



Registry and Referral System Frequently Asked Questions – Employers –

Why do I need to create a profile on the Registry?

The Registry provides up-to-date information regarding the availability of workers who have been approved to offer in-home services. The information you receive in the Registry about the workers includes their provider number, their contact information and what tasks and services they are willing to provide.

How long will it take to create a profile?

It varies, but plan on it taking about 30 minutes. Once you have your profile complete, you can come back anytime to update it and that should only take a few minutes.

Should I fill out all of the questions on the Registry?

Yes! We recommend that you be as thorough as you can when completing your profile for the first time. By doing so, the Registry will be able to search for and provide you with the best match for your selections.

What is the purpose of the help wanted ads?

Help Wanted Ads are viewed by individuals who are actively looking for work. The purpose of the help wanted ad is to attract a larger pool of potential workers. If a worker thinks that they would be able to work for you, they will contact you, either by email or by phone.



Registry and Referral System Frequently Asked Questions – Employers –

How does the help wanted ad work?

1. You must first complete the help wanted ad section in the Registry. Include a paragraph detailing your needs and other important information. You must also select the duration of your ad.
2. Workers are then able to read your ad and call or email you.
3. Arrange a phone call with suitable workers to ensure each individual can meet your service and scheduling needs. If you are interested in seeing the worker's summary you must request this from them.
4. If you are satisfied with the qualifications and experience of a worker, we recommend the next step being an in-person or virtual meeting.
5. Once you decide to hire a worker, remember to ask them for their provider number. You may then contact your Service Coordinator or Case Manager/ Personal Agent for the next step in the process.

I did not get a response from my help wanted ad. What should I do now?

Please double check and make sure your email or phone number is accurate. Also, keep in mind that help wanted ads expire after 7 to 30 days (depending on the duration you selected when initially placing your ad.)

I need assistance. Who can I call for help?

The Oregon Home Care Commission is always happy to help. If you require assistance please call or write to the Training and Registry Unit. Our email is: Training.OHCC@dhsosha.state.or.us. We can be reached by phone at the following number: 1-877-867-0077.