

# 9 HELP AT HOME



**In-Home Care:** How to find services to help you live as independently as possible.

**Help for Helpers:** Support groups, respite and resources for unpaid helpers.



# In-Home Care

If you need help taking care of personal needs such as bathing, dressing, and preparing meals—or have a health condition that requires professional medical assistance—you don't have to move out of your home to get the services you need.

Whether you pay out of your own pocket for a few hours of personal care or qualify for services through Medicaid, Medicare, or private insurance, you can stay right where you are. Help will come to you.

The following pages describe the different options for receiving in-home services:

- ✿ Personal Care
- ✿ Community Options Program Entry System (COPES)
- ✿ Volunteer Chore Services
- ✿ Services for Persons with Developmental Disabilities
- ✿ Medicaid Nurse Delegation
- ✿ Home Health/Skilled Nursing
- ✿ Hospice

## Home Care and Home Health

### What's the Difference?

It's easy to confuse Home Care services with Home Health services. When applying for services, here's a simple way to understand the type of services you may be eligible to receive:

**Home Care** is a non-medical in-home service such as help with bathing, dressing, eating, or toileting. Personal care is an example of Home Care.

**Home Health** includes medically necessary services such as skilled nursing; physical therapy; home infusion therapy; wound care; or health aide services.

## Personal Care

In-home personal care is for people who need help with things like taking a bath, toileting, getting dressed, preparing meals, eating, and transferring in and out of a wheelchair (to name just a few things considered “personal care”).

Individual care providers can be hired as part-time, full-time, or live-in caregivers. They can also be hired as back-up to your regular caregiver.

You can pay for personal care out of your own pocket or through public funding if you meet income eligibility.

## Who Provides Personal Care?

Individuals who provide in-home personal care can be hired directly (as independent care providers) or through an agency.

### Independent Care Providers

State contracted in-home caregivers are called Individual Providers (IPs). IPs are employed as caregivers by

people who use Medicaid to help pay for needed care in their home.

Anyone can become paid personal care providers, including friends and family (with the exception of spouses), as well as parents of individuals with developmental disabilities 18 years and older.

For more information about finding an Individual Provider, contact the Home Care Referral Registry:

 **1-800-970-5456**

### Agency Workers

Hundreds of home care agencies throughout the state recruit, hire, train and supervise in-home workers to provide personal care and respite services.

Whether you pay out of your own pocket or receive publicly funded services, you can choose to hire a home care worker through an agency. When you hire through an agency, the agency dispatches your care provider.

## Cost of Personal Care

**Private Pay:** If you're paying for personal care services yourself, expect to pay about \$20-\$22 per hour (average cost in 2008) for someone from a home care agency. Typically, there is a three or four hour per day minimum for services.

You can always pay someone who's not part of an agency to help you out at home, and you can negotiate the price of those services yourself.

**Public Funding:** Seniors and adults with disabilities who have been assessed to need help with activities of daily living (such as eating, bathing, toileting, transfers, and getting dressed) may qualify for Medicaid Personal Care services at little or no cost (depending on your income).

### How to Apply for Personal Care:

Contact Home and Community Services (HCS) and request an application.

For the number of the HCS office nearest you, see page 110 in the Government Directory of this guide. Or, apply for Medicaid online through the Department of Social and Health Services (DSHS) Aging and Disabilities Services Administration (ADSA) website:

 [www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)

(Click on "Apply for Medicaid.")

**If you have a developmental disability**, you can also apply for Medicaid Personal Care (MPC) and other services through the Division of Developmental Disabilities (DDD). For the number of the DDD office nearest you, see page 109 in the Government Directory of this guide, or call the Aging and Disability Services Administration Helpline:

 **1-800-422-3263**

For more information on paying for services, see **Taking Care of Business—Paying for Services** on page 51 of this guide.

### How to Find Individual Providers:

If you are eligible to receive Medicaid in-home care services, the Home Care Referral Registry can help you explore ways to find and hire an Individual Provider (IP) who's most suited to your needs.

