



HOW TO

Become an Individual Provider

Thank you for wanting to become an Individual Provider with Consumer Direct Care Network Washington (CDWA). Whether you have a career in healthcare, are beginning a career in homecare, or are providing care for a loved one, this hiring guide will help you through the hiring process with us. You will need an email address to get started. **Do not start working for your Client until you receive an 'Okay to Provide Care' date from CDWA.** You will not get back pay if you start working before this date.

To get hired as quickly as possible:

- Use the checklist on the following pages to track your hiring progress with CDWA. Hiring tasks are completed electronically.
- Check each box on the list as you complete the task. Do not delay on any task.
- Check your email (including spam/junk) after you submit your application. Make sure to add **cdcnc@myworkday.com** and **infoCDWA@consumerdirectcare.com** to your safe sender list so you don't miss important information.

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Consumer Direct Care Network Washington

HIRING ROADMAP



Who To Call

We are here to help! Use any of these resources if you get stuck or have questions.	
CDWA Website	www.ConsumerDirectWA.com
Self-service materials	Resources / IP Resources / IP Hiring Materials
Email	infoCDWA@ConsumerDirectCare.com
Phone Call	866-214-9899
Virtual & Office Appointments	Resources / Schedule an Appointment
In Person Community Events	Resources / Community Events Calendar

Arabic العربية	866.215.6909	Cantonese 粵語	866.216.3065	Khmer អង្គរខ្មែរ	866.215.7610	Korean 한국어	866.215.6907
Lao ລາວ	866.215.8044	Mandarin 普通话	866.216.1752	Russian русский	866.215.4069	Somali Soomaali	866.215.5669
Spanish Español	866.215.0131	Tagalog Tagalog	866.215.3817	Ukrainian Українська	866.215.4674	Vietnamese tiếng Việt	866.215.2762

Hiring Checklist

1. IP Step: Apply - Training Video [found here](#)

- Apply to be a Caregiver at ConsumerDirectWA.com/Careers
 - [Start by creating an account](#) - your email address must be valid and not already in use with CDWA
 - If you are reapplying, please use your email address on record with CDWA
 - Once signed in, answer the questions on the “My Information” page
 - Complete “Application Questions” page 1
 - Select Preferred Communication language
 - Complete “Application Questions” page 2. This page includes the offer of employment.
 - Identify a person over the age of 18 to complete I-9 Section 2 (must be someone other than you)
 1. First and Last name
 2. Email address
 3. Phone Number
 - Complete Voluntary Disclosures
 - Complete Work Opportunity Tax Credit Program Assessment (Optional)
 - Review information and submit application
-  You will get an email from “CDWA DocuSign” with instructions to complete the I-9 and Background Check Authorization.

2. IP Step: DocuSign Background Check Authorization and Review I-9

- [Complete the BCCU Background Check Authorization Form](#)
 - Record 10-digit confirmation code _____
-  Your name on the Background Check Authorization form must exactly match the name on your government issued ID
 - More information and video instructions [here](#)
- Provide 10-digit confirmation code to CDWA (code will contain letters and numbers)
- Complete I-9 Section 1. Instructions are on the first page of the DocuSign document. [Find video instructions here.](#)
 - The individual identified in the application will receive a notification to complete Section 2
-  There will be delays in hiring if you sign Section 2 yourself, use expired documents, or use someone else’s documents.
- Preparer/Translator Certifications for Section 1 completed (if applicable)

3. CDWA Step: When Sections 1 & 2 are complete, we will review, notify when approved and run the Background Check.

4. CDWA Step: Conduct Character Competence & Suitability (**CC&S**) review. Only required for background checks that indicate 'Review Required.' **Not everyone will go through this step.** CDWA will contact you by email. Follow the instructions in the email on what to provide and where to provide it.

5. IP Step: Fingerprint Background Check Appointment - Email from CDWA

Email sent from CDWA after your background check has passed through BCCU or after a CC&S review.

- Schedule appointment – email has instructions on how to schedule
- Your OCA number can be found on the forms sent in the email from CDWA.

 **You can continue hiring with CDWA before this step is complete. However, your fingerprint appointment must be scheduled and completed within 120 days of your "Okay to Provide Care" Date.**

6. IP Step: Hiring Tasks in Workday - you will get an email when you can start these steps. Workday Basic Navigation

 **You must push the 'Submit' button on each task to move to the next one.**

- Identify a Client
 - If Yes, complete the Client Information Questionnaire
 - You must have passed a Background Check in order to create a Carina account.
 - Don't have a Client yet? Create an account on Carina.org to help find a Client.
- Federal Withholding Elections
- Payment Election Enrollment
- Drive/No Drive Questionnaire – must have a current and valid driver's license to provide transportation services
- SEIU 775 Union Card Questionnaire
- Review Documents – CDWA IP Employment Attestation, CDWA IP Handbook, IP Employment Orientation
- Orientation & Safety (O&S) Exemption Questionnaire – if not exempt, you will get a link to take O&S in Workday
- Orientation & Safety Credential Verification (5 Hours to complete)
 - If not exempt, you will receive a Hiring Task with a link to O&S training in WorkDay. You will be paid automatically paid after completion
 - If you mark that you are exempt from O&S, you will be required to provide the reason you are exempt along with supporting documentation (in most cases)
- CDWA IP Optional Trainings
 - CDWA Employment Orientation
 - SEIU 775 Orientation

7. CDWA Step: CDWA will notify both the Client and the case manager of your intent to provide care.

8. CDWA Step: Review all hiring information. Issue "Okay to Provide Care" date when all is good to go.

- Orientation & Safety training completed (unless exempted)
- Passed Background Check
- Client has an active authorization from DSHS - you cannot start work for a Client that does not have an active authorization

9. IP Step: Receive your "Okay to Provide Care" date - Email from CDWA

This is the first day you can start working with your Client for pay.

"Okay To Provide Care" Date: _____

- You have **120 days** from "Okay to Provide Care" date to get fingerprinted. If we don't get your fingerprint results, you will be put on administrative hold. You will not be ok to work, and you will not get paid while on hold.

Fingerprint Deadline (120 days after "Okay to Provide Care" date): _____

- You have **14 days** to submit your Home Care Aide (HCA) certification application (if applicable).



Continue for next steps

IP Next Steps

<input type="checkbox"/>	<p>Test shift(s) (optional)</p> <ul style="list-style-type: none">• Practice submitting time to CDWA through the DirectMyCare web portal and/or CareAttend app.• More job aids and videos on submitting time found here.
<input type="checkbox"/>	<p>Submit your Home Care Aide (HCA) certification application (if applicable) Deadline (14 days after "Okay to Provide Care" date): _____</p> <ul style="list-style-type: none">• Do not pay fees – mark 'state pay' on the application.• SEIU 775 Benefits Group will let you know what training you need complete. If you need to complete Basic Training 70, you are considered a standard Home Care Aide.• If you are limited English proficient (LEP), you may qualify for an additional 60-day provisional certification. Mark that you want the provisional certificate on your application.
<input type="checkbox"/>	<p>Complete Basic Training – SEIU 775 Benefits Group will contact you about this. Deadline (120 days after "Okay to Provide Care" date): _____</p>
<input type="checkbox"/>	<p>Take Home Care Aide (HCA) certification exam Deadline (200 days after "Okay to Provide Care" date): _____</p>

HOW TO Apply as an Individual Provider

Create an Account

1. Go to the [CDWA website](#), select **Careers**, then **Caregiving Careers** from the top menu. (Fig. 01)



Fig. 01

2. Select the **Apply to be a Caregiver** button.

3. Choose the **Apply** button.

4. Choose to **Apply Manually** from the options. (Fig. 02)

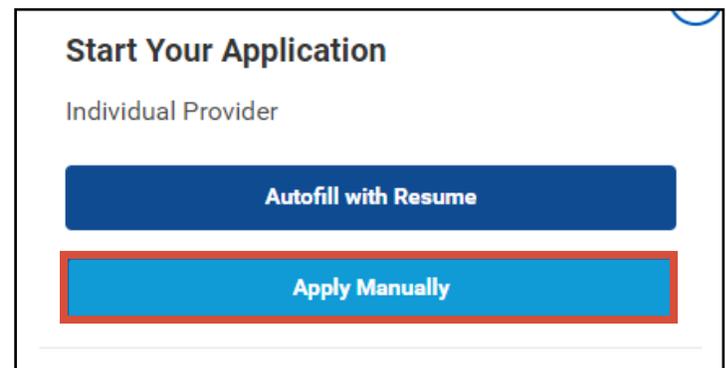


Fig. 02

5. Select **Create Account**. (Fig. 03)

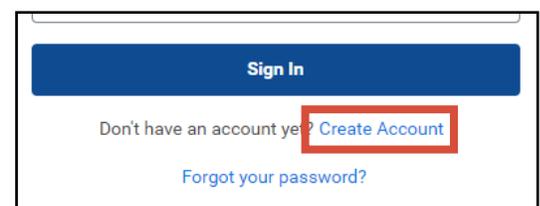


Fig. 03

6. Enter your email address and create a password. Check the box that you accept the Terms and Conditions. Select the **Create Account** button. (Fig. 04)

— Your email address will need to be unique to you and cannot already be in use.

— You will use this account again, keep track of your password to avoid hiring delays

— If you are a rehire, please see our [Rehire FAQs](#)

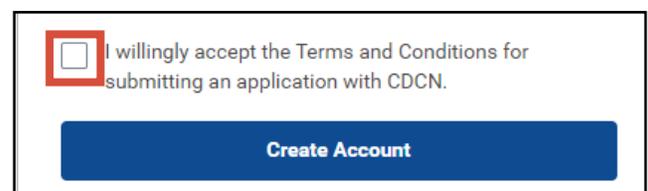


Fig. 04

Complete Application Questions

7. The first part of the application asks you to complete the following sections:

- **My Information (name, address, email, etc.)**

- » If you have one address, select Mailing Address in the usage field.

- » If you have two addresses, one must be entered as the Street Address and the other as the Mailing Address in the usage field.

- **Application Question 1 of 2 (Fig. 05)**

(an answer of NO to any of the first four questions may result in disqualification for employment)

← Back to Job Posting

Individual Provider

My Information Application Questions 1 of 2 Application Questions 2 of 2 Voluntary Disclosures Review

Application Questions 1 of 2

* Indicates a required field

An answer of NO to any of the FIRST FOUR QUESTIONS may result in disqualification for employment.

1. Are you at least 18 years of age? *

Select One

2. Are you legally authorized to work in the United States without sponsorship? *

Select One

3. Do you consent to a Name, Date of Birth and Fingerprint check?

If you consent, you will be required to provide your Date of Birth and Social Security Number later in the application. *

Select One

4. I understand that CDCN may share my information with SEIU 775, SEIU 775 Benefits Group or an official recognized bargaining agent. *

Select One

5. What is your preferred communication language? *

English

6. Have you previously been an Individual Provider? *

Yes

Enter your 7-digit ProviderOne ID if known.

Back Save and Continue

Fig. 05

- **Application Questions 2 of 2**

- » Page 2 of the application questions contains the offer of employment. You should only move forward from this point, if you intend to accept the offer

- **Enter your U.S. SSN (Social Security Number); U.S. ITIN (Individual Taxpayer Identification Number) and Date of Birth**

- **At the bottom of the page, you will need to identify a person over the age of 18 that can physically examine your I-9 Documents.**

- » Include their email address and phone number
- » This person is also known as the “trusted person”

- **Voluntary disclosures regarding Race and Veterans status.**

- **Work Opportunity Tax Credit Program Assessment (This task is required, but the assessment is optional. You may opt out.**

NOTE: any fields with a red asterisk (*) are required.

8. **Review your information.** If you see an error, use the Back button to go back and fix it. When everything is correct, select Submit.

