Carina’s Connections to In-Home Care
Connecting seniors and people with disabilities in King County with in-home caregivers

Eastside CLC Networking Meeting
April 27, 2022
Agenda

- Introduction to Carina
  - Who We Are
  - Home Care Offerings
  - Carina in King Co.
- Demonstration of Carina’s care matching service in King County
- Opportunities for collaboration

Home care provider Kandie L., Kent, WA
Who We Are - About Us

We are a nonprofit that believes communities are stronger when all people, regardless of income, can easily and safely access quality care and care providers receive good wages and steady work.

We provide a safe, easy-to-use, care matching service for families and individuals who are in need of home care and child care.
Expanding to Private Pay Carina includes consumers looking to pay out of pocket in King Co., supported by the Department of Community and Human Services (DCHS).

Connecting Families to Child Care
In response to the pandemic and child care crisis, we expanded our care matching service to include child care in WA, CA, IL, CT and MA.

Who We Are - Our Story

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<td><strong>Home Care Workers Form a Union</strong></td>
<td><strong>Home Care Workers Build Carina</strong></td>
<td><strong>Connecting People for Care and Work</strong></td>
<td><strong>Expanding to Private Pay</strong></td>
<td><strong>Connecting Families to Child Care</strong></td>
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<td>WA Home care workers joined together as a labor union to advocate for better conditions and wages.</td>
<td>Unionized WA home care workers (SEIU 775) won a new contract benefit to launch Carina.</td>
<td>Carina launched in WA, with 18K users to date. We have matched workers 5K+ good care jobs resulting in $14MM in wages.</td>
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Our Services - Connect for Free

Find Home Care
Connect individuals with licensed, trained and compassionate home care providers.

Find Child Care
Help families find safe, nurturing daycare options that provide early education in the provider’s home.

Find Good Jobs
Provide new and existing care professionals with dependable, steady income and good jobs.
Carina’s Home Care Offerings

Carina’s home care offerings enable individuals to live independently while receiving compassionate care and companionship in their homes, enhancing their ability to age in place.

The home care professionals (Individual Providers and Agency Providers):

- Background-checked, trained, and receive good benefits and union wages.
- Provide a range of services:
  - Meal preparation and shopping
  - Help with bathing and dressing
  - Light housekeeping
  - Transfers and transportation
Out of Pocket + Subsidies: If you live in King County and are planning to pay out of pocket, with private insurance or another non-Medicaid program, or are unsure of your funding:

- Search for home care agencies with available providers near you
- Carina’s partner home care agencies reach out to you to discuss your care needs and match you with a caregiver

Medicaid: If you are enrolled in Medicaid and have authorized home care hours:

- Choose your care provider while working with your case manager
- Get direct access to a vetted pool of active, skilled, state-certified caregivers located in every county across WA
- Browse care providers and choose the one that is the best fit

Carina’s Home Care Offerings: Medicaid and Out-of-Pocket/Subsidies
Carina in King County: Overview

**Funder:** Funding provided by King County Department of Community and Human Services (DCHS) under the Veterans, Seniors and Human Services Levy (VSHSL)

**Purpose:** To connect seniors and people with disabilities in King County with potential in-home caregivers so they can safely receive routine, ongoing care in their home, enhancing their ability to age in place.

**Agency Partners:** Catholic Community Services (CCS), Korean Women’s Association (KWA), First Choice In-Home Care.
Who Should Use Carina?

• Seniors and adults with disabilities looking for home care in King County
• Family members or friends of someone who needs home care
• Case Managers or organizations seeking to refer a client to caregiving services
Carina in King County: How it Works

Carina’s free online matching tool connects consumers with home care agencies

Clients search for care
www.carina.org/homecare/dchs

Carina’s Agency Partners receive consumers’ information and match them with an Agency Provider

Carina’s free online matching tool connects consumers with home care agencies
Step 1a: Find Care at carina.org
Step 1b: Find Care at carina.org/homecare/dchs
Step 2: Learn How Carina Works

How it works

Tell us
Enter your ZIP code

Browse
Browse agencies with available providers near you

Connect
A partner agency will reach out within 2 business days to help you find a provider

Meet
Set up a meeting to ask questions and find the right provider for your needs
Step 3: Enter Zip Code to Find Available Providers

Find a trusted home care provider

Carina is a free, online tool that connects you to licensed home care agencies in King County, WA.

