New York State Department of Health

Home Care Registry User Manual



HCR User Manual version 3.0

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HCR User Manual Introduction

This Section: HCR User Manual Introduction

In this introductory section of the HCR User Manual, you will learn more about the purpose and goals of the HCR. This section also provides a list of common terms and abbreviations and a table of HCR timeframes.

The Home Care Registry (HCR) User Manual is divided into seven main sections:

- 1. Home Care Registry Data Entry
- 2. Training Entity Procedures
- 3. Home Care Agency Procedures
- 4. General Public Procedures
- 5. Appendix
- 6. Additional Resources
- 7. Contact Information

► Quick Tips are found in boxes like this.

☑ Important reminders look like this.

Section 1: Home Care Registry Data Entry

This table provides details on entering information on students and aides.

Section 2: Training Entity Procedures

This section contains step-by-step instructions for completing tasks commonly performed by training entities in the HCR. Important reminders are found in boxes at the beginning of sections. Also look for Quick Tip boxes that contain valuable hints and additional information.

Section 3: Home Care Agency Procedures

This section contains step-by-step instructions for completing tasks commonly performed by home care agencies.

Section 4: General Public Procedures

This section contains information on how the general public can use the HCR.

Section 5: Appendix

The appendix includes the New York State statute that mandates the HCR.

Section 6: Additional Resources

This section contains links to other HCR-related information.

Section 7: Contact Information

Here you will find the toll-free number and email address to the HCR Customer Service.

Introduction to the New York State Home Care Registry

The Law

Chapter 594 of the Laws of 2008 establishes the HCR, a web-based registry of all personal care and home health aides who have successfully completed a personal care or home health aide training program approved by either the New York State Department of Health (DOH) or the New York State Education Department (SED).

Content

The HCR provides identifying information, certifications, past home care agency employment in New York, administrative findings (if any) of the New York State Department of Health and the Department of Health's determination of employability of each aide as a home care worker. The HCR makes this information available to both home care agencies and the general public.

Information Sources

Training programs and home care agencies are the sources for most of the information in the HCR on specific aides. The HCR is located on the Health Commerce System (HCS). Training programs and home care agencies submit the required information on trainees and aides to the HCR through the HCS. Therefore, in order to use the HCR, all home care agencies and SED training programs must have Health Commerce System (HCS) accounts and HCS Coordinators.

Updater Roles

Only staff assigned to the appropriate role on the HCS may submit the required information on trainees and aides to the HCR. Each training program and home care agency must designate at least two such persons to access and enter data in the HCR. These persons must be designated on the HCS by the HCS Coordinator. The HCS Coordinator must submit the name, position and contact information for each person to the New York State Department of Health through the training program's or home care agency's HCS account in the form of "roles."

Training Program Roles:

► One individual may be assigned multiple roles.

Home Care Registry Training Program Updater

An individual designated by an organization with a DOH or SED approved personal care or home health aide training program to access the HCR and view all of the training program information that it contains. This person can add classes and students to the HCR and can also modify any information on aides that the training program entered into the Registry.

Home Care Registry Training Program Viewer

An individual designated by an organization with a DOH or SED approved personal care or home health aide training program to access the HCR and view all of the training program information that it contains.

Home Care Registry Certification Form Printer

An individual designated by an organization with a DOH or SED approved personal care or home health aide training program to access the HCR and view all of the training program's information that it contains. In addition, this person can assign a Senior Official to a list of students and produce the hard copy Certification Form in a written sworn statement to be signed by the Senior Official.

Home Care Registry Training Program Certificate Printer

An individual designated by an organization with a DOH or SED approved personal care or home health aide training program to access the HCR and view all of the training program information that it contains. In addition, this person can print the DOH created certificates for students who have successfully completed their classes.

Home Care Agency (Employer) Roles:

Home Care Registry Agency Updater

An individual designated by a home care services agency to access the HCR and view all agency information that it contains. In addition, this person will have the ability to add personal, certificate, and employment information for any aide employed by the agency who is not already listed in the HCR. They will also be able to enter employment information for aides already listed in the HCR. This person will also have the ability to modify any information on aides that the agency entered into the HCR.

Home Care Registry Agency Viewer

An individual designated by a home care services agency to access the HCR and view all of the agency information that it contains.

Additional Information:

Obtaining an HCS Account

DOH approved training programs that are not associated with an agency and either do not have or are unsure if they have an HCS account should contact 1 (866) 529-1890. SED approved training programs that do not have an HCS account should contact the HCR Customer Service at 1 (877) 877-1827.

Sources of Information on Aides

Personal care aides, home health aides and trainees may submit information to a training program or employer for inclusion in the HCR.

Retaining Documentation

DOH approved training programs must establish, maintain, and retain such records to show compliance with HCR requirements for six (6) years after the successful completion of training, unless otherwise directed by the DOH (7 years for SED programs). Home care agencies must establish, maintain, and retain such records to show compliance with HCR requirements for six (6) years after the termination of a worker's employment, unless otherwise directed by the DOH.

Policies and Procedures

Each training program and each home care agency must have written policies and procedures that set forth how it will ensure compliance with HCR requirements.

Effective Date

The Home Care Registry became effective on September 25, 2009.

Additional Assistance

Call toll-free: 1 (877) 877-1827

Also, be sure to consult the HCR Alerts and Dear Administrator Letters (DALs) that are posted on the HCS.

Common Terms and Abbreviations

Certificate

The certificate printed from the HCR indicates that the aide whose name is printed on the certificate has successfully completed a training program. It contains the following information:

- Unique certificate number in the top left corner;
- Aide's name and registry number;
- Title of the training program and whether it is a DOH or SED approved training program (If it is an SED approved training program, it will also include the number of training program hours);
- Position for which the recipient is qualified: personal care aide or home health aide:
- Date the aide successfully completed the training program;
- Name and address of the training program responsible for issuing the certificate:
- Signature and license number of the Nurse Instructor or Supervising Nurse; and
- Signature of the Director/Coordinator or Official Agency Designee

Certification Form

This is the statutorily required written sworn statement printed from the HCR that lists, at any given time, the names of aides who have successfully completed training and the type of training program (PCATP or HHATP) that they completed. It also includes home address, date of birth, and the date of successful completion. This Certification Form must be signed by a Senior Official and notarized within 10 business days of the day on which the aide successfully completed the training program.

Certified

An aide is considered certified when the Senior Official has signed and notarized the Certification Form, attesting to the aide's identity and his/her successful completion of the training program.

Director/Coordinator

The PCATP Director/Coordinator has oversight responsibility for the Personal Care Aide Training Program and ensures that the personal care aide has successfully completed all training requirements. The PCATP Director/Coordinator must be a registered professional nurse, a social worker, or a home economist who has, at a minimum, a bachelor's degree in an area related to the delivery of human services or education.

Home Care Registry (HCR)
Chapter 594 of the Laws of
2008 establishes the HCR, a
web-based registry of all
personal care and home
health aides who have
successfully completed a
personal care aide or home
health aide training program
approved by either the New
York State Department of
Health (DOH) or the New

Department (SED).

Nurse Instructor

York State Education

PCATPs and HHATPs may

► The following abbreviations appear throughout this User Manual:

NYSDOH/DOH – New York State Department of Health

NYSOLTC/OLTC – New York State Office of Long Term Care

NYSED/SED – New York State Education Department

HCR – Home Care Registry

HCS– Health Commerce System

HCSA – home care services agency

PCA/HHA - personal care aide/home health aide

PCATP – personal care aide training program

HHATP – home health aide training program

have more than one Nurse Instructor. For PCATPs, the Nurse Instructor is the registered nurse who teaches personal care skills. She/he must be currently licensed and approved by the Home Care Registry program. For HHATPs, the Nurse Instructor is any registered nurse who teaches a portion of the HHATP curriculum, other than the Supervising Nurse. The minimum qualifications of an HHATP Nurse Instructor are two years' experience as a registered professional nurse, one of which is in the provision of home health care services in an Article 36 or 40 approved agency or its equivalent for out-of-state home care agencies. HHATP Nurse Instructors must be approved by the Regional Office.

Official Agency Designee

Only HHATPs have an Official Agency Designee, whose signature appears on all HHATP certificates. HHATPs may have more than one Official Agency Designee.

Senior Official

Both HHATPs and PCATPs must designate at least one Senior Official. This person must be authorized to execute a legally binding instrument on behalf of the operator of the home care agency or owner of the training entity. The Senior Official is required to sign a written sworn statement, made under penalty of perjury and notarized, certifying that each person listed on the Certification Form has successfully completed the training. The Certification Form identifies each aide by name, address, date of birth and date on which such training was successfully completed. It also indicates whether the training was PCA or HHA. Training programs are required to keep the signed Certification Forms on file and provide them when requested by the DOH or SED.

Supervising Nurse

The Supervising Nurse is the registered nurse responsible for the supervised practical portion of home health aide training. HHATPs may have more than one Supervising Nurse. The minimum qualifications of a Supervising Nurse are 2 years experience as a registered professional nurse, of which one year is in the provision of home health care services in an Article 36 or 40 approved agency or its equivalent for out-of-state home care agencies. Supervising Nurses must be approved by the Regional Office.

Section 1: Home Care Registry Data Entry

	What Data	- ····		
Group	Must Be Entered?	By When?	By Whom?	
1. Trained in a class starting on or after 9/25/09 and not listed in HCR.	Class information; trainee's name and date of birth.	Within ten (10) business days of start of class. Day one (1) is first day of class.	Only the training program can enter training information for this group of trainees.	
2. Trained in a class starting on or after 9/25/09 and not listed in HCR.	Rest of personal information on aide other than name and date of birth.	Within ten (10) business days of successful completion of the training program. Day one (1) is the day the aide successfully completes the training program.	Only the training program can enter training information for this group of aides.	
3. Trained in a class starting on or after 9/25/09 and listed in HCR.	Only employment information. Aides in this group are already listed in the HCR. If the aide is not listed in the HCR, the training program must be told to enter the aide's personal and training information. The employer cannot do it.	Within ten (10) business days of employment. Day one (1) is any day between the day that the employer is reasonably sure it is going to hire the aide, and the first day that the aide works for pay for the employer.	Employer.	
4. Trained in a class that started before 9/25/09, employed on 9/25/09, and not listed in the HCR.	Personal, training and employment information.	By 9/25/10.	Employer of record on 9/25/09.	
5. Trained in a class that started before 9/25/09, not employed on 9/25/09, and not listed in the HCR.	Personal, training and employment information.	Prior to providing home care services.	First employer on or after 9/26/09.	
6. Trained in a class that started before 9/25/09, not employed on 9/25/09, and listed in the HCR.	Current employment information.	Within ten (10) business days of employment. See Group 3 for definition of day one (1).	Current employer.	



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Instructions for HHA and PCA Training Programs

What you need to use the HCR:

- ✓ Computer
- ✓ HCS access and account
- ✓ Roles assigned by HCS Coordinator
- ✓ Written policies and procedures regarding the HCR

☑ Important Reminders for Setting up a Class

Only for classes that begin on or after September 25, 2009, enter class start date, time and methodology, and choose the corresponding instructor from the drop-down menu in the HCR.

Then enter name and date of birth for each person in the class within 10 business days of class start date. Day one is class start date.

Print and execute the Certification Form within 10 business days of the day that the student successfully completes the training program. Day one is the day the student successfully completes training. The Certification Form is a list of students who have successfully completed training.

Print, sign and present certificates to each aide listed on the Certification Form within 10 business days of the date the Certification Form is executed (i.e., printed, signed and notarized.) Day one is the date the Certification Form is executed. Print and sign a second set of certificates to keep on file.

Retain the Certification Form and all original signed certificates, as well as documentation that each trainee's identity has been verified.