The Home Care Referral Registry can match your in-home care needs with pre-qualified, pre-screened individual providers that are ready to work. For a list of prescreened IPs call:

 **1-800-970-5456**

### How to Find Home Care Agencies

Look in the Yellow Pages of the phone book, under Home Health Care and Services.

Or, visit the following websites:

**National Association of Home Care Agencies:** [www.nahc.org](http://www.nahc.org)  
(Click on Consumer Info)

**The Home Care Association of Washington:** [www.hcaw.org](http://www.hcaw.org)

### How to Hire a Care Provider

Once you have a list of names you will need to call and see who might be right for an interview.

#### Before You Interview:

- ⚙ Identify number of days/week and hours/day needed.
- ⚙ Identify the job duties (ex. Meal preparation, dressing, bathing, transportation, etc.)

#### Interview Questions:

- ⚙ Do you have previous experience as a caregiver?
- ⚙ Where have you worked before? How long were you there and why did you leave?
- ⚙ Can you perform the duties required for this position?
- ⚙ Is there anything I described that you are uncomfortable with?
- ⚙ Do you have a driver's license and reliable transportation?
- ⚙ Can you perform the duties required for this position?
- ⚙ Can you give me two references?

## Community Options Program Entry System (COPES)

If you need more than personal care to help you live in your home, and you are eligible for Medicaid, additional services can be provided through the Community Options Program Entry System (COPES).

In addition to Personal Care, COPES pays for:

- Home Modification;
- Personal Emergency Response System;
- Adult Day Care/Day Health;
- Transportation;
- Home Delivered Meals;
- Medical Equipment;
- Skilled Nursing.

Eligibility for COPES is based on income and assessed need for help with activities of daily living.

To be eligible for COPES in 2009, your income must be no more than \$2,022 per month if you are single. If

you're married, and your income is not more than \$2,022, you may be eligible no matter how much income your spouse makes. (Income limits change annually.)

If you're married and your income is more than \$2,022, you may still be eligible for COPES if the sum of your income and your spouse's income is less than \$4,044. [Source: Columbia Legal Services, Questions and Answers on the COPES Program, 2009.]

To download Questions and Answers on COPES: visit the Washington Law Help website:

 [www.washingtonlawhelp.org](http://www.washingtonlawhelp.org)

(Click on the icon for Government Benefits, then click on Long Term Care Assistance)

A separate program covers in-home care for some individuals whose income is above \$2,022 (for 2009). It's called the Medically Needy In-home Waiver or MNIW.

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**As with all of these services, contact the appropriate agency for more information.**

**[See page 66 for legal resources if you've been denied services and would like to appeal that decision.]**

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**Cost:** If your income exceeds Federal Poverty Level (FPL), you will be required to pay for some of the cost of COPEs services.

[For 2009, the FPL is \$10,830 for a single person household.]

The amount you pay will depend on your income. People receiving Supplemental Security Income (SSI) do not pay.

**How to Apply:** Contact Home and Community Services (HCS). For the number of the HCS office nearest you, see page 110 in the Government Directory of this guide, or visit:

 [www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)

(Click on Find Local Services)

## Volunteer Chore Services

Volunteer chore services are for adults with low-income who can't afford to pay for in-home services but don't qualify for other state assistance.

Volunteers can help with things like household chores, shopping, moving, minor home repair, yard care, personal care, and transportation.

**Cost:** Free to low-income adults who don't qualify for other state assistance.

**How to Apply:** Contact AAA. For a list of your local AAA see page 105-107 in the Government Directory of this guide, or visit:

 [www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)



## Services for Adults with Developmental Disabilities

Adults with developmental disabilities who require more support and supervision than Medicaid Personal Care provides, may be able to receive non-facility based services through the following programs:

### Companion Homes

Companion Homes provide residential services and supports in an adult foster care model to no more than one adult who's a client of the Division of Developmental Disabilities (DDD).

The services are offered in a regular family residence approved by DDD to assure client health, safety, and well-being.

DDD reimburses the provider for the instruction and support service.

Companion homes provide 24-hour available supervision. Services are subject to available funding (waiting list may apply).

