



# It's a Solution! States are Working Collaboratively to Address Direct Service Worker Goals



ADVANCING  
STATES



Leadership, innovation, collaboration  
for state Aging and Disability agencies



**Altarum**

# Direct Care Careers Workforce Management Tool: An Overview

August 2023

[www.DirectCareCareers.com](http://www.DirectCareCareers.com)

# Agenda



Platform Model and Features



Dedicated Workspaces:  
State Managers, Employers, and Job Candidates



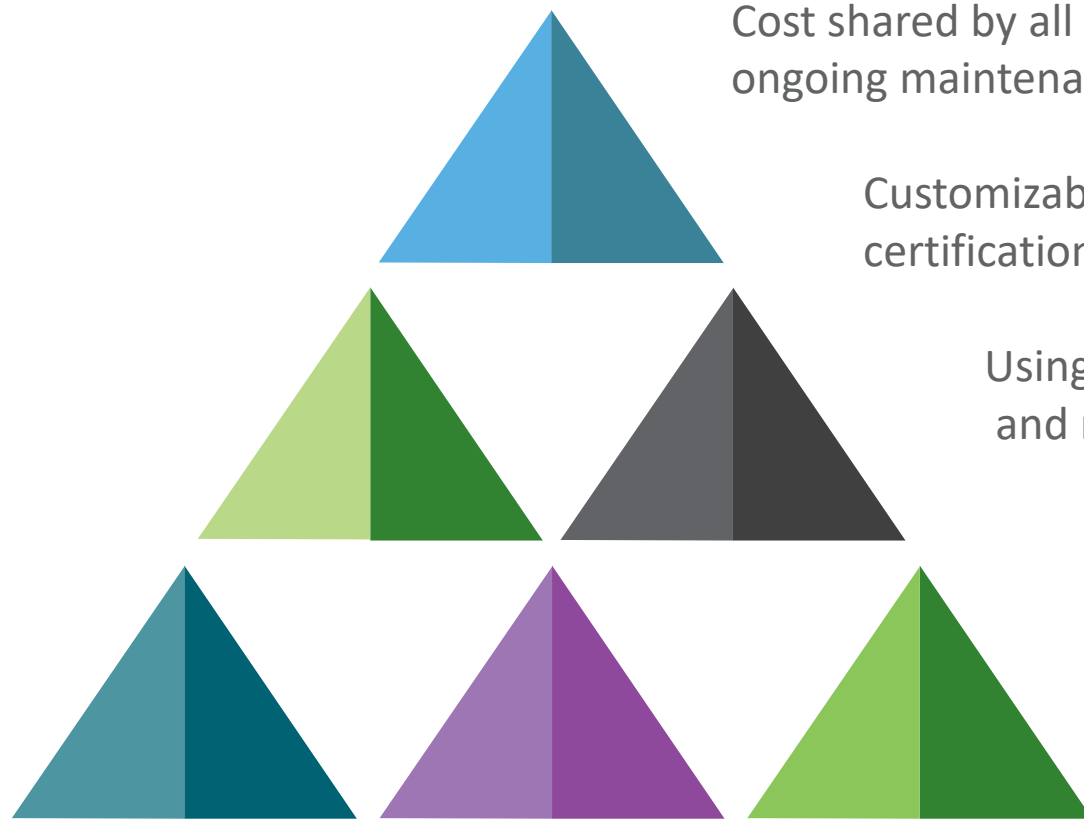
Consumer Directed Services (CDS) Employer Integration



Questions?



# Platform Model and Features



Cost shared by all participating states, both the initial build-out as well as the ongoing maintenance and support

Customizable to accommodate state-specific requirements (i.e. certification requirements, certification definitions, CDS program)

Using this model allows for more efficient use of resources and maximizes the value of HCBS FMAP dollars

- a more feature-rich system

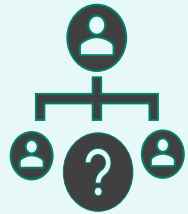
Ongoing maintenance may utilize Advanced Planning Document (APD) funds

- share long-term maintenance costs and share in future improvements

Site enhancements are planned for future iterations of the platform.  
Enhancements will be prioritized by states engaged in the shared service model



# Platform Model and Features Provide:



**Employers** a way to efficiently post job descriptions and fill staffing gaps quickly through auto-matching capabilities



**States** with actionable data about workforce needs and the ability to communicate directly with providers and workers



**Employees/Candidates** with a way to find and apply for jobs, connect to and communicate with various employers, verify certification, and obtain more education and/or credentials in one platform



# Platform Model and Features



## State's Repository for Credentialing

Ability to take trainings recommended by the state, obtain a certificate, and renew/re-certify credentials annually.



## Candidate Profiles

Create and maintain a profile and print a comprehensive resume from the profile.



## Jobs Postings

Post jobs using dropdowns & tags and easily see results from existing candidates.

Receive updates when a new profile is matched.



## Advanced Search

Search existing profiles. Filter results to a handful of candidates to select from.

Save search criteria to reuse at other times.



## Auto Match

Periodically, the system will search the job postings and existing profiles to automatically find matches and email potential candidates and employers with results.



## Trainings

A portal for states to add, manage, or recommend trainings and tag them with competency levels, topics, audience, etc.



## Resources Library

A portal to add new resources for candidates to explore, enhancing their knowledge and skills.



## Collaborate

Use a forum to communicate with other candidates or potential employers; use community help to progress in your career.



## State Workspace

A place for the state to showcase statistics, initiatives, policies, roadmaps, etc. State admins can manage their team and reports.

