



Carina's Connections to In-Home Care

*Connecting seniors and people with disabilities in King County with
in-home caregivers*

South King Co. CLC Networking Meeting

May 18, 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.



Who We Are - Our Story

2002

Home Care Workers Form a Union

WA Home care workers joined together as a labor union to advocate for better conditions and wages.

2015

Home Care Workers Build Carina

Unionized WA home care workers (SEIU 775) won a new contract benefit to launch Carina.

2016

Connecting People for Care and Work

Carina launched in WA, with 18K users to date. We have matched workers 5K+ good care jobs resulting in \$14MM in wages.

2019

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).

2020

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.

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



Carina's Home Care Offerings:

Medicaid and Out-of-Pocket/Subsidies

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

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

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



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

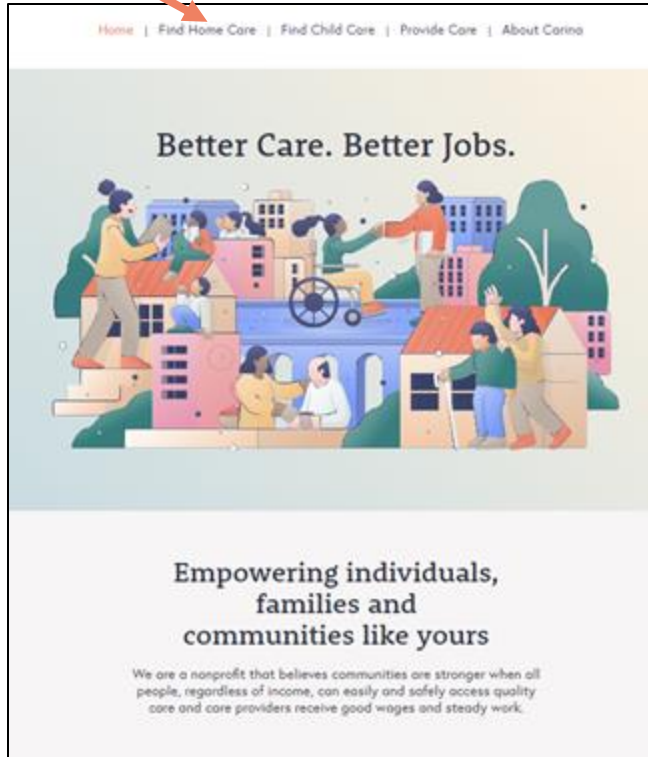


Carina's free online matching tool connects consumers with home care agencies




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

Step 1a: Find Care at carina.org



Home | Find Home Care | Find Child Care | Provide Care | About Carina

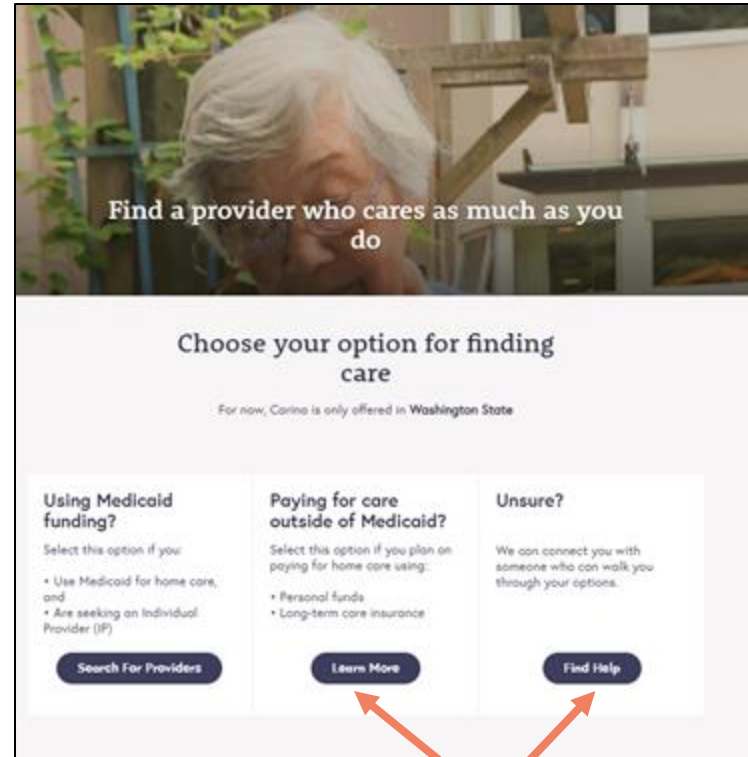
Better Care. Better Jobs.



Empowering individuals, families and communities like yours

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.

An orange arrow points from the top of the slide to the 'Home' link in the navigation bar.



