

Jeanette Burket  

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**Authorized Signature**

**Number: SPD-IM-08-059**  
**Issue Date: 8/28/2008**

**Topic:** Long Term Care

**Subject:** Changes in the HCW Application and Registry and Referral System (RRS)

**Applies to (check all that apply):**

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS employees                 | <input type="checkbox"/> County Mental Health Directors                  |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services                                 |
| <input type="checkbox"/> Children, Adults and Families     | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers        | <input type="checkbox"/> Other (please specify):                         |

**Message:**

Changes included in this IM are effective September 2, 2008.

**The Homecare Worker Application (SDS 0355)** has been revised and is available for immediate use on the DHS Forms Server. Old stock should be destroyed and new forms used. Current HCWs do not need to complete a new application. They can answer the additional questions without staff input and will be advised of the change by the Oregon Home Care Commission (OHCC) via mail. A copy of the postcard will be sent to each office.

The most notable changes to SDS 0355 include:

- The addition of the Minimum Qualifications for HCWs established by the Oregon Home Care Commission;
- The removal of "Exclusive" as an enrollment option;
- In ADLs, cognition and toileting have been added.
- In Health-Related Procedures, oxygen management and ventilator care have been added; and
- Acknowledgement that working for a participant of the Independent Choices Program does not count towards Service Employees International Union (SEIU) Local 503, Oregon Public Employees Union (OPEU) negotiated benefits.
- A question added to help identify HCWs willing to assist in the event of a natural disaster. (This information can be pulled to a report in the RRS.)

**The Registry and Referral System (RRS)** has been upgraded. Some of the changes include:

- Large blue log in and log off buttons making it easier to see and eliminating one step of the log in process.
- All changes in the SDS 0355 have been made in the Registry.
- A new brochure with updated information has been created for employers or their representatives. A copy is attached. Print directly from the DHS Forms Server or to obtain colored, glossy brochures order form SDS 0355E from Distribution.
- Reports are now available to staff. Reports can be pulled based on local office; local office groupings (see page 54 in the RRS Staff User Manual attached) or individual HCWs. Instructions to pull reports are in the attached RRS Staff User Manual. Reports include:
  - HCWs needing orientation;
  - Approved HCWs without a criminal re-check date;
  - Statistical reports regarding availability of HCWs;
  - Specialty Reports to search for a HCW with specific availability or skills.
- An approved criminal re-check letter is available in the RRS. Criminal Re-Check lists can be pulled, letters generated auto-filled with the staff member's information and labels can be printed. The RRS tracks letters printed in each HCWs profile.
- All mandatory letters (0613c, 0613d and 613i) can also be issued and tracked through the Registry.

An updated Staff RRS User Manual for all staff using any part of the RRS. This will also be available in Staff Tools on SPD website. Old stock of HCW User Manuals should be used before ordering the updated manuals (SDS 0355H) from Distribution. It is available on the DHS Forms server.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Jenny Cokeley In-Home Services Wendy Sampels Registry and Referral System		
<b>Phone:</b>	Jenny - 503.945.5799 Wendy - 503.373.1078	<b>Fax:</b>	503.947.4245 503.378.5886
<b>E-mail:</b>	<a href="mailto:jenny.cokeley@state.or.us">jenny.cokeley@state.or.us</a> <a href="mailto:wendy.sampels@state.or.us">wendy.sampels@state.or.us</a>		

## Entering your specific information

- Answer all questions that have an asterisk(\*). If information is missing, messages will remind you.
  - » Click on **Continue** to move through the Registry **or**
  - » Click on **Update** and click on any option in the **Table of Contents**.
- When **Employer Proceed to Referral** screen opens, you can click on:
  - » Enter more information based on your needs and preferences. (This is recommended.) **or**
  - » Go directly to a list of HCWs.

## Check your information and get referrals

- When the **Employer Referral Request** screen opens, review the information to be sure it is correct. Make changes if needed.
- Click on **Continue** to get a list of HCWs.
- Click on **Display Detail** for one or more HCWs to view why each HCW was matched with you. Click on **Continue**.
- **Employer Referral — HCW Detail** screen opens.

- **Lists** or **Details** can be printed by clicking on **Printable Version** and then clicking on **Print** when the print options box opens.
- If you did an **Anonymous Search**, click on **Continue** and answer the questions about saving your information.

## State contacts

Oregon Home Care Commission (OHCC)  
676 Church St NE  
Salem OR 97301  
503.378.4050  
<https://www.or-hcc.org>

Wendy Sampels  
Registry Manager  
503.373.1078  
Toll free: 877.867.0077  
[wendy.sampels@state.or.us](mailto:wendy.sampels@state.or.us)



# REGISTRY and REFERRAL SYSTEM

Homecare worker  
registry —  
Available to all  
Oregonians



The Oregon Home Care Commission (OHCC) was created through Ballot Measure 99 passed by the voters in 2000. The OHCC's roles are to:

- Ensure the quality of in-home services.
- Provide training for HCWs and seniors and people with disabilities who employ HCWs.
- Develop a registry of HCWs who can be referred to provide routine, emergency and respite care for individuals who need services to remain in their homes.

The OHCC Registry and Referral System (RRS) is available 24 hours a day on the Internet. The RRS matches employers with available homecare workers (HCWs). All HCWs who are available for referrals have:

- Met the State of Oregon's guidelines.
- Provided additional information about:
  - » Availability.
  - » Services they are willing to provide.
  - » Where they are willing to provide services.

The Registry will assist employers to find and hire HCWs by providing information about potential employees.

**Hiring tips and more information are available on the website.**

**Training is available to Medicaid and OPI client/employers.**

## Overview

- Enter <https://www.or-hcc.org> into the **Address** field of the Internet. Then click on **Enter**.
- All bolded and underlined terms in the RRS are defined in the **Glossary**. You can click on the **Glossary** on any screen.
- All fields and questions that have an asterisk(\*) must be answered.
- The **Employer Welcome** screens have good information about hiring HCWs.
- The more specific you are about your service needs, the better HCW matches you will receive.
- Click **Update** or **Continue** on each screen to save information entered. (**Update** saves the information and keeps you on the same screen. **Continue** saves the information and moves you to the next screen.)
- The list of topics on the left upper side of all screens is the **Table of Contents**. You can move from screen to screen by clicking on any title in the list.

## Searching for a HCW

- Click on **Registry Log In** — (upper left of the screen).
- Click on **Employer** to log in and register so you can retrieve information later **or** Click on **Anonymous Search** to get referrals without registering.
- If you click on **Employer**, follow the registration instructions on the screen. If you make a mistake or forget to add something, the system will display messages telling you to make corrections.
- **Anonymous Search** and **Employer** screens open to the **Registry and Referral System Welcome screen**. After reviewing the information, click on **Continue** or **Personal Info** in the **Table of Contents**.

HCWs provide routine, emergency and respite care.





# Registry and Referral System SPD/AAAD Staff User Manual

August 2008

## TABLE OF CONTENTS

Introduction	1
Entering, Updating or Viewing HCW Profiles	5
Reports	36
Matching Employers with HCWs	51
Local Office Groupings	54

### **Contact Information:**

Wendy Sampels, Registry Manager, OHCC  
503.373.1078 or toll free 877.867.0077 option 2  
[wendy.sampels@state.or.us](mailto:wendy.sampels@state.or.us)

or

Nancy Janes, Registry Support Staff  
503.378.4050 or toll free 877.867.0077 option 2  
[Nancy.R.Janes@state.or.us](mailto:Nancy.R.Janes@state.or.us)



## Registry and Referral System SPD/AAAD Staff User Manual

### INTRODUCTION

This manual is divided into four (4) sections. The first section outlines the process to enter, upgrade, or view the homecare worker (HCW) profiles in the Registry and Referral System (RRS). Section two covers the available reports in the RRS and how to access them. The third section explains the process for matching employers with potential HCWs. The last section identifies how local offices (LO) are grouped for reporting.

### SECURITY RIGHTS

Rights must be assigned by local offices for staff to access HCW profiles, to match employers with HCWs as a staff member, and to access reports.

- HCW Coordinators who will be entering and updating homecare worker profiles in the RRS must be assigned security rights: **SW-Registry HCW Coord.**
- Staff members who need to view HCW profiles without making changes must be assigned security rights: **SW-Registry Inquiry.**

### TWO SYSTEMS IN ONE

The Registry and Referral System (RRS) is two separate systems in one.

- **Registry** - All HCWs who have been assigned a provider number, whether active or not, are downloaded from OACCESS and the Mainframe. New OACCESS data is downloaded each night so changes in OACCESS will be available in the Registry the next day If information does not update correctly call the OHCC Registry Staff immediately.
- **Referral System** – HCWs are “Available for Referral” when their:

- **OACCESS Status is Approved to Work (or Active Prior to Conv);**
- **The OACCESS HCW Level is Career (or Conversion);**
- **A RRS Process Status is Complete;** and
- Info in the RRS is current. (HCWs need to update the information every 60 days or the RRS assumes they are not looking for work.)

## **HCW PROFLES**

- Local office staff with **SW-HCW Coord** security right enters the information from the HCW application into the RRS the first time. The **RRS Process Status** is changed to **Complete** on either the **Personal Information** screen or the **Office Use Only** screen. From then on, HCWs update most of their information without staff assistance. HCWs should be given a **HCW User Manual** that steps them through updating their own profiles.
- The questions HCWs cannot update are:
  - The **HCW Orientation/Certified Training** screen (Section 3 on the HCW application).
    - **Orientation location** and **date** (must be verified by staff).
    - **CPR** and **First Aid Certification** and **Date** (must be verified by staff). It is the HCW's responsibility to keep the CPR and First Certification current. If the certifications expire, the information is automatically removed from the Registry.
  - The **Application Certification** screen (Section 13 on the HCW application). If a HCW to change the answers to these questions, the request must submit a written request to the local office. The questions are:
    - HCW will or will not allow their information to be released to the public through the Internet.
    - HCW will or will not allow their information to be referred to individuals who pay privately for in-home services.
- All new signed applications from any HCW should be entered as Pending into OACCESS when received (See PT-07-030).
  - Entering new applications as Pending prevents HCWs from "office shopping." If the potential HCW is entered into

OACCESS as Pending, other offices can see the history of the applicant.

