

# EXPANDING THE “REGISTRY” CONCEPT: CREATING ACCESS TO CARE FOR CONSUMERS & EMPLOYMENT FOR CARE WORKERS

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# Context & purpose

- Many states and counties are developing “registries” of workers to provide in-home supports & personal care services
- What are we learning from these efforts?

# Registry concept ancestry

**CNA Registries** State-maintained list of nurse aides who meet federal & state requirements

- **Chief function** Certify qualifications of workers for employment in nursing homes
- **Key "user"** Nursing facilities
- **Impetus** OBRA 1987 required states to establish CNA registries to approve and monitor aides in nursing homes

# Impetus for expanded registry models

- Growing demand for direct-care workers (DCWs)
- Increasing interest in background checks for all DCWs, not just CNAs
- DCW interest in stabilizing income, filling hours, choice of workplace

# What do most consumers want?

- Verify training of worker, qualifications, background, references
- Up-to-date info with contacts for workers
- Choices & sensitivity to preferences
- Ease of use; no waiting
- Workers available on short notice for backup or emergencies
- Access to training & support

# What do most workers want?

- Chance to achieve decent income thru full-time work & short-term opportunities
- Easy to use; up-to-date info
- Ability to satisfy preferences for job characteristics & location
- Simplify hiring process
- Protect identity & privacy
- Access to training & support

# In sum...

BOTH consumers & workers want:

- Quick access to current information
- Safety & quality
- Good matches
- One-stop type efficiencies & functions

# Registry Spectrum - 1

**Directory**



# Registry Spectrum - 2

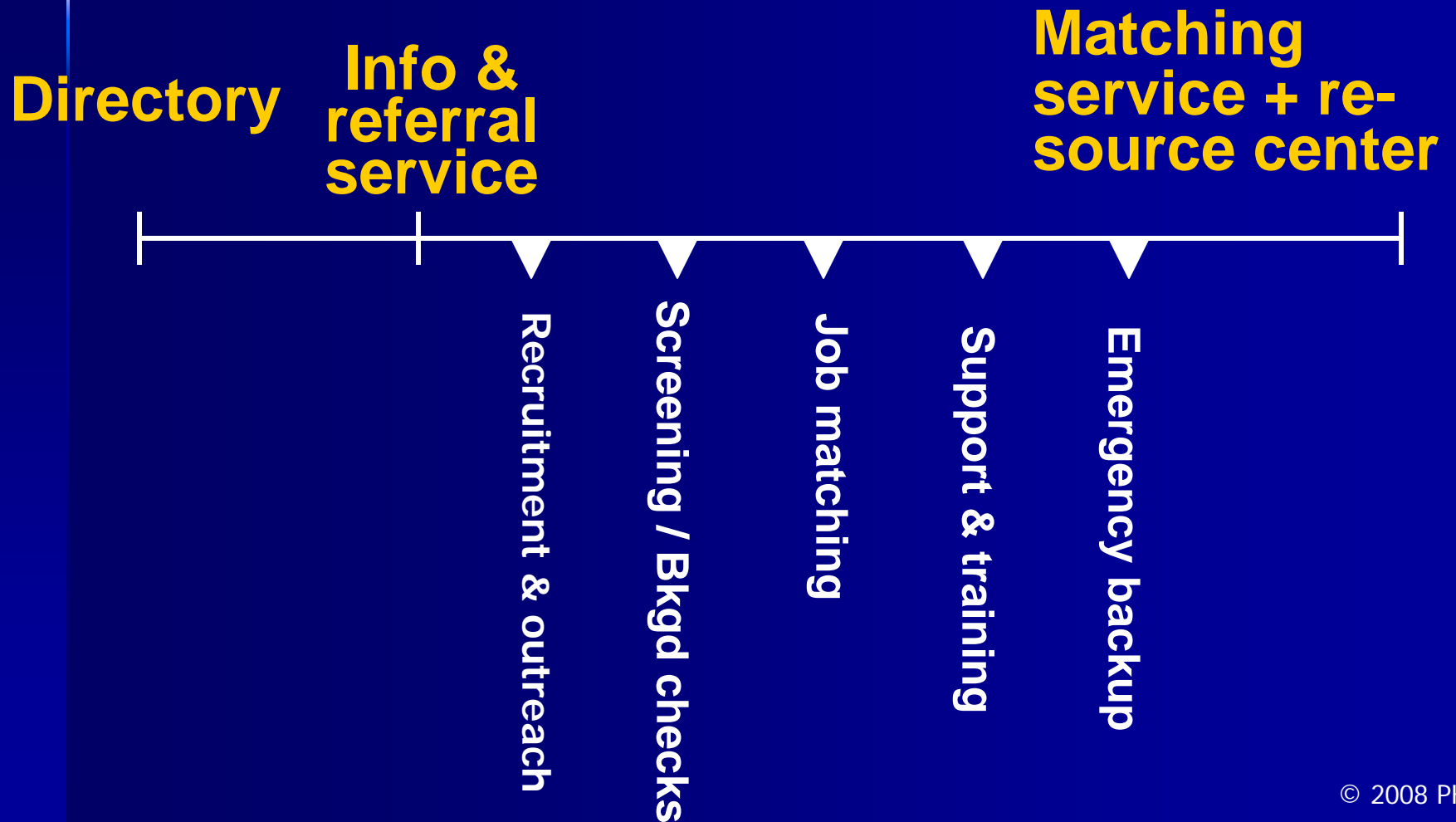
**Directory**      **Info &  
Referral  
Service**



