



# Carina OR Care Seeker Reference Guide

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Carewell | February 2026 (Revised)

# Purpose

The **purpose** of this presentation is to orient Care Seekers to Carina:

This guide covers the following:

- An overview of the Carewell Registry and Retention Project
- An overview of Carina and platform roles
- The Care Seeker journey
- What to do when additional help is needed
- How to report inappropriate user behavior
- General security guidelines

# Orientation Contents

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# Section 1: Carewell Registry & Retention Project



# What is the purpose of this Project?

- Reduce care seeker 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 care seeker'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 care seekers, care providers, and case managers.\*
- Serve as the primary method for connecting available homecare and personal support workers and personal care attendants with care seekers across Oregon.
- Enable care seekers to connect with homecare and personal support workers and personal care attendants 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 care seekers, care providers, and case managers
- Enables verified Medicaid and Oregon Project Independence care seekers to easily connect with verified HCWs, PCAs and PSWs
- Enables consumer employers to easily post jobs and communicate with potential care 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 care provider availability and care seeker 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 care seekers, care providers, and certain case managers who support individuals and families in finding care.

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

The background features a light blue gradient with a vertical orange-to-white gradient bar on the left. On the right side, there are several overlapping white circles of varying sizes, creating a geometric pattern.

# **Carina Platform Roles: Care Seekers & Care Providers**

# Carina Roles: Consumers & Providers

Carina was designed specifically to help care seekers and care 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
<b>Providers</b> Authorized care providers who deliver in-home and community-based services for consumers and who are seeking jobs	✓	✓	✓		✓	✓
<b>Consumers</b> 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 partners dedicated to helping individuals and families gain access to the vital care they need.



# Carina Roles: Case Manager Access Levels

Because of the significant part case managers 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
<b>Level 1 – Case Manager Access</b> Default level of access for those who support consumers.	✓	✓				
<b>Level 2 – Case Manager Access</b> Access is provided on an <b>as-needed basis</b> to those who actively help a consumer find a care provider.	✓	✓		✓	✓	

## **Section 3:**

- 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 care seekers, care 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
- 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](mailto:carina@risepartnership.com)

Examples:

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

# **Section 4: Care Seeker Experience**

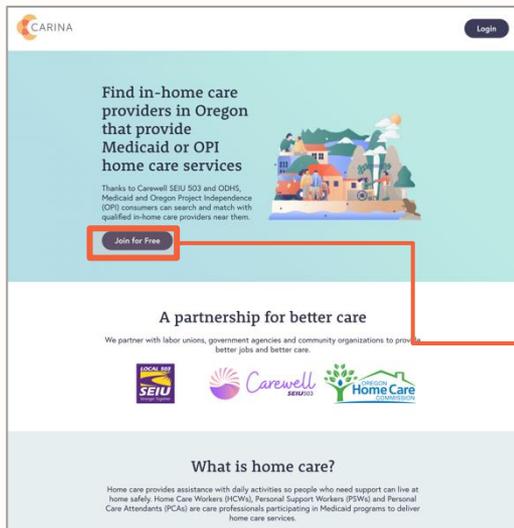


# Care Seeker Experience

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



Oregon landing page

## 2. Register and Onboard

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

Registration page

## 3. Create a job post

Post a job

## 4. Search and message a provider

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

### 2 providers near you

215 Columbia Street, Seattle, WA 98104 60 minutes Distance

**Refine your search**  
Apply my job settings  
Clear filters

**Provider availability**  
Available now  
Available soon  
Not available

**Monthly hours**  
not updated 2 days ago

**Care category**

**Frequency**

**Consumer gender**

**Provider gender**

**Language**

**I need...**

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

**Karen S.**  
Female provider  
Available Now  
Seattle, Washington (1 mile away)  
20 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  
View Profile Message

