



Service Coordinator's Guide to Helping CHC Participants Use Direct Care Careers

This guide is for Service Coordinators and explains what Direct Care Careers is, when it is helpful to Community HealthChoices (CHC) Participants, and provides basic steps of getting started and using the website. Use this as a quick reference when discussing Direct Care Worker options or exploring hiring tools with your Participants.

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What is Direct Care Careers?

Direct Care Careers (DCC) is a free online website that connects CHC Participants with eligible Direct Care Workers within the system who enroll and are good to go within the Participant Directed Option (PDO) program. The website provides a way for Participants to post a job and matches them with nearby Direct Care Workers who have the skills, qualifications, and availability the Participant is looking for. It is like a job board just for direct care needs.

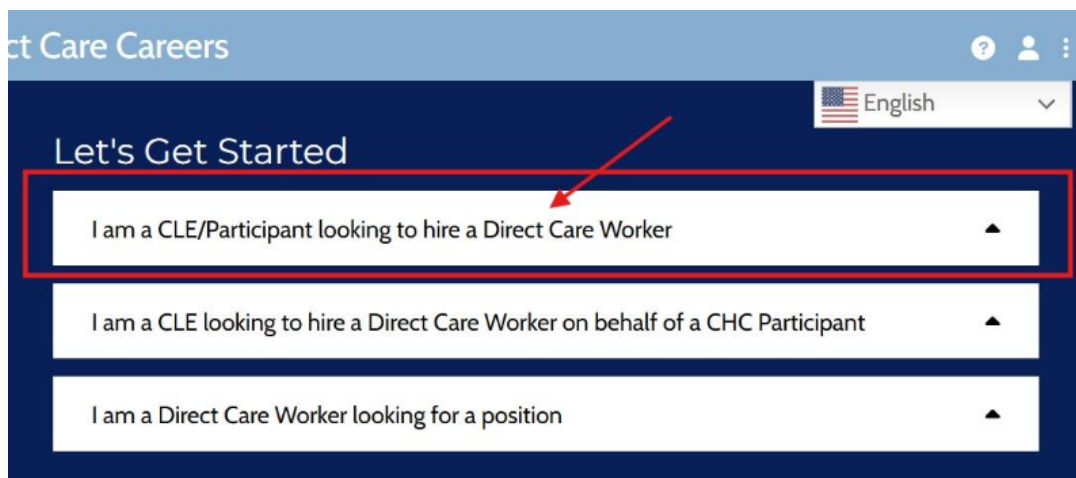
When Would Participants Use Direct Care Careers?

Direct Care Careers is helpful for Participants to post a job when they are looking to hire a new Direct Care Worker, need to hire a backup caregiver, or just want more options for care.

How Can I Help Participants Get Started?

To use the site, the Participant will need an internet connection and an email address. They can access the website on any electronic device and web browser. Use the steps and screenshots below to guide you as you support the Participant in registering for an account.

1. Go to directcarecareers.com/pa
2. Select **"I am a CLE/Participant looking to hire a Direct Care Worker"**



3. Fill out the form. The Participant will need to know their Recipient ID to create an account. This is their Medicaid ID.
4. Agree to the Terms of Use and click "Create new account".

If you are accessing the site for the first time, please create an account below. If you have already created an account, [click here to login](#).

First Name*	Last Name*
<input type="text" value="First name"/>	<input type="text" value="Last name"/>

Email Address*

Password*

Password strength:

Confirm password*

Passwords match:

ZIP Code*

Recipient ID

Date of Birth (MM/DD/YYYY) *

☐ I agree to the [Terms of Use](#) *

How Can I Help the Participant Find a Direct Care Worker?

After logging in, the Participant will be on their My Workspace page.

1. From this page, create a job post to be matched to Direct Care Workers on the site.



Pennsylvania Direct Care Careers

Account Details Edit My Account My Job Posts My Messages Notification Preferences

