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Phil and Pam Campau - Jacqueline House Assisted Living

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To: David Andrusiak <DAndrusiak@house.mi.gov>

INTRODUCTION. Good morning. Thank you for inviting us to be here with you today. My name is Phil Campau, and my wife is Pam Campau. Together we started a business in March of 2013 called Jacqueline House Assisted Living. Our vision was to provide a safe family setting for elderly persons who had Alzheimers and Dementia. We envisioned a smaller six bed residential setting where we could proactively meet the needs of our patients and give love and dignity and the best quality care that can be found. The vision was borne out of the hands-on care we provided for Pam's parents in our home in 2009 and 2010. We saw there was a niche that was not being served and were determined to apply our knowledge of business and heart for the elderly into a home that would be a blessing to both the patient and their family. In 2015, we opened our second location as the call for our services was overwhelming! We worked tirelessly and bootstrapped this business into something that has the respect and admiration of the elder-care community and has touched many lives.

THE CHALLENGE. In early March of this year we ran into a major hurdle that drastically changed our trajectory from growth and inspiration to an uncertain future of struggle to attract and retain workers to help us provide day-to-day care. We interacted with our colleagues and discovered that this is a widespread challenge in our industry. Various homes are closing in our community and others, like us, are paring back their services because of the difficulties associated with hiring and retaining employees. Recently, we had to make the difficult decision to close our Cement City location and consolidate our residents and staff to our Jackson location. We believe that there is a light at the end of the tunnel and are working diligently to continue our tradition of quality care as we navigate these difficulties. We, along with many of our colleagues in the community, are committed to caring for our residents and offering our staff a chance to experience the joy of caring for seniors and the satisfaction that comes from a job well done and the self-dependence of being employed!

SUGGESTION. As we have considered how to address and overcome these challenges, we have given careful thought to how the mechanics associated with connecting job seekers and employers might be modernized to improve transparency, efficiency, and effectiveness for everyone involved. In short, one idea would be to create an authorization code system, which would provide a code to employers through their MIWAM account (Michigan Web Account Manager). Employers would then provide the code to candidates during an interview. Candidates would then include the code in their weekly job seeking report to UIA. The employer would also report the results of the interview, confirming the interview in fact took place. This would go a long way toward addressing the frequent and persistent challenge of having candidates schedule interviews and earn credit for job-seeking activities while not actually showing up for the interview, denying all the opportunity to make successful employment matches.

Another frequent challenge is that, all too often, after we have a successful hire and we go through the expense of training, background investigation, and basic medical exam (as required by LARA), the new employee only lasts on the job a few days to a few weeks and then becomes a no-call, no-show, and the process starts all over again. This is very costly for the business community to absorb (approximately \$500.00 per event).

We believe introducing some permutation of an authentication code could be a helpful mechanism for ensuring candidates, employers, and the state are on the same page about the interview and hiring process. A minor technical adjustment such as this would very likely lead to more candidates appearing for interviews, giving candidates and employers a chance to connect and start successful employment relationships. If the authentication codes were used for some amount of time beyond the interview and start of employment, it could also help to address the drop-off problem that is often faced after an offer is extended and initial work has begun.

CONCLUSION. I believe in the power of small business to work with all parties to serve our communities and ultimately reduce the burden on applicants, the agency, and employers, and to mitigate the heavy burden of unemployment that we all pay for. It is in the spirit of unity and collaboration that we share our story and offer what we believe are constructive, meaningful, and achievable solutions. We do not want candidates to miss out on the opportunity for meaningful employment, and we do not want families to face the worry that their loved ones might be turned away because there simply are not enough workers to provide their care.

Thank you very much for the opportunity to appear before you and humbly share these thoughts and suggestions.