



DEPARTMENT OF
ECONOMIC SECURITY

Division of Developmental Disabilities

<https://des.az.gov>

Building a Relationship with a Direct Care Worker



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Equal Opportunity Employer / Program •
Auxiliary aids and services are available
upon request to individuals with disabilities

- To request this document in alternative
format or for further information about
this policy, contact the Division of
Developmental Disabilities ADA Coordinator
at 602-542-0419; TTY/TDD Services: 7-1-1
- Disponible en español en línea o en la
oficina local

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Choosing a Direct Care Worker

If you will be receiving home and community-based services, your next step is to choose the right direct care worker.

Building a working relationship takes time. It begins with understanding the service and what a worker can and cannot do. Please work with your Support Coordinator to better understand the role of a direct care worker. When choosing the right workers, be sure to explain what you expect of them. Tell them about your care needs, job tasks, your likes and dislikes. Ongoing talks will help build mutual respect and understanding. These talks will also help build longer lasting relationships.

You can take steps to prepare for a good working relationship. Here are two books that can help you get ready.

Questions? Contact your Support Coordinator, visit <https://des.az.gov/services/disabilities/developmental-disabilities> or call 1-844-770-9500.

Choosing a Family Member as a Direct Care Worker

Sometimes, a friend or family member may be chosen to take on the role of a paid Direct Care Worker. In these situations, the friend or relative must first meet certain training and/or certification requirements.

There are downsides to choosing a personal friend or relative to take on a Direct Care Worker's role. For example, there is a risk that the relationship between the friend or relative and the individual with a developmental disability will become uncomfortable.

Please see DDD Policy 3001 at https://des.az.gov/sites/default/files/media/3001-Family_Members_as_Paid_Providers.pdf for information on Family Members as Paid Providers. This policy details which immediate relatives may be paid to provide certain services. It also explains what the family member can and cannot do when serving in the Direct Care Worker's role.

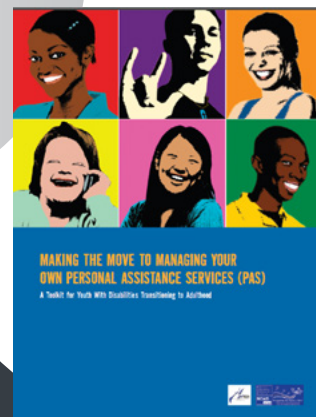
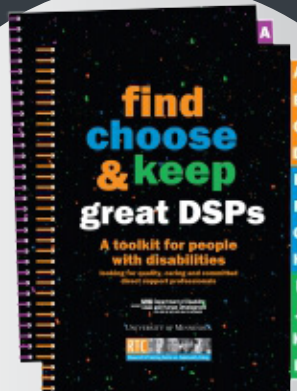
Resources

The following books offer practical tips for identifying the qualities you want in a worker coming in to your home. The books give information on choosing the best worker to meet your needs. They also offer ways to build the relationship for long-term success. Helpful worksheets are included.

The books are available as free downloads.

Find, Choose, and Keep Great DSPs: Toolkit for People with Disabilities and Toolkit for Families

<https://ici.umn.edu/products/view/375>



Making the Move to Managing Your Own Personal Assistance Services (PAS):

A Toolkit for Youth with Disabilities Transitioning to Adulthood

<http://www.ncwd-youth.info/wp-content/uploads/2016/11/pas-toolkit-052610-print-final.pdf>

This book focuses on young adults with physical assistance needs. The book also includes a safety checklist. The checklist can help screen for abusive situations.