



## Department of Health

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**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

October 4, 2019

DAL: DAL #19-21  
Home Care Worker Registry Requirement for  
Enhanced Assisted Living Residence Operators

Dear Enhanced Assisted Living Residence (EALR) Operator:

Chapter 471 of the Laws of 2016 amended the Education Law and Public Health Law authorizing Advanced Home Health Aides (AHHAs) with training to perform tasks upon assignment by and under the supervision of registered professional nurses. An AHHA is defined as a certified home health aide who successfully completes an approved training program for AHHAs, has satisfied all requirements to perform advanced tasks subject to supervision of a registered professional nurse, and is listed on the Home Care Worker Registry (HCWR) as an AHHA. In addition, 10 NYCRR Part 403 requires EALR operators to document employment of a home health aide (HHA) and/or personal care aide (PCA) within the HCWR.

The purpose of this letter is to advise EALR operators of the requirement to ensure that all AHHAs, HHAs and PCAs employed or used by the EALR, comply with the HCWR requirement. Per 10 NYCRR §403.5(a)(6), within ten (10) business days after the AHHA, HHA or PCA begin to provide home care services, the HCWR must be updated to reflect employment information, including the start date. To allow EALRs time to comply with this requirement, all EALR-employed or used HHAs and PCAs must be entered into the HCWR by **December 31, 2019**.

For guidance tailored to EALRs regarding use of the HCWR, please see the enclosed slide deck.

Sincerely,

Heidi L. Hayes, Acting Director  
Division of Adult Care Facilities  
and Assisted Living Surveillance

Enclosure

cc: M. Hennessey  
V. Deetz  
J. Devik  
B. Barrington  
P. Hasan  
N. Nickason  
J. Pinto  
J. VanDyke



**Department  
of Health**

## **Division of ACF & Assisted Living Surveillance**

# **Introduction to the Home Care Worker Registry for Enhanced Assisted Living Residences**

# Home Care Worker Registry

# What is the Home Care Worker Registry?

The Home Care Worker Registry (HCWR) maintains information related to all Personal Care Aides (PCAs), Home Health Aides (HHAs), and Advanced Home Health Aides (AHHAs). The HCWR shows if an aide is:

- Certified; Employed; and
- For AHHA, has completed In-Service Training.

The HCWR is required by Chapter 594 of the Laws of 2008 and Chapter 471 of the Laws of 2016.

# Why is the HCWR needed?

To prevent fraud and protect the health and safety of New York's most vulnerable residents.

The HCWR provides information to the public via a web-based registry, allowing individuals and families to make an informed decision when choosing home health and personal care providers.

# Who Uses the HCWR? – Enhanced Assisted Living Residences (EALRs)

The EALR is now defined as a “home care services entity” for HCWR purposes.

# Who Uses the HCWR? - Employers

- Employers use the HCWR to verify if potential employees are certified and employable.
- Always search the HCWR to access the aide's information prior to the aide initiating home care services.
- An aide who successfully completed a DOH or SED approved training program in a class that started on or after September 25, 2009, will not provide services unless the aide's training and personal information has been posted to the HCWR by the training program.

# EALR Use of the HCWR

# Location

Internal: Health Commerce System -> Home Care Registry

Public: [https://apps.health.ny.gov/professionals/home\\_care/registry/home.action](https://apps.health.ny.gov/professionals/home_care/registry/home.action)

# EALR Implementation

Effective July 1, 2019, EALRs are responsible for the maintenance of HHA, PCA, and AHHA information within the HCWR.

EALRs must be compliant with this requirement by **December 31, 2019.**

# EALR Use of the HCWR – LHCSA Employed Aide

If the HHA, PCA, or AHHA is employed by a Licensed Home Care Services Agency, the EALR shall review the individual's eligibility via the HCWR; document such verification; and monitor.

# EALR Use of the HCWR – EALR Employed Aide

If the HHA, PCA, AHHA is employed by the EALR, the EALR shall be responsible for the employee information within the database.

