# Registry and Referral System
## HCW User Guide

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Introduction

In 2000, the citizens of Oregon voted to amend the State Constitution to create the Oregon Home Care Commission (OHCC). The OHCC is responsible for ensuring the quality of homecare services that are funded through the Department of Human Services for seniors and people with disabilities. The OHCC fulfills its responsibilities by:

- Establishing qualifications for homecare workers (HCWs).
- Providing training opportunities for HCWs and for seniors and adults with physical disabilities who employ HCWs.
- Establishing and maintaining a registry of qualified HCWs to provide routine, emergency, and respite referrals to individuals who employ HCWs.

The OHCC Registry and Referral System (RRS) was developed with input from users, including:
- Consumer/employers
- Homecare Workers
- Employees of the Oregon Department of Human Services (DHS) service delivery system.

How the RRS Works

After a HCW is approved to work, answers from the HCW’s application are entered into the RRS. HCWs update their information about their availability for referral to work.

Consumer/employers who need to hire HCWs enter their needs and preferences into the RRS. The system matches employer requests with HCW information, including:

- Language
- Gender, if important to employers
- Pets
- Preferences about smoking
- Days and times HCWs are needed
- Services required
- Employer location
- OHCC sponsored trainings
Employers get a Matching Homecare Worker List, with workers ranked by how well they match employer requests. These lists include, for each HCW:

- Name
- Provider Number
- Phone Number(s)
- City of Residence
- Whether the HCW has been referred to the employer before.
- An asterisk (*) if the worker has received Professional Development Recognition.

By checking Display Detail, employers can view more information about selected HCWs.

Employers who would like for HCWs to contact them may also choose to post information on the Bulletin Board. See instructions for using the Bulletin Board on page 23 of this manual.

**Using this Manual**

Read through the *Quick Guide*, which has basic information about using the RRS. More detailed instructions follow. The Appendix includes additional information that may be useful to some HCWs.

Boxes like this have helpful pointers about the RRS.
QUICK GUIDE TO THE RRS

Web Address: https://www.or-hcc.org. Type exactly into browser and add to Favorites or Bookmarks for future use.

Click the blue button in the top left of the screen to log in. On the Select User Group screen, click Homecare Worker (HCW).

The first time you log in, your User ID is your last name. Your Password is your provider number. On next screen you will create your own User ID and Password. Do not use your last name and provider number again. Your User ID and Password must be between 4 and 8 letters, numbers, or a combination of letters and numbers. Write down your user ID and Password in a safe place.

If the ID you chose is already being used, you can try adding numbers, up to 8 characters all together.

Your email address will be used for future criminal background re-checks. It will also help if you forget your User ID and Password:

Clicking Yes here on the Registry and Referral Log In screen...

Did you forget your UserID or Password? Yes

Will take you to this. After you enter your email address, your User ID and Password will be emailed to you.
USING THE RRS

On most screens there are buttons at the top and bottom:

Previous takes you back to the screen before this one without saving any changes on the current screen.

Update saves information and keeps you on this screen.

Continue saves information and moves you to the next screen.

Watch for messages under the Previous, Update and Continue buttons at the top of screens for important information.

Check the Personal Information screen. Contact your local office, where you submitted your application, if your phone number or address needs to be changed or anything else appears incorrect.

You must update your profile at least every 60 days to be available for referral. Click here.

The Last Info Review Date on this screen shows when your profile was last updated. Within 60 days of that date, be sure to check your information and click Update Information, if you are looking for work.

According to the Collective Bargaining Agreement, Article 10, Section 5: “HCWs who are seeking work are responsible for updating their availability for referral every sixty (60) days in the OHCC RRS.”
If you are not looking for work, go to **Availability for Work** and answer “No” to: “Are you currently looking for work?” You can change this if you are looking for work again in the future.

Review the **Service Details** screen to check your information. If you need to change anything, go to that screen through the menu, make changes and click Update or Continue.

Pay attention to sections or items marked *. You must answer these to be referred for work.

