

# Quarterly Newsletter

## December 2024

### A note from PAS Operations Manager, Karen Dillon:

Personal Accounting Services continues to celebrate 25 years of supporting self-advocates and families as their financial management services partner. It is our pleasure to work with the individuals, representatives and families choosing to self-direct their support services. Our team understands the need for support in navigating the complexity of the programs and we are to help.

As the holiday season approaches, our team at PAS extends best wishes for a joyful and safe holiday period.

Thank you for partnering with PAS.

### In today's email:

- PAS Satisfaction Survey Results
- What Do I Need to Do to Hire a New Employee? (Part I)
- What Do I Need to Do to Hire a New Employee? (Part II)
- Direct Care Professional Resources from NFCM
- Quarterly Reader Poll
- Upcoming Events & Conferences
- Employee Spotlight - Meet Christine Delozier

## PAS Satisfaction Survey Results

We are proud to announce we have a **94%** satisfaction rate with participants and direct care professionals we serve.

In the summer of 2024, we conducted our annual satisfaction survey. People we serve, direct care professionals, and people who provide us with referrals were surveyed.

PAS is committed to excellence in service. We also strive to build strong partnerships with individuals we support. PAS believes that it is only through regular feedback that we can understand the changes needed to improve our

services.

This feedback provides vital insight through the lens of people with lived experience.

Thank you to all who participated.

## What Do I Need to Do to Hire a New Employee (Part I)



For participants enrolled in Self-Direction, one of your roles is to hire your own direct care professionals (DCPs), or employees. Before you hire anyone, it's important to understand the employment process. From identifying candidates, to interviewing and training, there are many tasks involved. While the process may seem daunting, PAS and the MDHHS can help you understand each step along the way.

[See Steps to Hiring a New Employee](#)



PAS is on social media!  
Click to follow us on Facebook,  
Instagram, and LinkedIn and stay up to  
date with all things PAS.



## What Do I Need to Do to Hire a New Employee (Part II)

Hiring your own employees, direct care professionals (DCPs), is one of the most important roles for employers (participants) enrolled in Self-Direction. Along the way PAS is ready to support you with onboarding new employees. This includes supporting you in interviews, conducting background checks, and training employees on our Electronic Visit Verification application.

[Learn About the Employment Process](#)

## Share Your Story

Do you want to share your Self-Direction journey or have a PAS story to share? We are always looking to hear of stories from Self-Advocates and direct care professionals. We would love to hear from you.



[Share Your PAS Story](#)

## Direct Care Professional Resources from National Family Caregivers Month



In November, PAS recognized National Family Caregivers Month (NFCM). NFCM supports family caregivers with tools and educational resources. It also promotes awareness to caregiving issues for families and communities. Caregiver Action Network leads NFCM and their goal is to connect direct care professionals with resources to improve the support they provide.

[Explore NFCM Resources](#)



### Did You Know?

On September 3, 2024, Electronic Visit Verification (EVV) became required throughout the state of Michigan.

Call PAS today for more EVV Information:  
734.729.3100



### Quarterly Reader Poll

How confident do you feel using EVV?

I already use EVV and I am an expert with it.

I already use EVV and I would like to learn more.

I am familiar with EVV but would like to learn more.

I don't know much about EVV and need training and resources.

### Upcoming Events & Conferences

What	When	About
CMHA Winter Conference	February 3 - 5, 2025	Radison Plaza Hotel at Kalamazoo Center <a href="#">More Information</a>
PAS Collaborative Meeting	February 11, 2025 1:30 PM	<a href="#">Contact Information</a>

PAS is ready to assist you with your EVV questions. At PAS, we have:



- Over 5 years of experience with EVV.
- 100% compliance of EVV use with direct care professionals.
- Experienced staff members with an average tenure of over five years that is fully trained on EVV use and best practices.
- Proactive training for employers and employees during enrollment.



## Employee Spotlight

### Meet Christine Delozier



*"Christine is always willing to assist anyone encountering challenges with the EVV system and proactively communicates with support staff whenever she notices discrepancies in time punches."*

- Karen Dillion, PAS Operations Manager

## Get to Know Christine

**At PAS, Christine** is an EVV Specialist and has been on the team for a year and a half!

**Christine enjoys her coworkers** and believes the relationships she's created with them make the office an enjoyable place to be. She also loves the relationships she's built with participants and their direct care professionals and is blessed to support them everyday.

**Christine feels inspired** to support her neighbors in the Self-Determination community. She's driven to do her part to support them in receiving the services they need.

**Outside of the office, Christine** enjoys spending time with her husband, Jeff, and her three children. When Christine is not at one of their various sporting events, she enjoys camping outdoors, going out to eat, and playing board games with friends and family.

**Christine is looking forward** to spending some quality time around the

holidays with her family.



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