Workday DocuSign I-9 Questionnaire

Check Your Email

Shortly after submitting the application, you will receive an email and/or text message from Consumer Direct Care Network Washington via DocuSign. (Fig. 06)

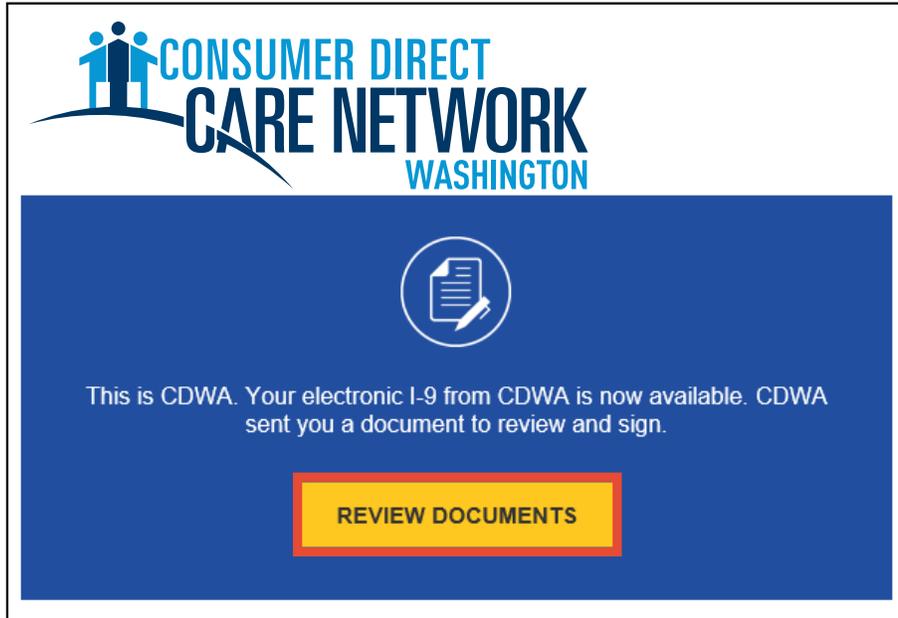


Fig. 06

DocuSign

Read the full page for instructions on completing Section 1 of the I-9. Once completed, click the checkbox to agree to the use of electronic records and signatures. Then click continue to move forward. (Fig. 07)

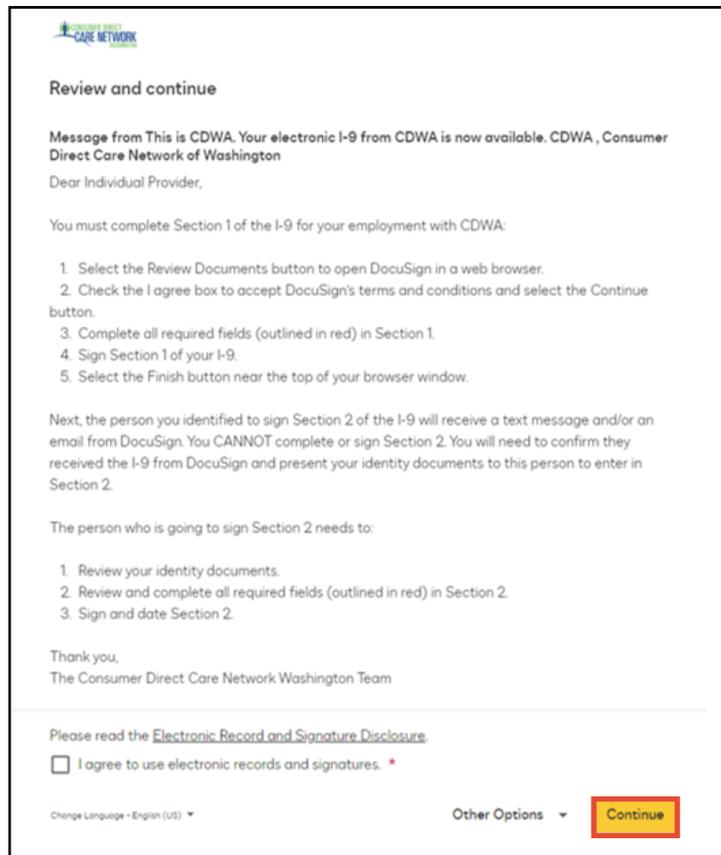


Fig. 07

BCCU Confirmation Code

Once you have accessed the DocuSign Packet, you will first need to complete the Background Check Authorization Form and enter the 10-character BCCU Confirmation Code on Page 2 of the packet you received.

There are helpful links on the form. Click on the ? icons.

1.
 - [BCS Online Authorization Form Guide](#)
 - [Form Instructions](#)
 - » If you need additional help completing this task, please contact CDWA
2. After signing and saving your Background Check Authorization form, the system will generate a confirmation code, which is a saved version of your authorization form.
 - Email, save, or write down the confirmation code so that you don't lose it. You will NOT be able to retrieve your confirmation code after closing/exiting the web page and BCCU does not have the ability to retrieve them for you.

DocuSign Envelope ID: D8B380F8-88F4-495B-8748-BBC176FF7B69

DEMONSTRATION DOCUMENT ONLY
PROVIDED BY DOCUSIGN ONLINE SIGNING SERVICE
999 3rd Ave, Suite 1700 • Seattle • Washington 98104 • (206) 219-0200
www.docusign.com

**CLIENT MATCH AND
BCCU CONFIRMATION NUMBER**

START

**CONSUMER DIRECT
CARE NETWORK
WASHINGTON**

Enter 10-Character BCCU Confirmation Code

1. Complete the background check authorization form found here: fortress.wa.gov/dshs/bcs/
 - a. When completing the background check authorization form, make sure that you enter the following fields:
 - i. First Name: Zaphod
 - ii. Last Name: Beeblebrox
 - iii. Date of Birth: [Redacted]

If the information above is incorrect, please contact: infocdwa@consumerdirectcare.com
2. Enter your 10-character BCCU confirmation code: [Redacted]

Fig. 08

HOW TO Complete the Form I-9

Overview

Now that you have provided the BCCU confirmation code on page 2 of the packet you received, next you will begin your Form I-9. The Form I-9 is a legal form that verifies your identity and employment status so that you can be legally hired to work. Both you and a trusted person you identify that is over the age of 18 are required to complete separate parts on this form.

The steps in this process are as follows:

- Complete Section 1 of your Form I-9 electronically through DocuSign.
- Your trusted person will complete Section 2 of your Form I-9 electronically through DocuSign.
- The List of Acceptable Documents in this guide will help you determine which forms of identification can be used for verification
- This must be completed within 21 days, or you will need to start the application process over

You can't begin providing care to a Client as an employee of CDWA until you have an "Okay to Provide Care" date.

Individual Provider

Your trusted person will complete Section 2 of the Form I-9. You cannot complete Section 2 of your own Form I-9.

Section 1 of Form I-9

1. Select the Electronic Record and Signature Disclosure hyperlink to review the DocuSign disclosure statement. (Fig. 09)
2. Check the **I agree** box.
3. Select the **Continue** button.

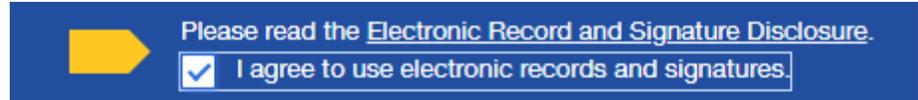


Fig. 09

You can now start filling in the Form I-9.

TIP: Hovering your mouse over a field will display help text. To go to the next field, press the tab key or click **Next**.

4. Make sure your name and date of birth are correct and your address is current on the form. (Fig. 10)
 - Make any corrections directly on the form.
 - To make corrections with CDWA, [use this link](#) to find help modifying your personal information in Workday.
5. Complete the required fields that are not already populated.
 - Note: Date of Birth (DOB) is required.
6. Choose your citizenship or immigration status. Select the circle next to the option that applies to you.
 - Enter your document numbers and document expiration date, if applicable.

Fig. 10

Using a Preparer and/or Translator

You must select yes or no if a preparer and/or translator assisted you in completing Section 1 of your Form I-9. (Fig. 11) If you select yes, there is a Preparer and/or Translator Certification on Supplement A (page 3) they must complete.

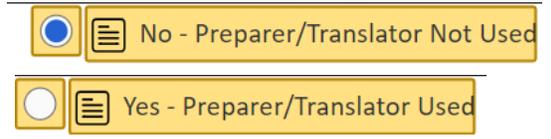


Fig. 11

Signing Section 1 of the Form I-9

7. Select the **Sign** icon. (Fig. 12)
8. Sign your name in the Preview area. (Fig. 13)
 - Sign using your finger or a stylus if your device has a touch screen.
 - Use your mouse or an electronic signature pad if you do not have a touch screen.
9. Select **Adopt and Sign**. (Fig. 13)



Fig. 12

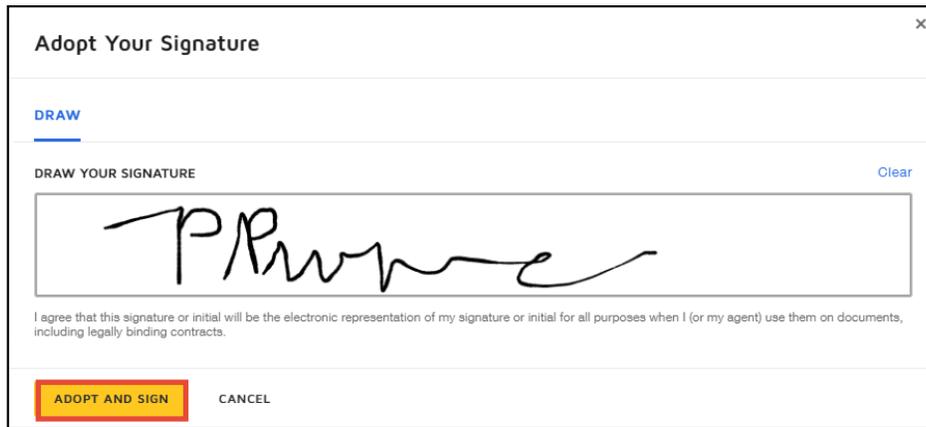


Fig. 13

Submitting your Electronic Form I-9

10. Once you have completed all required fields, select Finish. (Fig. 14)
 - You will be directed to complete any missed fields before you can finish.

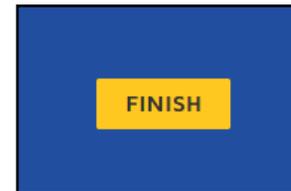


Fig. 14

You have finished the IP portion of the DocuSign Form I-9 process. The next section of instructions are for the trusted person to complete Section 2.

Completing Section 2 of Form I-9

Section 2 must be completed by a trusted person that you select that is over 18, this can be anyone but you or the Client's Case Manager. Please share the following instructions with your trusted person so that they can verify your documents. You must provide documentation to show your identity and authorization to work.

In order for a trusted person to complete Section 2 of the Form I-9, **you must present physical documentation in person.**

- Documents cannot be copied, scanned, or sent digitally. The trusted person must examine these documents with you there.

You should present one document to the trusted person selected from:

- List A or
- Combination of one document selected from List B and one document from List C.

Form I-9 Acceptable Documents

Employees must provide documentation to their employers to show their identity and authorization to work.



The diagram illustrates the acceptable document combinations for Form I-9. It features three document icons labeled LIST A, LIST B, and LIST C. LIST A is a red icon with the text 'Documents that Establish Both Identity and Employment Authorization'. LIST B is a blue icon with the text 'Documents that Establish Identity'. LIST C is a blue icon with the text 'Documents that Establish Employment Authorization'. The combinations are shown as 'LIST A or LIST B + LIST C'.

Please review the section of this guide on [Acceptable Documents](#) for more information about which documents can be used.

Your trusted person is not required to be a document expert:

- Physically examine each original document from the IP to determine if the document reasonably appears to be genuine and relates to the person presenting it.
- Accept documents that reasonably appear to be genuine and relate to the person presenting them.
- Reject any document that doesn't appear genuine or relate to the person presenting it. Ask for other documents that satisfy the requirements of Form I-9.
- Enter the document title, issuing authority, document number, and expiration date (if any) from the original documents the employee presented.
- The same person who examined the employee's documents must also complete the fields in the certification block, then sign and date Section 2 of the Form I-9.

Section 2 of Form I-9

1. The trusted person will receive an email or text message from DocuSign once the IP has completed Section 1 of the Form I-9.
2. Select the **Review Documents** button in the email or the link within the text message. (Fig. 15)
 - You will be routed to the DocuSign form.

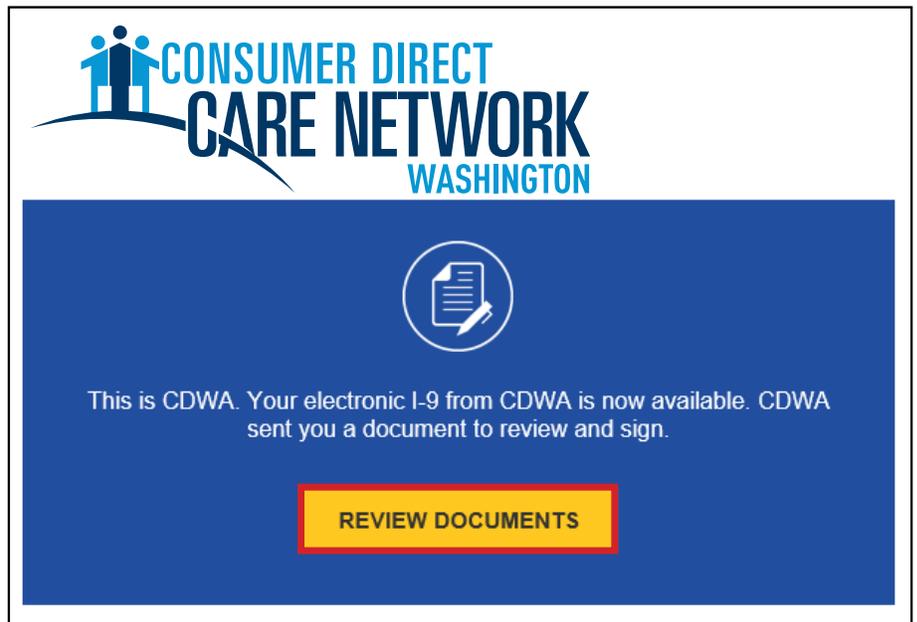


Fig. 15

3. Select the DocuSign **Electronic Record and Signature Disclosure** hyperlink to review the document. (Fig. 16)
4. Check the **I agree** box. (Fig. 16)
5. Select the **Continue** button.