You cannot change items that appear in **gray**. Contact your local office about these items.

The **Training** screen lists the Home Care Commission classes you have completed, (except for Moneywise and RRS.) If a class is not posted within 6 weeks, please contact RRS staff.

The **Bulletin Board** lists, by county, employers who would like for Homecare Workers to contact them.

Throughout the RRS, terms that are underlined in bold type are defined in the **Glossary**.

When you have reviewed and updated your profile, click **LOG OFF**, the big blue button at the top left of the screen.

### RRS Staff:
- Email: Registry.OHCC@State.OR.US
- Call 1.877.867.0077, Option 1.
Logging into RRS

- Type https://www.or-hcc.org into the address bar of your Internet browser; then press Enter key or click Go. (Do not enter this into a search engine like Google.)
- The RRS Welcome screen opens.
- Click the large blue Registry Log In button in the top left corner of the screen.

This is an address bar. Yours may look different.

This is a menu showing screens and links you can view. There is a menu on each screen.

The Glossary has definitions for words in the RRS that are underlined like this.

Clicking on Link to OHCC will take you to the Oregon Home Care Commission’s website. There you will find the Tools for HCWs page that includes important information.

This menu includes the HCW Quick Guide to the RRS and the HCW (training) Newsletter.
If you need help, send an email to: registry.ohcc.org@state.or.us or call 1.877.867.0077, Option 1.

The first time you log in:

- Your **User ID** is your *last name*. If you have a hyphenated last name, type your name with a space instead of a hyphen.
- Your **Password** is your *Provider Number*.
- Click **Log In**

On the next screen you will enter your own User ID and Password.
If you do not have a computer with Internet access, you can use computers at public libraries or Employment Department Worksource Oregon Centers.

You can get a free email address through sites like:

- [www.Gmail.com](http://www.Gmail.com)
- [www.Hotmail.com](http://www.Hotmail.com)
- [www.Yahoo.com](http://www.Yahoo.com)

The first time you log in, you will create a new User ID and Password by following the instructions on this screen. If your choice is taken, you can add numbers, up to 8 total characters.

- Do not use your last name or provider number.
- Re-enter your new password in Password Confirmation.
- Enter your Email address, then re-enter it in Email Confirmation.
- If you do not have an Email address, leave the boxes blank until you have an email address. See pointer below.

Click Register.
You should now be on the **HCW Personal Information** screen.

The information at the top of this screen is from a DHS computer system. You cannot change any of this information.

- **Provider Number** is the number assigned to you by DHS.
- **HCW Name** is the legal name that you provided on your application.
- **Local Office** is the office that has your HCW records, usually where you applied. If you move, you should contact the new local office to transfer your records.

For your name to appear on referral lists:

- **Oregon ACCESS Status** must be Approved to Work
- **HCW Level** must be Career
- **RRS Process Status** must be Complete
- **Availability** must be Available for Referral

If you believe that any of this information is incorrect, contact your *local office*. Your local office is usually where you submitted your application to become a HCW.
More about the Personal Information Screen

Pay attention to the lower part of this screen, too. Contact your local office if:
• your phone number changes
• you have not received instructions about your criminal background re-check at least one month before the due date.

You can enter or change an email address here.

According to the Collective Bargaining Agreement, Article 10, Section 5: “HCWs who are seeking work are responsible for updating their availability for referral every sixty (60) days in the OHCC RRS.”

You can tell from the Last Info Review Date when you will need to update again.

If all of your information is the same, you can update by clicking Update Information.

The Criminal Records Management System, CRIMS, is a secure system that processes criminal background rechecks privately and electronically. Make sure you keep your email address current and watch for messages from your local office one to two months before the Criminal Re-check Due Date.
HCWs cannot change information on this screen. If anything appears incorrect, contact your local office.

A. Orientation location and date. You must attend an orientation at a local office within 90 days of receiving your provider number.

B. Live-in Orientation location and date, if you have attended one. This orientation is required for workers providing live-in services.