- A report of Pending Applications is available through the Statistical Reports in the RRS.

## ENTERING, UPDATING OR VIEWING HCW PROFILES

*Only HCW Coordinators with SW-Registry HCW Coord rights can enter and update HCW profiles. Staff with SW-Registry Inquiry rights can view all HCWs' information.*

To begin, enter <https://www.or-hcc.org> in the Internet address field and click Go or Enter.

The screenshot shows the Oregon Home Care Commission website. A box labeled "Click here to begin the RRS log in" points to the "REGISTRY LOG IN" button. A box labeled "Table of Contents" has arrows pointing to the "OHCC INFORMATION" menu items: "OHCC Home Page", "Registry/Referral", "Commissioners", and "Glossary". A box at the bottom left contains instructions: "All bolded and underlined words are in the Glossary" and "Glossary can be accessed from any screen".

**Click here to begin the RRS log in**

**REGISTRY LOG IN**

**OREGON Home Care COMMISSION**  
*Quality In Home Services*

**Oregon Home Care Commission**

**OHCC INFORMATION**  
OHCC Home Page  
Registry/Referral  
Commissioners  
Glossary

**Table of Contents**

**WELCOME**

The State of Oregon's **Home Care Commission (OHCC)**\* was created by Ballot Measure 99, which was passed by Oregon voters in 2000. The **OHCC** is required to ensure the quality of **in-home care services**. Click [here](#) to learn more about the ballot measure. To accomplish these goals, the **OHCC** follows these directives:

- Establish qualifications for **homecare workers (HCWs)**;
- Provide training opportunities for **HCWs** and for seniors and individuals with physical disabilities who employ **HCWs**;
- Establish and maintain a registry of qualified **HCWs** to provide routine, emergency and respite referrals to individuals who employ **HCWs**; and
- Serve as the "employer of record" for purposes of collective bargaining for **HCW** who are paid from public funds.

• **All bolded and underlined words are in the Glossary**

• **Glossary can be accessed from any screen**

Microsoft Internet Explorer  
File Edit View Favorites Tools Help  
Back Forward Stop Refresh Home Search Favorites History Mail Print Novel Messenger  
Address: http://63.226.206.150:555/ohcc\_test/SelectUserGroup.aspx?PageID=118

[Skip Navigation](#)



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*Quality In-Home Services*

## Registry and Referral System

### Select User Group

<b>OHCC INFORMATION</b>
<a href="#">OHCC Home Page</a>
<a href="#">Registry / Referral</a>
<a href="#">Commissioners</a>
<a href="#">Glossary</a>

To begin, please select your user type. If you would like to get a referral without using previously stored information, please select "**Anonymous Search**."

Oregon Home Care Commission's Registry and Referral System is now available to all Oregonians.

- [Anonymous Search](#)
- [Employer](#)
- [Homecare Worker \(HCW\)](#)
- [Administration](#)

**Click here to continue log in as staff**

Done Trusted Sites  
Start | Group | Nov | HC | Reg | Repo | 5:06 PM

Internet Explorer browser window showing the Oregon Home Care Commission website. The address bar displays: [https://63.226.206.150:555/ohcc\\_test/Login.aspx?oac=1&tp=1&id=3&pageid=114&rm=0&rg=0](https://63.226.206.150:555/ohcc_test/Login.aspx?oac=1&tp=1&id=3&pageid=114&rm=0&rg=0)

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Quality In-Home Services

## Registry and Referral System

### OHCC - Registry and Referral Log In

**OHCC INFORMATION**

- OHCC Home Page
- Registry / Referral
- Commissioners
- Glossary

\* Indicates Required Field  
Terms in bold and underlined text can be found in the Glossary

Please Log In

**User ID\*:**

**Password\*:**

**Log In**

**Then - Click Log In**

**Enter-**

- **Your RACF ID**
- **Your OACCESS Password**

Windows taskbar at the bottom shows: Start, Gro... Nov... HC, Reg..., Repo..., 5:08 PM

Address: https://63.226.206.150:555/ohcc\_test/HCCStaff/WelcomeScreen.aspx?PageID=51

Skip Navigation  
User:hswal00  
Group:RRS  
Administrator  
07/17/2008

**LOG OFF**

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## Registry and Referral System

- HCW PROFILE**
- Search
- Personal Info
- Orient / Training
- Transportation
- Language
- Availability for Work
- Work Schedule
- Services
- Additional Info
- Work County
- Work City or Area
- App Certification
- Office Use
- Service Details
- Training
- Status History
- HCW REPORTS**
- EMPLOYER PROFILE**
- OTHER**
- Glossary
- Test OACCESS

**Click Search to open a specific HCW's profile**

Start | Group | Nov | HC | Reg | App | 5:03 PM

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quick Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/HCWSearch.aspx?PageID=1

Skip Navigation  
User: hswald@ohcc  
Group: RRS  
Administrator  
08/14/2008

**LOG OFF**

**HCW PROFILE**  
 Search  
 Personal Info  
 Orient./ Training  
 Transportation  
 Language  
 Availability for Work  
 Work Schedule  
 Services  
 Additional Info  
 Work County  
 Work City or Area  
 App Certification  
 Office Use  
 Service Details  
 Training  
 Status History

**HCW REPORTS**

**EMPLOYER PROFILE**

**OTHER**  
 Glossary  
 Test OACCESS

**OREGON Home Care COMMISSION**  
Quality In-Home Services

**HCW Search**

Search By:

**Provider Number:**

OR

**Last Name:**

and/or

**First Name:**

**HCW Search Results**  
No Values Displayed

**Enter the HCW's Provider Number**

**OR**

**Enter the HCW's last and/or first name**

**Click Search**

Waiting for https://63.226.206.150:555/ohcc\_test/HCWSearch.aspx?PageID=1... Signed in online

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Recent Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customiza

https://63.226.206.150:555/ohcc\_test/HCWSearch.aspx?PageID=1

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 08/14/2008

**LOG OFF**

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*Quality In Home Services*

## Registry and Referral System

### HCW Search

**Search By:**

**Provider Number:**

OR

**Last Name:**

and/or

**First Name:**

**HCW PROFILE**

- Search
- Personal Info
- Orient / Training
- Transportation
- Language
- Availability for Work
- Work Schedule
- Services
- Additional Info
- Work County
- Work City or Area
- App Certification
- Office Use
- Service Details
- Training
- Status History

**HCW REPORTS**

**EMPLOYER PROFILE**

**OTHER**

- Glossary
- Test OACCESS

**HCW Search Results**

Provider Number	HCW Name	Phone	Local Office	OMAP Code
638341	PATRICIA	(541) 5	1011 Roseburg SSO	AA

Waiting for https://63.226.206.150:555/ohcc\_test/HCWSearch.aspx?PageID=1...

Signed in online

**Click the Provider Number or HCW Name to open the record.**

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quick Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES, P

Skip Navigation  
 User: hewal00  
 Group: RRS  
 Administrator  
 09/14/2008

**LOG OFF**

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## Registry and Referral System

### HCW Personal Information

Provider Number: ██████████  
 HCW Name: ██████████ PATRICIA **A**  
 Local Office: 1011 Roseburg SSO

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

#### OACCESS Information

Primary Email:	Start Date:	10/01/07	
Criminal Re-check Due Date:	09/01/09	End Date:	10/31/09
Phone Type:	Home	Phone Type:	Message
Number:	(541) ██████████	Number:	(541) ██████████

#### RRS HCW Email Information

Email: p.██████████@██████████.n  
 Address: ██████████

#### Referral Status

RRS Process Status:    
 HCW Availability: Available for Referral  
 Last Info Review Date: 07/22/08

Last Info Review

Waiting for https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES, PATRICIA&spid=48&orno... Signed in online

**Section A:** All information is automatically filled from OACCESS Changes in this information must be done in OACCESS.

All fields with an asterisk (\*) must be entered to make the HCW's profile **Complete** in the **RRS**. The **RRS Process Status** must be **Complete** before the HCW can be referred for work.

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quick Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 08/14/2008

**LOG OFF**

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## Registry and Referral System

### HCW Personal Information

Provider Number: 688241  
 HCW Name: [REDACTED] PATRICIA  
 Local Office: 1011 Roseburg 550

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

**B**

Update Continue

#### OACCESS Information

Primary Email:	Start Date:	10/01/07
Criminal Re-check Due Date: 09/01/09	End Date:	10/31/09
Phone Type: Home	Phone Type: Message	
Number: (541) [REDACTED]	Number: (541) [REDACTED]	

#### RRS HCW Email Information

Email: [REDACTED]  
 Address: [REDACTED]

#### Referral Status

RRS Process Status: Complete  
 HCW Availability: Available for Referral  
 Last Info Review Date: 07/22/08

Information Reviewed Job Call

Waiting for https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES; PATRICIA&spid=4&om... Signed In online

**Section B:** All information is downloaded or calculated from other programs or fields.

**OACCESS Status:** Pulled from OACCESS and must be changed in OACCESS.

**HCW Level:** Pulled from OACCESS and must be changed in OACCESS.

**RRS Process Status:** This is auto-filled based upon information entered into the RRS. If all the fields with an asterisk (\*) are entered, the **RRS Process Status** can be changed to **Complete**. If information is missing, the status remains **Incomplete**.