Fig. 16

Review Section 1 of Form I-9

6. Verify that the IP's information is accurate.

Complete Section 2 of Form I-9

7. Have your IP show you their **original** List A or List B and C documents.
 - Make sure that the provided documents are on the List of [Acceptable Documents](#) within this guide.
8. Examine your IP's documents to determine if they are genuine.
9. Enter your IP's documents in Section 2 of Form I-9.
 - Select the circle next to List A if the IP presents a List A document. (Fig. 17)
 - Select the circle next to List B if the IP presents a List B and List C document. (Fig. 17)

Section 2. Employer Review and Verification: Employers or their authorized representative must review and verify the employee's information within three business days after the employee's first day of employment, and must physically examine, or examine electronically, the employee's documentation from List A OR a combination of documentation from List B and List C. See the instructions for more information.		
		<input type="radio"/> List A OR <input type="radio"/> List B
Document Title 1		
Issuing Authority		
Document Number (if any)		
Expiration Date (if any)		
Document Title 2 (if any)		Additional Information
Issuing Authority		
Document Number (if any)		
Expiration Date (if any)		

Fig. 17

10. Select the name of the document that best describes the IP's document from the Document Title dropdown menu. (Fig. 18)
11. In the Issuing Authority field, enter the name of the entity that issued the document. (Fig. 18)
 - Check the List of [Acceptable Documents](#) within this guide.
12. Enter the Document Number if the document has one. Put N/A if the document does not have a number. (Fig. 19)
13. Enter the document's Expiration Date. (Fig. 19)
 - Expired documents cannot be accepted.
 - Enter N/A if a document does not have an expiration date.

Fig. 18

IMPORTANT: A Social Security card is **NOT** acceptable if it has the following written on it:

- “Not valid for employment.”
- “Valid for work only with INS authorization.”
- “Valid for work only with DHS authorization.”

Fig. 19

Sign Form I-9.

14. Select the **Sign** icon. (Fig. 20)
 - Draw your signature using a mouse or finger on a touchscreen. (Fig. 21)
 - Select **Adopt and Sign**.



Fig. 20

Fig. 21

As the trusted person, you will sign as the “Authorized Representative”. Section 2 of Form I-9 must be completed and signed by you. Verify that your information, and not the information of the IP or a Case Manager is in Section 2. Per DSHS/AAA policy a Case Manager may not complete Section 2.

15. Enter your **Last Name**, then **First Name**.
16. Select the **Finish** button.

LISTS OF ACCEPTABLE DOCUMENTS

All documents containing an expiration date must be unexpired.

* Documents extended by the issuing authority are considered unexpired.

Employees may present one selection from List A or a combination of one selection from List B and one selection from List C.

Examples of many of these documents appear in the Handbook for Employers (M-274).

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> 1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form I-766) 5. For an individual temporarily authorized to work for a specific employer because of his or her status or parole: <ol style="list-style-type: none"> a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: <ol style="list-style-type: none"> (1) The same name as the passport; and (2) An endorsement of the individual's status or parole as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI 	OR	<ol style="list-style-type: none"> 1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority <li style="text-align: center;">For persons under age 18 who are unable to present a document listed above: 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record 	AND	<ol style="list-style-type: none"> 1. A Social Security Account Number card, unless the card includes one of the following restrictions: <ol style="list-style-type: none"> (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION 2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) 3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (Form I-197) 6. Identification Card for Use of Resident Citizen in the United States (Form I-179) 7. Employment authorization document issued by the Department of Homeland Security <p style="margin-left: 20px;">For examples, see Section 7 and Section 13 of the M-274 on uscis.gov/i-9-central.</p> <p style="margin-left: 20px;">The Form I-766, Employment Authorization Document, is a List A, Item Number 4, document, not a List C document.</p>
<p>Acceptable Receipts</p> <p>May be presented in lieu of a document listed above for a temporary period.</p> <p>For receipt validity dates, see the M-274.</p>				
<ul style="list-style-type: none"> • Receipt for a replacement of a lost, stolen, or damaged List A document. • Form I-94 issued to a lawful permanent resident that contains an I-551 stamp and a photograph of the individual. • Form I-94 with "RE" notation or refugee stamp issued to a refugee. 	OR	<p>Receipt for a replacement of a lost, stolen, or damaged List B document.</p>	AND	<p>Receipt for a replacement of a lost, stolen, or damaged List C document.</p>

Some Questions You May Have About Form I-9

You can find more Form I-9 information at uscis.gov/i-9-central.

1. Do citizens and noncitizen nationals of the United States need to complete Form I-9?

Yes. While citizens and noncitizen nationals of the United States are automatically eligible for employment, they too must present the required documents and complete Form I-9, Employment Eligibility Verification. U.S. citizens include persons born in the United States, Puerto Rico, Guam, the U.S. Virgin Islands, and the Commonwealth of the Northern Mariana Islands. U.S. noncitizen nationals are persons who owe permanent allegiance to the United States, which include those born in American Samoa, including Swains Island. Citizens of the Federated States of Micronesia (FSM) and the Republic of the Marshall Islands (RMI) are not noncitizen nationals, however they are eligible to work in the United States.

2. Can I ask an employee to show a specific document when completing Form I-9?

No. The employee may choose which document(s) they present from the Lists of Acceptable Documents. You must accept any document (from List A) or combination of documents (one from List B and one from List C) listed on Form I-9 and found in Section 12.0 that reasonably appear to be genuine and to relate to the person presenting them. To do otherwise could be an unfair immigration-related employment practice that violates the anti-discrimination provision in the INA. You must not treat individuals who look and/or sound foreign differently in the recruiting, hiring, or verification process.

For more information about discrimination during the Form I-9 process, contact IER's employer hotline at 800-255-8155 (TTY for the deaf or hard of hearing: 800-237-2515) or visit their website at justice.gov/ier.

3. What is my responsibility concerning the authenticity of document(s) an employee presents to me?

You must physically examine the original document(s), and if they reasonably appear to be genuine and to relate to the person presenting them, you must accept them. To do otherwise could be an unfair immigration-related employment practice. If the document(s) do not reasonably appear to be genuine or to relate to the person presenting them, you must not accept them.

However, you must provide the employee with an opportunity to present other documents from the Lists of Acceptable Documents.

4. May I accept a copy of a document from an employee?

No. Employees must present original documents. The only exception is that an employee may present a certified copy of a birth certificate.

5. When can employees present receipts for documents in place of actual documents from the Lists of Acceptable Documents?

The "receipt rule" is designed to cover situations in which an employee is authorized to work at the time of initial hire or reverification, but does not have the actual document listed on the Lists of Acceptable Documents. You cannot accept a receipt showing the employee has applied for an initial grant of employment authorization. See Section 4.3, Acceptable Receipts, for more information.

6. My new employee presented two documents to complete Form I-9, each containing a different last name. One document matches the name she entered in Section 1. The employee explained that she had just gotten married and changed her last name, but had not yet changed the name on the other document. Can I accept the document with the different name?

You may accept a document with a different name than the name entered in Section 1 as long as the document reasonably relates to the employee. You also may attach a brief memo to the employee's Form I-9 stating the reason for the name discrepancy, along with any supporting documentation she provides. An employee may provide documentation to support a name change, but is not required to do so. If you determine the document containing a different name does not reasonably appear to be genuine and to relate to the employee, you may ask her to provide other documents from the Lists of Acceptable Documents on Form I-9.

7. The name on the document my employee presented to me is spelled slightly differently than the name they entered in Section 1 of Form I-9. Can I accept this document?

If the document contains a slight spelling variation, and the employee has a reasonable explanation for the variation, the document is acceptable as long as you are satisfied that the document otherwise reasonably appears to be genuine and to relate to the employee.

DirectMyCare Web Portal Activation

When the I-9 has been completed and approved by CDWA, you will get an email from “**CDCN Workday**” with a link to the DirectMyCare secure portal login page: [DirectMyCare](#)

- You cannot begin your next hiring steps until you login.

Note: If you are unable to log in, you may need to wait about 10 minutes between receiving the email and having access to the portal while your profile is being created.

Send Verification Code

1. Go to [DirectMyCare.com](#), select **Forgot Password?** (Fig. 22).
2. On the next screen, enter your email address on file with CDWA and select **Send Code**. (Fig. 23)

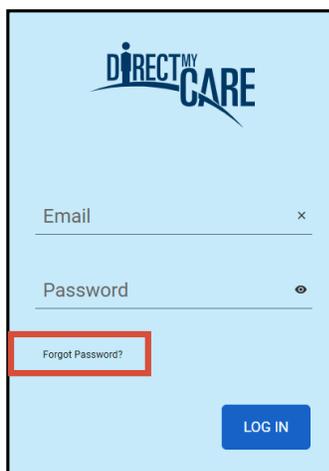


Fig. 22

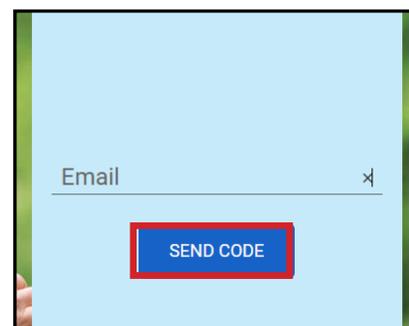


Fig. 23

Enter Verification Code

3. **Open a new browser window** and check your email for the verification code. The email will come from **Microsoft on behalf of Consumer Direct Care Network B2C** (Fig. 24).
4. **Return to DirectMyCare.com** and enter the code from your email in to verify.
Select **Verify Code**. (Fig. 25)
5. Select **Continue**. (Fig. 26)

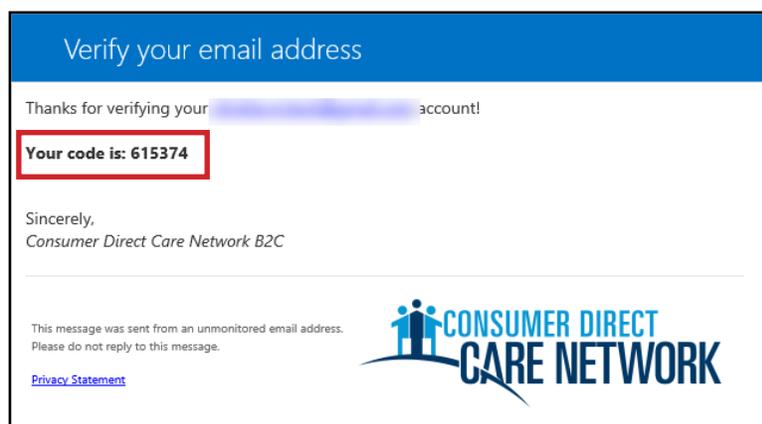


Fig. 24

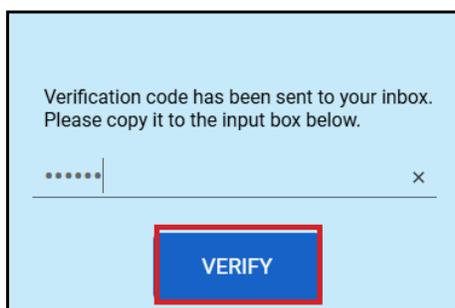


Fig. 25

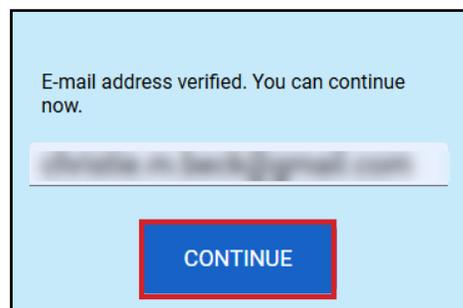


Fig. 26

Create Password

6. Create a **new password** and confirm it. The password must contain:
 - A minimum of 8 characters
 - Lowercase and uppercase letters
 - At least 1 numeric character
 - At least 1 special character
7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal. (Fig. 27)

A screenshot of a mobile application interface for creating a password. At the top, there is a back arrow on the left and the logo for 'CONSUMER DIRECT CARE NETWORK' on the right. Below the logo, there are two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. At the bottom of the screen, there is a blue button with the text 'Continue' in white. The 'Continue' button is highlighted with a red border.

