



Announces

The Private Duty Caregiver Pre-employment Assessment

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Leading Home Care ... a Tweed Jeffries company, the center for home care strategy and leadership, now offers a cutting edge technology process for hiring home care caregivers (including companions, licensed home health aids, and CNAs).

What will this process do for you?

- Reduce turnover rates
- Reduce cost per hire
- Reduce workers compensation costs
- Reduce liability for negligent hiring
- Increase productivity due to better job fit
- Increase customer satisfaction
- Improve employee morale
- Differentiate your company from the competition

The process includes cutting edge technology pre-employment assessments, behavioral interview questions based on assessment results, and core performance indicators already benchmarked for successful caregivers in the homecare industry.

Well designed and properly implemented, pre-employment assessments have been proven to help companies select more effective employees, improve retention, minimize employee theft and other socially undesirable behaviors, and increase the effectiveness of the staffing process. Behavioral interview questions based on the objective results of assessments also greatly improve the effectiveness of the interview process.

Private Duty Caregiver Assessments include the following three components, which have been proven by research to be the most effective in predicting job performance, job satisfaction and retention.

1. **Personality and behavior assessment**

- ◆ Based on "Big-5" personality research, the most cutting edge and effective available
- ◆ Compares applicants scores with those for successful caregivers in the home care industry
- ◆ Can be administered to current employees to produce a **coaching report** for supervisory use in development as well as matching the best caregiver with the right client
- ◆ Measures six core traits

Conscientiousness (Organization) – the degree to which the individual is persistent, motivated, and organized.

Tough Minded (Cooperative) – the degree to which the individual is pleasant and agreeable, warm, tolerant, and tactful, or tough-minded, skeptical, and direct.

Conventional (Rules oriented) – The degree to which the individual is predictable, follows rules, and is structured or open to new ideas, adventuresome, and inconsistent.

Extroversion (Outgoing) – The style and focus of an individual's emotional energy, ranging from being outgoing, dominant, ambitious and sociable to being introverted, shy, and quiet.

Stable (Stress resistant) – The degree to which an individual is emotionally stable and resistant to stress, ranging from well-adjusted and calm to sensitive and anxious.

Team (Collaborative) – A teamwork scale that measures the applicant's attitudes toward teamwork versus individualized work environments.

2. Cognitive reasoning

A general reasoning scale that measures problem solving and learning speed. The system will generate behavioral interview questions based on results.

3. Contemporary integrity assessment

- **Measures three core traits**

Dependability – Measures the risk that an individual will be undependable, careless, lazy or disorganized.

Honesty/Integrity – Measures the risk for dishonest behavior.

Hostility/Aggression – Measures the risk of a person being aggressive, hostile, disruptive and having poor control of their anger.

- **With 3 optional scales**

Substance Abuse – Measures the risk of substantial use of alcohol or illegal drugs.

Sexual Harassment – Measures the risk of behaviors regarding sexuality that are likely to be considered an harassment by the opposite sex.

Computer Misuse – Measures the risk of using computers in ways that are unrelated to work (may not apply to Private Duty Caregivers).

