

# Choosing Care Givers



**The  
Arc**

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# Introduction

There are important considerations for providing a lifetime of quality care for an individual with developmental disabilities.

In planning for the future of the individual with developmental disabilities, remember that you are the primary expert, you may also need to turn to a number of other experts for assistance. Though many issues can seem overwhelming, it is important and valuable to take the time today to plan for tomorrow.

**Resources:** The web sites and other listings here are not intended to be advertising or solicitation. The hiring of a caregiver is an important decision. Before relying on any caregiver, you should interview and investigate his or her reputation and qualifications.

**Links:** Some of the information here has not been prepared by us, but prepared by others. We cannot guarantee the accuracy of information posted on websites. The links are not intended to imply that we sponsor or are affiliated or associated with the persons who created those sites, nor are the links intended to imply that we are legally authorized to use any trade name, registered trademark, logo, legal or official seal, or copyrighted symbol that may be reflected in the links.

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# Care Giver Help

Asking for and accepting help is a complex issue. We first need to recognize that having some help can make a real difference to our loved one's well being and ours as well. Then we need to figure out what actual help is needed and what kind of help we are willing to accept. There are the practical issues regarding paid help, versus friendly help. If this sounds like more work, another list of things to do, know that it doesn't have to be an overwhelming task, but a way to organize thoughts and information already available.

Having help can restore your equilibrium because removing some of the responsibility from your shoulders will lessen your stress. It will also enable you to be a more peaceful and effective caregiver because you won't feel so alone, and that will help make you a happier and hopefully healthier person. It is precisely because you do care that getting some help when you need it is important.

There are multiple benefits to getting help. Here are a few:

- Support can lessen your sense of isolation knowing that other people have an idea of what you are dealing with and are willing to be there for you when needed.
- Assistance can move the dial on your "worry meter" down to a safe level.
- Help can give you more confidence in your ability to manage your care giving responsibilities.
- Collaboration can increase your ability to think creatively and expand the options you now have available to you.

What prevents us from reaching out or letting others help ? It has a lot to do with pride because in addition to helping us recognize our accomplishments and encouraging us to persevere, pride can get in the way of relationships and close us off from others. In the context of caregiving, pride can prolong the time we struggle before we seek assistance, and it can get in the way of accepting help even when it is sincerely offered and very concrete.

If you can find a person or service that can help with your specific caregiving responsibilities, you'll be in a better position to meet your non-caregiving responsibilities. Finding help is often difficult for emotional, financial, and geographic reasons, but it can make a big difference in your ability to be an effective caregiver; it can make a big difference in your loved one's well being, and it can make a difference in your own well being and that of other family members as well. It's worth the effort.

This article is excerpted from Suzanne Mintz's book, *Love Honor and Value: A Family Caregiver Writes about the Choices and Challenges of Caregiving*, published by Capital Books.

# Types of In Home Care

What is In Home Care? In Home Care is a general term that represents a wide range of community-based services to support someone while living in their home. The skills and duties of in home care personnel vary, but all have one thing in common- they make it possible for care recipients to remain at home in a safe environment and in some cases have more independence than they did before. In the process, they also provide family caregivers with a chance to replenish their depleted physical and emotional reserves.

## Getting Started

If you are considering getting in home care help to assist you with your care giving responsibilities, there are a number of things you need to consider, and also things you need to know.

The first step is to make sure you and your family are comfortable with someone coming into your home and taking on some of the tasks that you've been doing.

Defining the tasks that need to be done by the in home care giver will help you determine exactly what type of in home care is most appropriate in your situation.

Once you know what type of assistance you need, the inevitable questions about where to find in home care services, how much they will cost, and whether any of the cost is covered by insurance or provided by government programs must be asked and answered. To determine whether or not you have any coverage, it is imperative that you talk to the individual with developmental disabilities' case manager.

How do you find the right in home care for your family, the one that provides the services you need. There are several ways of tapping into the in home care network. Below are some of the most common ones, and what you may want to think about when considering them.

## **Agencies**

Home Care Agencies are companies in the business of meeting home care needs. Not all home care agencies provide the same variety and level of service, however, so make sure the agency you are considering can provide all the services you need. The issue isn't bigger or smaller but rather which one meets your criteria.

If the individual with developmental disabilities is approved for skilled care that Medicaid will pay for, it's vital that the agency be Medicaid certified. This ensures that the agency has met minimum federal requirements.