Fig. 27

8. You will get a confirmation email that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue. The email may take up to 15 minutes to arrive.

Workday Navigation

Your hiring tasks are completed electronically in Workday. We recommend:

- Using a computer or tablet with Chrome as your web browser.
- Using your Workday inbox to find your tasks and complete them.

This section will help you find your hiring tasks and give you an introduction to using Workday.

Logging into Workday

1. After you've logged into CDWA's DirectMyCare web portal, select the blue **Workday** button to go to your Workday homepage. (Fig. 29)
2. Once logged into Workday, you will see the **Workday Home Page**. (Fig. 30)

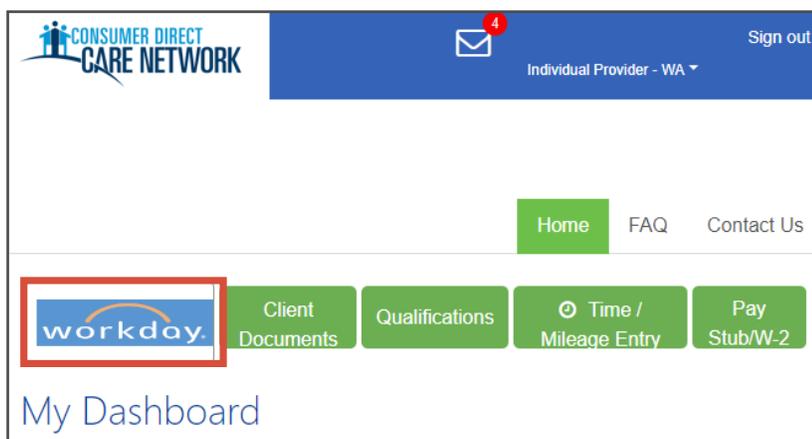


Fig. 29

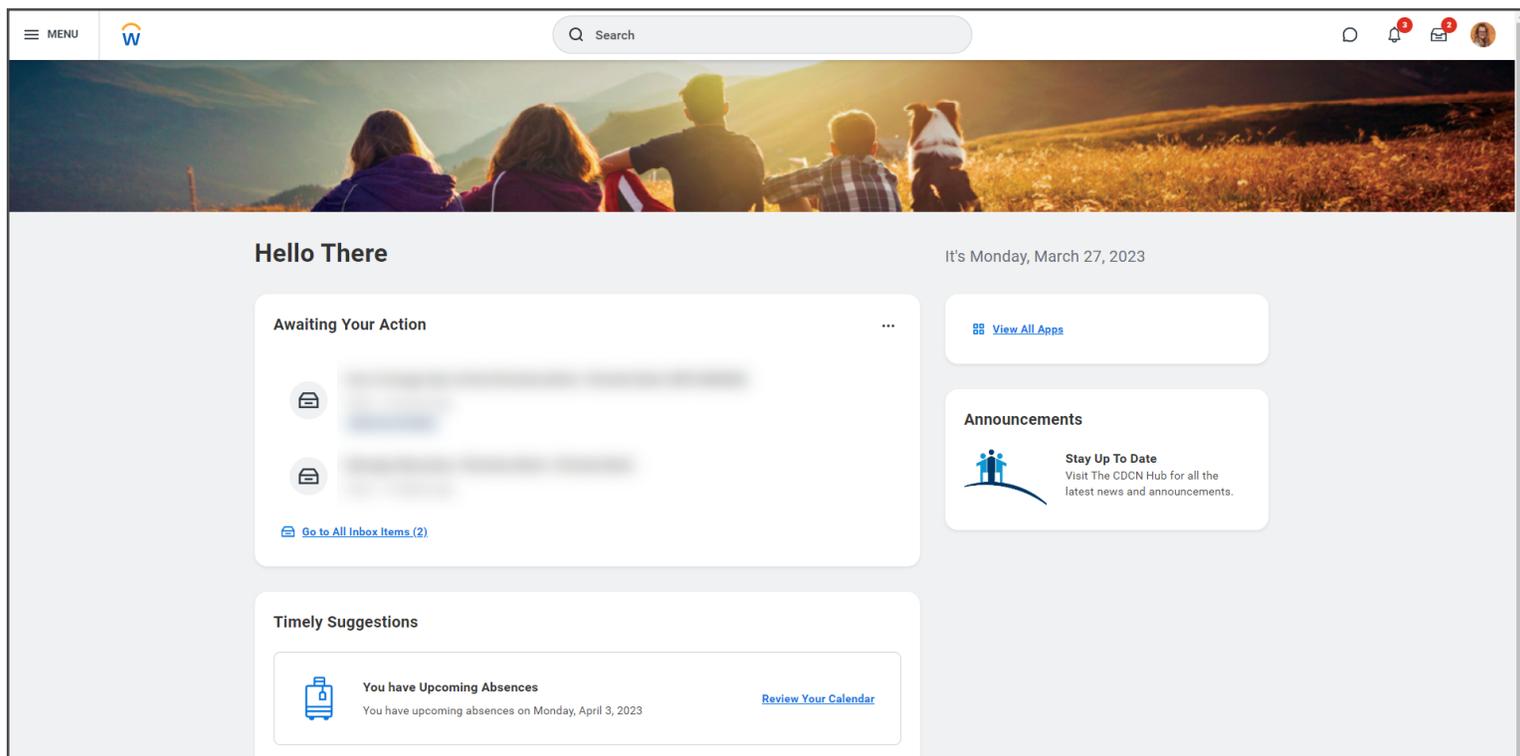


Fig. 30

NAVIGATION



1

Inbox: Located in the upper right corner of the Home Page. Your inbox includes tasks that you must complete. The number shows you how many tasks you have left to complete. At any time, you can select the Inbox to return to your active tasks.



5

Notification Bell: Located in the upper right corner next to your Inbox. Workday Notifications are also sometimes sent to your email. The number shows you how many unread notifications you have.



Your Profile: Located in the upper right corner with your Inbox and Notification Bell. Selecting your profile lets you view certain account and employment information.



Workday Logo: Located in the upper left corner. Selecting the logo will return you to your Home Page.



Dropdown Menu: Many fields will include a button with three lines. Clicking this will expand a list of available dropdown options to choose from.



Required Field Indicator: Fields marked with a red asterisk are required. You must complete the field to submit the task.

 [View All Apps](#)

View All Apps: Located on your Home Page. Select this to access all your Workday Apps.

Help Text: Helpful information and tips found at the top of some tasks. Some help text may contain links to useful resources.

Complete Federal Withholding Elections

2 month(s) ago - Due 06/11/2021; Effective 06/09/2021

If you want more information, click the links below.

Blank W-4 & Instructions - www.irs.gov/pub/irs-pdf/fw4.pdf

IRS FAQ's - www.irs.gov/newsroom/faqs-on-the-2020-form-w-4

IRS Tax Withholding Estimator - www.irs.gov/individuals/tax-withholding-estimator

Please note, CDWA is unable to advise you on what to select on the W-4. If you have further questions, contact a tax professional.



1 Alert

Alert Message: This is a warning message you may see when completing tasks. Select View All to view the warning.

**Alerts do not stop you from finishing your task. You should look at the alert to make sure the information you entered is correct.*



1 Error

Error Message: This is a warning message you may see when completing tasks. Errors must be fixed to complete your task. Click View All to view the error(s). The most common error is caused by not completing a required field.

Changing Your Preferred Display Language

Now that you're logged into Workday, if you'd like to change the preferred display language, follow these instructions.

1. From your **Workday Dashboard** select your profile icon in the top right corner of the screen, then select **My Account** from the dropdown options. (Fig. 31)
2. From My Account choose **Change Preferences**. (Fig. 32)
3. Choose your **Preferred Display Language** from the dropdown menu. Select **OK**. (Fig. 33)
 - Users will need to log out of Workday and then log back in for the changes to be displayed.
4. Your Workday home page will now display in your preferred language.

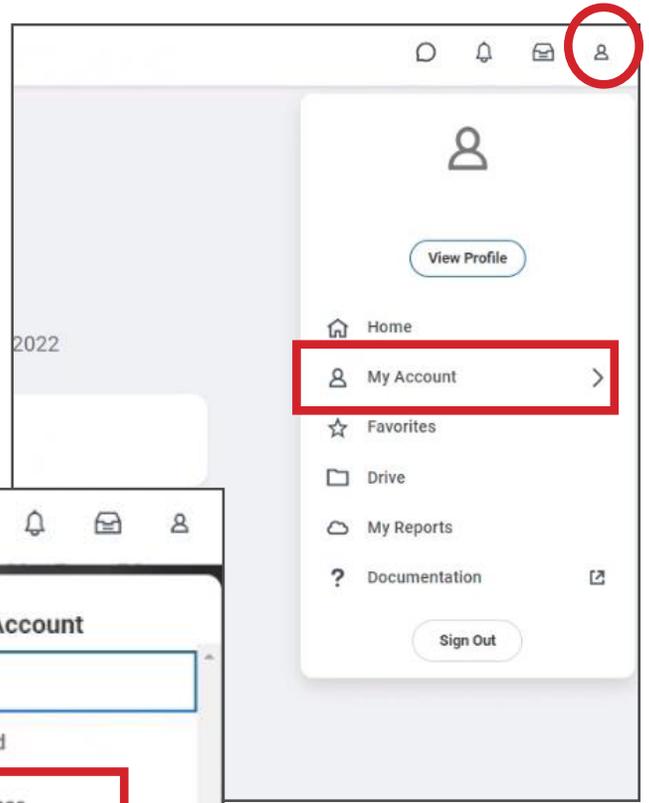


Fig. 31

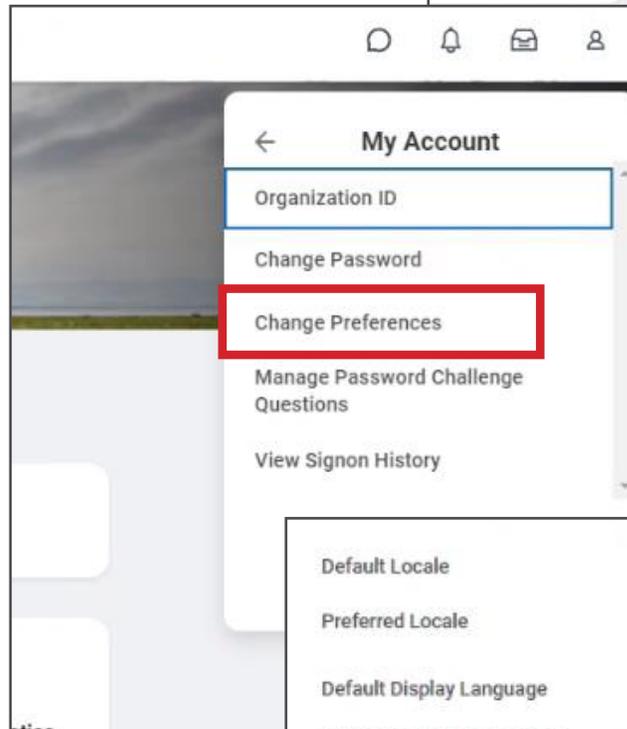


Fig. 32

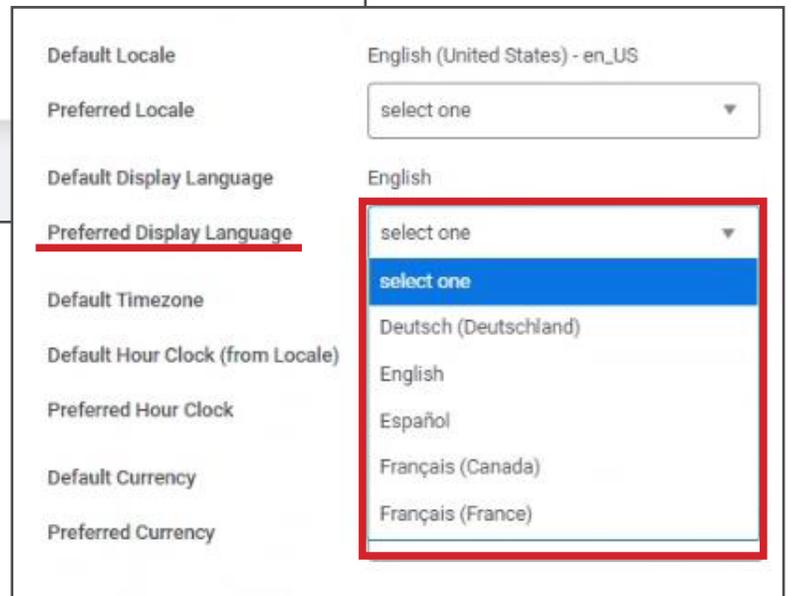


Fig. 33

Google Translate

Changing your preferred language in Workday may not change all of the text on the page. If you need help, you can use Google Translate.