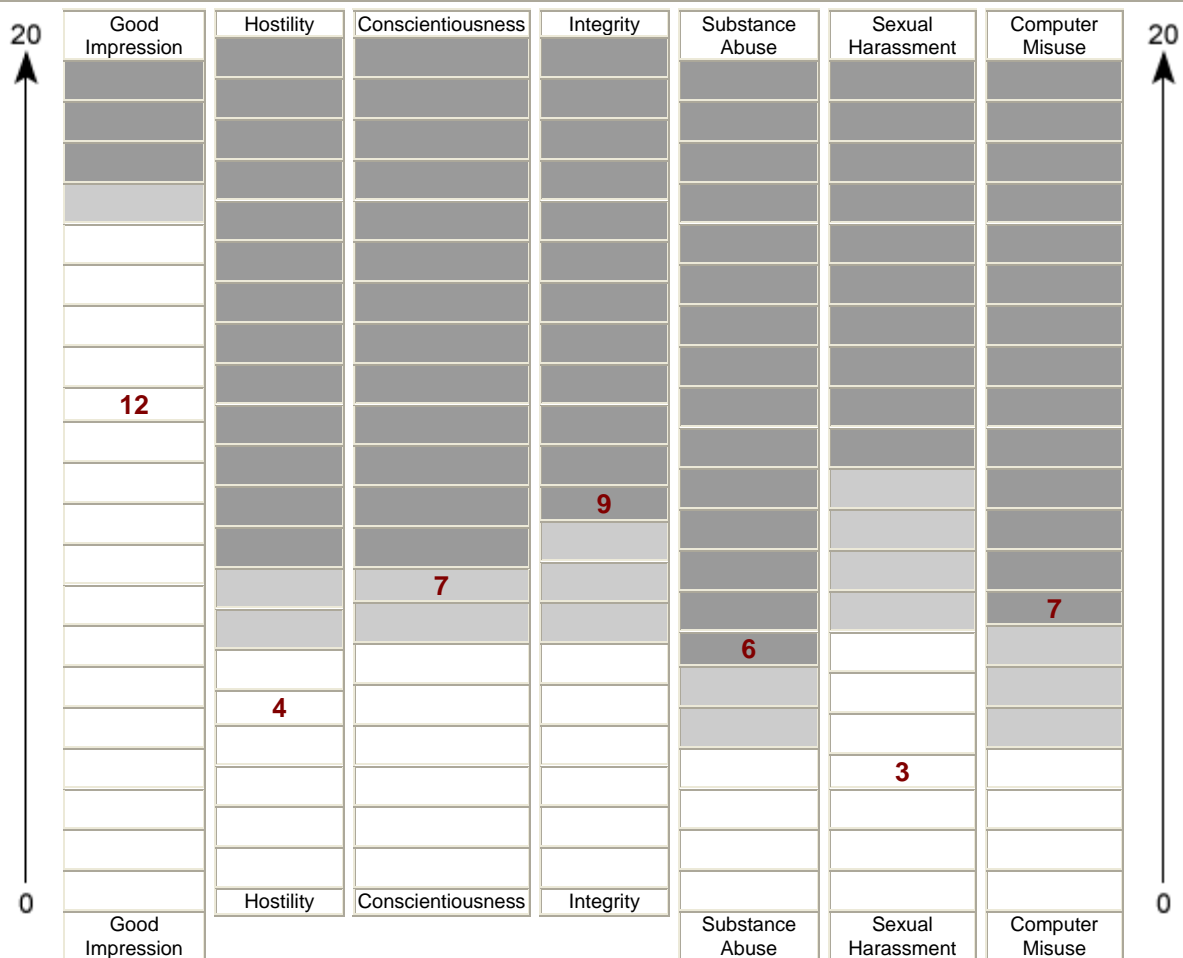
- Integrity Assessments are **for pre-employment use only** and can never be administered to current employees. Consider carefully which optional scales you wish to include, as you will not be able to reassess for those scales after hire.

Interpreting the Integrity (“Attitudes”) graph

The following Attitudes Assessment shows the relative risk of hiring this particular applicant in each of the six categories; the higher the score, the higher the risk. If the score is in the light grey area, it represents some concern, or a “yellow flag” in your hiring process. If the score is in the dark grey area, it represents serious concern, or a “red flag.” In either case, you’ll want to explore these areas with the job candidate during the interview process by asking the behavioral interview questions provided with your assessment report.