**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 • Potty  
Last updated 5 days ago  
View Profile Message

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

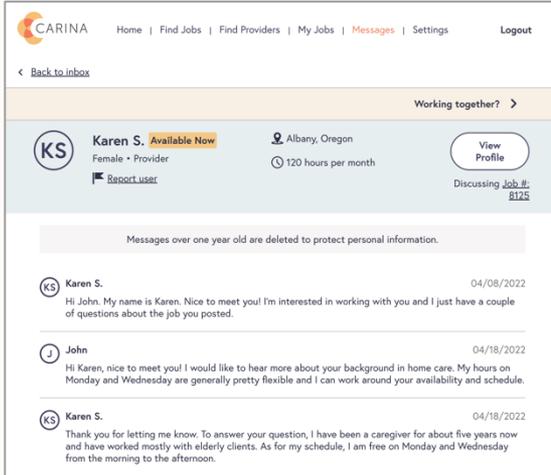
Send my phone number

Cancel Send

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

Messaging form

## 5. Learn more about a provider



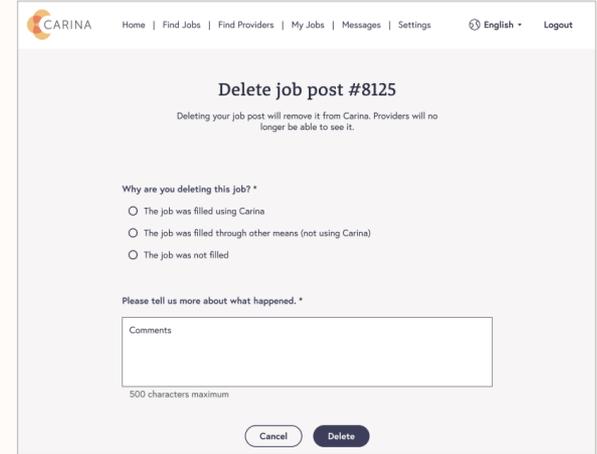
Messages

## 6. Match!

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

This step happens offline of Carina.

## 7. Share your experience



Working together? form

# Ongoing Encouragement

Once a care seeker 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](mailto: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](#)

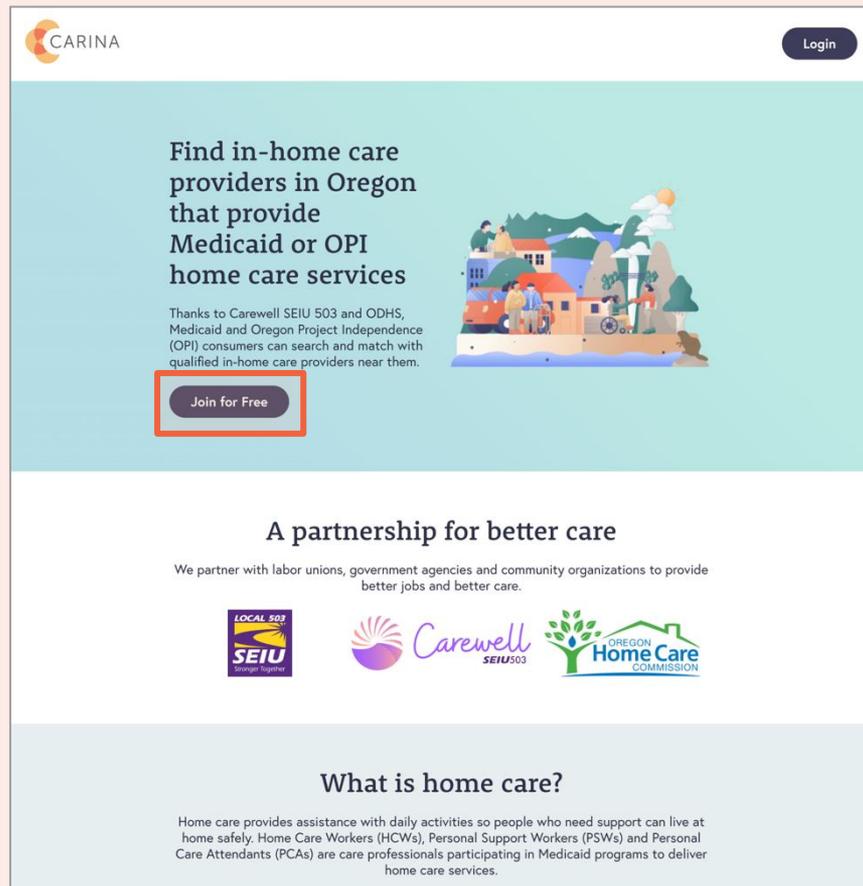
# Care Seeker Experience

## *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”.



The screenshot shows the Carina website interface. At the top left is the CARINA logo, and at the top right is a 'Login' button. The main heading reads 'Find in-home care providers in Oregon that provide Medicaid or OPI home care services'. Below this is a paragraph of text: '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.' A 'Join for Free' button is highlighted with a red box. To the right of the text is an illustration of a house with people. Below the main heading is a section titled 'A partnership for better care' with a paragraph: 'We partner with labor unions, government agencies and community organizations to provide better jobs and better care.' This section includes logos for LOCAL 503 SEIU, Carewell SEIU503, and OREGON Home Care COMMISSION. At the bottom is a section titled 'What is home care?' with a paragraph: '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 care seeker 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 indicator at the top right shows three steps: 1. Role Selection (active), 2. Verification, and 3. Account Creation. The main heading is "Let's get started!". Below this is a welcome message: "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 for state and role information. It includes a "State" dropdown menu with "Oregon" selected and a "I'm a..." dropdown menu with "Home care consumer" selected. 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 "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 dark blue "Next" button.

