



Carina OR Case Manager Reference Guide

Carewell | Updated Dec. 2, 2025

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Purpose

The purpose of this presentation is to orient case managers to Carina and how to invite consumers to the platform:

This guide covers the following:

- An overview of the Carewell Registry and Retention Project
- An overview of Carina and platform roles
- The case manager role and how to create an account
- The consumer and provider journeys
- What to do when additional help is needed
- How to report inappropriate user behavior
- General security guidelines

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Section 1: Carewell Registry and Retention Project



What is the purpose of this Project?

- Reduce consumer frustration and challenges in finding and connecting with care providers - by making available care providers more accessible and their availability current (through real-time automated processes that help ensure provider availability and consumer job postings are kept *current*).
- Strengthen workforce retention and sustainability by creating a pipeline for career opportunities and pathway for credential advancements - understanding that the strength and viability of the workforce directly impacts consumer's ability to find the care they need.

Primary Objectives

- Develop a state-of-the-art and user-friendly homecare matching platform to meet the changing and demanding needs of consumers, care providers, and case managers.*
- Serve as the primary method for connecting available homecare and personal support workers with consumers across Oregon.
- Enable consumers to connect with homecare and personal support workers that are the right fit, whether on an ongoing, emergency, or respite basis.

*Specifically pertaining to the OPI and Medicaid programs

How is Carina different?

- User-friendly and competitive with alternate platforms
- Always free for consumers, providers, and case managers
- Enables verified Medicaid and Oregon Project Independence consumers to easily connect with verified HCWs, PCAs and PSWs
- Enables consumer employers to easily post jobs and communicate with potential providers securely and efficiently
- Enables HCWs, PSWs, and PCAs to make themselves available for work and express interest in potential employment opportunities
- Accessible in English, Spanish and Russian with additional languages planned for the future
- Supports screen reader compatibility, and carries other ADA-compliant features
- Available on multiple technology platforms – mobile devices, tablets, and desktop computers
- Fresh Data: Real-time automated processes that help ensure provider availability and consumer job postings are kept current

Section 2: **About Carina**

[Carina.org](https://carina.org)



About Carina

Carina is a nonprofit technology organization that provides a safe, easy-to-use, care-matching service for the purpose of connecting families and individuals who need care with care professionals looking for good jobs and steady work.



Carina Platform Roles



Platform Roles

While anyone can visit Carina to explore and learn more about our platform, **not everyone can search for care providers or find work.** This is reserved solely for consumers, providers, and certain case managers who support individuals and families in finding care.

Consumers, providers, and case managers participating in programs served by Carina are assigned what we call a '**platform role**' – each role has different capabilities.

Carina Platform Roles: Consumers and Providers



Carina Roles: Consumers and Providers

Carina was designed specifically to help consumers and providers find one another and connect – they are at the heart of our platform. Below is a table describing the features and functionality of their roles in Carina.

Carina Role	Find consumers/ Save job	Find providers/ Save providers	Create profile	Post job	Send message	Configure settings
Providers Authorized care providers who deliver in-home and community-based services for consumers and who are seeking jobs	✓	✓	✓		✓	✓
Consumers Eligible participants of Oregon's Medicaid program who are seeking caregivers		✓		✓	✓	✓

Carina Platform Roles: Case Managers

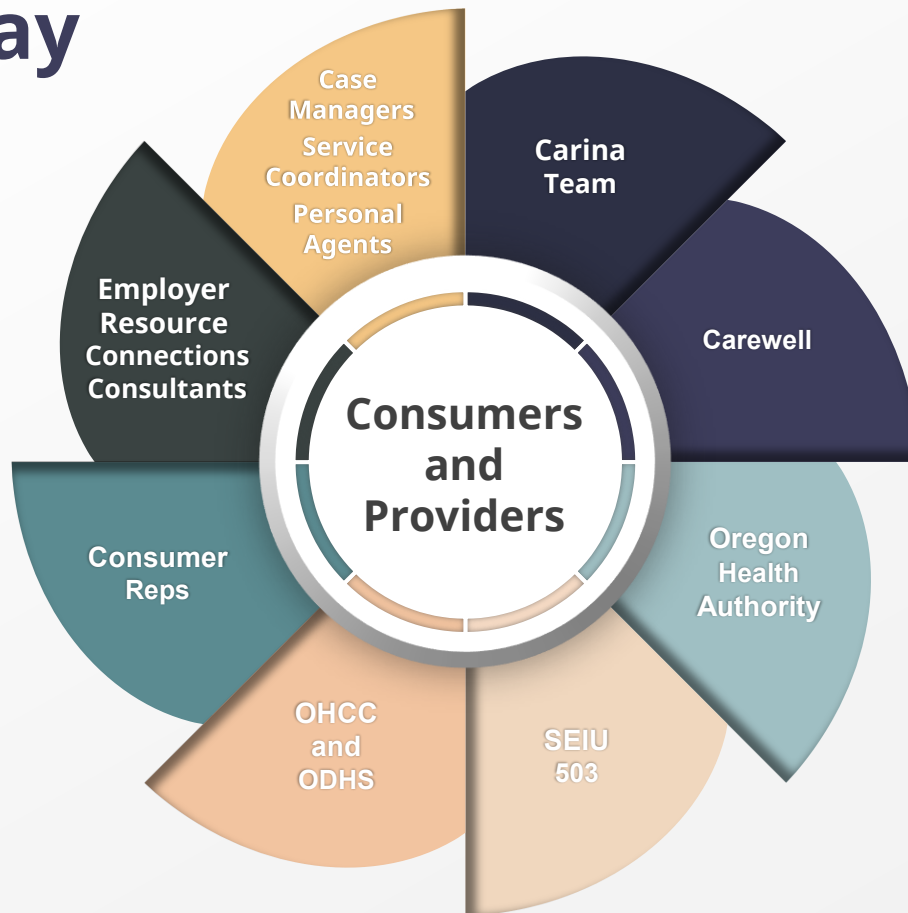
Includes case managers, personal agents, service coordinators,
and other related positions



Case Managers Play an Essential Role

Central to Carina's inclusive and collaborative partnership approach lies a multitude of diverse stakeholders dedicated to helping individuals and families gain access to the vital care they need.

This means YOU and your organization!



Carina Roles: Case Manager Access Levels

Because of the significant part you play in the service delivery system, Carina has designed a platform role specifically for those who facilitate or assist people in finding care. We call this the Case Manager role. Below is a table describing the features and functionality of this role:

Carina Role	Find consumers/ Save job	Find providers/ Save providers	Create profile	Post job	Send message	Configure settings
Level 1 – Case Manager Access Default level of access for those who support consumers.	✓	✓				
Level 2 – Case Manager Access Access is provided on an as-needed basis to those who actively help a consumer find a care provider.	✓	✓		✓	✓	

What You Can Do

Given the significant part you play in the service delivery system and because we all want consumers and families to find what they need, we are asking that you:

- **Become familiar** with Carina
- **Introduce** consumers and family members to Carina
- **Refer** them to Carina to find the care they need
- **Use** Carina when needed to help consumers and supports find care
- **Share your feedback** along the way so we can work together effectively and ensure people are getting what they need

Section 3:

Case Manager Access

Includes case managers, personal agents, and service coordinators



How to Access Carina

Before case managers are granted access to Carina, **you must complete the following:**

- 1) Attend a Carina orientation session (like this one).
- 2) After orientation, we will share a registration link with you.
- 3) You can click on this link and begin the registration process – the *Let's Get Started* and *Verification* steps.
- 4) After the *Verification* step, an email is sent to your work e-address containing a link – please click on this link and create a password.
- 5) Once complete, you will proceed to the onboarding step which includes agreeing to Carina's community guidelines. Please read through and accept these guidelines.
- 6) After this final step, you will have access to your new Carina account

Registration

Let's get started!

- After clicking on the link, you will be taken to the Carina case manager account registration page
- Select your state and role
- Enter your first and last names
- Complete this step by entering and re-entering your work email
- Click "Next"

1

2

3

4

Role SelectionVerificationValidate TokenAccount Creation

Let's get started!

Welcome to Carina! Thank you for being here. Registration is for consumers, providers, and/or case managers who are already part of a Medicaid and/or state-funded program. [Read more about Medicaid.](#)

Already have an account? [Login](#)

State and role

Tell us which state you receive or provide Medicaid, Oregon Project Independence (OPI) or state-funded home care in and let us know your role.

State

Oregon

Role

Case Manager

Name

First name

Ethan

Last name

Testing

Registration email

This email will be used for your login and for communications from Carina.

Work Email

A valid email is required to sign up

Re-enter work email

Must match email above

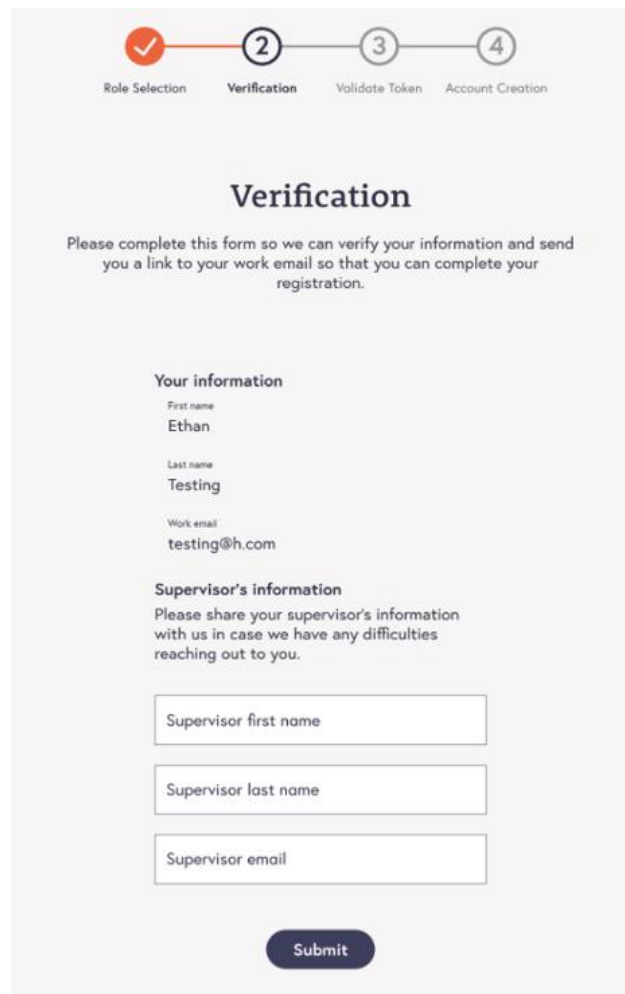
☐ I agree to [Carina's Terms of Service](#) and give permission to Carina to contact me by email occasionally. We are a nonprofit and will not sell your personal information or spam you. Read more about our [privacy policy](#).

Next

Registration

Verification

- On the next page, your name and email address are pre-populated
- Please enter your supervisor's first and last names and work email address
- Click "Submit"



The image shows a registration verification form. At the top, there is a progress bar with four steps: 1. Role Selection (marked with a red checkmark), 2. Verification (current step, marked with a circle containing '2'), 3. Validate Token (marked with a circle containing '3'), and 4. Account Creation (marked with a circle containing '4'). Below the progress bar, the title 'Verification' is centered. A paragraph of text reads: 'Please complete this form so we can verify your information and send you a link to your work email so that you can complete your registration.' The form is divided into two sections: 'Your information' and 'Supervisor's information'. The 'Your information' section has three fields: 'First name' (pre-filled with 'Ethan'), 'Last name' (pre-filled with 'Testing'), and 'Work email' (pre-filled with 'testing@h.com'). The 'Supervisor's information' section has three empty text input fields: 'Supervisor first name', 'Supervisor last name', and 'Supervisor email'. At the bottom right, there is a dark blue 'Submit' button.

1 ☒ Role Selection 2 ☐ Verification 3 ☐ Validate Token 4 ☐ Account Creation

Verification

Please complete this form so we can verify your information and send you a link to your work email so that you can complete your registration.

Your information

First name
Ethan

Last name
Testing

Work email
testing@h.com

Supervisor's information

Please share your supervisor's information with us in case we have any difficulties reaching out to you.

Supervisor first name

Supervisor last name

Supervisor email

Submit

Registration

Check your work email

If your work email domain is recognized, you will receive an email with a link to complete the registration process.

Check your work email

We have just sent you a link to your work email so that you can complete your registration. Be sure to check your spam folder.

If you have any questions or concerns, please do not hesitate to reach out to us at [1-855-796-0605](tel:1-855-796-0605) or contactus@carina.org.



Registration

Invalid domain message

- If your work email domain is NOT recognized, a message will display asking you to double-check it on the previous page.
- If you check and your email is correct, please contact carina@risepartnership.com for additional assistance.



Verification

Please complete this form so we can verify your information and send you a link to your work email so that you can complete your registration.

! We could not verify your work email.

Please double check that your work email is correct. Go back to the previous page to change it.

If it is correct, contact carina@risepartnership.com about your access to Carina.

Registration Verification Email

- Click on the link in the email to complete the account registration process.
- If you have questions or run into an issue, please call or email User Support.

You've been invited to Carina!



2023-03-28 16:10, 2 KB

From: <contactus@carina.org>

To: <ethanistesting@carina.org>

[Show Headers](#)

HTML

HTML Source

Text

Raw

Spam Analysis

HTML Check

Tech Info



Hi Ethan,

You've been invited to create a Case Manager account on Carina. Please click this link to setup your Carina account.

[Click here to complete registration](#)

If you have any questions or concerns, please do not hesitate to reach out to us at contactus@carina.org. We're here to help!

All the best,
Team Carina

Questions? Call 1-855-796-0605 or email contactus@carina.org.

Carina, 215 Columbia St, Seattle, WA

Registration

Set Password

- The link in the email will take you to the next step in the registration process
- Please enter and re-enter your password
- Click on "Create Account"



Password

Create a password for this Carina account.

Please use 8 characters or more for your password.

Login email

ethan@kuhn1.com

Password



Re-enter password



Create Account

Onboarding

Almost Done!

- You now must complete the onboarding process before your account is set up.
- For case managers this means agreeing to Carina's community guidelines – click the "Start" button to proceed.

Welcome to Carina!

Please complete these quick and easy steps to improve your experience on Carina.

0% complete



Agree to our
community
guidelines

Start

1 min read time

Onboarding

Community Guidelines

Please go through each of the Community Guidelines then click “I agree”.

Community guidelines

Welcome to our community! To ensure that everyone on Carina has a positive experience, we ask that you follow our community guidelines.



Be safe

Please don't share personal health information online and be careful when sharing contact information or meeting people in person.



Be responsive and professional

Please respond quickly to messages, and do not use unprofessional, discriminatory, inappropriate or abusive language.



Be approved

Remember there must be authorization from the consumer's case manager before care and payment for services can begin.



Be proactive

Once you have made a match, let us know so we can improve our services and measure our impact.



Be informed

Carina is a self-service tool to connect for care. It is not a guarantee of work or care.

We reserve the right to remove a user who violates our guidelines or terms of service.

I agree

Account Confirmation

All set!

- Your Carina account is now set up.
- You can choose to proceed to your account home page by clicking on “Access account”

Hooray! Your account is set up!

Now that you've set up your account, click the button below to access your account and view job posts and providers on Carina.

Access account



Your Carina Account

Home page – Level 1

- Your Carina account home page allows you to search and save providers and search and save consumers.

[Home](#) | [Find Providers](#) | [Find Jobs](#)

Hi Flora



Saved Job Posts

[View](#) >

Only jobs that are actively recruiting are shown. Inactive jobs are not shown.

No saved job posts.

[Search for jobs](#)



Saved Providers

[View](#) >

3 saved providers



Carina Tutorials

[View](#) >

Your Carina Account

Home page – Level 2

- If you have Level 2 case manager access, you will also be able to message providers and post jobs on behalf of consumers.



Hi Swiperina

My Messages **2**

[View](#) >



EthanORprovider T.
asdfsad

07/23/2025 03:51 p.m.

Active Job Posts

No active job posts.

[Post a job](#)

Saved Providers

[View](#) >

No saved providers.

[Search for providers](#)

Carina Tutorials

[View](#) >

How to Request Level 2 Access

- In limited cases where a case manager may need to perform some functions on behalf of the consumers (message and post jobs), **a higher level of access to the Carina platform can be requested** after the initial registration has been completed – this is called Case Manager Level 2.
- To request this level of case manager access, **your supervisor must send an email to Carina@RisePartnership.com** with the names and work email addresses of the individuals needing to be upgraded from Level 1 to Level 2.