C. CPR/First Aid certifications, if any, and when they expire. If you have current certifications, take your cards to the local office.

D. Professional Development Recognition Award. An asterisk (*) appears beside the name in referral lists, to let prospective employers know about this award. Information about Professional Development is in the Training Newsletter.
If you provide services that include driving, be prepared to show employers your driver’s license and proof of insurance. Be sure you know how many miles are authorized and that you track your mileage accurately.
At least one language must be checked **Speak**.

- The RRS automatically checks **Speak** and **Read** for English.
- To change language, click the down arrow next to English, and highlight your language. Check **Speak** and/or **Read**.

- To add a second language, click New. Another line with English will appear. Scroll and select the language.
- To remove a language, click Delete.

The language you speak most should have Preference 1. To change the preferences, delete numbers, correct, and then click Update or Continue.

You must be able to communicate with employers to do your job as a homecare worker. Be sure that the languages you have checked on this screen are ones that you speak and/or read well, not just a little.
Any time you accept a new position, be sure to log in to the RRS, review your answers on this screen and make any needed changes.

Example: You checked **Full-time** when you last updated your profile. You have accepted a part-time job and are looking for another one. Uncheck **Full Time** and check **Part Time**.
Check the boxes to show when you are available to work. You can click on a check to remove it.

Click **Available at All Times** if you are willing to work any day of the week, including holidays, and all times of day.

If you are available most times, you can click **Available at All Times** and uncheck the days/times that you are not available.

You can start over by clicking **Clear All Times**.

Some employers need HCWs for very specific days and times. You must keep your answers to **Currently Looking for Work** and **Work Types** up to date. Your available **Work Schedule** must be correct, too. Anytime you accept a new job or an employer changes your work schedule, log in to the RRS and make changes on this screen.
Check **Willing** only for services that you are willing and able to provide. The RRS will match you with employers who need these services.

Check **Experience** if you are willing to provide the service and have experience. Employers may ask for references to verify your experience.

Scroll down to be sure that you have checked your services in all three categories: **Activities of Daily Living**, **Self-Management Tasks** and **Health-Related Procedures**.

The **Glossary** (see Menu) has definitions of the terms that are underlined.
A. You must answer these items. Even if you don’t smoke at work, you must check “Yes” if you are a smoker.

B. You can choose to enter a Personal Statement here, up to 1,500 characters, to tell employers more about yourself.

C. Check boxes about work you would NOT accept; for example, in a home with pets.

Checking any of these items will limit your matches with employers. You will not be matched to any employers if you check:

- “Activities of Daily Living” and “Self-Management Tasks”, or
- “Females” and “Males” or
- “65 years of age and older” and “Under 65 years of age”.
Check up to three counties. Do not check counties where you are not willing to travel for work.

If you provide live-in services, you may check more than three counties. ONLY check counties where you are willing to relocate to take a live-in job.

Check cities where you are willing to work OR check ALL if you are willing to work in any city in the county. (Do not check ALL and then check specific cities in that county.)

Do not check any cities where you are not willing to travel for work.
HCWs cannot make changes to this screen. The answers to these two questions are entered from your application.

If you would like to change your answers to either of these questions, take or send a written, signed and dated request to your local office. Staff will update your records.

If you answered “No” to: “Released through the Registry via the internet?” you will be referred for work through only specialty lists created by the local office. Your name will not be on any lists generated through the RRS by employers.

If you work for individuals who pay privately:
- hours do not count toward any SEIU negotiated benefits and
- you will not be covered by OHCC Workers Compensation if you are injured on the job.

Be sure to review the material for Private Pay Employers in the Appendix.
This screen summarizes your answers from previous screens. This is what prospective employers will see, when they check “Show Details” on a HCW list.

Review your profile carefully.

Pay attention to any warning messages to be sure you have made yourself available to be referred for work.

To make changes:
- Click the screen title in the Menu.
- Make needed changes and click **Update**.
- Click **Service Details** in the Menu to come back to this screen.
This screen lists OHCC sponsored trainings that you have attended. It may take up to six weeks for a class to be posted.