# Registration Verification

1. Enter their Client ID (Prime Number) -Your Prime number can be found on your Health ID Card or important documents such as your service plan, or task list.
2. Click “Verify”. - If you receive an error message at this step, please make sure you are entering your legal name and correct Prime number.

CARINA English

1 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

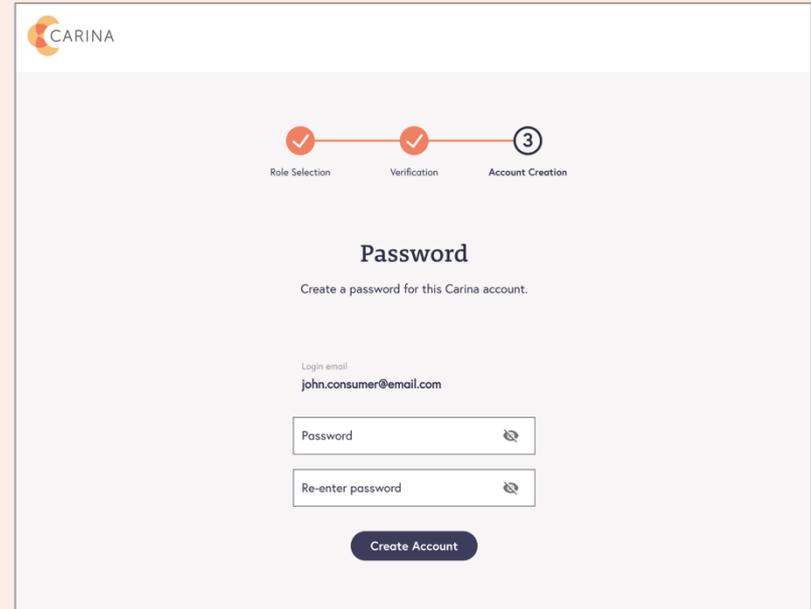
Find Work or Care Carina Support  
Find Home Care About Carina Contact Us

# 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 added by the user in the Role Selection step.



CARINA

Role Selection Verification Account Creation 3

### Password

Create a password for this Carina account.

Login email  
john.consumer@email.com

Password

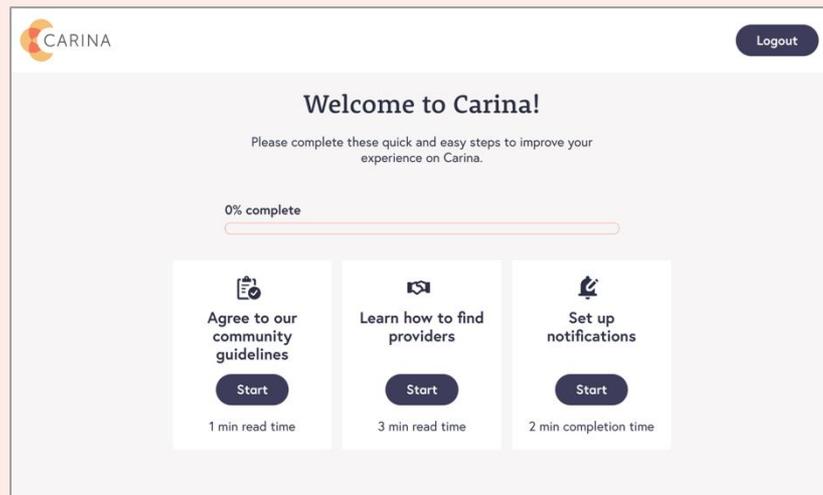
Re-enter password

Create Account

# Onboarding

Once the care seeker creates a password, they will need to complete the onboarding steps.

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



# Onboarding

## Community Guidelines

1. Care seeker 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:

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

Address:

- Entering address can help care seekers find providers nearby.

The screenshot shows the 'Account Settings' page on the Carina website. The page is titled 'Account Settings' and includes a 'Logout' button in the top right corner. A navigation link '< Back to previous page' is located at the top left. Below the title, a note states: 'Your email, phone number, and ZIP code will not be publicly displayed on Carina nor will it be shared with other users.'