Case Manager Access Level 1

In Detail



Case Manager-Level 1

Basic steps for Level 1 Case Managers to gain access and use the Carina Platform:

- Attend an orientation session where a registration link will be shared
- Click on the link and complete the registration and onboarding process – this includes an email verification step

Once the account is set up, **there are 2 things that Case Managers with Level 1 access can do** on Carina:

- Search, view, and save consumer job posts
- Search, view, and save provider profiles

Carina Role	Find consumers/ Save job	Find providers/ Save providers	Create profile	Post or Delete job	Send message	Configure settings
Level 1 - Default level of access for those who support consumers.	✓	✓				

1. View Jobs

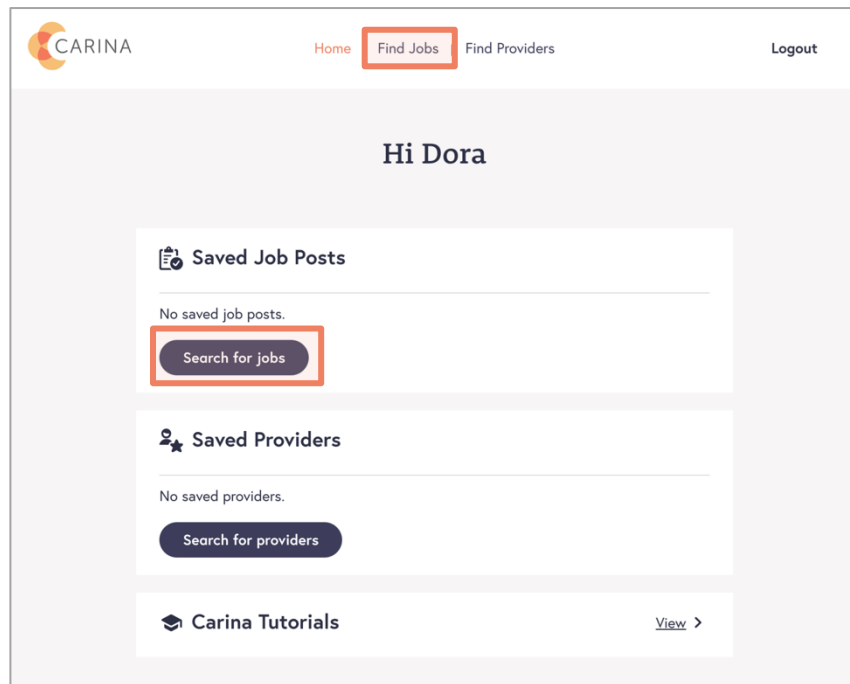
Level 1 Case Managers have view-only access – they can view consumer job posts on Carina.

Click “Find Jobs”

for Level 1 Case Managers

Once a Level 1 Case Manager completes onboarding, they will land in their account home page. This page shows a list of saved providers and job posts.

- From the account home page, click **“Search for jobs”** or **“Find Jobs”** at the top of the page.



Filter, sort, and search for Level 1 Case Managers

1. Use the drop down menus at the top to **sort** providers by a specific criteria.
2. Use the **filters** on the left to see only job posts that meet a certain criteria.
3. Next to the filters, the user will see previews of job posts that meet the user's criteria.
4. To view more information about a specific job post, click **"View Job"**.

CARINA

Home | Find Jobs | Find Providers Logout

4 jobs near you

Address: 215 Columbia Street, Seattle, WA 98104

Max travel time: 60 minutes Sort by: Distance

Refine your search
Clear filters

Monthly hours

- ☐ Less than 40 hours per month
- ☒ 40 - 79 hours per month
- ☐ 80 - 119 hours per month
- ☐ More than 120 hours per month

Care category

Frequency

Consumer gender

Provider gender

Work environment

Languages

Exclude consumers who need...

☐ Email me weekly when a job matches these filters
[View Settings to change notification preferences](#)

Work with Kevin
Male adult with general care needs
Seattle, Washington (1 mile away)
60 hours per month
Mondays through Saturdays, 8 a.m. to noon.
Sundays, 1 p.m. to 7 p.m. (flexible)
English, Lushootseed
Needs & Environment:
Male provider • Hygiene and personal care • Nurse delegated tasks • Transport — provider's car • Pet(s)
Posted 5 days ago by Linus | Consumer
[View Job](#)

Work with Sam
Male adult with general care needs
Seattle, Washington (2 miles away)
45 hours per month
Weekends only, any time between 8 a.m. to 6 p.m.
English
Needs & Environment:
Behavioral health • Transport — consumer's car • Transport — provider's car • Pet(s)
Posted 2 days ago by Sam | Consumer
[View Job](#)

Work with Abigail
Female adult with general care needs
Seattle, Washington (3 miles away)
40 hours per month
Mondays and Tuesdays only, 7 a.m. to 5 p.m.
English, Spanish
Needs & Environment:
Female provider • Hygiene and personal care • Transfers • Assisted transfers • Transport — consumer's car
Posted 10 days ago by Abigail | Consumer
[View Job](#)

Work with John
Male adult with general care needs
Seattle, Washington (4 miles away)
50 hours per month
Sundays through Fridays, 6 a.m. to 4 p.m. (flexible)
English, Russian
Needs & Environment:
Hygiene and personal care • Transfers • Assisted transfers • Transport — provider's car • Pet(s) • Medication management • Shopping
Posted 2 days ago by John | Consumer
[View Job](#)

View job post

for Level 1 Case Managers

1. Review the job post.
2. If the case worker would like to save this job post for future reference, they can click **"Save"**. This will bookmark the job post and can be accessed again under "Saved Job Posts" in the account home page.

Work with John

Male adult with general care needs

Posted 2 days ago by John | Consumer | Job #: 8125

Save



4 miles away by car



3 minutes by car



No route available

Travel time is calculated based on the current traffic conditions and time of day.

Summary

 Location: Albany, OR

 Languages: English, Russian

 Consumer's gender: Male

 Preferred provider: No gender preference

 Frequency: Respite or relief care

 Monthly hours: 120 hours per month

 Schedule: Sundays through Fridays, 6 a.m. to 4 p.m. (flexible)

Care needs

General care

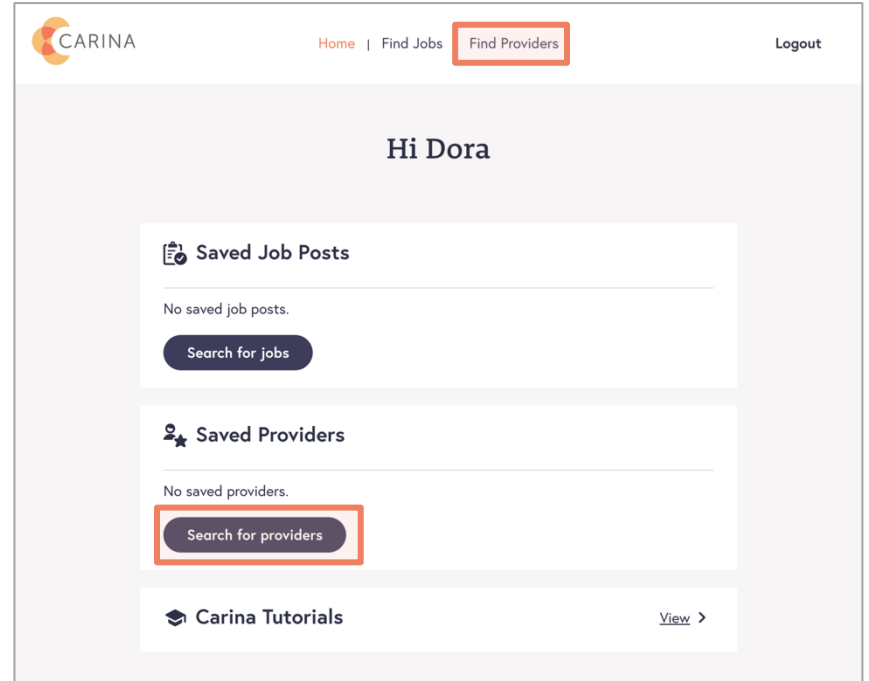
- ☒ Housekeeping
- ☒ Laundry
- ☒ Meal preparation
- ☒ Shopping
- ☒ Hygiene and personal care

2. View Providers

Level 1 Case Managers are also able to view provider profiles on Carina.

Click “Search for Providers”

From the account home page, click “Search for providers” or “Find Providers” at the top of the page.



Filter, sort, and search to find care providers

1. Use the drop down menus at the top to **sort** providers by a specific criteria.
2. Use the **filters** on the left to see only providers that meet a certain criteria.
3. Next to the filters, the user will see previews of provider profiles that meet the user's criteria.
4. To view more information about a specific provider, click **"View Profile"**.

The screenshot displays the CARINA website interface for finding care providers. At the top, there is a navigation bar with the CARINA logo, links for Home, Find Jobs, Find Providers, and a Logout button. Below the navigation bar, a search bar contains the address "215 Columbia Street, Seattle, WA 98104". To the right of the search bar, there are two dropdown menus: "Max travel time" set to "60 minutes" and "Sort by" set to "Distance". Below the search bar, a section titled "4 providers near you" displays a list of providers. On the left side of the page, there is a "Refine your search" sidebar with a "Clear filters" button and several filter categories: "Provider availability" (with radio buttons for "Available now", "Available soon", and "Not available"), "Monthly hours", "Care category", "Frequency", "Consumer gender", "Provider gender", "Languages", and "I need...". At the bottom of the sidebar, there is a checkbox for "Email me weekly when a provider matches these filters" and a link to "View Settings to change notification preferences". The main content area shows four provider profiles: Evelyn M. (Female provider, Available Now, Seattle, Washington (1 mile away), 160 hours per month, Mondays through Fridays, generally any time is negotiable from mornings to evenings. (flexible), English, Russian, Skills & Preferences: Hygiene and personal care • Behavioral health • Pet(s), Last updated 10 days ago), George M. (Male provider, Available Now, Seattle, Washington (1 mile away), 80 hours per month, Monday through Friday, 1 p.m. to 7 p.m. (flexible), English, Russian, Skills & Preferences: Hygiene and personal care • Nurse delegated tasks • Transfers • Pet(s), Last updated 5 days ago), Karen R. (Female provider, Available Now, Seattle, Washington (1 mile away), 120 hours per month, Sundays through Fridays, 8 a.m. to 4 p.m. (flexible), English, Spanish, Skills & Preferences: Housekeeping • Laundry • Hygiene and personal care • Transfers • Assisted transfers • Transport — provider's car • Pet(s) • Medication management • Shopping, Last updated 10 days ago), and Kevin W. (Male provider, Available Now, Seattle, Washington (4 miles away), 120 hours per month, Mondays through Saturdays, 10 a.m. to 3 p.m. (flexible), English, Spanish, Skills & Preferences: Hygiene and personal care • Transfers • Assisted transfers • Transport — client's car • Transport — provider's car, Last updated 3 days ago). Each profile has a "View Profile" button.

View Provider Profile

1. Review the provider's profile.
2. If the user would like to save this profile for future reference, they can click **"Save"**. This will bookmark the provider profile, which can be accessed again under "Saved Providers" in the account home page.

CARINA Home | Find Jobs | Find Providers English Logout

KR

Karen R.

Home Care Worker (HCW)

Personal Support Worker (PSW)

Available Now | Updated 10 days ago

Save

1 mile away by car 0 minutes by car No route available

Travel time is calculated based on the current traffic conditions and time of day.

Summary

Location: Seattle, WA

Languages: English, Spanish

Provider's gender: Female

Case Manager Access Level 2

In Detail



Case Managers-Level 2

If a Case Manager would like to be upgraded to Level 2, the individual's supervisor must send an email to Carina@RisePartnership.com requesting this change. The email should include the first and last name of the individual and their work email address.

- Once this process is complete the individual's account will be promoted to Level 2
- The individual will use the same login credentials

Functionality:

- Search, view, and save consumer job posts AND create consumer job posts
- Search, view, and save provider profiles
- Message providers
- Delete job post and inform us that a match was made

Carina Role	Find consumers/ Save job	Find providers/ Save providers	Create profile	Post or Delete job	Send message	Configure settings
Level 2 - Case Manager Access provided on an as-needed basis to those who actively help a consumer find a care provider. (ex. Case Managers on the DD side)	✓	✓		✓	✓	

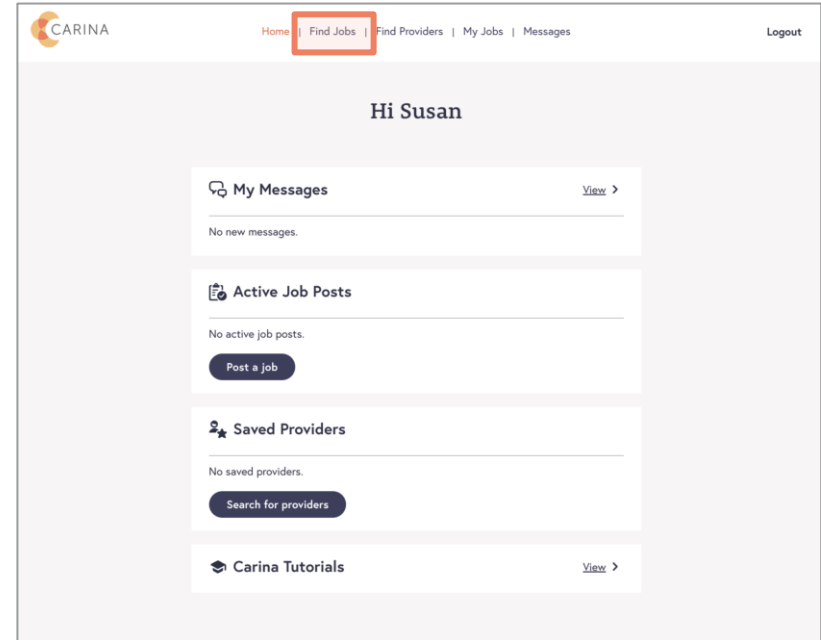
1. View Jobs

Level 2 case managers on Carina are able to view job posts on Carina.

Click “Find Jobs”

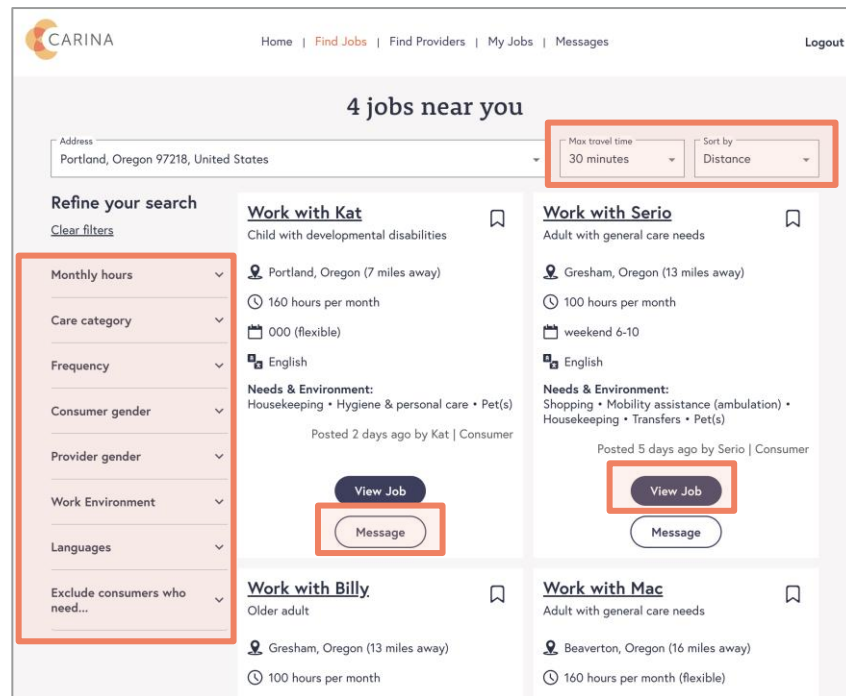
Once the Level 2 Case Manager completes onboarding, they will land in their account home page. This page shows a list of saved providers, active job posts, and messages.

- From the account home page, click **“Find Jobs”** at the top of the page.



Filter, sort, and search to Find Care Seekers

1. Use the drop down menus at the top to **sort** providers by a specific criteria.
2. Use the **filters** on the left to see only job posts that meet a certain criteria.
3. Next to the filters, the user will see previews of job posts that meet the user's criteria.
4. To view more information about a specific job post, click **"View Job"**.
5. To message a consumer, click **"Message"**.



View job post

1. Review the job post.
2. If the Level 2 Case Manager would like to save this job post for future reference, they can click **"Save"**. This will bookmark the job post and can be accessed again under "Saved Job Posts" in the account home page.

The screenshot shows the CARINA website interface. At the top, there is a navigation bar with the CARINA logo, links for Home, Find Jobs, Find Providers, My Jobs, Messages, and a Logout button. The main content area features a job post titled "Work with Mary" with the subtitle "Adult with general care needs". Below the title, it says "Posted 31 days ago by Mary | Consumer | Job #: 800062". There are two buttons: "Save" and "Message". Under the "Summary" section, the following details are listed: Location: Portland, Oregon; Languages: German, English; Consumer's gender: Female; Preferred provider's gender: No gender preference; Frequency: Routine care; Monthly hours: 20 (flexible); Schedule: M-F 3-9pm (flexible). The "Care needs" section lists "General care" with four items: Housekeeping, Laundry, Meal preparation, and Shopping, each with a checked checkbox.