### **Availability Types:**

- Nothing displayed – HCWs availability has not or cannot be verified because some mandatory information is missing or the profile was not changed to **Complete** after all information was entered.
- **Available for Referral** means the HCW can be referred to the public through the Internet. To be **Available for Referral** the HCW must be:
  - **Approved to Work** or **Active Prior to Conv**,
  - Be a **Career** or **Conversion** HCW,
  - Have all information entered into the Registry to make the **RRS Process Status Complete**, and
  - Be currently seeking work.
- **Available for Referral – LO Only** (LO means Local Office) meets the criteria as above except:
  - The HCW does not want to be referred to the public through the Internet.
  - These HCWs' names will only be matched when staff members, who are signed in with their RACF and OACCESS password, pulls a list.
- **Unavailable – Info Review Needed** means the HCW has not updated her/his profile within the last 60 days. HCWs looking for work, must update their profiles when their availability changes but at least every 60 days or the RRS will no longer refer them for work. The OHCC sends reminder postcards once a month to HCWs who need to update their profiles.
- **Unavailable – Not Currently Looking** means the question about looking for work on the Availability for Work screen was answered "No."
  - HCWs can change the answer to this question as often as needed.
  - HCWs remain on the Registry but will not be referred until this question is answered "Yes."
- **Unavailable – HCW Orientation Needed** means a new HCW has not attended an Orientation within 90 days of getting a provider number or a long-time HCW's profile is being entered after 6/15/08. Staff must enter this information. If Orientation

attendance cannot be verified, the HCW must attend the class again.

- **Unavailable due to OACCESS** means the HCW's credential is not valid.

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quick Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES,...

HCW Name: PATRICIA  
Local Office: 1011 Roseburg SSO  
HCW Level: Career  
RRS Process Status: Complete  
Availability: Available for Referral

Update Continue

**OACCESS Information**

Primary Email: Start Date: 10/01/07  
Criminal Re-check Due Date: 09/01/09 End Date: 10/31/09  
Phone Type: Home Phone Type: Message  
Number: (541) Number: (541)

**EMPLOYER PROFILE**

**OTHER**

Glossary  
Test OACCESS

**RRS HCW Email Information**

Email  
Address:

**Referral Status**

RRS Process Status: Complete  
HCW Availability: Available for Referral  
Last Info Review 07/02/09

Information Reviewed  
Job Call

**Click Update at the top or the bottom to save changes and stay on the same screen.**

Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES, PATRICIA&spid=4&Soma... Signed In Online

**OACCESS Information** section: All information in this section must be changed in OACCESS.

**Criminal Re-check due:** This date is pulled from OACCESS.

**End Date:** This date is pulled from OACCESS and is the last day the HCW's credential is valid.

**Phone Numbers:** All phone numbers are pulled from OACCESS. Up to two numbers will be displayed in the RRS.

**Registry and Referral** - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quick Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES

Orient / Training  
 Transportation  
 Language  
 Availability for Work  
 Work Schedule  
 Services  
 Additional Info  
 Work County  
 Work City or Area  
 App Certification  
 Office Use  
 Service Details  
 Training  
 Status History  
**HCW REPORTS**  
 EMPLOYER PROFILE  
 OTHER  
 Glossary  
 Test OACCESS

HCW Name: REEVES, PA  
 Local Office: 1011 Roseb

**Click here to re-set the HCWs 60 days and to record the HCW is still looking for work.**

**OACCESS Information**

Primary Email:	Start Date:	10/01/07
Criminal Re-check Due Date:	End Date:	10/31/09
Phone Type: Home	Phone Type: Message	
Number: (541) 530-9126	Number: (541) 874-2783	

**RRS HCW Email Information**

Email:  m

Address:

**Referral Status**

RRS Process Status: Complete

HCW Availability: Available for Referral

Last Info Review Date: 07/22/08

Last Info Review User Name:

File Archive

Date:

Location:

Information Reviewed Job Call

**Click Continue at the top or bottom to save changes and move to the next screen**

Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/hcwpersonalinformation.aspx?pageid=2&spid=11135&Name=REEVES, PATRICIA&spid=1&comp... Signed in online

**RRS HCW Email Information:** The RRS email can be entered by staff or the HCW at any time.

**Referral Status:** This section displays activity on the HCW's RRS file.

- **RRS Process Status** can be updated on this screen. To be eligible, for referrals, a HCW's **RRS Process Status** must be changed to **Complete**.
  - HCWs' profiles are **Incomplete** until a staff member changes their status.
  - After the HCW's information is entered the first time, click the down arrow at **RRS Process Status**, choose **Complete** and then click **Update**.
  - If all mandatory information is entered, the **HCW RRS Process Status** will be changed to **Complete**.

- If information is missing, red warning messages will be displayed and the **RRS Process Status** will not change to **Complete**.
  - If necessary, enter missing information and click the down arrow at **RRS Process Status** and choose **Complete** again and click **Update**.
  - The **RRS Process Status** can also be changed on the **Office Use Only** screen.
- **Last Info Review Date:** This is the last date someone changed or updated information in the RRS record.
  - **Last Info Review User Name:** The User ID of the last person updating or changing the RRS record.
  - **File Archive Date and Location:** When a HCW has not been active for three (3) years, the local offices may move the HCW's application and other records from their active files. The date the file was archived and where it is store should be entered here.
  - **Information Reviewed Job Call:** This button is pushed when a HCW is looking for work.
    - It can be pushed by the HCW or any local office staff.
    - The RRS tracks when a HCW is seeking work for unemployment purposes.
    - It also resets the 60 day timeframe required to remain available for work on the RRS.

Registry and Referral - MSN Explorer

File Edit

Information on this screen must be updated by staff with HCW Coordinator rights.

https://63.226.206.150:555/ohcc\_test/HCWOrientationAndCertifications.aspx?PageID=107

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 09/14/2008

LOG OFF

OREGON Home Care COMMISSION  
 Quality in Home Services

### Registry and Referral System

#### HCW Orientation / Certified Training

Provider Number: 698241  
 HCW Name: [REDACTED], PATRICIA  
 Local Office: 1011 Roseburg SSO

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

Previous Update Continue

Orientation	
Location	1011 Roseburg SSO
Date	8 / 1 / 05

Certified Training	
CPR?	<input type="checkbox"/> Expiration Date: 5 / 26 / 08
First Aid?	<input checked="" type="checkbox"/> Expiration Date: 5 / 26 / 10

Previous Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/HCWOrientationAndCertifications.aspx?PageID=107... Signed in online

**Orientation:** All HCWs must attend Orientation at a local office within 90 days of receiving a provider number. Local office staff with HCW Coordinator security rights must enter the location and date the orientation was attended.

Long-time HCWs who submit new applications after 6/15/08 must verify their Orientation date and Location. If it cannot be verified, the HCW must attend an orientation as soon as possible to be referred for work. The status of these HCWs will not be referred for more work until the location and date is entered by staff. Their status will be **Unavailable – Orientation Needed**.

**Certified Training:** If the HCW presents a valid CPR and/or First Aid card, local office staff with SW-Registry HCW Coord security rights must enter this information. It is the HCW's

responsibility to present their card(s) to staff. If a new card is not presented before the date expires, the information will automatically be removed from the RRS.

Registry and Referral - MSN Explorer

File Edit View Sign Out Help & Settings Feedback

Home Quest Favorites Search Mail & More Address Book Cal

https://63.226.206.150:555/ohcc\_test/HCWTransportation.aspx

LOG OFF

HCW Transportation

Provider Number: [REDACTED]  
 HCW Name: [REDACTED], RUBY  
 Local Office: 0611 North Bend

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

**Transportation Method\***

What kind of transportation do you use to get to work? (You must check at least one):	Check ALL that apply
Motor Vehicle	<input checked="" type="checkbox"/>
Public Transportation	<input type="checkbox"/>
Bike/Walk	<input type="checkbox"/>

**Driving / Escorting**

Are you willing to:	Check ALL that apply
Transport an employer in your car?	<input checked="" type="checkbox"/>
Drive an employer's car?	<input type="checkbox"/>
Escort an employer on public transportation?	<input type="checkbox"/>
Escort an employer in their car?	<input type="checkbox"/>

Previous Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/HCWTransportation.aspx?PageID=88... Signed in online

**Transportation Method:** At least one kind of transportation must be checked for a HCW to be referred for work.

**Driving/Escorting:** These are types of services an employer may need. Check all the driving/escorting services the HCW is willing to provide.

- **Transport an employer in your car** - means the HCW is willing to drive employers in their own automobile.
- **Drive an employer's car** - means the HCW is willing to drive employers in the employer's.
- **Escort an employer on public transportation** - means the HCW is willing to accompany an employer on a bus, tram, dial-a-ride, etc.
- **Escort an employer in their car** - means the HCW is willing to ride in an employer's specially equipped automobile. (For example, a lift van designed for the employer to drive.)

**All fields on this screen can be changed by HCWs**

Address: https://63.226.206.120/99/oracle\_test/HCWLanguage.aspx?PageID=99

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 08/14/2008

**LOG OFF**

**OREGON Home Care COMMISSION**  
*Quality In-Home Services*

## Registry and Referral System

### HCW Language

Provider Number: 688341      OACCESS Status: Approved To Work  
 HCW Name: REEVES, PATRICIA      HCW Level: Career  
 Local Office: 1011 Roseburg SSO      RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

HCW Language Preference	Language	Speak	Read	New	Delete
1	English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Previous    Update    Continue

**HCW Language:** At least one language must be entered **and** checked **Speak** to be referred for work.

- To add a new language:
  - Click **New**.
  - Click the down arrow to the right of English.
  - Click the new language from the dropdown list.
  - Check **Speak** and/or **Read**.
  
