

What is an Individual Provider (IP)?

Individual Providers are caregivers. In Washington State, individual providers provide direct care and personal assistance services in home and community environments to people receiving Medicaid and disability services. The role of the individual provider is a crucial one, because in many instances, quality of life diminishes without the help of an individual provider. Personal care services help individuals live and work within their own communities. They also help families to care for their children with disabilities.

Who Needs Individual Providers?

- Clients are people of all ages who need support to take care of their daily living needs because of diseases, disabling conditions, or complications related to aging.

What does an Individual Provider do?

- Provide personal care, assisting with bathing, feeding, toileting, transferring, walking, etc.
- Provide light housekeeping and cooking
- Provide companionship and emotional support
- Provide a break (respite care) for families and other caregivers

What are the Types of Care Provided?

- Personal Care - support in order to meet a person's needs for assistance with activities such as bathing, dressing, eating, meal preparation, housework, and travel to medical services or skills training to help the individual gain independence in those areas.
- Respite Care - support that offers relief from parenting and caregiving responsibilities

Where does an Individual Provider Work?

- Individual private homes providing support and assistance.
- Individual providers may work for more than one consumer.

What are the Qualifications of an Individual Provider?

- 18 years of age or older
- Successfully pass a criminal history background check
- Good physical and emotional condition
- Genuine desire to help others
- Ability to communicate well with all different types of people
- Dependability and promptness

What are the Training Requirements? (All training is paid.)

- IPs that work under 20 hours a month (or no more than 300 hours per year) must complete 30 hours of basic training (due 120 days from date of first working authorization).
- Individual Providers that work over 20 hours a month must complete 70 hours basic training (due 120 days from date of first working authorization), Department of Health Certification (due 200 days from the date of first working authorization), and 12 hours of continuing education annually (due on your birthday every year).
- You start work before the above training. You cannot sign up for your training until the family you are working for calls the Case/Resource Manager to report your hours.

What are the Wages and Benefits?

- Wages and benefits are negotiated between the State of Washington and SEIU 775, the elected representative of individual providers. Contact SEIU 775 at 1-866-371-3200 or seiu775.org/ or see the [collective bargaining agreement](#) for individual providers.
- Workers compensation insurance is available if injured on the job.

Steps to Becoming an Individual Provider

NOTE: *In order to start the process of becoming a provider using these steps, you must have a client to work with. If you do not have a client to work with, contact the Home Care Referral Registry (see below) for assistance with becoming qualified as an IP and finding clients to work with.*

- 1) Call the DDA office (360-714-5000) or come into the office at 119 N. Commercial St., Suite 700 and request a *Contractor Intake Packet*.
- 2) Fill out the packet, which includes:
 - a. Contractor intake form
 - b. Background Authorization form
 - c. Fingerprint-Based Background Check Notice (for signature only)
 - d. W-9

Include a copy of your Driver's License and Social Security card.

- 3) Send in the paperwork in the enclosed envelope or drop it off at the DDA office.
- 4) Wait to hear from the DDA Contracts Manager, who will run an online background check, then send you a letter with an OCA number and instructions on how/where to have your fingerprints taken.
- 5) Make an appointment to have your fingerprints taken.
- 6) Send the fingerprint receipt to DDA. Processing fingerprint background checks takes from 2 to 4 weeks.
- 7) When the contracts manager receives results of the fingerprint background check, she will call and make an appointment with you for orientation at the DDA office. This will include:
 - a. One hour of instruction
 - b. Receipt of your Provider Number
 - c. Signing your Provider Contract (your contract is good for four years)
 - d. Receipt of a 5-hour Safety and Orientation CD
 - e. Case/Resource Manager will open an authorization for training (5 hours)
- 8) Watch the Safety and Orientation CD.
- 9) Call the Training Partnership to report that you have completed your 5 hours of Safety and Orientation training.
- 10) Call the DDA contracts manager to let her know that you have completed your training and reported your hours to the Training Partnership.
- 11) START WORKING!

The **Referral Registry** connects Individual Providers with consumers needing in-home care by generating names based on best-match criteria. Individual Providers can submit an application to their local Home Care Referral Registry specifying availability, preferred clientele, and tasks they're willing to complete. They can also help you get qualified as an Individual Provider. Contact them at (360) 707-2368 or visit:

http://www.hcrr.wa.gov/Providers2010/prov_main.htm