CARINA

Home | [Find Jobs](#) | [Find Providers](#) | [My Jobs](#) | [Messages](#) [Logout](#)

Work with Mary

Adult with general care needs

Posted 31 days ago by Mary | Consumer | Job #: 800062

[Save](#) [Message](#)

Summary

Location: Portland, Oregon

Languages: German, English

Consumer's gender: Female

Preferred provider's gender: No gender preference

Frequency: Routine care

Monthly hours: 20 (flexible)

Schedule: M-F 3-9pm (flexible)

Care needs

General care

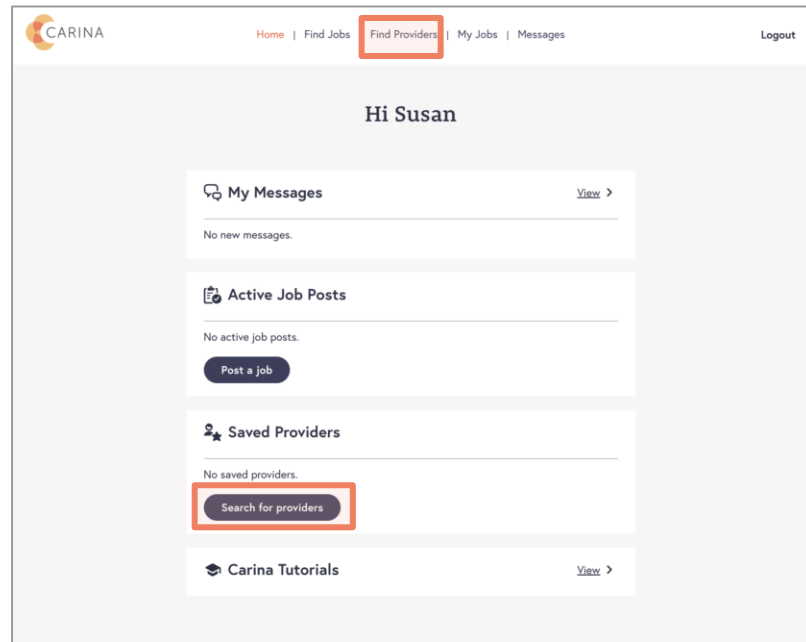
- ☒ Housekeeping
- ☒ Laundry
- ☒ Meal preparation
- ☒ Shopping

2. View Providers

Similarly, Level 2 Case Managers are also able to see provider profiles and message providers on Carina.

Click “Find Providers”

From the account home page, click **“Search for providers”** or **“Find Providers”** at the top of the page.



Filter, sort, and search to Find Providers

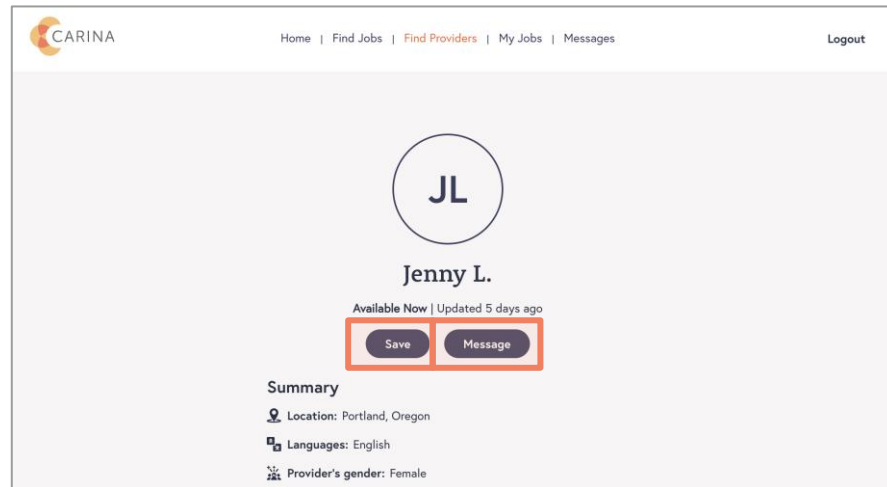
1. Use the drop-down menus at the top to **sort** providers by specific criteria.
2. Use the **filters** on the left to see only providers that meet certain criteria.
3. Next to the filters, the user will see previews of provider profiles that meet the user's criteria.
4. To view more information about a specific provider, click **"View Profile"**.
5. To message a provider, click **"Message"**.

The screenshot displays the CARINA website interface for finding providers. At the top, navigation links include Home, Find Jobs, Find Providers, My Jobs, Messages, and Logout. The main heading is "4 providers near you". Below this, a search bar shows the address "Portland, Oregon, United States". To the right of the search bar, two dropdown menus are highlighted with a red box: "Max travel time" set to "30 minutes" and "Sort by" set to "Distance". On the left side, a "Refine your search" section contains a list of filters, also highlighted with a red box: "Provider availability", "Monthly hours", "Care category", "Frequency", "Consumer gender", "Provider gender", "Languages", and "I need...". The main area displays four provider profiles: Matt R. (Male Provider, Available Now, 10 hours per month, m-f, English), Michael T. (Male Provider, Available Now, 50 hours per month, Monday through Wednesday, 12pm to 5pm, English, Spanish), Jenny F. (Female Provider, Available Now, 100 hours per month), and Karen R. (Female Provider, Available Now, 100 hours per month (flexible)). Each profile includes a "View Profile" button and a "Message" button, both highlighted with red boxes. The "Skills & Preferences" section for each provider lists various services and preferences.

View Provider Profile

for More Detail

1. Review the provider's profile.
2. If the user would like to save this profile for future reference, they can click **"Save"**. This will bookmark the provider profile, which can be accessed again under "Saved Providers" in the account home page.
3. To message the provider, click **"Message"**.



3. Create Job Posts

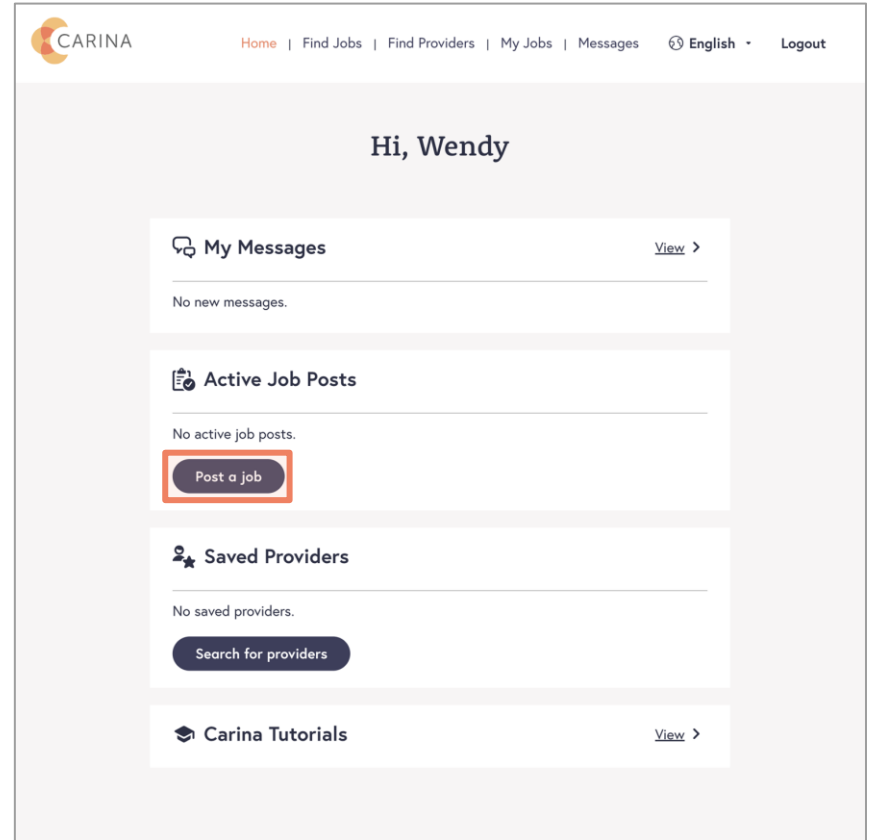
Level 2 Case Managers will be able to create job posts for consumers.

This is a two step process which requires verification and filling out the job post form on Carina.

Click “Post a Job”

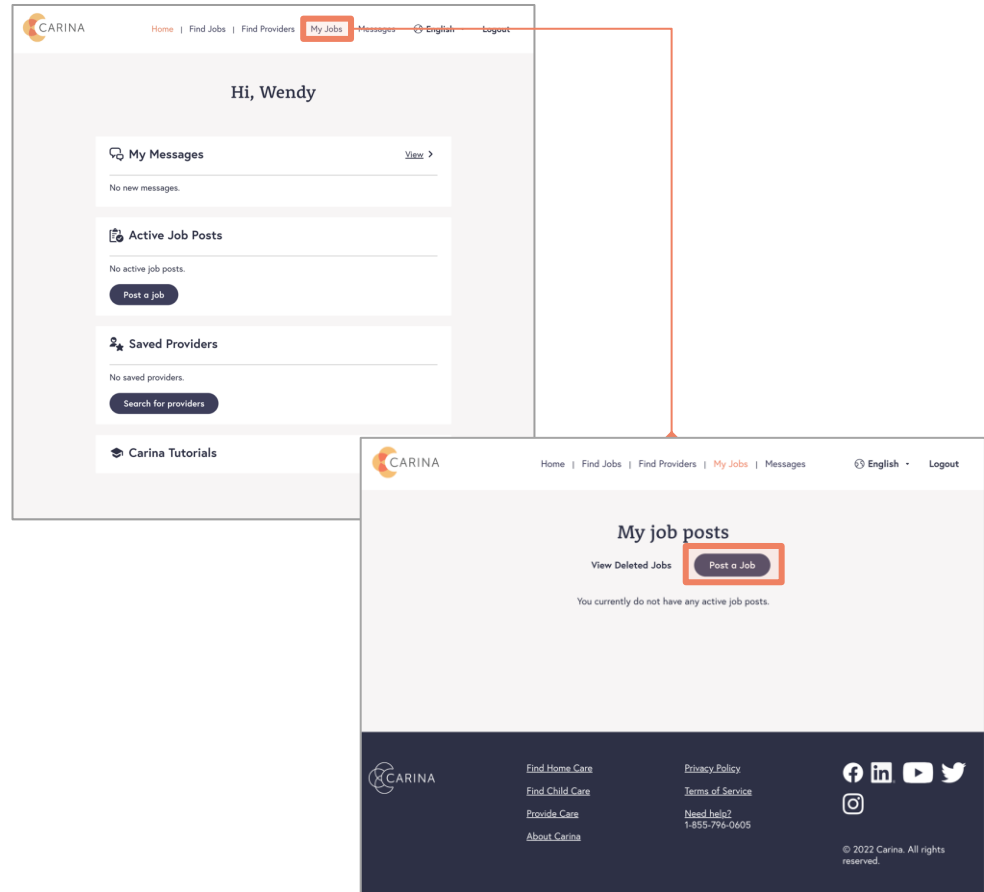
The account home page shows **Saved Providers**. In addition to this, users have a **My Messages** section and **My Jobs** link in the top navigation bar.

- From the account home page, **click “Post a Job”**.



Post a Job

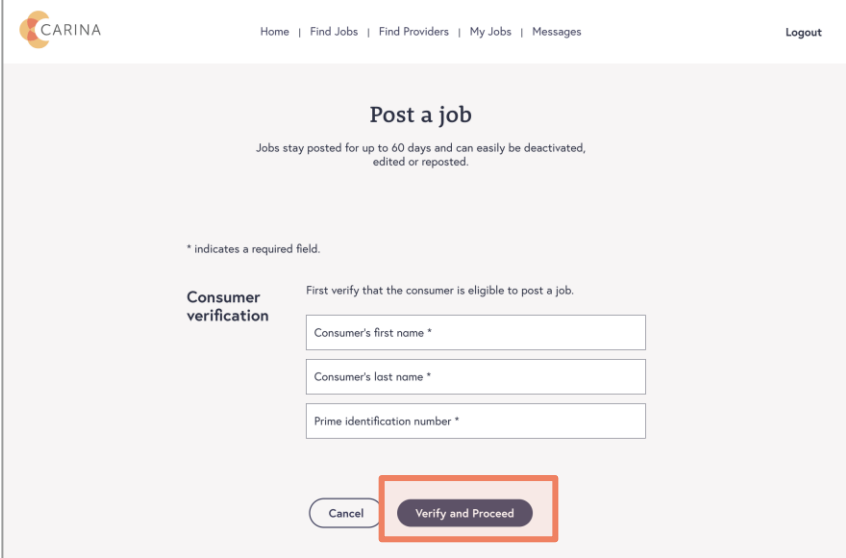
Another way users can post a job is by clicking **“My Jobs”**, then clicking **“Post a Job”** from that page.



Post a Job Verification

Before Level 2 Case Managers can post a job, they must first verify the consumer.

1. Enter the consumer's first and last names
2. Enter the consumer's Client ID (Prime Number)
3. Once this is complete, click **"Verify and Proceed"**.



The screenshot shows the CARINA web application interface for posting a job. At the top, the CARINA logo is on the left, and navigation links (Home, Find Jobs, Find Providers, My Jobs, Messages) and a Logout link are on the right. The main heading is "Post a job", followed by a note: "Jobs stay posted for up to 60 days and can easily be deactivated, edited or reposted." Below this, a note states "* indicates a required field." The section is titled "Consumer verification" and includes the instruction "First verify that the consumer is eligible to post a job." There are three input fields: "Consumer's first name *", "Consumer's last name *", and "Prime identification number *". At the bottom, there are two buttons: "Cancel" and "Verify and Proceed". The "Verify and Proceed" button is highlighted with a red rectangular border.

Post a Job

Fill out the form

Next, fill out the job post form then click **"Post Job"** at the bottom of the page.

Post a job

Let care providers know that you're hiring by posting a job. Jobs stay posted for up to 60 days and can easily be deleted, edited or reposted.

* indicates a required field.

General Information

Notes

500 characters maximum

Consumer's name *

John

This name (or nickname) will be displayed on your job post.

Care category *

Consumer's gender *

Preferred provider gender *

Languages *

Schedule

Frequency of care *

Available monthly hours *

This is the number of hours you need a care provider to fill.

☐ These hours are flexible

Care schedule (days and times) *

Example: Monday and Wednesday from 1 p.m. – 5 p.m.

100 characters maximum

☐ These days and times are flexible

Care needs

What tasks would you like help with? (Check all that apply.)

General Care

☐ Housekeeping

☐ Laundry

☐ Meal preparation

☐ Shopping

☐ Hygiene & personal care

☐ Medication management

☐ Behavioral health

☐ LGBTQIA+ home care

☐ Nurse delegated tasks

Movement

☐ Mobility assistance (ambulation)

☐ Positioning

☐ Transfers

☐ Assisted transfers (using Hoyer Lift, etc.)

Transportation

☐ Transport - using the consumer's vehicle

☐ Transport - using the provider's vehicle

Home environment

(Check all that apply.)

Scents and smoking preferences

☐ Fragrance-free home

☐ Non-smoking home

☐ Smoking home

☐ I prefer a non-smoking provider

My pets

☐ Dog(s)

☐ Cat(s)

☐ Bird(s)

☐ Other pet(s)

Personality

Hobbies, interests, vaccination status and other information

Example: singing, watching movies, painting, etc.

200 characters maximum

Location

Address *

Your street address is kept private and improves match results.

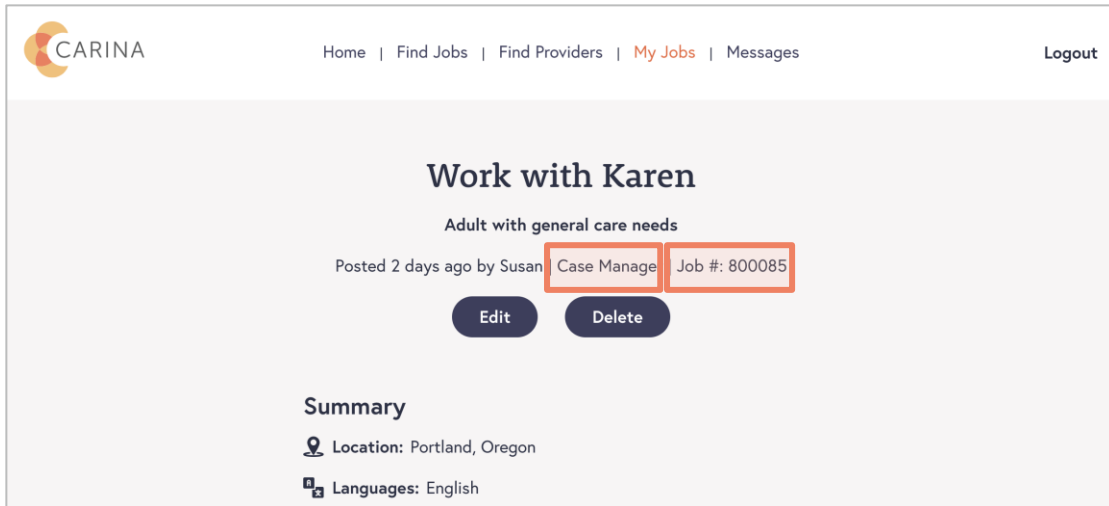
Cancel

Post Job

View Job Post for More Detail

For job posts created by Level 2 Case Managers, just under the consumer's name and description, you will see:

- The general date the job was posted;
- "Case Manager" instead of Consumer next to the job post timestamp;
- The Job # - this is specific to the job post you created. Note: You will need to **jot down the job post #** as it may be needed in certain circumstances.



