS-ON ACTIVITIES FOR THE WHOLE FAMILY. IT'S A PERFECT SEPTEMBER WEEKEND TO ENJOY LOCAL ART, COMMUNITY SPIRIT, AND A LITTLE TASTE OF AUTUMN!

SEPTEMBER 11–13!

400 E. SIXTH STREET, ROCHESTER, MI 48307

RED OAKS NATURE CENTER

CELEBRATE 30 YEARS OF THE RED OAKS NATURE CENTER WITH A FUN, FAMILY-FRIENDLY COMMUNITY EVENT! ENJOY NATURE ACTIVITIES, EXPLORE THE CENTER, AND TAKE PART IN THE ANNIVERSARY CELEBRATION. THIS IS A GREAT FREE OPTION FOR FAMILIES LOOKING TO ENJOY THE OUTDOORS TOGETHER.

SEPTEMBER 12, 2026

1010 E. 10 MILE RD., MADISON HEIGHTS, MI 48071

DIY STREET FAIR & FUNKY FERNDALÉ ART FAIR

FERNDALÉ IS HOSTING THEIR FREE DIY STREET FAIR IN DOWNTOWN FERNDALÉ WITH LIVE MUSIC, KIDS FUN, RESTAURANT ROW AND MORE

(SEPTEMBER 25–27, 2026)

ALONG 9 MILE & WOODWARD

FALL DAYS
— are —
FUN DAYS



WAYNE UPCOMING EVENTS

SPIDER FLASHLIGHT HIKE

EXPLORE THE NIGHTTIME WORLD OF SPIDERS DURING THIS UNIQUE, FAMILY-FRIENDLY NATURE PROGRAM! PARTICIPANTS WILL USE FLASHLIGHTS TO SEARCH FOR THE GLOWING EYES OF SPIDERS WHILE LEARNING MORE ABOUT THESE OFTEN-MISUNDERSTOOD CREATURES. THE PROGRAM INCLUDES AN APPROXIMATELY ONE-MILE OUTDOOR HIKE, AND FLASHLIGHTS ARE PROVIDED.

SEPTEMBER 18, 2026
27600 HAGGERTY RD., NEW BOSTON, MI 48164

SOMEWHERE IN TIME

STEP BACK IN TIME AT THIS FUN AND FAMILY-FRIENDLY WAYNE COUNTY PARKS EVENT AT ELIZABETH PARK! SOMEWHERE IN TIME IS A FREE EVENT AND ALSO INCLUDES A SENSORY TENT, MAKING IT A GREAT OPTION FOR FAMILIES LOOKING FOR AN AFFORDABLE AND INCLUSIVE COMMUNITY ACTIVITY.

SEPTEMBER 20, 2026
ELIZABETH PARK, TRENTON, MI
48183

SATURDAY IN THE PARK

ENJOY A RELAXING, FAMILY-FRIENDLY DAY ALONG HINES DRIVE! ON SATURDAYS THROUGHOUT SEPTEMBER, HINES DRIVE IS CLOSED TO VEHICLE TRAFFIC SO VISITORS CAN SAFELY WALK, BIKE, RUN, SKATE, AND ENJOY THE OUTDOORS. THIS IS A FREE ACTIVITY AND A GREAT OPTION FOR FAMILIES LOOKING FOR AN EASY OUTDOOR OUTING.

SEPTEMBER 5, 12, 19 & 26, 2026
33275 EDWARD HINES DRIVE, WESTLAND, MI 48185

BIRD NEST FEAST

A NATURE EXPLORATION EVENT WHERE PARTICIPANTS LEARN ABOUT BIRDS AND MAKE NATURAL NESTS. HELD ON WEDNESDAY, SEPTEMBER 2, 2026, AT 5:00 PM AT THE ROMULUS PUBLIC LIBRARY (11121 WAYNE RD, ROMULUS).

fall
VIBES



ECare: What made you decide to become a caregiver?

Lesslie: My mother made her transition a few years ago. During that journey, I realized that caring for someone is one of the greatest acts of love and sacrifice. A person who needs care is uplifted when they are surrounded by compassion, kindness, and genuine concern.

My mother often asked me to stay by her side because she said she felt stronger when she was surrounded by positive energy and encouragement. One day, I visited her and found her deeply saddened by the poor quality of care she had received earlier that day. I had never seen my mother so disappointed and witnessing that moment left a lasting impact on me.