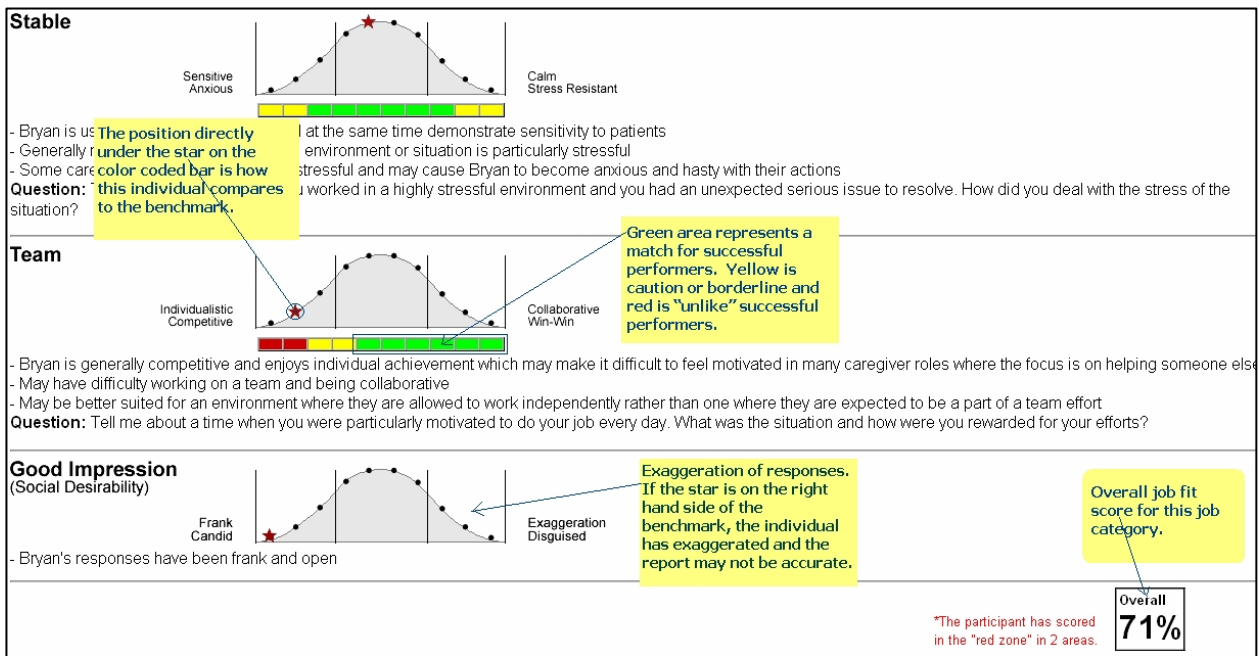
Color Key

Low Concerns	Some Concern	Serious Concern
Not likely to engage in counter-productive behavior.	May engage in counter-productive behavior.	Likely to engage in counter-productive behavior.



Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Interpret the Graphs/Scores and Know the Right Questions

For each dimension on the Personality and Cognitive assessment the report plots a point on the curve using a red star. The star marks a point on the continuum of behaviors. The green bars show the ideal area for a candidate for the job of home care caregiver. If the score is in the yellow area, it represents some concern in your hiring process and in the red area, it represents serious concern. In either case, you may want to explore these areas with the job candidate during the interview process by asking the behavioral interview questions provided with your assessment report.

The integrity and personality assessments each include a **distortion index** (called the "Good Impression" scale on both assessments). This is a validity scale that measures the degree to which the person responded frankly to the assessment items or responded in such a way as to make a good impression.

On the graph above, if the star is on the right hand side of the benchmark (indicated by the arrow) on the "Good Impression" scale, the individual has exaggerated their responses and the report may not be accurate. Similar concerns with the accuracy of the integrity assessment will be displayed in grey for the "Good Impression" scale on the "Attitudes" graph.

The number in the square box on the graph above is the overall job fit score for the personality assessment. This number reflects how closely the individual's personality and traits match the results for successful caregivers. High numbers are a better job fit.

Assessments, scoring and reports are available on-line. The assessments can also be given on paper if necessary and then keyed into your on-line administration area for scoring and accessing reports. When giving assessments by paper, have your administrator give these instructions; "The attitude and personality assessments have been designed to detect false and exaggerated responses. Failure to respond in a straightforward manner may invalidate

your results.” It is also beneficial to let the applicant know that these assessments are only part of your hiring process.