Search for a Registrant

Search for a Registrant → Search → View Selected Results

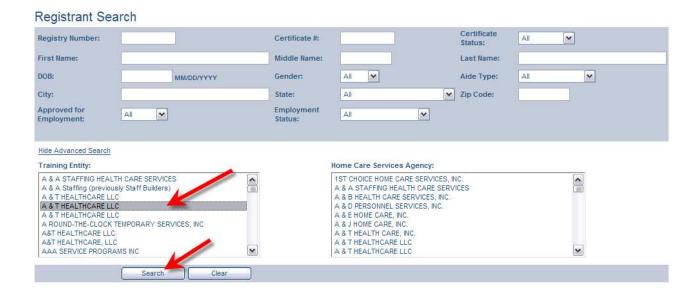
From the home page, click "Search for a Registrant."



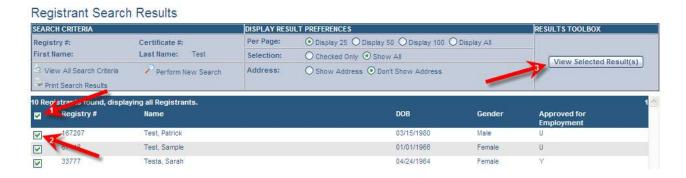
To search for a Registrant, enter the information you have, such as Registry Number, DOB, Last Name, etc., and click "Search."

Registrant Search Certificate Registry Number: Certificate #: First Name: Middle Name: Last Name DOB: Aide Type: v MM/DD/YYYY Gender: State: ▼ Zip Code: **Employment** ~ ~ ΑII **Employment:** now Advanced Sear

If you wish to search by the training entity or the home care services entity, click "Show Advanced Search" to bring up those search options. Choose the training entity or home care services entity by finding the desired entity in the list and clicking on it. Then click the "Search" button.



Click on the top box to remove the checks from all the search results. Then click on the check box next to the registrant you wish to view. Click on "View Selected Result(s)" to bring up the registrant's profile.

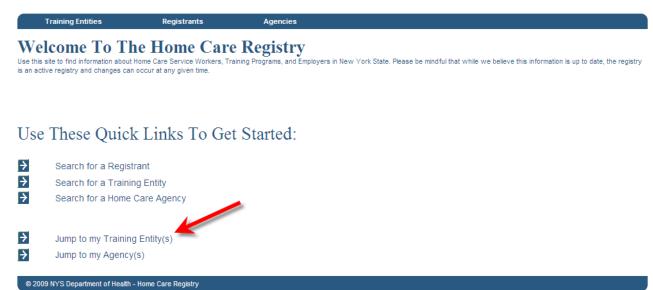


Add a Class

Jump to my Training Entity → Programs → Show → Add Class

Click "Jump to my Training Entity(s)."





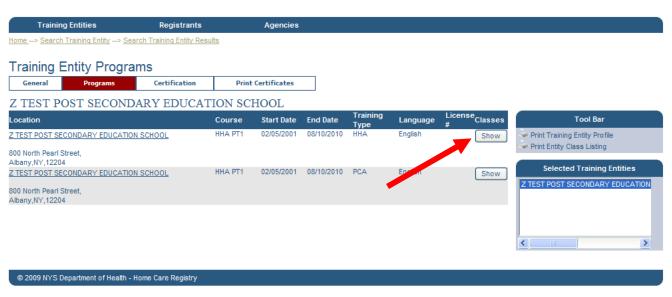
2 Click the "Programs" tab.



▶ Incorrect information here? Contact your Regional Office or SED contact.

Click "Show" next to the program to which you want to add a class.





► These fields are pre-populated.

Notes			

4

Add info in the boxes highlighted and click "Add Class" button.



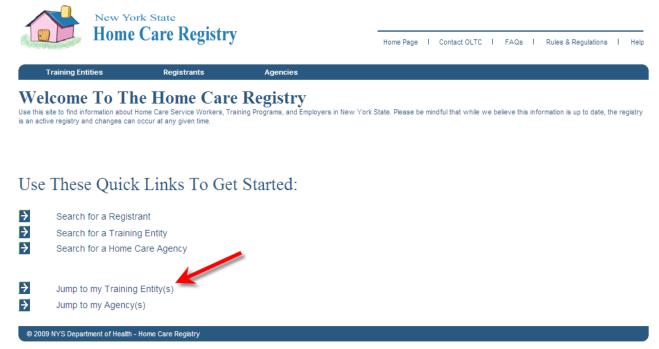
The Training Class has been added successfully.



Add a Student to a Class

Jump to My Training Entity → General → Programs → Show → Program Classes → Show → Class Roster → Add Student → No Match → Student → Roster

From the landing page, click "Jump to my Training Entity(s)."



Prom the Training Entity General Information page, click the "Programs" tab.



From the Training Programs page, click "Show" next to the program to which a student is to be added.



Click "Show" next to the class to which a student is to be added.

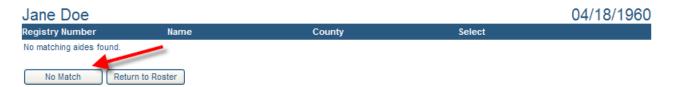


Enter the student last name, first name, date of birth and click the "Add Student" button.

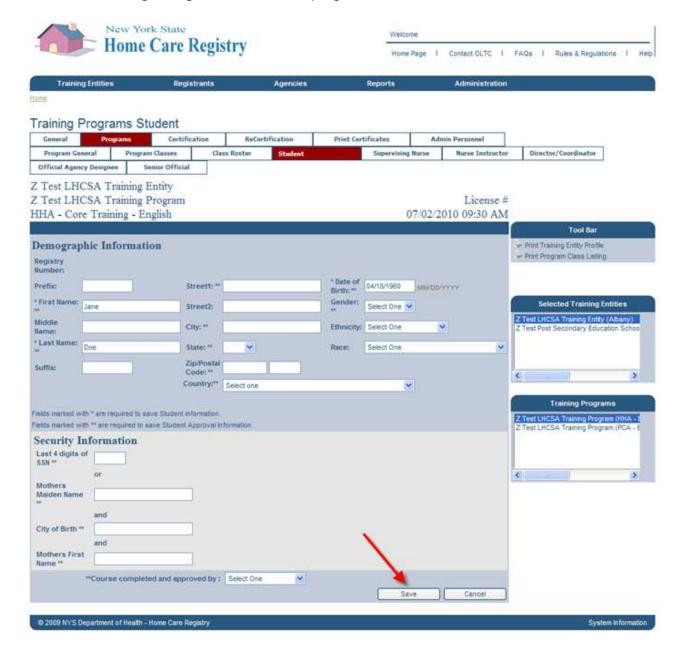
Training Class Roster General Certification ReCertification **Print Certificates** Admin Personnel Program General **Program Classes** Class Roster Supervising Nurse Director/Coordinat Senior Official Z Test LHCSA Training Entity Z Test LHCSA Training Program License # HHA - Core Training - English 07/02/2010 09:30 AM Name (Last) DOB Certificate Status (MM/DD/YYYY) (First) Printed Jane Doe 04/18/1960 152461 Johnn Doe 11/11/1977 Certified 07/06/2010

f aide is not found, click "No Match."

Matched Aides



7 On the Training Programs Student page, click "Save."



8

The student has been saved successfully.



☑ Important Reminders for Approving a Student

Only the designated Senior Official can approve a student's successful completion of a class, and this must be done within 10 business days of completing the class.

All approved students' names will be printed on the Certification Form.

The Certification Form must be signed and notarized by the Senior Official within 10 business days of the day that the student successfully completes the training program.

The Certification Form must be kept on file along with documentation that the aide's identity was verified.

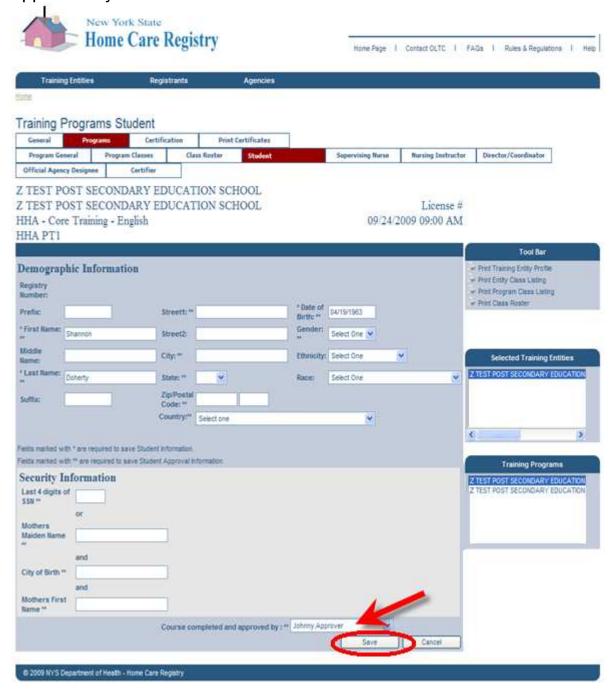
Approve a Student

Jump to My Training Entity → General → Programs → Program Classes → Class Roster → Edit → Student → Approve → Save

From the "Class Roster" page, click "Edit" next to the student who is to be approved.



On the "Training Programs Student" page, fill in all required fields, select the appropriate name from the drop down menu next to "Course completed and approved by" and then click "Save."



3

The student status now shows "Approved."



Enter the Successful Completion Date for Certification

Certification → Senior Official → Successful Completion Date → Print Certification Sheet

To certify to a student's successful completion, the Home Care Registry Training Program Updater clicks on "Certification:"



The next steps are to select the Senior Official, enter the date the student successfully completed the training program and then click "Print Certification Sheet."

Click "Certification."



General Programs Certification Print Certificates

• Please select a Senior Official

Select a Senior Official.

Z Test LHCSA Training Entity



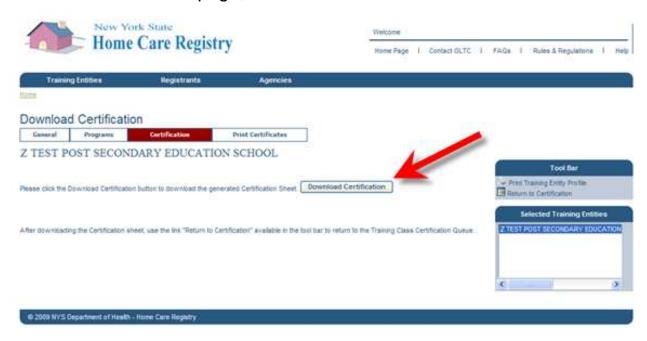
► Check the spelling of all names before printing the Certification Form! Names on certificates will be spelled the way they are spelled on the Certification Form.

4 Click "Print Certification Sheet."



5

From the Certification page, click the "Download Certification" button.



"Save" the file and then "Open" to verify the name(s) on the Certification Form and print; this form must be signed by the Senior Official and notarized.



- ► This Certification Form is signed by the Senior Official under penalty of perjury and must be notarized.
- ▶ **Don't forget!** The Certification Form must be executed within 10 business days of the day the student successfully completes the training program. Certificates must be printed, signed and given to aides within 10 business days of execution of the Certification Form.
- ▶ What does *successfully complete* mean? For purposes of executing the Certification Form and giving signed certificates to aides, *successfully completed* or *successful completion* means, in connection with personal care aide training, the trainee has completed the forty hour home care curriculum and passed the home care curriculum evaluations or, alternatively, the trainee has passed the alternative competency demonstration administered by a DOH approved PCATP. In connection with home health aide training, it means the trainee has completed the forty hour home care curriculum and thirty-five hour home care health related tasks curriculum and passed the home care curriculum and home care health related tasks curriculum evaluations or, alternatively, that the trainee has passed a competency evaluation program administered by a DOH approved HHATP.