If an OHCC class you have attended is not on this screen after six weeks, email registry.ohcc@state.or.us or call 1.877.867.0077, Option 1.

*MoneyWise and Registry and Referral System* trainings are not listed on the RRS.

Employers can request HCWs who have completed one or more classes, so taking advantage of the OHCC training program can help your chances of being referred for work.
This shows changes to your status.
Click on **Date** twice, to view the most recent ones first.

**Oregon ACCESS Status** categories are:

- **CLR** - approved for work
- **APC** - Active Prior to Conversion (before the RRS)
- **PRB** - probationary
- **WTH** - application withdrawn by HCW
- **PND** – pending (application being considered)
- **TRM** – terminated.

**HCW Level**, **RRS Process Status, Availability** and **Local Office** are listed for each date a change was recorded.

**User Name** may be you or a DHS staff member.
- **OAC Download** or **Download_Post_Q96** – means Oregon ACCESS (the state database)
- **UpHCWNeedsReview** means that information was not updated as required within 60 days.
The Bulletin Board lists employers who are hiring and have chosen to post information so that qualified HCWs can contact them. Check Display Detail for information about employers.
We are looking for a homecare worker for my mother. She is a very sweet 85 year-old who loves classical music. She needs assistance with activities of daily living but her mind is as sharp as a tack. There is one very mellow miniature poodle in the home. The family is helping with the Registry and conducting telephone interviews, but Mrs. H. will do final interviews and direct her homecare worker. Please email qualifications, three work references and contact information.

Review employer needs and preferences carefully, to be sure this is the sort of job you are seeking.

The Personal Statement may have instructions about how to apply for the position. For example, in the sample above, the employer’s representative asks for interested workers to email qualifications, references and contact information.

Be sure you have a past employer’s permission to use him or her as a reference before sharing name and contact information.
Appendix
Web Hints and Tips

Getting Online

If you do not have a computer with Internet access, ask friends or family members. You can use computers without charge at:
- Public Libraries
- Employment Department Worksource Oregon Offices

Using a Mouse

- To “click,” press the left button.
- You don’t need the right button in the RRS. If you accidentally press it, click to the left or right of the options box that appears.
- To move the arrow on the screen, move the mouse.
- To choose an object on the screen, move the arrow over the object and click the left mouse button.
- When entering information in a box, the arrow will change to a line that looks something like a capital I. Left click and begin typing. Use the backspace or delete keys on the keyboard to make corrections.
- Use the mouse to move the arrow over the Scroll Bar.
  - Hold down the left button of your mouse and drag the scroll bar up or down.
  - Or click the scroll up arrow or scroll down arrow at the top or bottom of the scroll bar until the screen moves to what you want to see.
- If there is a wheel between the buttons on the mouse, you can turn it with a finger to move up and down.
- Use arrows or Page Up/Page Down keys on your keyboard.
Private Pay Employment

HCWs can choose to work for those who pay privately (with employers’ personal funds only.) You should be aware of private pay employer responsibilities. It is recommended that you and your employer have a written contract or employment agreement. You can share the following information when you interview with private pay employers.

Employers who pay privately for in-home services may be responsible for paying state employment taxes, Social Security and Medicare taxes. They may need to complete other documents. The following publications and agencies have further information.

- The Internal Revenue Service
  - If you have questions call 1.800.829.1040 or visit their website at [http://www.irs.gov](http://www.irs.gov).

- Employment Department: 503.947.1488. Email: taxinfo@emp.state.or.us or visit their website at [http://www.Oregon.gov/employ/tax](http://www.Oregon.gov/employ/tax).
- The Bureau of Labor and Industry has an Employer Assistance Line: 971.673.0824, and online *Technical Assistance for Employers of In-Home Caregivers*, including frequently asked questions: [http://www.oregon.gov/BOLI/TA/T_FAQ_In-home_Caregivers.shtml](http://www.oregon.gov/BOLI/TA/T_FAQ_In-home_Caregivers.shtml)