



Agenda

- Responsibilities of the Participant in a **Participant-Directed Services Model**
- Recruiting and Hiring Workers
 - Developing a Task List and Work Schedule
 - Advertising
 - Screening
 - Interviewing
 - Hiring
 - Training
- Questions





In a Participant-Directed Service Model participants are responsible for:

- Recruiting and hiring their workers
- Determining their workers' job duties and work schedule
- Orienting and training their workers
- Supervising their workers' daily activities
- Managing their workers' payroll (with the assistance of PPL), including
 - Negotiating wages
 - Completing New Hire documents with their workers
 - Approving and submitting workers' timesheets
- Reviewing their workers' performance
- Terminating their workers





Recruiting and Hiring Workers: Developing a task list and work schedule

- A task list will help you clearly define for potential candidates work the you need them to perform.
- Your Individual Service Plan (ISP) helps you to define the tasks that are authorized for payment to your worker.
- You can request a copy of your ISP from your Service Coordinator.
- Once you have identified the tasks you need your worker to perform, you can determine the work schedule: the days of the week and the times of the day the work should be performed.



Sample Work Schedule Template

? What tasks are approved in my service plan?

Tasks to be performed							
DAYS OF THE WEEK	SUN	MON	TUES	WED	THURS	FRI	SAT
Bathing	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Grooming: shaving, hair care	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Transfer: operating lift, board, other	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Range of Motion Exercises	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Dressing	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Skin Care	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Toileting	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Trash removal	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Meal Preparation	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Light Housekeeping /Vacuuming	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Cleaning	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Laundry	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____
Grocery Shop	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____	AM _____ PM _____

? What days do I need work done?

? What hours should the tasks be performed?



Recruiting and Hiring Workers: Recruitment

Participants may:

- Hire non-spousal relatives, neighbors, friends and other acquaintances
- Network with others by mentioning they are looking for workers
 - Neighbors
 - Church Members
 - Senior Center Staff
 - Doctors
 - Other participants
 - Friends
- Place a classified ad in local newspapers and at local colleges that offer healthcare fields of study
- Place an ad on an internet site such as craigslist.com





Recruiting and Hiring Workers: Advertising

An Advertisement should:

- Be concise to keep ad costs low and the message clear
- Be specific in order to recruit qualified and willing applicants.
- Emphasize
 - The key duties to be performed
 - Days of the week to be worked
 - Time of the day to be worked
 - Wage Range
 - Skills required or level of profession desired (LPN, HS diploma)
 - Transportation needs
 - Location where work is performed





Recruiting and Hiring Workers:

Advertising (continued)

- Place advertisements in the classifieds section under the MEDICAL/HEALTHCARE/HOMECARE heading.
- Target your ad to run on Sunday in newspapers for optimum viewing by potential candidates.
- Make sure the ad runs in the newspaper's online edition too, if available.

Sample Advertisement

In-home care. Meal prep.
Bathing. Downtown Sharon.
M-W-F, 9-3.
College student. Refs.
Req'd. \$11/hr; Call Jane @
614-123-4567. E.O.E.



Recruiting and Hiring Workers: Screening

- Keep a notebook by the phone to record information about potential applicants.
- Write a list of questions you want to ask before you respond to calls.
- Write down the applicant's full name and phone number.
- Describe job duties to the candidate.
- Good questions to ask include:
 - Are you from the area?
 - Do you have a valid driver's license?
 - Do you have any related work experience?
 - Are you able to work the hours needed?
 - When are you available to start?
 - Do you have references?
 - After hearing the job duties, are you interested in the position?





Recruiting and Hiring Workers: Screening (cont.)

- If you decide you'd like to interview the candidate:
 - Set up an interview time (allow for one hour).
 - Repeat the date and time of the interview, to ensure you both have the same understanding.
 - Request a cancellation call if the applicant cannot make it or determines that he or she no longer is interested in the position.





Recruiting and Hiring Workers: Program Minimum Requirements

The Participant Directed Service Model requires workers to:

- Be 18 years of age or older
- Have the required skills to perform the services specified in the ISP
- Possess the ability to communicate effectively with the participant
- Possess a valid social security number
- Have a criminal background check performed by PPL *prior to work start*
- Demonstrate *to the participant's satisfaction* the competencies necessary to perform paid tasks specified in the service plan, or be willing to receive training to obtain those competencies
- Have a valid Driver's license if the person will provide transportation





Recruiting and Hiring Workers: Interviewing

- Points to consider:
 - Do you need assistance with interviewing?
 - Be sure to include a co-interviewer in the interview
 - Do you want someone you know in the home with you while you interview?
 - Do you want to meet at a location outside of your home?
 - Library
 - Coffee Shop or Café
 - Another family member's home
- Be prepared with:
 - A list of questions or topics to discuss during the interview
 - A notebook ready to record answers, comments, and follow-up information with the interviewee
 - A list of any special equipment– show the applicant and equipment he or she would be required to operate and explain that training will be available for its use
 - A list of the tasks to be performed and anticipated work schedule for the candidate to review