After my mother made her final transition, I made a promise to honor her memory by becoming a caregiver. I vowed to make a difference by ensuring that at least one person in need receives the quality, dignity, compassion, and respect that my mother deserved and expected.

ECare: What was your first paying job?

Lesslie: Ironically, my first paying job was as a Police Cadet through a summer youth employment program. I walked neighborhood beats at a senior citizen housing community, helped residents carry groceries, and assisted in monitoring the area for safety. Looking back, that experience planted the seeds for my passion for serving others.

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

Lesslie: The most exciting part of my job is hearing my clients ask, "When are you coming back?" or say, "I can't wait to see you again." Knowing that my presence brings them comfort, joy, and peace reminds me that the work I do truly makes a difference.

ECare: What do you do for fun?

Lesslie: I enjoy roller skating and ballroom dancing. Both activities help me stay active, relieve stress, and bring balance and joy to my life.

ECare: Have you ever met anyone famous?

Lesslie: Yes! I had the opportunity to meet Barry Gordy, the legendary founder of Motown Records. It was a memorable experience.

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

Lesslie: Always make self-care a priority. When you take care of yourself physically, mentally, emotionally, and spiritually, you reduce the risk of burnout and are better able to provide compassionate, high-quality care to others. You cannot pour from an empty cup.

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

Lesslie: Caregiving has taught me that quality care is essential and that every person deserves to be treated with dignity, patience, and compassion. This experience has inspired me to be more mindful of my own health and well-being while also becoming more considerate of those who may need help. It has strengthened my commitment to serving others with empathy, kindness, and excellence every day.

**LOOK WHO'S TALKING:
AUGUST'S CAREGIVER OF THE
MONTH**

LESSLIE BRANCH-PICKENS



We are excited to recognize Lesslie Branch-Pickens as our Caregiver of the Month!

Lesslie consistently goes above and beyond to provide exceptional care and support for her recipient. She always has her recipient's best interests at heart, demonstrating unwavering compassion, dedication, and a genuine commitment to helping them succeed and thrive. Her willingness to go the extra mile and put the needs of her recipient first has made a meaningful impact on both the individual she serves and their family. Lesslie's caring nature, reliability, and selfless attitude truly set her apart and reflect the high standard of care we strive to provide every day.

We are grateful to have Lesslie as part of the ExpertCare team. Her dedication, kindness, and commitment to making a positive difference embody the values that define our organization. Congratulations, Lesslie, and thank you for all that you do!

Thank you for demonstrating ExpertCare's core values of:
Champion People
Pursue Excellence
Own the Impact
Innovate Boldly
Be Stronger Together

Inspire Joy



EMPLOYEE ANNIVERSARIES

One Year

Azar Ahmed
Aminah Alawi
Shaniece Arnold
Megan Baker
Jazzmyn Beanum
Eileen Clark
Shaneca Cole
Anika Cross
Michelle Davis-Poeder
Rhea Dubose
Jemeevera Everette
Kaylee Fendler
Kelly Flowers
Kimberly Fodor
Brendan Greene
Jalisa Robertson
Milissa Robinson
Charnetta Shufford
Tinisha Smith
Tiffany Staley
Eless Stubblefield
Karen Szymanski
Gilberto Villarreal
Imari Watkins
Melinda Welch

Two Years

David Cesefske II
Xzabrielle Gardner
Michael Weathersby
Dominique Sulla
Amanda Glidewell
Keisha Palmer
Robin Green
Yolanda Laryea
Scherell Williams-Saylor
Tricia Forgash
Carlo Melendez-Melendez

Three Years

Oleaftha Gray-Woods
Ellen Lenon
Rochelle Allen
Jennifer Scott
Dessiree Wells
Weam Al Zaidi
Ramond Bell Jr.
Rayyan Zeini





EMPLOYEE ANNIVERSARIES

Four Years

Joanna Brewer
Katherine Igbinobaro
Asha Martin
Marcus Canty
Casion Fountain
Veronica Saine
Kyle Lewis
Mary Sinkovich
Shanel Ballard

Five Years

Brelle Biscovich
Monika Gjokaj
Lynne Staszak
Michael Thompson Jr.