**Note: To maintain active certification, an HHA must work at least one day within a two-year period for an agency licensed under Article 36 or 40 of Public Health Law.**

# HCWR Access

# Required Roles via the Health Commerce System

The following Health Commerce System (HCS) roles have access to the HCWR:

- Home Care Registry Agency Updater;
- Home Care Registry Agency Viewer;
- Home Care Registry Certification Form Printer;
- Home Care Registry Training Program Updater; and
- Home Care Registry Training Program Viewer.

Only individuals within these roles will have access to the HCS HCWR.

# Where is the HCWR Application?

To add the HCWR Application:

1. Log onto the HCS.
2. Click on “My Content.”
3. From drop down box click on “All Applications.”
4. Select Letter H.
5. Select “Home Care Registry.”
6. Save as Favorite.
7. Note: By clicking the green plus sign next to “Home Care Registry,” you can add this application to your “My Applications” toolbar so it will be available on your Homepage.

## Health Commerce System Applications

Browse by [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

### Application Name

[Health Care Facility Evacuation Center Application](#)

[Health Facilities Information System](#)

[Healthcare Financial Data Gateway](#)

[Healthy Neighborhoods Program eXFORMA](#)

[Hepatitis C Rapid Testing](#)

[HERDS for Hospitals \(Health Electronic Response Data System\)](#)

[HIV Test Kits](#)

[HIV/AIDS Information for Regional Training Centers](#)

[HIV/AIDS Provider Portal](#)

[HIV/AIDS Surveillance Case Report Upload](#)

[HIV/HCV Provider Directory](#)

[Home and Community Based Care \(HERDS\)](#)

[Home Care Registry](#)

[Hospital Budgeted Capital Survey](#)

[Hospital Deliverable Support Document Upload](#)

[Hospital DSH Audits](#)

# Where is the HCWR Application? (cont.)

Now, when you log into HCS, you will see Home Care Registry under My Applications on the home screen.

Welcome [User Name]

Search

My Applications

- Acronyms & Abbreviations
- CHRC V1
- Emergency Contacts
- Home Care Registry
- Role Lookup Tool
- ServNY

[Refresh My Applications List](#)

## Important Health Events



**CYBERSECURITY**



**ZIKA VIRUS RESPONSE**



**NYS PMP**

PROFESSIONAL MANAGEMENT PROGRAM HEALTHCARE



**2018**

Train the Trainer

## Important Health Notifications

Posted	Priority	Keyword	Source	Audience	Description	Recipients
03/27/2018	Advisory					<a href="#">Recipients</a>
03/27/2018	Drill					<a href="#">Recipients</a>
03/27/2018	Drill					<a href="#">Recipients</a>
03/27/2018	High Advisory					<a href="#">Recipients</a>
03/26/2018	Alert					<a href="#">Recipients</a>
03/23/2018	High Advisory					<a href="#">Recipients</a>
03/23/2018	Advisory					<a href="#">Recipients</a>
03/23/2018	Advisory					<a href="#">Recipients</a>
03/23/2018	Advisory					<a href="#">Recipients</a>
03/23/2018	Advisory					<a href="#">Recipients</a>

Showing notifications sent in the past 30 days.

# To Review a Prospective Employee



Welcome [User Name]

[Home Page](#) | 
 [Contact OLTC](#) | 
 [FAQs](#) | 
 [Rules & Regulations](#) | 
 [Help](#)

[Training Entities](#)

[Registrants](#)

[Agencies](#)

[Reports](#)

[Administration](#)

## Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employers in New York State. Please be mindful that while we believe this information is up to date, the registry is an active registry and changes can occur at any given time.