- If you use **Google Chrome**, a pop-up may appear in the top right corner of your browser screen. You can use this to translate English words in Workday to your preferred language.
- If you are using a **mobile device**, you can find the **Google Translate app in the App Store or Play Store**.

NOTE: Google Translate does not always accurately translate English text.

How to add Google Translate

If Google Translate does not automatically appear, you can add it manually. This will allow you to use the translate feature on any webpage, not just Workday. Follow the instructions below to add Google Translate to your Chrome internet browser.

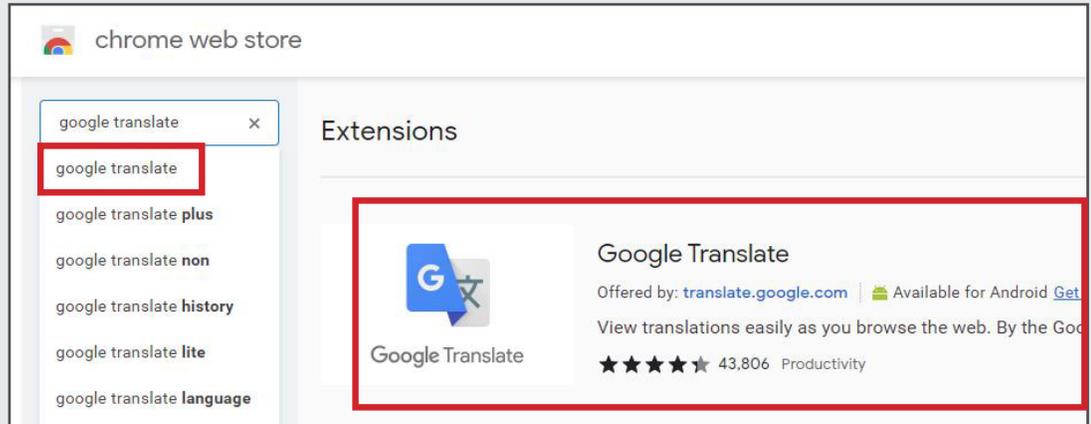


Fig. 34

1. Go to the Chrome Web Store by [using this link](#) and search for Google Translate.
2. Select the extension from the list. (Fig. 34)
3. Select **Add to Chrome** button. (Fig. 35)
4. Select **Add extension** on the pop up. (Fig. 36)
5. Your extensions can be found on the far right of your URL address bar. Select the **puzzle piece** to view. (Fig. 37)
6. Select the **push pin** icon next to Google Translate to "pin" it to your address bar. You will now see the Google Translate icon next to the puzzle piece whenever you are using the Google Chrome browser. (Fig. 37)

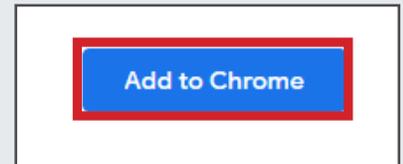


Fig. 35

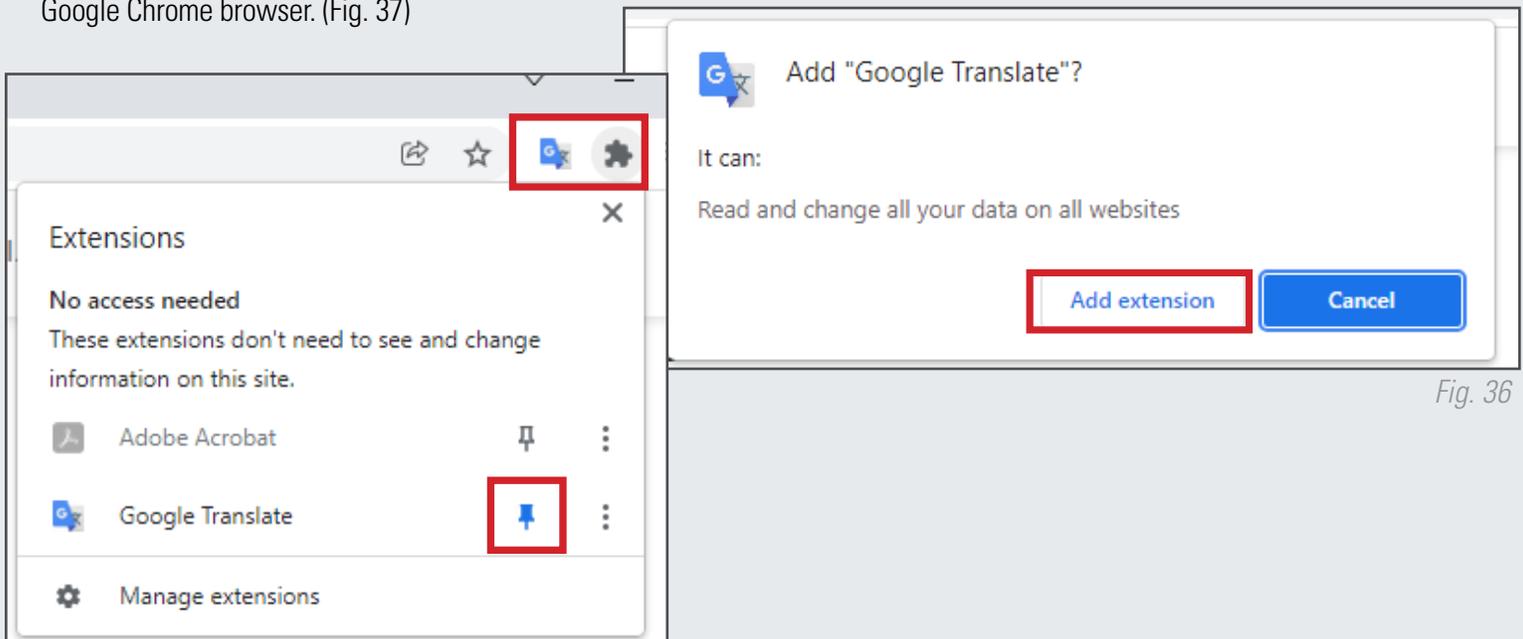


Fig. 36

Fig. 37

How to use Google Translate

1. On any webpage, including Workday, select the Google Translate icon, then select **Translate this page**. This will translate the entire webpage into your preferred language. (Fig. 38)

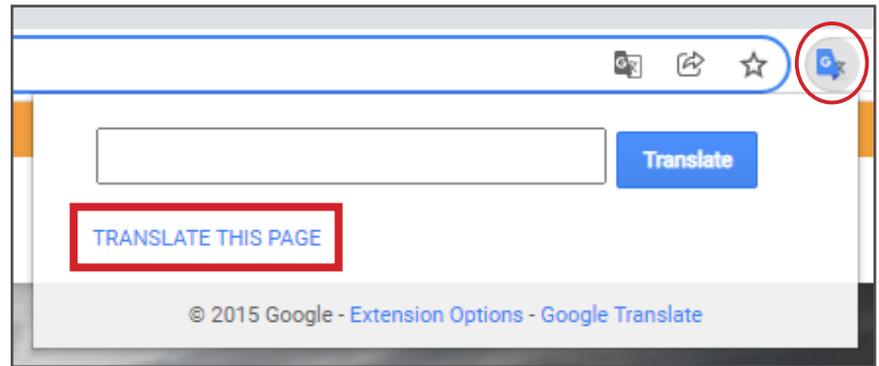


Fig. 38

2. Use the dropdown menu options to select your preferred language. (Fig. 39 & 40)
NOTE: Google Translate does not always accurately translate English text.



Fig. 39



Fig. 40

STARTING YOUR Hiring Tasks in Workday

Your hiring tasks are completed electronically in Workday. We recommend:

- Using a computer or tablet with Chrome as your web browser.
- Using your Workday inbox to find your tasks and complete them.

Now that you've logged into Workday, you're ready to begin your Hiring Tasks. Go to your inbox from your Workday Homepage and complete the tasks listed below in order. (see Fig. 41 below for help finding your inbox)

- Identify a Client
 - » The Client/IP Match establishes a link/relationship in our system between the Client and IP using the information you provided in your application. The match happens after you have completed onboarding.
- CDWA will send the required notifications to the Client and Case Manager
 - » If Yes, you have a Client, complete the Client Information Questionnaire.
 - » Don't have a Client yet? Create an account on [Carina.org](https://www.carina.org) to help find a Client.
 - * If you do not have a Client, please allow 24-48 hours for Carina to verify your status before creating an account with Carina.org to find a Client.
- Complete Federal Withholding Elections
- Payment Election Enrollment

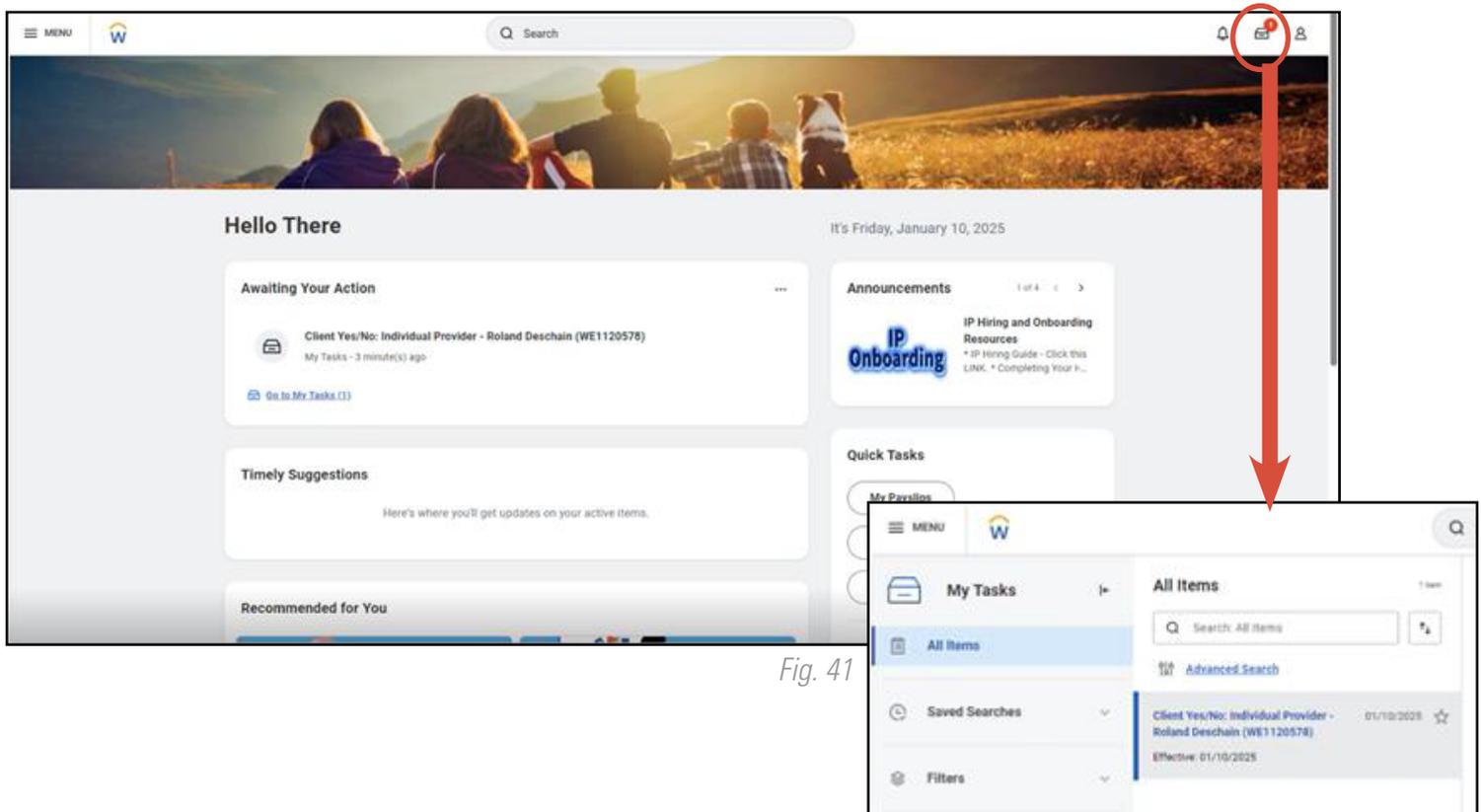


Fig. 41

Selecting Payment Method (required)

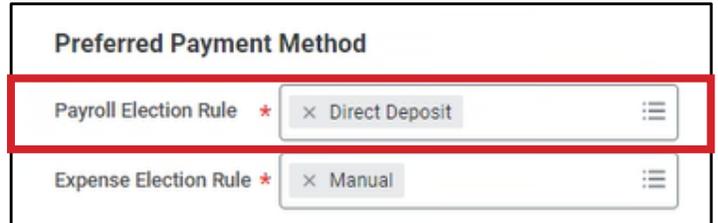
You can receive your pay by:

- Direct deposit (to one or multiple accounts)
- An existing pay card
- CDWA issued Wisely Pay card
- Or a combination of direct deposit and pay card
 - » For more information about Wisely Pay card, [use this link](#).