The screenshot shows the CARINA web application interface. At the top, there is a navigation bar with the CARINA logo on the left and links for Home, Find Jobs, Find Providers, My Jobs, and Messages in the center. A Logout link is on the far right. The main content area has a light gray background. The job title 'Work with Karen' is centered in a large, bold font. Below it, the description 'Adult with general care needs' is centered. Further down, the text 'Posted 2 days ago by Susan' is followed by two red-outlined boxes: 'Case Manager' and 'Job #: 800085'. Below these boxes are two dark blue buttons labeled 'Edit' and 'Delete'. At the bottom, there is a 'Summary' section with a location pin icon and the text 'Location: Portland, Oregon', and a language icon and the text 'Languages: English'.

CARINA

Home | Find Jobs | Find Providers | My Jobs | Messages

Logout

Work with Karen

Adult with general care needs

Posted 2 days ago by Susan Case Manager Job #: 800085

Edit Delete

Summary

Location: Portland, Oregon

Languages: English

4. Message anyone on Carina

Level 2 Case Managers have the ability to send messages to providers on Carina.

Similarly, providers can message Level 2 Case Managers about a job post that the case manager posted on behalf of a consumer.

It is important to remember when messaging a provider to ask them to share their phone number in their reply if interested in the opportunity. This is so you can have the consumer reach out to them directly (depending on the approach you are taking when communicating with providers).

View Provider Profiles

First, Case Managers must find a provider by using the search tool as discussed in Step 2. Once the Case Manager clicks on a provider profile, they should follow the instructions below:

1. Review the provider's profile.
2. If interested in working with a specific provider, Level 2 Case Managers can send a message to that provider by clicking **"Message"**.

The screenshot displays a provider profile for Karen R. At the top, there is a circular profile picture placeholder with the initials 'KR'. Below the name, a yellow badge indicates 'HCA Credentialed'. A red rectangular box highlights two buttons: 'Save' and 'Message'. Underneath these buttons, there are three icons representing travel methods: a location pin, a car, and a bus. Below the icons, the text reads: '4 miles away by car', '3 minutes by car', and 'No route available'. A note states: 'Travel time is calculated based on the current traffic conditions and time of day.' The profile is divided into sections: 'Summary', 'Training Information', and 'Caregiving preferences'. The 'Summary' section lists: 'Location: Albany, OR (4 miles away)', 'Languages: Chinese (Cantonese), English', 'Provider's gender: Female', 'Preferred consumer: No gender preference', 'Monthly hours: 120 hours per month', and 'Schedule: Sundays through Fridays, 8 a.m. to 4 p.m. (flexible)'. The 'Training Information' section includes the 'HCA Credentialed' badge, a note about 75 hours of training, and a link to learn more. The 'Caregiving preferences' section shows 'Care frequency' with a selected 'Routine care' option.

KR

Karen R.

HCA Credentialed

Available Monday through Friday

Save Message

4 miles away by car 3 minutes by car No route available

Travel time is calculated based on the current traffic conditions and time of day.

Summary

Location: Albany, OR (4 miles away)

Languages: Chinese (Cantonese), English

Provider's gender: Female

Preferred consumer: No gender preference

Monthly hours: 120 hours per month

Schedule: Sundays through Fridays, 8 a.m. to 4 p.m. (flexible)

Training Information Last updated: 11/29/2021

HCA Credentialed

This care provider has completed at least 75 hours of state-approved training and passed the Home Care Aide certification exam.

[Learn more about the different types of care providers on Carina](#)

Caregiving preferences

Care frequency

☒ Routine care

Send a message

1. When the "Message" button is clicked, the pop-up in the screenshot appears on the page.
2. Level 2 Case Managers can **enter the message** to send to the provider. Be sure to ask for the provider's phone number if the consumer you are supporting plans to reach out to them directly.
3. Level 2 Case Managers should also remember to **select a job post** to send to the provider.
4. Once everything is filled out, click **"Send"**.

Home | Find Jobs | Find Providers | My Jobs | Messages

Message Karen R.

Start a conversation with Karen R.

Message
Enter your message here*

0 / 500

Select job post

Cancel Send

Summary

What happens now?

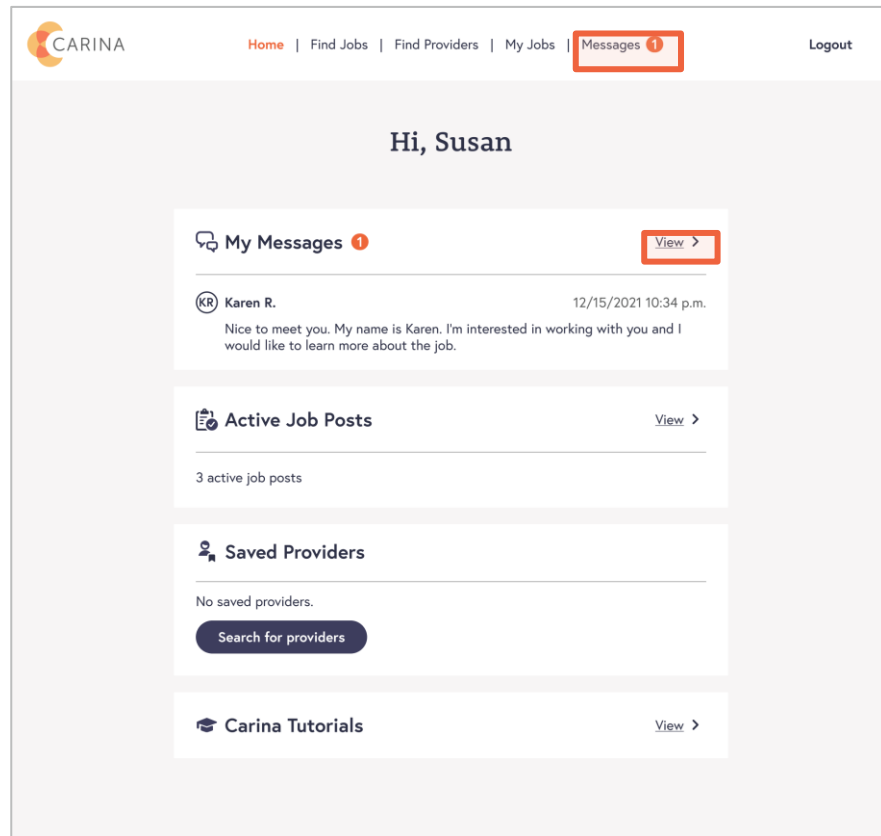
After sending the message, the Case Manager **waits for the provider to respond**.

The Level 2 Case Manager will want to check their account message notifications periodically so they know when a provider has responded.

Once a provider responds, Level 2 Case Managers can reply and share the next steps. This may include setting up a time to speak with them directly, facilitating contact with the consumer, encouraging them to reach out directly to the consumer, letting them know the consumer will reach out to them, or something else.

Go to “Messages”

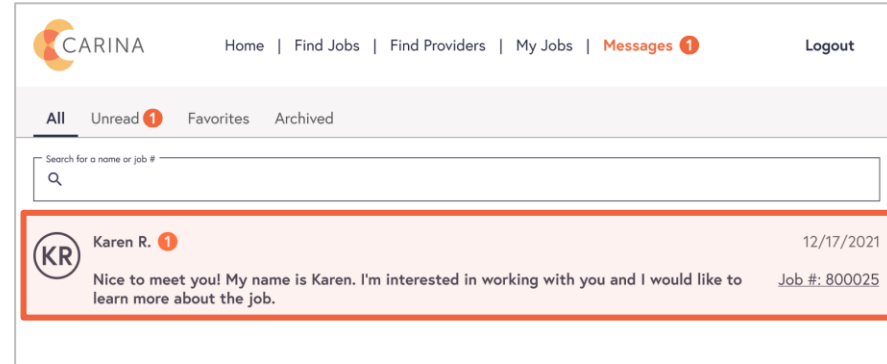
1. **Login** to account.
2. Click **View** or **Messages** to see the provider’s response in the inbox.



Select the message

Find the new message on this page and click to read it.

Notice the job number to the right – this is associated with the job post you created on behalf of a consumer. By clicking on that number you can view the specific job post, if needed.



Read and respond

1. Read the new message sent by the provider.
2. Level 2 Case Managers can **reply** to providers to discuss more details and can schedule a call or meet in person for next steps.
3. After you have read and/or responded to your messages, just click on the Back to Inbox link to return to your messages

The screenshot displays the CARINA messaging interface. At the top, the CARINA logo is on the left, and navigation links (Home, Find Jobs, Find Providers, My Jobs, Messages) and a Logout button are on the right. Below the header, a 'Back to inbox' link is visible. The main header area for the conversation with 'Karen R.' includes her profile picture (KR), name, status 'Available Now', gender 'Female', role 'Provider', location 'Portland, Oregon (Less than a mile away)', and availability '100 hrs/month'. There is a 'View Profile' button and a 'Report User' link. A note indicates 'Messages over one year old are deleted to protect personal information.' The message history shows a message from 'Me' dated 12/17/2021 10:15 a.m. with the text 'Hi Karen, Nice to meet you. My name is Susan. I'm specifically looking for someone who can help my client with housekeeping, mobility, and toileting. We need someone to come and help on Monday through Friday in the morning and afternoon.' Below this, a message from 'Karen R.' dated 12/17/2021 10:15 a.m. is highlighted with a red border. The message text is 'Nice to meet you as well. My name is Karen. I'm interested in working with you and I would like to learn more about the job.' At the bottom, there is a '+ More actions' button and a 'Reply' button, which is also highlighted with a red border.

CARINA Home | Find Jobs | Find Providers | My Jobs | Messages Logout

< Back to inbox

Karen R. Available Now
Female • Provider
Report User

Portland, Oregon (Less than a mile away)
100 hrs/month

View Profile

Discussing Job #8000025

Messages over one year old are deleted to protect personal information.

M Me 12/17/2021 10:15 a.m.
Hi Karen,
Nice to meet you. My name is Susan. I'm specifically looking for someone who can help my client with housekeeping, mobility, and toileting. We need someone to come and help on Monday through Friday in the morning and afternoon.

KR Karen R. 12/17/2021 10:15 a.m.
Nice to meet you as well. My name is Karen. I'm interested in working with you and I would like to learn more about the job.

+ More actions

Reply

5. Delete Job Post

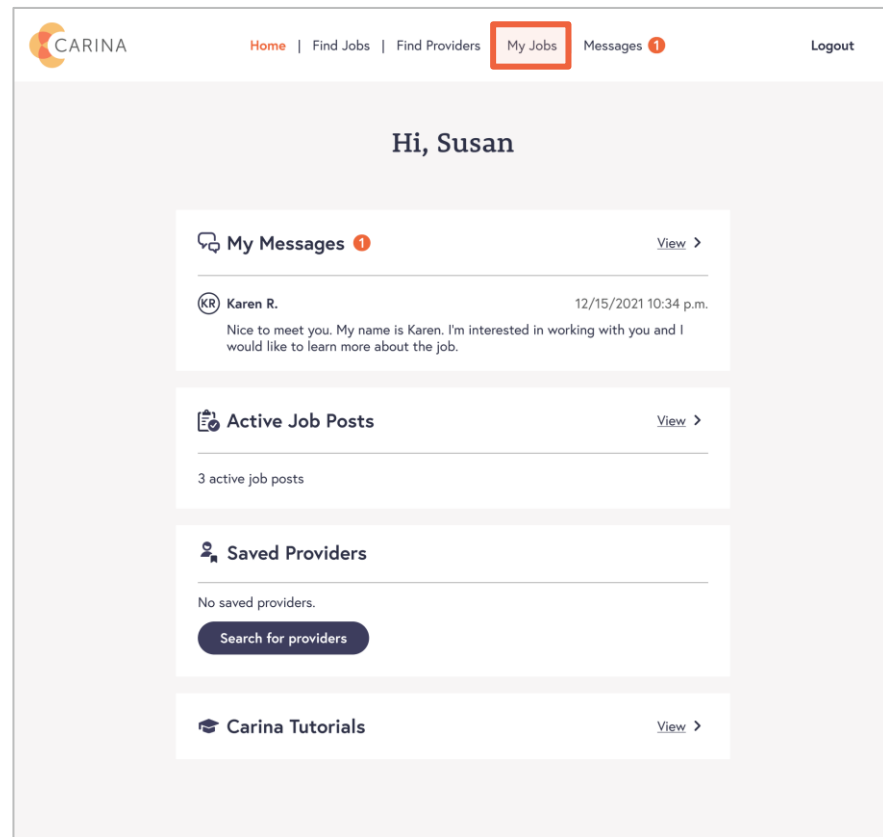
Once a consumer connects with a provider and they are approved for work, Case Managers will log back into Carina and delete the job post.

Part of this process includes letting Carina know that a match was made, that a match was not made and what happened, and asking for some details about the experience.

Once complete, the job will be deleted and will no longer appear in searches.

Go to “My Jobs”

Log in and go to **My Jobs** from the home page.



Select the job post that was filled

In My Jobs, select the job you want to delete by clicking on the "**Work with**" title.

The screenshot shows the CARINA website's 'My job posts' section. At the top, there's a navigation bar with 'Home | Find Jobs | Find Providers | My Jobs | Messages' and a 'Logout' link. Below the navigation bar, the title 'My job posts' is centered, with links for 'View Deleted Jobs' and 'Post a Job'. The main content area displays two job listings side-by-side. The first listing, 'Work with Jason', is highlighted with a red rectangular box around its title. Below the title, it lists details: location (Portland, Oregon), hours (100 hours per month), schedule (Monday through Sunday), language (English, Spanish), and needs (Transport, Housekeeping, Mobility assistance, Pet(s)). The second listing, 'Work with Sally', also lists similar details but with different hours (200 hours per month) and needs (Mobility assistance, Transport, Housekeeping, Pet(s)). Both listings have 'Edit' and 'Delete' buttons at the bottom.

My job posts

[View Deleted Jobs](#) [Post a Job](#)

Work with Jason
Adult with general care needs

Portland, Oregon (1 mile away)
100 hours per month (flexible)
Monday through Sunday at least 4 hours per day during day time or evening hours (flexible)
English, Spanish

Needs & Environment:
Transport - using the provider's vehicle •
Transport - using the consumer's vehicle •
Housekeeping • Laundry • Mobility assistance (ambulation) • Pet(s)

Posted 2 days ago by Susan | Case Manager

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

Work with Sally
Older adult

Portland, Oregon (Less than a mile away)
200 hours per month (flexible)
Monday through Sunday any time (flexible)
English

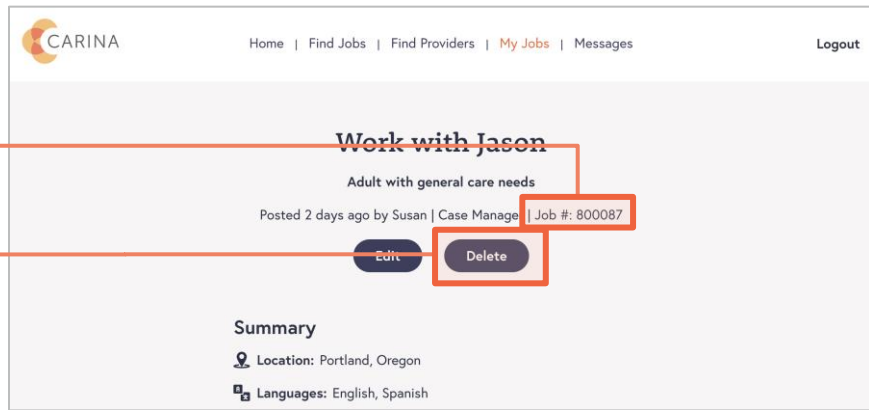
Needs & Environment:
Mobility assistance (ambulation) •
Transport - using the consumer's vehicle •
Housekeeping • Pet(s)

Posted 3 days ago by Susan | Case Manager

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

Click on “Delete”

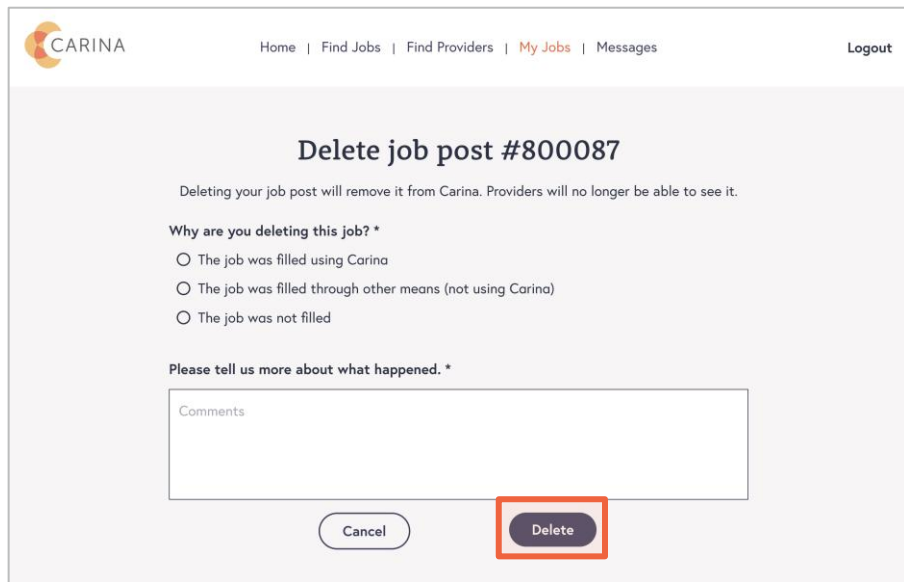
1. Check that you are deleting the correct job by double checking the job number.
2. Once you've checked, click **“Delete”**.