### Use These Quick Links To Get Started:

- [→ Search for a Registrant](#)
- [→ Search for a Training Entity](#)
- [→ Search for a Home Care Agency](#)

- [→ Jump to my Training Entity\(s\)](#)
- [→ Jump to my Agency\(s\)](#)

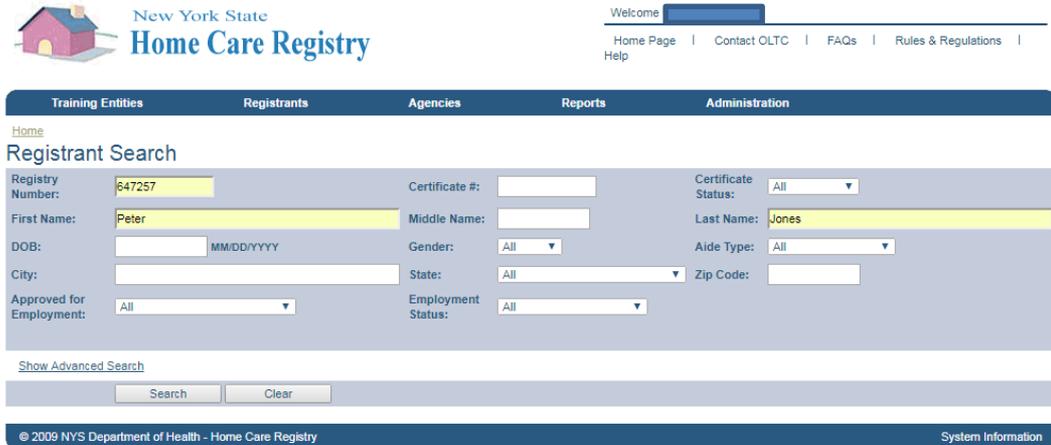
© 2009 NYS Department of Health - Home Care Registry

[System Information](#)

First, select Search for a Registrant.

# To Review a Prospective Employee (cont.)

1. Enter Registry Number or First Name or Last Name of the prospective employee.
2. Click Search.



The screenshot displays the New York State Home Care Registry website. At the top, there is a navigation bar with links for Home Page, Contact OLTC, FAQs, and Rules & Regulations. Below this is a header with the site logo and a navigation menu with tabs for Training Entities, Registrants, Agencies, Reports, and Administration. The main content area is titled 'Registrant Search' and contains a search form with the following fields:

- Registry Number: 047257
- First Name: Peter
- DOB: (empty)
- City: (empty)
- Approved for Employment: All
- Certificate #: (empty)
- Middle Name: (empty)
- Gender: All
- State: All
- Employment Status: All
- Certificate Status: All
- Last Name: Jones
- Aide Type: All
- Zip Code: (empty)

Below the search form is a 'Show Advanced Search' link and a 'Search' button. The footer contains the copyright notice '© 2009 NYS Department of Health - Home Care Registry' and a 'System Information' link.

**Note:** User must enter at least one parameter to initiate the search. Users can click the Show Advanced Search link to see more search options.

# To Review a Prospective Employee (cont.)

- The System will query the HCWR database to find a match.
- Select the Registrant and click the **View Selected Results(s)** button to view the Registrant profile.



The screenshot displays the New York State Home Care Registry interface. At the top, there is a navigation bar with links for Home Page, Contact OLTC, FAQs, Rules & Regulations, and Help. Below this is a main menu with tabs for Training Entities, Registrants, Agencies, Reports, and Administration. The current page is titled "Registrant Search Results" and shows search criteria for a registrant named Peter Jones. The search results table lists one registrant found, with a checkbox selected next to the entry. A "View Selected Result(s)" button is visible in the results toolbox.

New York State Home Care Registry

Welcome L [redacted]

Home Page | Contact OLTC | FAQs | Rules & Regulations | Help

Training Entities Registrants Agencies Reports Administration

Home -> Search Registrant

Registrant Search Results

SEARCH CRITERIA		DISPLAY RESULT PREFERENCES		RESULTS TOOLBOX	
Registry #:	Certificate #:	Per Page:	<input checked="" type="radio"/> Display 25 <input type="radio"/> Display 50 <input type="radio"/> Display 100 <input type="radio"/> Display All	<input type="button" value="View Selected Result(s)"/>	
First Name: Peter	Last Name: Jones	Selection:	<input type="radio"/> Checked Only <input checked="" type="radio"/> Show All		
<input type="button" value="View All Search Criteria"/> <input type="button" value="Print Search Results"/>		<input type="button" value="Perform New Search"/>			
		Address:	<input type="radio"/> Show Address <input checked="" type="radio"/> Don't Show Address		

One Registrant found.