### Supported Living

Supported living services help people with developmental disabilities learn how to do things for themselves, such as cooking, cleaning, shopping, personal hygiene and paying bills.

Services are provided through a Medicaid Home and Community Based waiver program for eligible clients of DDD and are subject to being placed on a waiver (waivers are currently at capacity, Fall 2008).

Supported living services are provided in the individual's own home or apartment (typically shared with one to three other people).

Supports may vary from a few hours per month up to 24 hours per day of one-to-one (or shared) support. The Division of Developmental Disabilities (DDD) contracts with private agencies to provide Supported Living services.

**Cost:** Services are covered by Medicaid; however, rent, food,

utilities and personal expenses are paid by the individual (typically, this is paid for with the individual's Supplemental Security Income payments).

**To Apply:** Contact the Division of Developmental Disabilities.

See page 109 in the Government Directory of this guide, for a listing of regional DDD offices.

### Medicaid Nurse Delegation

In the past, many people had to move to a nursing home if health care services were needed from a licensed health care professional such as a registered nurse (RN).

With the Nurse Delegation Program, it's possible to get help with certain health care tasks from an unlicensed caregiver at home.

If you receive Medicaid and have nursing care needs, your Case Manager will make a referral to a registered nurse (RN) who has contracted with DSHS to perform

nurse delegation services.

Once the referral is made, you meet with an RN for an evaluation of your health care needs. Your condition must be "stable and predictable" and the RN must feel confident that your caregiver will be able to do the task(s) safely.

The RN will work directly with your caregiver(s) and train him or her to do the task(s) safely and correctly.

Your caregiver must be registered with the state as a nursing assistant, receive training, and be approved by the RN before assisting with any health care tasks. Through Nurse Delegation, your caregiver can:

- Give you prescription medications as ordered;
- Test your blood sugar levels (if you have a long standing medical condition such as diabetes);
- Perform tube feedings, bladder emptying, special bowel programs, and simple wound care.

NOTE: With the exception of insulin injections, a nurse cannot delegate injections, perform procedures that are considered sterile, or tasks that require nursing judgment.



### Making Healthy Choices

#### Improve Your Mental Fitness

- ✿ Keep up your social life.
- ✿ Read a variety of newspapers, magazines and books.
- ✿ Play games like Scrabble, cards, cross word puzzles and Chess.
- ✿ Take a class on a subject that interests you.
- ✿ Begin a new hobby.
- ✿ Learn a new language.

#### How to apply for Nurse Delegation:

Talk with your case manager if you are interested in learning more about the Nurse Delegation Program and are currently receiving Medicaid.

### Home Health/Skilled Nursing

If you have complex health care needs that cannot be delegated by a nurse, or if you recently suffered an injury or illness that required hospitalization or care in a nursing home, you may be able to receive home health services through:

- Medicaid COPES or Medically Needy In-Home Waiver
- Private insurance and Medicare (under limited conditions)
- Private Pay

Individuals requiring skilled home health services usually receive their care from a home health agency.

Some agencies deliver a variety of in-home services through nurses, therapists, social workers, aides, durable medical equipment dealers, and volunteers.

Many home health agencies are Medicare-certified and contracted to receive Medicare and Medicaid reimbursement.

**Home Health Services Include:**

Skilled Nursing; Physical Therapy; Speech Therapy; Home Infusion Therapy; Wound Care; or Health Aide Services.

**How to Apply for Home Health through Medicaid:**

Contact Home and Community Services (HCS). To find the number of the HCS office nearest you, see page 110 in the Government Directory of this guide or call the Aging and Disability Services Administration Helpline:

 **1-800-422-3263**

**Hospice Care**

Hospice care provides comprehensive medical, psychological, and spiritual care for people who are terminally ill, as well as support for patients' families. It's based primarily in the home, enabling families to remain together.