### **Questions to Ask Any Agency With Whom You Are Thinking of Working:**

- Is the agency certified for participation in Medicaid programs?
- How long has the agency been serving the community?
- Does the agency provide an initial assessment to determine if they can meet the in home care service needs?
- Does the agency provide all of the services you need? Can it provide flexibility to meet changing care needs?
- How does the agency choose and train its employees? Are background checks made? Does it protect its employees with written personnel policies, benefits packages, and malpractice insurance?
- Does the agency provide literature explaining its services, eligibility requirements, fees, and funding?
- Does the agency have arrangements in place for emergencies?
- Are the agency's caregivers available 24 hours a day, seven days a week? How quickly can they start service?
- Are references from former clients and doctors available?
- What types of programs does the company have in place to assure quality care is provided?

# Private Employees

Instead of using a home care agency, you may wish to hire an in-home care worker on your own, especially if you are not looking for skilled medical care, but rather for someone to act as a companion or personal aide on a regular, long-term basis. You can start your search by putting the word out to friends and neighbors that may know of an in home care worker or someone who knows the individual with developmental disabilities and would like to become his or her care giver.

If you are considering soliciting privately instead of using an agency, it is essential to consider the tasks for which you will be responsible such as:

- (1) substantial background checks to ensure that the person has no record of criminal activity or abuse;
- (2) paperwork necessary to comply with tax and insurance laws affecting employees;
- (3) finding candidates with the level of training and licensure you need;
- (4) plan for the guarantee of substitute help if your home caregiver is ill or on vacation.

## Hiring Tips

### 1. Personal preferences:

Make a checklist of Your Personal Preferences. For example:

1. You may want a non-smoker or someone who will smoke outside the living area.
2. If you have pets, you may want someone who values and enjoys animals.
3. If you have allergies, you may want to list the allergens and ask how the potential provider will help you to avoid them.
4. You may want a quiet and prefer the television or radio be turned off at certain times or you may want one or the other turned on all of time.
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

You will think of other things that you prefer and that are important to you. Doing this now may make a difference in your comfort later. Write them down. Use this checklist as a guide when you pre-screen and interview potential care providers.

### 2. Telephone Interview:

Remember that you are not trying to hire a worker over the telephone. You are doing a telephone interview to decide whether or not you want to do a face-to-face interview with this person. First, you will want to:

1. List the tasks that you need to have done. (Use your comprehensive assessment or your service plan).
2. Explain the schedule you want them to work.
3. Describe the rate of pay and the payment source (for example, are you paying them privately or is the state paying all of the costs of your care or is the state paying part and you are paying part of the costs).
4. Review any special requirements that you have.

Now, ask the potential provider to tell you about:

1. Their availability for the times you would need them.
2. Do they smoke or are they allergic to smoke.
3. Are they allergic to pets?
4. Where else have they worked?
5. Would they have a problem doing any of the tasks in your job description?
6. Have they performed these tasks before?
7. Do they have reliable transportation?

If the telephone interview does not go well or if it sends up a red flag for you, explain that you have other people to interview and when you have made a decision you may call back.

### **3. Face-to-Face interview:**

If the interview went well and you think you might want to hire and supervise this person, make an appointment for a face-to-face interview, giving a proposed interview date, time and location. As a safety precaution, you may want to interview prospective providers somewhere other than your own home.

Ask the potential provider to prepare for the interview by bringing the following information to the interview:

- Picture identification
- If they will transport in your car, a valid Washington State driver's license.
- If they will transport using their own car, ask also for proof of insurance.
- Written references from their past three employers or if they do not have these, they may bring a list of the names, telephone numbers and addresses of the people so that you may contact the references directly.

- If possible arrange to have a reliable friend or a relative attend the interview to take notes on the interview questions and the potential provider's answers; or, if this is not possible, make a list of your questions ahead of time, leaving space to write in the provider's answers. (Take all the time you need to get your questions answered to your satisfaction.)
- Review the questions you asked earlier in the telephone interview: ask in a very clear way whether or not they can and will perform the tasks you need to have done; go over the schedule you want them to work once more, the rate of pay, and how they will be paid.
- Confirm how the potential provider will get to your home and whether their transportation is reliable and dependable. (Your safety may depend on their answer.)
- Ask if there are any tasks they will not do.
- Inform the potential provider of your probationary period if you have one.
- Ask any other questions that relate to their past or current job performance that you want to ask.