My Workspace

 Jennifer H

EMPLOYER'S NAME
Jennifer H

EMPLOYER'S ZIP CODE
17018

EMPLOYER'S EMAIL ADDRESS
jennifer.hachenski6@altatum.org

QUICK LINKS

Add Job Post

Add Job Post Template

2. Click "Add Job Post" found under Quick Links.
3. Go through each section of the job post.

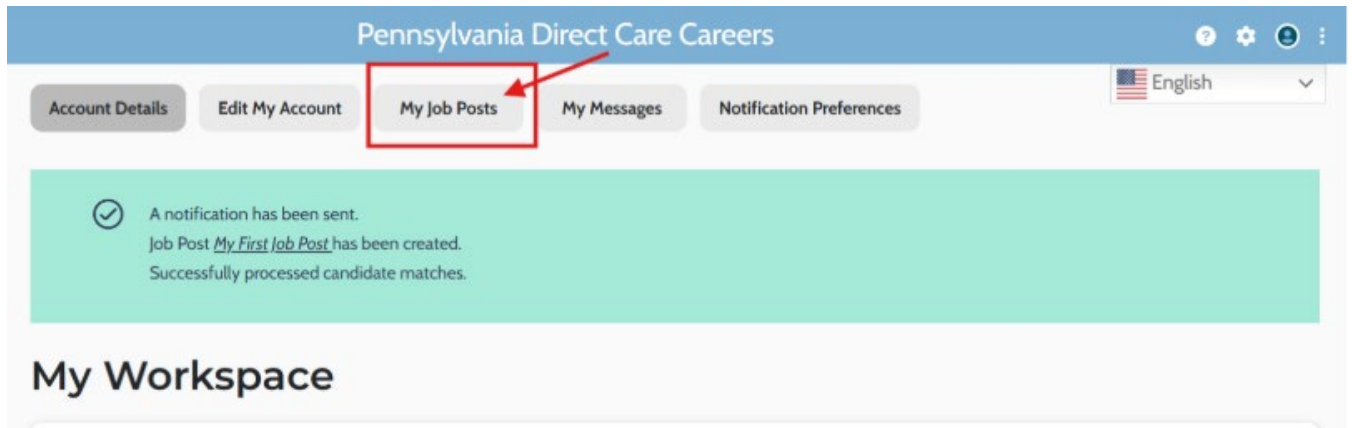
At the bottom of the form, the checkbox in the green-highlight must be checked to make the job available on the website. Click on the Save button—this step is needed to match with Direct Care Workers