<input checked="" type="checkbox"/>	Registry #	Name	DOB	Gender	Approved for Employment
<input checked="" type="checkbox"/>	647257	Jones, Peter	03/20/1980	Male	Z

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System Information

# To Add an Employee

Users will have access to the following links on the Home page to navigate to their Agency:

- Jump to my Agencies;
- Search for a Home Care Agency; and
- Agencies (from the main navigation bar).



New York State  
**Home Care Registry**

Welcome U

[Home Page](#) | [Contact OLTC](#) | [FAQs](#) | [Rules & Regulations](#) | [Help](#)

[Training Entities](#) | [Registrants](#) | [Agencies](#) | [Reports](#) | [Administration](#)

## Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employers in New York State. Please be mindful that while we believe this information is up to date, the registry is an active registry and changes can occur at any given time.

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- [Search for a Training Entity](#)
- [Search for a Home Care Agency](#)

- [Jump to my Training Entity\(s\)](#)
- [Jump to my Agency\(s\)](#)

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# To Add an Employee (cont.)

1. After the User selects the 'Jump to my Agencies' link, they will be presented with this screen, the Agency General Information screen.

2. Select the Aides tab.

The screenshot shows the New York State Home Care Registry interface. At the top, there is a navigation bar with tabs for Training Entities, Registrants, Agencies, Reports, and Administration. The 'Agencies' tab is selected. Below the navigation bar, the page title is 'Agency General Information' with sub-tabs for General, Aides, and History. The 'Aides' tab is highlighted with a red arrow. The main content area displays information for 'ABC Hospice' with an OpCert # of 2710421F. The information is organized into a table-like structure with fields for Type, Address, County, Facility ID, Phone, Open Date, Closed Date, and Comments. A 'Tool Bar' on the right side contains links for 'Manage Approvals' and 'Print Agency Profile'.

New York State Home Care Registry			
Welcome [User Name]		Home Page   Contact OLTC   FAQs   Rules & Regulations   Help	
<a href="#">Training Entities</a> <a href="#">Registrants</a> <a href="#">Agencies</a> <a href="#">Reports</a> <a href="#">Administration</a>			
<a href="#">Home</a> <b>Agency General Information</b>			
<a href="#">General</a> <a href="#">Aides</a> <a href="#">History</a>			
ABC Hospice		OpCert # 2710421F	
Type:	Hospice	Open Date:	04/21/1981
Address:	18 Park Lane S Albany, New York, 12204	Closed Date:	
County:	Albany	Comments:	
Facility ID:	1862		
Phone:			
<b>Tool Bar</b> <a href="#">Manage Approvals</a> <a href="#">Print Agency Profile</a>			

# To Add an Employee (cont.)

Add Aide Information:

- Enter Aide Registry Number and Hire Date, or
- Enter Aide First Name, Last Name, DOB, and the Hire Date
- Click Add

New York State Home Care Registry

Welcome [User Name]

Home Page | Contact OLTC | FAQs | Rules & Regulations | Help

Training Entities | Registrants | Agencies | Reports | Administration

Home

Agency Aide Information

General | **Aides** | History

ABC Hospice OpCert # 2710421F

Status Active Aides Show

Registry Number	Name (Last)	(First)	Gender	DOB (MM/DD/YYYY)	Hire Date (MM/DD/YYYY)	Separation Date (MM/DD/YYYY)	
647257					03/28/2018		Add