In the interview, look for cues about the potential provider's attitudes and values. Pay attention to the tone of voice as well as nonverbal communication, such as eye contact, facial expressions and posture. One of the most important nonverbal clues is whether or not you will feel safe having this person in your home. Trust your instinct.

#### 4. **Checking references:**

Checking references really matters:

- Ask the person what tasks the potential provider performed for them and how often the provider did these tasks.
- If the person received personal care services, ask about the person's required services to determine if they relate to the services that you need.
- Ask how many hours the potential provider worked for them
- If private pay, ask how often and how much did the person pay the provider.
- Ask about reliability and trustworthiness.
- Would the person rehire the provider?

Caution ! ! ! Be alert to detect whether or not this person was truly the provider's former employer.

#### 5. **Informal screening:**

Some families use social networking to screen applicants. Some helpful screening can be done by asking others in the community if they know the applicant. Also checking the individual's profile on such websites as <http://www.linkedin.com/> and <http://www.facebook.com> can prove useful.

When you are ready to make your decision, rank the potential providers. Offer your first choice provider an interview /meeting with the individual with developmental disabilities. Observe the comfort level of both and perhaps have a trial period to see how well everyone does. When you have filled the position, notify the other applicants. Thank them and let them know you will keep their information on file in the event there is another opening. It is best to keep options open in case you do need more help later.

# Registries

A good middle ground between home care agencies and hiring help on your own is a home care registry. Registries are somewhat like an employment agency. They screen, interview, and reference-check workers they refer to clients, so you don't have to, but just as with home care agencies, you need to ask a lot of questions to assure yourself that they can provide the right personnel to meet your needs. Because members of a registry are independent contractors, their services are available at prices that are usually lower than agencies.

1. To access the **Washington State Division of Developmental Disabilities Medicaid Personal Care** providers, the individual with developmental disabilities must meet financial eligibility for Medicaid and functional eligibility for the Medicaid Personal Care program. You can find a list of potential care providers through **The Washington State Home Care Quality Authority Referral Registry**.

The Registry is a customized internet based system designed to match the needs of publicly funded in-home consumers with pre-qualified individual providers. Participation on the Registry is voluntary and not a condition to receive or provide Medicaid services.

The Registry will provide a listing of the names of screened providers. After applying for and receiving the list, you are responsible for calling, interviewing and selecting the provider of your choice. Final authorization of services is approved by the individual with developmental disabilities' case manager.

You may obtain more information and access to the Registry online at <http://www.hcrr.wa.gov/> or call the Registry staff at **1-866-580-4272**. You will be asked to complete an application request in order to be matched with a list of potential in home care providers.

# Government Services

## **Division of Developmental Disabilities:**

The Division of Developmental Disabilities (DDD) assists individuals with developmental disabilities and their families to obtain services and supports based on individual preference, capabilities and needs, and which promote everyday activities, routines and relationships common to most citizens.

**Case Resource Managers** assist clients and their families to

- Identify interests and support needs; and
- Access DDD services and/or other community resources for which you are eligible and have a need.

If it is determined that your dependent is an eligible client of the Division, your access to DDD paid services depends on:

- Your meeting eligibility requirements for the specific service;
- Having an assessed need for the service; and
- Available funding for the service. The availability of funding does not apply to Medicaid State Plan services or services available under the DDD Medicaid Home and Community Based Waivers

## **Determination of Eligibility:**

A determination of eligibility is a determination that a person meets the definition of a developmental disability as defined in Washington State law. An individual must meet the eligibility definition to become a DDD client. To apply for a determination of DDD eligibility you may call the local DDD office at 360-714-5014 and ask for an application. If you call for an application, some information will be taken over the phone. The application and additional information and forms will be mailed to you for completion and/or signature. You will be asked to provide any available school or medical records or sources of information that will assist in determining eligibility. Copies of other documents may be required. Upon request, DDD staff can assist you with completing the application. Please be aware that eligibility cannot be determined until DDD receives your signed application and all of the necessary information.

**Eligibility for the specific service.** Service eligibility will be determined after an assessment is completed. Access to Medicaid State Plan services and Home and Community Based Waiver services are not limited by availability of funding.