To get started, you will need your account information. **Inaccurate information will result in delays in payment.**

Preferred Payment Method

1. In the **Payroll Election Rule** field, choose if you want Direct Deposit (this includes to an existing pay card) (Fig. 42a) or a new Wisely Pay card (Fig. 42b).



The screenshot shows a form titled "Preferred Payment Method". It has two rows. The first row is "Payroll Election Rule" with a red asterisk, a dropdown menu showing "Direct Deposit", and a three-line menu icon. The second row is "Expense Election Rule" with a red asterisk, a dropdown menu showing "Manual", and a three-line menu icon. A red box highlights the first row.

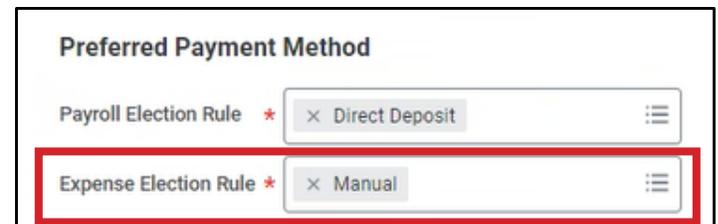
Fig. 42a



The screenshot shows a form titled "Preferred Payment Method". It has two rows. The first row is "Payroll Election Rule" with a red asterisk, a dropdown menu showing "Wisely Pay Card", and a three-line menu icon. The second row is "Expense Election Rule" with a red asterisk, a dropdown menu showing "Manual", and a three-line menu icon. A red box highlights the first row.

Fig. 42b

2. In the **Expense Election Rule** field, select **Manual** for your expense payment election. (Fig. 43)



The screenshot shows a form titled "Preferred Payment Method". It has two rows. The first row is "Payroll Election Rule" with a red asterisk, a dropdown menu showing "Direct Deposit", and a three-line menu icon. The second row is "Expense Election Rule" with a red asterisk, a dropdown menu showing "Manual", and a three-line menu icon. A red box highlights the second row.

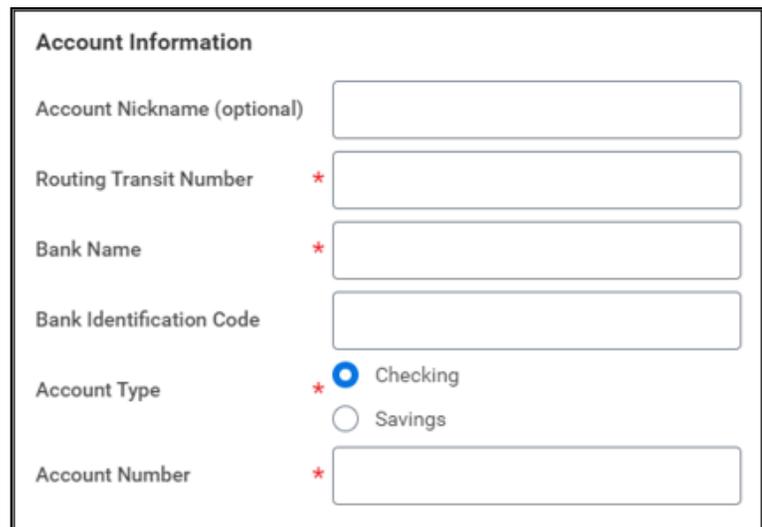
Fig. 43

Account Information

3. If you selected **Direct Deposit**, enter your account information in the required fields indicated by a red asterisk (*). (Fig. 44)

Double check your account and routing information.

Do not include dashes in account or routing numbers. This will cause your information to be rejected and a Wisely Pay card may be issued.



The screenshot shows a form titled "Account Information". It has several fields: "Account Nickname (optional)" (text input), "Routing Transit Number" (text input with a red asterisk), "Bank Name" (text input with a red asterisk), "Bank Identification Code" (text input), "Account Type" (radio buttons for "Checking" and "Savings", with "Checking" selected and a red asterisk), and "Account Number" (text input with a red asterisk).

Fig. 44

4. If you selected **Wisely Pay Card**, enter the following information in the required fields exactly as shown. (Fig. 45)

- **Routing Transit Number:** 071922476
- **Bank Name:** Wisely
- **Account Type:** Checking
- **Account Number:** 1

NOTE: Allow 7-10 business days for your Wisely Pay card to arrive in the mail in a plain white envelope. This envelope will contain instructions on how to activate your Wisely Pay card.

5. Select **OK** to continue.

NEXT: You will have the option to split your pay between accounts. If not splitting pay, review your information and click **Submit**.

If you want to split your payroll between accounts, continue with the next steps.

Account Information	
Account Nickname (optional)	<input type="text"/>
Routing Transit Number *	<input type="text" value="071922476"/>
Bank Name *	<input type="text" value="Wisely"/>
Bank Identification Code	<input type="text" value="Checking"/>
Account Type *	<input checked="" type="radio"/> Checking <input type="radio"/> Savings
Account Number *	<input type="text" value="1"/>

Fig. 45

Splitting Payroll Between Accounts (optional)

OPTIONAL: You can choose to have your pay deposited into multiple accounts (checking, savings, and/or Wisely Pay card). You can split the pay by amount or percentage. You can have up to one Wisely Pay card and six direct deposit bank accounts. To split your pay between multiple accounts, you'll need to first add all your accounts. Follow the steps below:

1. Click the **Add** button. (Fig. 46)
2. Enter the information in the required fields.
3. Click **OK**.
4. Repeat steps 1-3 if you have more accounts.
5. When you have added all your accounts, click **Save**.

Do not include dashes in account or routing numbers.
Double check your account information.

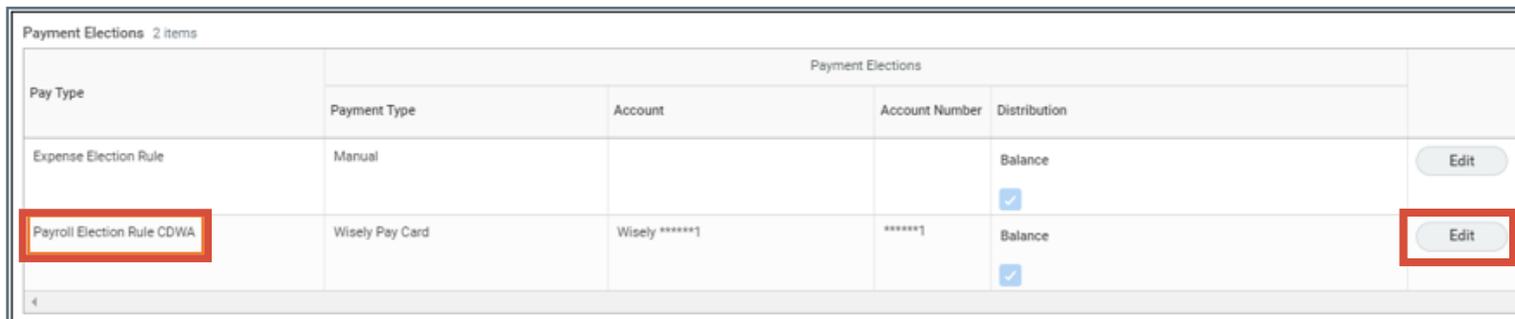
Inaccurate information may result in delays in receiving your pay.

Accounts 1 item	
Account Nickname	Country
Wisely *****1	United States of Ame

Fig. 46

After your accounts are added, you'll need to assign the accounts to your Payroll Election.

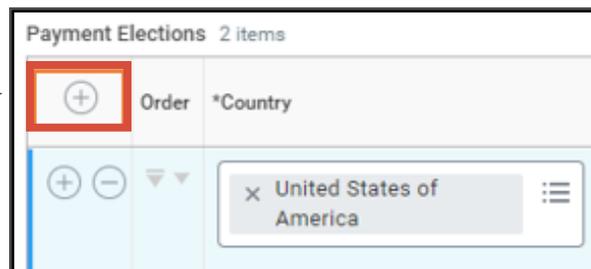
1. In the Payment Elections section, click the **Edit** button on the Payroll Election Rule CDWA line. (Fig. 47)



Payment Elections		Payment Elections			
Pay Type	Payment Type	Account	Account Number	Distribution	
Expense Election Rule	Manual			Balance <input checked="" type="checkbox"/>	Edit
Payroll Election Rule CDWA	Wisely Pay Card	Wisely *****1	*****1	Balance <input checked="" type="checkbox"/>	Edit

Fig. 47

2. Click the **+** button to add the additional account(s) you created. (Fig. 48)



Payment Elections 2 items

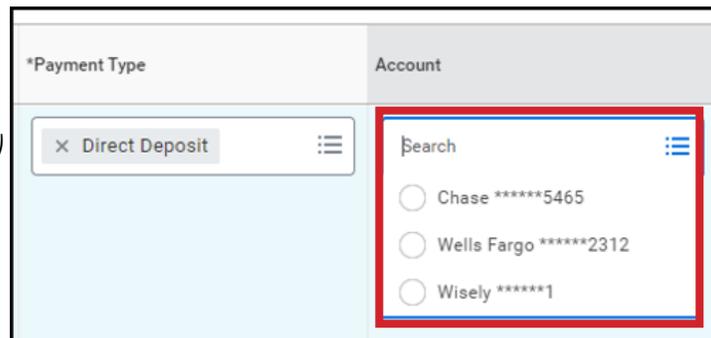
+ Order *Country

United States of America

Fig. 48

3. Click into the fields to select from the dropdowns for the following:

- **Country** (select - United States of America)
- **Currency** (select - USD)
- **Payment Type** (select Direct Deposit or Wisely Pay card)
- **Account** (select from the list of accounts you added) (Fig. 49)



*Payment Type Account

Direct Deposit

Search

Chase *****5465

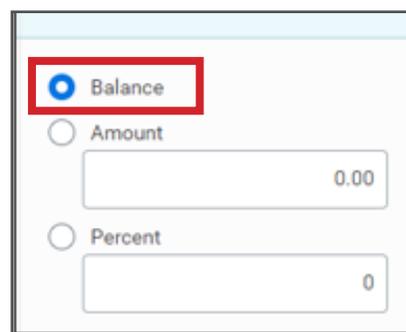
Wells Fargo *****2312

Wisely *****1

Fig. 49

4. In the **Balance/Amount/Percent** fields, choose the dollar amount or
 - percent you want deposited into each account.
 - If splitting by percent, the totals must add up to 100%.
 - If splitting by amount, the last account needs to have **Balance** selected to capture the remaining amount. (Fig. 50)
 - When you have finished, review all information before you click **Submit**.

Inaccurate information will result in delays in receiving your pay.



Balance

Amount

Percent

Fig. 50

5. You will be taken back to the Manage Payment Elections screen. If you are completely finished, click **Submit**.

More materials, including the current payroll calendar, information about ADP, accessing your paystubs, W-2s, and much more can be found on the [CDWA website](#).

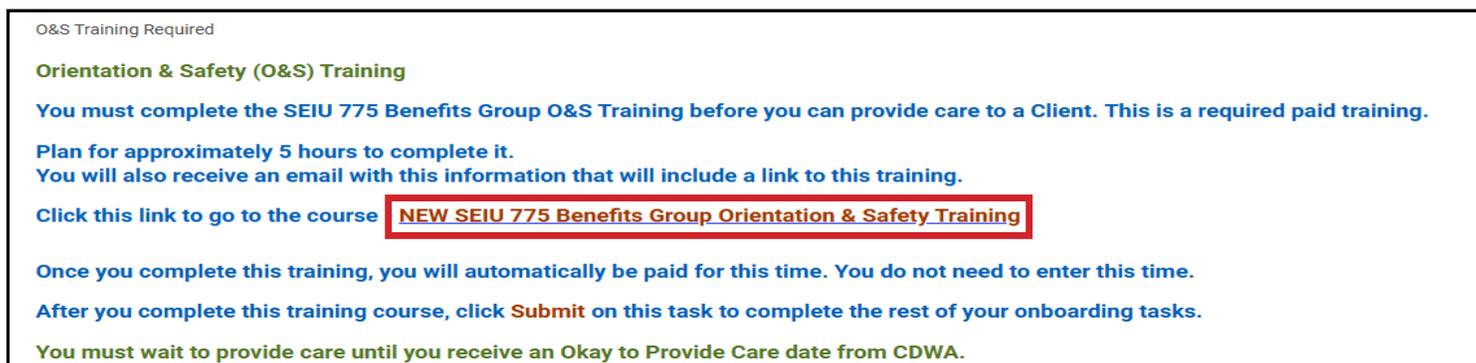
Last Hiring Tasks

After choosing how to receive your paycheck, you will need to complete the **last of your hiring tasks in Workday**, listed below:

- Orientation & Safety (O&S) Exemption Questionnaire
 - » Five hours of O&S training is required before you are authorized to provide care for your Client. Please read the full questionnaire to determine if you meet one of the exemption criteria.
 - » If you are not exempt, you will have a task in WorkDay with instructions to complete O&S Training (See below)
- Drive/No Drive Questionnaire – You must have a current and valid driver’s license to provide transportation services
- SEIU 775 Union Card Questionnaire
- Review Documents – CDWA IP Employment Attestation, CDWA IP Handbook, IP Employment Orientation
- Orientation & Safety (O&S) Credential Verification
 - » If you identified that you are exempt from O&S you will be required to provide the reason you are exempt along with documentation to support the exemption.
 - » If you are not exempt from O & S Training, continue for instructions to complete this paid, required training.