Notes:			

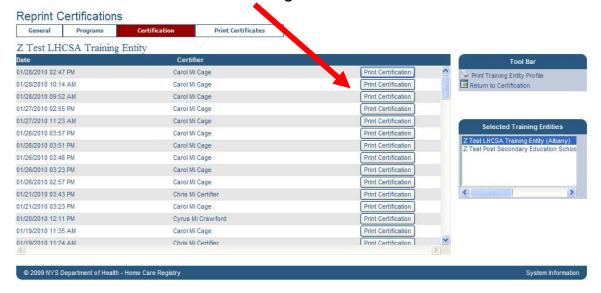
Reprint Certification Forms

Certification → Reprint Certification Form → Print Certification → Open → Print

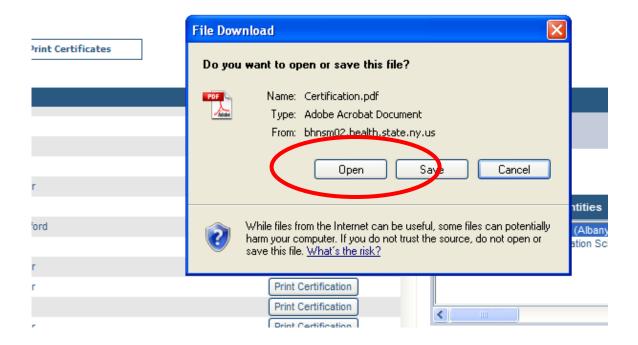
From the Training Class Certification Queue page, click "Reprint Certification Form" from the Tool Bar on the right.



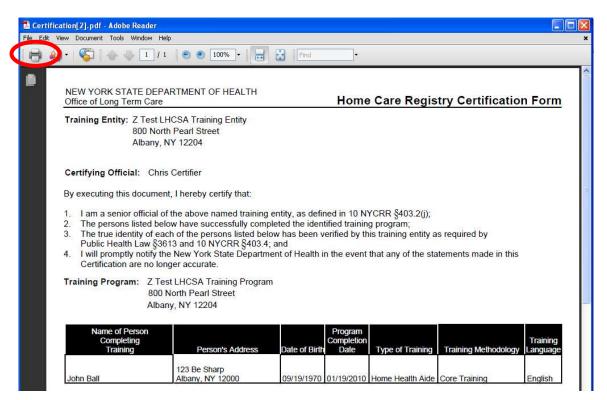
On the left, locate the date of the certification that needs to be reprinted and click "Print Certification" on the right.







Click the printer icon to print the Certification Form.



Edit Certification Form

Jump to my Training Entity(s) → Certification → Reprint Certification Form → Edit → Print Certification Sheet → Download Certification → Open/Save → Print

Jump to my Training Entity(s)

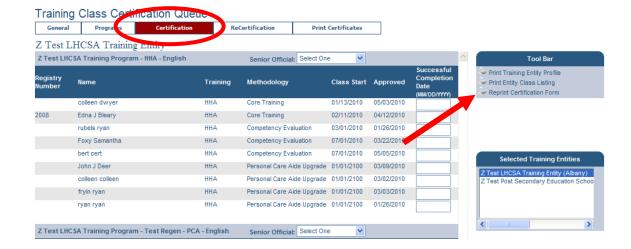
Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Empli is an active registry and changes can occur at any given time.

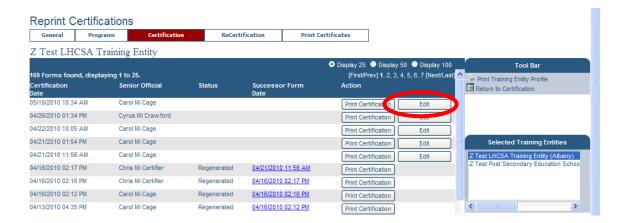
Use These Quick Links To Get Started:

- Search for a Registrant
- Search for a Training Entity
- Search for a Home Care Agency
- Jump to my Training Entity(s)

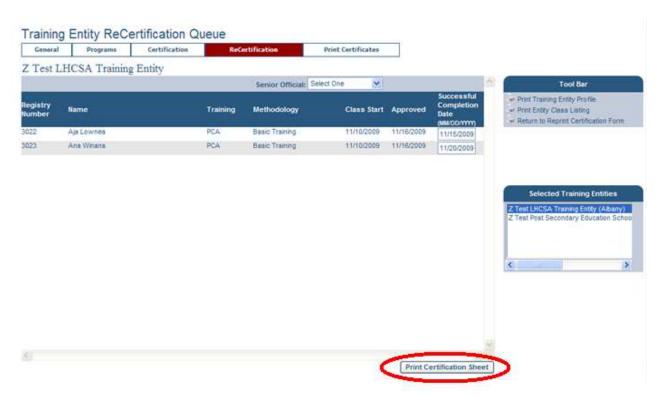
 Jump to my Agency(s)
- Click the Certification tab and then click the "Reprint Certification Form" link from the Tool Bar on the right.



On the Reprint Certifications page, click the Edit button across from the date of original certification.



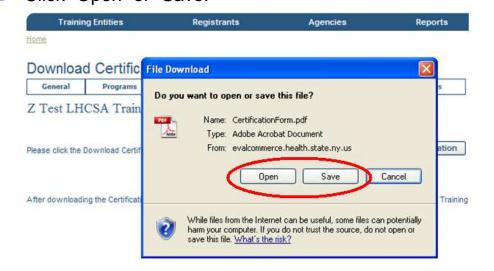
4 Make the changes needed and then click "Print Certification Sheet."



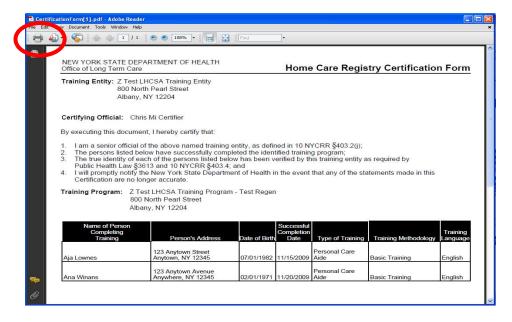
5 Click the "Download Certification" button.



Click "Open" or "Save."



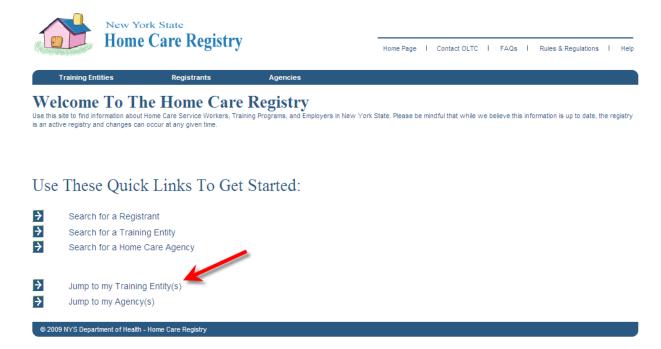
Click the printer icon at the top left of the screen.



Change the Methodology of a Class

Jump to my Training Entity(s) → Programs → Show → Edit → Select → Save

Jump to my Training Entity(s).



2 Click "Programs."

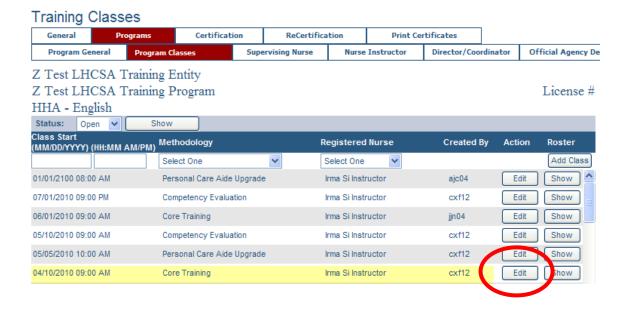


Click "Show."

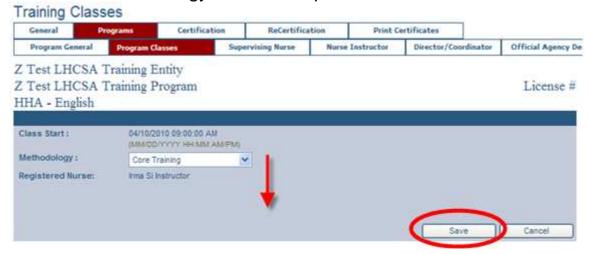
Training Entity Programs Certification ReCertification Print Certificates Z Test LHCSA Training Entity License Classes Course Start Date **End Date** Language 10/01/2010 Z Test LHCSA Training Program 03/01/1900 ННА English Show 800 North Pearl Street, Albany,NY,12204 03/01/1900 10/01/2010 PCA Z Test LHCSA Training Program - Test Regen English Show 800 North Pearl Street, Albany,NY,12204

4

Click the Edit button next to the class needing the methodology change.



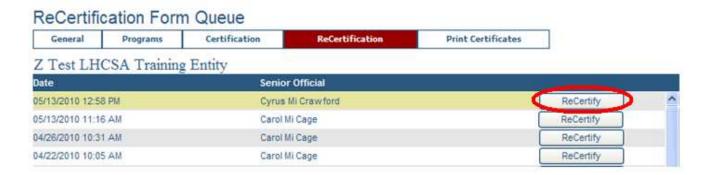
Select the methodology from the drop-down menu and click "Save."



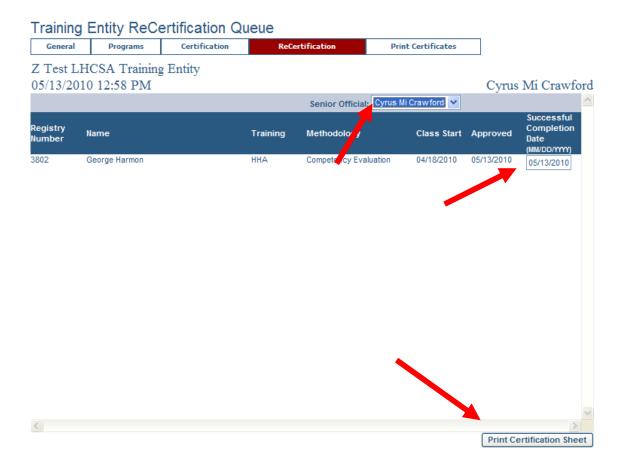
The training class has been updated. Now all students in the class must be recertified, since the methodology has changed.



Click the "ReCertification" tab and then click "ReCertify" across from the date the methodology was changed.



Select the Senior Official, verify the successful completion date and print the certification sheet.



Glick "Download Certification."



After downloading the Certification sheet, use the link "Return to Certification" available in the fool bar to return to the Training Class Certification Queue.

10 Click "Open."



▶ Don't forget! The Certificates must also be re-printed.

To print off the certificates for the students in a class where the methodology has changed, access the class roster and click on the first aide's registry number on the left.



12 From the Registrant General Information page, click the "Training" tab.



Click "Print Original" and the certificate for this aide will print. To access other aides in this class, double-click on the names in the Selected Registrants tool bar on the right.



Update Class Start Date & Time

Jump to my Training Entity → Programs → Show → Edit → Enter Date → Save

Jump to my Training Entity(s).

Use These Quick Links To Get Started:

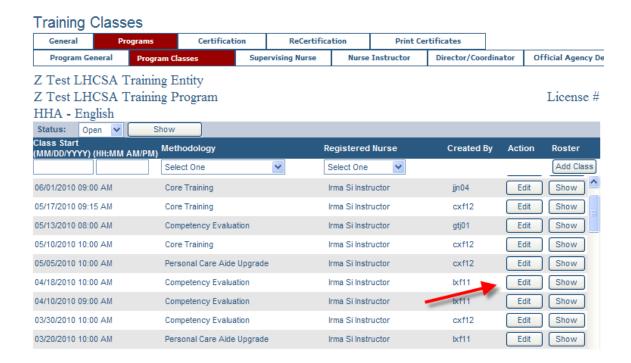
- Search for a Registrant
- Search for a Training Entity
- Search for a Home Care Agency
- Jump to my Training Entity(s)
- Jump to my Agency(s)
- 2 Click the "Programs" tab.



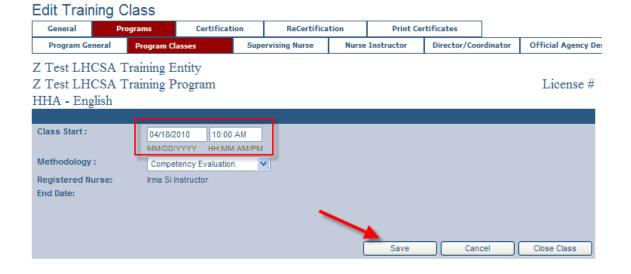
Click "Show" across from the appropriate training program.