### **Individual and Family Services Program:**

The Individual and Family Services Program supports families while caring for a family member with a developmental disability in their home. The program provides families with some of the supports necessary to keep eligible individuals at home with parents or relatives. Families may receive the following services:

- Respite Care
- Therapies
- Architectural and vehicular modifications
- Equipment and supplies
- Specialized nutrition and clothing
- Excess medical costs not covered by another source
- Co-pays for medical and therapeutic services
- Transportation
- Training
- Counseling
- Behavior management
- Parent/Sibling education
- Recreational opportunities

### **Community Service Waivers:**

The Department offers services under four targeted waivers – Basic, Basic Plus, Core, CIIBS, and Community Protection - each with specific limits on benefits, services and enrollees. An individual may request to be enrolled on a waiver or to be enrolled in a different waiver at any time. Currently, all of the waivers are at capacity enrollment.

#### **Waiver Eligibility Requirements:**

- The individual is a client of the Division of Developmental Disabilities (DDD).
- The individual has a disability according to criteria established in the Social Security Act.

- The individual must have countable income that does not exceed 300 percent of the SSI federal benefit standard and countable resources that do not exceed \$2,000 or be in the HWD program. In the case of a child, the parents' income and resources are not considered when determining the child's eligibility for the waiver. In the case of an adult living with a spouse, the spouse's income and resources are not considered.
- The individual needs the level of care provided in an Intermediate Care Facility for the Mentally Retarded (ICF/MR).
- A DDD Assessment and Individual Support Plan have been completed and show how the individual's health, safety, and habilitation needs will be met in the community.

The individual has agreed to accept home and community based services as an alternative to institutional services.

The four waivers - Basic, Basic Plus, Core, and Community Protection - provide an array of services.

Waiver services provide additional support when Medicaid state plan services and other supports are not sufficient. For more information about the waiver program, contact your Case Resource Manager, Social Worker, or regional DDD office.

#### **Basic Waiver:**

- Individuals on this waiver live with family or in their own homes.
- The family/caregiver's ability to continue caring for the individual is at risk, but can be continued with the addition of services provided in the Basic Waiver.

The individual does not need out-of-home residential services.

#### **Basic Plus Waiver**

- Individuals on this waiver require a higher level of services than those on the Basic Waiver and/or they require a service that is not contained in the Basic Waiver, and
- The individuals live with family or in another setting with assistance and are at high risk of out-of-home placement or loss of their current living situation, or they require out-of-home placement and their health and welfare needs can be met in an adult family home or an adult residential care facility.

### **Core Waiver**

- Individuals on this waiver are at immediate risk of out-of-home placement; and/or have an identified health and welfare need for residential services that cannot be met by the Basic Plus Waiver

### **Community Protection Waiver**

- Individuals on this waiver meet the DDD criteria for “community protection.”
  - They require 24-hour, on-site staff supervision to ensure the safety of others.
  - They require therapies and/or other habilitation services.
- The individuals agree to receive services from a certified Community Protection Supported Living provider.

### **CIIBS Waiver**

This waiver supports children and youth between ages 8 through 20 years old who are living with their family and who are assessed at high or severe risk of out-of-home placement due to challenging behaviors. The CIIBS program design relies on the shared responsibility of the individual's parent and offers services to effectively support the child/youth to prevent out-of-home placement.

To find out more you may want to visit the DSHS/DDD website at:

<http://www.dshs.wa.gov/ddd/services.shtml>

# Getting Started

The following list of tips and techniques were compiled based on conversations that National Family Caregivers Association has had with reporters, information/referral specialists, and particularly persistent family caregivers. We hope they will help you find the information and resources you need in less time and with less frustration than you usually encounter.

## The Big Three

- Be Prepared. Don't start the process when you're rushed. Relax! Make sure you have a big pad of paper, a pen, a glass of water, and a reasonable amount of time.
- Don't give up. You have the right to information and respectful service. Be persistent and patient. Realize that sometimes it will take 10 calls to find out what you want. No one person or organization has all the answers.
- Try not to put people on the spot. It makes them defensive. Rather, try to enlist their support. Remember, you usually catch more flies with honey than with vinegar.

## Before You Pick Up the Phone

- Review written material first, if at all possible. Underline key points, or names and phone numbers of people and organizations you think you'll want to call.
- Be clear about what information you need. Put your questions in writing. If you can't explain what you want, how can someone else tell you where to find it?
- Have a notebook and a system for organizing information. Don't put it on little scraps of paper that can easily get lost.
- "Psych" yourself to make the calls. Do a little role-playing first if it will help calm your jitters and put you in the right mood.
- Are you a morning person? If so, make your calls then. There's no point in getting started when you are not at your best.