- To remove a language, click the **Delete** button on line where the language needs to be deleted .

Registration and Referral - MSN Explorer

**All fields on this screen can be changed by HCWs**

Home - Quest - Favorites - Search - Mail & More - Address Book - Calendar - Messenger - Safety - MSN Money - Photos - Radio - Spaces - Shopping - Encarta - Customize

https://63.226.206.150:555/ohcc\_test/HCWAvailabilityToWork.aspx?PageID=5

LOG OFF

COMMISSION  
Quality of Home Services

### HCW Availability for Work

Provider Number: 572727      OACCESS Status: Approved To Work  
 HCW Name: PHILLIPS, RUBY      HCW Level: Career  
 Local Office: 0611 North Bend      RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

Previous    Update    Continue

Currently looking for work*	
Are you currently looking for work?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Work Type*	
Check all work types you are willing to consider:	
Full-time (over 20 hours per week)?	<input checked="" type="checkbox"/> Check ALL that apply
Part-time (20 hours per week or less)?	<input checked="" type="checkbox"/>
Being a <u>live-in</u> (24 hour services)?	<input type="checkbox"/>
Providing <u>live-in</u> relief?	<input type="checkbox"/>
Providing substitute services paid by the hour?	<input type="checkbox"/>
Working with short notice?	<input type="checkbox"/>
Would you be willing to assist with evacuation and <u>in-home services</u> in the event of a natural disaster?	<input type="checkbox"/>

Previous    Update    Continue

Waiting for https://63.226.206.150:555/ohcc\_test/HCWAvailabilityToWork.aspx?PageID=5... Signed in online

**"Are you currently looking for work?"** must be answered:

- **YES** means the HCW *is looking* for work. The HCW will be referred if:
  - All other required information is entered into the RRS,
  - The **OACCESS Status** is **Approved to Work** or **Active Prior to Conv**, and
  - **HCW Level** is **Career** or **Conversion**.
- **NO** means the HCW *is not* seeking employment at this time. If **NO** is checked, a message indicating the HCW will not be referred for work will be displayed. Click **Continue** again to move to the next screen.
- The answer can be changed at any time by the HCW.

**Work Type:** At least one **Work Type** must be answered to change the **RRS Process Status** to **Complete**. Check all that apply.

Registry and Referral - MSN Explorer  
 File Edit View Sign Out Help & Settings Feedback

**All fields on this screen can be changed by HCWs**

https://63.226.206.150/ohcc\_test/HCWWorkSchedule.aspx?PageID=101

LOG OFF

**HCW Work Schedule**

Provider Number: 572727 OACCESS Status: Approved To Work  
 HCW Name: PHILLIPS, RUBY HCW Level: Career  
 Local Office: 0611 North Bend RRS Process Status: Complete  
 Availability: Available for Referral

Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

Check the days and times you are available to work:

Available at All Times Clear All Times

Days/Times	Mornings	Afternoons	Evenings	Nights
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Previous Update Continue

Waiting for https://63.226.206.150/ohcc\_test/HCWWorkSchedule.aspx?PageID=101... Signed in online

Information on this screen is not required. However, keeping it up-to-date will help create better matches. HCWs without any schedule may be referred to employers who need services when the HCW is not available.

Click in boxes beside the days and times the HCW is available to work. A check mark will appear in each box clicked.

**Available at all times?** Click the **Available at All Times** button. Check marks will appear in all boxes.

### Available most times?

- Click the **Available at All Times** button.
- Then click the boxes by the days and times the HCW *is not* available to work; this un-checks the box.

Want to start over? Click the **Clear All Times** button and all boxes automatically un-checked.

Registry and Referral - MSN Explorer

**All fields on this screen can be changed by HCWs**

Home | Quick | Favorites | Search | Mail & More | Address Book | Calendar | Messenger | Safety | MSN Money | Photos | Radio | Spreads | Shopping | Encarta | Customize

https://63.226.206.150:555/ohcc\_test/HCWServicesAndWorkExperience.aspx?PageID=4

Additional info  
 Work County  
 Work City or Area  
 App Certification  
 Office Use  
 Service Details  
 Training  
 Status History  
**HCW REPORTS**  
 EMPLOYER PROFILE  
 OTHER  
 Glossary  
 Test OACCESS

Previous Update Continue

Please check all of the services below that you are **"Willing"** to provide. In addition, if you have experience doing the tasks you are **"Willing"** to do, please check the **"Experience"** column. You must be physically able to perform all of the services you check in this section. **Do not check any tasks where you have physical limitations (such as lifting, bending, or stooping) that would prevent you from performing any of these services.**

Activities of Daily Living		
Check all services you are "Willing" to provide. If you have experience providing the services you check, check "Experience."	Willing Uncheck All	Experience Uncheck All
Ambulation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bathing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bladder care	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bowel care	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dressing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Feeding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grooming	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Personal hygiene	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Positioning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transferring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Self Management Tasks		
Check all services you are "Willing" to provide. If you have experience providing the services you check, check "Experience."	Willing Check All	Experience Check All
Giving or setting up medication	<input type="checkbox"/>	<input type="checkbox"/>
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>
Laundry	<input type="checkbox"/>	<input type="checkbox"/>
Meal preparation	<input type="checkbox"/>	<input type="checkbox"/>

Waiting for https://63.226.206.150:555/ohcc\_test/HCWServicesAndWorkExperience.aspx?PageID=4... Signed in online

**Services and Experience:** Check all services the HCW is willing and able to provide. If the HCW indicates s/he has **Experience** with the service(s), check the **Experience** box. Matching is based on services the HCW is **Willing** to provide.

**Do not check: Experience** if the HCW does not indicate s/he is willing to provide the service.

Scroll down through the whole screen to be sure all appropriate services are checked.

Registry and Referral - MSN Explorer

**All fields on this screen can be changed by HCWs**

https://63.226.206.150:555/ohcc\_test/HCWAdditionalInformation.aspx?PageID=87

\* Indicates Required for Referral  
Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

**Gender\***  
Your gender  Female  Male

**Smoking\***  
Do you smoke?  Yes  No

**Employer Conditions**

Are there Employers you are <b>NOT</b> willing to work with or services you are <b>NOT</b> willing to provide?	Check ALL that apply
<b>Activities of Daily Living</b> (see note below)	<input type="checkbox"/>
<b>Alzheimer's or other dementias</b>	<input type="checkbox"/>
<b>Behavioral disorders</b>	<input type="checkbox"/>
Females	<input type="checkbox"/>
Males	<input type="checkbox"/>
People with pets	<input type="checkbox"/>
<b>Self-Management Tasks</b> (see note below)	<input type="checkbox"/>
65 years of age or older	<input type="checkbox"/>
Smokers	<input type="checkbox"/>
Terminally ill	<input type="checkbox"/>
Under 65 years of age	<input type="checkbox"/>
<b>Use of medical marijuana</b>	<input type="checkbox"/>

Note: Defined on the **HCW** Services and Work Experience screen.

Previous Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/HCWAdditionalInformation.aspx?PageID=87... Signed in online

**Gender and Smoking** questions must be answered to be referred for work.

**Employer Conditions:**

- **Check only** the services the HCW does **NOT** want to provide.
- **Checking any** of these conditions will limit the HCW's referrals for work. If any Employer Conditions are checked, a message will be displayed indicating the HCW's referrals will be limited. Click **Continue** again to move to the next screen.

**Remember:**

- **Click Update** at the top or bottom of the screen to save information and stay on the same screen.
- **Click Continue** at the top or bottom of the screen to save information and move to the next screen.

Registry and Referral - MSN Explorer

**All fields on this screen can be changed by HCWs**

Home - Quick - Favorites - Search - Mail & more - Address Book - Calendar - Messenger - Safety - MSN Money - Photos - Radio - States - Shopping - Error 4 - Customize

https://63.226.206.150:555/ohcc\_test/County.aspx?PageID=85

Availability for Work  
 Work Schedule  
 Services  
 Additional Info  
 Work County  
 Work City or Area  
 App Certification  
 Office Use  
 Service Details  
 Training  
 Status History  
**HCW REPORTS**  
**EMPLOYER PROFILE**  
 OTHER  
 Glossary  
 Test OACCESS

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

Previous Continue

Check the county or counties where you are willing to work\* (check all that apply):

County Map

<input type="checkbox"/> Baker	<input type="checkbox"/> Benton	<input type="checkbox"/> Clackamas
<input type="checkbox"/> Clatsop	<input type="checkbox"/> Columbia	<input checked="" type="checkbox"/> Coos
<input type="checkbox"/> Crook	<input type="checkbox"/> Curry	<input type="checkbox"/> Deschutes
<input type="checkbox"/> Douglas	<input type="checkbox"/> Gilliam	<input type="checkbox"/> Grant
<input type="checkbox"/> Harney	<input type="checkbox"/> Hood River	<input type="checkbox"/> Jackson
<input type="checkbox"/> Jefferson	<input type="checkbox"/> Josephine	<input type="checkbox"/> Klamath
<input type="checkbox"/> Lake	<input type="checkbox"/> Lane	<input type="checkbox"/> Lincoln
<input type="checkbox"/> Linn	<input type="checkbox"/> Malheur	<input type="checkbox"/> Marion
<input type="checkbox"/> Morrow	<input type="checkbox"/> Multnomah	<input type="checkbox"/> Polk
<input type="checkbox"/> Sherman	<input type="checkbox"/> Tillamook	<input type="checkbox"/> Umatilla
<input type="checkbox"/> Union	<input type="checkbox"/> Wallowa	<input type="checkbox"/> Wasco
<input type="checkbox"/> Washington	<input type="checkbox"/> Wheeler	<input type="checkbox"/> Yamhill

Previous Continue

Waiting for https://63.226.206.150:555/ohcc\_test/County.aspx?PageID=85... Signed in online

Check the county(ies) where the HCW is willing to provide services.