General	Programs	Certification	ReCertification		Print Certificates			
Z Test LHCSA Training Entity								
ocation			Course	Start Date	End Date	Training Type	Language	License
Test LHCSA Tra	aining Program			03/01/1900	10/01/2010	ННА	English	Show
00 North Pearl St lbany,NY,12204	,							
Test LHCSA Tra	aining Program - Test R	eqen		03/01/1900	10/01/2010	PCA	English	Show
00 North Pearl St	,							

Click "Edit" across from the class which needs the start date or time corrected.



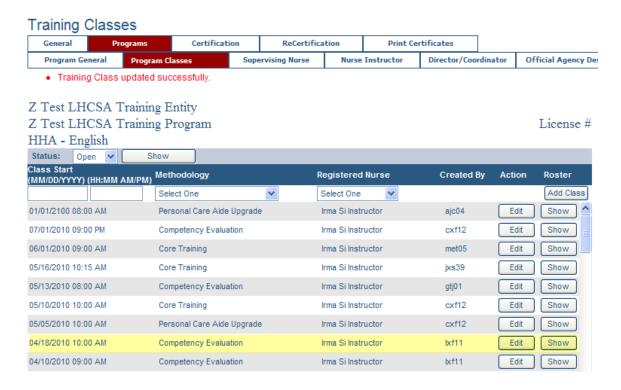
Make the changes in the boxes provided and click "Save."



6 A message will appear that the training class has updated successfully.



The class now appears in the class listing with the new start date and time.



Please note that to change the start date or time, the class cannot already exist for that date, time and methodology. Also, the new date and start time must be less than or equal to all of the approval and successful completion dates for the students in the class.

Update the Class Instructor

Jump to my Training Entity → Programs → Show → Edit → Select Registered Nurse → Save

Jump to my Training Entity(s).

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)

2 Click "Programs."



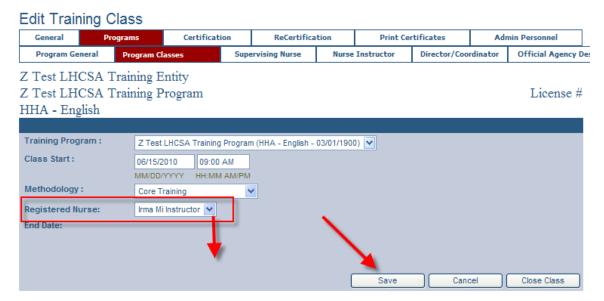
From the Training Entity Programs page, click "Show."

Training Entity Programs General Certification ReCertification **Print Certificates Admin Personnel** Z Test LHCSA Training Entity License Classes Location Course Start Date **End Date** Language 03/01/1900 10/01/2010 Z Test LHCSA Training Program HHA English Show 800 North Pearl Street, Albany, NY, 12204 Z Test LHCSA Training Program 03/01/1900 10/01/2010 PCA English Show 800 North Pearl Street, Albany, NY, 12204

On the Training Classes page, click "Edit" next to the class where the instructor needs to be changed.



Select a different instructor from the dropdown menu next to "Registered Nurse" and click "Save."



The training class has been updated successfully.

Training Classes General Programs Certification Program General Program Classes Supervi

. Training Class updated successfully.

Update the Class Location

Jump to my Training Entity → Programs → Show → Edit → Select Training Program → Save

Jump to my Training Entity(s).

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)
- 2 Click on the "Programs" tab.



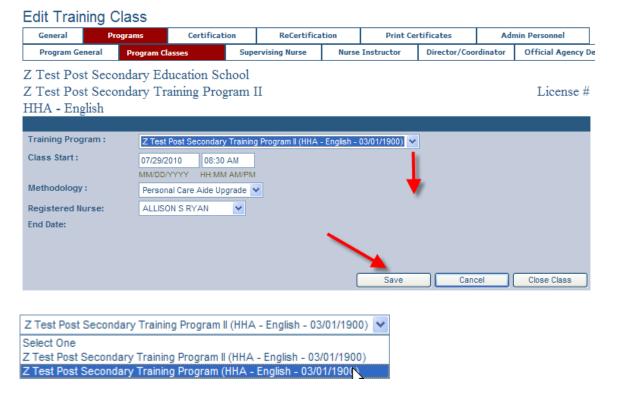
From the Training Entity Programs page, click "Show."

Training Entity Programs General Certification ReCertification Print Certificates Admin Personnel Programs Z Test Post Secondary Education School License ... Classes Location Course Start Date **End Date** Language Туре 03/01/1900 10/01/2010 HHA English Z Test Post Secondary Training Program II Show 800 North Pearl Street, Albany,NY,12204 03/01/1900 10/01/2010 HHA English Z Test Post Secondary Training Program Show 800 North Pearl Street, Albany,NY,12204 03/01/1900 10/01/2010 Z Test Post Secondary Training Program English Show 800 North Pearl Street, Albany,NY,12204

From the Training Classes page, click "Edit" next to the class where the program needs to be changed.



On the Edit Training Class page, click the drop-down arrow and select a different training program location. Then click "Save."



Please note the following conditions:

- A class can only be moved to an open training program.
- If certification forms and certificates exist, certificates are automatically regenerated and students must be recertified.

Additionally, the class can only be moved to a training program that:

- Is open
- Is of the same certification type
- Has the same instructor
- Has the same roles assigned

Close a Class

Jump to my Training Entity → Programs → Show → Edit → Close Class → Enter

Date → Save

Jump to my Training Entity(s).

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)
- 2 Click the Programs tab.



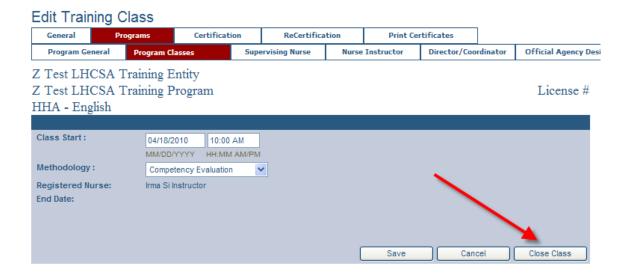
Click "Show."



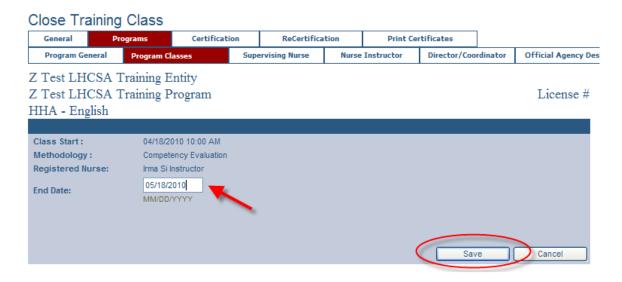
Click "Edit" next to the class you want to close.

Training Classes General Certification ReCertification **Print Certificates** Official Agency De Program General **Program Classes** Director/Coordinator **Supervising Nurse** Nurse Instructor Z Test LHCSA Training Entity Z Test LHCSA Training Program License # HHA - English Status: Open 🕶 Show Class Start (MM/DD/YYYY) (HH:MM AM/PM) Registered Nurse Created By Action Roster Methodology Add Class Select One Select One 06/01/2010 09:00 AM jjn04 Edit Show Core Training Irma Si Instructor 05/17/2010 09:15 AM Core Training Irma Si Instructor cxf12 Edit Show 05/13/2010 08:00 AM Competency Evaluation Edit Show Irma Si Instructor gtj01 05/10/2010 10:00 AM Core Training Irma Si Instructor cxf12 Edit Show 05/05/2010 10:00 AM Personal Care Aide Upgrade Irma Si Instructor cxf12 Edit Show 04/18/2010 10:00 AM Competency Evaluation Irma Si Instructor lxf11 Edit Show 04/10/2010 09:00 AM Competency Evaluation Irma Si Instructor Edit Show 03/30/2010 10:00 AM Competency Evaluation Irma Si Instructor cxf12 Edit Show 03/20/2010 10:00 AM Personal Care Aide Upgrade Irma Si Instructor lxf11 Edit Show

Click the button, "Close Class."



Enter the end date in the box provided and click, "Save."



A message appears indicating the training class has been updated successfully.



The class will disappear from the list of open training classes. To view closed classes, select "Closed" from the drop down menu and click "Show."



Note: when closing a class, the close date must be greater than or equal to all of the approval and successful completion dates for the students in the class.

Reopen a Closed Class

Jump to my Training Entity → Programs → Show → Closed → Show → Reopen

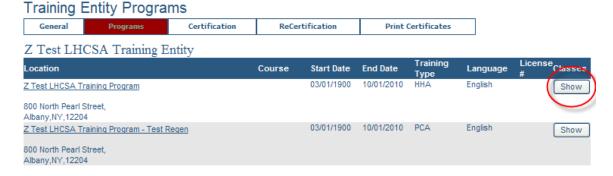
Jump to my Training Entity(s).

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)
- 2 Click the "Programs" tab.



3 Click "Show."



Select "Closed" from the Status drop down menu and click "Show."



5 Click "Reopen."

Training Classes



The training class updated successfully.



Un-approve a Student

Jump to my Training Entity → Programs → Show → Show → Edit → Save

Jump to my Training Entity(s).

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)

2 Click the Programs tab.

Training Entity General Information ReCertification **Print Certificates** Z Test LHCSA Training Entity 800 North Pearl Street, Address: Type: Home Health Agency Albany, NY, 12204 County: Albany Approving State Department: Department of Health Phone: (777)777-7777 Associated Agency License Number:

3 Click "Show."

Training Entity Programs Certification ReCertification Print Certificates Z Test LHCSA Training Entity Start Date **End Date** Language 03/01/1900 Z Test LHCSA Training Program 10/01/2010 English Show 800 North Pearl Street, Albany,NY,12204 03/01/1900 10/01/2010 PCA English Z Test LHCSA Training Program - Test Regen Show 800 North Pearl Street, Albany, NY, 12204

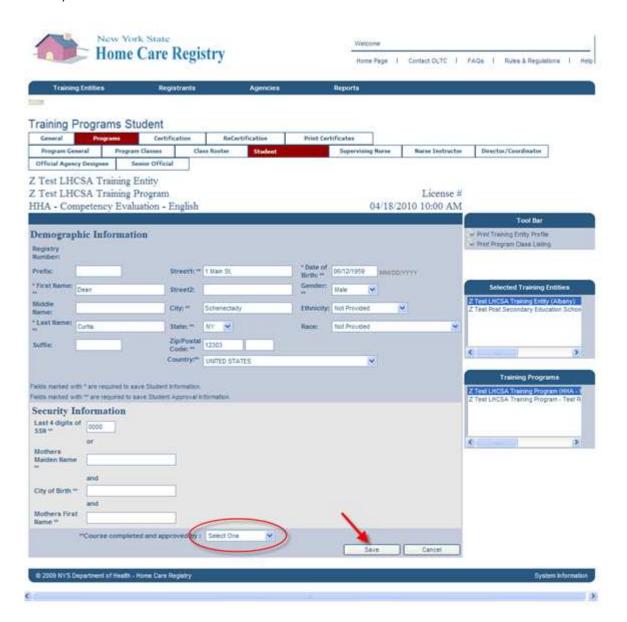
Click "Show" across from the class which contains the approved student needing to be un-approved.



Click "Edit" across from the student's name.



On the Training Programs Student page, un-select the supervising nurse and click, "Save."



The student now shows a status of "enrolled."



Uncertify a Student

Jump to my Training Entity → Programs → Show → Show → Uncertify

Jump to my Training Entity(s).