The settings are organized into three main sections:

- Email notifications:** This section shows the user's email as 'john@john.com'. It includes three notification options, each with a 'Notify me:' dropdown menu set to 'Daily':
  - There are new providers near me
  - A provider matches my saved filters
  - My job posts expire (Job posts expire after 60 days)A lock icon indicates that 'Someone messages me on Carina' notifications are required to be turned on during the initial setup. The 'Notify me:' dropdown is set to 'Immediately'. A note below states: '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:** This section asks 'Would you like to receive text messages from Carina?'. The 'Yes, I consent to receive text messages from Carina to the phone number I provide.' option is selected. A 'Read more' link is provided. Below is a text input field for the phone number and a 'Text me when:' dropdown menu set to 'Daily'. It includes the same three notification options as the email section, plus the 'Someone messages me on Carina' notification with the 'Notify me:' dropdown set to 'Immediately'. A note below states: '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:** This section asks 'Enter your address so we can help you find providers near you.' A note states: '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.' Below is a text input field for the street address, with an example: 'ex. 1234 Carina Ave NE'. A 'Save' button is located at the bottom right of the form.

# Onboarding Complete

1. Onboarding is complete.
2. Care seekers 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

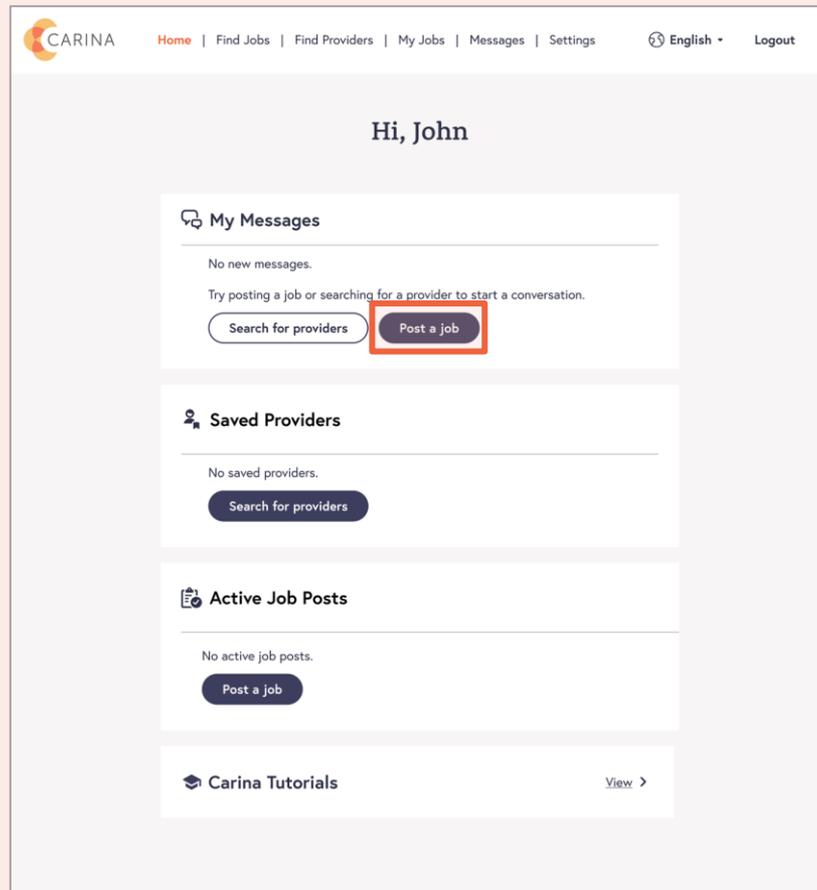
Now that the care seeker has a Carina account, we encourage them to create a job post.

Having a job post allows care providers on Carina to learn more about the care seeker and their 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 care providers, and the care seeker’s job posts.

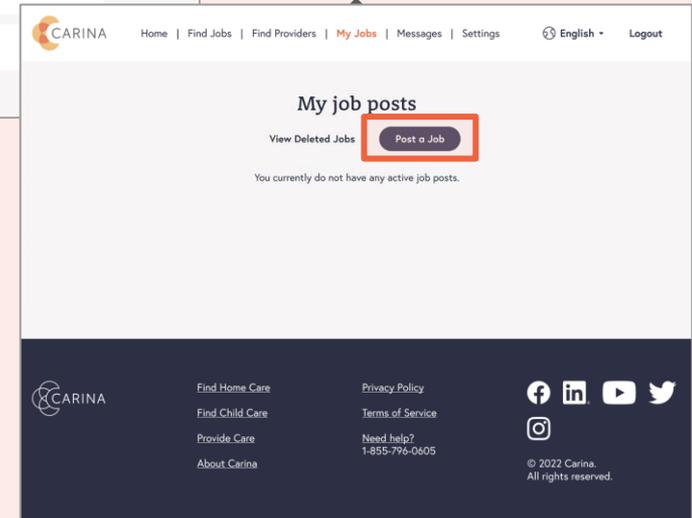
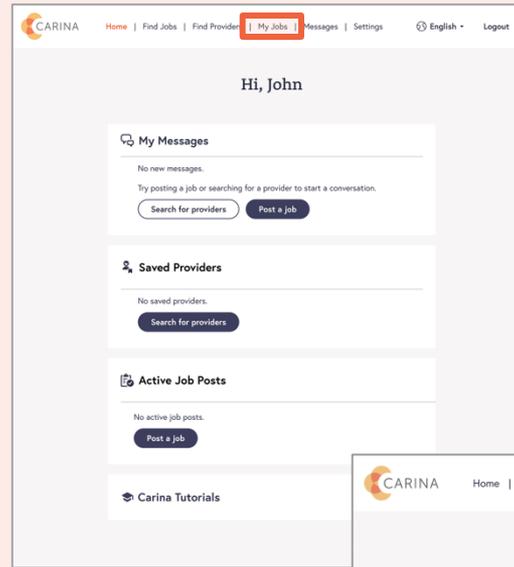
- From the account home page, click “Post a Job”.