Cities and areas in the county(ies) will display when you click **Continue**.

Registry and Referral - MSN Explorer  
 File Edit View Sign Out Help & Settings Feedback

**All fields on this screen can be changed by HCWs**

https://63.226.206.150:555/ohcc\_test/CityArea.aspx?PageID=103

LOG OFF

**HCW PROFILE**

- Search
- Personal Info
- Orient / Training
- Transportation
- Language
- Availability for Work
- Work Schedule
- Services
- Additional Info
- Work County
- Work City or Area
- App Certification
- Office Use
- Service Details
- Training
- Status History
- HCW REPORTS
- EMPLOYER PROFILE
- OTHER
- Glossary
- Test OACCESS

**HCW Work City or Area**

Provider Number: 572727  
 HCW Name: PHILLIPS, RUBY  
 Local Office: 0611 North Bend

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

Check the city or area where you are willing to work\* (check all that apply):

**Coos County**

<input type="checkbox"/> ALL	<input type="checkbox"/> Allegany	<input type="checkbox"/> Bandon
<input type="checkbox"/> Bridge	<input type="checkbox"/> Broadbent	<input type="checkbox"/> Bunker Hill
<input type="checkbox"/> Charleston	<input checked="" type="checkbox"/> Coos Bay	<input checked="" type="checkbox"/> Coquille
<input type="checkbox"/> Dora/Sitkum	<input type="checkbox"/> Eastside	<input type="checkbox"/> Empire
<input type="checkbox"/> Englewood	<input type="checkbox"/> Fairview	<input type="checkbox"/> Gardiner
<input type="checkbox"/> Glasgow	<input type="checkbox"/> Hauser	<input type="checkbox"/> Lakeside
<input type="checkbox"/> Millington	<input type="checkbox"/> Myrtle Point	<input checked="" type="checkbox"/> North Bend
<input type="checkbox"/> Norway	<input type="checkbox"/> Powers	<input type="checkbox"/> Reedsport
<input type="checkbox"/> Remote	<input type="checkbox"/> Scottsburg	<input type="checkbox"/> Winchester Bay

If you want to add or remove a county, click the previous button.

Previous Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/CityArea.aspx?PageID=103... Signed in online

Check only the cities/areas where the HCW is willing to work.

Registry and Referral - MSN Explorer

**Information on this screen must be entered and updated by staff with HCW Coordinator security rights.**

URL: https://63.226.206.150:3555/chcc\_test/HCWApplicantCertification.aspx?PageID=98

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 09/14/2008

**LOG OFF**

**OREGON Home Care COMMISSION**  
*Quality In-Home Services*

**Registry and Referral System**

**HCW Applicant Certification**

Provider Number:	572727	QACCESS Status:	Approved To Work
HCW Name:	PHILLIPS, RUBY	HCW Level:	Career
Local Office:	0611 North Bend	RRS Process Status:	Complete
		Availability:	Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

**Referral / Payment\***

<b>I agree to have my contact information:</b>	
Released through the <b>Registry</b> via the internet? Note: Not checking "YES" will limit referrals.	<input checked="" type="radio"/> Yes <input type="radio"/> No
Referred to individuals who pay privately for in-home services? Note: Hours will not count toward SEIU negotiated benefits.	<input checked="" type="radio"/> Yes <input type="radio"/> No

**Information Reviewed  
Job Call**

Waiting for https://63.226.206.150:3555/chcc\_test/HCWApplicantCertification.aspx?PageID=98... Signed In online

### Referral/Payment Questions:

- To change the answers, the HCW must provide the changes in writing to the local office.
- If "No" is checked for the first question, a message indicating the HCW's referrals will be limited. Click **Continue** again to move to the next screen.

### Important:

- **A No answer to 'Released through the Registry?' means that the HCW can only be referred through local office staff and not directly to employers via the Internet.**
- **This will limit the HCW's referrals for work.**

Registry and Referral - MSN Explorer

**Information on this screen must be entered and updated by staff with HCW Coordinator rights.**

HCWS:7703-226-206-150-555/ohcc-test/HCWOfficeUseOnly.aspx?PageID=43

Skip Navigation  
 User:hswal00  
 Group:RRS  
 Administrator  
 08/14/2008

**LOG OFF**

**OREGON Home Care COMMISSION**  
 Quality In-Home Services

**Registry and Referral System**

**HCW Office Use Only**

Provider Number: 572727  
 HCW Name: PHILLIPS, RUBY  
 Local Office: 0611 North Bend

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

Terms in bold and underlined text can be found in the Glossary

Previous Update Continue

Branch Office Information	
Branch office where application was submitted:	0611 North Bend
Application Status:	Approved

For Office Use Only	
	YES
I-9 form completed?	<input type="checkbox"/>
Provider 18 years of age or older?	<input type="checkbox"/>
W-4 completed?	<input type="checkbox"/>
DHS 0301 completed and submitted to <u>local office</u> ?	<input type="checkbox"/> Date submitted: 8/14/08
SDS 0356 signed and witnessed?	<input type="checkbox"/>
Fingerprints requested from HCW?	<input type="checkbox"/> Date requested: 8/14/08
Fingerprints received from HCW?	<input type="checkbox"/> Date received: 8/14/08

Waiting for https://63.226.206.150/555/ohcc-test/HCWOfficeUseOnly.aspx?PageID=43... Signed in online

This screen is not mandatory:

- Is not mandatory but can be used by staff to track the HCW's records. All or parts of the screen can be used.
- It is not recommended information that staff go back and enter information for HCWs who had valid numbers prior to when their office went live.

Registry and Referral - MSN Explorer

**Information on this screen must be entered and updated by staff with HCW Coordinator rights.**

https://63.226.206.150:555/ohcc\_test/HCWOfficeUseOnly.aspx?PageID=43

Status History	Application Status:	Approved
HCW REPORTS	<b>For Office Use Only</b>	
EMPLOYER PROFILE		YES
OTHER		
Glossary	I-9 form completed?	<input type="checkbox"/>
Test OACCESS	Provider 18 years of age or older?	<input type="checkbox"/>
	W-4 completed?	<input type="checkbox"/>
	DHS 0301 completed and submitted to local office?	<input type="checkbox"/> Date submitted: <input type="text" value="11/11"/>
	SDS 0356 signed and witnessed?	<input type="checkbox"/>
	Fingerprints requested from HCW?	<input type="checkbox"/> Date requested: <input type="text" value="11/11"/>
	Fingerprints received from HCW?	<input type="checkbox"/> Date received: <input type="text" value="11/11"/>
	Fingerprints submitted to Salem?	<input type="checkbox"/> Date submitted: <input type="text" value="11/11"/>
	Fingerprints returned from Salem?	<input type="checkbox"/> Date returned: <input type="text" value="11/11"/>
	Initial Criminal History Fitness Determination Clearance?	<input type="checkbox"/>
	SDS 736, Enrollment form completed?	<input type="checkbox"/>
	<b>Orientation</b> verified?	<input checked="" type="checkbox"/>
	Abuse Investigation?	<input type="checkbox"/>
	<b>Certified Training</b>	
	CPR?	<input type="checkbox"/> Expiration Date: <input type="text" value="11/11"/>
	First Aid?	<input type="checkbox"/> Expiration Date: <input type="text" value="11/11"/>
	<b>Referral Information</b>	
	RRS Process Status:	Complete
	HCW Availability:	Available for Referral

Previous Update Continue

Waiting for https://63.226.206.150:555/ohcc\_test/HCWOfficeUseOnly.aspx?PageID=43... Signed in online

Explanation of fields without specific form numbers:

- **Orientation verified date** is pulled from the **Orientation and Training** screen.
- **Abuse Investigation:**
  - The box should be checked if there has ever been an investigation done on the individual HCW.
  - If the HCWs credential is valid without any restrictions, it should be assumed the investigation did not determine abuse had occurred or was not sufficient to terminate the provider number.
  - Call the office that holds the HCW record to determine the reason the boxed is checked.

- **Certified Training:** Information for both **CPR** and **First Aid** pull from the **Orientation and Training** screen.

### **Referral Information**

- **RRS Process Status** can be changed to **Complete** after all mandatory information has been entered.
  - If mandatory information is missing, **Warnings** are displayed.
  - Click in the Table of Contents to go to the screen where information is missing.
  - Add the required information and click **Update**.
  - Click **Personal Info** or **Office Use Only** in the Table of Contents and change the **RRS Process Status** to **Complete**.

Registry and Referral - MSN Explorer

File Edit View

**No changes can be made on this screen**

Home Great Favorites Search Mail & More Address Book Calendar Messenger Safety MSN Money Photos Radio Spaces Shopping Encarta Customize

https://63.226.206.150:555/ohcc\_test/HCWServiceList.aspx?PageID=119

**HCW Service Details**

<b>HCW PROFILE</b>	<b>HCW Service Details</b>
Search	Provider Number: 572727
Personal Info	HCW Name: PHILLIPS, RUBY
Orient / Training	Local Office: 0611 North Bend
Transportation	OACCESS Status: Approved To Work
Language	HCW Level: Career
Availability for Work	RRS Process Status: Complete
Work Schedule	Availability: Available for Referral
Services	
Additional Info	
Work County	
Work City or Area	
App Certification	
Office Use	
Service Details	
Training	
Status History	
<b>HCW REPORTS</b>	
<b>EMPLOYER PROFILE</b>	
<b>OTHER</b>	
Glossary	
Test OACCESS	

Terms in bold and underlined text can be found in the Glossary

Previous

This is the information you have provided. Referrals to the **Employer** will be based on this information.