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

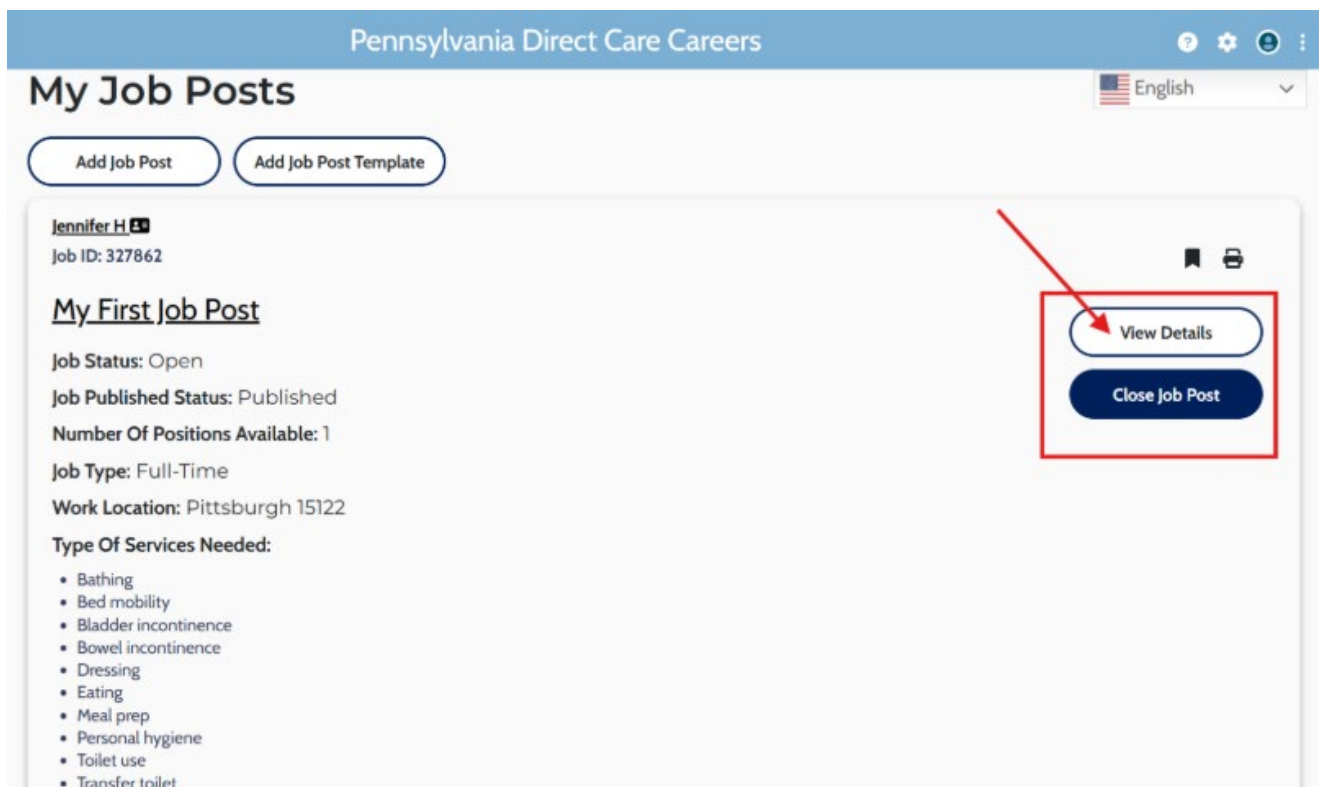
Save

Cancel

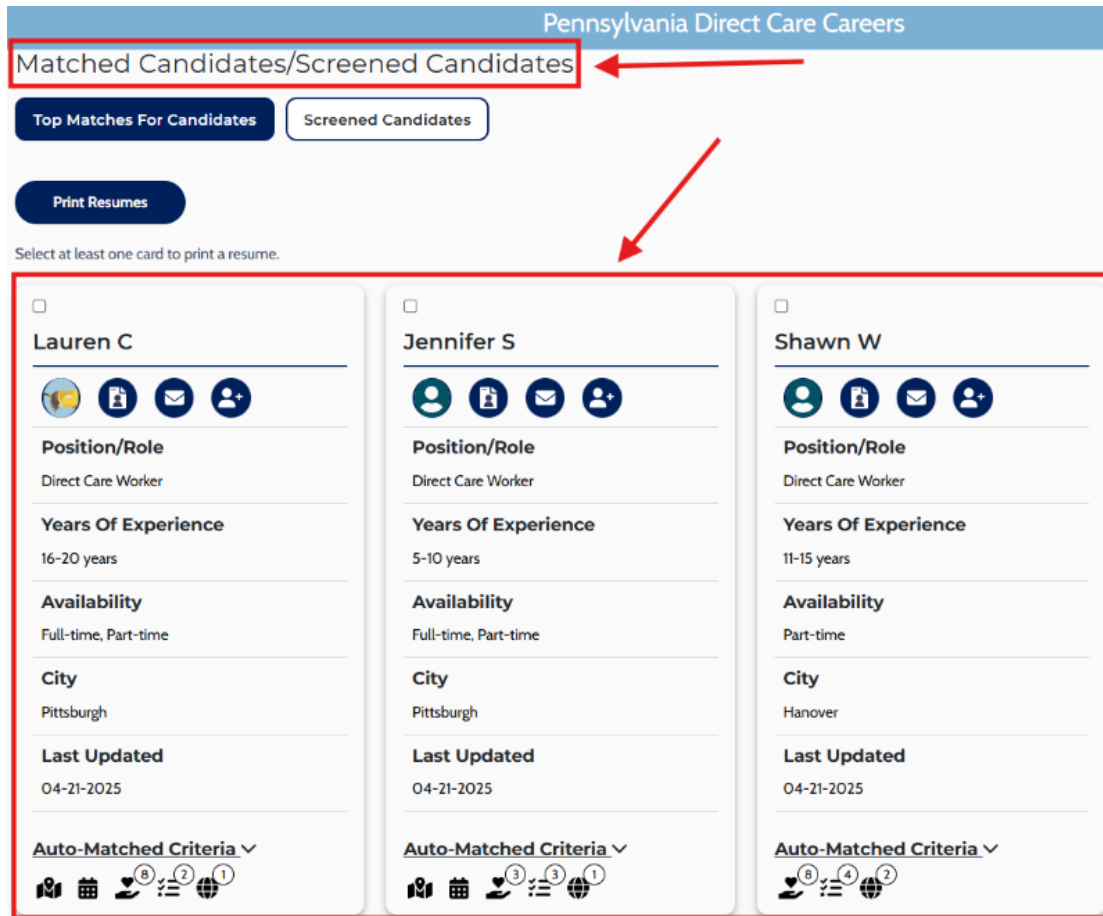
- Once the job is published, go to the My Job Posts tab.