Trained hospice professionals are available 24-hours a day to assist the



**Making Healthy Choices**

**Recognize the Signs of Depression**

- ⚙ An "empty" feeling, ongoing sadness, and anxiety
- ⚙ Tiredness, lack of energy
- ⚙ Sleep problems, including trouble getting to sleep, very early morning waking, and sleeping too much
- ⚙ Eating more or less than usual
- ⚙ Crying too often or too much
- ⚙ Aches and pains that don't go away when treated
- ⚙ A hard time focusing, remembering, or making decisions
- ⚙ Feeling guilty, helpless, worthless, or hopeless
- ⚙ Thoughts of death or suicide, a suicide attempt

family in caring for the patient, ensure that the patient's wishes are honored, and keep the patient comfortable and free from pain. Most hospices are Medicare-certified and licensed according to state requirements.

**Cost:** Hospice services are covered

under the Medicare Hospice Benefit, Medicaid Hospice Benefit, and by most private insurers.

### Additional Resources

#### **The Washington State Hospice & Palliative Care Organization**

provides an online statewide search tool for hospice agencies and palliative care programs:

 **1-866-661-3739**

-OR-

 **www.wshpco.org**

**The Home Care Association of Washington** online directory can help you find and choose an agency that provides home care and hospice services.

The database consists of home care and hospice agencies that are members of the Home Care Association of Washington.

 **www.hcaw.org**

### **HOME CARE REFERRAL REGISTRY**

If you are eligible to receive Medicaid in-home care services, the Home Care Referral Registry can help you explore ways to find and hire an Individual Provider (IP) who's most suited to your needs.

The Home Care Referral Registry can match your in-home care needs with pre-qualified, pre-screened individual providers that are ready to work.

Once you've hired an IP, you'll need to contact your case worker at HCS, AAA, or DDD to ensure your IP has a DSHS contract before the IP begins working with you.

For more information, contact the Home Care Referral Registry:

 **1-800-970-5456**

 **www.hcrr.wa.gov**





# Help for Helpers

If you're helping a friend or family member get the support he or she needs, it's important to find support for yourself as well.

## Respite Care

Respite care is a service where another trained person provides planned, short-term care (a few hours to a few days) in order to give you a break from caregiving.

Respite care can be arranged through adult day health or adult day care programs, family, friends, and volunteers.

**Private pay**—If you're paying for respite services out of your own pocket, and would like to hire someone from an agency, expect to pay about \$20-\$22 per hour (2008 average cost).

However, if you choose to hire an individual who's not part of an



agency, you can negotiate payment.

You can also pay for Adult Day services, which provide respite at an hourly rate that ranges from \$10-12 per hour (2008 average costs).

[Note: Depending on the organization that offers the services, there may be a three or four hour daily minimum.]

**Publicly-funded**—Volunteer Chore provides respite to non-paid caregivers of individuals with low-

income on a limited basis.

For non-paid family caregivers who live with a family member who has a developmental disability, the Division of Developmental Disability's Individual and Family Services (IFS) program provides respite to eligible family caregivers.

Senior Companion programs offer respite to anyone regardless of income.

### Caregiver Training

*Powerful Tools for Caregiving* is an educational series developed specifically for family members caring for someone with a chronic illness.

*Powerful Tools for Caregiving* shares a variety of self-care tools and strategies to reduce your stress, deal with difficult feelings, and make tough caregiving decisions.

To find out if *Powerful Tools for Caregiving* is available in your area, contact your local Area Agency on

Aging.

You can find a list of local AAA's on page 105-107 in the Government Directory of this guide, or by visiting the Aging and Disabilities Services Administration (ADSA) website:

 [www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)

(Click on Find Local Services for a statewide map.)

### Free Resource Book:

*Family Caregiver Handbook* is published by the Washington State Department of Social and Health Services.

It includes information on:

- ⚙ The Emotional Challenges of Caregiving
- ⚙ Where to Turn When You Need Help

To order a copy, email:

[fulfillment@prt.wa.gov](mailto:fulfillment@prt.wa.gov)

Or call **360-570-3062**.

Be sure to include the following publication number in your request: DSHS 22-277(x).

### **DSHS Required Training for Paid Providers**

Are you looking for information about required DSHS training?

To register for the Revised Fundamentals of Caregiving, contact your local Area Agency on Aging (see page 105-107 in the Government Directory of this guide).