**Homecare Worker Information**

Provider #:	572727
HCW Name:	PHILLIPS, RUBY
Primary Phone Number:	(541) 756-1040
RRS Process Status:	Complete
HCW Availability:	Available for Referral

**Required Information**

Additional Info

- You are a female.
- You do not smoke.
- You are willing to assist an **employer** with **activities of daily living**.
- You are willing to provide services to an **employer** who has **Alzheimer's or dementia**.
- You are willing to provide services to an **employer** who has a **behavioral disorder**.
- You are willing to provide services to an **employer** who has a pet.
- You are willing to assist an **employer** with **self management task(s)**.
- You are willing to provide services to an **employer** who is terminally ill.
- You are willing to provide services to an **employer** who uses **medical marijuana**.

Waiting for https://63.226.206.150:555/ohcc\_test/HCWServiceList.aspx?PageID=119... Signed in online

**HCW Service Details:** This screen displays all the information which has been entered into the HCW's RRS record by you or the HCW.

**Review the information carefully:**

- If **Warnings** are displayed, go to the screen listed at the end of the warning to correct the information.
- **Notes** are informational only and do not require action but may alert you to an error.
- If changes are needed, return to the screen where the information was entered, enter the information. Then click **Update**. Click **Service Details** in the **Table of Contents** to return to the above screen.
- As always, click **Continue** on the top or bottom to move to the next screen.

Registry and Referral - MSN Explorer

**No changes can be made on this screen**

Home Qwest Favorites Search Mail & More Address Book Calendar Messenger Safety Photos Radio Encarta Customize Switch Members

https://www.or-hcc.org/HCWServiceList.aspx?PageID=119

<b>OTHER</b>	RRS Process Status:	Complete
Glossary	HCW Availability:	Available for Referral
Test QACCESS		

**Required Information**

Additional Info

- You are a female.
- You do not smoke.
- You are willing to assist an **employer** with **activities of daily living**.
- You are willing to provide services to an **employer** who has **Alzheimer's** or **dementia**.
- You are not willing to provide services to an **employer** who has a **behavioral disorder**.
- You are willing to provide services to an **employer** who has a pet.
- You are willing to assist an **employer** with **self management task(s)**.
- You are not willing to provide services to a smoker.
- You are willing to provide services to an **employer** who is terminally ill.
- You are not willing to provide services to an employer who uses **medical marijuana**.

Work County City/Area

- Douglas County - Roseburg
- Douglas County - Tri-City
- Douglas County - Winston
- Douglas County - Canyonville
- Douglas County - Myrtle Creek
- Douglas County - Riddle

App Certification

- You will be referred to individuals who pay privately for **in-home services**.

**Needs and Preferences**

Orient / Training

- You are certified in CPR.

Done Signed in online

## Required Information

- Review information on the whole screen.
- If any change is needed, the screen where the information is changed is listed to the left of the list.
- For Example:
  - In the screen above it says the HCW is willing to provide services to person who has a pet.
  - To change it, click **Additional Info** in the **Table of Contents**.
  - Click "Has a pet" in the **Employer Conditions** section.
  - Click **Update**.
  - Click **Service Details** in the **Table of Contents**.
  - The **HCW Service Details** screen reopens.
  - Review changes that were made.

Home Care Commission  
Quality In-Home Services

## Registry and Referral System

LOG OFF

HCW PROFILE

- Search
- Personal Info
- Orient / Training
- Transportation
- Language
- Availability for Work
- Work Schedule
- Services
- Additional Info
- Work County
- Work City or Area
- App Certification
- Office Use
- Service Details
- Training
- Status History
- HCW REPORTS
- EMPLOYER PROFILE
- OTHER
- Glossary
- Test OACCESS

**HCW Training Attended**

Provider Number: 688341  
 HCW Name: REEVES, PATRICIA  
 Local Office: 1011 Roseburg SSO

OACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

Printable Version

Training Course	Course Description	Date Attended
Bathing & Grooming	Skills in personal care activities of bathing, shaving, skin care & grooming using person-centered values and techniques.	6/27/2008
Taking Responsibility in Personal Safety	Preventing injuries from slips and trips, preparing for emergencies, and safe driving tips.	5/20/2008
Stress Management and Relaxation Techniques	Understanding stress and its affects; techniques for coping with provider stress.	9/28/2007
Preventing Disease Transmission	Best practices in housekeeping and care giving to prevent the spread of disease.	6/14/2007
Working with Challenging Behaviors	Defining challenging behaviors; communication tips and interpersonal skills.	3/24/2007
Protect Against Sprains & Strains	Basics of good body mechanics and work practices; how to avoid and/or prevent injuries.	3/7/2007
Taking Responsibility in Personal Safety	Preventing injuries from slips and trips, preparing for emergencies, and safe driving tips.	3/3/2006

Printable Version

## HCW Training Attended

- Click **Training** in the **Table of Contents**.
- If the HCW has attended any HCC sponsored training, it will be listed here.
- The HCC enters the information on a weekly basis.
- If HCWs report they have attended HCC RRS training but it is not listed, have the HCW contact the HCC Training Staff at 503.378.3957 or toll free at 877.867.0077 Option 2.
- Employers are able to request names of HCWs who have attended specific trainings.

**No changes can be made on this screen**

Address: https://63.226.206.150/.../rrs/rrsmain.html?dept=10111

**OREGON Home Care COMMISSION**  
Quality In-Home Services

## Registry and Referral System

**HCW Status History**

Provider Number: 688341      OACCESS Status: Approved To Work  
 HCW Name: REEVES, PATRICIA      HCW Level: Career  
 Local Office: 1011 Roseburg SSO      RRS Process Status: Complete  
 Availability: Available for Referral

Date	OACCESS Status	HCW Level	RRS Process Status	Availability	Local Office	User Name
7/22/2008	CLR	Career	Complete	Available for Referral	1011 Roseburg SSO	REEVES, PATRICIA
6/12/2008	CLR	Career	Complete	Available for Referral - LO Only	1011 Roseburg SSO	Sampels, Wendy
6/5/2008	CLR	Career	Complete	Available for Referral - LO Only	1011 Roseburg SSO	Sampels, Wendy
5/20/2008	CLR	Career	Complete	Available for Referral - LO Only	1011 Roseburg SSO	Peterson, Marion
5/20/2008	CLR	Career	Complete	Available for Referral - LO Only	1011 Roseburg SSO	Friedenberg, Lida
5/20/2008	CLR	Career	Complete	Available for Referral - LO Only	1011 Roseburg SSO	Davis, Vicki
				Available for Referral	1011 Roseburg	

### HCW Status History

- Click **Status History** in the **Table of Contents**.
- This screen displays any changes in the HCW's status within:
  - **OACCESS Status**- this information is automatically downloaded into the RRS in an overnight process.
  - The **RRS** which shows:
    - How the information was entered, and
    - The individual who made the changes and when they were made.

## HCW REPORTS

There are four (4) major report types that provide information regarding specified groups or types of HCWs and two (2) that address individual HCWs. More specific information on each report follows this overview.

### REPORTS FOR SPECIFIED GROUPS or TYPES OF HCWS

- **Action Reports** has three (3) reports available.
  - **Fingerprints Needed from HCW:** Pulls from information entered on the **Office Use Only** screen in the RRS.
  - **Fingerprints Needed from Salem:** Pulls from information entered on the **Office Use Only** screen in the RRS.
  - **HCWs without Criminal Recheck Date:** Pulls HCWs with valid credentials in OACCESS who do not have a **Crim Chk** due date.
  
- **HCW Statistical Reports** can pull lists of HCWs based on the criteria selected by the user.
  
- **HCW Specialty Reports** pulls only HCWs who have a valid credential, have a **HCW Level** of **Career**, and are not because **Orientation** is needed.
  - Pulls lists based on:
    - **Work Type,**
    - **Language,**
    - **Health-Related Procedures,**
    - **Employer Conditions** and/or
    - **Driving/Escorting**
  - Can be used to evaluate numbers or HCWs available willing to provide specific services, etc.
  - Can be used for matching only when a normal search did not result in a viable list.
  
- **Crim Check**
  - Creates lists of HCWs who need a Crim Check completed within 30-days in the past and up to 90-days in the future.

- Letters and labels can be printed from the screen.
- Letters are formatted to print on local office letterhead. RRS auto-fills the date from OACCESS. Auto-fills staff information is entered in the **Staff Information** screen.
- RRS stores information on letters sent.

## **REPORTS FOR INDIVIDUAL HCWS**

- Reports include:
  - **Unemployment** can be used to record information regarding
    - HCW leaving employment or refusing work.
    - Tacks when the HCW, or someone on their behalf, goes into the RRS to update the individual's profile to look for work
    - Individual HCWs' profiles must be accessed to enter, view or print this information.
  - **Correspondence Report** can be used to issue any mandatory letter to an individual HCW.
    - Mandatory letters – 0613i, 0613d and 0613c.
    - RRS stores information on letters sent.I
    - Individual HCWs' profiles must be accessed to enter, view or print this information.

## **PRINTING REPORTS**

All reports are printed in the same manner. While on the screen of the required report-

- Go to the bottom of the screen and click **All Pages**.
- Click **Printable Version**.
- Print dialog box opens.
  - Click **Preferences**.
  - Change Orientation to **Landscape**.
  - Click **Print**.

