



# ConnectToCareJobs.com

## Frequently Asked Questions

### **1. Once the pilot test is completed, how soon can other states begin to use it?**

We anticipate allowing all states to join the platform beginning May 18, 2020. States will have to be added to the platform one at a time. If your state is interested in participating in ConnectToCareJobs.com, please email Pearl Barnett at [pbarnett@advancingstates.org](mailto:pbarnett@advancingstates.org), and she can reserve your states spot on the calendar.

### **2. Who runs the platform?**

ADvancing States runs the platform and holds the copyright and licenses.

### **3. Which state agencies are leading the effort?**

It differs in each state and territory. In some states, it is being led by the Department on Aging; in other states, it is being led by the Department on Emergency Management. We advise that at least the following agencies be involved in the development (keep in mind that agency names are different in each state):

- Emergency Management
- Medicaid
- Aging and Physical Disabilities
- Intellectual/Developmental Disabilities (I/DD) Agencies
- Dept of Behavioral Health
- Dept of Health
- Department of Labor
- Licensing agencies or boards

### **4. What will the cost of the service be?**

There is no cost to the job seeker or the facility to use the service. There is no cost for the states to use the basic platform. If a state wants to customize the platform, they will need to speak with ADvancing States at [info@connecttocarejobs.com](mailto:info@connecttocarejobs.com) to discuss options.

**5. What are some of the steps states should take to get their provider networks to use the tool?**

States should begin to talk to the provider associations and various licensing boards about the platform and its ease of use for filling vacancies. They should encourage them to use the platform rather than calling the state when they have a worker shortage. States should also be using the platform regularly to check on facilities that have shortages to ensure that the positions that they need are being filled.

**6. What if a state already has a website that they are using for COVID activities?**

The state can easily redirect traffic from existing state websites to ConnectToCareJobs.com. ConnectToCareJobs.com has the ability to connect with job seekers nationwide.

**7. What if a state wants to add additional worker categories or facility types into the system, can the system do that?**

If a state is interested in adding additional worker categories or facility types to the system, they should contact ADvancing States at [info@connecttocarejobs.com](mailto:info@connecttocarejobs.com). Several updates are in the works for both worker categories and facility types.

**8. Can private pay providers and facilities be included in the system, or is this specific to Medicaid?**

Providers and facilities where people are receiving services to the platform are included regardless of payor source. This system is not designed specific to Medicaid or Medicare funding.

**9. Is this service going to be running after the COVID crisis ends?**

It is our intention to continue to operate this website after the COVID crisis ends if there is enough interest and use.

**10. Will there be a licensing fee for a state that chooses to adopt and utilize the platform outside of the ADvancing States platform?**

States wishing to adopt the program without using the national tool can do so by obtaining licensing permissions from ADvancing States. There will be minimal charges associated with obtaining the licensing permissions to allow us to cover the cost of our legal fees. There will be no charge for the platform.

**11. Will there be any costs to the future for the job seeker to use the application?**

There will never be a cost associated for the job seeker.

**12. Can there be customization for certifications/licenses that exist in some states but not others?**

Yes, States wishing to customize the program should contact ADvancing States, at [info@connecttocarejobs.com](mailto:info@connecttocarejobs.com).

**13. Our state certifies some positions differently than other states, how should we account for that?**

We only provide the matches based on the information that is input by the job seeker and facility. It is up to the facility to do the appropriate review of the applicant's credentials prior to offering them a position.

**14. Does the system collect information about background checks?**

The system does not collect information about background checks. This is up to the facility to ensure that the applicant meets the standards set by the state and the facility.

**15. Will the data that you gather be de-identified before it is shared with federal agencies or researchers?**

Yes, all the information we be de-identified before it is shared with federal partners and researchers. For additional information about the privacy policy of the website [see https://www.connecttocarejobs.com/policy](https://www.connecttocarejobs.com/policy).

**16. How can states encourage workers to sign up for the system?**

ADvancing States has compiled a toolkit based on some early state adopters, and we will continue to update the ideas with ideas from additional states. Please contact ADvancing States at [info@connecttocarejobs.com](mailto:info@connecttocarejobs.com) for a copy of the toolkit.

**17. Do you have sample "marketing" emails available?**

Yes, a copy of the marketing emails can be found here: XXXXX

**18. Is the system HIPPA compliant?**

We believe that the system is HIPPA compliant based on a review by Colorado.

**19. Is the system 508 compliant?**

The first version is not currently compliant, but it is in the implementation plan to have it compliant in the very near future.

**20. Are there any plans to have versions for the job seekers in other languages?**

Yes, in upcoming versions, we will have additional languages for the job seekers.