O&S Training (paid training)

1. From the Final Task (or email), select the link to access the **O&S Training**. (Fig. 51)



O&S Training Required

Orientation & Safety (O&S) Training

You must complete the SEIU 775 Benefits Group O&S Training before you can provide care to a Client. This is a required paid training.

Plan for approximately 5 hours to complete it.
You will also receive an email with this information that will include a link to this training.

Click this link to go to the course [NEW SEIU 775 Benefits Group Orientation & Safety Training](#)

Once you complete this training, you will automatically be paid for this time. You do not need to enter this time.

After you complete this training course, click **Submit** on this task to complete the rest of your onboarding tasks.

You must wait to provide care until you receive an Okay to Provide Care date from CDWA.

Fig. 51

2. You will land on the course homepage. Select the **Start Course** button. (Fig. 52)
 - The training has been translated into multiple additional languages. Use the link above the **Course Description** to get to them.



NEW SEIU 775 Benefits Group Orientation & Safety Training

انظر باللغة العربية , በአማርኛ ተመልከት , 中文是什么意思 , မြန်မာစာအုပ်အတွက် , 한국어로 보다 , नेपालीमा हेर्नुहोस् , ਪੰਜਾਬੀ ਵਿੱਚ ਦੇਖੋ , см. по-русски , afsoomaali ku arag , ver en español , ብትግርኛ ርእ , дивіться укр , xem bằng tiếng việt , tingnan sa Tagalog , English

Course Description
Orientation and Safety (O&S) introduces concepts and skills to help prepare a learner for becoming a...

Fig. 52

This 5-hour training includes 24 lessons (or modules)

3. Select **Launch Content** to get started. (Fig. 53)

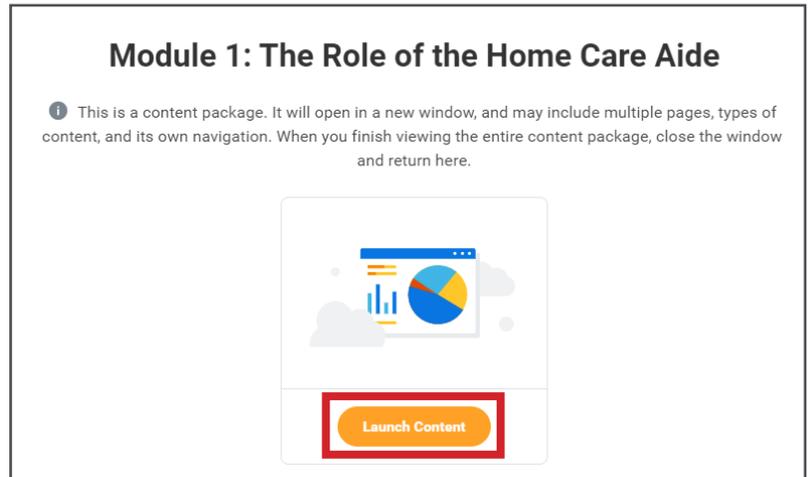


Fig. 53

4. If you see a message "Popup Blocked" simply select **Launch Course** to continue. (Fig. 54)



Fig. 54

The screenshot shows a video player titled "The Role of the Home Care Aide" with a "PSA WELCOME VIDEO" embedded. The video player interface includes a top navigation bar with "Menu", "Help", and "Exit" options, and a "TRANSCRIPT" button. The video player itself has a "BACK" button, a "NEXT" button, a volume control icon, a play/pause button, and a replay button. The video content shows a woman at a computer workstation in a "BANK" setting, with other scenes of a person in a field and a graduation cap.

1. **Menu** - this will help you determine what slide you're on within the entire training. You can also use the menu to go back and replay a slide you've already watched.
Help - this will take you back to the Course Help slide at the beginning of the lesson.
Exit - this will close the lesson screen. You must use this button at the end of the lesson for it to show as complete.
Transcript - this will provide a written version of the narration of that slide.
2. **Back button** - use this button to go back one slide.
3. **Next button** - use this button to go forward in the lesson. You must complete the current slide before using the next button.
4. **Volume** - use this button to adjust the volume up or down.
5. **Play/Pause button** - as the presentation is playing, you can click here to pause and then start again.
6. **Replay** - use this button to restart the current slide/video (you will not be allowed to rewind a few seconds).

LESSONS THAT INCLUDE A DOCUMENT

1. Lessons 6 - 11 have a document attached you'll need to open and read. To do this correctly, you'll want to first select the lesson, then choose **Open PDF**. (Fig. 55)
2. To close the document when you are done reading it, click or tap outside the document viewing area.
3. Use the buttons displayed to either **View Again** or go on to the **Next Lesson**. (Fig. 56)

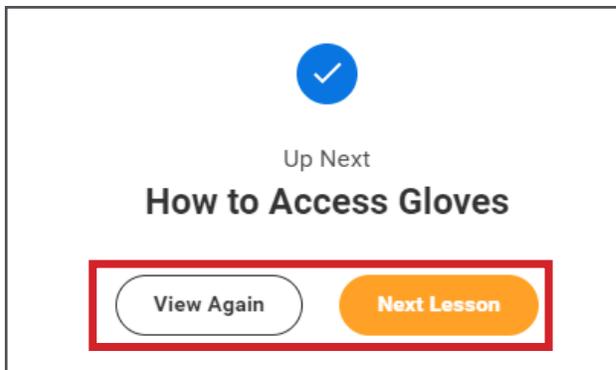


Fig. 56

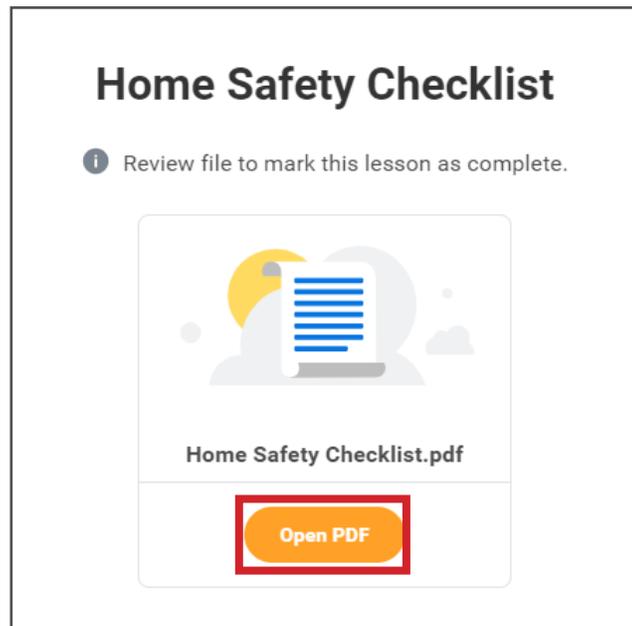


Fig. 55

CDWA Employment Orientation (optional paid training)

1. Next, you will receive a task with a link to access the optional **CDWA Employment Orientation** training. (Fig. 57)
2. You will land on the course homepage. Select **Start Course**.
3. This training will take about an hour to complete and goes through some information from your IP Employment Handbook.

CDWA IP Optional Trainings

Optional Paid Training

If you choose, you can complete one of both of these extra courses. If you choose not to complete either of them, click **Submit** at the bottom to exit this page.

CDWA Employment Orientation ([CLICK HERE](#)) Learn more about being an employee of CDWA, including how to submit time. This is an optional paid training. Plan for 1 hour to complete it. Once you complete this training, you will automatically be paid for this time. You do not need to enter this time.

Fig. 57

CDWA EMPLOYMENT ORIENTATION COURSE NAVIGATION

CDWA Employment Orientation

CONSUMER DIRECT CARE NETWORK WASHINGTON

CDWA Employment Orientation

1. [Play/Pause button]

2. [Replay button]

3. [Previous/Next buttons]

4. MENU

- Introduction
 - Introduction Video ✓
- Plan of Care
 - Plan of Care
 - Definition
 - Reading the Plan of Care
 - Included in the Plan of Care
 - Go through each

- 1. Play/Pause button** - as the presentation is playing, you can click here to pause and then start again.
- 2. Replay** - use this button to restart the current slide/video (you will not be allowed to rewind a few seconds).
- 3. Previous/Next buttons** - use the previous button to go back one slide. The next button is disabled and will not work unless you've previously played the slide and are repeating it.
- 4. Menu** - this will help you determine what slide you're on within the whole training. You can also use the menu to go back and replay a slide you've already watched.

SEIU 775 Orientation (optional paid training)

- From the Final Task (or email), select the link to access the optional **SEIU 775 Orientation** training. (Fig. 58)
- You will land on the course homepage, select **Start Course**. This training is a 10-minute video. Select the play button to begin.

SEIU 775 Orientation ([CLICK HERE](#)) This is an introduction to SEIU 775. This is an optional paid training. Plan for 10-15 minutes to complete it. Once you complete this training, you will automatically be paid for this time. You do not need to enter this time. Click **Submit** on this task to exit this screen.

Fig. 58

IF YOU NO LONGER HAVE LINKS TO TRAININGS

You can always return to or access a course through your learning profile. To find your learning profile, follow the instructions below:

1. Select your profile in the top right corner of Workday, then select the **View Profile** button. (Fig. 76)
2. From your profile, select **Career** on the left-hand side.
3. You will see your trainings organized into Not Started, In Progress, and Learning History. (Fig. 59)
4. Go to any course listed by selecting its title.

This is also how you can check that a course has been marked complete.

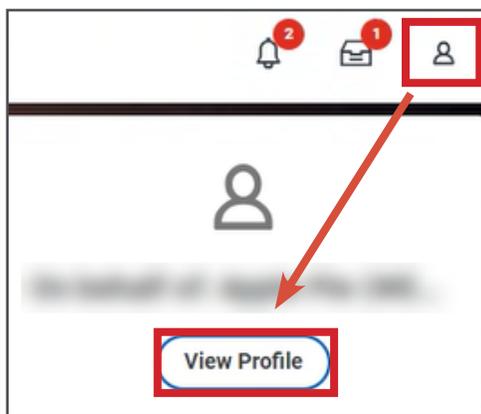


Fig. 76

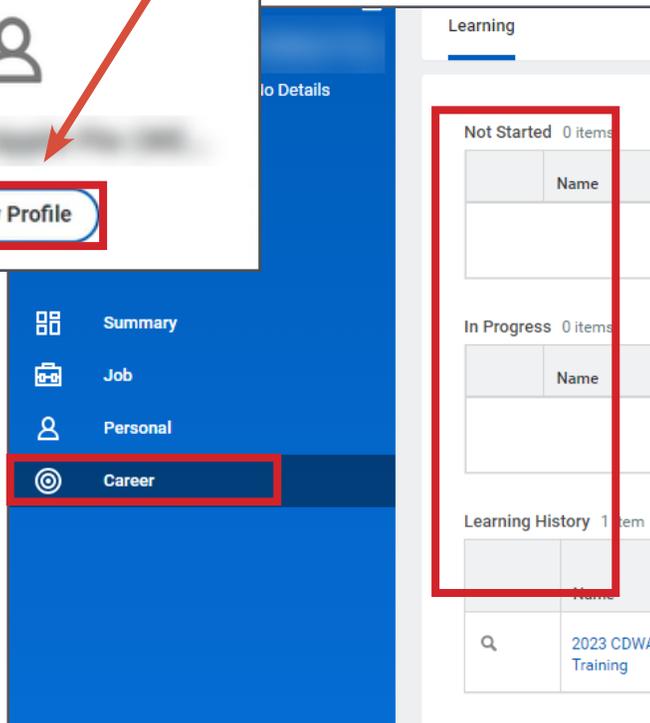


Fig. 59

HOW TO CHECK YOUR PROGRESS

When you first use the link to access a training you come to the course landing page. Here you will see a list of lessons. From this list you can view whether a lesson is complete, in progress, or not started. You may select the lesson directly that you wish to return to, or select the **Resume Course** button. (Fig. 60)

