



For when you can't be there...

# Newsletter

August 2015

— We enrich lives, providing peace of mind through trusted, family care —

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## Upcoming In-Services

8/24 • Geneva

8/25 • Batavia

8/26 • Rochester

In-services start at 8:30 AM and you may ONLY attend by signing up with Kelly in HR BEFORE the class.

**Compliance Issues MUST be reported!**

Use our anonymous hotline:

**585-546-1219**

## Strategic Planning

by Al Gauvin, CEO & Administrator

You may have recently heard some buzz around the office about Strategic Planning and Planning Committees.

Since June, our senior leadership has been meeting weekly to establish the ground work for our 2016 Strategic Plan. In order to start we had to look at what CCOR's Mission, and Core Values are and what the Vision is for the CCOR of the future.

How can we continue be a quality care provider, using the Mission and Core Values to guide us along the way to our Vision? This is the question that will be answered by the five Strategic Planning Star Committees. Each committee has been given a specific area of our agency to focus and develop specific goals and measurements that will guide us towards our Vision.

We look forward to getting updates to you as we progress. Feel free to stop by and ask questions if you'd like to know more!

## Employee Satisfaction Survey

by Zak Wallace, Quality Assurance Manager

Do you enjoy working for CCOR? Do you have ideas for changes that would make us an even better home care agency? We want to hear about it!

Coming soon to your mailbox is the 2015 Summer Edition of CCOR's Employee Satisfaction Survey. These surveys are anonymous in order to get an honest response from all our employees about CCOR.

[Cont. pg 2]

## Managed Care Legislation

by Chris Gauvin, CDPAP Administrator

The Consumer Directed Program has long been supported by Fiscal Intermediaries (FI) as facilitators for the payment of aide staff for the consumers. These organizations, of which CCOR is now one, also helped with setting up care and making sure participants received what they needed to remain in the community. This would include consultation on the process of finding, hiring and maintaining staff. In the past to become a FI an agency would seek approval from each of the county offices. The counties would decide who could provide services in their region and would work with the FI's on getting information to the consumers. The process of getting approved at the county level typically involved the commissioner and the social services offices and was not granted to all who wished it.

New York State has decided to change the way that they handle *Consumer Directed Care* and is moving cases into *Managed Care*. What this means is that instead of the counties being in charge of the care, it is now being handled by the *Managed Care Organizations*. These groups will eventually be managing all of the Consumer Directed participants in New York State. While they do operate on approvals from county to county, this restriction does not necessarily carry over to the FI as well. Once an FI is approved to work with a plan they can work wherever that plan is authorized and no longer are required to seek county approval.

While I am not one to generally support more legislation, I feel that in the case of [Cont. pg 2]

Follow us online:



## Recruit for CCOR!

As employees of CCOR you are our best referral!

If you have a friend or family member looking to start their career in homecare, tell them about the great benefits of working at CCOR!

We offer tuition-free certification classes for PCAs.

Applications are accepted Monday-Friday at any of our offices or apply online 24 hours a day!

Qualified new hires result in a referral bonus to you! Find out more from Human Resources.

**Our current need is: Penn Yan, Honeoye Falls, and Brockport**

## Reminders!

- **Timesheets are due SATURDAY @ 12PM**
- Call-offs must be at least 6 hours before the shift
- Make sure you speak to a person when you call off a shift
- Call weekly to verify your schedule
- All requests for changes must be called in to scheduling
- The on-call line is for **EMERGENCIES** only
- Time-off requests for any "holiday" are required one month before and are first come/first served
- DOH has announced flu is no longer prevalent, anyone required to wear a mask while in the clients home due to lack of vaccination can discontinue this practice.

## [CDPAP Legislation from pg 1]

Fls there needs to be some sort of certification to ensure that these companies are following the best practices of the program. CCOR has supported a bill in Albany that recently passed: memorandum S.5565/A.7535. This memorandum would "define [FI] services in relation to the consumer directed personal assistance program (CDPAP) and require those providing such services to be licensed by the Commissioner of Health."

The goal of this legislation is to protect the rights of the consumers and ensure they are receiving the proper care. It also will help to set standards so that the FI will be properly vetted, also ensuring that the overall care of the program is at the right level. I fully support this motion and I am excited to see that it has passed the early rounds. Hopefully with the next update I can let you know that CCOR is fully licensed as an approved FI for the Consumer Directed Personal Assistance Program!

## [Employee Survey from pg 1]

We truly want to hear your honest feedback, how you feel about our agency and the people you work with. This is the best time to let us know what frustrates you, what inspires you, and what ideas you have to keep our employees happy as members of CCOR.

## Recipe Corner

### Honey Cake

by Shelly Larkins - Director of Waiver Services

#### Ingredients

- 1 cup sugar
- 1/4 tsp. ground cloves
- 3 cups sifted flour
- 1 tsp. nutmeg
- 1 1/2 tsp. baking powder
- 1 cup honey
- 1 1/2 tsp. baking soda
- 1 cup strong coffee, cooled
- 1 tsp. salt
- 3/4 cup oil
- 1 tsp. cinnamon
- 1 1/4 tsp. vanilla
- 1/4 tsp. allspice
- 3 eggs

#### Directions

1. Pre-heat oven to 350 degrees. Grease a 10" tube pan
2. Sift the dry ingredients into a large bowl
3. Make a well and add the liquid ingredients
4. Mix together thoroughly
5. Pour into greased tube pan and bake for 50-60 minutes

## Shout Out!

★ **Sheila Rolle** — A Call from a Driver. "Sheila is the best helper we have seen with [client]. [Client] is looking and doing so much better since Sheila started going."

## New HHATP Graduates!

by Kim Milne - Manager of Education

Congratulations to our recent class of Home Health Aide Graduates!

Pictured Left to Right: Andreia Green, Tracey Green, Lois Reddick, RN, Instructor, Keturah Reyes, Enid Ayala, and Teresa Holland.

Next time you see one of these aides, be sure to Congratulate them on their achievement!



Congratulations!



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