Find a provider who cares as much as you do

Choose your option for finding care

For now, Carina is only offered in Washington State

Using Medicaid funding?	Paying for care outside of Medicaid?	Unsure?
Select this option if you: <ul style="list-style-type: none">• Use Medicaid for home care, and• Are seeking an Individual Provider (IP)	Select this option if you plan on paying for home care using: <ul style="list-style-type: none">• Personal funds• Long-term care insurance	We can connect you with someone who can walk you through your options.
Search For Providers	Learn More	Find Help

Two orange arrows point from the bottom of the slide to the 'Learn More' and 'Find Help' buttons.

Step 1b: Find Care at carina.org/homecare/dchs

Find a trusted home care provider

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

Search

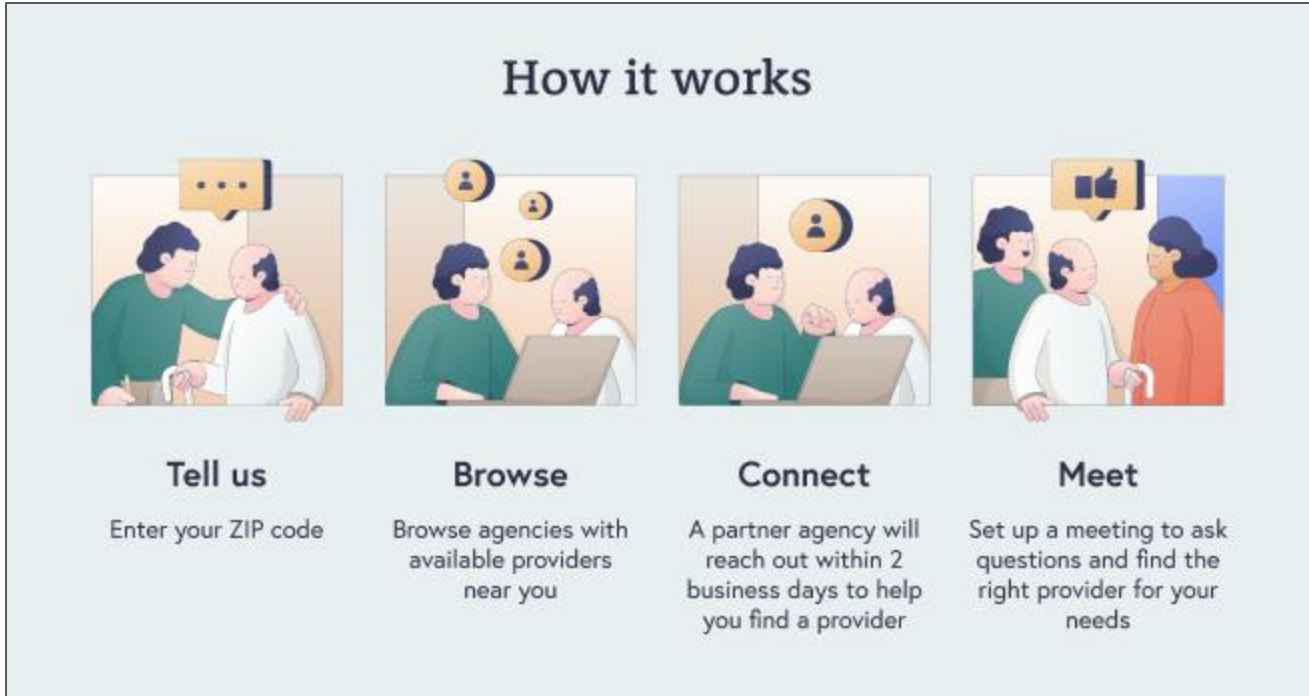


Partnering for better care

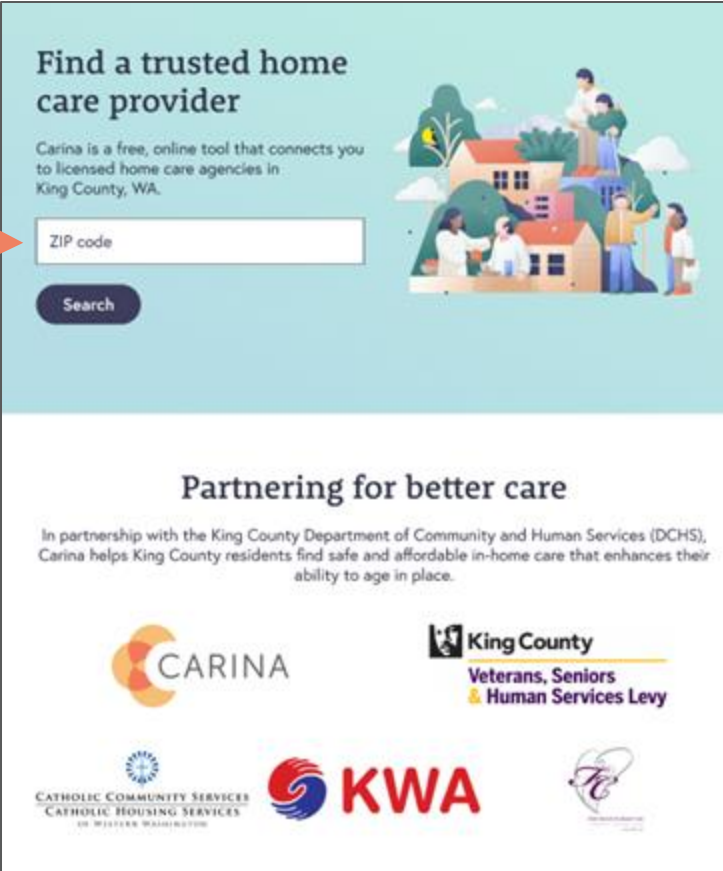
In partnership with the King County Department of Community and Human Services (DCHS), Carina helps King County residents find safe and affordable in-home care that enhances their ability to age in place.