Six Years

Renia Haney
Alexis Zambo-Peabody
Robert Robinson
Elizabeth Hamilton

Seven Years

Eartha Hubble
Zena Azo
Rhonda LeBeau

Eight Years

Alexis Bonds
Britani Henry
Autumn Okuszka
Heidi Russell
Marquasha Barbour

Nine Years

Ohid Uddin
Martell Rich

Twelve Years

Jane Elliott

Thirteen Years

Aniece Martin-Woodard
Janice Callen

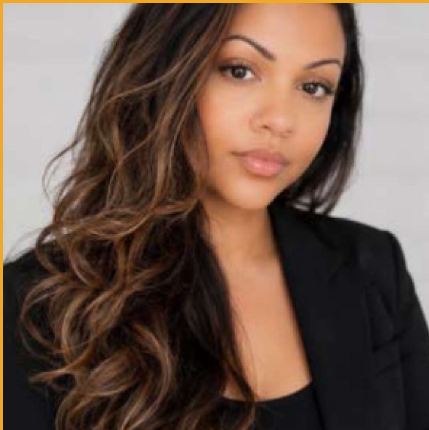
Fourteen Years

Latanya Kaigler





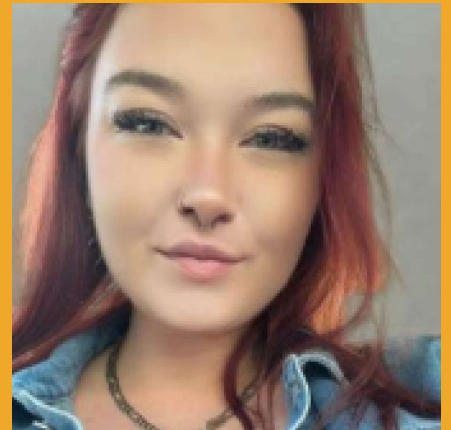
OUR NEW TEAM MEMBERS!



Shamina John
Payroll Specialist



Chelssie Robinson
Recruiter



Courtney Hacker
HHA Specialist

We're excited to welcome two new team members to the VersiCare/ExpertCare family! Their fresh ideas and expertise will make our team even stronger as we continue to grow together.

INTERNAL EMPLOYEES



EXPERTCARE EMPLOYEE OF THE MONTH

JULIE KOWECK



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

I am the Administrative Manager at ExpertCare. I started at the front desk almost 11 years ago and have moved through several roles in the department through the years.

Ecare: What do you enjoy most about working with your colleagues?

My coworkers play a large part in my motivation to continue my career with ExpertCare. We are so collaborative and anyone from any department will jump in to help if you need it. The company is constantly growing and it's so exciting getting to know our newest team members when we take part in our culture activities.

Ecare: Is there a professional skill you'd like to develop?

I am always looking for new things to learn about our industry and furthering my management skills. I am very Type A and I always feel like I need to master every facet of my role.

Ecare: If you had to eat one meal, every day for the rest of your life, what would it be?

Sushi. All day long. Obsessed.

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

You are making a huge difference in the lives of others. When you are working on goals with your Recipients, they are growing and that impact on one person, for one family, makes a world of difference. It's a really hard job and it takes a really special person to have that ability to care and want to help others so deeply. On the hard days, remember how much you matter. Remember that to one person, you can be the world.



RECIPIENT RIGHTS CORNER

DIGNITY & RESPECT

Respect in Action

Instead of: Making a decision for the consumer.

Try: "What would you prefer?"

Instead of: Answering for the consumer.

Try: Give them time to respond.

Instead of: Doing something automatically.

Try: "Would you like help, or would you like to try it yourself?"

Instead of: Talking about the consumer in front of them.

Try: Include them in the conversation.

Instead of: Assuming you know what they want.

Try: Ask first.

Every person has the right to be treated with dignity and respect.



Reminders

Before stepping in, pause and ask:

Am I listening?

Am I offering a choice?

Am I respecting privacy?

Am I supporting the consumer's voice and independence?

Care with Dignity

SUPPORT • LISTEN • RESPECT

Rights Is Everybody's Business.

Contact Info

Questions?