Recruiting and Hiring Workers:

Interviewing Continued

- Part 1: Conduct the Interview.
 - Introduce yourself and your co-interviewer/support person.
 - Describe your disability to the candidate.
 - Describe how work performed supports your daily living requirements.
 - Describe the qualities you value in a worker.
 - Encourage casual conversation to make your applicant feel at ease.
 - Ask questions that are open-ended to prevent yes/no responses and elicit more detail.
 - Ask the applicant to describe their previous work; tasks performed.
 - Ask the applicant likes/dislikes of previous work.
 - Ask the applicant why they left previous employers.
 - Listen to the candidate to determine whether they:
 - Answer questions completely
 - Give responses that you are comfortable with
 - Demonstrate enthusiasm and interest in the position.



Recruiting and Hiring Workers:

Interviewing (Continued)

- Part 2: Set Expectations
 - Rate of Pay
 - Pay periods/pay dates (2-week payroll schedule plus 1 week payroll processing time).
 - Review of tasks/work schedule; discuss flexibility, if any
 - Prior notice you require if they are unable to work
 - Preferences for calling in sick
 - Smoker/non-smoker policy
 - Pets
 - Hands-off' rules regarding your personal property





Recruiting and Hiring Workers:

Interviewing (Continued)

- Part 3: Allow for Questions
 - Address questions candidly.
 - Write a list of questions the candidate asks that you will answer later, to allow you time to think about them
- Part 4: Identify References
 - Obtain personal references from the candidate
 - Obtain professional/work references from the candidate
 - Consider requesting a signed waiver from the candidate allowing you to discuss work history with their references
- Part 5: Determine next steps
 - Discuss the timeframe in which you plan to make a decision.
 - Discuss any follow-up items you may need from the candidate.
 - Review any follow-up items you need to provide to the candidate.



Recruiting and Hiring Workers: Interviewing

By law, the interviewer cannot ask about:

- The candidate's age, race, creed or national ancestry
- Personal details such as marriage status, number of children, ages of children, plans to have children
- Religious preference
- Place of birth
- Height, weight and whether or not they have a disability

No !
No!
No!



Sample Reference Authorization

Name (Please print) _____

I request < Reference Name> to serve as a reference for me. The purpose of this reference is for consideration for employment.

The reference may be given in the following form(s): (check one or both spaces)

_____ written

_____ oral

I authorize the above person to release information to <Participant Name>, and provide an evaluation of my work performance and/or character.

This authorization is valid for two (2) months from the date of my signature below.

Signature

Date





Sample Reference Questions

1. I am hiring this person for personal assistance work to be provided to me in my home. Some key duties are <describe>. Do you think this person would be a good fit for the job?
2. When did this person work for you?
3. What was this person's job with you? Can you describe the key responsibilities of their job with you?
4. Were there any problems with:
 1. Attendance
 2. Reliability
 3. Honesty
 4. Integrity
5. Would you consider this person for rehire? Why/Why not?
6. Is there anything else you would like to share with me about this person?



Recruiting and Hiring Workers: Hiring

- To make the hiring decision:
 - Review all information from screening and interviewing.
 - Determine which candidates possess the skills, experience, and traits you value.
 - Choose top candidates and prioritize your hiring preference.
 - Consider hiring two or more workers; at minimum one primary worker and one back-up worker.
 - Notify your candidates and determine a potential start date.
 - Schedule time to complete all direct care worker forms and have the criminal background check completed. Remember that PPL is available to assist with form completion.





Recruiting and Hiring Workers:

Hiring

- Negotiate a wage with your worker; PPL will provide you with the maximum wage that the program allows you to pay your worker.
- Review all forms for completeness and accuracy to avoid delays.
- Send forms to PPL for processing.
- Remind the candidate that a least one background check is required; additional background checks may need to be completed.
- Wait for PPL will notify you in writing that all documents are completed and your worker is able to begin providing you services; this is the Good to Go notification.
- PPL cannot pay workers for time worked before the Good to Go notification.
- Enrollment of your worker usually take between 2 weeks and 4 weeks.
- Background checks may take longer to receive and process.
- PPL will provide you with any criminal history results for your candidate.
 - Based on those results, you may choose to waive criminal history results and hire your candidate, or you may choose not to hire the candidate.





Recruiting and Hiring Workers: Training

- Explain technical words you may use.
- Train on equipment you use and give detailed instructions.
- Review what to do in an emergency:
 - Provide a list of emergency numbers.
 - Provide a list of medications.
 - Review your medical condition and what emergencies you might face.
 - Review the actions the worker should take in case of a medical emergency.
- Have the worker repeat instructions back to you to ensure comprehension.
- Be patient.
- Be aware of your workers' feelings.
- Consider using another trainer who is aware of your routine/equipment/needs.
- Be consistent and try not to change the routine.
- Establish expectations of good work habits on day one.
- Emphasize that you, as the employer, are the decision maker.



Questions / Discussion



