

Direct Care Careers (DCC) FAQs

What is the purpose of DCC?

The purpose is to connect personal care attendant employees or candidates with employers (including consumer directed services (CDS) employers) who are looking to fill positions.

What is CDS?

CDS stands for consumer directed services. CDS allows people who receive services from Texas Health and Human Services Commission to hire and manage the people who provide their services. The CDS individual also selects a Financial Management Services Agency (FMSA) to do the employee's payroll and federal and state tax payments.

How do I sign up?

You can register for an account by completing a simple form directly on the website. Once you have an account, you will have access to use the site. Please see the "How to Guide" located here.

Who is eligible to use DCC?

Any job seeker who has passion for supporting older adults or people with disabilities within their communities.

Any employers, including CDS employers, who are providing home and community-based services through our Medicaid program.



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Is there a fee to use DCC?

No, there is no fee or subscription service required.

Is a high school GED or formal education/training required to become a personal care attendant?

Minimum requirements or qualifications may vary by employer. Minimum requirements or qualifications are listed in job postings.

How will employers be verified?

HHSC will verify employers by their National Provider Identification (NPI) number, as well as the business city and zip code. CDS employers will be verified through their FMSA and the FMSA's National Provider Identification (NPI) number.

Why am I required to provide my NPI?

HHSC is using the NPI to verify that employers are registered as a business provider with the state. Please note that this does not mean that the state endorses any employers on the website.

Can employers hire community attendants through DCC?

No, employers cannot directly hire through DCC. This resource is only available as a job matching service to connect employers and employees. After making a connection on DCC, employers and prospective employees must go through the normal job hiring process utilized by the employer.

Will DCC screen candidates or provide background checks?

DCC is only available as a job matching service. HHSC will not be responsible for screening candidates or providing background checks.

What do I do if I experience technical difficulties?

Please contact the help desk at helpdesk@directcarecareers.com or visit our help documents at <https://directcarecareers.com/help>.

What if I experience verification issues while trying to register?

Please contact the help desk at helpdesk@directcarecareers.com. If the help desk is unable to resolve the issue, they will forward the information directly to HHSC. We will contact you by phone or email and work to get the verification confirmed within three business days. If you have recently applied for a new NPI, verification may take longer.

Will DCC be available in multiple languages?

Yes, translation services will be provided by selecting your preferred language at the top right-hand corner of the website.

Will DCC provide any type of training?

Yes, links to trainings or training materials will be uploaded to the site in the future. We will make an announcement on the site when training materials have been added. Applicants are encouraged to take any trainings of interest.

Will employers be able to rate or leave comments about employees through DCC?

No, DCC will not provide this functionality. Employers are encouraged to go through their normal process for evaluating employees.

How will employers and employees be matched?

Matches will be made on a variety of criteria such as areas of expertise, location, populations served, and personal preferences.

Am I required to fill out all fields in my profile?

No, you are only required to fill out fields with an * next to them. All other fields are OPTIONAL. If you do not wish to share specific information, you may leave the field empty.

How do I ensure that I get the best auto matches?

Candidates who fill out their profiles in a detailed and thorough manner will have more factors to match on. While not all fields are required, the more information that you provide will ensure more precise auto matches. You may also edit your profile information at any time. Click [here](#) for quick tips to complete your profile and generate a resume today.

How do I find a match in my location?

Matches are based on the data available in the system as provided by candidates and employers. In order for geo-matching to work most effectively: 1) Candidates should enter both their city and zip code into their profiles, and 2) Employers should enter both the city and zip code for the Work Location in Job Posts.

Can I upload my own resume?

Yes, candidates can upload their own resumes and cover letters. A DCC resume will be generated automatically based on the information entered in your profile.

As an employer, how do I see candidate profiles or resumes?

Once you post a job, the job automatically auto matches with candidates in the system. In your employer profile under My Workspace, click on the tab My Job Posts and then View Details for that specific job. Top matches for candidates will be listed directly under the Job Post.

For all other questions please contact the Office of Disability Services Coordination at HHSCOfficeofDisabilityServicesCoordination@hhs.texas.gov.