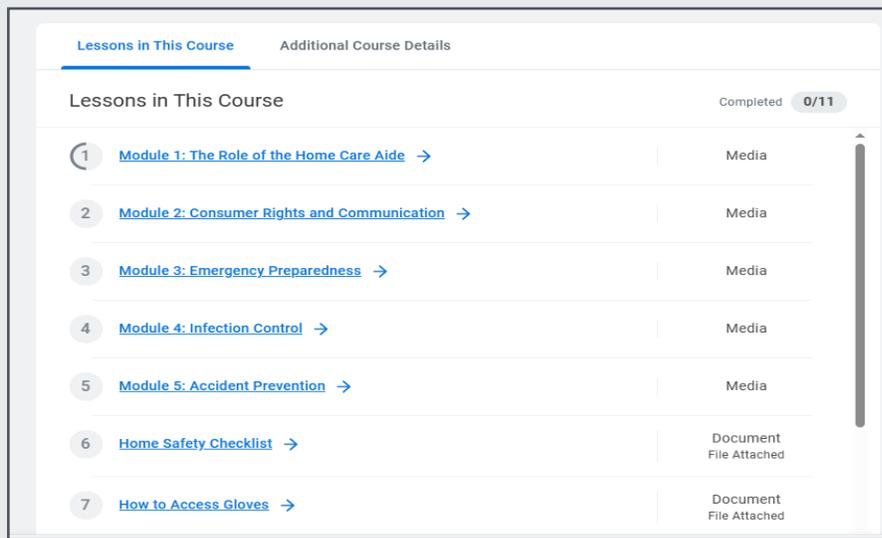


Fig. 60

FINDING O&S TRAINING IN OTHER LANGUAGES

There are links in the course description leading users to the course in the following languages: (Fig. 61)

- Arabic
- Amharic
- Chinese
- Khmer
- Korean
- Nepali
- Punjabi
- Russian
- Somali
- Spanish
- Tagalog
- Tigrinya
- Vietnamese
- Ukrainian

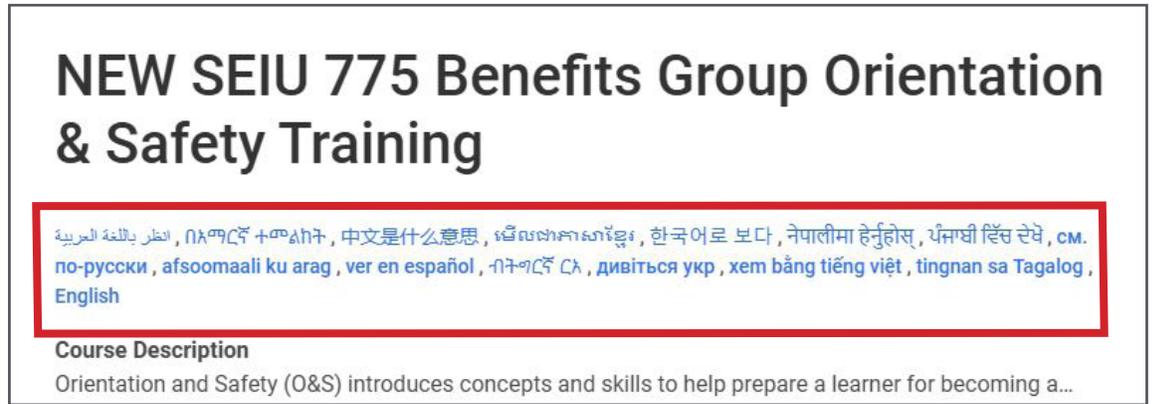


Fig. 61

RESUMING A TRAINING WHERE YOU LEFT OFF

1. Select the link from your Final Task (or email) to access the course landing page.
2. Select the **Resume Course** button. (Fig. 62)
3. Select **Launch Content**.
4. When the player pops up, it will ask if you'd like to resume where you left off. (Fig. 63)
 - **Yes** will take you to the beginning of the last slide you viewed in the course.
 - **No** will take you back to the start of the presentation (your previous progress will not have saved).

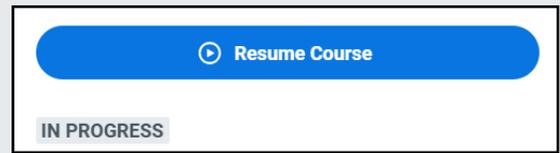


Fig. 62



Fig. 63

RETAKE A TRAINING OR VIEWING IT AGAIN

1. Use the original link from the email to access the course landing page. Select the **View Course Again** button. (Fig. 64)
2. You have two options: (Fig. 65)
 - Selecting the **View Course Again** button will not reset your progress and you will not have to start from the beginning.
 - Selecting the **Retake Course** link will send you to the beginning of the course, you will have to start over, and your progress will be reset. (See instructions above to begin again.)
3. After selecting View Course Again, select the **View Again** button below the date of completion.
4. Select **Launch Content**.
5. Once you've launched content, the training will open.

Note: Retaking or reviewing a course will not result in more pay.

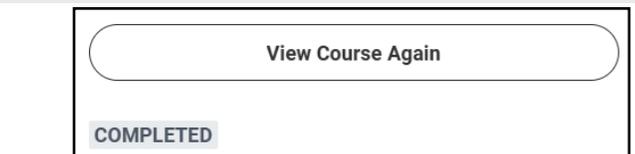


Fig. 64

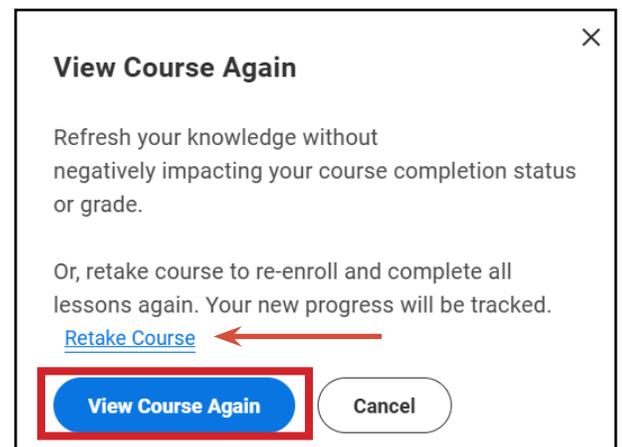


Fig. 65

Fingerprint Background Check Appointment

At this time, you will need to schedule your Fingerprint appointment. We MUST receive your fingerprint results within 120-days of your “Okay to Provide Care” date

Once your Washington State background check has cleared, CDWA will provide instructions on the Fingerprint Application process.

Next Steps:

Look for an email from CDWA that includes instructions for a Fingerprint-Based Background Check.

- Sign the forms attached in the email.
- Email the signed forms back to CDWA.
- Call the phone number provided in the email to schedule a fingerprint appointment.
- For questions, use the information in the email to contact CDWA.

You will need your ID/OCA number for your Fingerprint Appointment. This number will expire six months from the issue date of your background check results. If it expires, you will need to submit a new background check application.

“Okay to Provide Care” Date

Now that your hiring tasks are completed, CDWA will need to review all of your hiring information before we can give you an “Okay to Provide Care” date:

- An “Okay to Provide Care” date is the first day you can start working with your Client for pay. You will receive an “Okay to Provide Care” date after you have completed the following:
 - » Pass a Background Check with CDWA
 - » Have an approved, valid I-9
 - » Complete required Orientation & Safety Training (O&S) or provide CDWA with proof of an equivalency
 - » Have a Client in CDWA’s system with an active authorization
 - * If your Client does not have an active authorization, they may need to contact their Case Manager
 - * If you do not have a Client, you can create a profile on [Carina.org](https://www.carina.org). NOTE: You need to have passed your interim Background Check with CDWA to register with [Carina.org](https://www.carina.org). Contact CDWA if you have questions.
- Other factors that can hold up your “Okay to Provide Care” Date:
 - » Failure to complete O&S
 - » No Client identified
 - * If you do not have a Client, please allow 24-48 hours for Carina to verify your status before creating an account with [Carina.org](https://www.carina.org) to find a Client.
 - » Client has no current authorization
 - » Client Authorization is expired
 - » If all your hiring requirements are met, we will issue you your OTPC date within 3-biz days. Please contact us if you have not received an OTPC date within 3 business days after completing all the hiring requirements.

CONFIRMING ATTESTATIONS in the DirectMyCare web portal

Getting Started

Once you've received your "Okay to Provide Care" email, you have one more step before you submit time.

Follow the instructions below to complete the **Client Relationship Information and Live-in Status Attestation**.

Your answers to your attestations determine:

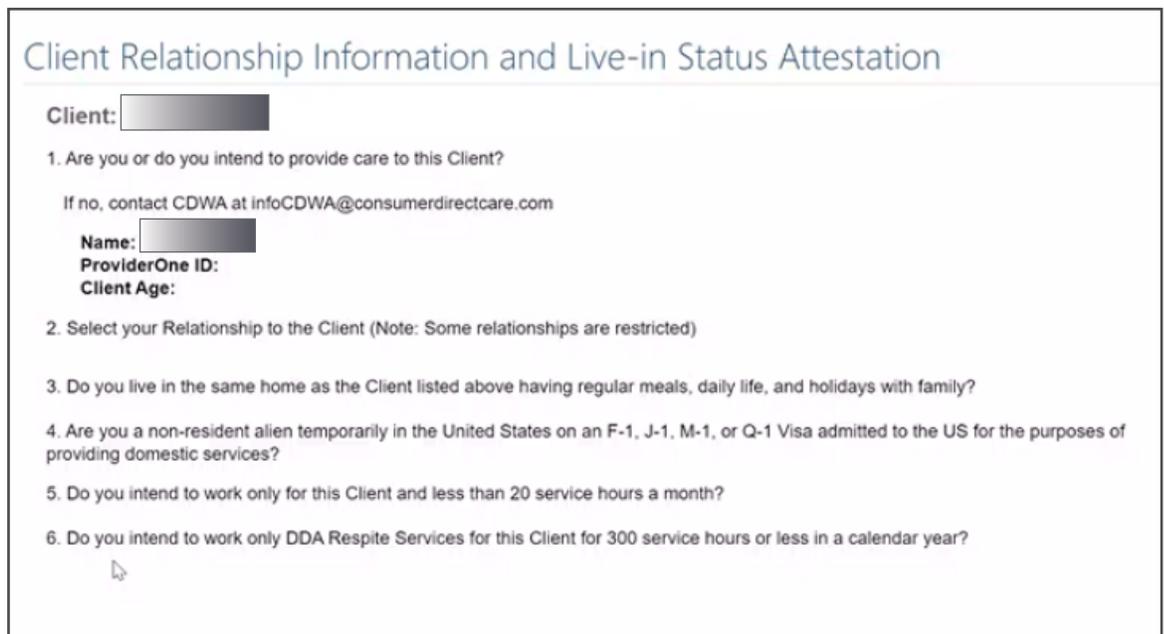
- Applicable tax exemptions
- Needed level of training
- Live-in status
- Electronic Visit Verification (EVV) requirement

You will not be able to submit time to CDWA until these questions are completed.

(For more information about submitting time, [use this link](#).)

To complete your attestations:

1. Log into CDWA's [DirectMyCare web portal](#).
2. A pop-up window will appear. Complete the questions about your relationship to the Client and Live-in Status. (Fig. 66)
3. Select **Continue**.



The screenshot shows a web form titled "Client Relationship Information and Live-in Status Attestation". At the top, it says "Client:" followed by a redacted name. Below this is question 1: "1. Are you or do you intend to provide care to this Client?". A sub-note says "If no, contact CDWA at infoCDWA@consumerdirectcare.com". Below the question are fields for "Name:", "ProviderOne ID:", and "Client Age:", all of which are redacted. Question 2 asks to "Select your Relationship to the Client (Note: Some relationships are restricted)". Question 3 asks "Do you live in the same home as the Client listed above having regular meals, daily life, and holidays with family?". Question 4 asks "Are you a non-resident alien temporarily in the United States on an F-1, J-1, M-1, or Q-1 Visa admitted to the US for the purposes of providing domestic services?". Question 5 asks "Do you intend to work only for this Client and less than 20 service hours a month?". Question 6 asks "Do you intend to work only DDA Respite Services for this Client for 300 service hours or less in a calendar year?". A mouse cursor is visible over the bottom of the form.

Fig. 66

4. Based on your answers about your Relationship to the Client and Live-In Status, carefully read the information on the next screen. Check the box to attest that the answers you provided are accurate and truthful.
 - Select **Continue** when everything is correct.
 - If you discover that you have made a mistake you can use the **Back** button to go back and change your answers.
5. The final screen will notify you of the next steps CDWA will take to confirm the relationship and link you to your Client so that you can start submitting time.
 - Select **Continue**.
 - When you see your Client's status as **Approved** on your Dashboard, you will be able to start submitting time.