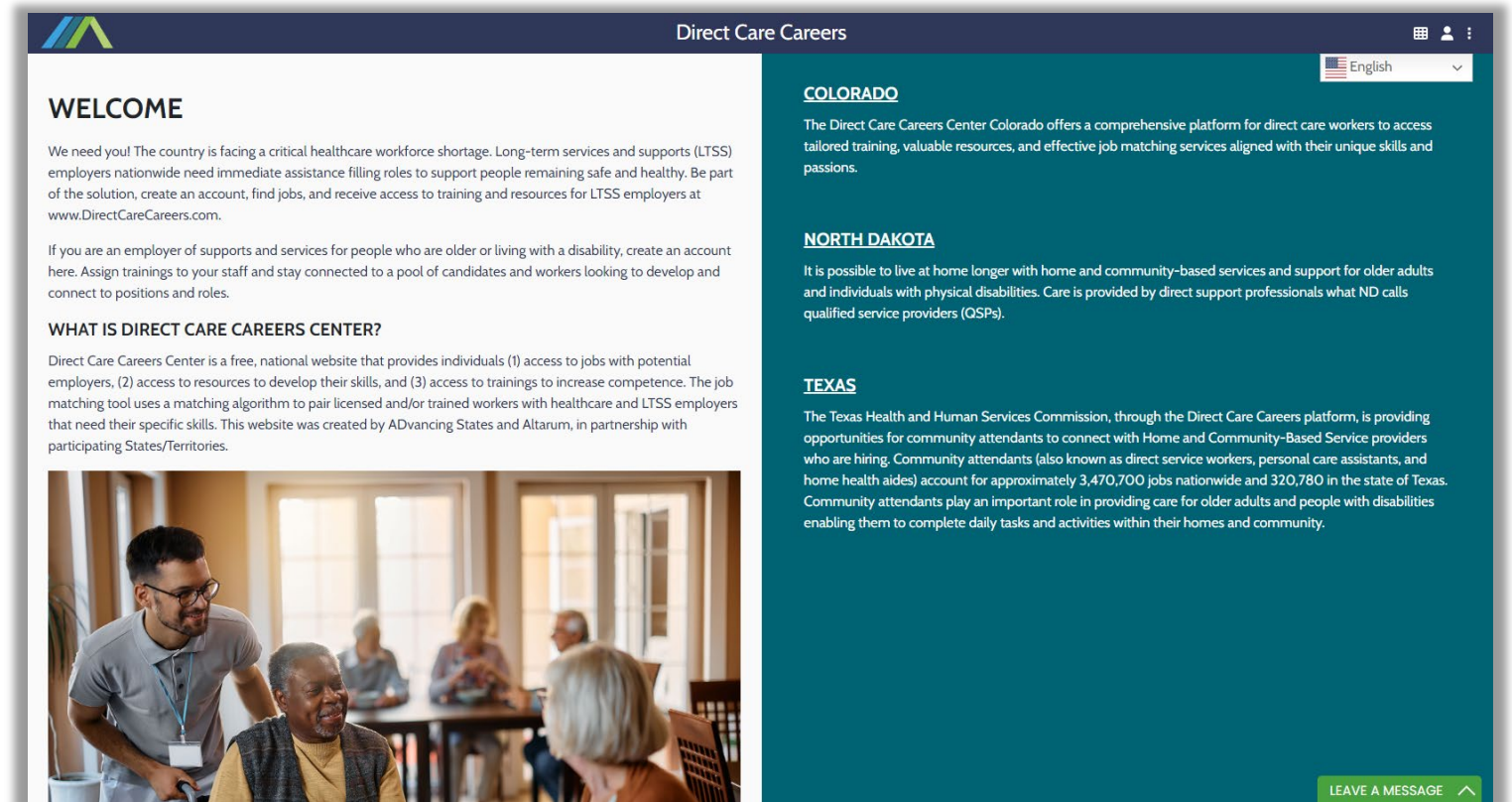


## Reports

Generate as-needed reports for profiles, jobs listings, number of matches, number of trainings viewed, number of credentials issued, etc.



# A DEDICATED WORKSPACE FOR STATES, EMPLOYERS, AND CANDIDATES



**Direct Care Careers**

**WELCOME**

We need you! The country is facing a critical healthcare workforce shortage. Long-term services and supports (LTSS) employers nationwide need immediate assistance filling roles to support people remaining safe and healthy. Be part of the solution, create an account, find jobs, and receive access to training and resources for LTSS employers at [www.DirectCareCareers.com](http://www.DirectCareCareers.com).

If you are an employer of supports and services for people who are older or living with a disability, create an account here. Assign trainings to your staff and stay connected to a pool of candidates and workers looking to develop and connect to positions and roles.

**WHAT IS DIRECT CARE CAREERS CENTER?**

Direct Care Careers Center is a free, national website that provides individuals (1) access to jobs with potential employers, (2) access to resources to develop their skills, and (3) access to trainings to increase competence. The job matching tool uses a matching algorithm to pair licensed and/or trained workers with healthcare and LTSS employers that need their specific skills. This website was created by ADvancing States and Altarum, in partnership with participating States/Territories.

**COLORADO**

The Direct Care Careers Center Colorado offers a comprehensive platform for direct care workers to access tailored training, valuable resources, and effective job matching services aligned with their unique skills and passions.

**NORTH DAKOTA**

It is possible to live at home longer with home and community-based services and support for older adults and individuals with physical disabilities. Care is provided by direct support professionals what ND calls qualified service providers (QSPs).

**TEXAS**

The Texas Health and Human Services Commission, through the Direct Care Careers platform, is providing opportunities for community attendants to connect with Home and Community-Based Service providers who are hiring. Community attendants (also known as direct service workers, personal care assistants, and home health aides) account for approximately 3,470,700 jobs nationwide and 320,780 in the state of Texas. Community attendants play an important role in providing care for older adults and people with disabilities enabling them to complete daily tasks and activities within their homes and community.

[LEAVE A MESSAGE](#)



# The State's Workspace

- State content management
- State team management
- Jobs posted across the state
- Training catalog
- Credentialing management
- Available resources
- Collaborative forum

The screenshot shows a web application interface for 'Direct Care Careers' in Colorado. The header includes the Colorado state logo and the text 'COLORADO Direct Care Careers'. A navigation menu on the left lists: My Workspace, Jobs, Training Catalog, Credentialing, Resources, Collaborate, and Contact Us. Below the menu is an 'ANNOUNCEMENTS' section with the text 'No announcements available at this time.' The main content area is titled 'MY WORKSPACE' and contains several sections: 1. 'Account Details' and 'Edit My Account' buttons. 2. A user profile card for 'STATE CO MANAGER' with a placeholder profile picture. 3. A 'CREDENTIALING APPLICATIONS' section with a link for 'CREDENTIALING APPLICATION FOR STATE CO MANAGER FOR CNA CERTIFICATION FOR COLORADO' and a status of 'Application Status: Under Review'. 4. Two empty sections labeled 'MY BOOKMARKS' and 'MY FAVORITES'. The top right corner features a language dropdown set to 'English' and system icons for settings, calendar, and user profile.





# Manage State Content via the Administration Menu

- Create platform announcements
- Create credentialing requirements and manage applications
- Create new job posts and manage all existing content
- Offer and manage resources as well as the training catalog
- Manage all users within your state
- Reporting

## MANAGE CONTENT

Announcements  
Credentialing Applications  
Credentialing Requirements  
Collaborate Posts  
Job Posts  
Job Posts Templates  
Resources  
Self-Directed Job Posts  
Training Catalog

## MANAGE USERS

Preapproved Providers  
Preapproved State Staff  
Workers (user accounts)  
Providers (user accounts)  
Self-Directed Employers  
State Staff (user accounts)

## REPORTS

List of Workers  
List of Workers aged 55+  
List of CDS Providers  
List of Providers  
List of Job Posts  
List of Self-Directed Jobs  
List of Resources  
List of Trainings



# Create and Edit Credentialing Requirements

The screenshot shows a web application interface for Colorado Direct Care Careers. The top navigation bar is dark blue with the Colorado logo and the text 'COLORADO Direct Care Careers'. On the right side of the bar are icons for settings, a grid, a search icon, and a language dropdown menu set to 'English'. A left sidebar is dark green with white text for navigation: 'My Workspace', 'Jobs', 'Training Catalog', 'Credentialing', 'Resources', 'Collaborate', and 'Contact Us'. Below the sidebar is an 'ANNOUNCEMENTS' box stating 'No announcements available at this time.' The main content area is white and titled 'ADMIN - CREDENTIALING REQUIREMENTS'. It features a button labeled 'Add Credentialing Requirements' and a table with the following data:

<u>Title</u>	<u>Authored by</u>	<u>Authored on</u> ⬇	<u>Changed</u>	<u>Published</u>	<u>Operation</u>
<a href="#">A New Statewide Requirement</a>	State CO Manager	Tue, 06/27/2023 - 18:29	Tue, 06/27/2023 - 18:29	Yes	<a href="#">Edit</a>
<a href="#">CNA Certification for Colorado</a>	State Manager	Tue, 06/27/2023 - 14:17	Tue, 06/27/2023 - 14:17	Yes	<a href="#">Edit</a>



# Candidates Upload State Required Documentation

The screenshot shows the 'Direct Care Careers' portal for Colorado. The main heading is 'CREDENTIALING APPLICATION' for 'CNA CERTIFICATION FOR COLORADO'. The interface is divided into two main steps:

- STEP 1: PASSPORT-STYLE PHOTOGRAPH REQUIRED**  
A properly formatted passport-style photo is required to be submitted with all initial licensure and certification applications. There is a help icon (question mark) next to this instruction. Below the text is an upload area with the label 'Upload the required documents' and a 'Choose Files' button. The status below the button is 'No file chosen'.
- STEP 2: BACKGROUND CHECK IS REQUIRED.**  
Provide a recent copy of valid background check that is no older than 90 days is required. Below the text is another upload area with the label 'Upload the required documents' and a 'Choose Files' button. The status below the button is 'No file chosen'.

At the bottom of the application form, there is a 'Save and Edit' button. Below that, there is a checkbox labeled 'I am ready to submit this application for approval' and an 'Apply' button.

The left sidebar contains navigation links: My Workspace, Jobs, Training Catalog, Credentialing, Resources, Collaborate, and Contact Us. Below these is an 'ANNOUNCEMENTS' section stating 'No announcements available at this time.' The top right corner has a language dropdown set to 'English' and utility icons for settings, grid, and help.



# Manage Current Credentialing Applications

Title	Submitted by	Authored on	Changed	Published	Operation
<a href="#">Credentialing Application for Andrew Hampton for CNA Certification for Colorado</a>	<a href="#">Andrew Hampton</a>	Tue, 06/27/2023 - 19:20	Tue, 06/27/2023 - 19:20	Yes	<a href="#">Edit</a>

Select the application's title to view or make edits

View Edit Delete

Credentiaing Application

Requirement Label  
Passport-style Photograph Required

Requirement Label  
Background check is required.  
Credentialing Requirements Reference  
[CNA Certification for Colorado](#)

Program State  
[Colorado](#)

Approval Status  
Under Review

Select Status\*

Under Review

Update the status to approve, deny or request more info

Select Status

Under Review

Need More Information

Approved

Denied

Under Review

Apply



# Manage the Training Catalog: Add/Edit/View

**ADMIN - MANAGE CATALOG**

[Add Training](#) [View Statistics](#)

Title	Authored By	Created on	Changed on	Published	Operation	Learning path progress	Required Trainings
<a href="#">Third Training</a>	State CO Manager	Tue, 06/27/2023 - 18:44	Tue, 06/27/2023 - 19:32	No	<a href="#">Edit</a>	0%	<a href="#">Second Training</a>
<a href="#">Second Training</a>	State CO M						<a href="#">First Training for CO</a>
<a href="#">First Training for CO</a>	State Mana						

**ANNOUNCEMENTS**  
No announcements available at this time.

**FIRST TRAINING FOR CO**

- FIRST MODULE FOR CO
- Presentation

**FIRST MODULE FOR CO**

Global Training Progress: 100%

**WHAT IS HEALTHCARE INFORMATICS**

0:00 / 6:04

LEAVE A MESSAGE



# View Training Statistics and Access Candidate Results

**STATISTICS**

2023 July

**TRAININGS PROGRESS**  
16%

**TRAININGS COMPLETION**  
16%

**ACTIVE USERS PER DAY (LAST 30 DAYS)**

**90**  
USERS

**12**  
NEW USERS

**21**  
RECENTLY ACTIVE USERS

**TRAINING CONTENT**

Step	% Completed	Avg score	Avg time spent
First module for CO	100%	100%	5 hours 41 min

**USERS RESULTS**

User	Score	Passed	Time spent	Details
State Manager	100%	Success	10 sec	<a href="#">Details</a>
State CO Manager	100%	Success	15 sec	<a href="#">Details</a>
Andrew Hampton	100%	Success	17 hours 4 min	<a href="#">Details</a>

[LEAVE A MESSAGE](#) ^



# Manage All Users Within Your State

## ADMIN - MANAGE STATE STAFF

Name or Email:  Type of Staff:  Status:

Name	Email	Status	Created	Last access	Operation
<a href="#">State CO Manager</a>	state.co.manager@dcc.com	Active	Tue, 06/27/2023 - 14:52	Thu, 07/06/2023 - 12:21	<a href="#">Edit</a>
<a href="#">Bruce Maki</a>	bruce.maki@dcc.com	Active	Wed, 07/26/2023 - 13:43	Mon, 07/23/2023 - 16:20	<a href="#">Edit</a>
<a href="#">Krissy Azeem</a>	krissy.azeem@dcc.com	Active	Tue, 06/27/2023 - 14:52	Thu, 07/06/2023 - 12:21	<a href="#">Edit</a>

## ADMIN - MANAGE WORKERS

Name or Email:  Status (Active):

Name	Email	Status	Created	Last access	Operation
<a href="#">James Adams</a>	jamesadams@nomail.com	Active	Tue, 06/27/2023 - 14:56	Wed, 06/28/2023 - 09:43	<a href="#">Edit</a>
<a href="#">Andrew Hampton</a>	andrewhamp10@gmail.com	Active	Tue, 06/27/2023 - 11:17	Thu, 06/29/2023 - 15:51	<a href="#">Edit</a>
<a href="#">Jeffery Robbins</a>	jeffery@nomail.com	Active	Fri, 06/23/2023 - 08:19	Fri, 06/23/2023 - 08:19	<a href="#">Edit</a>

## ADMIN - MANAGE PROVIDERS

Name or Email:  Type of Provider:  Status:





























Name	Email	Status	Created	Last access	Operation
<a href="#">CO Provider</a>	coprovider@nomail.com	Active	Wed, 06/28/2023 - 13:04	Wed, 07/05/2023 - 15:20	<a href="#">Edit</a>
<a href="#">Peet Bello</a>	peet@firstco.com	Active	Wed, 06/28/2023 - 09:35	Mon, 07/03/2023 - 11:49	<a href="#">Edit</a>
<a href="#">Daniel Lopez</a>	daniel@nomail.com	Active	Fri, 06/23/2023 - 08:09	Fri, 06/23/2023 - 09:03	<a href="#">Edit</a>

Manage any profile and create more with manual data entry or bulk file upload!



