



# Acumen Fiscal Agent

Innovation • Opportunity • Freedom

## NEWSLETTER

Spring 2024



### Acumen News/Updates

**Did you know** that Acumen now hosts a Quarterly Virtual Townhall event? Dates/times are listed below:

- Thursday, May 16th, 2024, 6:30pm CST
- Wednesday, Aug. 21st, 2024, 6:30pm CST
- Wednesday, Nov. 6th, 2024, 6:30pm CST
- Tuesday, Feb. 18th, 2025, 6:30pm CST

For login info, please visit our [website](#) and click the blue banner that reads, "CLICK HERE FOR EMPLOYER, EMPLOYEE, AND CLIENT TRAINING RESOURCES" for more information!

**Did you know** that the certification period for the MO Abuse and Neglect Certification has changed? Read more about this change at [Missouri Secretary of State: Code of State Regulations \(mo.gov\)](#) or reach out to your Self Directed Support Specialist in the Regional Office for more information.

**Did you know** that messages from DCI will now come from [noreply@Acumen2.net](mailto:noreply@Acumen2.net) instead of [CustomerService@Acumen2.net](mailto:CustomerService@Acumen2.net)? This includes password resets, DCI messaging, and email confirmations.

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# Welcome back to the Acumen TEAM, Traci!

☀️ Our Missouri SDS families in the Rolla Region may see a familiar face in the coming months. Please join us in giving a warm welcome home to Traci Distler (Fairferlick)!



The Missouri Self-Directed Supports Program recently released it's own Newsletter!

Use the link below to subscribe today and keep up to date on the most recent news from SDS!

<https://dmh.mo.gov/dev-disabilities/e-mail-blasts>

My name is Traci Distler, you may know me previously as Traci Faiferlick though. I have been with Acumen for a little over 3 years. I left for few months to pursue another opportunity, but I missed working with the families and communities that I have held near and dear to my heart for the last 3 years. I was welcomed back with open arms! While I was away, I got married to my Husband, Adam. We have 3 kiddos and are expecting our fourth addition in July! We also have two dogs, and a cat that we spoil as well. When I'm not working you can usually find me watching our kids in sports or extra circular activities, spending time with the kids while they still think I'm a fun mom (ha!), volunteering with our local church, or reading.

I have lived around the Mid-Missouri area my whole life. I'm excited to be back with Acumen helping serve our local families and communities. Meeting and helping the families is a tremendous joy and pleasure. I am so glad to be back!

## TIPS AND TRICKS WORKING WITH US!

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### **CAN'T OPEN PDF IN YOUR BROWSER?**

Most modern web browsers can easily open PDFs. If you're having trouble opening a specific PDF on a web page, try the suggestion below.

- Download the PDF and open it in Acrobat Reader or Acrobat

### **TROUBLE SENDING IN DOCUMENTS?**

Due to security reasons Acumen cannot open documents sent using links to 3rd party services or email. Instead, try these options:

- Print and mail to Acumen at 1123 Wilkes Blvd. Suite 230, Columbia, MO 65201
- Fax to (816) 396 - 6912
- Scan and email documents to [enrollment@Acumen2.net](mailto:enrollment@Acumen2.net)
- Employee paperwork can be sent via photo if:
  - Photos are cropped to cut out details in the background
  - Are legible
  - Are attached to emails as either a PDF or JPEG file.

### **NEED HELP WITH EMPLOYEE PAPERWORK?**

Avoid unnecessary paperwork corrections and let us fill out the paperwork for you!

- A new pre-filled Employee Packet Request form is available on our website at <https://www.acumenfiscalagent.com/state/missouri/>

## NEED MORE HELP?

YOU CAN FIND CONTACT INFORMATION FOR YOUR DEDICATED CLIENT SERVICES AGENT [HERE](#)

ACUMEN'S CUSTOMER SERVICE TEAM IS AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK (EXCEPT HOLIDAYS) AT (866) 414 -2541

REACH US BY EMAIL AT [ENROLLMENT@ACUMEN2.NET](mailto:ENROLLMENT@ACUMEN2.NET) OR BY FAX AT (816) 396-6912

## OUR WEBSITE HAS CHANGED!

ACUMEN HAS REDESIGNED OUR WEBSITE TO HELP MAKE IT MORE USER FRIENDLY! YOU CAN CHECK OUT WHAT'S CHANGED AT [WWW.ACUMENFISCALAGENT.COM/STATE/MISSOURI/](http://WWW.ACUMENFISCALAGENT.COM/STATE/MISSOURI/)

## HAVE YOU VISITED OUR DCI TRAINING SITE?

CHECK OUT ALL OF THE DCI TRAINING RESOURCES FOR EMPLOYERS AND EMPLOYEES [HERE](#)



## 27 Ways to Hire Smart:

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1. Creating a detailed job description can help attract the right kind of personal care attendant.
2. Use social media platforms to post job listings and attract potential candidates.
3. Providing a compensation range can attract top talent based on experience.
4. Be clear about the responsibilities and expectations of the position.
5. Highlight the unique benefits of the position, such as flexible scheduling.
6. Create a positive work environment that values and supports personal care attendants.
7. Consider partnering with local schools or vocational programs to recruit new talent.
8. Use positive and inclusive language in job listings and interviews.
9. Offer on-the-job training to help personal care attendants develop the skills they need to succeed.
10. Provide opportunities for continuing education and professional development.
11. Consider offering preferred scheduling for personal care attendants who go above and beyond in their work.
12. Develop a strong referral program to attract high-quality candidates.
13. Be transparent about the challenges and rewards of the job.
15. Highlight the impact that personal care attendants have on the lives of individuals with disabilities.
16. Use testimonials or success stories from current or former personal care attendants to attract new candidates.
17. Emphasize the importance of empathy, patience, and strong communication skills.
18. Be open to candidates with diverse backgrounds and experiences.
19. Develop partnerships with local disability organizations or advocacy groups to connect with potential candidates.
21. Use virtual job fairs and other digital recruiting tools to reach a wider audience.
22. Be responsive and timely in the hiring process to avoid losing top talent to other opportunities.
23. Offer opportunities for personal care attendants to give feedback and participate in decision-making.
24. Create a positive work culture that values teamwork and collaboration.
25. Offer opportunities for personal care attendants to develop leadership skills and take on more responsibility.
26. Be open to feedback from personal care attendants and make adjustments to improve the work environment.
27. Recognize and celebrate the hard work and dedication of personal care attendants.



### *Accessible Adventures for All: Exploring Missouri's Great Outdoors*

Missouri offers a diverse range of outdoor opportunities tailored to individuals with developmental disabilities, ensuring inclusive access to nature's wonders. From accessible trails winding through lush forests to adaptive recreational programs, there's something for everyone to enjoy.

One highlight of living in Missouri is our expansive park system which features numerous ADA-compliant facilities and trails designed to accommodate wheelchairs and other mobility aids.

Find out more by visiting <https://mostateparks.com/page/65771/accessibility-information>

# FREE Smartphone

FREE FOR CUSTOMERS WHO QUALIFY THROUGH LIFELINE OR ACP

**+** UNLIMITED Talk and Text +  
Calls to Canada and Mexico  
PLUS 25GB of High-Speed  
Data and up to 5GB of  
Hotspot Data



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The Affordable Connectivity Program (ACP) is a federal government benefit program operated by the Federal Communications Commission (FCC) that provides discount for broadband service. The ACP helps ensure that households can afford the broadband they need for work, school, healthcare and more. Only one ACP benefit is allowed per household.



**Scan QR Code to begin**