



December 3, 2009

REGISTRY REPORT

RRS HCW STATISTICS (12/2/09)

- **NOVEMBER 2009**

- HCWs Approved to Work and Career = 16,876
- HCWs Approved, Career, and Complete in RRS = 12,736
- HCWs Approved, Career, Complete, and Available for Referral = 1,999
- HCWs Approved, Career, and need to update profile = 5,884
- HCWs Approved, Career, and not looking for work = 3,791
- HCWs "Removed by OHCC" = 105

RRS REFERRAL STATISTICS

- **NOVEMBER 2009**

- Employer/Anonymous users = 1,652
- Unduplicated Employers/Anonymous users requesting referrals = 1,071
- HCW referrals provided = 205,241
- Unduplicated HCWs referred for work = 2,951

IN-COMING PHONE CALLS

- **NOVEMBER 1-25, 2009**

- Total number of calls = 239
- AFH = 2
- HCWs = 195
- Medicaid Consumers = 1
- Private Pay Consumers = 3
- Other callers = 29
- Staff = 8
- STEPS = 1

- Issues:
 - User ID and Password = 96
 - Problems finding website = 14
 - Update HCW profile = 39
 - HCWs "Incomplete" = 2
 - Other Calls = 40
 - HCW change of address and/or phone number = 28
 - HCW User Manuals mailed = 5
 - Individuals wanting to become HCWs = 8
 - HCWs wanting work = 4
 - HCW change "Removed" status = 6
 - Check to if profile is correct = 5
 - Training Classes not in RRS = 1
 - Training sign-up = 13
 - Private Pay lists provided = 11
 - Medicaid/OPI lists provided = 2
 - Staff helped Consumer produce their own list = 4
 - Inappropriate Calls = 0
 - HCW profile has server issues = 2

RRS UPDATES

- Employer brochure is being changed to include the updates to the RRS.
- HCW user manual is being updated to include the updates to the RRS.
- Staff user manual is being updated to include the updates to the RRS.
- Brewer Consulting, Inc. to transfer Production to a new server to improve functionality.