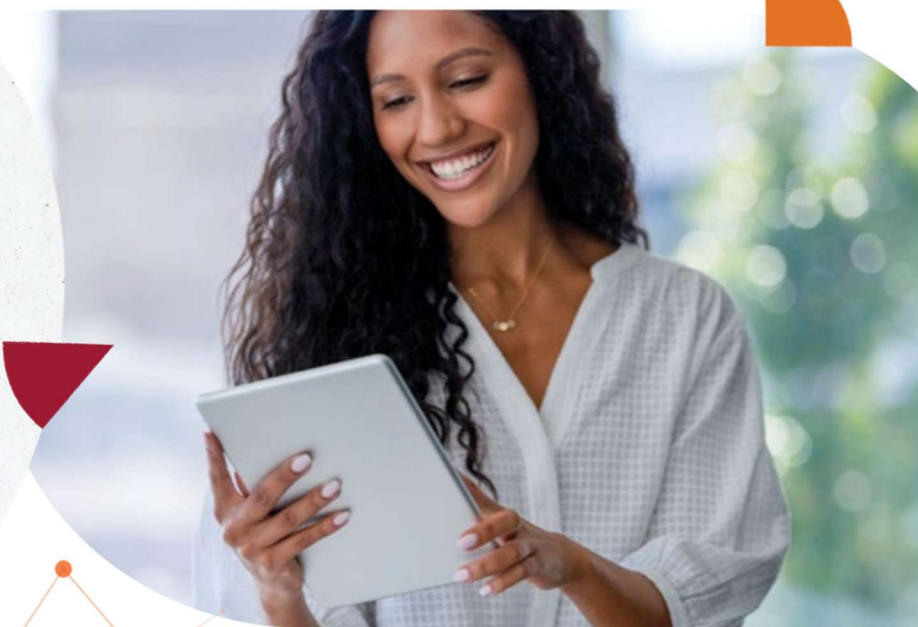
Contact ExpertCare at
248-643-8900.