# 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 Lyft, 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.

## 4. Search and message a provider

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

# Start searching

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

The screenshot displays the CARINA website interface. At the top, the navigation bar includes the CARINA logo, a menu with 'Home | Find Jobs | Find Providers | My Jobs | Messages | Settings | English | Logout', and the 'Find Providers' link is highlighted with a red box. The main content area features a large orange banner with the heading 'Success!' and the message: 'Your job post has been added to the jobs board where providers can see and respond to it. Where to next?'. Below this message, three buttons are visible: 'Browse Provider Profiles' (highlighted with a red box), 'Post Another Job', and 'View Your Job Posts'. The footer contains the CARINA logo, a list of links: 'Find Home Care', 'Find Child Care', 'Provide Care', 'About Carina', 'Privacy Policy', 'Terms of Service', and 'Need help? 1-855-796-0605', social media icons for Facebook, LinkedIn, YouTube, and Twitter, and the copyright notice: '© 2022 Carina. All rights reserved.'

# Filter, sort, and search

1. Use the drop down menus at the top to **sort care** providers by a specific criteria.
2. Use the **filters** on the left to see only care providers that meet a certain criteria.
3. **“Apply my job settings”** will fill out the filters based on the care seeker’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 'Home', 'Find Jobs', 'Find Providers', 'My Jobs', 'Messages', 'Settings', and 'Logout'. The main heading reads '2 providers near you'. Below this, there is an address field containing '215 Columbia Street, Seattle, WA 98104'. To the right of the address field are two dropdown menus: 'Max travel time' set to '60 minutes' and 'Sort by' set to 'Distance'. On the left side, a 'Refine your search' section is visible, containing a button for 'Apply my job settings' and a list of filter categories: 'Clear filters', '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...'. Below the filters 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 two provider profiles. The first profile is for 'Karen S.', a female provider available now, located in Seattle, Washington (1 mile away), with 20 hours per month availability, working Monday - Wednesday, 8am - 12pm, and speaking English. Her skills include housekeeping, laundry, meal preparation, hygiene, and personal care. The second profile is for 'George M.', a male provider available now, located in Seattle, Washington (2 miles away), with 15 hours per month availability, working Monday through Friday, 1 p.m. to 7 p.m. (flexible), and speaking English and Russian. His skills include hygiene and personal care, nurse delegated tasks, transfers, and pet care. Both profiles have 'View Profile' and 'Message' buttons.

# View Care Provider Profiles for More Information

1. Review the care provider's profile.
2. If interested in working with the care provider, the care seeker can **message** the care provider.
3. If the care seeker 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.

**KR**

**Karen R.**

HCA Credentialed

Available Now

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.

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### 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)

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### 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](#)