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 09/14/2008  
[LOG OFF](#)

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 Quality In-Home Services

## Registry and Referral System

### HCW Action Information

[Printable Version](#)

Local Office:   
 or  
 Local Office Groupings:

Action Needed		Count
Actions		
Fingerprints Needed from HCWs		46
Fingerprints Needed from Salem		34
HCWs without Criminal Recheck Date		0

[Printable Version](#)

## Action Information Reports

- Provides information in five (3) different reports.
- Allows reports by individual offices, offices groupings or statewide. Local Office (LO) Groupings are identified at the end of this manual.
- To access these reports, log in to the RRS using your RACF and OACCESS password. Click **Reports** and then **Action Information** in the **Table of Contents**.
- Reports Include:
  - **Fingerprints Needed from HCWs** – Pulls from information entered on the **Office Use Only** screen.
  - **Fingerprints Needed from Salem** - Pulls from information entered on the **Office Use Only** screen.
  - **HCWs without Criminal Recheck Date** – Pulls this information for all HCWs with valid credentials in OACCESS.

**To print a report:**

- Go to the bottom of the screen and click **All Pages**.
- Click **Printable Version**.
- Print dialog box opens.
  - Click **Preferences**.
  - Change Orientation to **Landscape**.
  - Click **Print**.

## Statistical Reports

- Allows reports by individual offices, offices groupings or statewide. Local Office (LO) Groupings are identified at the end of this manual.
- To access these reports, log in with your RACF and OACCESS password. Then click **Reports** and **Statistical Reports** in the **Table of Contents**.
- Once either the Local Office or Local Office Groupings have been selected, reports can be created in any combination of the following:
  - **OACCESS Status** – HCW status in OACCESS
    - **Active Prior to Conv**
    - **Active Under Review**
    - **Appl Denied**
    - **Appl Withdrawn**
    - **Approved to Work**

- **Approved to Work - # RQ** (Number requested)
- **Pending**
- **Probationary**
- **Probationary - # RQ** (Number requested)
- **Revoke** – no danger
- **Sus, Immediate Danger** (Suspended)
- **Sus, Not Wrk Req Rvw** (Suspended not working, requires review)
- **Terminated**
- **HCW Level – HCW level** in OACCESS
  - **Career** (Can work for any employer)
  - **Conversion** (Can work for any employer)
  - **Exclusive** (This level should be eliminated once all HCWs are re-evaluated and are made either Career or Restricted.)
  - **Restricted** (Only allowed to work for specific employer(s))
  - **Unknown at this time.**
- **RRS Process Status** – Availability – Based on HCWs' OACCESS information and RRS profile
  - **Complete** – All mandatory information has been entered into the HCW profile and staff manually changed the **RRS Process Status** to **Complete** on either the Personal Information or Office Use Only screens.
  - **Incomplete** – Mandatory information has not been entered into the HCW profile or staff did not manually change the status to **Complete**.
  - **Complete** – Available for Referral – The HCW profile is **Complete**, the **OACCESS Status** is **Career** or **Active Prior to Conv**, and the HCW is looking for work.
  - **Complete – Available for Referral – LO Only** (Local Office) The HCW profile is **Complete**, the **OACCESS Status** is **Career** or **Active Prior to Conv**, and the HCW is looking for work. The HCW does not want to be referred to the public. The name will only be displayed on lists pulled by a staff member.
  - **Complete – Unavailable for Referral – Info Update Needed** - The HCW has not updated the profile within

the last 60 days. These HCWs will not be referred through the RRS, but are not prohibited from working and taking on new client-employers.

- **Complete – Unavailable for Referral – Not Currently Looking** – HCWs' profiles are **Complete** but are not looking for more work.
- **Complete – Unavailable for Referral – HCW Orientation Needed** - Location and date for Orientation must be entered by local office staff with 90 days of HCWs getting provider numbers. These HCWs cannot be referred or be issued a voucher until the attend **Orientation** and the **Location** and **Date** are entered into the RRS.
- **Complete – Unavailable for Referral due to OACCESS** – The HCW is not **Approved** and **Career** in OACCESS.
- **Removed by OHCC** – The OHCC has made a determination that the HCW should not be referred for work.

**To print a report:**

- Go to the bottom of the screen and click **All Pages**.
- Click **Printable Version**.
- Print dialog box opens.
  - Click **Preferences**.
  - Change Orientation to **Landscape**.
  - Click **Print**.

Microsoft Internet Explorer provided by Department of Human Services

Address: https://63.226.206.150:5555/hcc\_test/HCWSpecialtyReport.aspx?PageID=211

Skip Navigation  
 User: hswal00  
 Group: RRS  
 Administrator  
 08/14/2008  
 LOG OFF

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*Quality In-Home Services*

## Registry and Referral System

### HCW Specialty Reports

Printable Version

Local Office: [ALL LOCAL OFFICES] or  
 County - City/Area: or  
 Local Office Groupings: or  
 Work Type: [All]  
 Language: [All]  
 Health-Related Procedures: [All]  
 Employer Conditions: [All]  
 Driving/Escorting: [All]

Note: Only HCW who could become available for referral based on OA status and level are displayed.

Display

Matching HCW's Total HCW(s) Found: 0

## HCW Specialty Reports

- This report should be used only when a normal search for a HCW did not result in a viable list.
- Choose to search by Local Office or County – City/Area or Local Office Groupings (Local Office Groupings are at the end of this manual.)
- Select any combination of the remaining fields to create a list. All HCWs pulled to the list are **Approved to Work** and **Career** in OACCESS but may be any **RRS Process Status** except **Unavailable – Orientation Needed**.

**HCWs with a RRS Process Status of *Unavailable – Orientation Needed* CANNOT be referred to employers.**

**To print a report:**

- Go to the bottom of the screen and click **All Pages**.
- Click **Printable Version**.
- Print dialog box opens.
  - Click **Preferences**.
  - Change Orientation to **Landscape**.
  - Click **Print**.

Internet Explorer (provided by Department of Human Services)

Address: [http://63.226.206.150:895/ohcc\\_test/HCWLetterList.aspx?PageID=194](http://63.226.206.150:895/ohcc_test/HCWLetterList.aspx?PageID=194)

Skin Navigation  
 User: hswai00  
 Group: RRS  
 Administrator  
 08/14/2008  
 LOG OFF



## Registry and Referral System

### HCW Criminal Recheck Letter

\* Indicates Required Field  
 Terms in bold and underlined text can be found in the Glossary

Local Office:   
 or  
 Local Office Groupings:   
 Letter:

Matching HCW's	Total HCW(s) Found: 0
No Records Displayed	

EMPLOYER PROFILE

## Criminal Check Report

- Choose to search by **Local Office** or **Local Office Groupings**. (Local Office Groupings are at the end of this manual.)
- Click **Display**.

Microsoft Internet Explorer, provided by Department of Human Services

Address: https://63.226.206.150/ohcc\_test/HCW\_Letter\_List.aspx?PageID=194

Services  
 Additional Info  
 Work County  
 Work City or Area  
 App Certification  
 Office Use  
 Service Details  
 Training  
 Status History  
**HCW REPORTS**  
 Action Information  
 Statistical Reports  
 Specialty Reports  
 Unemployment  
 Correspondence  
 Crim Check  
 Staff Information  
**EMPLOYER PROFILE**  
 OTHER  
 Glossary  
 Test OACCESS

Local Office:   
 or  
 Local Office Groupings: Central Oregon  
 Letter: Criminal Recheck Letter

Display

Generate Letters    Generate Mailing Labels

Label Type: Single Label

Matching HCW's Total HCW(s) Found: 27

Provider Number	HCW Name	RRS Process Status	Availability	Phone	Local Office	Date	Last Sent Date	Print Letter Check	Print Label Check
660982	NELSON, CHERRY	Complete	Unavailable - Info Review Needed	(541) 536-1251	0911 Bend	07/31/08		<input type="checkbox"/>	<input type="checkbox"/>
681359	VIGOREN, MARILYN	Incomplete		(541) 536-3514	0913 La Pine	08/09/08		<input type="checkbox"/>	<input type="checkbox"/>
681402	COOPER, ANDRA	Incomplete		(541) 312-0084	0911 Bend	08/31/08		<input type="checkbox"/>	<input type="checkbox"/>
614523	GULSETH, MARGARET	Complete	Unavailable - HCW Orientation Needed	(541) 788-7544	0914 Redmond	08/31/08	07/07/08	<input type="checkbox"/>	<input type="checkbox"/>
620810	KENT, OLIVINE	Incomplete		(541) 888-0914	0913 La Pine	08/31/08		<input type="checkbox"/>	<input type="checkbox"/>

### To print a report:

- Go to the bottom of the screen and click **All Pages**.
- Click **Printable Version**.
- Print dialog box opens.
  - Click **Preferences**.
  - Change Orientation to **Landscape**.
  - Click **Print**.

### Printing Criminal Recheck Letters and Labels

- The auto-generated letter is worded for HCWs whose Crim Check is 30-days past due or due 90-days into the future. Be sure to check the **Date** in the table before deciding who needs the letter.
- To print letters

- Click **Check** under **Print Letter** or check the boxes next to the names of HCWs who need to receive a letter.
- Before clicking **Generate Letters**, go to **Staff Information** in the **Table of Contents**.
  - Enter you title,
  - Phone number,
  - Extension, if needed, and
  - Click **Update**. (This information stays in the system until you change it.)
- Click **Generate Letters**.
- File Download dialog box appears, click **Open**.
- Letters open and include the date the HCW's criminal re-check last date the criminal re-check is due, and your phone number, name and title.
- Click **Print**.
- The RRS tracks letters sent to individual HCWs.
- Labels can be printed one at a time on a Dymo Label Maker or several HCWs at a time on Avery 5160 labels.
  - Check individual HCWs' names or click **Check All** under **Mailing Label**.
  - Click **Generate Labels**.
  - File Download box appears, click **Open**.
  - Click **Print**.