Fill out the form

1. Tell us about your match and let us know about your experience connecting on Carina.
2. Once you are done, click **"Delete"**.

While you are deleting this job post so it will no longer show up in future searches, it will still be available in the **My Jobs** section of your account for 365 days. You can **View Deleted Jobs** then edit and repost if needed.



The screenshot shows the Carina website interface for deleting a job post. At the top, the Carina logo is on the left, and navigation links (Home, Find Jobs, Find Providers, My Jobs, Messages) and a Logout link are on the right. The main heading is "Delete job post #800087". Below this, a message states: "Deleting your job post will remove it from Carina. Providers will no longer be able to see it." The form asks "Why are you deleting this job? *" with three radio button options: "The job was filled using Carina", "The job was filled through other means (not using Carina)", and "The job was not filled". Below this, it says "Please tell us more about what happened. *" followed by a text area labeled "Comments". At the bottom, there are two buttons: "Cancel" and "Delete". The "Delete" button is highlighted with a red rectangle.

Section 4:

- User Support**
- Reporting User Process**
- Security**
- General Feedback**



User Support



Need Additional Help?

Carina has partnered with the SEIU 503 Member Assistance Center (MAC) to provide user support for consumers, providers, and case managers in Oregon.

For questions or issues specific to using the Carina platform: Please call 1-855-796-0605 (Monday through Friday, 8 AM to 6 PM PT, with voice mail after hours) or click on ["Need Help?"](#) at the bottom of the [Carina](#) website and fill out the Contact Us form

Examples:

- There is a login issue or the consumer verification code is not working
- Issues with permission settings
- Carina's website is unexpectedly down

Reporting Users Process



Carina's Approach to Negative User Behavior

Carina is an inclusive and respectful community. We prohibit discriminating language, profanity, obscene behavior and language, violent or threatening behavior, sexual harassment, and impersonation of another person.

Carina's expectations for appropriate user behavior are outlined in our Terms of Service and Community Guidelines (please refer to the examples on the following pages).

Carina's Approach to Negative User Behavior Continued

If you believe someone using the Carina site has violated our terms of service, please let us know. We take all reports seriously and take appropriate action when necessary.

You can report a user by one of the following:

- Clicking on the "Report User" link at the bottom of a provider profile, consumer job post, or message and filling out the pop-up form.
- Clicking on the "Need Help?" link which can be found by scrolling to the bottom of the Carina website (just above the user support number) and filling out the Contact Us form.

Example: Terms of Service Section 7 – Conduct

7. Online Conduct

The purpose of the Service is to provide care-related content, information and services. As a Registered User, you agree that:

- a. You are solely responsible for the content or information you publish, display or otherwise communicate in any manner ("post") on the Service, or transmit to other Registered Users.
- b. You will not post on the Site, or transmit to other users, any defamatory, abusive, suggestive, obscene, profane, offensive, sexually oriented, threatening, harassing, defamatory, libelous, religiously, ethnically or racially offensive or objectionable or illegal material. Nor will any discrimination based on gender or sexual orientation be tolerated.
- c. You will use professional best practices and courtesy when interacting with other Registered Users including responding promptly to messages, promptly declining jobs or Care Providers you are not interested in working with, and being respectful of scheduled interviews or meetings over the telephone or in person.
- d. You will use the Service in a manner consistent with any and all applicable local, state, national and international laws and regulations, including, but not limited to, United States export control laws. You are not located in, under the control of, or a national or resident of any country which the United States has (i) embargoed goods, (ii) identified as a "Specially Designated National", or (iii) placed on the Commerce Department's Table of Deny Orders. Registering as a Registered User and use of the Service is void where prohibited.
- e. You will not provide inaccurate, misleading or false information to Carina or to any other Registered User. If information provided to Carina, or another Registered User, subsequently becomes inaccurate, misleading or false, you will promptly notify Carina of such change.

Example: Community Guidelines

Community guidelines

Welcome to our community! We want everyone to have a great experience on Carina. Please follow our guidelines to ensure a great experience on our website.



Be safe

Please don't share personal health information online and be careful when sharing contact information or meeting people in person.



Be aware Carina is not an agency

Carina is a self-service tool to find providers, but it's not a guarantee of work.



Be responsive and professional

Please respond quickly to messages, and avoid unprofessional, discriminatory, inappropriate or abusive language.

Example: FAQ Guidance

How do I report inappropriate behavior on Carina?

Carina is an inclusive and respectful community, and we prohibit discriminating language, profanity, obscene behavior and language, violent or threatening behavior, sexual harassment and impersonation of another person.

If you believe someone using the Carina site has violated our terms of service, please let us know by clicking on the “Report User” link at the bottom of the user’s message, profile or job post. We take all reports seriously and will take action if necessary. We reserve the right to remove users who violate our terms of service. You can also request to be contacted regarding the report. Please see our Terms of Service for more information.

Important: If this is an emergency situation, please dial 911.

Security



How we keep you and our website secure

You can check out the following information on our website to become familiar with our security guidelines:

- Terms of Service
- Privacy Policy
- Community Guidelines

A quick reminder of general security best practices:

- Please do not share passwords
- Log off when not actively working with the Carina web application
- Report suspicious activity; i.e. stranger asks for password or asks to download data

General Feedback



We Love Feedback!

For **sharing general feedback** or your experience on the Carina platform:
Please reach out to Melissa Lymburner at RISE Partnership/Carewell SEIU
503 at carina@risepartnership.com

Examples:

- Recurring issue among users (user interface issue)
- Suggestions for improvements/adjustments
- Requests for additional supports

Section 5:

Consumer Experience

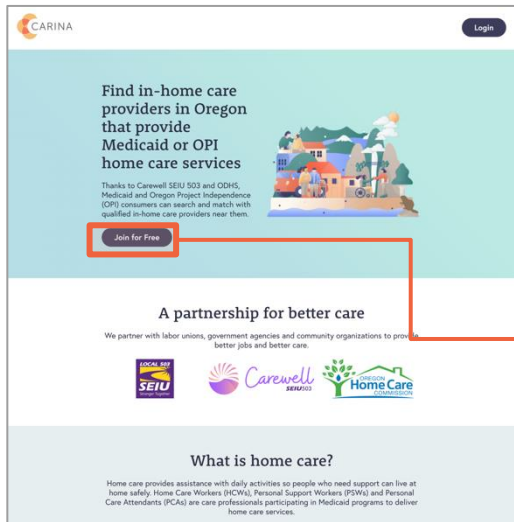


Consumer Experience

There are 7 primary steps for consumers on Carina:

1. Join for free on the [Oregon consumer landing page](#)
2. Register and onboard
3. Create a job post
4. Search and message a provider
5. Learn more about a provider
6. Match!
7. Share experience

1. Receive and click invite link

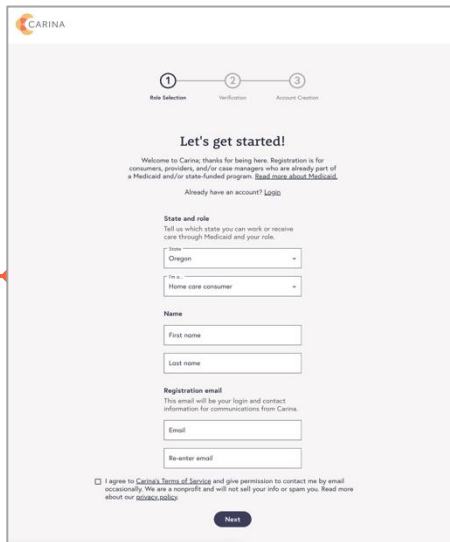


The landing page features the CARINA logo in the top left and a 'Login' button in the top right. The main heading is 'Find in-home care providers in Oregon that provide Medicaid or OPI home care services'. Below this, a paragraph thanks Carewell SEIU 503 and ODHS, Medicaid and Oregon Project Independence (OPI) consumers for their search and match with qualified in-home care providers. A red box highlights the 'Join for Free' button. Below the heading, a section titled 'A partnership for better care' mentions partnerships with labor unions, government agencies, and community organizations. Logos for LOCAL 503 SEIU, Carewell SERVICES, and OREGON Home Care are displayed. The bottom section, 'What is home care?', explains that home care provides assistance with daily activities to people who need support, listing Home Safety, Home Care Workers (HCWs), Personal Support Workers (PSWs), and Personal Care Attendants (PCAs) as professionals participating in Medicaid programs.

Oregon landing page

2. Register and Onboard

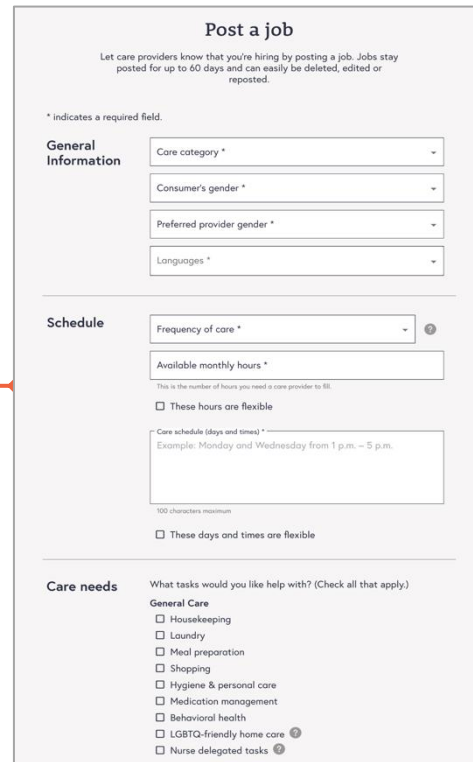
This step includes verification, account set up, and onboarding process



The registration page shows a progress bar with three steps: 1. Role Selection, 2. Verification, and 3. Account Creation. The current step is 'Let's get started!'. A welcome message states that registration is for consumers, providers, and/or case managers who are already part of a Medicaid or state-funded program. A link 'Read more about Medicaid' is provided. Below this, a section 'Already have an account? Login' is visible. The 'State and role' section asks the user to select their state (Oregon) and role (Home care consumer). The 'Name' section has fields for first and last name. The 'Registration email' section has fields for email and a re-enter email field. A checkbox at the bottom indicates agreement to the terms of service and permission to be contacted by email. A 'Next' button is at the bottom right.

Registration page

3. Create a job post



The 'Post a job' form includes a title 'Post a job' and a note that care providers can be hired by posting a job, which stays posted for up to 60 days and can be deleted, edited, or reposted. A note indicates that an asterisk (*) denotes a required field. The 'General Information' section has dropdown menus for 'Care category', 'Consumer's gender', 'Preferred provider gender', and 'Languages'. The 'Schedule' section has a dropdown for 'Frequency of care', a text field for 'Available monthly hours', and checkboxes for 'These hours are flexible' and 'These days and times are flexible'. The 'Care needs' section has a heading 'What tasks would you like help with? (Check all that apply.)' and a list of tasks: Housekeeping, Laundry, Meal preparation, Shopping, Hygiene & personal care, Medication management, Behavioral health, LGBTQ-friendly home care, and Nurse delegated tasks. The 'LGBTQ-friendly home care' and 'Nurse delegated tasks' options are marked with a plus icon.

Post a job

4. Search and message a provider

CARINA Home | Find Jobs | Find Providers | My Jobs | Messages | Settings | Logout

215 Columbia Street, Seattle, WA 98104 60 minutes Distance

2 providers near you

Refine your search
Apply my job settings
Clear filters

Provider availability
Available now
Available soon
Not available

Monthly hours
20 hours per month
Monday - Wednesday, 8am - 12pm

Care category
English

Skills & Preferences
Housekeeping • Laundry • Meal preparation • Hygiene & personal care • Fragrance-free home • Non-smoking home • 1 do not smoke

View Profile Message

Karen S.
Female provider
Available Now
Seattle, Washington (1 mile away)
15 hours per month
Monday - Wednesday, 8am - 12pm
English
Skills & Preferences: Housekeeping • Laundry • Meal preparation • Hygiene & personal care • Fragrance-free home • Non-smoking home • 1 do not smoke
Last updated 2 days ago

George M.
Male provider
Available Now
Seattle, Washington (2 miles away)
15 hours per month
Monday through Friday, 1 p.m. to 7 p.m. (flexible)
English, Russian
Skills & Preferences: Hygiene and personal care • Nurse delegated tasks • Transfers • PwC
Last updated 5 days ago

☐ Email me weekly when a provider matches these filters
View Settings to change notification preferences

Search page

KR
Karen R.
HCA Credentialed
Available Now | Updated 1 day ago
Save Message

4 miles away by car 3 minutes by car No route available
Travel time is calculated based on the current traffic conditions and time of day.

Summary
Location: Albany, OR (4 miles away)
Languages: Chinese (Cantonese), English
Provider's gender: Female
Preferred consumer: No gender preference
Monthly hours: 120 hours per month
Schedule: Sundays through Fridays, 8 a.m. to 4 p.m. (flexible)

Training Information Last updated: 11/29/2021
HCA Credentialed
This care provider has completed at least 75 hours of state-approved training and passed the Home Care Aide certification exam.
Learn more about the different types of care providers on Carina

Caregiving preferences
Care frequency
Routine care

Provider profile page

Message Karen X

Start a conversation with Karen by introducing yourself and describing your job opportunity.
Reminder: never share a consumer's protected health information (PHI) with others.

Enter your message here*

0/500

☐ Send job post
☐ Send my phone number

Cancel Send

Travel time is calculated based on the current traffic conditions and time of day.

Messaging form

5. Learn more about a provider

The screenshot shows the Carina website interface. At the top is a navigation bar with links: Home, Find Jobs, Find Providers, My Jobs, Messages, Settings, and Logout. Below the navigation bar is a header section for the provider profile. It includes a circular profile picture with the initials 'KS', the name 'Karen S.' with a yellow 'Available Now' badge, location 'Albany, Oregon', gender 'Female • Provider', and availability '120 hours per month'. There are buttons for 'View Profile' and 'Report user'. Below this is a message history section with a warning: 'Messages over one year old are deleted to protect personal information.' Three messages are listed:

- Message 1:** From Karen S. to John on 04/08/2022. Content: 'Hi John. My name is Karen. Nice to meet you! I'm interested in working with you and I just have a couple of questions about the job you posted.'
- Message 2:** From John to Karen S. on 04/18/2022. Content: 'Hi Karen, nice to meet you! I would like to hear more about your background in home care. My hours on Monday and Wednesday are generally pretty flexible and I can work around your availability and schedule.'
- Message 3:** From Karen S. to John on 04/18/2022. Content: 'Thank you for letting me know. To answer your question, I have been a caregiver for about five years now and have worked mostly with elderly clients. As for my schedule, I am free on Monday and Wednesday from the morning to the afternoon.'

Messages

6. Match!

After the consumer speaks with the provider and decides to work together, the consumer must let the case manager know about the news.

This step happens offline of Carina.

7. Share your experience

The screenshot shows a form titled 'Delete job post #8125'. Below the title is a warning: 'Deleting your job post will remove it from Carina. Providers will no longer be able to see it.' The form asks 'Why are you deleting this job? *' with three radio button options:

- ☐ The job was filled using Carina
- ☐ The job was filled through other means (not using Carina)
- ☐ The job was not filled

Below this is a section 'Please tell us more about what happened. *' with a text area labeled 'Comments' and a note '500 characters maximum'. At the bottom are two buttons: 'Cancel' and 'Delete'.

Working together? form

Ongoing Encouragement

Once a consumer registers their email on Carina, they are enrolled in periodic communications intended to support and encourage them toward successfully matching on Carina.



Hi Friend,

Most care-matching services are for-profit, which leads to membership fees, messaging fees, and more. At Carina, we're a non-profit, which means we will **never charge you for searching and matching with home care agencies on our platform.**



Our organization started with a group of underserved and undervalued care providers who rolled up their sleeves and began creating the world they wanted to live in. A world where high quality care would be accessible to everyone who needs it and care workers would be respected with good paying jobs. In 2016, Carina was launched with the commitment that our services are always free. You can [search for care on Carina](#) whenever you need to - **see below for tips on using our services:**

How to Use Carina

We recognize that at some point every individual will provide care for a loved on or need care for themselves. To help make this process easier, we've created an online tool and implemented standards that take the guesswork out of vetting home care providers, so you can focus on finding the care you need.