Use These Quick Links To Get Started:

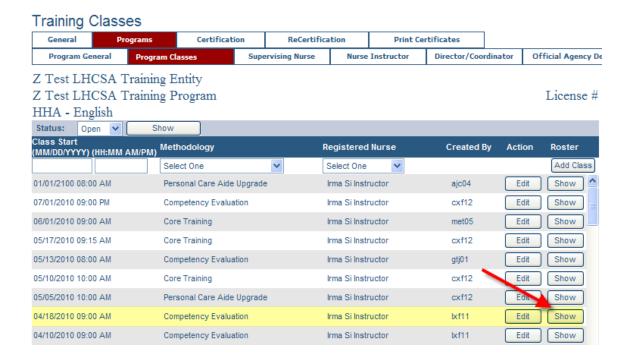
- Search for a Registrant
- Search for a Training Entity
- Search for a Home Care Agency
- Jump to my Training Entity(s)
- Jump to my Agency(s)
- 2 Click the "Programs" tab.



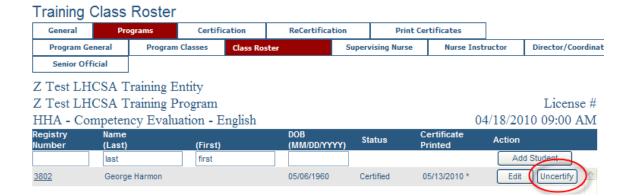
Click "Show" across from the appropriate training program.



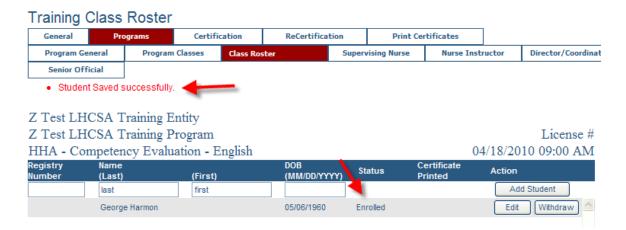
Click "Show" across from the class containing the student who needs to be uncertified.



5 Click the button, "Uncertify."



The student now shows a status of "enrolled."



▶ Don't forget! The new certification form must now be reprinted, signed, and notarized.

Reprint the Certification Form after Uncertifying a Student

Jump to my Training Entity → Programs → Show → Show → Uncertify → Certification → Reprint Certification Form → Locate Date → Print Certification → Open → Print

Jump to my Training Entity(s).

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)

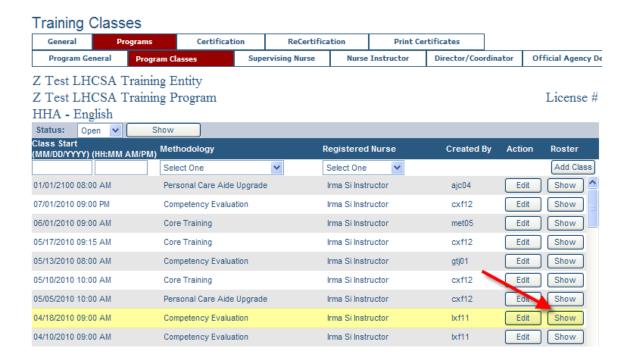
2 Click the "Programs" tab.



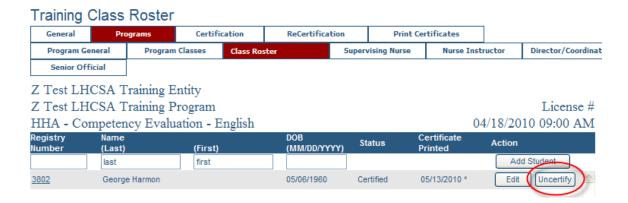
Click "Show" across from the appropriate training program.



Click "Show" across from the class containing the student who needs to be uncertified.



5 Click the button, "Uncertify."



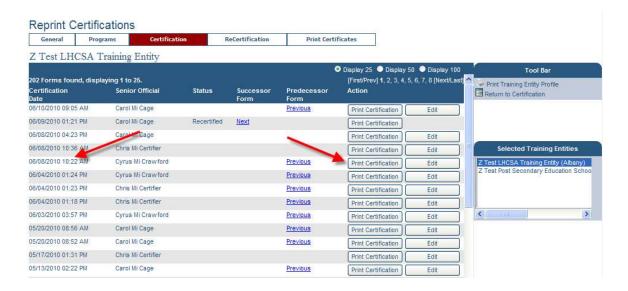
- Now retrieve the original Certification Form and verify the date.
- Click the tab "Certification."



Click the link "Reprint Certification Form" from the Tool Bar on the right.



Locate the date of the original certification and click the "Print Certification" button across from it.



10 Click "Open."



Click the Print icon in the top left corner. This new Certification Form now needs to be signed and notarized.



☑ Important Reminders about Certificates

Two certificates must be printed. One original certificate must be signed and given to the student within 10 business days of execution of the Certification Form. The other original certificate is signed and kept on file for 6 years (7 years for SED programs).

Print a Certificate

Print Certificates → Certificate Signer → Check box → Save

Click "Print Certificates."



2 Select a Certificate Signer.

- Check the box next to the student whose certificate is to be printed.
- Click "Print Certificates" at the bottom of the screen.





Reprint Certificates

Search for a Registrant → View Selected → General → Training

Click "Search for a Registrant."

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)
- 2 Enter the certificate holder's search information.



Click "View Selected Results(s)."



From the Registrant General Information page, click the "Training" tab.



5 Select the appropriate button.



Please note that these buttons will appear only for HCR certificates.

Print Original – Training program certificate printer can print a certificate marked 'Original' or 'Corrected Original', if one exists.

Print Duplicate – Training program certificate printer can print a certificate that is marked with 'Duplicate' or 'Corrected Duplicate', if one exists.

Regenerate Certificate – Training program certificate printer can use this button to correct certain features of a certificate and then, "Print Original."

Regenerate certificate is used for the following:

- Certificate formatting
- Director Coordinator changes
- Training Entity/Program name and address changes/corrections

Important!

This functionality:

- Does NOT enable the training program to change or correct the spelling of the aide's name;
- ➤ Is available ONLY to the training program that issued the certificate; and
- ➤ Will eventually be available for only 30 days after the date of successful completion that appears on the certificate.

Remove or Add a Certificate

Search for a Registrant → View Selected → Registrant General Information → Training → Remove/Add

Search for a Registrant using the Registry ID.



View Selected Result(s).



3 Click "Training."



Click "Remove" to remove a non-HCR certificate. To add a certificate, click "Add Certificate" to the right.



*Note: a certificate cannot be removed if it is the only certificate. When removing one certificate to add another, please add the certificate first and then remove the other certificate.

5 Enter the date on the certificate and click "Retrieve Training Programs."



6

Select the appropriate program from the drop down and enter the name on the certificate and click "Save."

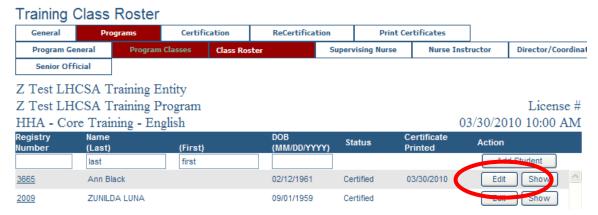


Data Corrections for Training Programs

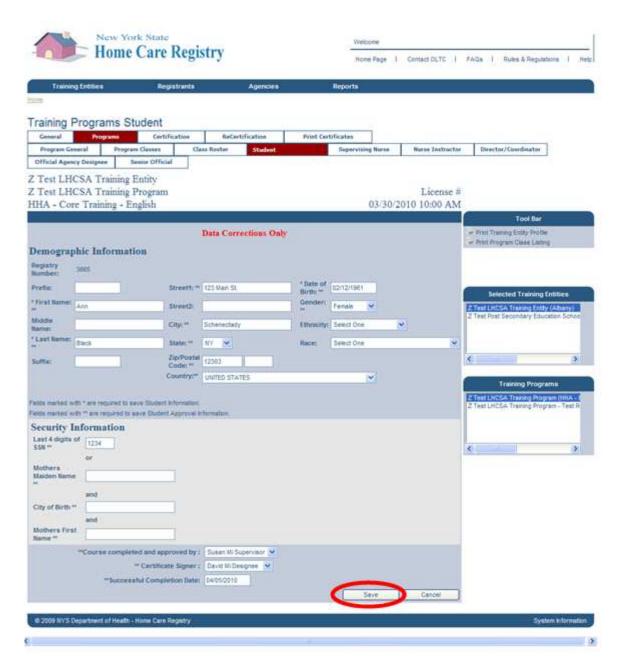
Jump to my Training Entity → Programs → Show → Show → Edit → Save

The following steps are to correct the student's name, DOB, address, successful completion date or any other fields such as gender, ethnicity, and security information.

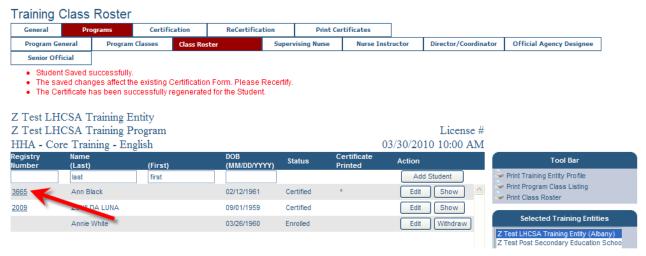
From the Class Roster page, click the "Edit" button next to the student whose information is to be changed.



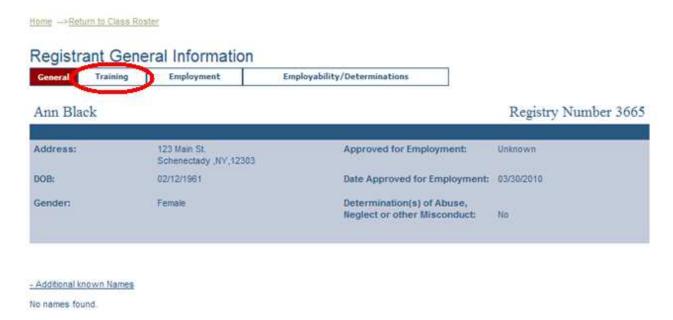
On the Training Programs Student page, changes can be made to any field, including "Successful Completion Date." After the changes are made, click "Save" at the bottom.



The date of successful completion was changed and saved. To print the certificate, click on the registry number to the left of the aide's name.



From the Registrant General Information page, click "Training."



5

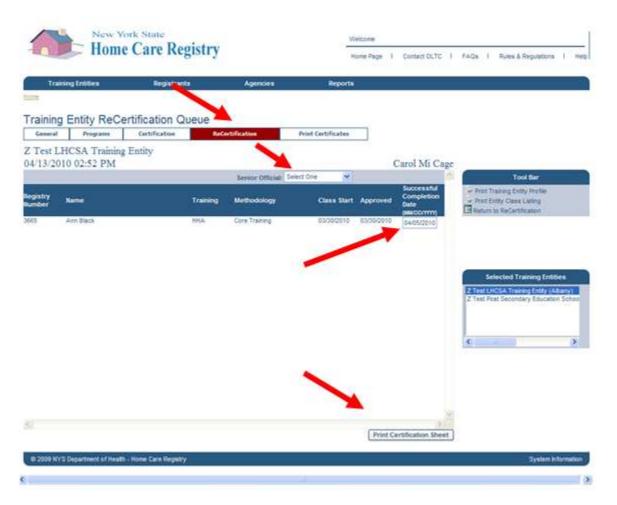
From the Registrant Training page, click "Print Original." This will bring up an Adobe pop-up. Click "Print Certificate."



Don't forget! The student must be re-certified. Click the link, "Return to Class Roster" and then click on the "ReCertification" tab. On this page, click the "ReCertify" button to the right of the date of the original certification.



On the ReCertification page, select the senior official, verify the successful completion date and click "Print Certification Sheet."



Click "Download Certification."





Verify the information on the Certification Form, sign and notarize.