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### Caregiving preferences

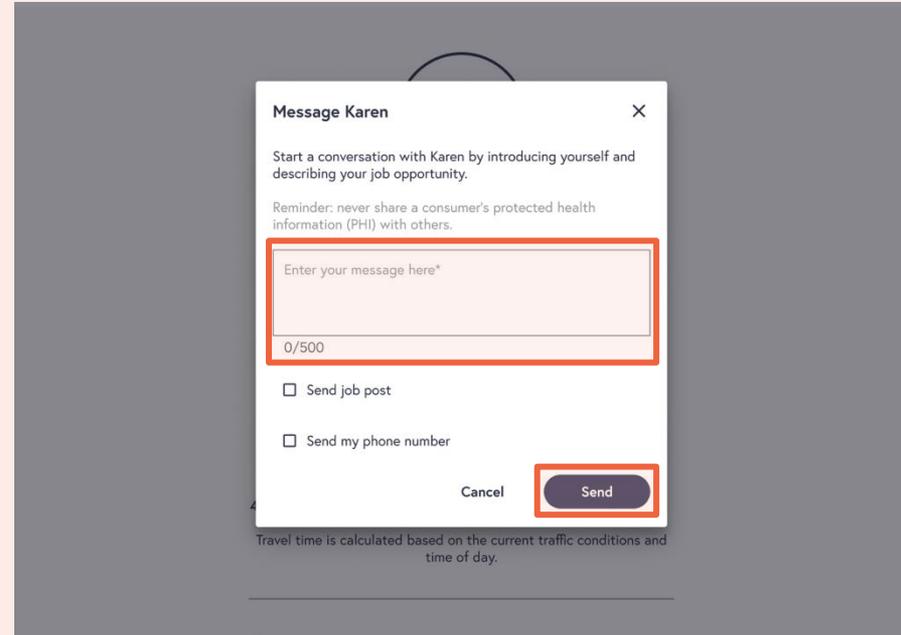
Care frequency

Routine care

# Send a message

## to Connect with the Provider

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



The image shows a mobile application dialog box titled "Message Karen" with a close button (X) in the top right corner. The dialog contains the following text: "Start a conversation with Karen by introducing yourself and describing your job opportunity." and "Reminder: never share a consumer's protected health information (PHI) with others." Below this is a text input field with the placeholder "Enter your message here" and a character count "0/500". There are two checkboxes: "Send job post" and "Send my phone number". At the bottom right, there are two buttons: "Cancel" and "Send". The "Send" button is highlighted with a red border. The entire dialog is set against a dark grey background.

# What happens now?

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

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

If the care seeker 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.

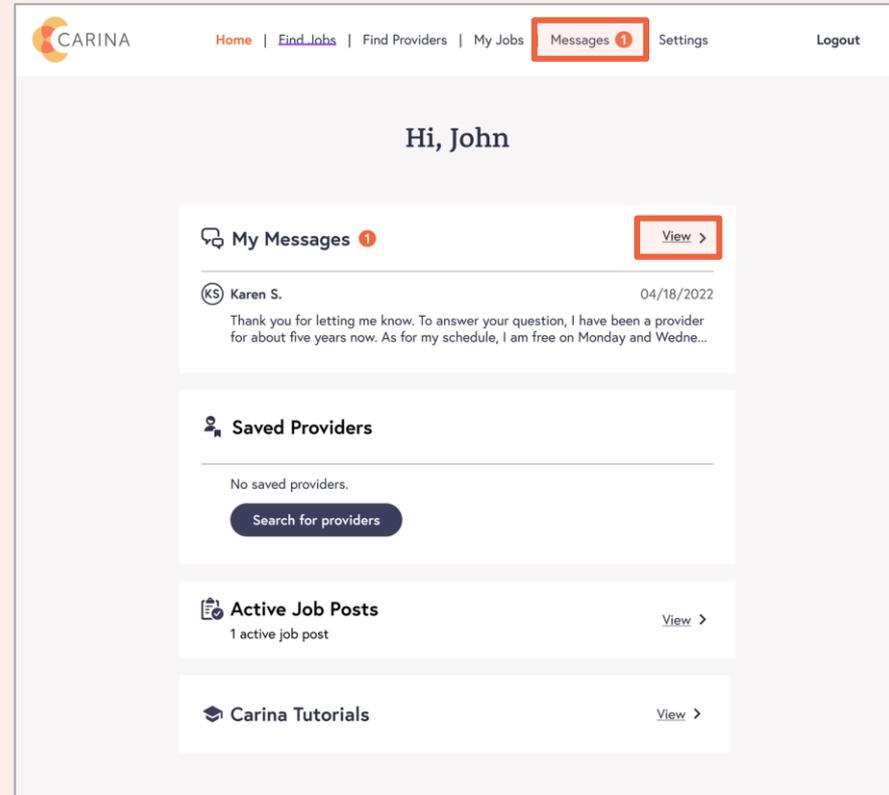
## 5. Learn more about a provider

Once a care provider messages the care seeker, they should log back into Carina to respond back.

In this conversation, the care seeker and care 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.