The personality and behavior assessment has 70 questions and takes 7 to 10 minutes. The cognitive assessment has 30 questions and is timed. The applicant will get 7 minutes to complete. The integrity assessment has 140 questions (if all scales are included) and takes 15 to 20 minutes to complete, depending on how many optional scales are included.

The Selection Process

A common question we hear from our clients is, “If I use pre-employment assessments, do I have to give them to every applicant?” Here’s the answer:

Assessments can be used at any step of the selection process, but like all other steps in that process, must be consistently administered.

Leading Home Care pre-employment assessments are **designed to be used in conjunction with the interview**. The system will generate behavioral interview questions based on assessment results and core performance indicators for successful caregivers. Therefore, **our assessments should be administered before the formal interview**.

In addition, you can significantly improve the effectiveness of your reference check process by taking advantage of the data from the assessments and interview. You no longer have to ask the generic, “Is Sally a good worker?”, to which you will usually get a generic answer. Instead, you can ask a specific question regarding the behavioral trait identified as a concern.

Other than the items noted above, think through what works best in your situation. Is your applicant volume high? Are your interviewers overwhelmed? Can your staffing coordinator add a brief pre-screening interview? Here are some other things to consider.

It would be a waste of time to administer assessments to applicants who don’t meet the minimum basic requirements of the job. Likewise, it wouldn’t make sense to spend money on expensive background checks or drug testing before the assessments and interview. After pre-screening for basic minimum requirements, some companies add an application review with a brief pre-screening interview.

This is the process we feel is the best use of your time and resources:

1. Pre-screen for minimum basic job requirements (by phone or on-line).
2. Application review (with brief pre-screening interview).
3. Administer assessments.
4. Formal interview (using behavioral questions from assessment results).
5. Reference checks (using assessment and interview results).
6. Background/Police checks, drug testing, etc.

Researched, Benchmarked and Targeted to Our Industry

We’ve heard from many of you, that recruiting and retention of caregivers is one of your biggest challenges. There is a high degree of interest in pre-employment assessments, but the process of finding a tool that is valid and reliable and a good fit for our industry is

confusing and complicated. It can often include a time consuming and expensive benchmarking process.

The good news is, much of that work is done. The developers of this pre-employment assessment tool have conducted a benchmark study, using the position of "home care caregiver." They have used that research to give you a comparison in the assessment report that will help you make better selection decisions when hiring caregivers. We'll provide you with training materials and assistance in getting started!

The U.S. Department of Labor estimates that it costs a company one-third of a new hire's annual salary to replace an employee. Using a wage rate of only \$6 per hour, it costs a company \$3,600 for each departing employee.

Account Set Up

To begin using the Private Duty Caregiver Assessment tool, you will first need to purchase an annual license. We will then set up your account at the Leading Home Care Assessment Center. Once your account is set up, you'll receive an Admin Password and set up instructions. Then you'll go to the web site <http://homecare.testingport.com>, enter the password and you're ready to administer the assessments.

Pricing

Initial Set-up Fee

There is a one-time set up fee of \$149.00. This includes:

- A copy of the Private Duty Caregiver Selection System eBook (\$149 Value)
- Ongoing administrative and training support for the term of the license
- The cost of setting up the account on the testing portal

Cost of an Annual License

Benefits of an annual license:

- You can administer as many assessments as you need for one year (unlimited use).
- Use of the CQA™ seal on your website and print marketing materials.
- Your company name, address and website will be listed on the Care Locator on www.selectacaregiver.com.
- You will also have the added benefit of administering the personality and cognitive assessments to your current employees at no additional cost (Attitude assessments cannot be given to current employees).

The cost for an annual license is based on your current active employees per hiring location. The number of employees is determined by calculating the number of checks actually paid during the past four pay periods, then divide by four and you have your average.

The minimum annual license is \$750.00 for 0-50 employees plus an additional \$15.00 for each current employee up to 135 (51-135). The maximum annual license is \$2,025.00. We do not charge for more than 135 active employees.

**To purchase an annual license,
visit www.CaregiverQuality.com/Getting Started
or contact Diane West at 866-209-5101.**