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

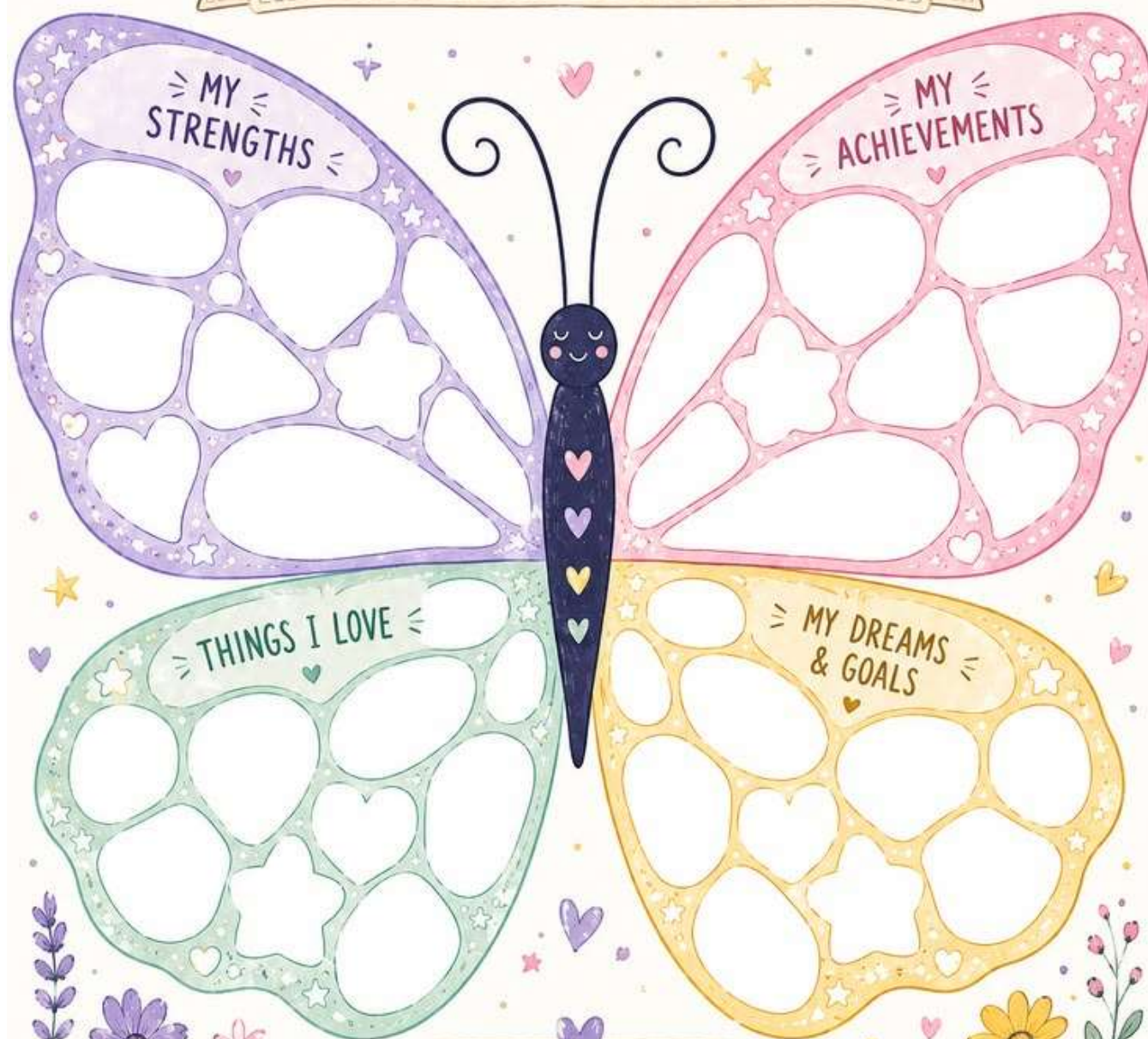
WALKING BENEFITS

#EVIDENCE-BASED TIMELINE

1-2 mins	→ Heart rate and blood flow, increase, muscles warm up
5-10 mins	Mood improves, stress starts to reduce, energy levels rise
10-15 mins	Blood sugar control improves (especially if walking after meals)
20-30 mins	More calories are burned, fat metabolism increases, digestion improves
30-45 mins	Endorphins and serotonin rise, anxiety and rumination decrease, mental clarity improves
45-60 mins	Dopamine and other "feel-good" brain chemicals increase, long-term cardiovascular and brain health benefits strengthen

MY CONFIDENCE WINGS

Fill the butterfly wings with your strengths,
achievements, favorite things, and dreams.



You are unique,
and there are so many
wonderful things about you!

MY WORDS MIRROR

INSTRUCTIONS:

Write the first things that
make you feel proud.

1. Something that used to be hard for me,
but now I can do really well is: _____.

2. I feel really brave when I try: _____.

3. If the world was a puzzle, my piece would
be special because I: _____.

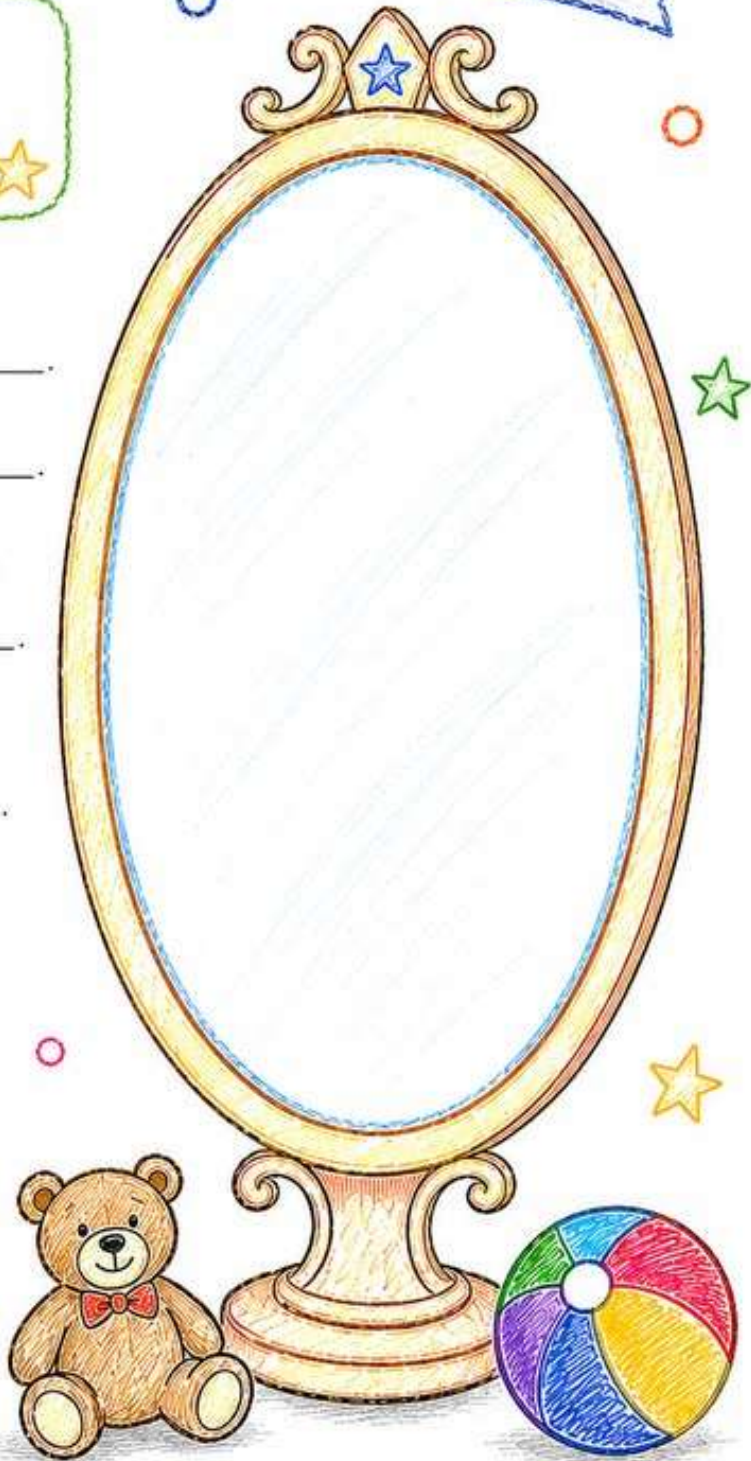
4. A quality of mine that makes me shine is:
_____.

