



1/5/09

## REGISTRY AND REFERRAL SYSTEM UPDATES

### RRS CURRENT HCW STATISTICS DATED: 1/5/09

- HCWs who are Approved to Work and Career = 15,566
- HCWs Approved/Career Complete in the RRS = 8,916
- HCWs Approved/Career Complete and Available for Referral = 2,097
- HCWs Approved/Career who need to update their information = 3,830
- HCWs Approved/Career not currently looking for work = 2,422

### RRS REFERRAL STATISTICS DECEMBER 1-31, 2008

- Employers/Anonymous users = 1,521
- Unduplicated employers/anonymous users requesting referrals = 1,401
- HCW referrals provided = 158,306
- Unduplicated HCW referred for work = 3,194

### IN-COMING PHONE CALLS REGARDING THE RRS

- December 2008 = 521
  - Consumers = 7
  - Medicaid Consumer = 1
  - Private Pay Consumer = 3
  - HCWs = 456
  - Staff = 34
  - Other callers = 20
  - Issues:
    - User ID and password issues = 147
    - Problems finding the website = 26
    - HCWs need information updated = 81
    - HCWs who are "Incomplete" in the RRS = 10

*Ensuring quality in-home services for seniors and people with disabilities*

CHERYL SANDERS  
Executive Director  
503-378-2733

REGISTRY AND REFERRAL SYSTEM  
Toll-free 877-867-0077  
503-373-1078

TRAINING  
Toll-free 877-867-0077  
503-373-1091

WORKERS COMPENSATION  
Toll-free 888-365-0001  
503-378-3099

- HCWs who need to update their address and/or phone number = 43
- HCW User Manuals needed = 42
- HCW training not displayed in RRS = 1
- Oregon ACCESS download issues = 31
- Training Requests received by RRS staff = 67
- Individuals want to become HCWs = 4
- HCWs wanting work = 12
- Private pay consumers needing lists of HCWs = 9
- Medicaid/OPI consumers needing lists of HCWs = 2

### **HCWs WITHOUT PHONE NUMBERS DATED: 1/5/09**

- HCWs RRS Process Status Changed to "Removed by OHCC."
- Total number RRS = 143
- Multiple HCWs contacted HCC with a good phone number and addresses, so RRS Process Status was changed back to previous status.

### **LETTERS TO HCWs INCOMPLETE IN THE RRS**

- **October Multnomah County-SE Portland Office**
  - Total sent: 201
  - Total replies: 73 (36% response)
    - HCW applications received and entered = 27
    - HCWs working for only 1 employer = 45
    - No longer wanting work as a HCW = 0
    - Undeliverable = 1
- **November-December Lane County Eugene Office**
  - Total sent: 616
  - Total replies: 161 (26% response)
    - HCW applications received and entered = 49
    - HCWs working for only 1 employer = 100
    - No longer wanting work as a HCW = 2
    - Undeliverable = 10

- **December Lane County Cottage Grove Office**

- Total sent: 65
- Total replies: 13 (20% response)
  - HCW applications received and entered = 3
  - HCWs working for only 1 employer = 9
  - No longer wanting work as a HCW = 1
  - Undeliverable = 0

### **COMMUNICATION WITH HCWs SENT**

- 60 day update post cards = 3,176 Statewide
- Training flyers = 331 for Tillamook/Seaside

### **RRS TRAINING**

- Areas scheduled:
  - Tillamook (Tillamook) 1/21/09
  - Clatsop (Seaside) 1/22/09 and 1/23/09
  - Beginning Lane (Eugene) in 2/10/09-2/12/09

### **RRS Updates**

- Some HCWs who attend HCC training believe the consumers have to use the RRS themselves to get HCW names. A handout for trainers will be developed to be sure they can provide accurate information about using the RRS.
- Spanish and Russian HCW User Manuals and Employer Brochures are printed.
- Received download from MMIS on 12/26/08 for the dates of 12/5-25/08.