

MICHIGAN QUALITY COMMUNITY CARE



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Frequently Asked Questions

What does the QC3 do?

The QC3 offers a tool for finding, choosing, and hiring a Provider. This is the Registry, or list, of Providers. This list will have names of Providers and their special traits such as the language they speak, whether they will work in a house with pets, etc.

Why was the QC3 created?

Many in-home qualified Consumers say they are having trouble finding Providers. Many in-home care Providers say they are having trouble finding Consumers to care for, and keeping the job once they have it. Many of the people who use Home Help say they have trouble finding Providers. At the same time, people who want to do the work (Providers) say they have trouble finding work. The QC3 helps bring Providers and Consumers together.

How will the QC3 help?

The QC3 will offer help and support to both Consumers and Providers in finding the best Provider for the Consumer.

For Providers, the QC3 offers tools to find work, use their skills, and to find other Consumers to care for.

For Consumers, the QC3 offers a tool for finding, choosing, and hiring a Provider. This is the Registry, or list, of Providers. The QC3 may also provide information about how to act as an employer to Providers, and training in how to be an employer.

What will NOT change?

The Consumer will still choose, hire, and train the Provider as is fitting for the needs of both parties. Consumers will also still be able to fire Providers. The DHS case manager will not change either. He or she will continue to provide support and referral services.

The QC3 does NOT:

Change the way Consumers get services.

Change how the DHS approves services and Providers.

Change the number of hours approved for Consumers. Change the Provider pay or how the Provider is paid.

For more information, see the separate "Consumers" and "Providers" buttons on the menu in the left column.

The Michigan Quality Community Care Council is supported by the Michigan Department of Community Health.