# View and Access Candidate Profiles

LIST OF CANDIDATES English

<p><b>FIRST CANDIDATE</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b></p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-28-2023</p>	<p><b>JAMES ADAMS</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b> 5-10 years</p> <p><b>AVAILABILITY</b> Full-time, Part-time</p> <p><b>CITY</b> Boulder</p> <p><b>LAST UPDATED</b> 07-11-2023</p>	<p><b>BILLY JEAN</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>CRISTIAN DIOR</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Part-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>CELINE DION</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Part-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>TOMMY BAHAMA</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Part-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>SERENA WILLIAMS</b></p>   <p><b>POSITION/ROLE</b> Care Provider</p> <p><b>YEARS OF EXPERIENCE</b> 5 years</p> <p><b>AVAILABILITY</b> Part-time</p> <p><b>CITY</b> Arlington</p> <p><b>LAST UPDATED</b> 06-28-2023</p>
<p><b>MIKE TROUT</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>PAULA ROSA</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>EARL SWEATSHIRT</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>MARTHA STEWART</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>TODD DUNN</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-27-2023</p>	<p><b>ANDREW HAMPTON</b></p>   <p><b>POSITION/ROLE</b> Care Assistant</p> <p><b>YEARS OF EXPERIENCE</b> 5 years</p> <p><b>AVAILABILITY</b> Full-time</p> <p><b>CITY</b> Denver</p> <p><b>LAST UPDATED</b> 07-06-2023</p>	<p><b>JEFFERY ROBBINS</b></p>   <p><b>POSITION/ROLE</b></p> <p><b>YEARS OF EXPERIENCE</b></p> <p><b>AVAILABILITY</b></p> <p><b>CITY</b></p> <p><b>LAST UPDATED</b> 06-23-2023</p>

LEAVE A MESSAGE

- View all worker candidate profile “cards” within your State with key information and a profile picture (if available)
- Click the PDF icon to generate a standardized resume from a candidate’s profile information





# Generate Reports and Export Data to Excel for Analysis

- REPORTS**
- List of Workers
  - List of Workers aged 55+
  - List of CDS Providers
  - List of Providers
  - List of Job Posts
  - List of Self-Directed Jobs
  - List of Resources
  - List of Trainings

**REPORT - LIST OF ALL WORKERS**

Download CSV

First name	Last name	Email	Created	Last access	Status: Active
Alex	Barth	alex@nomail.com	07/24/2023 - 15:29	12/31/1969 - 19:00	Yes
Lea	Britton	leabritton@nomail.com	07/24/2023 - 15:27	12/31/1969 - 19:00	Yes
Lyna	Mahoney	lynam@nomail.com	07/24/2023 - 15:26	12/31/1969 - 19:00	Yes
Owen	Westcott	owenw@nomail.com	07/24/2023 - 15:25	12/31/1969 - 19:00	Yes
Eve	Gonzyles	eveg@nomail.com	07/24/2023 - 15:23	12/31/1969 - 19:00	Yes
Marge	Douglies	marged@nomail.com	07/24/2023 - 15:19	12/31/1969 - 19:00	Yes
Elise	Zhu	elisez@nomail.com	07/24/2023 - 15:15	12/31/1969 - 19:00	Yes
Ed					
Patrick					

**REPORT - LIST OF RESOURCES**

Download CSV

Title	Resource Type	Author	Created	Changed	Status
Key Concepts and Terminology in Public Health Informatics	Video	Altarum Admin	Tue, 07/25/2023 - 16:24	Tue, 07/25/2023 - 16:26	Yes
Why Clinical Terminology Matters	Presentation	Altarum Admin	Tue, 07/25/2023 - 16:26	Tue, 07/25/2023 - 16:27	Yes

**REPORT - LIST OF SELF-DIRECTED JOBS**

Download CSV

Title	Availability	Provider	Created	Changed	Type of Services Needed	Minimum Qualification/Requirements	Benefits	Candidates who can provide support for	Candidates who can provide support for individuals with the following needs:	Candidates willing to work in an environment with	Minimum hourly rate	Maximum hourly rate
Self-Directed Attendant CO	Full-time	CDS CO Employer	25 July 2023	25 July 2023	Administering medications, Basic Hygiene, Cleaning, Communication and self-direction	Ability to comply with applicable health and safety regulations, Ability to utilize durable medical equipment in the home, Criminal Background Check (through employer)	401k, Dental, Health insurance	Adults	Medical, Physical, Speech and Language	Other Pets, Non-Smoking		

**REPORT - LIST OF JOBS**

Download CSV

Title	Provider	Availability	Authored on	Authored by	Changed
Personal Care Attendant CO	First CO Provider	Full-time	07/25/2023 - 18:25	Altarum Admin	07/28/2023 - 14:16

**REPORT - LIST OF ALL CDS PROVIDERS**

Download CSV

Provider's Name	FMS ID Number	Provider's Email	Job Type	Location	Zip Code	Employer
CDS CO Employer	10011453421	cds.co.employer@nomail.com	Self-Directed Employer	Durango	81301	CDS CO Employer



# The Candidate/Employee's Workspace

- Customized profile
- Matched jobs
- Trending content
- Upcoming important dates
- Data visuals
- Bookmarked content
- Credentialing applications
- Access Specialized Training

The screenshot shows the 'MY WORKSPACE' dashboard for Andrew Hampton, a Certified Home Health Aide. The dashboard is organized into several sections:

- Account Details:** Andrew Hampton, Certified Home Health Aide.
- Position/Role:** Care Assistant.
- Availability:** Full-time.
- Years of Experience:** 5 years.
- City:** Topeka.

Key metrics and achievements are displayed in a grid:

- 1 TRAINING COMPLETED
- 0 CERTIFICATES RECEIVED
- 0 BADGES EARNED
- 0 SKILLS ACQUIRED

**CREDENTIALING APPLICATIONS:** A link to 'CREDENTIALING APPLICATION FOR ANDREW HAMPTON FOR CNA CERTIFICATION FOR COLORADO' with an application status of 'Under Review'.

**POTENTIAL JOBS:** A job listing for 'CARE ATENDANT' (Job ID: 9379) from 'First CO Provider'. The job type is 'FULL-TIME' and it specifies the 'TYPE OF CARE NEEDED:'. A 'View' button and a 'LEAVE A MESSAGE' button are visible.



# Building a Profile: Education/Training & Qualifications

**MY EDUCATION**

**MY EDUCATION IS: DEGREE/CERTIFICATE**

Associates degree       Bachelor's degree       High school diploma or GED

Post-graduate degree       Technical or Vocational Training

Select all that apply

Graduation Status  
Graduated

Year Graduated  
Dec  
2021

Name of the School

**TECHNICAL QUALIFICATION**

- 18 years of age or older
- Able to comply with applicable health and safety regulations
- Able to lift up to 30 pounds while safely assisting clients with transferring and moving
- Able to utilize durable medical equipment in the home
- At least 1 year of experience in a health care environment or equivalent
- At least 3 months of relevant experience
- At least 6 months of relevant experience
- Possess adequate hand-eye coordination and manual dexterity
- Possess high school diploma or GED
- Valid Driver's License

**ADDITIONAL TRAININGS**

Name of Training

Date of Completed Training (if known)

Month

Year

Upload Diploma/Certificates  
Add a new file

Choose Files No file chosen

Unlimited number of files can be uploaded to this field. 25 MB limit. Allowed types: pdf jpeg png jpg.