- 1. Start Your Search:** You can start your search for a home care provider at any time. While you have already reached out to a home care agency, we encourage you to start a new search if:
 - You want to view the most up-to-date availability in your area
 - Your desired location has changed
 - Your care needs or preferences have changed
 - You need another home care provider
- 2. Filter Based on Your Needs:** After submitting your zip code, you'll find all of the home care agencies that have available providers in your area. To narrow your search, use the dropdown menus to ensure only the agencies most relevant to your needs are visible.
- 3. You Decide:** After reviewing your options, you get to decide if you'd like to move forward and connect with the hme care agencies available. When sending a message to the agency, include information about the specific care you're seeking and the best times you can be reached. The more information you provide, the more equipped the agency will be to assist you.
- 4. Connect with an Agency:** Once the home care agency receives your request to connect, they will reach out to you directly to discuss your care needs, go over payment options and match you a care provider that best meets your needs.

To learn more about Carina, be sure to follow us on Facebook, Instagram, Twitter, LinkedIn and YouTube. We appreciate your support as we work to make quality, affordable care accessible to all and connect providers to good, steady work.

With Care,
Rachael from Carina

Questions? Email info@carina.org.
Carina.org, 215 Columbia St, Seattle, WA,
or update your

Carina.org, 215 Columbia St, Seattle, WA 98104
[Unsubscribe](#) [Manage preferences](#)

Consumer Experience

In Detail



1. Join Carina

1. The consumer is referred to the Consumer Landing Page Link
2. To register, the consumer must click “Join for Free”.

Login

Find in-home care providers in Oregon that provide Medicaid or OPI home care services

Thanks to Carewell SEIU 503 and ODHS, Medicaid and Oregon Project Independence (OPI) consumers can search and match with qualified in-home care providers near them.

[Join for Free](#)



A partnership for better care

We partner with labor unions, government agencies and community organizations to provide better jobs and better care.



What is home care?

Home care provides assistance with daily activities so people who need support can live at home safely. Home Care Workers (HCWs), Personal Support Workers (PSWs) and Personal Care Attendants (PCAs) are care professionals participating in Medicaid programs to deliver home care services.

2. Register and onboard

Once the consumer clicks the “Join for Free” button from the landing page, they start the registration process.

The next few slides will cover the registration and onboarding process to create a Carina account.

Registration

Role Selection

1. Fill out the form by entering the information below:
 - State
 - Role
 - Name
 - Email
2. Afterwards, agree to ToS and click "Next".

The screenshot shows the CARINA registration interface. At the top left is the CARINA logo. A progress bar at the top right shows three steps: 1 (Role Selection), 2 (Verification), and 3 (Account Creation). The main heading is "Let's get started!". Below it is a welcome message and a link to "Read more about Medicaid". A link for "Already have an account? Login" is provided. The "State and role" section contains two dropdown menus: "State" (set to Oregon) and "I'm a..." (set to Home care consumer). The "Name" section has two text input fields for "First name" and "Last name". The "Registration email" section has two text input fields for "Email" and "Re-enter email". At the bottom, there is a checkbox for agreeing to the Terms of Service and Privacy Policy, followed by a dark blue "Next" button.

CARINA

1 2 3
Role Selection Verification Account Creation

Let's get started!

Welcome to Carina; thanks for being here. Registration is for consumers, providers, and/or case managers who are already part of a Medicaid and/or state-funded program. [Read more about Medicaid.](#)

Already have an account? [Login](#)

State and role
Tell us which state you can work or receive care through Medicaid and your role.

State
Oregon

I'm a...
Home care consumer

Name

First name

Last name

Registration email
This email will be your login and contact information for communications from Carina.

Email

Re-enter email

☐ I agree to Carina's [Terms of Service](#) and give permission to contact me by email occasionally. We are a nonprofit and will not sell your info or spam you. Read more about our [privacy policy](#).

Next

Registration Verification

1. Enter their Client ID (Prime Number)
2. Click "Verify".

The screenshot shows the Carina website's verification process. At the top, the Carina logo and a language selector (English) are visible. A progress bar indicates three steps: 1. Role Selection (checked), 2. Verification (current step), and 3. Account Creation. The main heading is "Verification". Below it, a paragraph explains that Carina verifies Medicaid and Oregon Project Independence (OPI) consumers for home care. A section titled "Why do we need to verify information?" explains that Carina protects users by ensuring in-home care providers and consumers are verified. The form contains fields for "First name" (Meredith), "Last name" (Smith-Flores), and "Client ID (Prime Number) *". A "Verify" button is at the bottom. A help modal is open on the right, titled "What should I do if I cannot find my Client ID (Prime Number)?". It explains that the Client ID is an 8-character code on the Oregon Health ID card or program documents. It lists "People" (Case Manager, Employer Resource Connection, Enhanced Employer Supports) and "Organizations" (Coordinated Care Organization, Oregon Health Plan, Client Services, Comagine) to contact for assistance. The footer has links for "Find Work or Care", "Carina", "Support", "Find Home Care", "About Carina", and "Contact Us".

CARINA

English

✓ 2 3
Role Selection Verification Account Creation

Verification

To ensure all care recipients on Carina are Medicaid and Oregon Project Independence (OPI) consumers eligible for home care, we need to check the care recipient's Medicaid or OPI status.

Why do we need to verify information?

Great question! Carina helps protect our site users by ensuring that in-home care providers and consumers are verified Medicaid or Oregon Project Independence (OPI) program participants. To do this we ask that you to enter your Client ID (Prime Number).

All fields marked with an asterisk (*) are required.

First name
Meredith

Last name
Smith-Flores

Client ID (Prime Number) *

We value your privacy, and we will only use this information that you are eligible for our services.

Verify

What should I do if I cannot find my Client ID (Prime Number)?

Your Client ID (Prime Number) are the 8 characters located on the front of your Oregon Health ID card or on other program documents.

Please contact the following people or organizations for assistance if you cannot find your Client ID (Prime Number).

People:

- Your Case Manager, Personal Agent or Services Coordinator
- Your Employer Resource Connection (ERC) Consultant
- Your Enhanced Employer Supports (EES) worker

Organizations:

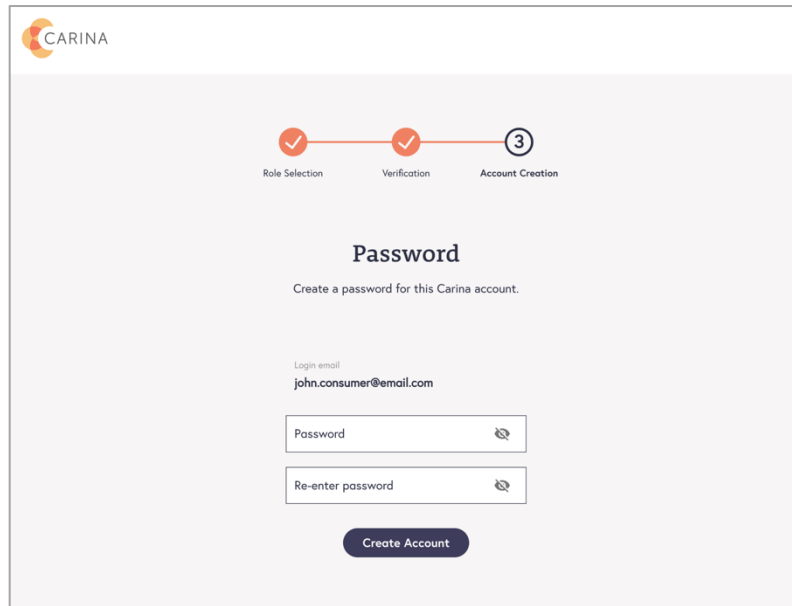
- Coordinated Care Organization (CCO)
- Oregon Health Plan (OHP) Client Services
- Comagine

Registration

Password

1. Set your password by filling out the form.
2. Click "Create Account".

Note: The email that appears on this page is the one that was inputted by the user in the Role Selection step.



The image shows a web form for setting a password during registration. At the top left is the CARINA logo. A progress bar at the top center shows three steps: 'Role Selection' (completed with a checkmark), 'Verification' (completed with a checkmark), and 'Account Creation' (current step, marked with a circled 3). The main heading is 'Password', followed by the instruction 'Create a password for this Carina account.' Below this, the 'Login email' is displayed as 'john.consumer@email.com'. There are two input fields: 'Password' and 'Re-enter password', each with a toggle icon for visibility. At the bottom is a dark blue 'Create Account' button.

CARINA

Role Selection Verification Account Creation

Password

Create a password for this Carina account.

Login email
john.consumer@email.com

Password 

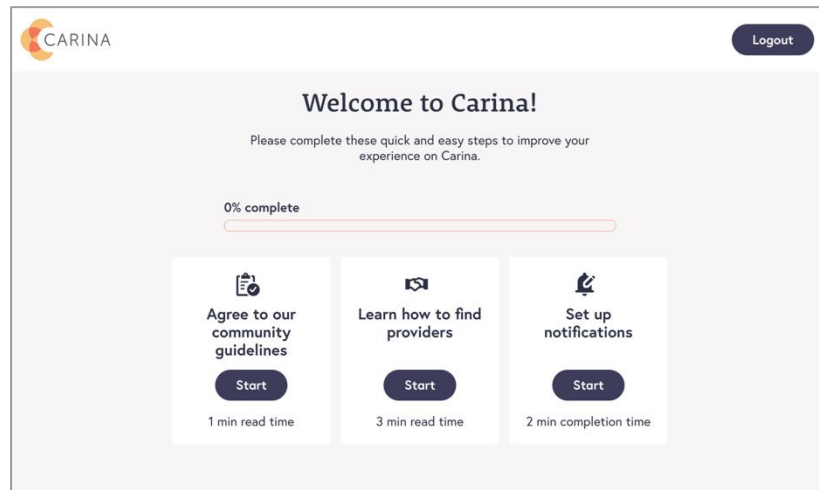
Re-enter password 

Create Account

Onboarding

Once the consumer creates a password, the consumer will need to complete the onboarding steps.

- Community guidelines
- “Learn how to find providers” tutorial.
- Set up notifications



Onboarding

Community Guidelines

1. Consumer should read through the guidelines.
2. After reading the information, click “I agree”.

Community guidelines

Welcome to our community! To ensure that everyone on Carina has a positive experience, we ask that you follow our community guidelines.



Be safe

Please don't share personal health information online and be careful when sharing contact information or meeting people in person.



Be responsive and professional

Please respond quickly to messages, and do not use unprofessional, discriminatory, inappropriate or abusive language.



Be approved

Remember to receive case manager authorization before you begin services with your new provider.



Be proactive

Once you have made a match, let us know so we can improve our services and measure our impact.



Be informed

Carina is a self-service tool to connect for care. It is not a guarantee of work or care.

We reserve the right to remove a user that violates the above guidelines.

I agree

Onboarding

Set up notifications

Email notifications:

- Required to receive message notifications, but can be turned off later in settings.

Note: This is important in order to know when a provider on Carina sent you a message.

Text notifications:

- Consumer must consent to receiving text notifications if they choose to receive them and must also provide a phone number.

Address:

- Entering address can help consumers find providers nearby.

 CARINA Logout

[< Back to previous page](#)

Account Settings

Your email, phone number, and ZIP code will not be publicly displayed on Carina nor will it be shared with other users.

Email notifications

Log in and confirm email
john@john.com

Email me when:

☐ There are new providers near me
Notify me:

☐ A provider matches my saved filters
Notify me:

☐ My job posts expire
(Job posts expire after 60 days)

☒ Someone messages me on Carina
Notify me:
Messaging notifications are required to be turned on during this initial set up in order to improve your experience on Carina. They may be turned off later.

Phone number and text notifications

Would you like to receive text messages from Carina?

☐ Yes, I consent to receive text messages from Carina to the phone number I provide.
[Read more](#)

Text me when:

☐ There are new providers near me
Notify me:

☐ A provider matches my saved filters
Notify me:

☐ My job posts expire
(Job posts expire after 60 days)

☒ Someone messages me on Carina
Notify me:
If you opt into receiving text messages, messaging notifications are required to be turned on during this initial set up in order to improve your experience on Carina. They may be turned off later.

Address

Enter your address so we can help you find providers near you.

Note: We use your address to show you providers that live near you. On each provider profile, you see the approximate travel distance between the provider's location and your address. We do not share or display this information to other users.

ex. 1234 Carina Ave NE

Save

Onboarding Completed

1. Onboarding is complete.
2. Consumers can begin looking for home care by clicking the “Start looking for home care” button.

Hooray! You're now ready to start looking for home care!

Now that you've set up your account, click the button below to access your account and start looking for home care.

Start looking for home care



3. Create a job post

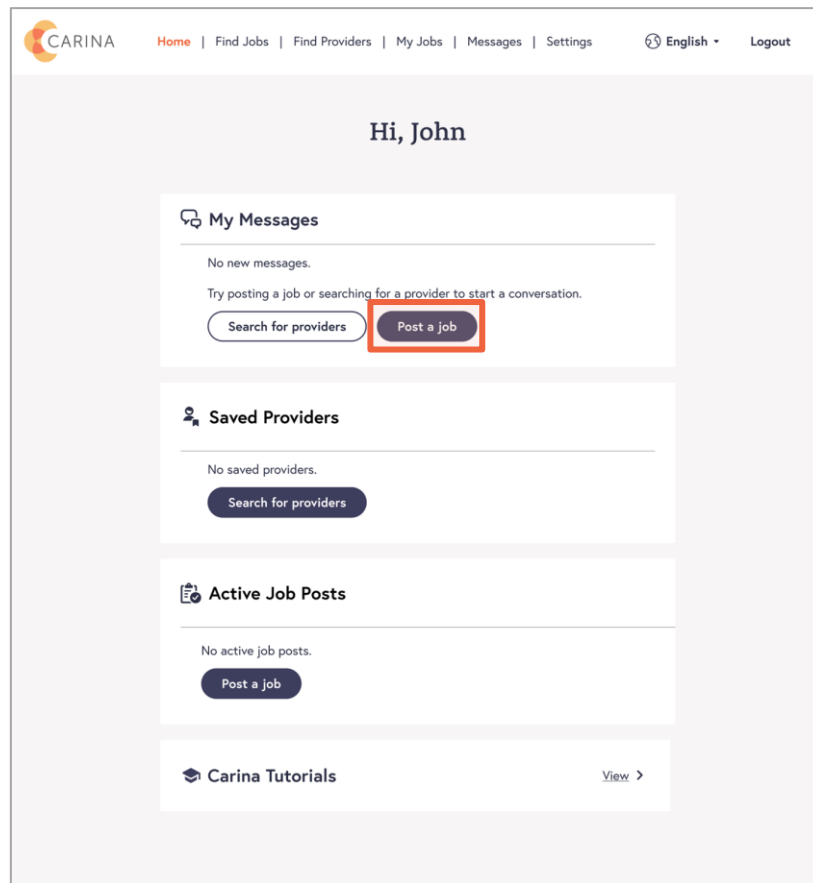
Now that the consumer has a Carina, we encourage the consumer to create a job post.

Having a job post allows providers on Carina to learn more about the consumer and the consumer's care needs.

Click “Post a job” to Find Support

Once the user completes onboarding, they will land in their **account home page**. This page will show previews of new messages, saved providers, and the consumer’s job posts.

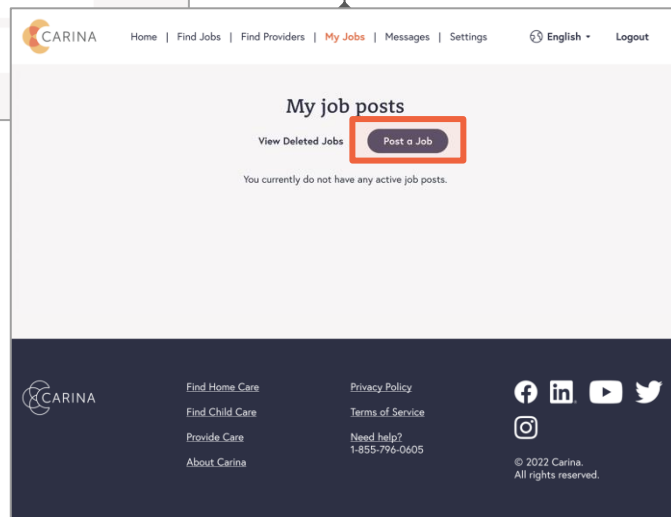
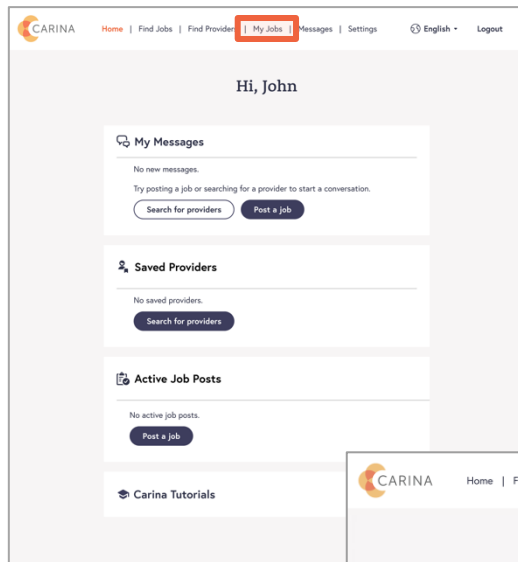
- From the account home page, click “Post a Job”.