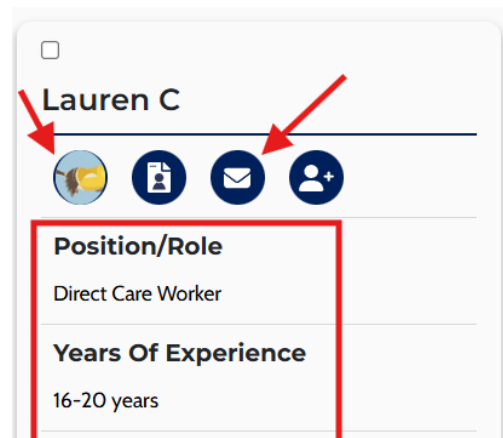
- Click "View Details" on the job post.



- To see matched Direct Care Workers, scroll down the page toward the “Matched Candidates/Screened Candidates” section



- The Participant can look through Direct Care Worker profile cards and send a message to those they are interested in hiring.



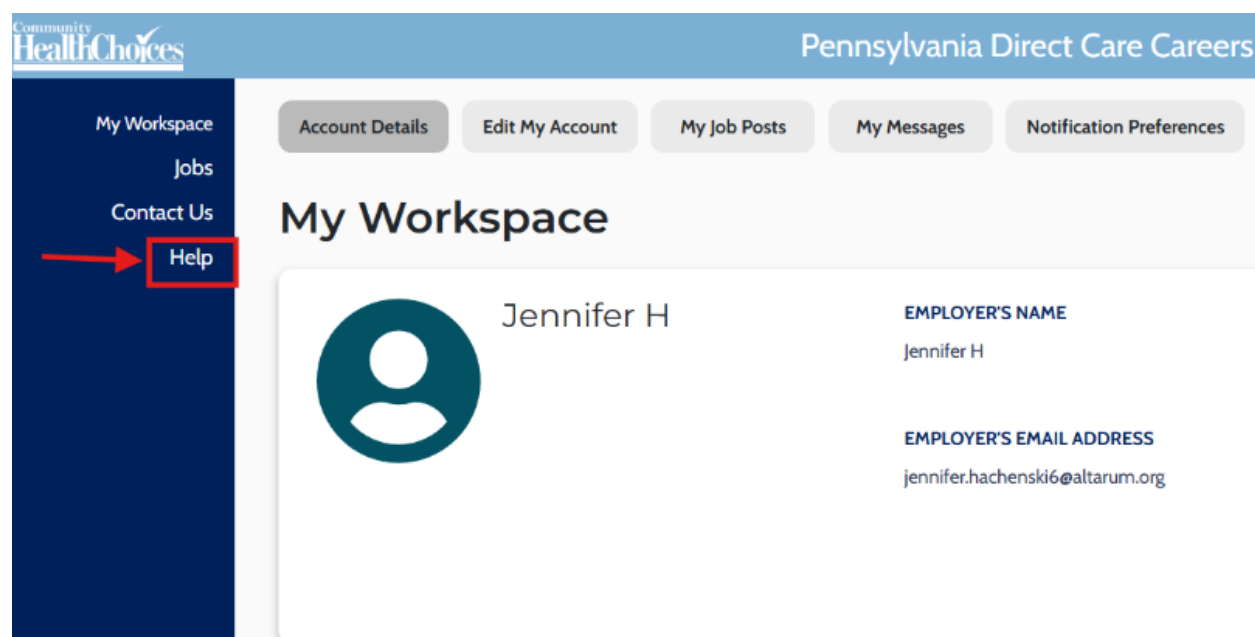
What Happens When a Participant Finds a Direct Care Worker to Hire?

Once the Participant has found a Direct Care Worker who is a good fit and ready to work, they should let the worker know they would like to move forward with hiring them. If the Direct Care Worker agrees, the next step is to contact Tempus to start the onboarding process. The Participant can call 1-844-983-6787 and select option 2 for enrollment. For TTY users, the number is 1-833-888-0133. Tempus will guide them through everything needed to complete enrollment and get the worker officially set up to support that Participant.

Where Can Participants Get Help Using the Website?

Participants can receive support in 3 ways:

1. When using the website, click “Help” on the left side menu to access Frequently Asked Questions.



2. Select “Contact Us” to send a message to the Help Desk or email the Help Desk at helpdesk@directcarecareers.com

3. Participants can ‘live’ chat with a Direct Care Careers team member by clicking the “Chat with Us” icon in the bottom right corner of any page on the website.