## Making Your Calls

There are many ways to encourage the person on the other end of the telephone line into helping you. Here are a few of them:

- Be aware of the pitch of your voice. Try to make it lower. A voice in a high register apparently can be disturbing to many people.
- If you're calling someone you think you'll need to call again, try to establish a relationship. Find out the person's name and some personal information. Next time you call you can reference them and you'll truly have an ally.
- Avoid "yes" or "no" questions. They don't open people up. Read the next two questions: "Do you know where I can find accessible bus service?" With this wording, "yes" or "no" is the only answer. This following phrasing creates the possibility of dialogue: "I am looking for information on accessible transportation and I'd appreciate your suggestions." The point is always leave people room for suggesting possibilities.
- Make the person feel like your mentor. Compliment helpfulness, even if you didn't quite get what you needed. The next time you call, people will be more likely to go out of their way to help you.
- Be polite, but don't allow yourself to be brushed off. You have a right to information, especially from public agencies. If you've really tried to get help but are constantly meeting roadblocks, ask to speak to a supervisor.
- Always get the name of the person to whom you are speaking. It is helpful in times when you get conflicting information. It also puts you in control.

## **If at First You Don't Succeed**

Getting information, breaking through bureaucratic log jams can be daunting. There often doesn't seem to be any rhyme or reason to the rules that have been established.

When one approach doesn't work, try another. Be creative. Turn an idea on its head and try looking at it from another direction.

Remember, you don't have to find everything out yourself - divide and conquer is a time-honored approach. Put the word out that you are looking for information or need help navigating the social service system. Ask a friend or relative to lend you a hand - especially at a time of crisis. You'll be giving those who want to help a straightforward task they can sink their teeth into.

- Another way to involve others in helping you get information is to trade or barter services. If you don't think you are good at ferreting out information but you know someone who is, offer to take on a task that your friend doesn't like in exchange for doing your research. That way you've created a win/win situation.
- Can't get an issue resolved no matter how hard you try? Try to enlist the help of a professional you know. Think about a professional who might be willing to help you break through barriers. They just may have some good advice.

These tips are excerpted from "Accessing Resources: Telephone Tips & Techniques That Can Help," published by the National Family Caregivers Association (NFCA). If you are a family caregiver and would like a single copy, send a stamped, self-addressed, business-size envelope to NFCA or visit [http://www.nfcacares.org/caregiving\\_resources/tips\\_and\\_tools.cfm](http://www.nfcacares.org/caregiving_resources/tips_and_tools.cfm) to download a copy.

# Planning Tools

Families struggle to find care solutions that work for them-economically, psychologically and logistically. The perfect solution may not exist, or be available at the time your search begins. Only by the efforts of people who are concerned with the welfare of individuals with developmental disabilities will the fabric of support be created.

There are no magic solutions that will eliminate all the difficulties in finding information, making appointments, or getting past the menu of options or lack of that so often greet us.

We are providing the following information in hopes you will find a useful tool which may provide you, your family and the professionals in your life with valuable information specific to your family's needs.

1. The **Shared Care Plan** is a free, easy-to-use, personal health record that lets you organize and store vital health information. You can share this information with your family, physicians and others you feel should have access to this information. It can help you manage chronic conditions, track medications, alert providers to drug allergies, and track health indicators such as blood pressure, cholesterol, and blood sugars. The Shared Care Plan uses the latest Internet security and best practices to ensure compliance with federal laws and regulations to protect patient information. If you are interested in finding out more about the Shared Care Plan, go to

<https://www.sharedcareplan.org>

2. The **Care Notebook** is a tool to help organize the most important information in a central place. In caring for a child with special health needs, families may get information and paperwork from many sources. This makes it easier to find and share key information with the individual with developmental disabilities' care team. You can get copies of the forms to include in the Care Notebook. You may use these pages to keep track of appointments and health care, to create a list of their care team and resources, and to create a summary of their child's abilities and care needs.

To access the forms to build your own care notebook go to:

<http://cshcn.org/planning-record-keeping/care-notebook>

3. The **What You Should Know About My Child** is a worksheet which you can use to write specific information that applies when ever you are introducing the individual with developmental disabilities to a new care provider. It can be easily updates at anytime. A copy of the form is included on the next page.

# What you should know about

\_\_\_\_\_  
(Individual with developmental disabilities name)

**Education:** You have a lifelong perspective of the individual with developmental disabilities' capabilities. Share it!

