

Home Care Referral Registry

Temporary Worker Program Guidelines:

Definition of *Temporary Worker*:

A screened and qualified individual provider who can be called on short notice to go out to a consumer's home and provide care on a **temporary basis** while the consumer is engaged in the process of selecting a routine worker (i.e. requesting a referral list, calling and scheduling an interview, interviewing and selecting the prospective provider).

'**Short notice**' may require beginning work on the same day or within 24 hours.

Home Care Referral Registry (HCRR) Expectation:

Each HCRR site will establish a small pool of workers who have indicated the willingness to be referred as a **Temporary Worker** in urgent situations.

- a. In order to be considered as a Temporary Worker the IP must:
 - a. Have a Background check that results in no convictions
 - b. Be currently contracted with HCS or DDD
 - c. Have completed the RFOC and additional training requirements
 - d. Call in to the HCRR office on a weekly basis to confirm availability.
- b. Each HCRR pool of Temporary Workers shall include up to 10 individuals.
- c. The worker will sign a '**Temporary Worker Agreement**' agreeing to be available on a short term basis.

Temporary Worker Referral Process:

Option 1:

1. When the Registry Coordinator receives a call from a **case manager/social worker** requesting a Temporary Worker;
 - Temporary Worker may be requested due to hospital discharge, residential care facility discharge, unexpected loss of caregiver, caregiver not showing up to work, or other emergent need situations.
2. The case manager/social worker sends a copy of the client service plan to the Registry Coordinator.
3. The Registry Coordinator reviews the service plan and considers the pool of TW's, selecting the best match.

**Temporary Worker Referral Process:
Option 2:**

1. The **consumer** calls the Registry Coordinator requesting a Temporary Worker.
2. The Registry Coordinator must confirm the consumer's eligibility for services prior to dispatching a TW.
 - a. The case manager/social worker must confirm the consumer's eligibility.
 - b. If the case manager/social worker is not available the case manager supervisor may be contacted.
 - c. If the case manager supervisor is not available, eligibility may be confirmed via the SSPS database (for those having access to SSPS).
3. Once eligibility is confirmed, the Registry Coordinator needs to obtain information regarding the service plan via the case manager or the consumer in order to select an appropriate Temporary Worker.
4. The Registry Coordinator calls the Temporary Worker to check on availability.
5. If the Temporary Worker is available, the Registry Coordinator calls the case manager and consumer to inform them that a provider has been dispatched as requested.
 - a. The Registry Coordinator will explain to the consumer that the Temporary Worker is available a limited amount of time, (i.e. just long enough so that the consumer can find someone to hire on a regular basis.)
 - b. At the same time, the Registry Coordinator explains to the consumer (based on the service plan), that a referral has been generated with a list of three to five names of individuals interested in employment.
 - i. The Registry Coordinator will call each IP on the referral list prior to sending it to the consumer to ensure that the IP is still available and interested in the job.
 - c. When the Registry Coordinator sends the referral list to the consumer, they can also include all available materials related to Hiring a Provider Process, Interview Questions, etc., How To Hire and Keep Good Staff, Effective Communications, Effective Supervision.
 - d. The Registry Coordinator will also ask if the consumer needs assistance in the interview process...offering to attend the interview in the consumers

home if there is no one else available to be there with the client. (for safety purposes)

6. Within Temporary Worker days, the Registry Coordinator will call the consumer to determine if they were able to select a provider or if they need additional names. If a Temporary Worker was selected, the Registry Coordinator will contact the consumer's case manager or social worker to provide that information.
7. The Temporary Worker will be kept informed of the consumer's progress in the hiring process.
8. In the situation where the client and the Temporary Worker decide that they would like to continue the relationship it is necessary to determine whether or not that IP can remain in the Temporary Worker pool.