

WisCaregiver Careers Resource Guide for Managed Care Organizations (MCOs)

This MCO Guide provides information and resources about WisCaregiver Careers that MCOs can share with their long-term care providers and individuals who self-direct their services.

WisCaregiver Careers aims to ensure all members have competent caregivers to help them live their best lives. It is a statewide program that helps caring people start or grow their health care careers by offering **free online training** and cash bonuses.

Three components of WisCaregiver Careers that will benefit MCOs and their provider network:

WisCaregiver Careers		
<p><u>Certified Direct Care Professional (CDCP) training and certification program</u></p> <p>CDCP teaches valuable caregiving skills. The program is supported by the DHS and delivered through the University of Wisconsin-Green Bay (UW-GB).</p> <p>CDCP program benefits:</p> <ul style="list-style-type: none"> • Free online training in less than 40 hours • Builds skills in <u>14 key care areas</u> • Earns an official CDCP certification • Prepares individuals to work in home and group settings • Connects caregivers with employers • \$250 bonus initially and another \$250 bonus after six months employment 	<p>Comprehensive Marketing and Resource Tools</p> <p>WisCaregiver Careers is being promoted on TV, radio, newspaper, and social media to recruit and retain staff.</p> <p>Resource tools:</p> <ul style="list-style-type: none"> • CDCP fact sheet: <u>English</u>, <u>Spanish</u>, and <u>Hmong</u> • <u>WisCaregiver Connections online job platform fact sheet</u> • <u>CDCP library of videos</u> • <u>CDCP participant guide</u> • <u>CDCP employer guide</u> 	<p>WisCaregiver Connections</p> <p>WisCaregiver Connections is an online job matching platform that helps employers find trained caregivers.</p> <p>Job platform features:</p> <ul style="list-style-type: none"> • Post open caregiver jobs • Match with certified caregivers • Review candidate profiles and credentials <p><i>Note: For privacy, SDS employers will not appear on the public map.</i></p>

Benefits the CDCP program offers to specific provider types and how to get started

- **1-2 bed Adult Family Homes (AFHs)**

- The CDCP program along with two free supplemental trainings, meet all the required training standards. The free supplemental [microcredential training courses](#) include: Resident Rights in All HCBS Settings and Medication Administration.
- CDCP certification fulfills annual staff training requirements.
- Actions to take:
 - Share this flyer: [WisCaregiver CDCP Free Training for Caregivers in 1-2 Bed Adult Family Homes](#).
 - [Register](#) as a WisCaregiver Careers employer.
 - Join WisCaregiver Connections to post jobs and get on the [employer map](#) to find caregivers.
 - Learn how to use the Handshake software that powers WisCaregiver Connections.
 - Encourage staff to sign up for the free CDCP certification and earn available cash bonuses.

- **Other providers serving Family Care members**

- CDCP certification partially meets Wisconsin administrative code training requirements for 3-4 bed adult family homes (AFH), community based residential facilities (CBRF), resident care apartment complexes (RCAC), personal care agencies (PCA), and substance use treatment or behavioral health providers. See [CDCP Regulatory Crosswalks](#).
- CDCP certification meets part of the [MCO Training and Documentation Standards for Supportive Home Care-P-01602 \(07/2025\)](#) under section IV. Types of supportive home care services in Section V; personal assistance services: worker training standards.
- Actions to take:
 - [Register](#) as a WisCaregiver Careers employer.
 - Join WisCaregiver Connections to post jobs and get on the [employer map](#) to find caregivers.
 - Learn how to use the Handshake software that powers WisCaregiver Connections.
 - Encourage staff to sign up for the free CDCP certification and earn available cash bonuses.

- **Self-Directed Support (SDS) members**

- SDS employers can join WisCaregiver Connections to find certified caregivers.
- Actions to take:
 - [Register](#) as a WisCaregiver Careers employer.
 - Join WisCaregiver Connections to post jobs and find caregivers.
 - Learn how to use the Handshake software that powers WisCaregiver Connections.
 - Encourage staff to sign up for the free CDCP certification and earn available cash bonuses.

Additional information

1. How to register as a WisCaregiver Careers CDCP employer

Providers and SDS employers can grow their workforce at **no cost** by registering online as a CDCP employer.

- Complete the [CDCP Employer Application](#).
- Watch this short [how-to video](#) for guidance.
- Once approved, the provider organization appears automatically on the [CDCP employer map](#).

2. How to use WisCaregiver Connections to post jobs and search a statewide database of trained caregivers

After completing the [CDCP Employer Application](#), providers receive an email from UW-GB with [employer setup instructions](#) for Handshake. Handshake is the system behind WisCaregiver Connections, so each provider must set up an account.

- Watch this [Handshake instructional video](#) to learn how to set up the provider account.
- Find more information on the [UW-GB find a job webpage](#).

3. How to sign up staff for free CDCP certification and earn available cash bonuses

- CDCP program is free and open to anyone. There's no prior experience or age requirement. Encourage your providers and SDS members to get started with this [CDCP fact sheet](#).
- CDCPs receive a \$250 bonus upon being hired and an additional \$250 six-month retention bonus if they are employed by an eligible agency or provider. There is no cost to the provider for this bonus. In addition, providers who are registered on WisCaregiver Connections can encourage their current staff to earn the CDCP certification and become qualified to receive available cash bonuses.

Need help?

To learn more about the WisCaregiver Careers program for certified direct care professionals, contact our [CDCP experts](#)

Website: www.wiscaregivercdcp.com

Email: CDCP@uwgb.edu

Online Form: [Contact Us | WisCaregiver CDCP](#)

Phone: 920-465-2315 (press #2); Monday-Friday from 8 a.m. to 4 p.m. Central time (CT)

