

Referral Talking Points

Listed below are some examples to assist you to help a consumer/employer choose Employer Resource Connection services. Please remember that Employer Resource Connection is a valuable program which will empower consumer/employers to manage their in-home services, which can make your job much easier.

New to Services

- As part of being new to services, I can refer you to our local Employer Resource Connection Consultant to help you learn how to manage your in-home services. Consultants are trained/experienced in assisting new consumer/employers find, hire, interview, and manage their HCWs/PSWs. May I give him/her your contact information?

Annual Review

- At this time, would you like to have an Employer Resource Connection Consultant contact you? I know you've been receiving services for some time now, but Employer Resource Connection has some exciting tools and resources that may be very valuable for you to utilize. May I give him/her your contact information?

For Everyone

- Employer Resource Connection is free to anyone who receives in-home services.
- Please note that Employer Resource Connection Consultants cannot choose or supervise your HCW/PSW for you. However, they can provide tools, resources, and support to you so that you can manage your own in-home services.

Difficulties with HCWs/PSWs

- At this time, may I suggest receiving some assistance from our local Employer Resource Connection Consultant? He/She can provide you with support and tools/resources which will help you better manage your in-home services. Would you like to contact him/her directly, or may I make a referral?