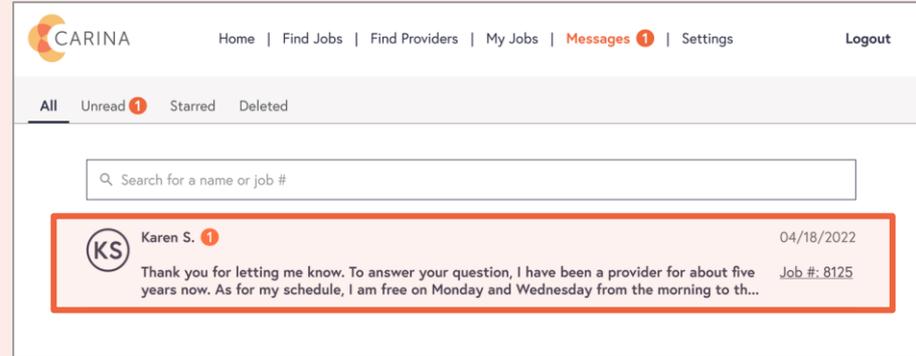


The screenshot displays the CARINA user interface. At the top, the navigation bar includes the CARINA logo, a home icon, and links for Home, Find Jobs, Find Providers, My Jobs, Messages (highlighted with a red box and a notification badge), Settings, and Logout. The main content area greets the user with "Hi, John". Below this, there are four sections: "My Messages" (with a notification badge and a "View >" link highlighted in red), "Saved Providers" (with a "Search for providers" button), "Active Job Posts" (with a "View >" link), and "Carina Tutorials" (with a "View >" link). The "My Messages" section shows a message from Karen S. dated 04/18/2022, with a preview of the text: "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 Wedne..."

# Select the message

## to read the message

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



The screenshot shows the CARINA Messages interface. At the top, there is a navigation bar with the CARINA logo, links for Home, Find Jobs, Find Providers, My Jobs, Messages (with a red notification badge), and Settings, and a Logout button. Below the navigation bar, there are tabs for All, Unread (with a red notification badge), Starred, and Deleted. A search bar is present with the placeholder text "Search for a name or job #". The main content area displays a single message from Karen S. (with a red notification badge) dated 04/18/2022. The message text is "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 th..." and includes a link for "Job #: 8125". The message is highlighted with a red border.

CARINA Home | Find Jobs | Find Providers | My Jobs | Messages **1** | Settings Logout

All Unread **1** Starred Deleted

Search for a name or job #

**KS** Karen S. **1** 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 th... [Job #: 8125](#)

# Read and respond to the message

1. **Read the new message** sent by the care provider.
2. Care seekers 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.

The screenshot shows the CARINA messaging interface. At the top, there is a navigation bar with the CARINA logo and links for Home, Find Jobs, Find Providers, My Jobs, Messages, Settings, and Logout. Below the navigation bar is a breadcrumb link for Back to inbox. The main content area is titled "Working together?" and features a profile card for Karen S., a female provider available now, located in Albany, Oregon, with 120 hours per month. A "View Profile" button and a "Report user" link are also visible. Below the profile card is a message from Karen S. dated 04/08/2022, where she introduces herself and expresses interest in working with John. This is followed by a reply from John dated 04/18/2022, where he asks for more details about Karen's background and schedule. The final message, from Karen S. dated 04/18/2022, is highlighted with a red border and contains a detailed response about her five years of experience and flexible schedule. At the bottom of the message thread, there is a "+ More actions" button and a "Reply" button.

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

< Back to inbox

Working together? >

**KS** Karen S. Available Now Female • Provider Albany, Oregon 120 hours per month View Profile Report user Discussing Job #: 8125

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

**KS** 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.

**J** 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.

**KS** 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 care seeker speaks with the care provider and decides to work together, the care seeker must let the case manager know about the news.

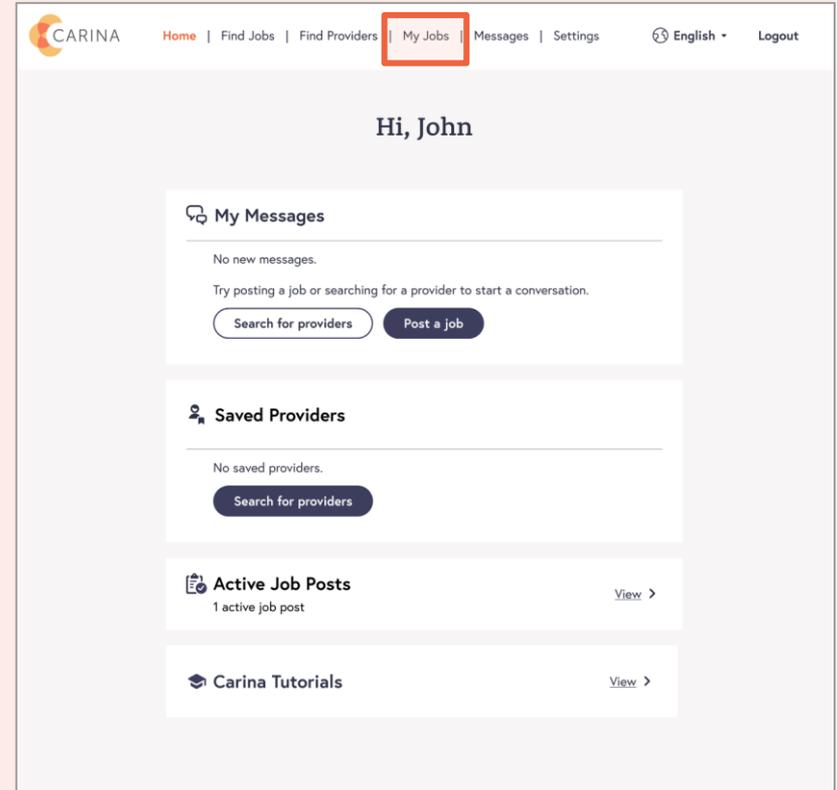
## 7. Share experience

Once everything is approved, the care seeker 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

