



## On-line UCP Respite Matching: Information sheet for families and providers.

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### ONLINE SEARCH OVERVIEW

The LINKdanecounty.org website hosts a confidential search engine intended to assist in connecting families who receive respite services through United Cerebral Palsy (UCP) with our pool of Respite Care Providers. The database is sorted by some preliminary criteria such as experience in certain skill areas, availability, location in Dane County and care location (family home, provider home, or in the community.)

- ☐ All searches are kept confidential with security steps in place to ensure that only those authorized to use the website are allowed entry.
  - ☐ This online search option is linked directly to the UCP database of Respite Care Providers. Because of this, the oversight of this component on the Link Website is only done through our agency.
  - ☐ Respite Care Providers found through this search option have completed our employment process and are ready to begin providing care. As part of our employment process, reference and background checks are conducted.
  - ☐ Families can self-register on the site and update their search profile at their convenience or as their need for Respite Care Providers change.
  - ☐ Respite Care Providers can manage their account to keep their information up-to-date.
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### RECEIVING RESPITE SERVICES

Dane County families are eligible for respite services if they have a child or an adult living at home who meets the Dane County definition of developmental disability. To apply for services, interested families can call UCP at 273-3318. Please note that there is a waitlist for respite services at this time.

Families who already receive respite services through UCP should call their family's Service Coordinator at 273-3318 with additional questions or if further assistance is needed.

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## Information for Families:

Families are able to search for Respite Providers online.

### CREATING A FAMILY PROFILE

Families should go to [www.LINKdanecounty.org](http://www.LINKdanecounty.org) to register themselves on the website. After you have entered your request for registration, it will be reviewed by UCP staff.

### BENEFITS OF USING THE ONLINE SEARCH FOR PROVIDERS

- ☐ Using the online search is a fast and easy way to find quality Respite Care Providers.
- ☐ The results of your search are reviewed by UCP staff to enhance matching success between families and providers.

### HOW TO FIND A PROVIDER USING LINK

- ☐ Go to [www.LINKdanecounty.org](http://www.LINKdanecounty.org).
- ☐ Go to Online Help Search.
- ☐ Choose Option 2 – “Search for a Provider”.
- ☐ After reviewing information about how to begin your search, go to “Step 1” and the website will walk you through the process.
- ☐ You will only need to register once. On later visits, you may access your profile by entering your e-mail address and password at the prompt.
- ☐ Begin your search. Upon completion of the steps, your search request will be sent to your UCP Service Coordinator who will review the request and pass along your results so that you may follow up with potential providers directly to assess their appropriateness for your family.

## Information for Respite Care Providers:

UCP Respite Care Providers can manage and update their availability and profile as well as search for families online.

### CREATING A PROVIDER PROFILE

Respite Care Providers **who indicate they would like to work with new families** are automatically added to the website upon completion of their employment orientation with UCP. Current providers just need to call to become “active” on the website. Once a provider is no longer looking for new families, they should access their account on-line and select “no” where it asks if the provider would like to be matched with new families. They may also contact UCP if that is easier.

### BENEFITS OF USING YOUR LINK PROVIDER PROFILE

- ☐ Easy access to quickly update your online profile. This allows for more effective matching with families as families have a more accurate picture prior to contacting you.
- ☐ This website gives you the capability of doing a reverse search to see the families who are looking for respite care.

### HOW TO LOG ON TO YOUR PROVIDER PROFILE

- ☐ Contact UCP that you would like to be activated for on-line searches. We will need your current email address to do this.
- ☐ We will then contact you to confirm. Within 24 hours, go to [www.LINKdanecounty.org](http://www.LINKdanecounty.org)
- ☐ Click on Provider Login
- ☐ Enter your e-mail address and password provided by UCP. It is then recommended that you change the password immediately.
- ☐ Once at your Profile, you may choose to update your information or search for families in need of Respite Providers.
- ☐ Upon completion of the steps, your search request will be sent to UCP’s Program Coordinator who will review the request and pass along any families matching your criteria so that you may follow up with them directly.