ZIP code

Search

Partnering for better care

In partnership with the King County Department of Community and Human Services (DCHS), Carina helps King County residents find safe and affordable in-home care that enhances their ability to age in place.
Step 4: Search for Agencies

Search for an Agency with available Agency Providers near you:

- Enter zip code
- Select language/s
- Select gender preference of the caregiver
Step 5: Review Agency Details

- Learn more about the agency and their available providers
- Contact agency

**Catholic Community Services [CCS]**
- Provides non-medical assistance to aging persons and those with disabilities living in their homes – in every county in western Washington.
- Near zip code: 98198
- $32+ per hour
- Male and female providers
- English
- Expertise & Skills: Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care • Medication management

**First Choice In-Home Care**
- Helps aging and/or disabled persons living in their homes find reliable caregivers to provide non-medical, personal care services throughout King County.
- Near zip code: 98198
- $36+ per hour
- Only Female Providers
- English
- Expertise & Skills: Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care
- https://www.fcihc.com
Step 6: Message the Agency

Let the agency know:

- Who the care is for
- Client’s zip code
- Client’s date of birth
- Care needs
- Contact information and best time to call
Step 7a: If There Are Available Providers - Receive Confirmation and Next Steps

The agencies you select:

- Receive your care needs and contact information.
- Contact you to talk about your care needs in more detail.
- Schedule time for an in-home visit, if needed.
- Match you with a care provider.

All set!
We have sent your message to Catholic Community Services [ccc].
Catholic Community Services [ccc] will try to call you during the times you listed. You may hear back sooner via email.

What happens now?

1. Talk with the agency you selected
   - The agency will contact you to talk further about your care needs and how you will pay for the care. If you are unavailable to take the call, they will leave a voicemail and reach out again.

2. Schedule an in-home visit as needed
   - The agency will work with you to put together a care plan for the care recipient, including a home visit as needed to further assess care needs.

3. Match with a care provider
   - The agency will match you with a care provider so that the care recipient can receive the care they need in their home.
Step 7b: If There Are No Available Providers - Added to the Waitlist for Future Availability

Sorry, no providers are available in your area right now

We are currently expanding our services. Fill out the form below to be notified of any available providers near you.

First Name
Email
Zip
98070
Opportunities for Collaboration

Carina would like to increase access to in-home care for older adults and people with disabilities across King County and continue to share out information about our home care offering.

Please let us know if:

- You have suggestions for how we can work with your organization.
- You are interested in sharing out information about Carina on your website, newsletter, social media.
- You would like Carina to amplify your organization’s messaging on our social media platforms.
Find Us Online!

carina.org

carina.org/homecare/dchs

www.facebook.com/CarinaCareMatch

tinyurl.com/bd7w72v9

www.instagram.com/carinacarematch/
Contact Information

Cressida Slote
Manager - Home Care Project Management
cressida.slote@carinacare.com
Who We Are - Our Values

**Partnership**
We are in this together. We partner with labor unions, government, advocacy organizations and service providers.

**Trust**
We do the right thing. Care workers, families, agencies, community organizations and labor unions believe in us.

**Empathy**
Our users are always on our minds. We listen and then take action to make life a little easier.

**Equity**
We build tools for people who are most often left out of today’s technology solutions.

**Self-Determination**
We empower individuals by increasing access to good jobs and compassionate care.
Who We Are - Our Purpose

Vision

Our vision is a care economy that strengthens our communities by respecting workers, families and people who need care.

Mission

We build online tools to bring good jobs to care workers, so care workers can provide the best possible care for those who need it.