



# Carina OR Care Provider Reference Guide

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Carewell | February 2026 (Revised)

# Purpose

The **purpose** of this presentation is to orient Care Providers 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 Provider journey
- 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 & 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 5: Care Provider Experience**

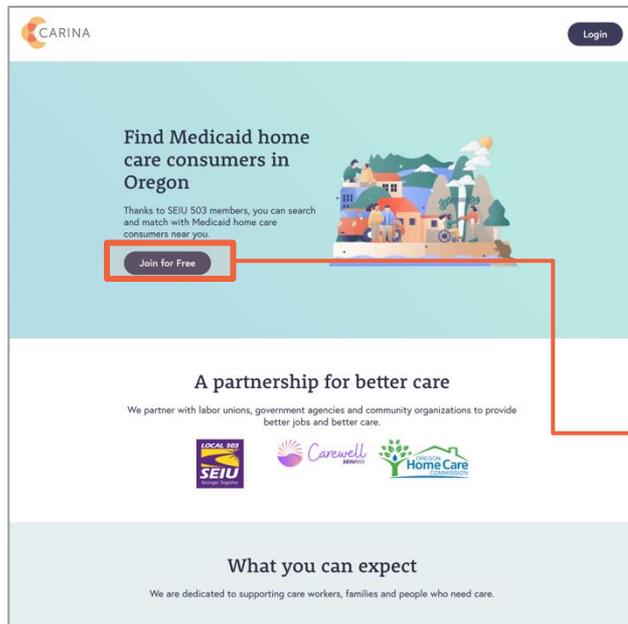


# Provider Experience

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 care seekers
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, and onboarding process.

Registration page

You will need your State Issued Provider Number to be verified to use Carina.

# Create your Provider Profile

## Create your profile

Impress consumers searching for care by sharing what makes you qualified and unique! The more information you provide, the better a consumer will be able to match with you.



Upload Profile Picture

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

**Availability** Are you available to provide care? \*

Yes, I am currently available

No, but I will be soon

No, I am not available

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**Schedule** Available monthly hours \*   Flexible

Care schedule\*   Flexible

0/500

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**Gender(s)** Select your **gender(s)**. Check all that apply.

Gender(s) \*

Male

Female

Nonbinary

Prefer not to say

You can add a photo of yourself, your preferred schedule, and other skills you may have. Care seekers will be able to search and find your profile based on this information.

**Pronouns** Enter your **pronouns**.

You can add up to 2 sets of pronouns so people know how to refer to you.

Pronouns on Carina are optional. You can edit or remove these at any time.

Add your pronouns

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**Gender(s) of Consumer** Select your preference. \*

All genders

Male

Female

Nonbinary

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**Languages** Add a language \*

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**Caregiving preferences** I am willing to provide: \*

Routine care

Relief or respite care

Emergency or on-call care

I am willing to care for: \*

Children (17 years old or younger)

Adults (18 – 64 years old)

Older adults (65 years old or older)

I am willing to provide support for: \*

Addictions and/or mental health needs

Behavioral needs

Developmental disability

General care to remain at home

Physical disability

# Complete your Provider Profile

**Care skills** I am willing to provide the following:

**General Care\***

- Housekeeping
- Laundry
- Meal preparation
- Shopping
- Hygiene & personal care
- Medication management
- Behavioral health
- 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

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**Work environment** (Check all that apply.)

**General**

- Multigenerational households
- Multilingual households
- LGBTQIA+ households

**Scents and smoking preferences\***

- Fragrance-free home
- Non-smoking home
- Smoking home
- I do not smoke

**Pets I am comfortable with**

- Dog(s)
- Cat(s)
- Bird(s)
- Other(s)

**Personality** Select multiple specialized care skills you would like the consumer to know:

Select specialized care skills \*

Pick your top three!

Type in this textbox below to further introduce yourself:

**Hobbies, interests, vaccination status and other information \***

Example: singing, watching movies, painting, etc. Also, your vaccination status if you are comfortable sharing.

0/500

**Complete**

Once done filling out your provider profile you can click the “complete” button to post it to the website for case managers and care seekers to search.

### 3. Search and message a consumer

The screenshot shows the CARINA search page. At the top, there's a navigation bar with 'Home', 'Find Jobs', 'Find Providers', 'My Profile', 'Messages', 'Settings', 'English', and 'Logout'. Below the navigation, the main heading is '4 jobs near you'. There's a search bar with 'Albany, Oregon, United States' and filters for 'Max travel time' (60 minutes) and 'Distance'. A 'Refine your search' sidebar on the left includes sections for 'Apply my profile preferences', 'Clear filters', 'Monthly hours', 'Care category', 'Needs & Environment', 'Frequency', 'Consumer gender', 'Provider gender', 'Work environment', and 'Languages'. The main content area displays four job listings: 'Work with Linus', 'Work with Sam', 'Work with Abigail', and 'Work with John'. Each listing includes details like location, hours, and 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 that, 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 car, car, and bus, with text indicating travel distances: '4 miles away by car', '2 minutes away by car', and '5 minutes away by bus'. There's also a 'Summary' section with details like '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', and 'Schedule: Sundays through Fridays, 6 a.m. to 4 p.m. (flexible)'. A 'Care needs' section lists 'General care', 'Housekeeping', 'Laundry', 'Meal preparation', 'Shopping', 'Hygiene and personal care', 'Medication management', and 'Behavioral health'. A red line connects the 'Message' button to the 'Message John' dialog box on the right.

Job post page

The screenshot shows the 'Message John' dialog box. It has a title 'Message John' and a close button 'X'. The text says 'Start a conversation with John by introducing yourself and describing your qualifications.' Below that, there's a reminder: 'Reminder: never share a consumer's protected health information (PHI) with others.' There's a text input field with the placeholder 'Enter your message here\*'. Below the input field, there's a character count '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'.

Messaging form

## 4. Learn more about a care seeker

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 Profile, Messages, Settings, and Logout. Below the navigation bar, there is a header for the current message thread: "Working together? >". The profile of the care seeker, John, is displayed. He is a male adult with general care needs, located in Albany, Oregon, and works 80 hours per month. There is a "View Job #: 8125" button. Below the profile, there is a message from Karen S. dated 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." Below that is a message from John dated 04/18/2022: "Hi Karen, nice to meet you as well! I'm currently looking for someone who is available to work from Sunday through Friday any time between 6 in the morning to later in the afternoon. What other questions did you have regarding the job?"

Messages

## 5. 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.

## 6. Share your experience

The screenshot shows the CARINA "Working together?" survey form. The form is titled "Working together?" and includes the following text: "Your feedback helps us improve our services. Let us know about your experience connecting on Carina." and "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." Below this text, there are two radio button options: "Have you and John agreed to work together? \*". The first option is "Yes, we will be working together" and the second is "No, we will not be working together". Below the radio buttons, there is a section titled "Please tell us more about what happened. \*". This section includes the text "For example, did you interview? What went well? What did not go well?" and a text input field labeled "Comments". Below the input field, there is a character count: "500 characters maximum". At the bottom of the form, there are two buttons: "Cancel" and "Submit".

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 care 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 one 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](mailto:info@carina.org)  
Carina.org, 215 Columbia St, Seattle, WA  
or update your [preferences](#)

# Contact Information

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