Step 2: Learn How Carina Works



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.

The screenshot shows a search interface for finding home care providers. It features a title, a descriptive paragraph, a search input field with a red arrow pointing to it, and a search button. Below the search section is a 'Partnering for better care' section with a descriptive paragraph and logos for CARINA, King County Veterans, Seniors & Human Services Levy, Catholic Community Services Catholic Housing Services of Western Washington, KWA, and FC.

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

3 agencies have available providers near you

Zip code of care recipient: 98198 Language: All Gender of provider: No preference

Korean Women's Association [KWA]

The KWA, also known as the Korean Women's Association, provides services to all of Western Washington through 10 offices in 15 counties and employs 1,400+ employees to serve the diverse needs of more than 10,000 people each year.

<https://homecare.kwaca.org/>

Near zip code: 98198

Providers available

- \$32+ per hour
- ♀ Only Female Providers
- 🗣 English

Expertise & Skills: Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care • Medication management

Contact For Availability

Catholic Community Services [CCS]

Catholic Community Services provides non-medical assistance to aging persons and those with disabilities living in their homes – in every county in western Washington.

<https://ccsw.org/get-help/services-for-seniors-people-with-disabilities/home-care/>

Near zip code: 98198

Providers available

- \$32+ per hour
- ♂ Male and female providers
- 🗣 English

Expertise & Skills: Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care • Medication management

Contact For Availability

First Choice In-Home Care

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.

<https://www.fcihc.com>

Near zip code: 98198

Providers available

- \$30+ per hour
- ♀ Only Female Providers
- 🗣 English

Expertise & Skills: Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care

Contact For Availability

Step 5: Review Agency Details

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

Catholic Community Services [CCS]

Catholic Community Services provides non-medical assistance to aging persons and those with disabilities living in their homes – in every county in western Washington.

<https://ccsww.org/get-help/services-for-seniors-people-with-disabilities/home-care/>

Near zip code: 98198

Providers available

- 💰 \$32+ per hour
- ♂️ Male and female providers
- 🗣️ English

Expertise & Skills:
Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care • Medication management

[Contact For Availability](#)

Korean Women's Association [KWA]

The KWA, also known as the Korean Women's Association, provides services to all of Western Washington through 16 offices in 15 counties and employs 1,400+ employees to serve the diverse needs of more than 10,000 people each year.

<https://homecare.kwacares.org/>

Near zip code: 98198

Providers available

- 💰 \$32+ per hour
- ♀️ Only Female Providers
- 🗣️ English

Expertise & Skills:
Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care • Medication management

[Contact For Availability](#)

First Choice In-Home Care

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.

<https://www.fcihc.com>

Near zip code: 98198

Providers available

- 💰 \$36+ per hour
- ♀️ Only Female Providers
- 🗣️ English

Expertise & Skills:
Laundry • Transfers • Transportation • Shopping • Cleaning • Meals • Personal care

[Contact For Availability](#)

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

Send a message to Catholic Community Services [ccs]

Who is the care for?
 Someone else Yourself

Care recipient's zip code Care recipient's date of birth

Care recipient's care needs
Tell us more about the person who needs the care. This will help the agency better prepare for the call with you. For example, you can share their native language and describe health conditions, such as dementia, diabetes or disabilities.

0 / 800

How can the agency reach you?

First name Last name

Mobile phone Email

General availability for a callback
Provide a couple of days/times during business hours that you are available for a call.

0 / 100

I agree to [Carina's Terms of Service](#) and give permission to contact me. (We will send you occasional tips on finding home care. We are a nonprofit and will not sell your info or spam you.)

Cancel

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 [ccs].

Catholic Community Services [ccs] 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.

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.

Contact Information

Cressida Slote

Manager - Home Care Project Management

cressida.slote@carina.org

Nadine Zygaj

Outreach Coordinator

nadine.zygaj@carina.org



Find Us Online!

carina.org

carina.org/homecare/dchs



www.facebook.com/CarinaCareMatch



tinyurl.com/bd7w72v9



www.instagram.com/carinacarematch/