



To: OHCC REGISTRY COMMITTEE
From: WENDY SAMPELS
Re: RRS COMMITTEE REPORT
Date: 12/03/08

PHONE CALLS REGARDING THE RRS

- September = 625
 - Consumers = 13
 - HCWs = 543
 - Staff = 27
 - Other callers = 42
 - Issues:
 - User ID and password issues = 186
 - Problems finding the website = 58
 - HCWs need information updated = 166
 - HCWs who are "Incomplete" in the RRS = 18
 - HCWs who need to update their address and/or phone number = 48
 - HCW User Manuals needed = 61
 - OACCESS issues = 0
 - Individuals want to become HCWs = 9
 - HCWs wanting work = 19
 - Private pay consumers needing lists of HCWs = 11
 - Medicaid/OPI consumers needing lists of HCWs = 2
- October = 618
 - Consumers = 17
 - HCWs = 531
 - Staff = 15
 - Other callers = 55
 - Issues:

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

- User ID and password issues = 189
- Problems finding the website = 42
- HCWs need information updated = 133
- HCWs who are "Incomplete" in the RRS = 24
- HCWs who need to update their address and/or phone number = 25
- HCW User Manuals needed = 34
- Calls to register for RRS training = 100
- OACCESS issues = 0
- Individuals want to become HCWs = 10
- HCWs wanting work = 10
- Private pay consumers needing lists of HCWs = 12
- Medicaid/OPI consumers needing lists of HCWs = 9
- November = 486
 - Consumers = 16
 - HCWs = 434
 - Staff = 24
 - Other callers = 12
 - Issues:
 - User ID and password issues = 168
 - Problems finding the website = 36
 - HCWs need information updated = 105
 - HCWs who are "Incomplete" in the RRS = 19
 - HCWs who need to update their address and/or phone number = 34
 - HCW User Manuals needed = 31
 - Calls to register for RRS training = 33
 - OACCESS issues = 10
 - Individuals want to become HCWs = 8
 - HCWs wanting work = 18
 - Private pay consumers needing lists of HCWs = 10
 - Medicaid/OPI consumers needing lists of HCWs = 4

RRS TRAINING

- October
 - Roseburg
 - HCWs = 40
 - Staff = 15
 - Klamath Falls
 - HCWs = 37 (About 20 no-shows)
 - Staff = 10 (Including one STEPS trainer)

- November – Albany
 - HCWs = 49
 - Guest = 1
 - Staff = 9

APPLICATIONS FROM HCWs WITH INCOMPLETE STATUS

- September - Linn/Benton Counties
 - Total applications sent = 450
 - Total replies = 142 (32%)
 - Applications entered = 52
 - Working for only one employer = 70
 - No longer working as HCW = 10
 - Undeliverable = 10
- October - Multnomah County SE Portland Office
 - Total applications sent = 201
 - Total replies = 63 (31%)
 - Applications entered = 25
 - Working for only one employer = 37
 - No longer working as HCW = 0
 - Undeliverable = 1
- November – December - Lane County Eugene Office 616 packets being mailed a few at a time.

REGISTRY STATISTICS

- HCWs Approved to Work and Career = 15,522 (Up 396 from 10/08)
- HCWs Approved/Career and Complete = 8,555 (Up 488)
- HCWs Available for Referral = 2,561 (Down 11)
- HCWs who need to update their information = 3,127 (Down 344)
- HCWs not currently looking for work = 2,295 (Up 113)
- HCWs "Removed by OHCC" with invalid contact information = 130
- Referrals totals 8/1/08-10/31/08
 - Referral lists pulled = 6,042
 - Unique employers = 3,883
 - HCWs referred 585,937 (Total will be reduced when we limit lists to 20 per pull.)
 - Unique HCW referrals 4,555

UPGRADES IN PROGRESS

- Limit number of HCWs on each list pulled to 20
 - Best matches are within the first 20
 - HCWs pulled more than once will be highlighted on the list.
- Add the HCW's home office to the referral lists

- Add Training Newsletter
- Add links
 - HCW Resources
 - Employer Resources

JOBS BOARD DISCUSSION

- Requested by HCWs
- Add option to post employer's profile to a screen HCWs can view for possible jobs
- Only HCWs who are logged in as Approved to Work and Career would view the board
- HCW can post an interest in a specific job