



Dependent Care Support Services

Dependent Care Support Overview

Cascade's service model includes:

- Contact with an experienced dependent care (child and/or elder) Work-Life Specialist.
- Expert telephonic consultations available without limit for individuals seeking advice and perspective on how to approach a child or elder care situation.
- In-depth research by Cascade Work-Life Specialist to find information and resources.
- Referrals to resources and services are provided (without limit) for both elder and childcare issues.
- Prescreening of resources, such as day care providers for children or a home health aid for elders, to ensure availability and services match the individual's needs.
- Case management provided throughout user experience, ensuring:
 - Continuity of service for each caller for the duration of the case.
 - Quality of service managing all aspects of the case.
- Follow-up with each case to ensure the individual received the support and/or resources required.

Childcare Referrals:

- Back-up Care
- Before/After School
- Childcare Centers
- Family Day Care
- Nannies & In-home Care



Childcare Information and Resources:

- Adoption services
- After-school programs
- Childcare referrals
- Conducting background checks
- Evaluating day care options
- FMLA
- Infant and child development
- Interview questions for nannies, babysitters, and child care centers
- Lactation consultants
- Parenting books and websites
- Pediatricians and other specialists
- Special needs
- Summer Camps
- Workplace benefits for new parents

Dependent Care Support Overview

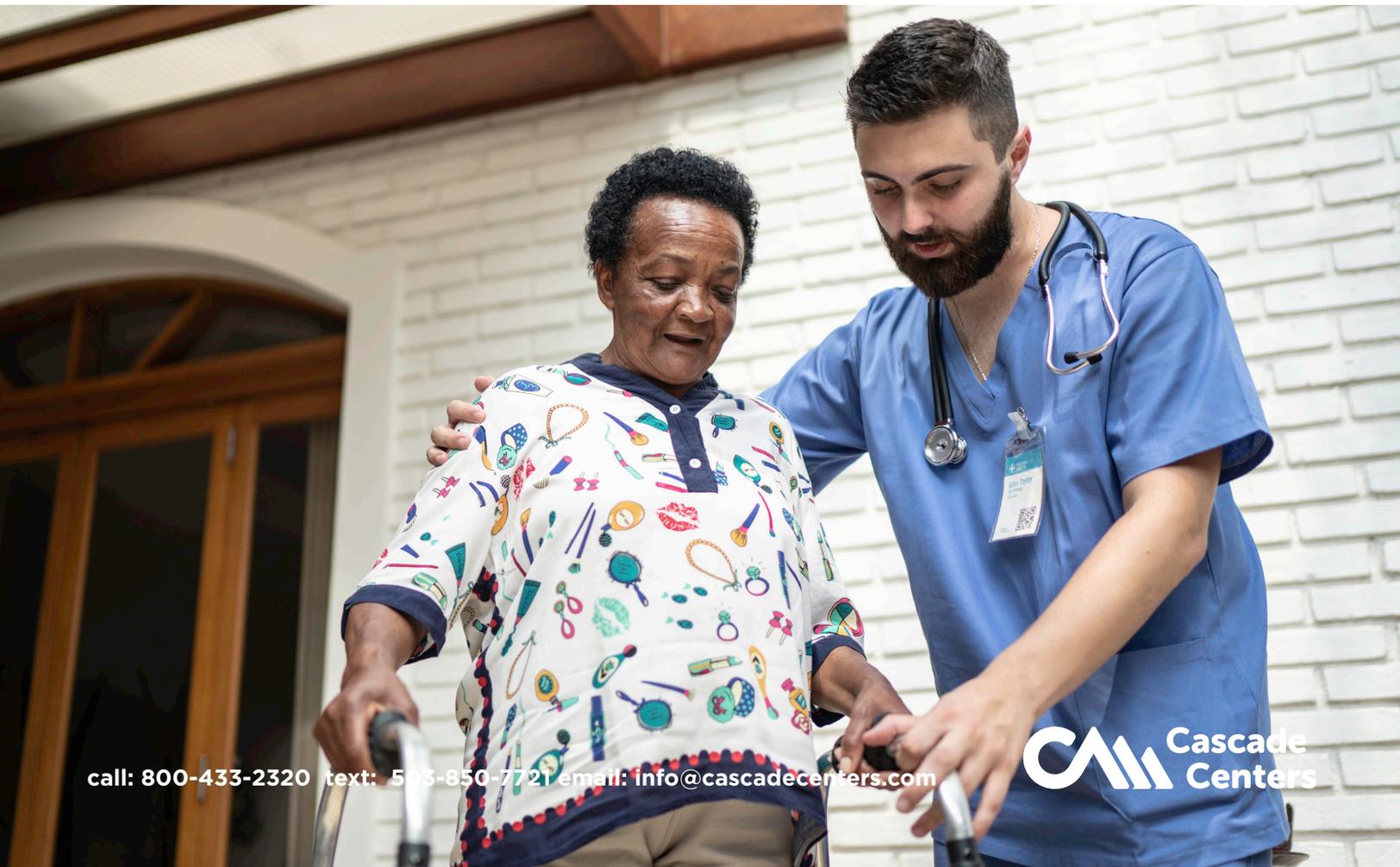
Cascade helps guide individual caregivers through the issues and transitions associated with eldercare. The following are examples of ways we can assist employees and their family members:

Eldercare Referrals:

- Assisted living and skilled nursing facilities
- Elder day care
- Home health care
- Hospice programs
- In-home assistance
- Meals on wheels
- Nursing homes
- Respite care

Eldercare Information and Resources:

- Caregiver support services
- Housing options
- Medicare and Medicaid
- Transportation services
- Finance and tax management
- Estate planning
- Guardianship and healthcare proxy



Childcare Resources FAQ



What is the benefit of Childcare Resources that Cascade Centers EAP offers?

Cascade EAP offers support for you when you are looking for childcare. Your specialist will work with you to provide customized information based on your request.

What happens when I call Cascade EAP for Childcare Resources?

Cascade will assess your needs and gather information from you based on the following:

- **Whom:** How many children, age (DOB), gender, any special needs, potty trained, etc.?
- **Schedule & Duration:** Do you need full-time or part-time care? What hours/days do you need? When would you like care to start?
- **Cost:** What is your monthly budget? Do you need information for financial assistance?
- **Location:** Where would you like care? We suggest the initial search to include two zip codes. Search criteria can be expanded if options are limited within your area.
- **Preference:** With which type of program are you more comfortable? e.g. care center or in-home family? Please note many in-home family childcare providers do not offer part-time care.



Childcare Resources FAQ



FAQ

How does Cascade EAP locate Childcare Providers?

Cascade utilizes State Registries to locate licensed providers who meet your criteria. Cascade makes every priority to locate providers with no history of complaints, non-compliance issues within the State or injuries reported (if supplied by your state).

Our Work-Life Specialists contact care providers that meet these criteria to determine availability based on your specific criteria.

Within 3-5 days, we then provide a list of options to the member. This saves you time with the initial research and allows you to make a decision based on the specific needs of your family.

What happens when there are no childcare providers in my area that fit my preferred criteria?

We do our best to find providers who have availability, and meet the criteria listed above. Some common reasons why we might not find a provider are: a shortage in rural or high-demand areas, providers having limited availability or not able to match times/days, locations and/or budget needs of the member. Typically, under the age of 2 is the most difficult age to find care, due to State regulated provider-to-child ratios.

Do you find nannies?

We can provide resources for nanny service agencies nearest to the area that you are desiring care.

Do you find babysitters?

We do not have a list of specific babysitters. Many clients have success with care.com, a fee-based website to search childcare providers in your area. Cascade Centers can also help find options for commercial drop-in care in your area, if available.

Can I get help for paying for childcare?

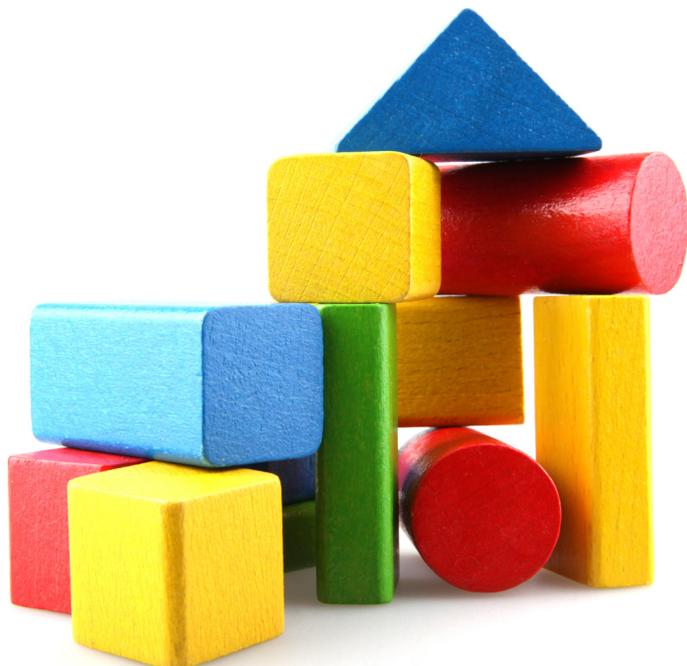
We can provide you with information on how to apply for financial assistance through your State of residence.

Does Cascade Centers have a relationship with any care providers?

Cascade Centers provides resources to our clients based on publicly available information. We do not provide an endorsement for any particular care provider.

When can I expect my resources?

We will email you resources within 3-5 business days.



Childcare Support

Childcare

Infant to college-age information and resources for childcare, education, parenting, and adoption information. Information is sent to the caller within 3-5 business days of intake assessment.

Services Include:

- Consulting to assess needs and preferences
- Gathering information on appropriate facilities and providers
- Verifying state licensure and registration
- Contacting facilities for space and availability
- Providing up to three options when available