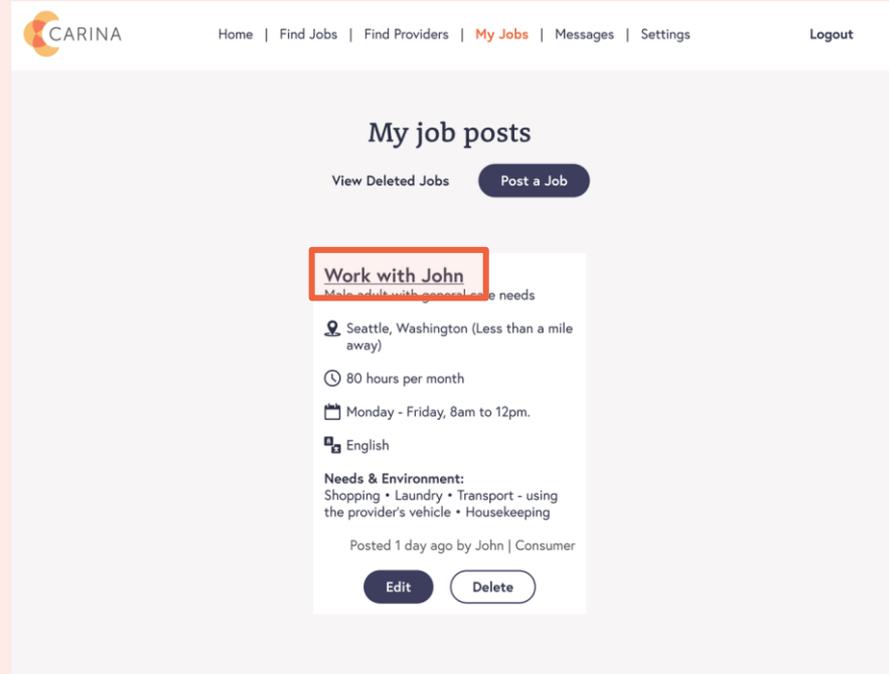
The care seeker should log in and go to “My Jobs” from the home page.



The screenshot displays the CARINA user dashboard. The navigation bar at the top includes the CARINA logo and links for Home, Find Jobs, Find Providers, My Jobs (highlighted with a red box), Messages, and Settings. The user is logged in as John. The dashboard features four main sections: My Messages (no new messages, with buttons for Search for providers and Post a job), Saved Providers (no saved providers, with a Search for providers button), Active Job Posts (1 active job post, with a View > link), and Carina Tutorials (with a View > link).

# Select the job that was filled

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



CARINA 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

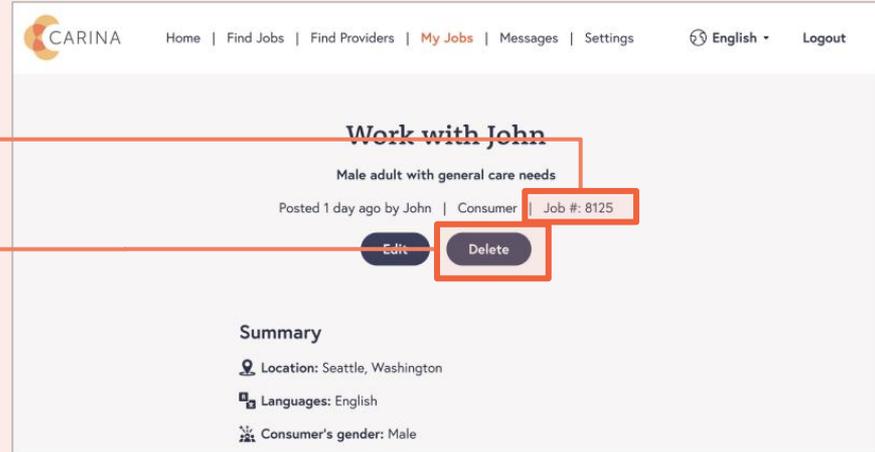
Posted 1 day ago by John | Consumer

[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”.

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

# Care Seeker 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](mailto:contactus@carina.org).

**Email notifications** Login and contact email: **john@jhn.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](#)

# Contact Information

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