# Building a Profile: Candidate's Credentials and Certificates

**MY CREDENTIALS**

---

Credential  
HHA (Home Health Aide) ▾

Valid From  
01/01/2020 □

Valid Until  
01/01/2025 □

Other Credential (not listed above)

---

Credential  
CPR & First Aid

Valid From  
01/03/2022 □

Valid Until  
01/06/2024 □

Other Credential (not listed above)

[Add another credential](#)

[Save](#)

- Candidates can enhance their profile
- Add existing, current credentials and certificates held
- Ability to add additional entries as needed or edit existing ones with needed updates



# Building a Profile: Candidate's Work Preferences

Select this box if you are currently looking for work and would like to be matched with a potential employer.

Position/Role I am looking for

### AVAILABILITY

Full-time  
 Part-time

### I CAN PROVIDE SUPPORT FOR

Adults  
 Children  
 Older Adults

### I CAN PROVIDE SUPPORT FOR INDIVIDUALS WITH SPECIAL NEEDS

<input checked="" type="checkbox"/> Auditory or Hearing	<input checked="" type="checkbox"/> Deaf-blindness	<input checked="" type="checkbox"/> Developmental	<input checked="" type="checkbox"/> Intellectual
<input type="checkbox"/> Invisible	<input checked="" type="checkbox"/> Medical	<input type="checkbox"/> Mental Health and Emotional	<input checked="" type="checkbox"/> Mobility
<input checked="" type="checkbox"/> Other special needs	<input checked="" type="checkbox"/> Physical	<input checked="" type="checkbox"/> Speech and Language	<input checked="" type="checkbox"/> Traumatic Brain Injury
<input checked="" type="checkbox"/> Vision			

### SERVICE PERIOD

Start Date

### SERVICE SCHEDULE

Start Time  End Time

### SERVICE FREQUENCY

### ARE YOU WILLING TO WORK IN AN ENVIRONMENT WITH

Cats  
 Dogs  
 Other pets  
 Smoking  
 Non-Smoking

### DISTANCE WILLING TO TRAVEL TO WORK LOCATION (IN MILES)

0-10  
 10-20  
 30+  
 Willing to discuss

### WILLING TO RELOCATE FOR THE RIGHT POSITION

Yes  
 No  
 Willing to discuss



# Building a Profile: Listing Prior Experience and Services

Years of experience in similar role  
5 years

**TYPE OF SERVICES**

<input checked="" type="checkbox"/> Administering medications	<input checked="" type="checkbox"/> Basic Hygiene	<input checked="" type="checkbox"/> Bathing
<input checked="" type="checkbox"/> Behavior Supports	<input checked="" type="checkbox"/> Cleaning	<input checked="" type="checkbox"/> Communication and self-direction
<input checked="" type="checkbox"/> Cooking	<input checked="" type="checkbox"/> Dressing	<input type="checkbox"/> Employment assistance
<input checked="" type="checkbox"/> Escorting to community activities	<input checked="" type="checkbox"/> Escorting to doctor or therapy appointments	<input checked="" type="checkbox"/> Feeding
<input checked="" type="checkbox"/> Food Preparation	<input checked="" type="checkbox"/> Habilitation Services	<input type="checkbox"/> Helping in a workplace
<input checked="" type="checkbox"/> Housekeeping	<input checked="" type="checkbox"/> Laundry	<input checked="" type="checkbox"/> Lifting with a device
<input type="checkbox"/> Lifting without a lifting device	<input checked="" type="checkbox"/> Medication Reminders	<input checked="" type="checkbox"/> Mobility assistance
<input type="checkbox"/> Money management	<input checked="" type="checkbox"/> Nutrition management	<input checked="" type="checkbox"/> Personal Assistant Services
<input checked="" type="checkbox"/> Respite Services	<input checked="" type="checkbox"/> Shopping	<input checked="" type="checkbox"/> Supervision of activities
<input checked="" type="checkbox"/> Support reminders of tasks	<input checked="" type="checkbox"/> Supported employment	<input checked="" type="checkbox"/> Toileting
<input checked="" type="checkbox"/> Transportation	<input type="checkbox"/> Vocational setting or other education activities	

List of services that you can provide.

**MY WORK EXPERIENCE**

Work Experience

Name of the Employer  
A home health company

Position/Role  
Care Assistant

Date Started  
02/11/2019

Date Ended  
06/02/2023








Present

LEAVE A MESSAGE



# Building a Profile: Providing Additional Relevant Information

Please add any other information you want an employer to know about you:

**B** *I*      Paragraph  Source 

I am a registered healthcare worker seeking long-term employment that matches these credentials

[About text formats](#)

**Upload a Resume**

[Resident-Assistant-Resume-Example-RH.pdf](#) (98.46 KB) **Remove**

**Upload a Cover Letter**

No file chosen  
One file only. 25 MB limit. Allowed types: pdf doc docx.

**Upload a Reference Letter**


No file chosen  
One file only. 25 MB limit. Allowed types: pdf doc docx.

**Save** **Delete**

- Provide employers with additional, customized information and relevant messages
- Upload a resume and cover letter
- Share copies of letters of reference with potential employers



# Profile Information is Matched to Open Positions

**First CO Provider** 

Job ID: 9379 ♥ 1 📌

## CARE ATTENDANT

**JOB TYPE:** FULL-TIME

**TYPE OF CARE NEEDED:**

- Basic Hygiene
- Bathing
- Cleaning
- Cooking
- Dressing

**MINIMUM QUALIFICATION/REQUIREMENTS:**

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

**LANGUAGE PREFERENCES:** ENGLISH

**GENDER PREFERENCES:** FEMALE

[more...](#)

[View](#)

**MY BOOKMARKS**

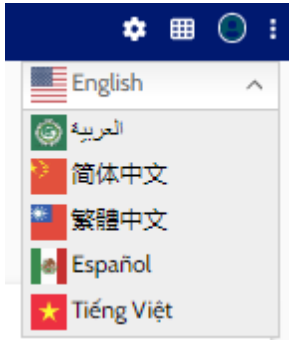
**JOBS**

[Direct Care Worker - Boulder](#)

**MY FAVORITES**

**JOBS**

[Care Attendant](#)



The site can be translated into several languages, with additional languages available by request





# Browse All Open Positions Using Filtering Options

**COLORADO** Direct Care Careers

English

My Workspace  
Jobs  
Training Catalog  
Credentialing  
Resources  
Collaborate  
Contact Us

ANNOUNCEMENTS  
No announcements available at this time.