Click “Post a Job”

Continued

Another way users can post a job is by clicking “My Jobs”, then clicking “Post a job” from that page.



Complete the form and “Post Job”

1. Fill out the form
2. Once filled, click “Post Job” at the bottom of the page.

Post a job

Let care providers know that you're hiring by posting a job. Jobs stay posted for up to 60 days and can easily be deleted, edited or reposted.

* indicates a required field.

General Information

Care category *

Consumer's gender *

Preferred provider gender *

Languages *

Schedule

Frequency of care *

Available monthly hours *

This is the number of hours you need a care provider to fill.

☐ These hours are flexible

Care schedule (days and times) *

Example: Monday and Wednesday from 1 p.m. – 5 p.m.

100 characters maximum

☐ These days and times are flexible

Care needs

What tasks would you like help with? (Check all that apply.)

General Care

☐ Housekeeping

☐ Laundry

☐ Meal preparation

☐ Shopping

☐ Hygiene & personal care

☐ Medication management

☐ Behavioral health

☐ LGBTQ-friendly home care

☐ Nurse delegated tasks

Movement

☐ Mobility assistance (ambulation)

☐ Positioning

☐ Transfers

☐ Assisted transfers (using Hoyer Lift, etc.)

Transportation

☐ Transport - using the consumer's vehicle

☐ Transport - using the provider's vehicle

Home environment

(Check all that apply.)

Scents and smoking preferences

☐ Fragrance-free home

☐ Non-smoking home

☐ Smoking home

☐ I prefer a non-smoking provider

My pets

☐ Dog(s)

☐ Cat(s)

☐ Bird(s)

☐ Other pet(s)

Personality

Hobbies, interests, vaccination status and other information

Example: singing, watching movies, painting, etc.

200 characters maximum

Location

Address *

Your street address is kept private and improves match results.

Cancel

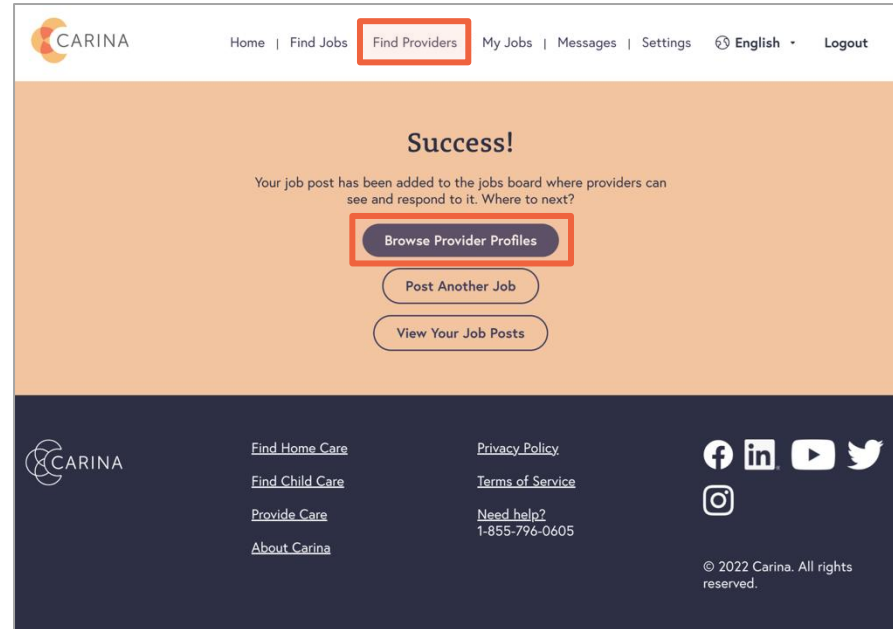
Post Job

4. Search and message a provider

Great! Now the consumer can start searching for providers. The next few slides will cover how to get started.

Start searching

After creating a job post, consumers can start searching for a provider by clicking “Find Providers” at the top of the page or on “Browse Provider Profiles”.



Filter, sort, and search

1. Use the drop down menus at the top to **sort** providers by a specific criteria.
2. Use the **filters** on the left to see only providers that meet a certain criteria.
3. **“Apply my job settings”** will fill out the filters based on the consumer’s most recent job post.
4. Next to the filters, the user will see profile previews of providers that meet the user’s criteria.
5. To view more information about a specific provider, click **“View Profile”**.

The screenshot displays the CARINA website interface. At the top, the navigation bar includes the CARINA logo, links for Home, Find Jobs, Find Providers, My Jobs, Messages, Settings, and a Logout button. The main heading reads "2 providers near you". Below this, an address field shows "215 Columbia Street, Seattle, WA 98104". To the right of the address are two dropdown menus: "Max travel time" set to "60 minutes" and "Sort by" set to "Distance".

On the left side, there is a "Refine your search" section. It includes a button "Apply my job settings" and a "Clear filters" link. Below these are several filter categories, each with a dropdown arrow: "Provider availability" (with radio buttons for "Available now", "Available soon", and "Not available"), "Monthly hours", "Care category", "Frequency", "Consumer gender", "Provider gender", "Languages", and "I need...". At the bottom of this section is a checkbox for "Email me weekly when a provider matches these filters" and a link "View Settings to change notification preferences".

On the right side, there are two provider profile cards. The first card is for "Karen S.", a Female provider, with an "Available Now" badge. It lists her location as "Seattle, Washington (1 mile away)", her availability as "20 hours per month", and her schedule as "Monday - Wednesday, 8am - 12pm". It also lists her language as "English" and her skills & preferences: "Housekeeping • Laundry • Meal preparation • Hygiene & personal care • Fragrance-free home • Non-smoking home • I do not smoke". It notes she was "Last updated 0 days ago" and has buttons for "View Profile" and "Message". The second card is for "George M.", a Male provider, with an "Available Now" badge. It lists his location as "Seattle, Washington (2 miles away)", his availability as "15 hours per month", and his schedule as "Monday through Friday, 1 p.m. to 7 p.m. (flexible)". It also lists his language as "English, Russian" and his skills & preferences: "Hygiene and personal care • Nurse delegated tasks • Transfers • Pet(s)". It notes he was "Last updated 5 days ago" and has buttons for "View Profile" and "Message".

View Provider Profiles

for More Information

1. Review the provider's profile.
2. If interested in working with this provider, the consumer can **message** the provider.
3. If the consumer would like to save this profile for future reference, they can click **"Save"**. This will bookmark the profile and can be accessed again under "Saved Providers" in the account home page.

The screenshot displays a provider profile for Karen R. At the top, there is a circular profile picture placeholder with the initials 'KR'. Below the name, a yellow badge indicates 'HCA Credentialed'. A red rectangular box highlights two buttons: 'Save' and 'Message'. Underneath these buttons, there are three icons representing travel methods: a location pin, a car, and a bus. Below the icons, the text states: '4 miles away by car', '3 minutes by car', and 'No route available'. A note below this states: 'Travel time is calculated based on the current traffic conditions and time of day.' The profile is divided into sections: 'Summary', 'Training Information', and 'Caregiving preferences'. The 'Summary' section includes details about location, languages, gender, preferred consumer, monthly hours, and schedule. The 'Training Information' section includes a 'HCA Credentialed' badge and a note about training hours. The 'Caregiving preferences' section includes a 'Care frequency' section with a 'Routine care' option selected.

KR

Karen R.

HCA Credentialed

Available Monday through Friday

Save Message

4 miles away by car 3 minutes by car No route available

Travel time is calculated based on the current traffic conditions and time of day.

Summary

Location: Albany, OR (4 miles away)

Languages: Chinese (Cantonese), English

Provider's gender: Female

Preferred consumer: No gender preference

Monthly hours: 120 hours per month

Schedule: Sundays through Fridays, 8 a.m. to 4 p.m. (flexible)

Training Information Last updated: 11/29/2021

HCA Credentialed

This care provider has completed at least 75 hours of state-approved training and passed the Home Care Aide certification exam.

[Learn more about the different types of care providers on Carina](#)

Caregiving preferences

Care frequency

☒ Routine care

Send a message

to Connect with the Provider

1. The consumer should **write a message** to the provider.
2. The consumer can choose to also send the provider their **phone number**.
3. The consumer should click **“Send”** once the form is filled out.

The screenshot shows a mobile app interface with a grey background. At the top, there is a dark grey bar with a white location pin icon. Below this, a white modal window titled "Message Karen" is displayed. The modal has a close button (X) in the top right corner. Inside the modal, the text reads: "Start a conversation with Karen by introducing yourself and describing your job opportunity." Below this, a reminder states: "Reminder: never share a consumer's protected health information (PHI) with others." A text input field with the placeholder "Enter your message here" is highlighted with a red border. Below the input field, the character count "0/500" is shown. There are two checkboxes: "Send job post" and "Send my phone number", both of which are currently unchecked. At the bottom of the modal, there are two buttons: "Cancel" and "Send". The "Send" button is highlighted with a red border. Below the modal, a small line of text reads: "Travel time is calculated based on the current traffic conditions and time of day."

What happens now?

After sending the message, wait for the provider to respond back.

The consumer should keep an eye out on email notifications to alert them that the provider has responded back.

If the consumer has turned off messaging notifications, we recommend that they turn them on. If not, they will have to login in more frequently to check manually that someone has messaged.

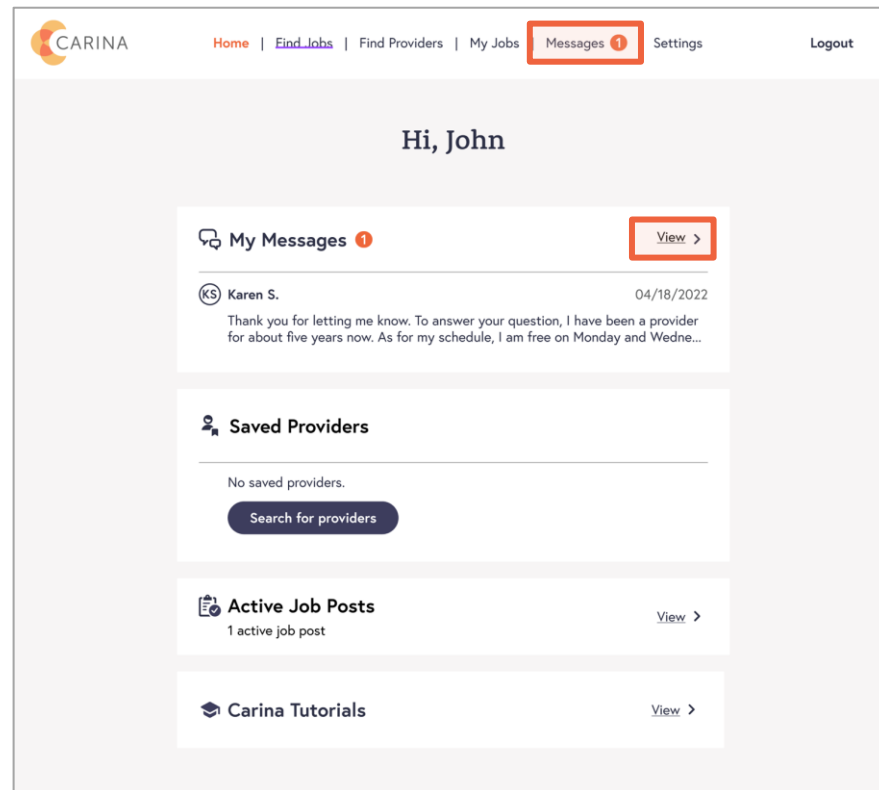
5. Learn more about a provider

Once a provider messages the consumer, the consumer should log back into Carina to respond back.

In this conversation, the consumer and provider can set up times to speak in person and to learn more about the job opportunity.

Go to “Messages” to Check your Inbox

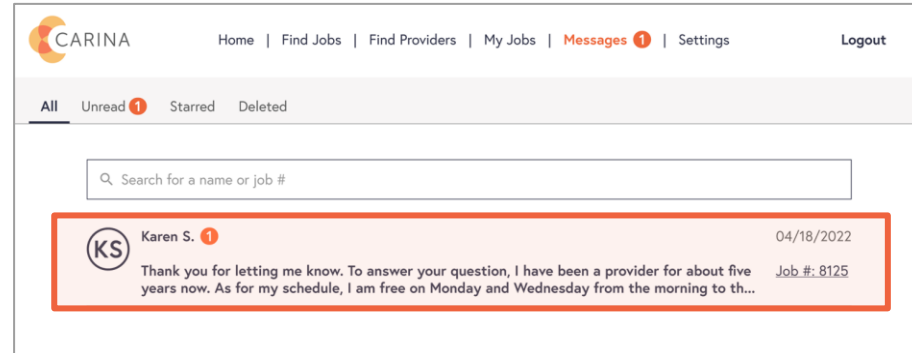
1. **Login** to account.
2. Click **View** or **Messages** to see the provider’s response in the inbox.



Select the message

to read the message

Find the new message on this page and **click to read it.**



Read and respond to the message

1. **Read the new message** sent by the provider.
2. Consumers can **reply** to providers to discuss more details and can schedule a call or meet in person for next steps.

Note: Click “**+ More actions**” to favorite or archive a message.

 [Home](#) | [Find Jobs](#) | [Find Providers](#) | [My Jobs](#) | [Messages](#) | [Settings](#) [Logout](#)

[< Back to inbox](#)

Working together? [>](#)

**Karen S.** Available Now
Female • Provider
[Report user](#)

 Albany, Oregon
 120 hours per month

[View Profile](#)

Discussing [Job #:](#)
[8125](#)

Messages over one year old are deleted to protect personal information.

**Karen S.**

04/08/2022
Hi John. My name is Karen. Nice to meet you! I'm interested in working with you and I just have a couple of questions about the job you posted.

**John**

04/18/2022
Hi Karen, nice to meet you! I would like to hear more about your background in home care. My hours on Monday and Wednesday are generally pretty flexible and I can work around your availability and schedule.

**Karen S.**

04/18/2022
Thank you for letting me know. To answer your question, I have been a provider for about five years now. As for my schedule, I am free on Monday and Wednesday from the morning to the afternoon. I am also generally flexible so please let me know what works for you.

[+ More actions](#)

[Reply](#)

6. Match!

Hooray!

After the consumer speaks with the provider and decides to work together, the consumer must let the case manager know about the news.

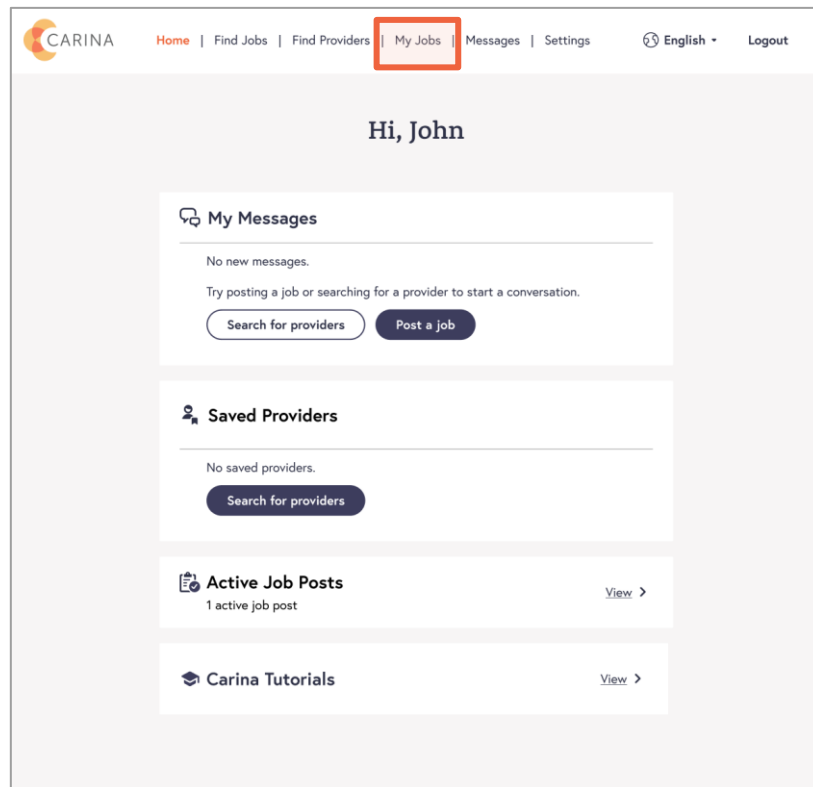
7. Share experience

Once everything is approved, the consumer should log back into Carina and let us know what happened by deleting the job post that was filled.

Go to “My Jobs”

to view, edit, or delete your job post

The consumer should log in and go to “My Jobs” from the home page.