NEW YORK STATE DEPARTMENT OF HEALTH Office of Long Term Care

Home Care Registry Certification Form

Training Entity: Z Test LHCSA Training Entity

800 North Pearl Street Albany, NY 12204

Certifying Official: Carol Mi Cage

By executing this document, I hereby certify that:

I am a senior official of the above named training entity, as defined in 10 NYCRR §403.2(j); The persons listed below have successfully completed the identified training program;

The true identity of each of the persons listed below has been verified by this training entity as required by Public Health Law §3613 and 10 NYCRR §403.4; and

I will promptly notify the New York State Department of Health in the event that any of the statements made in this Certification are no longer accurate.

Training Program: Z Test LHCSA Training Program

800 North Pearl Street Albany, NY 12204

Name of Person Completing Training	Person's Address		Successful Completion Date		Training Methodology	Training Language
Ann Black	123 Main St. Schenectady , NY 12303	02/12/1961	04/05/2010	Home Health Aide	Core Training	English

Add a Senior Official or Official Agency Designee

Jump to my Training Entity → Admin Personnel → Search → Select → Enter Date → Save

Jump to my Training Entity(s).



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)

From the Training Entity General Information page, click the "Admin Personnel" tab.



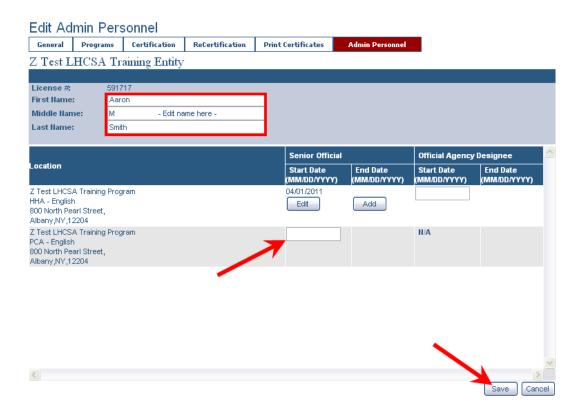
- 3
- Choose one of these three options that correspond with the photo below:
- 1. If the person is already associated with your program, choose his name from the drop down menu and click "Go."
- 2. If he is new to your program, and he has an RN license number, you may enter it here and click "Search."
- 3. If he is new to your program, you enter his first and/or last name and click "Search."



After clicking search, a long list of names will appear. Please note that when searching personnel, results are listed in alphabetical order according to last name. Once you find who you are looking for, click "Select" next to his name. If you do not find the person you are looking for, you may click "Add New Person" at the bottom.



On the "Edit Admin Personnel" page, you can correct his name if needed and enter in the appropriate dates for the role you which to assign him in. Be sure to click "Save" at the bottom of the page.



The admin personnel updated successfully.

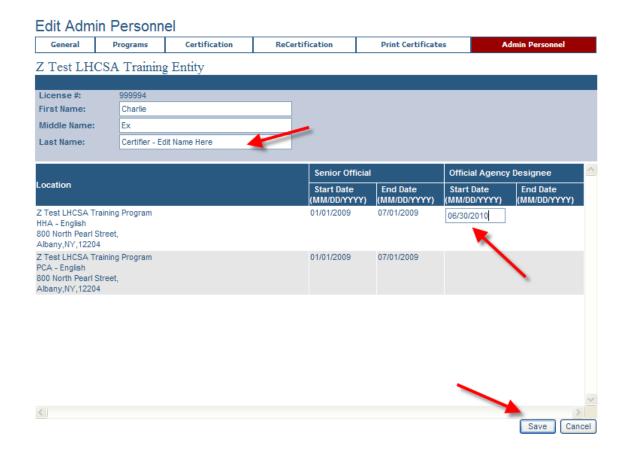


Additional Notes on Adding a Senior Official or Official Agency Designee

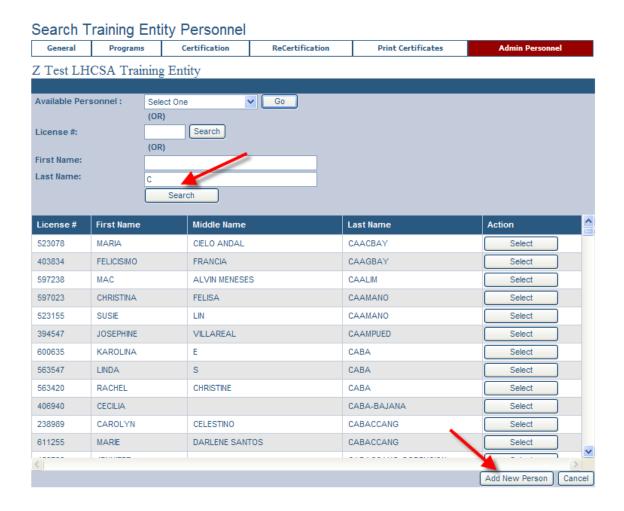
Please note that when adding a Senior Official or Official Agency Designee, the name being added can be edited before saving.



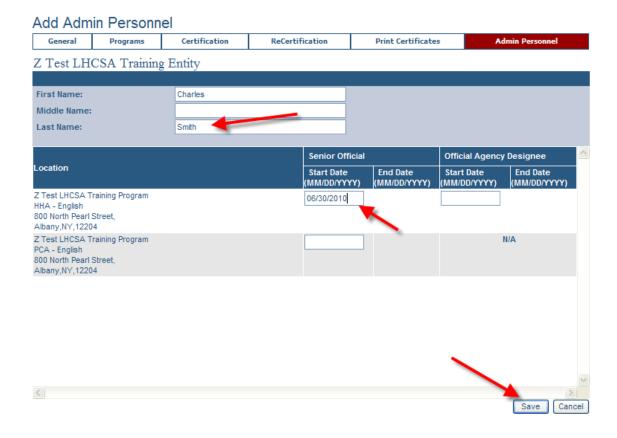
Make changes to the name, enter the start date & click "Save."



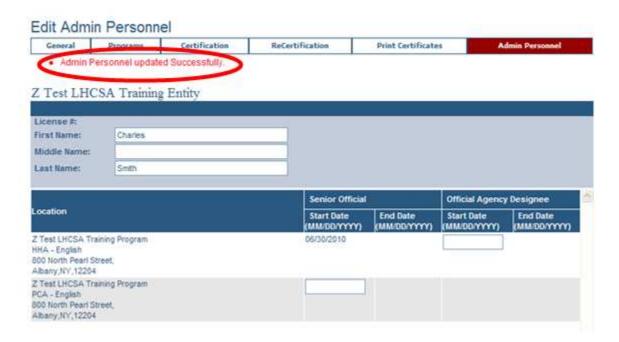
Please note also that when searching personnel, search results are listed in alphabetical order according to last name. If the name you are searching does not appear, you now have the ability to add a new person. Click the button "Add New Person."



Enter the name and start date and click "Save."



The admin personnel has updated successfully.



Edit a Senior Official or Official Agency Designee (Start Date, End Date, or Removal)

Jump to my Training Entity → Admin Personnel → Select → Go → Edit → Save

Jump to my Training Entity(s).

Use These Quick Links To Get Started:

- Search for a Registrant
 Search for a Training Entity
 Search for a Home Care Agency

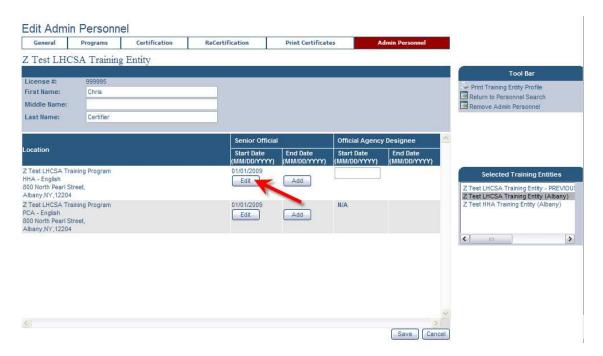
 Jump to my Training Entity(s)
 Jump to my Agency(s)
- From the Training Entity General Information page, click the "Admin Personnel" tab.



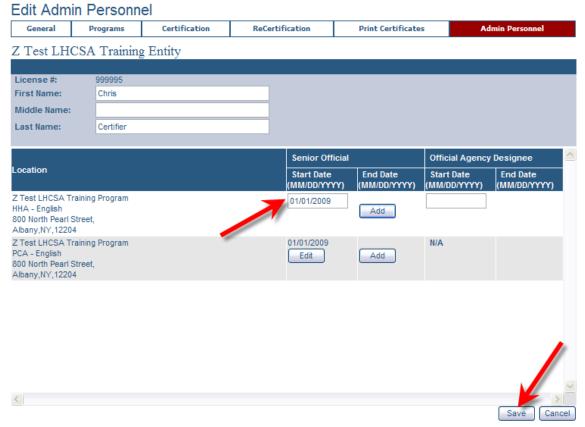
Choose the name of the Senior Official or Official Agency Designee from the "Available Personnel" drop-down box. Then click the "Go" button.



This brings up the selected person's Senior Official and/or Official Agency Designee information. To edit the start date of either, click on the "Edit" button below the correct role (Senior Official or Official Agency Designee).

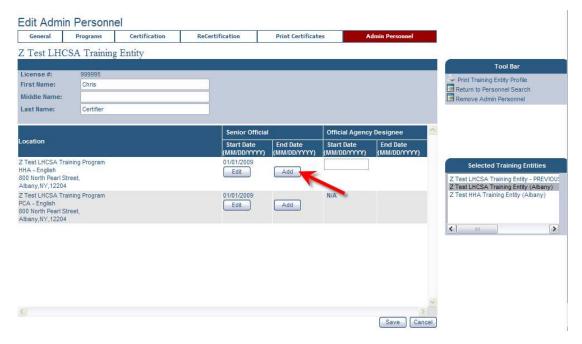


You may then make changes to the start date you chose to edit. When you are done, click the "Save" button below.

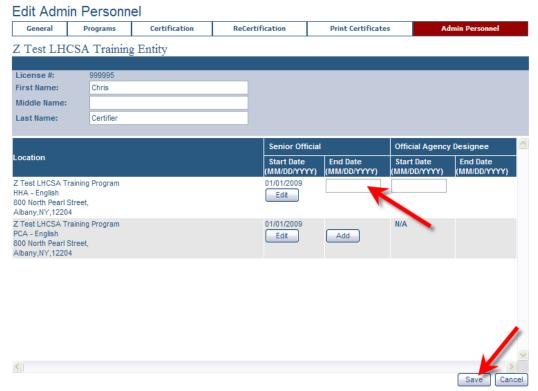


You will get a notice that the information was updated successfully.

To add an end date for the Senior Official or Official Agency Designee, click the "Add" button below the appropriate title and under the "End Date" heading.

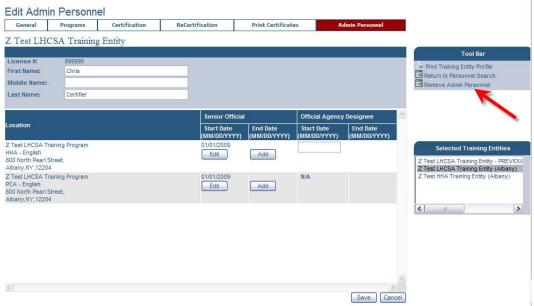


Enter the end date for the position selected and then click the "Save" button below.

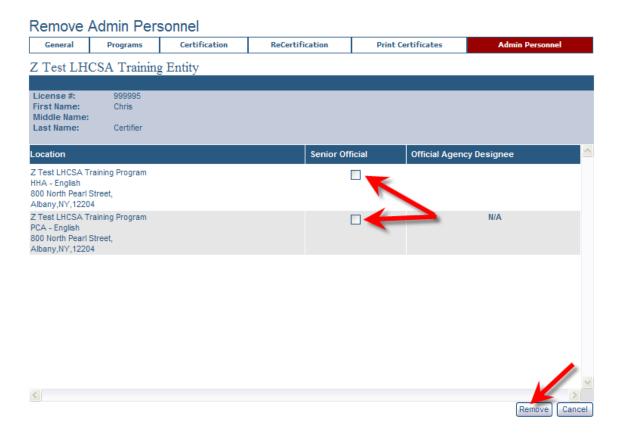


If you receive a message stating: "End date cannot be before" and a date, you are trying to enter an end date that comes before the last date the Senior Official or Official Designee was selected for use in a class. You must choose a date after the date shown here.