Tool Bar

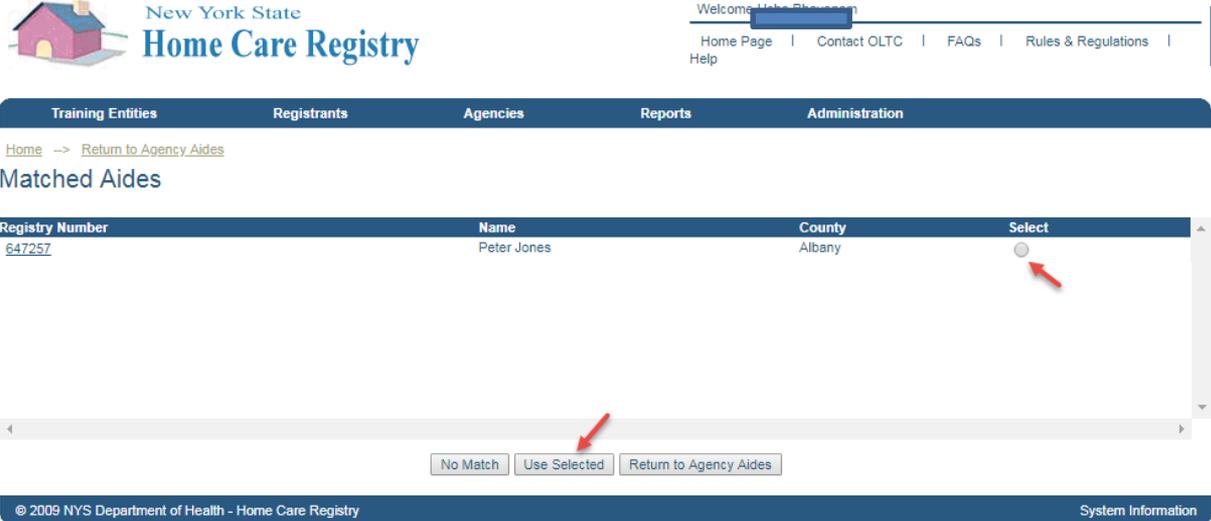
Print Agency Profile

# To Add an Employee (cont.)

The System will find a match for the entered Registry Number and will display the Aide record if found.

Choose Select and click Use Selected button.

**Note:** In the rare case that no match is found, simply click the No Match button to add a new Aide to the HCWR.



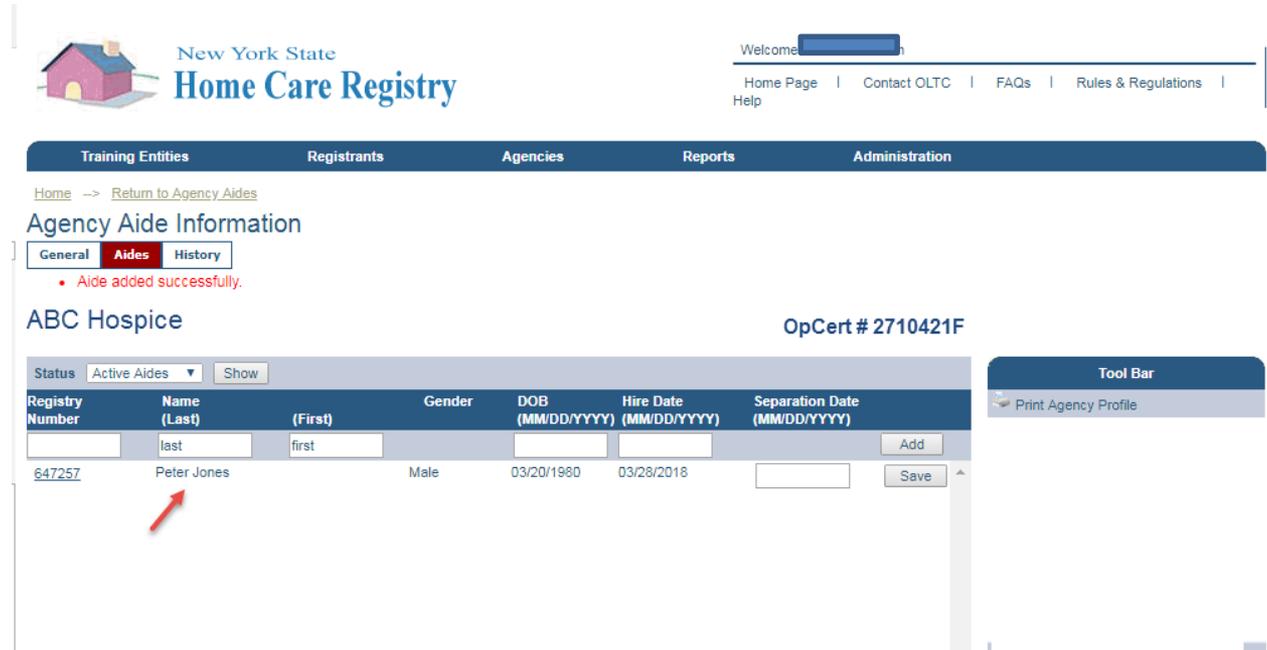
The screenshot shows the New York State Home Care Registry interface. At the top, there is a navigation bar with links for Home Page, Contact OLTC, FAQs, Rules & Regulations, and Help. Below this is a menu with options: Training Entities, Registrants, Agencies, Reports, and Administration. The main content area displays a search result for a "Matched Aides" table. The table has columns for Registry Number, Name, County, and Select. A single row is shown with the Registry Number 647257, Name Peter Jones, and County Albany. A radio button in the Select column is selected, indicated by a red arrow. Below the table, there are three buttons: No Match, Use Selected (highlighted with a red arrow), and Return to Agency Aides. The footer contains the copyright notice "© 2009 NYS Department of Health - Home Care Registry" and a link for System Information.