Select the job that was filled

In My Jobs, select the job by clicking the title.



[Home](#) | [Find Jobs](#) | [Find Providers](#) | [My Jobs](#) | [Messages](#) | [Settings](#)

[Logout](#)

My job posts

[View Deleted Jobs](#)

[Post a Job](#)

Work with John

Male adult with general care needs

Seattle, Washington (Less than a mile away)

80 hours per month

Monday - Friday, 8am to 12pm.

English

Needs & Environment:

Shopping • Laundry • Transport - using the provider's vehicle • Housekeeping

Posted 1 day ago by John | Consumer

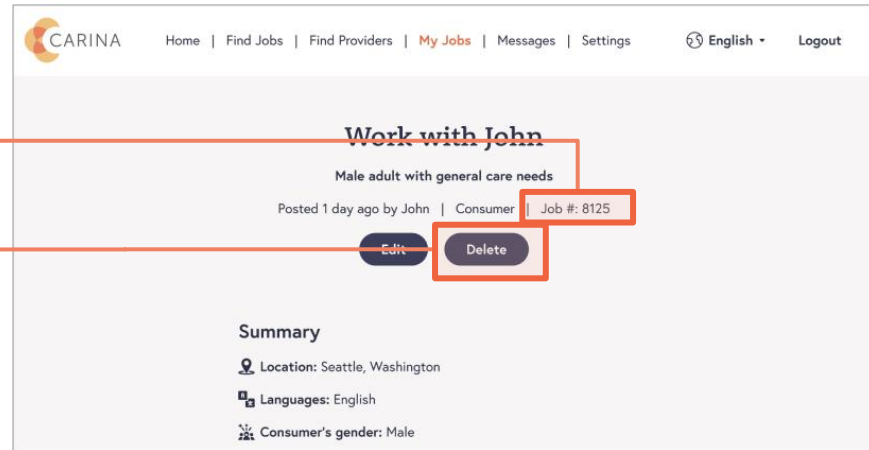
[Edit](#)

[Delete](#)

Click on “Delete”

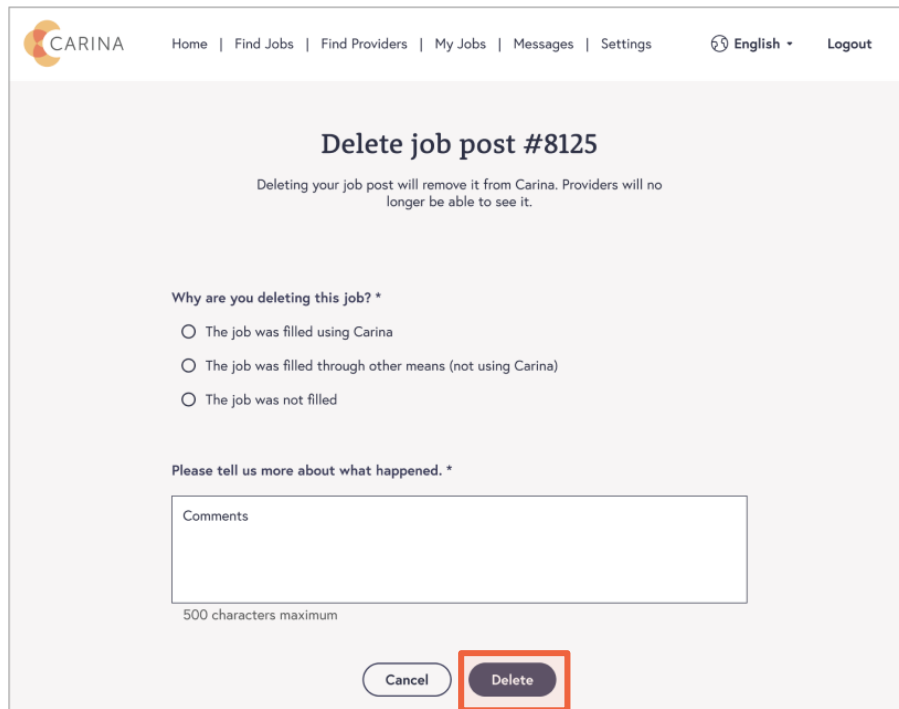
to close your job post

1. Check that you are deleting the correct job by double checking the job number.
2. Once you've checked, click “Delete”.



Fill out the form to provide feedback

1. Tell us about your match and let us know about your experience connecting on Carina.
2. Once you are done, click “Delete”.



The screenshot shows the Carina website interface for deleting a job post. At the top, the Carina logo is on the left, and navigation links (Home, Find Jobs, Find Providers, My Jobs, Messages, Settings) and user options (English, Logout) are on the right. The main heading is 'Delete job post #8125'. Below it, a warning states: 'Deleting your job post will remove it from Carina. Providers will no longer be able to see it.' The form asks 'Why are you deleting this job? *' with three radio button options: 'The job was filled using Carina', 'The job was filled through other means (not using Carina)', and 'The job was not filled'. Below this, it asks 'Please tell us more about what happened. *' with a text area labeled 'Comments' and a note '500 characters maximum'. At the bottom, there are two buttons: 'Cancel' and 'Delete'. The 'Delete' button is highlighted with a red rectangular border.

CARINA Home | Find Jobs | Find Providers | My Jobs | Messages | Settings English • Logout

Delete job post #8125

Deleting your job post will remove it from Carina. Providers will no longer be able to see it.

Why are you deleting this job? *

☐ The job was filled using Carina

☐ The job was filled through other means (not using Carina)

☐ The job was not filled

Please tell us more about what happened. *

Comments

500 characters maximum

Cancel Delete

Consumer Experience Settings



Settings

There are 5 things users are able to do in settings:

1. Change password
2. Change email
3. Set up email notifications
4. Set up text notifications
5. Change address

You can get to settings from the top navigation.

CARINA

[Home](#) | [Find Jobs](#) | [Find Providers](#) | [My Jobs](#) | [Messages](#) | [Settings](#) [Logout](#)

Settings

Your email, phone number, and ZIP code will not be publicly displayed on Carina nor will it be shared with other users.

Password

Click here to receive a link to reset your password.
[Send Link to Email](#)

Email

If you need to change your email address, please send a message to contactus@carina.org.

Email notifications

Login and contact email
john@john.com

Email me when:

☐ There are new providers near me
Notify me:

Daily

☐ A provider matches my saved filters
Notify me:

Daily

☐ My job posts expire
(Job posts expire after 60 days)
☐ Someone messages me on Carina
Notify me:

Immediately

Phone number and text notifications

Would you like to receive text messages from Carina?
☐ Yes, I consent to receive text messages from Carina to the phone number I provide.
[Read more](#)

Enter your phone number

Text me when:

☐ There are new providers near me
Notify me:

Daily

☐ A provider matches my saved filters
Notify me:

Daily

☐ My job posts expire
(Job posts expire after 60 days)
☐ Someone messages me on Carina
Notify me:

Immediately

Address

Enter your address so we can help you find providers near you.

Note: We use your address to show you providers that live near you. On each provider profile, you see the approximate travel distance between the provider's location and your address. We do not share or display this information to other users.

Street address

216 Columbia Street, Seattle, Washington 98104, United ...

ex. 1234 Carina Ave NE

Save

Section 6:

Provider Experience

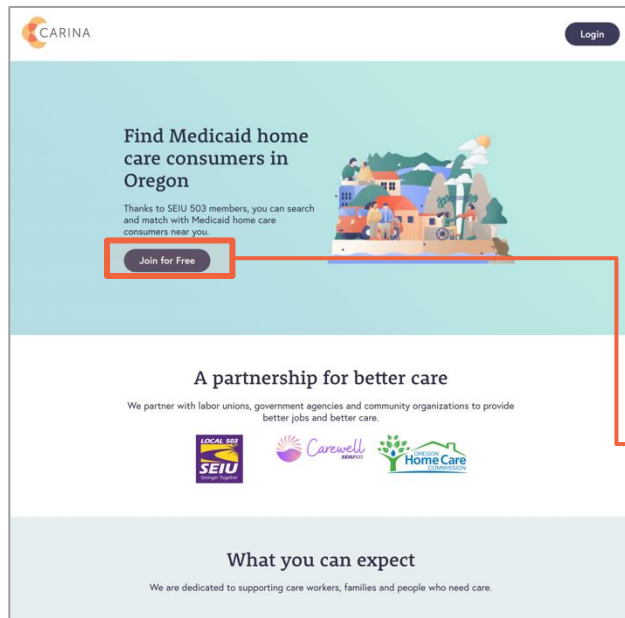


Provider Experience

There are 7 primary steps for providers on Carina:

1. Navigate to the registration page **from the [Oregon landing page](#)**
2. Register, onboard, and create a profile
3. Search job postings and message a consumer
4. Learn more about a consumer and their job posting
5. Match!
6. Share experience
7. Update availability

1. Navigate to the registration page



Oregon landing page

2. Register and Onboard

This step includes verification, account set up, onboarding process and profile creation

The screenshot shows the CARINA registration page. At the top left is the CARINA logo. A progress bar at the top shows three steps: 1. Role Selection, 2. Verification, and 3. Account Creation. The main heading is 'Let's get started!'. Below it, a welcome message says 'Welcome to Carina, thanks for being here. Registration is for consumers, providers, and/or case managers who are already part of a Medicaid and/or state-funded program. [Read more about Medicaid.](#)' A link 'Already have an account? Login' is provided. The 'State and role' section asks 'Tell us which state you can work or receive care through Medicaid and your role.' It includes a 'State' dropdown menu and an 'I'm a...' dropdown menu. The 'Name' section has 'First name' and 'Last name' input fields. The 'Registration email' section states 'This email will be your login and contact information for communications from Carina.' It includes 'Email' and 'Re-enter email' input fields. At the bottom, there is a checkbox for 'I agree to Carina's Terms of Service and give permission to contact me by email occasionally. We are a nonprofit and will not sell your info or spam you. Read more about our [privacy policy.](#)' and a 'Next' button.

Registration page

3. Search and message a consumer

The screenshot shows the CARINA search page. At the top, there's a navigation bar with 'CARINA' logo and links: Home, Find Jobs, Find Providers, My Profile, Messages, Settings, English, and Logout. Below the navigation bar, the main heading is '4 jobs near you'. A search bar contains 'Albany, Oregon, United States' with filters for '60 minutes' and 'Distance'. On the left, there's a 'Refine your search' sidebar with various filters: 'Apply my profile preferences', 'Clear filters', 'Monthly hours' (dropdown), 'Care category' (checkboxes for Child with developmental disabilities, Adult with developmental disabilities, Adult with general care needs, Elderly adult), 'Frequency' (dropdown), 'Consumer gender' (dropdown), 'Provider gender' (dropdown), 'Work environment' (dropdown), 'Languages' (dropdown), and 'Exclude consumers who need...' (checkbox). The main content area displays four job listings: 'Work with Linus' (Male elderly adult, Albany, OR, 1 mile away, 40 hours per month, posted 5 days ago by Linus), 'Work with Sam' (Male adult with general care needs, Albany, OR, 2 miles away, 20 hours per month, posted 2 days ago by Sam), 'Work with Abigail' (Female adult with general care needs, Albany, OR, 3 miles away, 40 hours per month, posted 10 days ago by Abigail), and 'Work with John' (Male adult with general care needs, Albany, OR, 4 miles away, 120 hours per month, posted 2 days ago by John). Each listing has a 'View Job' button. A red box highlights the 'View Job' button for 'Work with John'.

Search page

The screenshot shows the 'Work with John' job post page. At the top, it says 'Work with John' and 'Male adult with general care needs'. Below this, it says 'Posted 1 day ago by John | Consumer | Job #: 8125'. There are two buttons: 'Save' and 'Message'. A red box highlights the 'Message' button. Below the buttons, there are icons for location, car, and bus, with text: '4 miles away by car', '2 minutes away by car', and '5 minutes away by bus'. Below this, it says 'Travel time is calculated based on the current traffic conditions and time of day.' The main content area is divided into two sections: 'Summary' and 'Care needs'. The 'Summary' section includes: Location: Albany, OR; Languages: English, Russian; Consumer's gender: Male; Preferred provider: No gender preference; Frequency: Respite or relief care; Monthly hours: 120 hours per month; Schedule: Sundays through Fridays, 6 a.m. to 4 p.m. (flexible). The 'Care needs' section includes: General care; Household; Laundry; Meal preparation; Shopping; Hygiene and personal care; Medication management; Behavioral health.

Job post page

The screenshot shows the 'Message John' messaging form. At the top, it says 'Work with John' and 'Message John'. Below this, it says 'Start a conversation with John by introducing yourself and describing your qualifications.' There's a reminder: 'Reminder: never share a consumer's protected health information (PHI) with others.' Below this, there's a text input field with the placeholder 'Enter your message here*'. Below the input field, it says '0/500'. There are two checkboxes: 'Send my phone number' and 'I understand that, should I be hired, case manager approval is required to begin work and receive payment.*'. At the bottom, there are two buttons: 'Cancel' and 'Send'. Below the form, there's a list of filters: 'Consumer's gender: Male', 'Preferred provider: No gender preference', and 'Frequency: Respite or relief care'.

Messaging form

4. Learn more about a

The screenshot shows the CARINA Messages interface. At the top, there's a navigation bar with links: Home, Find Jobs, Find Providers, My Profile, Messages (active), Settings, and Logout. Below the navigation bar, there's a "Back to inbox" link. The main content area is titled "Working together?" with a right arrow. It displays a conversation between John and Karen S. John's profile is shown at the top with a "View Job" button. The message history shows Karen S. messaging John on 04/08/2022, and John replying on 04/18/2022. A note at the top of the message list states: "Messages over one year old are deleted to protect personal information."

Messages

5. Match!

After the consumer speaks with the provider and decides to work together, the consumer must let the case manager know about the news.

This step happens offline of Carina.

6. Share your experience

The screenshot shows the CARINA Match Survey form. At the top, there's a navigation bar with links: Home, Find Jobs, Find Providers, My Profile, Messages (active), Settings, and Logout. The main content area is titled "Working together?". It contains a message: "Your feedback helps us improve our services. Let us know about your experience connecting on Carina." Below this, there's a warning: "Your response will not take down the job post of the consumer that you are filling this survey for, nor will it affect anything else on your Carina account." The form asks: "Have you and John agreed to work together? *". There are two radio button options: "Yes, we will be working together" and "No, we will not be working together". Below this, it says: "Please tell us more about what happened. *". There's a text input field for comments, with a placeholder "Comments" and a note "500 characters maximum". At the bottom, there are "Cancel" and "Submit" buttons.

Match Survey form

7. Update availability

* indicates a required field.

Karen S.



Upload Profile Picture

Status

Are you available to care for a new consumer? *

☒ Yes, I am currently available

☐ No, but I will be soon

☐ No, I am not available

Edit Profile page

Ongoing Encouragement for Providers

Once a provider registers their email on Carina, they are enrolled in email paths intended to support and encourage them toward successfully matching on Carina.



Hi Friend,

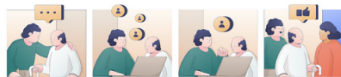
Most care-matching services are for-profit, which leads to membership fees, messaging fees, and more. At Carina, we're a non-profit, which means we will never charge you for searching and matching with home care agencies on our platform.



Our organization started with a group of underserved and undervalued care providers who rolled up their sleeves and began creating the world they wanted to live in. A world where high quality care would be accessible to everyone who needs it and care workers would be respected with good paying jobs. In 2016, Carina was launched with the commitment that our services are always free. You can [search for care on Carina](#) whenever you need to - see below for tips on using our services:

How to Use Carina

We recognize that at some point every individual will provide care for a loved on or need care for themselves. To help make this process easier, we've created an online tool and implemented standards that take the guesswork out of vetting home care providers, so you can focus on finding the care you need.



- 1. Start Your Search:** You can start your search for a home care provider at any time. While you have already reached out to a home care agency, we encourage you to start a new search if:
 - You want to view the most up-to-date availability in your area
 - Your desired location has changed
 - Your care needs or preferences have changed
 - You need another home care provider
- 2. Filter Based on Your Needs:** After submitting your zip code, you'll find all of the home care agencies that have available providers in your area. To narrow your search, use the dropdown menus to ensure only the agencies most relevant to your needs are visible.
- 3. You Decide:** After reviewing your options, you get to decide if you'd like to move forward and connect with the home care agencies available. When sending a message to the agency, include information about the specific care you're seeking and the best times you can be reached. The more information you provide, the more equipped the agency will be to assist you.
- 4. Connect with an Agency:** Once the home care agency receives your request to connect, they will reach out to you directly to discuss your care needs, go over payment options and match you a care provider that best meets your needs.

To learn more about Carina, be sure to follow us on Facebook, Instagram, Twitter, LinkedIn and YouTube. We appreciate your support as we work to make quality, affordable care accessible to all and connect providers to good, steady work.

With Care,
Rachael from Carina

Questions? Email info@carina.org.
Carina.org, 215 Columbia St, Seattle, WA.
or update your [preferences](#).

Carina.org, 215 Columbia St, Seattle, WA 98104
[Unsubscribe](#) [Manage preferences](#)

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