

CARE Series *Match*: Frequently Asked Questions

What is CARE Series *Match*?

Match is a **post-hire** assessment designed to match caregivers with clients based on common personality characteristics and interests. Caregivers take an online assessment and their results are matched against a paper-and-pencil needs assessment answered by the client (or the client's family) to identify the most important characteristics needed for a successful pairing.

What personality characteristics and interests does *Match* assess?

Personality characteristics:

- Activity level
- Assertiveness
- Calmness
- Cheerfulness
- Compassion
- Dependence
- Extraversion
- Modesty
- Humor
- Liberalism
- Orderliness
- Persistence
- Talkativeness

Interests:

- Culture
- Gameplay
- Gardening
- Homemaking
- Journaling
- Music
- Outdoor activities
- Pets
- Politics
- Reading
- Religion
- Shopping
- Sports
- Television

How long does each assessment take and how many questions are there?

- Caregiver assessment: 209 questions; 20 minutes
- Client assessment: 14 questions; 20 minutes

Who developed this assessment tool and how?

SilverStone Group Human Capital Consultants developed this assessment tool based on research with nearly 600 national caregivers. In this research, we found that personality style did **not** predict caregiver retention and performance. However, we discovered anecdotal evidence from owners that work style information is extremely helpful when pairing caregivers with clients. We incorporated our research findings and conducted additional interviews with owners to develop a post-hire assessment designed to match clients and caregivers based on personality characteristics and interests. The assessment is based on well-established questions that focus on characteristics and interests most desired in caregivers.

How do I administer the assessment?

- Caregiver administration: Once we provide you with your login information, you will be able to access the online dashboard. From there, you will be able to add caregivers, check their completion status and automatically view their reports upon completion. Once you add caregivers to the online dashboard, they will receive a link in their e-mail to complete the assessment.

- Client administration: We will provide an electronic version of the questionnaire for you to use during your initial evaluation with clients (or the clients' families).

How do I match caregivers with clients?

Once you have results from both caregivers and candidates, you will be able to match them according to compatibility. Clients indicate the interests they would like their caregivers to have, which you can then match with caregivers' interests. In addition, clients indicate where they would like their caregivers to fall on a low-high scale for various traits. You can then match these desired characteristics to the characteristics of your pool of caregivers.

Should I only examine CARE Series *Match* results when matching caregivers and clients?

No. Matching decisions should not be based solely on the results of this assessment. It is intended to be used in conjunction with other information (e.g., client care needs and particular skills) to guide matching decisions.

Can I see candidates' answers to the CARE Match questions?

Unfortunately, we do not provide the full details of the assessment. We want to maintain the integrity of the assessment and discourage people from making matching decisions based on specific questions/answers to individual items. Additionally, there is no way to determine a caregiver's work style or interests with one question.

When should I utilize *Match*?

Match should be used with caregivers **after** they have been hired. We suggest using *Match* with employees during the orientation process and with clients during the in-home evaluation.

Does *Match* satisfy legal requirements?

Because CARE Series *Match* is a post-hire assessment, there are no legal guidelines required by the Office of Federal Contract Compliance Programs. Therefore, it is important that you do not use *Match* for hiring and promotion decisions.

Why should I spend money on this assessment?

There are several benefits of using CARE Series *Match*. By matching clients with caregivers based on compatibility, you are likely to increase client satisfaction, loyalty and referrals. And by ensuring caregivers work with clients they enjoy, you are likely to increase employee satisfaction and retention and decrease absenteeism. Finally, your use of *Match* will serve as a unique selling point to clients, differentiating you from your competition and enhancing your company's reputation.

How much does *Match* cost?

The cost is based on the number of active caregivers employed. Our costs are competitive with other tools in the market, but you will find our product to be superior. There is also a discount provided when bundling *Match* with *Select*.

Is there a setup cost?

No. In fact, we provide training and other resources to help you get started at no additional cost.

How do I get started?

Call 402.964.5720 or e-mail assessment@ssgi.com to ask us about signing up for a free 30-day trial of CARE Series *Match*!