5. My mind is an amazing place because
I always imagine: _____.

6. If I were a teacher for a day, I would
teach everyone about: _____.

7. The last time I surprised myself, I learned
that I can: _____.

8. I'm not perfect, but I am an expert at:
_____.





Navigating Mental Health Treatment: Empowering Caregiver Decisions



'The safety and efficacy of traditional antidepressants, antipsychotics, and mood stabilizers (such as lithium and some anticonvulsants) and stimulant medications have been established through decades of rigorous research, randomized clinical trials, peer-reviewed studies, meta-analyses, national registry studies of thousands of people, post-marketing monitoring, and FDA oversight... These drugs provide relief for many young people enabling them to participate fully in treatment, school, social activities, and family life — all key aspects of healthy development...'

-American Academy of Child & Adolescent Psychiatry (AACAP), American College of Neuropsychopharmacology (ACNP), American Psychiatric Association (APA), American Society for Clinical Psychopharmacology (ASCP), National Network of Depression Centers (NNDC), Society of Biological Psychiatry (SOBP) Joint Statement

Join FAFC, in collaboration with Hegira Health, Inc. for an engaging presentation and panel discussion on Navigating Mental Health Medical Treatment. Hear from experienced panelists including Juvenile Justice, Behavioral Health Professionals, and Parents navigating the system.

- For more information on Hegira Health Inc., visit their website [HERE](https://www.hegirahealth.com).

"Wellness First"

Tuesday, September 8th, 2026

10:00 AM - 12:00 PM

[Click to open ZOOM](#)

Meeting ID: 827 2198 8648
Passcode: 311683

For more information, contact:

Shannon Collins
shannon.collins@miside.org



miside.org click for more info

MiHealth

25TH ANNUAL MICHIGAN CELEBRATE RECOVERY WALK & RALLY

Belle Isle – September 11



10 a.m. - Registration

11 a.m. - Program

12:15 p.m. - Walk begins

After the walk, enjoy music, pickleball, food, cornhole, and other lawn games. Plus, hear from two-time EMMY, two-time NAACP Image & three-time Gracie Award-winning host, Loni Love.

3 p.m. - Adjourn



S.O.U.L.S CHAT

SUPPORTIVE, OUTREACH, UNDERSTANDING, LIFE SITUATIONS

FAITH TALK 2nd Wednesday OF THE MONTH

6:00pm -7:30pm.

New Zoom Meeting
Meeting ID: 965 7265 1450
Passcode: 267835
Dial in: 877-853-5247 US



CASUAL TALK 2ND WEDNESDAY OF THE MONTH

6:00 PM - 7:30 PM

New Zoom Meeting
Meeting ID: 965 7265 1450
Passcode: 267835
Dial in: 877-853-5247 US

