



## WSC Home Care

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**Phone:** (810) 534-6163 Amy or (810) 534-6128 Jim

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**Program Location:**

Genesee, Livingston, Oakland, Washtenaw & Wayne counties.

**Program Hours of Availability:**

We offer 4-to-24-hour in-home customer care, 365 days a year.

**Website for More Information:** <https://www.wskills.com/health-care/>

**Program Description:**

WSC is committed to providing the highest level of safe, quality care to all those we serve. WSC Home Care supports the health, safety, and independence of clients by sending specifically trained direct support staff to the residence of clients. These aides work under the supervision of a registered nurse who also manages care plans and coordinates with benefits managers, family members, and doctors as needed.

**Summary of Service:**

As a locally operated 501 C3 non-profit organization, we are committed to the individuals, families and communities we serve. We work directly with you, your family and often a team of other health care professionals to make sure your needs are met.

Each client/participant has a personalized service plan developed with input from all stakeholders and implemented by our team of professionals. Stakeholders may include the individual, family member(s), guardians, referral facility discharge planners, treating medical team, case managers and adjustors.

Progress is continually measured, and plans are often updated to ensure that our customers' needs are met. We provide assistance with ADLs and IADLs, including bathing, dressing, feeding, exercising, personal hygiene and grooming, transferring, ambulating, positioning, toileting and incontinence care, assisting with medication and self-administration reminders, housekeeping, meal planning and preparation, laundry, transportation, correspondence, making telephone calls, shopping for personal care items or groceries, and companionship.

Hours of service are based on the person's individual plan of service.

**Staff Experience:**

WSC staff backgrounds include master and bachelors' educational degrees; experience in the areas of vocational rehabilitation, vocational rehabilitation counseling, teaching, social work, human resources, HR development of youth and adult services, geriatric services, certified brain injury specialist, business administration, staffing recruitment, psychology, service industry, and management.

In addition, staff participates in annual job specific training in Recipient Rights, Blood Borne Pathogens, Person Centered Planning, Grievance & Appeals, Deficit Reduction, Limited English Proficiency, CPR/First Aid, and Medication Administration Review, which includes distribution and storage of medication only allowable following the written orders of a licensed physician for the purpose of maintaining health and treatment.

**Population(s) Served:**

The primary users of home care services are individuals that are medically stable that are requiring assistance related to home health needs and barriers to independence in the community.

We are committed to providing inclusive services, respectful of all individuals' race, color, religion, creed and/or national origin, ethnicity/cultural background, gender identity/expression, sexual orientation, marital status, mental or physical disability and military/veteran status.

**Role of Family/Support Network:**

The involvement of family, natural supports, and caregivers as defined by the person served is key to successful services implementation and safe discharge. Persons served and their care team as appropriate will work cooperatively while determining the family's ability and willingness to support and participate in the plan of care.

Education, training, counseling and advocacy will be provided to help prepare them to meet the persons served' s needs going forward. When caregivers or family cannot attend in-person discharge planning and family training, options are provided via phone or video call based on participants' access.

**Persons Served feedback:**

We actively seek feedback from those we serve through a variety of mechanisms, including, but not limited to, the following: natural interactions, care team meetings, education and training sessions, satisfaction questionnaires, and 90-day post-discharge follow-up call.

Additionally, a comprehensive complaint/grievance process is in place to address and resolve any concerns that may arise, ensuring that all voices are heard and considered.

**Referral Process:**

Authorization for service form is completed by referring agent, individual or family member to the WSC Manager. Referrals can be made to (810)534-6163 Amy or (810)534-6128 Jim.

**Who can make a referral:**

Self-referrals are accepted as well as referrals from family members, physicians or health and human service providers such as, service coordinators, therapists and/or hospital social workers, Michigan Rehabilitation Services, automotive and medical insurance carriers, and Community Mental Health.

**How is a referral made:**

Individuals are referred for admission to services through Community Mental Health, Michigan Rehabilitation Services, Medical and Vocational Case Managers, self-referrals, families, by other service providers, such as service coordinators, therapists and/or hospital social workers.

Referrals can be made to (810) 534-6128 Jim Crandell.

**What documents or information will the consumer need to have in order to enroll:**

An authorization for funding, written service referral form needs to be completed which specifies the expected outcomes, amount, frequency and duration of services. Depending on the service authorized, a client may need a physician's script or letter of medical necessity.

**Funding Source:**

We accept some private insurance (e.g. medical, auto, worker's comp, etc.), Michigan Rehabilitation Services, Community Mental Health and private pay. Fees vary based on the type and extent of services required, tailored to each individual's needs. Fee schedules are available upon request.

**Cost to Consumer:**

Fees vary based on the type and extent of services required, tailored to each individual's needs. Fee schedules are available upon request.

**WSC Shares information about the scope of our services with:**

- The persons served
- Families/support systems, in accordance with the choices of the persons served
- Private Referral and other Resources

- Payers and Funding Sources
- Other Relevant Stakeholders
- The General Public
- Michigan Rehabilitation Services
- Michigan Department of Corrections

**WSC reviews the scope of its services annually and updates it as necessary.**