# Registry Spectrum - 3



# Registry Spectrum - 4



# Types of registries in existence

- CNA registries, limited and expanded
- Criminal background check lists
- Public authority registries (5 states)
- Rewarding Work model (4 states)
- Others

# Ex 1: Registry for the SF IHSS Public Authority

- Recruits screened home care workers to register
- Screens applicants for positive references & other requirements
- Provides worker lists to consumers, tailor made by computer match
- Provides support & follow-up to consumers
- On-call services also available

## SF Registry (cont'd)

- Helps arrange training for IHSS consumers and workers
- Maintains working relationship with CA Dept. of Human Services
- Registry services available to private-pay consumers on sliding scale
- Bilingual services in 6+ languages

## Ex 2: Arkansas DSW Registry

- Managed by AR Dept. of Human Services, Div. of Aging & Adult Services
- Customized Internet-based system matching consumers directing their own personal care with individual providers
- No charge for registry services; registry funded by Direct Service Community Workforce Grant from CMS
- Background checks are consumer responsibility

default - Windows Internet Explorer  
https://www.dswregistry.ar.gov/default.aspx

# Arkansas Direct Service Workers Registry

Welcome!

Are you looking for a personal care attendant?

[Search Services](#)

Are you seeking employment as a personal care attendant?

[New Application or Update Application](#)

There is **no charge** to register or search services on this website!

**Direct Service Workers**  
Arkansas Department of Human Services  
Arkansas Statewide Home Care

ARKANSAS DEPARTMENT OF Human Services  
DHS Home Page

DAAS Home Page


AR GetCare  
www.argetcure.org  
Search for Services  
Assess Your Needs  
Learn About Care Options  
AR GetCare Home Page

Frequently Asked Questions

[Contact Us](#)

Please take our brief on-line survey

HELP WANTED



Internet 100%

start | Inboxes - Microsoft Out... | 4 Microsoft Office ... | default - Windows Int... | Registries | Microsoft PowerPoint ... | 2:07 PM

## Ex 3: Rewarding Work

- A 501(c) (3) nonprofit corporation with four state-specific websites
- Goal: to give older people and individuals with disabilities choice of hiring staff directly & to allow them control of hiring process
- Also open to private agencies as resource to recruit direct service workers & other staff
- Comprehensive worker recruitment campaign
- Structured as subscription service, \$10 mthly fee

# Rewarding Work

Call toll-free 866-211-9675

Home

About Rewarding Work

Contact Us



## Find the right person to provide support for you or your loved ones

If you or a family member of any age (child to elder) needs to hire someone to provide support in your home, you've come to the right place.

Rewarding Work has up-to-date information on thousands of experienced people who are ready to work for you.

Start by choosing where you live:

### Looking to hire someone?



Rewarding Work helps elders and people with disabilities receive the supports they need to lead independent, full and rewarding lives.

### Want a job helping others?



We seek people who want to work for agencies and directly for frail and elderly people or individuals with disabilities. [Click here to learn more.](#)

### Already a member? Login.

Username:

Password:

[Login](#) [Forgot password?](#)

## Rewarding Work

Call toll-free 866-211-9675

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About Rewarding Work

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Choose state

### ► How it works

- Personal testimonials
- Try Us Free
- Services and fees
- Your responsibilities
- Useful tips
- Helpful resources
- My account

## We help families, individuals and provider agencies in New Jersey find direct care workers

The Rewarding Work website provides the only comprehensive and current list of people in New Jersey who are ready to provide direct care in your home.

**You can get their names, telephone numbers, and their availability for full- or part-time work, and learn if they can work days, evenings, or weekends.**

Here's how it works:

1. You first establish an account by [clicking here](#).
2. Then you search the list of available care providers

# Ex 4: Michigan QC3 Registry

- For providers, QC3 offers tools to find work, use their skills, and find other consumers to care for.
- For consumers, QC3 offers tools for finding, choosing and hiring providers.
- Also provides access to training for consumers and workers, including "Consumer as Employer" curriculum



## - QC3 -

### Michigan Quality Community Care Council

We are a resource that brings together:

- those who need in-home help
- qualified Home Help Providers

We help make it possible for people with health care needs to live;

- where they want
- how they want

### One of the QC3's primary goals is to help support independent living.

- We have created - and continue to expand - a state-wide Home Help Provider Registry
- With information including:

1. Availability
2. Services provided
3. Background checks

- The Registry provides an excellent starting point for those who want to find in-home help

- The Registry can help you:

1. Find in-home help
2. Find "the right fit"

- QC3 can also provide helpful information about acting as an employer for Home Help services

- YOU choose, hire and train the Home Help Provider that suits your needs.

- You also have the right to release a Provider when necessary.

- QC3 works exclusively with the Medicaid Home Help Program

#### Search



#### Events

<< January 2008						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

#### Upcoming events

- No upcoming events available.

 more

# Registry design decision points

- What consumers & settings?
- What LTC providers & services?
- What service area?
- What services?

# Promise of expanded registries

- Create a platform for shaping access of workers & consumers to each other
- Help overcome “market imperfections” due to decentralized CD system
- Offer potential to meet needs of both consumers & workers for “more than a list”

# What would a comprehensive HCBS registry look like?

- That supports both consumers and workers
- Promotes both quality care and quality jobs
- Spans functional disabilities & care settings
- Builds on the resources and networks being developed by ADRCs

# For more information contact:



[www.PHInational.org](http://www.PHInational.org)

[www.PHInational.org/Clearinghouse](http://www.PHInational.org/Clearinghouse)

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