For all other training, contact the Aging and Disability Services Administration for more information:

**ADSA Helpline:**

**1-800-422-3263**

**ADSA Website:**

**[www.adsa.dshs.wa.gov](http://www.adsa.dshs.wa.gov)**

(Click on the left hand link to Professionals and Providers)



**Nurse Delegation**



**Revised Fundamentals of Caregiving**



**Specialty Training in Developmental Disabilities, Mental Health and Dementia**



**Parent Provider Training (6-hour training for parents of adults with developmental disabilities)**

## Signs that You May Need Help



From the *Caregiver Handbook*, published by  
the Washington State Aging and Disability Services Administration

There are some occasions where the stress of caregiving puts you at risk of harming yourself or your loved one.

If you experience any of these symptoms on the right, you are carrying too great a burden.

Consider professional counseling or talk to your doctor about your feelings.

Your doctor may recommend a counselor, or you can contact your local hospital, Mental Health Department, or the Yellow Pages to find a psychologist, social worker, counselor, or other mental health professional.

### Danger signals may be:

- ⚙ Using excessive amounts of alcohol or medications like sleeping pills.
- ⚙ Loss of appetite or eating too much.
- ⚙ Depression, loss of hope, feelings of alienation.
- ⚙ Thoughts of suicide.
- ⚙ Losing control physically or emotionally.
- ⚙ Neglecting or treating the other person roughly.

Although it's hard to ask for help, it's even harder to provide care alone! It's not a sign of weakness to ask for help. Instead, it's an important step in making sure the care receiver gets the help he needs.

## Caring for Someone with Alzheimer's Disease (AD)

From the *Caregiver's Guide*, published by the National Institute on Aging Alzheimer's Disease Education and Referral Center



Trying to communicate with a person who has Alzheimer's Disease (AD) can be a challenge. Both understanding and being understood may be difficult.

- ⚙ Choose simple words and short sentences and use a gentle, calm tone of voice.
- ⚙ Avoid talking to the person with AD like a baby or talking about the person as if he or she weren't there.
- ⚙ Minimize distractions and noise—such as the television or radio—to help the person focus on what you are saying.
- ⚙ Call the person by name, making sure you have his or her attention before speaking.
- ⚙ Allow enough time for a response. Be careful not to interrupt.
- ⚙ If the person with AD is struggling to find a word or communicate a thought, gently try to provide the word he or she is looking for.
- ⚙ Try to frame questions and instructions in a positive way.

## Additional Resources

### Alzheimer's Association

Provides information, education and support. 24-Hour Helpline:

 **1.800.272.3900**

 **www.alz.org**

### Alzheimer's Disease Education and Referral Center

The ADEAR Center is operated as a service of the National Institute on Aging (NIA).

The NIA conducts and supports research about health issues for older people, and is the primary Federal agency for Alzheimer's disease research.

 **1-800-438-4380**

 **www.alzheimers.org**

### Children of Aging Parents

A nonprofit membership organization that provides information and referral services

for a variety of professionals, information about support groups, and educational outreach services.

 **www.caps4caregivers.org**

### Caring From a Distance

Caring From a Distance is a nonprofit organization created by men and women dealing with long distance care.

 **www.cfad.org**

### Family Care Navigator

State-by-State Help for Family Caregivers.

 **www.caregiver.org**

### Empowering Caregivers

Empowering Caregivers offers a link to assistance, education, support and referrals for family members. Caregivers can subscribe to an email newsletter

as well as participate in chat rooms and on-line message boards.

 [www.care-givers.com](http://www.care-givers.com)

### **Lotsa Helping Hands**

As part of the National Family Caregivers Association, Lotsa Helping Hands is a free online service for creating a private and secure online web community to organize informal support for your loved one.

With no training, volunteers can easily view and sign up for any number of available tasks, review their current commitments, and be confident they won't forget any assignments because the system automatically sends out email reminders of upcoming obligations.

 [www.nfca.lotsahelpinghands.com](http://www.nfca.lotsahelpinghands.com)