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Employment:** What has the individual with developmental disabilities enjoyed? Consider their goals, aspirations, etc.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## **Medical Care:**

What has and has not worked with the individual with developmental disabilities? What should future caregivers know?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



# Resources

Planning for your family member with special needs requires extensive research to compile an enormous amount of information relevant to the individual with developmental disability's well-being. Below is a list of resources which may assist you

## **Publications:**

"How to Choose a Home Care Agency: A Consumer's Guide" is available for free by sending an self-addressed stamped letter to the National Association for Home Care, 519 C Street NE, Washington, DC 20002-5809 or online at: <http://www.nahc.org/Consumer/contents.html>.

"Managing Your Personal Assistance Services," written by Consumers in Action for Personal Assistance, includes information on worker management, communication skills, hiring skills, and many other topics. The handbook is free to In-Home Support Services (IHSS) consumers in San Francisco. Others are charged \$20 to offset some of the cost of printing and mailing. Call 415/243-4477 or email [info@sfihsdpa.org](mailto:info@sfihsdpa.org).

"Caregivers and Personal Assistants: How to Find, Hire and Manage the People Who Help You (or Your Loved One!)" by Alfred H. Degraff, MA, SEA, from Saratoga Access Publications is \$24.95 and can be ordered online at [www.saratoga-publications.com](http://www.saratoga-publications.com) or by calling 970-221-9521.

### **Internet Resources:**

Abledata - The National Institute on Disability and Rehabilitation

[www.abledata.com](http://www.abledata.com)

The Arc of Whatcom County, choose 'Finding Your Way'

<http://www.arcwhatcom.org>

The Arc of Washington State

<http://www.arcwa.org>

The Arc of the United States

<http://www.thearc.org>

Autism Society of America

[www.autism-society.org](http://www.autism-society.org)

Division of Developmental Disabilities (DDD) Washington State

<http://www.dshs.wa.gov/ddd/services.shtml>

The Exceptional Parent Magazine

[www.eparent.com](http://www.eparent.com)

Family Village - Global Community for families with members who have disabilities

[www.familyvillage.wisc.edu](http://www.familyvillage.wisc.edu)

NICHCY- Parenting a Child with Special Needs

<http://www.nichcy.org/pubs/newsdig/nd20txt.htm>

NICHCY Resources for Adults with Disabilities

<http://www.nichcy.org/pubs/otherpub/adtxt.htm>

The Shared Care Plan for personal health record

<https://www.sharedcareplan.org>

Washington Department of Health Adolescent Health Transition Project, <http://depts.washington.edu/healthtr/>

Disability Rights Washington (formerly Washington Protection & Advocacy System (WPAS), phone: 800-562-2702

<http://www.wpas-rights.org>

The Center for Children with Special Needs

<http://cshcn.org/>

Washington State Medical Home Information Teams

<http://www.medicalhome.org/>

Whatcom County Children with Special Health Care Needs

<http://www.co.whatcom.wa.us/health/children/index.jsp>

Whatcom Taking Action for Children and Youth with Special Health Care Needs

[http://www.co.whatcom.wa.us/health/children/taking\\_action.jsp](http://www.co.whatcom.wa.us/health/children/taking_action.jsp)

Whatcom County Developmental Disabilities Program

[http://www.whatcomcounty.us/health/human/develop\\_disabilities/index.jsp](http://www.whatcomcounty.us/health/human/develop_disabilities/index.jsp)

Whatcom County Developmental Disabilities Guide to selecting a service provider

[http://www.whatcomcounty.us/health/human/develop\\_disabilities/pdf/choosing\\_a\\_service\\_provider.pdf](http://www.whatcomcounty.us/health/human/develop_disabilities/pdf/choosing_a_service_provider.pdf)

Whatcom County Developmental Disabilities Program Resource Guide  
[http://www.whatcomcounty.us/health/human/develop\\_disabilities/pdf/2011\\_dd\\_resource\\_guide.pdf](http://www.whatcomcounty.us/health/human/develop_disabilities/pdf/2011_dd_resource_guide.pdf)

Western Washington University's student employment website at <http://www.finaid.wvu.edu/studentjobs/> On this site you are able to list your own position for hiring or review the listing of childcare providers available from that office

**ADDITIONAL RESOURCES I HAVE FOUND:**

*Please add other resources you find useful*

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***Disclaimer***

***This publication is designed to provide general information and should not be utilized as a substitute for professional services, legal advice, or other expert assistance***



**This information is presented by:**  
**The Arc of Whatcom County's Parent Coalition Program**  
**360-715-0170**  
**[www.arcwhatcom.org](http://www.arcwhatcom.org)**  
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