**TYPE OF CARE NEEDED**

- Basic Hygiene
- Bathing
- Cleaning
- Cooking
- Dressing

**MINIMUM QUALIFICATION / REQUIREMENTS**

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

**CANDIDATES WHO CAN PROVIDE SUPPORT FOR**

- adults

**CANDIDATES WHO CAN PROVIDE SUPPORT FOR INDIVIDUALS WITH SPECIAL NEEDS**

- Developmental
- Mental Health and Emotional

**GENDER PREFERENCES**


- female

**LANGUAGE PREFERENCE**

- English

**JOBS**

Job ID or Keyword Search

**First CO Provider**   
Job ID: 9379

**CARE ATTENDANT**

**JOB TYPE:** FULL-TIME

**TYPE OF CARE NEEDED:**

- Basic Hygiene
- Bathing
- Cleaning
- Cooking
- Dressing

**MINIMUM QUALIFICATION/REQUIREMENTS:**

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

**LANGUAGE PREFERENCES:** ENGLISH

**GENDER PREFERENCES:** FEMALE

[more...](#)

**EMPLOYER PROFILE**

**First CO Provider**  
Top-rated Direct Care Employer in the great state of Colorado

999-999-9999  
first.co.provider@first.com  
Colorado Springs  
80903

Access the employer's profile to get contact information and apply



# Training Available to Candidates with Various Search Filters

The image shows a screenshot of a training catalog interface. On the left, there are three filter sections: VISIBILITY (with options for Any, All trainings, and My trainings), CATEGORIES (listing various training topics like OSP Fraud, Dementia Care, etc.), and DURATION (listing time intervals from 30 to 90 minutes). The main area displays a 'TRAINING CATALOG' with a 'Newest' dropdown menu. A training card is highlighted, titled 'EFFECTIVE COMMUNICATION WITH CLIENTS AND FAMILIES LIVING WITH ALZHEIMER'S'. The card includes an illustration of a person at a computer, a list of learning objectives, and details such as 'Program State: Colorado', 'Certificate', 'Duration: 60 Minutes', 'Category: Dementia Care Training', and 'Modules: 1'. A 'Restart' button is visible at the bottom of the card.

**TRAINING CATALOG**

Search

Visibility: - Any -  
All trainings  
My trainings

Categories:  
OSP Fraud, Waste and Abuse Training  
Dementia Care Training  
Traumatic Brain Injury Training  
Critical Incident Report Training  
Medication Administration  
Direct Service Providers (DSP)--IID/DD Modules  
Management

Duration:  
30 Minutes  
45 Minutes  
60 Minutes  
75 Minutes  
90 Minutes

**EFFECTIVE COMMUNICATION WITH CLIENTS AND FAMILIES LIVING WITH ALZHEIMER'S**

What you will learn

1. Understand the basics of the disease
2. Care and supports
3. Communication Challenges
4. Tips and Techniques
5. Resources

Program State: Colorado

Certificate: Default certificate

Duration: 60 Minutes

Category: Dementia Care Training


Modules: 1

Restart



# Tracking Completed Training and Viewing Results


### MY TRAINING PROGRESS



#### TRAINING - FIRST TRAINING FOR CO

Status

**PASSED**



Progress

100%

Score

100%

Register date


**06/27/2023**

Time spent

**17 hours 4 min**

☆

#### MODULE - FIRST MODULE FOR CO

Status	Completion	Completed on	Time spent	Badges earned
 PASSED	100%	06/27/2023	17 HOURS 4 MIN	0

Activity	Score	Status
Presentation	10/10	<span style="color: #00c080;">●</span> Done

Activities Done **1/1**

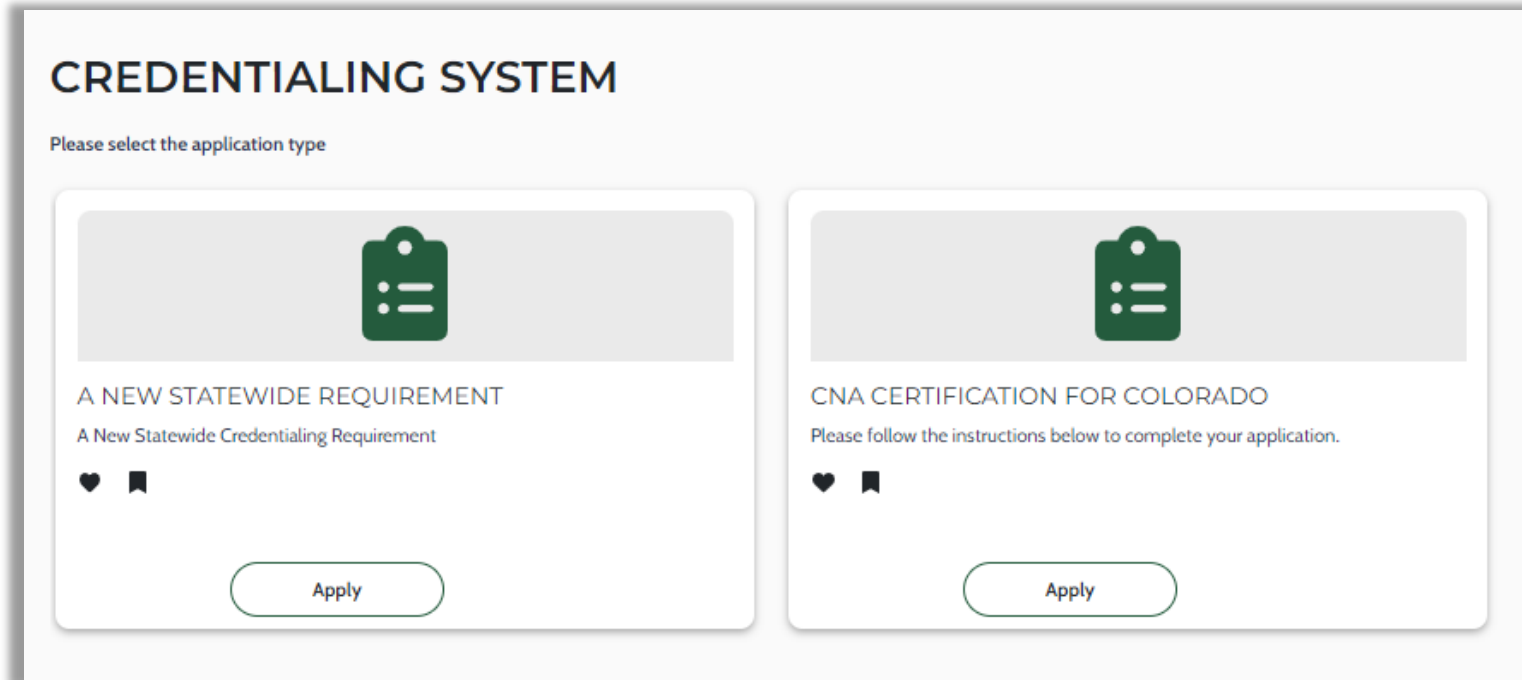
Score **10/10**

[See activity results](#)

This information is available to all user types: Candidates, Employers, and State Managers

27

# Credentialing: Identified through State Requirements



- Created and managed by each State
- Linked to an LMS
- For continuity, candidates complete credentialing requirements within the website
- State manager is notified via the system to review/ approve/deny applications



# Self-Help Materials and Help Desk Access

- A library of self-help documents (PDFs) and navigational instruction videos, in English and Spanish, is available to all users
- Users can get additional help using:
  - Email [helpdesk@directcarecareers.com](mailto:helpdesk@directcarecareers.com) for personalized support
  - Live Chat

**CHAT NOW**

Thank you for contacting us. To serve you better please provide the following information:



# The Provider's/Employer's Workspace Model

- Manage business profile
- Create, review, and edit job posts
- Create job templates for quick, easy posting
- View suggested (auto-matched) candidates for active job posts
- Generate candidate profile resumes
- Reports & data visuals