To remove a Senior Official or Official Designee, choose "Remove Admin Personnel" from the Tool Bar on the right.



This will bring you to the "Remove Admin Personnel" page. Click the check box next to the Senior Official you would like to remove and then click the "Remove" button below.



You will get a notice that the role was removed.



Section 3: Home Care Agency Procedures

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View Employability	127
View Employment History	130

Instructions for Home Care Agencies

What you need to use the HCR:

- ✓ Computer
- ✓ HCS access and account
- ✓ Roles assigned by HCS Coordinator
- ✓ Written policies and procedures regarding the HCR

► Don't forget – check your role!

Notes				

Search for an Agency

Search for a Home Care Agency → Search → Check Agency – View Selected Results(s)

Click "Search for a Home Care Agency."

Use These Quick Links To Get Started:



2 Enter the information you have and click "Search."



3 You can select how many results you want to see at once.



- ► Clicking "Show Address" helps to differentiate agencies with multiple branches.
- 4 Check (✓) the agency you want.



5 Click "View Selected Result(s)."



☑ Important Reminders for Adding an Aide

Always search the HCR to access the aide's information prior to the aide beginning to provide 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, may not provide services unless the aide's training and personal information has been posted to the HCR by the training program.

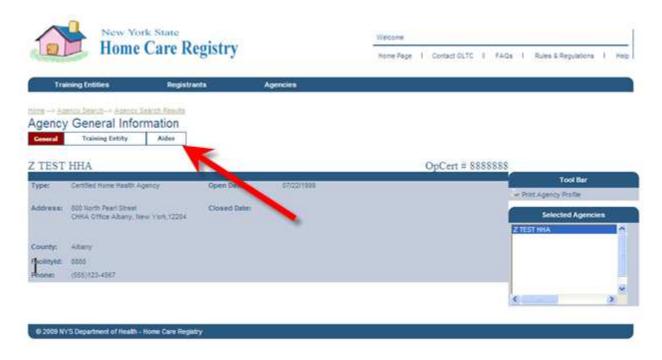
Add an Aide

General → Aides → No Match → Add Aide

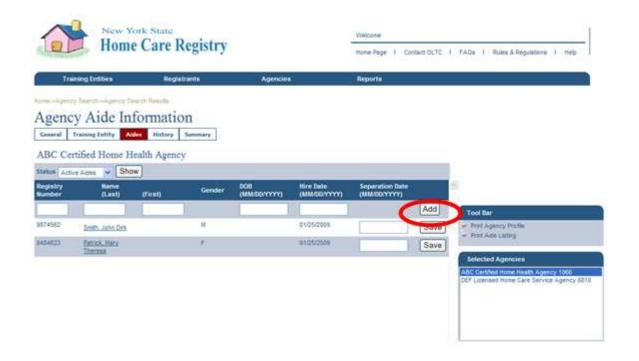
1 Click "Jump to my Agency."



2 Click the "Aides" tab.



Enter Last Name, First Name, DOB, and Hire Date; then click "Add."



4

Select the matching name or click "No Match."

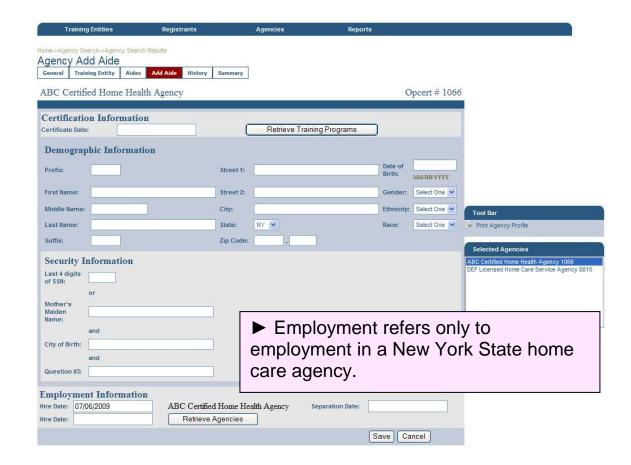


☑ Important Reminder for Verifying Information

Please remember that the HCR does NOT replace the process for verifying identity. Additionally, if the aide's certificate was not generated by the HCR, you must verify that it was issued to the aide by an approved training program.

▶ "What about aides who were already employed on September 25, 2009?"

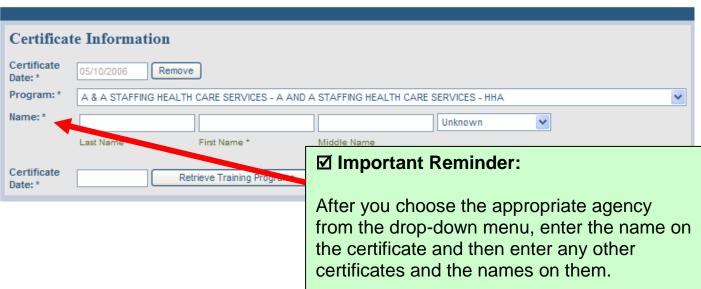
All aides in the employ of an agency on September 25, 2009 must be submitted to the HCR even if the aide no longer works for the agency at the time of submission.



- Enter the Certificate Date, click "Retrieve Training Programs," and then select the appropriate program from the drop down list. Don't forget to include the name on the certificate.
- 2. Enter the demographic information.
- 3. Enter either the last four (4) digits of the social security number (SSN) OR fill in the answers to all three questions. Please note that providing the last four digits of the social security number is optional and cannot be required.
- 4. Enter previous employment "Hire Date" and "Separation Date," click "Retrieve Agencies." Select the appropriate agency from the drop-down list and then "Save." (Repeat for each employment agency.)

_ ,			
General	Training Entity	Aides	Add Aide

Z Test LHCSA License # 8888Z888



☑ Important Reminder:

For LHCSAs only...

Process for inputting aides whose employment spans the course of two license numbers:

When you are adding an aide under your current license number, but that license number differs from your previous license number, enter the Hire Date and then use the close date of the previous license number as the Separation Date. Use the current license open date as the next Hire Date for that employee. This will reflect continuous employment with the same agency through license number changes.

► "The training program I am looking for is not in the drop-down list; what should I do?" Call the HCR Help Desk at 1 (877) 877-1827 or email HCReg@health.state.ny.us.

Enter a Home Health Aide with an Unlisted Training Program

Jump to my Agency(s) → Aides → Add → No Match → Retrieve Training Programs → "Unlisted HHA Training Program" → Save → User Agreement → Save

☑ Important Reminders for Entering a Home Health Aide with an Unlisted Training Program

The following are the criteria for using this Unlisted HHA Training Program option:

- 1. If the aide already exists in the Registry, there shall be no Home Health Aide Training of any type recorded for that aide, regardless of the status or currency of the training.
- 2. The aide's date of birth shall be December 31, 1975 or earlier.
- 3. The date on the aide's training certificate that indicates when the aide successfully completed training shall be prior to August 14, 1990.
- Jump to my Agency(s).

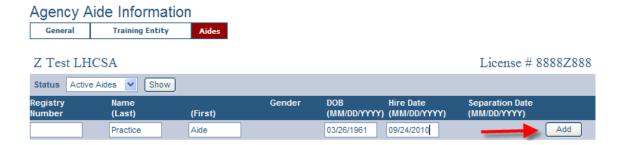
Use These Quick Links To Get Started:

- 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)

2 Click the "Aides" tab.



Enter the information in the boxes provided and click, "Add."

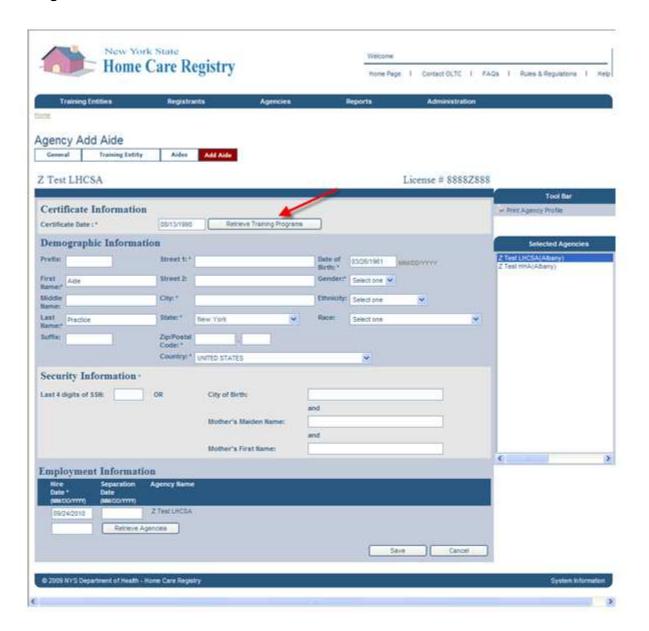


When no match is found, click the "No Match" button.

Matched Aides No Aides Found Matching Name and Date of Birth Provided No Match Return to Agency Aides

5

Enter the date of the certificate into the box and click the "Retrieve Training Programs" button.



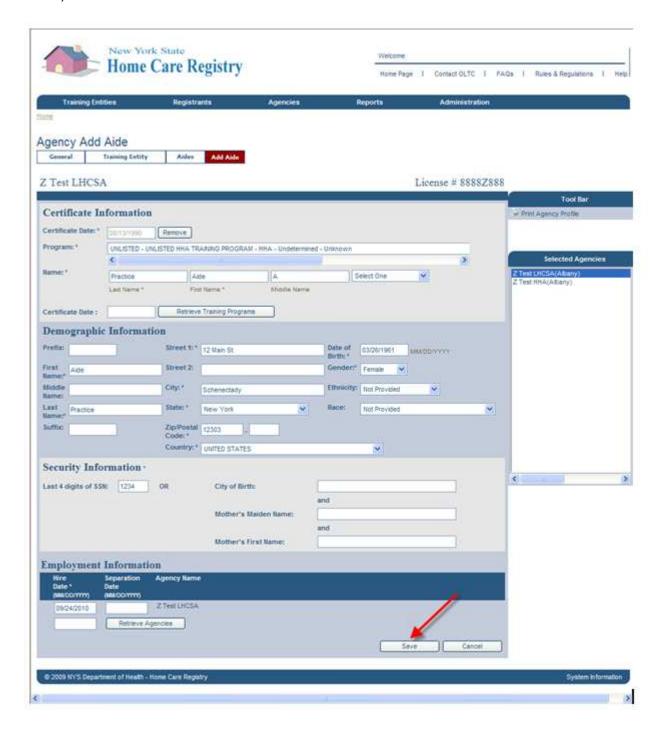


From the drop-down list provided, select "Unlisted – Unlisted HHA Training Program – HHA - Undetermined – Unknown."

```
URJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE AGRIVICS - HAA - English - 2117 CROMPOND ROAD
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE AGRIVICS - HAA - English - 20 HAI Street
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 120 HAIL PLAZA
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 1217 HAIL PLAZA
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 1274 THY HVALN BOULEVARD
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 1274 THY HVALN BOULEVARD
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 1274 THY HVALN BOULEVARD
UPJOHN HEALTH CARE SERVICES - UPJOHN HEALTH CARE SERVICES - HHA - English - 120 ENGLISH STREET
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 120 ENGLISH STREET
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 2018 WEST HENRETTA ROAD
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 21 MADISON AVENUE
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 21 MADISON AVENUE
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 21 MADISON AVENUE
UPJOHN HEALTHCARE SERVICES - UPJOHN HEALTHCARE SERVICES - HHA - English - 21 SOUTH STREET
US HOME CARE - US HOME CARE - ENGLISH - HA - English - 12 FRANKLIN STREET
US HOME CARE - US HOME CARE - ENGLISH - BORD NATE TREET
US HOME CARE - US HOME CARE - PCA - English - 30N North Broadway
US HOME CARE - US HOME CARE - PCA - English - 30N NORTH Broadway
US HOME CARE CORPORATION BRONKI, N - US HOME CARE CORPORATION BROOKLYN - HHA - English - 50 COURT STREET
US HOME CARE CORPORATION OF BRONK, NC - US HOME CARE CORPORATION OF MANHATTAM, NC - US HOME CARE - US HOME
```

7

Enter the aide's name, complete the rest of the "Agency Add Aide" page and click, "Save".