- Live Chat hours: Monday- Friday, 9am-5pm ET, and Wednesday 5pm-8pm ET

not with Advancing States.

helpdesk@directcarecareers.com
26200 Town Center Dr, Suite 350
Novi, MI 48375

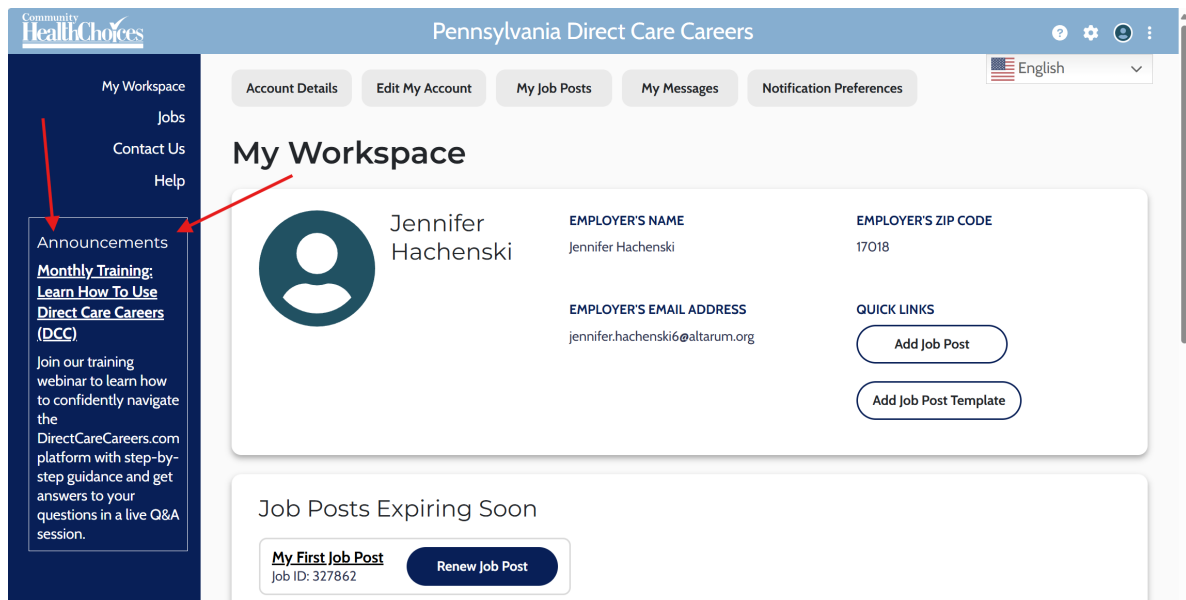
info@advancingstates.org
241 18th Street S, Suite 403
Arlington, VA 22202

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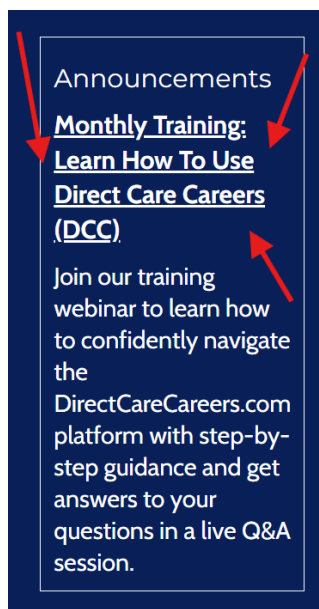
What if Participants Would Like Training on How to Use the Site?

Monthly training webinars are available to CHC Participants, offering step-by-step guidance on how to navigate the system, along with a general Q&A session to address any questions or challenges.

1. Log into directcarecareers.com/pa
2. View the Announcements box on the left side of the page.



3. Click the link “Monthly Training: Learn How To Use Direct Care Careers” to navigate to the Announcements page.



- On the Announcements page, there are training details, including date, time and a link to join the session.



The screenshot shows the 'Pennsylvania Direct Care Careers' website. The left sidebar has a 'Pennsylvania' heading and a paragraph about the CHC plan. Below the text are four images: an older man with a walker, a woman assisting him, a woman sitting in a chair, and a woman talking on a phone. The main content area is titled 'Announcements' and features a 'Monthly Training: Learn How To Use Direct Care Careers (DCC)' section. It describes a monthly live training webinar and lists upcoming dates: October 8, 2025; November 12, 2025; and December 10, 2025. Each date has a 'Join Webinar' link. A red arrow points to the first 'Join Webinar' link.

- Click the link to join the webinar.

You Are All Set to Support Success!

Thank you for taking the time to learn about the Direct Care Careers website. We hope this guide gives you the tools and information you need to help CHC Participants use the site with confidence. Your support can make a big difference as they take steps toward finding the right Direct Care Worker to meet their needs.