**Direct Care Careers** English

### MY WORKSPACE

Account Details Edit My Account

**SARAH SUE**

PROVIDER'S NAME: Texas Health  
PHONE NUMBER:  
EMAIL: contact@texashealth.com  
CITY AND ZIP CODE: Arlington - 76007

### JOB POSTS

**Texas Health** Job ID: 9359

**PERSONAL CARE ASSISTANT**

JOB TYPE: PART-TIME  
TYPE OF CARE NEEDED:  
• Administering medications  
• Basic Hygiene  
• Bathing  
• Cleaning  
• Cooking  
• Dressing  
• Feeding

MINIMUM QUALIFICATION/REQUIREMENTS:  
• Ability to comply with applicable health and safety regulations  
• Ability to lift up to 30 pounds while safely assisting clients in transferring and movement  
• Ability to utilize durable medical equipment in the home

LANGUAGE PREFERENCES: ENGLISH  
GENDER PREFERENCES: MALE  
[more...](#)

### EMPLOYER PROFILE(S)

**Texas Health**  
1003010166  
contact@texashealth.com  
Arlington  
76007

**Texas Health**  
1003010166  
contact.irving@texashealth.com  
Irving  
75067


**MANAGE CONTENT**  
Job Posts  
Job Posts Templates



# Job Posting: Create, View, and Edit Open Positions

## PERSONAL CARE ASSISTANT

[View](#) [Edit](#) [Delete](#)

**Texas Health** 

Job ID: 9359

### PERSONAL CARE ASSISTANT

**JOB TYPE:** PART-TIME

**TYPE OF CARE NEEDED:**

- Administering medications
- Basic Hygiene
- Bathing
- Cleaning
- Cooking
- Dressing
- Feeding

**MINIMUM QUALIFICATION/REQUIREMENTS:**

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

**CANDIDATES WHO CAN PROVIDE SUPPORT FOR:**

- Adults
- Children
- Older Adults (55+)

**CANDIDATES WHO CAN PROVIDE SUPPORT FOR SPECIAL NEEDS:**

- Developmental
- Intellectual
- Mental Health and Emotional
- Mobility

**CANDIDATES WILLING TO WORK IN AN ENVIRONMENT WITH:**









- Cats
- Dogs
- Other Pets

**LANGUAGE PREFERENCES:** ENGLISH  
**GENDER PREFERENCES:** MALE



# Reviewing Candidates: Scroll Down to View Potential Suggested Candidates Auto-matched from Profile Information

POTENTIAL MATCHES



SERENA WILLIAMS	TOMMY BAHAMA	CELINE DION	CRISTIAN DIOR
 	 	 	 
<b>POSITION/ROLE</b> Care Provider	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>
<b>YEARS OF EXPERIENCE</b> 5 years	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>
<b>AVAILABILITY</b> Part-time	<b>AVAILABILITY</b> Part-time	<b>AVAILABILITY</b> Part-time	<b>AVAILABILITY</b> Part-time
<b>CITY</b> Arlington	<b>CITY</b>	<b>CITY</b>	<b>CITY</b>





# Reviewing Candidates: View Basic Info or Click PDF Button to Generate a Standardized Resume from a Candidate's Profile Information

**SERENA WILLIAMS**

  ←

**POSITION/ROLE**  
Care Provider

**YEARS OF EXPERIENCE**  
5 years

**AVAILABILITY**  
Part-time

**CITY**  
Arlington

**Serena Williams** serenawilliams@nomail.com

**Location**  
Arlington, Texas

**Position/Role**  
Care Provider

**Availability**  
Part-time

**Years of Experience**  
5 years

**Degree/Certificate**  
Bachelor's degree

**Languages**  
English, Spanish

**Documents**  
[Resume](#)  
[Cover Letter](#)

**About Me**  
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

**Education**  
**Technical Qualifications**

- 18 years of age or older
- Able to comply with applicable health and safety regulations
- Able to lift up to 30 pounds while safely assisting clients with transferring and moving
- Able to utilize durable medical equipment in the home
- At least 1 year of experience in a health care environment or equivalent
- At least 3 months of relevant experience
- At least 6 months of relevant experience
- Possess adequate hand-eye coordination and manual dexterity
- Possess high school diploma or GED
- Valid Driver's License

**Related Experience**  
**Type of Services Offered**

- Administering medications
- Basic Hygiene
- Bathing
- Behavior Supports
- Cleaning
- Communication and self-direction
- Cooking
- Dressing
- Employment assistance
- Escorting to community activities
- Food Preparation

**Current/Recent Job**  
Employer: Texas Health  
Position/Role: Care Provider  
From: 08/01/2018  
To: Present



# The Consumer Directed Services Workspace Model

- Subdivision of the “provider” user group
- Create, review, and edit job posts
- View suggested (auto-matched) candidates for active job posts
- Generate candidate profile resumes
- Reports & data visuals

The screenshot displays the 'Direct Care Careers' workspace for a user named James Smith. The interface includes a dark blue header with the Texas Health and Human Services logo and the text 'Direct Care Careers'. A left sidebar contains navigation options: 'My Workspace', 'Jobs', 'Resources', 'Collaborate', 'Contact Us', and 'ANNOUNCEMENTS' (with a note: 'No announcements available at this time.'). The main content area is titled 'MY WORKSPACE' and features three tabs: 'Account Details', 'Edit My Account', and 'Business Information'. Under 'Account Details', there is a profile card for James Smith with a teal circular avatar. To the right of the name are fields for 'CITY AND ZIP CODE' (Dallas - 75001), 'PHONE NUMBER (PRIMARY)' (123-123-1234), 'COUNTY', and 'PHONE NUMBER (SECONDARY)' (999-999-9999). Below the profile card are two sections: 'MY BOOKMARKS' and 'MY FAVORITES'.



# Job Posting: Create New Job Post or View Existing Post

The screenshot displays the 'Direct Care Careers' admin interface. The header includes the Texas Health and Human Services logo, the title 'Direct Care Careers', and a language dropdown set to 'English'. The main content area is titled 'ADMIN - MANAGE JOB POSTS TEMPLATES'. On the left, a sidebar contains navigation links: 'My Workspace', 'Jobs', 'Resources', 'Collaborate', and 'Contact Us'. Below these is an 'ANNOUNCEMENTS' section stating 'No announcements available at this time.' The main area features an 'Add Job Post' button, highlighted with a red arrow pointing left. Below the button is a table with the following data:

Title	Authored by	Authored on	Changed	Published	Operation
<a href="#">Attendant to help with basic needs</a>	James Smith	Tue, 06/27/2023 - 13:12	Tue, 06/27/2023 - 13:12	Yes	<a href="#">Edit</a>

A red arrow points up to the 'Attendant to help with basic needs' link in the table.