Registry Number	Name	County	Select
<a href="#">647257</a>	Peter Jones	Albany	<input checked="" type="radio"/>

Buttons: [No Match](#) [Use Selected](#) [Return to Agency Aides](#)

# To Add an Employee (cont.)

- Once selected, the Aide is added to the Agency.
- System will display a confirmation for the User.



New York State Home Care Registry

Welcome [redacted]

Home Page | Contact OLTC | FAQs | Rules & Regulations | Help

Training Entities | Registrants | Agencies | Reports | Administration

Home -> Return to Agency Aides

Agency Aide Information

General | **Aides** | History

• Aide added successfully.

ABC Hospice OpCert # 2710421F

Status: Active Aides Show

Registry Number	Name (Last)	(First)	Gender	DOB (MM/DD/YYYY)	Hire Date (MM/DD/YYYY)	Separation Date (MM/DD/YYYY)	
647257	Peter Jones		Male	03/20/1980	03/28/2018		Save

Tool Bar: Print Agency Profile

# To Enter Employment End Date

- The Agency can indicate employment has ended by entering a Separation Date.
- If entered, the Aide will be removed from the Agencies Active Aides list on the date entered.

The screenshot shows the New York State Home Care Registry interface. The page title is "Agency Aide Information" for "ABC Hospice" (OpCert # 2710421F). The "Aides" tab is selected. A table lists active aides, with the "Separation Date" column highlighted by a red arrow pointing to the date "09/30/2018".

Registry Number	Name (Last)	(First)	Gender	DOB (MM/DD/YYYY)	Hire Date (MM/DD/YYYY)	Separation Date (MM/DD/YYYY)
647257	Peter Jones		Male	03/20/1980	03/28/2018	09/30/2018

# Registrant Data Correction

- Employers are responsible to ensure Aide contact information is current.



New York State  
Home Care Registry

Welcome [redacted]

[Home Page](#) | 
 [Contact OLTC](#) | 
 [FAQs](#) | 
 [Rules & Regulations](#) | 
 [Help](#)

Training Entities

Registrants

Agencies

Reports

Administration

## Registrant - Data Correction

General

Training

Employment

Employability/Determinations

Matching

Mark Newton

Registry Number 646941

Prefix:	<input type="text"/>	Street1: *	<input type="text" value="65 Disbrow Ct"/>	Date of Birth: *	<input type="text" value="09/30/1980"/>
First Name:*	<input type="text" value="Mark"/>	Street2:	<input type="text"/>	Gender:*	<input type="text" value="Male"/>
Middle Name:	<input type="text"/>	City: *	<input type="text" value="Albany"/>	Ethnicity:	<input type="text" value="Select one"/>
Last Name:*	<input type="text" value="Newton"/>	State: *	<input type="text"/>	Race:	<input type="text" value="Select one"/>
Suffix:	<input type="text"/>	Zip / Postal Code: *	<input type="text" value="12084"/> - <input type="text"/>		
Phone:*	<input type="text" value="(516) [redacted]"/>	Country: *	<input type="text" value="United States"/>		
Email: *	<input type="text" value="[redacted]"/>				



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# Advanced Home Health Aide (AHHA)

# EALRs & Use of the HCWR

EALRs who employ an Advanced Home Health Aide (AHHA) to provide advanced tasks must meet all applicable AHHA requirements, including listing of the AHHA on the HCWR.

