MJ HOUSING SERVICES

QUALITY ASSURANCE SERVICES

Below is an outline of the standard MJ Housing Quality Assurance services (should owner require additional services; such services shall be negotiated between the parties):

- Been providing Quality Assurance for over 15 years.
- Provide monthly monitoring and review of case management notes (AASC on-line documentation), on each SC
- Provide on-call support on resident issues and cases (respond within 24 hours unless it's and emergency and response is immediate).
- Review and submit all annual HUD required reporting: Standards of Success, Q/A Annual Review, CEUs.
- Monthly report to Owners/Operators (when requested) on SC's performance related to compliance and daily activities with residents.
- Conduct an annual Quality Assurance Review, including: File review, interview of residents and Manager, input from annual resident satisfaction surveys (distributed in December to all residents at each property).
      Goal: To ensure quality of service, best practices and professional growth.

Annual audit of at least 10% of the total SC files to include a review with the following considerations:

- Are problems clearly identified?
- Are interventions appropriate to the problem identified?
- Was the response timely?
- Are outcomes clearly stated and a follow-up plan put in place as appropriate?
- Implement and evaluate annual resident survey
- Quarterly check-in with management.
- Provide QA performance feedback to management prior to company employee evaluations.

WHY WE ARE UNIQUE

- Provide nationally recognized training on developing a cohesive team between SC and PM/site team. Provided to any new SC or PM, proven to lay out the framework for clear communication and development of a team model (regardless of whether the SC is employee of management or third party).
- 6 months per year, the SC team receives 1.5 - 4 hours of FREE CEU trainings by presenters from national organizations such as: Council on Aging, USC Gerontology Department, Center on Elder Abuse, NASW, AARP etc.
- A long-established mentor program: Every SC receives a seasoned SC mentor who communicates daily/weekly with them for the first 6 months .
- In 2005, Founder Ms. Pfeiffer created and implemented the industry standard called the QA Binder. In 2019 developed in conjunction with Pangea, the new 2019 AASC online QA Binder version. Being presented at the 2019 national SC conference.
- 2017 - won the AASC President's Award for most impact in the industry.

- Established a national, competitive Internship program - market through social media and the MJ Housing website. Available to any SC on the QA team. All protections are in place ie. Release of Liability Forms, Internship Contract, MOU with School (should owner require additional forms of protection, those are put in place upon request).
- A comprehensive on-boarding model with tailored manuals, live trainings and recorded trainings accessed through the SC shared drive (updated monthly).
- 2013 created and continue to refine cost savings tool through the AASC online system (HUD's preferred system for SC reporting) . Demonstrated the SC value in monetary terms to both the residents and owners/operators.
- Provide on-boarding process that is consistent for each SC.
- Develop Lead SC Programs for companies with large numbers of SC's to encourage SC professional growth opportunities, increase oversight and consistency in team outcomes.