**HCW Unemployment**

Provider Number: 668158      OACCESS Status: Approved To Work  
 HCW Name: STEELE, JENNIFER      HCW Level: Career  
 Local Office: 0111 Baker City      RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

Effective Date	Staff	Local Office		
9/25/2008	hswal00	0111 Baker City	Delete	Edit
5/15/2008	enny1	0111 Baker City	Delete	Edit
3/7/2008	enny1	0000 OHCC	Delete	Edit
9/13/2007	enny1	0000 OHCC	Delete	Edit
9/10/2007	enny1	0000 OHCC	Delete	Edit

HCW Separations: No Values Displayed

HCW Work Turn Downs: No Values Displayed

Scheduled return to Work Date:  Update

## Unemployment Report

The report tracks when individual HCWs or someone on their behalf, has entered or updated their profile indicating they are looking for work, left a job or turned down a job.

If a staff member verifies a HCW has left a job or turned down a job or applies for unemployment, the individual's profile will be accessed. To access this screen:

- Log in with your RACF and OACCESS password,
- Click **Search** in the **Table of Contents**,
- Enter the HCW provider number or last and/or first name and click **Search**.
- Click **Reports** and **Unemployment** in the **Table of Contents**.
- Enter the appropriate information. (All options are taken from forms from the Employment Office.) The options are:
  - Discharged/Fired,
  - Leave of Absence,

- Other,
- Quit/Resigned,
- Still Working, or
- Working Part-Time.

Staff can click **Turn Down** if they know a HCW did not take a job that was offered.

**Registry and Referral System**

**HCW Correspondence**

Provider Number: 668158  
 HCW Name: STEELE, JENNIFER  
 Local Office: 0111 Baker City

ACCESS Status: Approved To Work  
 HCW Level: Career  
 RRS Process Status: Complete  
 Availability: Available for Referral

\* Indicates Required for Referral  
 Terms in bold and underlined text can be found in the Glossary

SentDate	Rcvd Date	Staff Name	Local Office	Correspondence Type	Sent Via		
8/25/2008		Sempels, Wendy	0111 Baker City	<u>Criminal Recheck Remind</u>	Mail		Update Cancel
08/11/2008		Stallcup, Ken	0000 OHCC	<u>Notice of Inactivation of Provid</u> <u>Notice of Denial of Provider E</u> <u>Notice of Termination Based o</u>	Mail	delete	Mail

## HCW Correspondence

This screen tracks letters sent to individual HCWs. Open the individual's profile. In the **Table of Contents** click **Reports**, Click **Correspondence** and select the appropriate letter. The RRS will fill-in:

- The date the letter is generated, and
- The name and address of the HCW selected to receive a letter.

### Letters include:

- **Criminal Re-Check Letter**- if letter was sent from the Crim Check screen, the date sent, staff name, and local office will display here.
- **Mandatory letters:**
  - Notice of Inactivation of Provider Number, (SDS-0613i)
  - Notice of Denial of Provider Enrollment (SDS-0613d)
  - Notice of Termination based on Criminal History (SDS-0613c)

## **MATCHING EMPLOYERS WITH HCWs**

### **Three Ways to Match**

- Log In as a staff member using your OACCESS User ID and Password;
- Log In as an Employer; *OR*
- Log In to do an Anonymous Search.

### **Search as Staff Members**

- OACCESS must be available.
- Enter **<https://www.or-hcc.org>** in the Internet address field and click Go or Enter.
- Click **Registry/Referral** in the **Table of Contents**.
- Click **RRS Log In** on the upper right corner of the screen.
- Click **Administration**.
- Enter your RACF ID/OACCESS ID in **User ID**.
- Enter your OACCESS **Password**.
- Click **Log In**.
- Click **Employer Info** in the **Table of Contents**.
- Click **Search**.
- The first time you match a specific employer, click **Add Employer**.
- To save the employer's profile, enter the client-employer's **Prime Number**. This is optional but can be used to retrieve the employer's profile at a later date.
- Enter information in all pertinent fields. All fields with an asterisk (\*) must be answered to get a referral list. The more information entered, the better the match will be between the client-employer and a HCW.
- Click **Update** to save info and stay on the same page or click **Continue** to save the information and move to the next screen.

- After the **City/Area** is entered, the **Employer Proceed to Referral** screen will offer two options:
  - Enter more information to get referrals based on more specific employer needs and preferences OR
  - Proceed directly to a referral list based on the information already entered. ***But it is highly recommended more information is added to get an appropriate match.***
- To add more info, click **Continue** to go through the RRS until the **Employer Referral Request** screen opens.
- Clicking **Proceed directly to a Referral List** opens the **Employer Referral Request** screen.
- **Employer Referral Request** screen displays all the data entered. Click **Continue** to view the HCW list.
- No more than 10 HCWs will be on each list. If more than one list is available, page numbers will be listed under the **Provider #**.
- The list can be printed clicking **Printable Version** on the screen and clicking print.
- For detailed information for specific HCWs, check the **Display Detail** box beside each name.
- Click **Continue**.
- HCW Details are displayed and can be printed by clicking **Printable Version** on the screen and clicking print.
- If more names are needed, click **Previous** and repeat the process.
- If HCWs called do not have a valid phone number, contact the OHCC RRS Staff immediately. The RRS Staff will attempt to contact the HCW in writing and will make the HCW unavailable for referral until a valid number is provided.

**Search as an Employer – See Brochure SDS 0355E**

- OACCESS availability is not required.

- Enter **<https://www.or-hcc.org>** in the Internet address field and click Go or Enter.
- Click **Registry/Referral** in the **Table of Contents**.
- Click **RRS Log In** on the upper right corner of the screen.
- Click **Employer**.
- If the employer is new to the RRS, click **Register**.
- Have the Employer provide a unique User ID and if possible, an email addresses and email confirmation.
- Follow the steps **Search as Staff Members**.

### **Search as Anonymous**

- OACCESS availability is not required.
- Enter **<https://www.or-hcc.org>** in the Internet address field and click Go or Enter.
- Click **Registry/Referral** in the **Table of Contents**.
- Click **RRS Log In** on the upper right corner of the screen.
- Click **Anonymous Search**.
- Click **Personal Info** in the **Table of Contents**.
- Follow the steps in **Matching Employers as Local Office Staff**.

### **Remember:**

**If HCWs called do not have a valid phone number, contact the OHCC RRS Staff immediately. The RRS Staff will attempt to contact the HCW in writing and will make the HCW unavailable for referral until a valid number is provided.**

## LOCAL OFFICE GROUPS

<b>Groups</b>	<b>Individual Offices</b>
<b>Baker/Union/ Wallowa</b>	Baker City, La Grande, Enterprise
<b>Central Oregon</b>	Bend, La Pine, Madras, Prineville, Redmond,
<b>Clatsop</b>	Gearhart Aging, Gearhart Disability
<b>Clatsop/ Tillamook</b>	Gearhart Aging, Gearhart Disability Tillamook Aging, Tillamook Disability
<b>Coos/Curry</b>	North Bend, Coquille, Gold Beach
<b>Deschutes</b>	Bend, La Pine, Redmond
<b>Douglas</b>	Roseburg SSO, Roseburg DSO
<b>Grant/Harney/ Malheur</b>	John Day, Burns, Ontario
<b>Jackson</b>	Medford SSO, Medford DSO
<b>Jackson/Josephine</b>	Grants Pass, Medford SSO, Medford DSO
<b>Lane</b>	Eugene, Cottage Grove, Florence
<b>Lane Valley</b>	Eugene, Cottage Grove
<b>Lincoln</b>	Toledo Aging, Toledo Disability
<b>Linn/Benton</b>	Albany SSO, Albany DSO

<b>Groups</b>	<b>Individual Offices</b>
<b>Marion</b>	Woodburn Aging, Woodburn Disability, N Salem Aging, N Salem Disability, S Salem Aging, S Salem Disability
<b>Marion/Polk /Yamhill</b>	Woodburn Aging, Woodburn Disability, N Salem Aging, N Salem Disability, S Salem Aging, S Salem Disability, Dallas Aging, Dallas Disability, McMinnville Aging, McMinnville Disability
<b>Multnomah</b>	S/SE Portland, W Portland, N/NE Portland, Mid Portland, E Portland
<b>NWSDS</b>	Gearhart Aging, Gearhart Disability, Woodburn Aging, Woodburn Disability, N Salem Aging, N Salem Disability, S Salem Aging, N Salem Aging, Dallas Aging, Dallas Disability, Tillamook Aging, Tillamook Disability, McMinnville Aging, McMinnville Disability
<b>OPIs</b>	Baker Help, St Helens CAT, Redmond – Bend OPI, Burns OPI, Portland Impact, Lakeview AAA, Ontario-Malheur OPI, Friendly House, Neighborhood House – Downtown, Neighborhood House – Southwest, Urban League, N YMCA, Hollywood Senior Center, Pendleton OPI, La Grande – Union

<b>Groups</b>	<b>Individual Offices</b>
	CCNO, Enterprise – Wallowa Help, Mid-Columbia OPI, IRCO, E County YMCA
<b>Polk</b>	Dallas Aging, Dallas Disability
<b>Tillamook</b>	Tillamook Aging, Tillamook Disability
<b>Umatilla</b>	Pendleton, Hermiston, Milton Freewater
<b>Washington</b>	Hillsboro, Tigard, Beaverton
<b>Yamhill</b>	McMinnville Aging, McMinnville Disability