# AHHA In-Service Information

- All aides with AHHA status must complete 18 hours of In-Service training annually to maintain their AHHA certification status on the HCWR.
- The anniversary date is the date the Medication Aide Certification Examination® was successfully passed will be used as the anniversary date. The 18-hour In-Service must be completed within a year's time between anniversary dates.
- If an aide does not complete the In-Service training within the 12 month period their AHHA certification status in the HCWR will be removed and they will be left with their original HHA designation.
- An AHHA can complete the required 18 hours of In-Service training from various organizations/employers.

**\*\*Only employers will have the ability to enter in-service training hours earned under their supervision, or add hours earned from other sources with required training documentation obtained from the aide/source.\*\***



# AHHA In-Service Information (cont.)

- Prior to submitting in-service training hours, the employer will be presented with an attestation explaining that they understand the importance of accurate data and the consequences if the reported hours are inaccurate.
- In-service training hours cannot be entered with future dates.
- The employer will not be able to edit in-service training data once they've agreed with the attestation and saved the information to the HCWR.

# AHHA In-Service Information (cont.)

This screen shows a record for Melissa Jones, she has two employers who have each entered hours on her behalf. To add additional hours her employer would need to select the “Add In-Service Training” from the tool bar on the right side of the screen. There is also a note in red showing the expiration date along with the total number of hours needed to satisfy the 18 hour requirement.

Training Entities
Registrants
Agencies
Reports
Administration

### Registrant In-Service Training

General
Training
Employment
Employability/Determinations
Matching

**Melissa Jones**
Registry Number 646938

Requires 8 hours of In-Service Training prior to 01/31/2018.

Employer	Awarded Date	Hours Earned	Date Updated	
<b>All Time Care, INC</b> 800 North Pearl Street Albany, NY, 12204	03/01/2017	6	05/10/2017	<a href="#">View</a>
<b>Z Test LHCSA</b> 800 North Pearl Street Albany, NY, 12204	02/05/2017	4	04/05/2017	<a href="#">View</a>

Cancel

Tool Bar

- [Print Registrant Profile](#)
- [Search Registrant](#)
- [Add In-Service Training](#)

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System Information

# AHHA In-Service Information (cont.)

This screen is simply used to enter training hours. After the user selects “Save” they will be presented with the attestation prior to the data being saved in the database.

The screenshot shows a web application interface for entering in-service training information. At the top, there is a navigation bar with tabs for Training Entities, Registrants, Agencies, Reports, and Administration. Below this is a sub-header for 'Registrant In-Service Training' with tabs for General, Training, Employment (which is highlighted), Employability/Determinations, and Matching. The main form area displays the registrant's name 'Melissa Jones' and 'Registry Number 646938'. The form contains several input fields: 'Awarded Date: \*' with a date picker, 'Hours Earned: \*' with a text input, 'Subject Area:' with a text input, and 'Training Provided by:' with a text input. A note below the last field states 'If training was provided outside your Agency'. At the bottom of the form are 'Save' and 'Cancel' buttons. A footer note reads 'Fields marked with \* are required to save In-service training information.' To the right of the form is a 'Tool Bar' with two options: 'Print Registrant Profile' and 'Search Registrant'.

# Questions

# Contacts

For questions regarding the HCWR:

[hcreg@health.ny.gov](mailto:hcreg@health.ny.gov)

For questions regarding PCA:

[pcatp@health.ny.gov](mailto:pcatp@health.ny.gov)

For questions regarding HHA:

[hhatp@health.ny.gov](mailto:hhatp@health.ny.gov)

For questions regarding AHHA:

[ahhatp@health.ny.gov](mailto:ahhatp@health.ny.gov)

For questions regarding EALR:

[acfinfo@health.ny.gov](mailto:acfinfo@health.ny.gov)