# Job Posting: Creating a New Job Post

## CREATE SELF-DIRECTED JOB POST

Job Title\*

Type of Care Needed\*

- |  |  |
|--|--|
| <input type="checkbox"/> Administering medications | <input type="checkbox"/> Basic Hygiene                     |
| <input type="checkbox"/> Behavior Supports         | <input type="checkbox"/> Cleaning                          |
| <input type="checkbox"/> Cooking                   | <input type="checkbox"/> Dressing                          |
| <input type="checkbox"/> Employment assistance     | <input type="checkbox"/> Escorting to community activities |
| <input type="checkbox"/> Feeding                   | <input type="checkbox"/> Food Preparation                  |
| <input type="checkbox"/> Helping in a workplace    | <input type="checkbox"/> Housekeeping                      |
| <input type="checkbox"/> Lifting with a device     | <input type="checkbox"/> Lifting without a lifting device  |
| <input type="checkbox"/> Mobility assistance       | <input type="checkbox"/> Money management                  |

Service Period (if Known)

Start Date  End Date

SERVICE TIME(S)

Start Time  End Time

Add another item

Service Frequency

Check this box to make the job post available on the jobs page.

Candidates who can provide support for individuals with special needs

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Auditory or Hearing | <input type="checkbox"/> Deaf-blindness | <input type="checkbox"/> Developmental               | <input type="checkbox"/> Intellectual           |
| <input type="checkbox"/> Invisable           | <input type="checkbox"/> Medical        | <input type="checkbox"/> Mental Health and Emotional | <input type="checkbox"/> Mobility               |
| <input type="checkbox"/> Other special needs | <input type="checkbox"/> Physical       | <input type="checkbox"/> Speech and Language         | <input type="checkbox"/> Traumatic Brain Injury |
| <input type="checkbox"/> Vision              |   |  |   |

Candidates willing to work in an environment with

- Cats
- Dogs
- Other Pets

Language Preference

- English
- Spanish

Gender Preferences

Availability\*

- Full-time
- Part-time

Minimum Qualification/Requirements\*

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

Minimum of 3 months experience

Minimum of 6 months experience

Must be 18 years of age or older

No experience required

No minimum education required

No required license or certification

One-year experience in a health care environment or equivalent preferred


Requires hand-eye coordination and manual dexterity

Valid Driver's License required

Save



# Job Posting: View and Contact Auto-matched Candidates

**James Smith**   
Job ID: 9356 ♥ 1 📖 1

## ATTENDANT TO HELP WITH BASIC NEEDS

**JOB TYPE:** FULL-TIME **LANGUAGE PREFERENCES:** ENGLISH  
**TYPE OF CARE NEEDED:** **GENDER PREFERENCES:** MALE

- Administering medications
- Basic Hygiene
- Bathing
- Cleaning
- Cooking
- Dressing

**MINIMUM QUALIFICATION/REQUIREMENTS:**

- Ability to comply with applicable health and safety regulations
- Ability to lift up to 30 pounds while safely assisting clients in transferring and movement
- Ability to utilize durable medical equipment in the home

**CANDIDATES WHO CAN PROVIDE SUPPORT FOR:**

- Adults
- Older Adults (55+)













**CANDIDATES WHO CAN PROVIDE SUPPORT FOR SPECIAL NEEDS:**


- Developmental
- Intellectual
- Mental Health and Emotional


**CANDIDATES WILLING TO WORK IN AN ENVIRONMENT WITH:**

- Cats
- Dogs
- Other Pets

### POTENTIAL MATCHES

TODD DUNN	MARTHA STEWART	EARL SWEATSHIRT	PAULA ROSA	MIKE TROUT	BILLY JEAN
 	 	 	 	 	 
<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>	<b>POSITION/ROLE</b>
<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>	<b>YEARS OF EXPERIENCE</b>
<b>AVAILABILITY</b> Full-time	<b>AVAILABILITY</b> Full-time	<b>AVAILABILITY</b> Full-time	<b>AVAILABILITY</b> Full-time	<b>AVAILABILITY</b> Full-time	<b>AVAILABILITY</b> Full-time
<b>CITY</b>	<b>CITY</b>	<b>CITY</b>	<b>CITY</b>	<b>CITY</b>	<b>CITY</b>

[LEAVE A MESSAGE](#) 



# QUESTIONS?

## **ADvancing States**

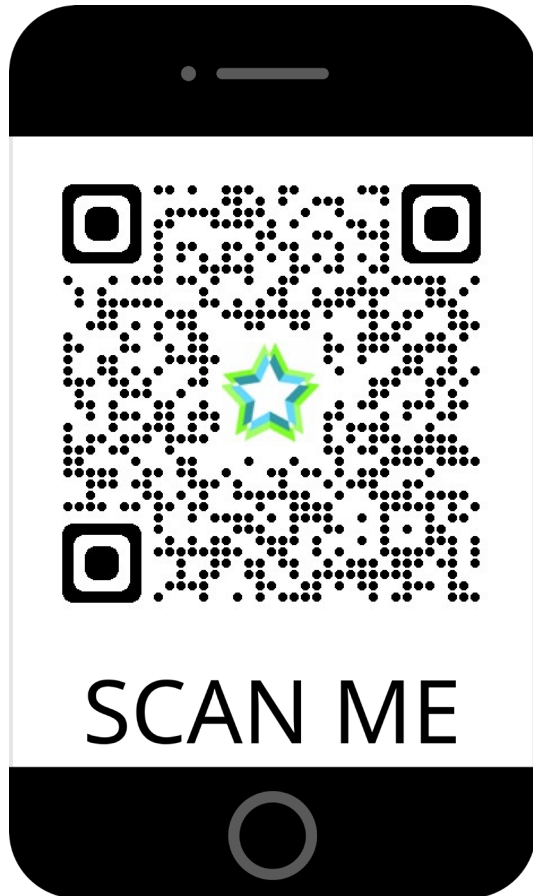
D. Pearl Barnett, MPA  
Deputy Director of State Services  
241 18<sup>th</sup> Street S. Suite 403, Arlington, VA 22202  
Phone: (202) 499-5946  
[PBarnett@advancingstates.org](mailto:PBarnett@advancingstates.org)

## **Altarum Institute**

Bruce Maki, MA  
Project Manager  
3520 Green Ct, Suite 300, Ann Arbor, MI 48105  
Phone: (734) 302-4744  
[Bruce.Maki@altarum.org](mailto:Bruce.Maki@altarum.org)



# Signing Up:

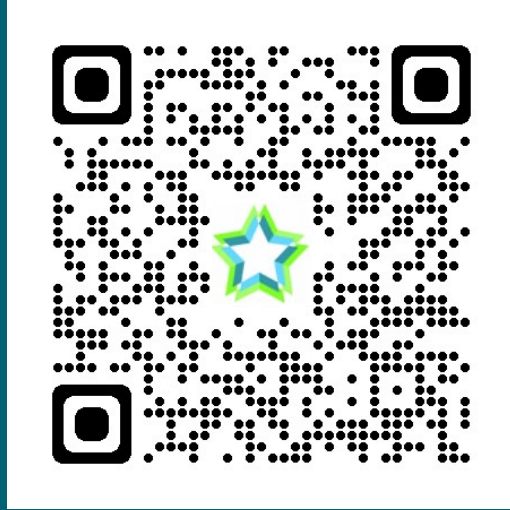


If your state is interested in participating, use the QR Code to Sign Up

Or Sign Up directly using this link:

<http://www.advancingstates.org/advancing-states-information-sign>





For more information, please contact us

Pearl Barnett: [pbarnett@advancingstates.org](mailto:pbarnett@advancingstates.org)

# Thank you!