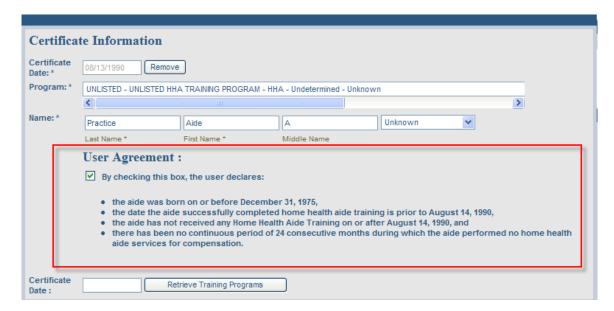


Because you have selected the Unlisted HHA Training Program option from the drop-down menu, you will be asked to accept the User Agreement.

Agency Add Aide



- You have selected an Unlisted Training Program. Please accept the User Agreement.
- Accept the User Agreement by checking the box under "User Agreement." Next, click "Save."



10 The aide is added successfully.

Agency Aide Information



Aide added successfully.

Separate an Aide

Jump to my Agency(s) → Aides → Enter Date → Save

Jump to my Agency(s).

Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Emplies 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

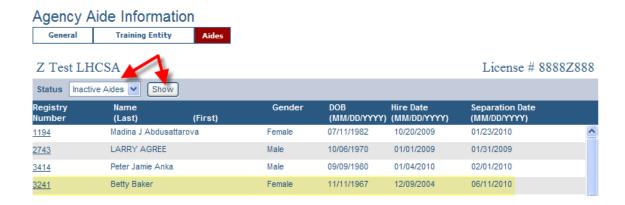
2 Click the "Aides" tab.



Enter the separation date to the right of the aide's name and click "Save."



The aide is no longer showing on the list of active aides. To view inactive aides, select "Inactive Aides" from the status drop down menu and click, "Show."



Data Correction for Agencies

Jump to My Agency → Aides → Aide Name → Data Correction → Save

Click "Jump to my Agency(s)."



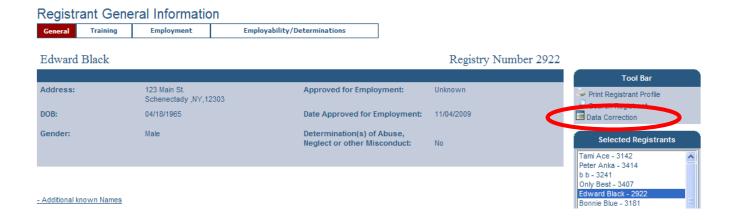
2 Click on the "Aides" tab.



Click on the Registry Number of the aide whose information needs to be edited.



Click on "Data Correction" from the Tool Bar on the right.



5 Edit the information as needed and click, "Save."



HCR will generate a message indicating that the demographic information has been updated.

Change an Aide's Personal Data

Jump to My Agency → Aides → Registry Number → Address Change (Gender Change) (Security Changes) (Name Change) → Save

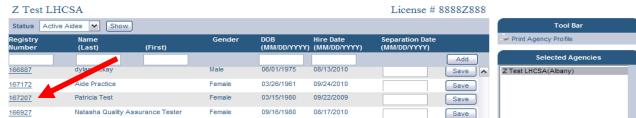
Jump to my Agency(s).

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)
- 2 Click the "Aides" tab.



Click on the Registry Number of the aide whose information needs to be updated.

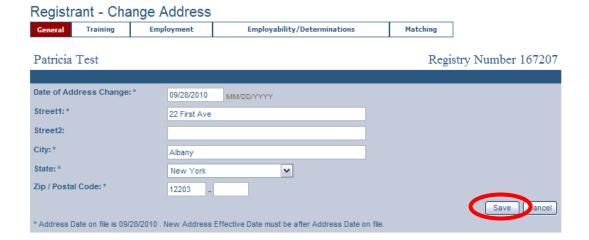


For address changes see steps 4 - 6. For Gender changes see steps 7 - 9. For Security information changes see steps 10 - 12. For Name changes or Alias updates see steps 13 - 17.

In order to update an aide's address, click on "Address Change" from the Tool Bar on the right. This option is not for data entry errors, but for updating any changed information.



5 Enter the new address information and click "Save."



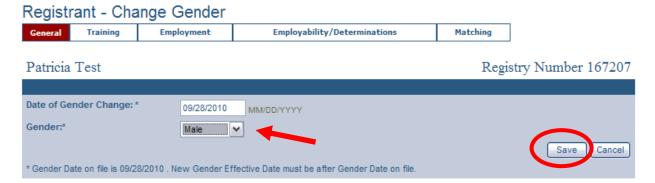
6 HCR will generate a message indicating that the address has been updated.



In order to update an aide's gender, click on "Gender Change" from the Tool Bar on the right. This option is not for data entry errors, but for updating any changed information.



Enter the new gender information and click "Save."



HCR will generate a message indicating that the aide's gender has been updated.

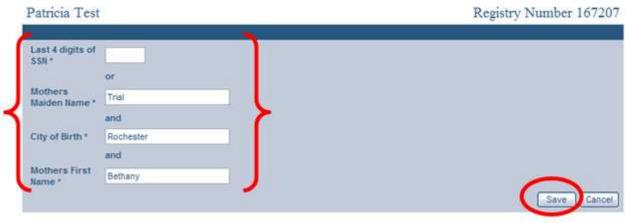


· Gender Information changed successfully.

In order to update an aide's security information, click on "Security Change" from the Tool Bar on the right.



Enter the new security information and click "Save."



HCR will generate a message indicating that the aide's security information has been updated.

Registrant General Information

_				
General	Training	Employment	Employability/Determinations	Matching

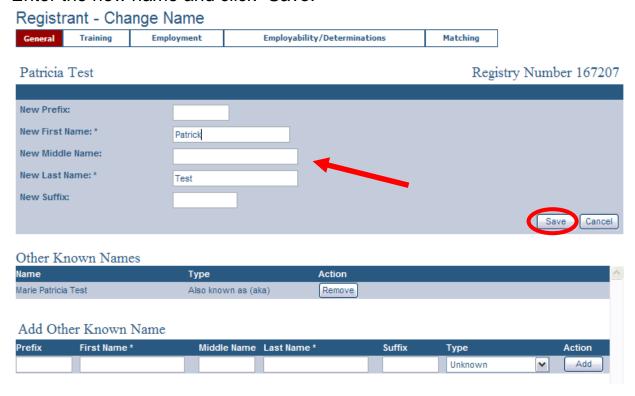
[·] Security Information changed successfully.

In order to update an aide's name, click on "Name Change" from the Tool Bar on the right. This option is not for data entry errors, but for updating any changed information.

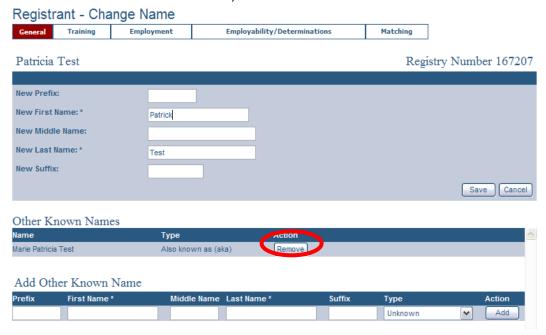




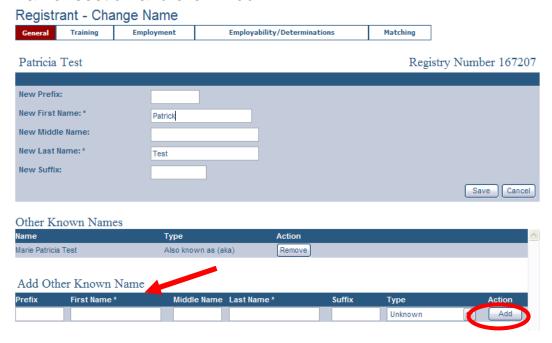
Enter the new name and click "Save."



In order to remove an alias, click on remove under "Other Known Names."



In order to add an alias, enter the alias information in the "Add Other Known Name" section and click "Add."



17 HCR will generate a message indicating that the aide's name has been updated.

Add an Employer

Search for a Registrant → Search → View Selected Result(s) → Employment → Add Employment → Retrieve Agencies → Save

Click "Search for a Registrant."

Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employer 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
- To search for a Registrant, enter the information you have, such as Registry Number, DOB, Last Name, etc., and click "Search."

Registrant Search



If you wish to search by the training entity or the home care services entity, click "Show Advanced Search" to bring up those search options. Choose the training entity or home care services entity by finding the desired entity in the list and clicking on it. Then click the "Search" button.

Registrant Search Certificate ~ Registry Number: Certificate #: First Name: Middle Name: Last Name: DOB: × MM/DD/YYYY Gender: All ¥ Aide Type: All City: State: All ▼ Zip Code: Approved for Employment * All ~ **Employment:** Hide Advanced Search Training Entity: 1ST CHOICE HOME CARE SERVICES, INC. A & A STAFFING HEALTH CARE SERVICES A & A STAFFING HEALTH CARE SERVICES A & A Staffing (previously Staff Builders) A & B HEALTH CARE SERVICES, INC. A & T HEALTHCARE LLC A & D PERSONNEL SERVICES, INC A & E HOME CARE, INC. A & T HEALTHCARE LLC A ROUND-THE-CLOCK TEMPORARY SERVICES, INC. A & J HOME CARE, INC. A & T HEALTH CARE, INC A&T HEALTHCARE LLC A&T HEALTHCARE, LLC AAA SERVICE PROGRAMS INC A & T HEALTHCARE LLC A & T HEALTHCARE LLC

Click "View Selected Result(s)."



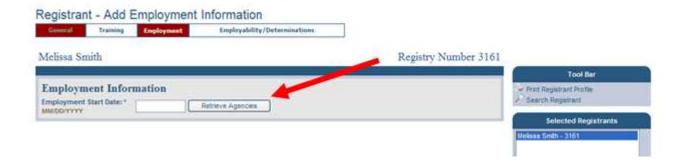
4 Click "Employment" from the Registrant General Information page.



Click "Add Employment" from the Tool Bar on the right.



Enter the Employment Start Date (MM/DD/YYYY) and click "Retrieve Agencies."



Enter the employment separation date. Select the appropriate agency from the drop-down box and click "Save." Repeat as needed.



Remove Employer

Jump to my Agency(s) \rightarrow Aides \rightarrow Aide's name \rightarrow Employment \rightarrow Remove

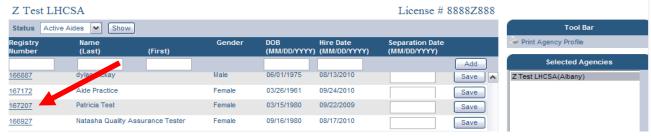
Click "Jump to my Agency(s)."

Use These Quick Links To Get Started:

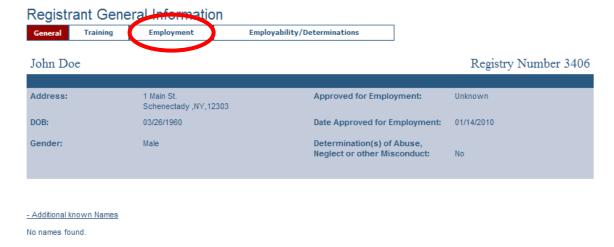
- Search for a Registrant
- Search for a Training Entity
- Search for a Home Care Agency
- Jump to my Training Entity(s)
- Jump to my Agency(s)
- Click on the "Aides" tab.



Click on the Registry Number of the aide.



From the Registrant General Information page, click on the "Employment" tab.

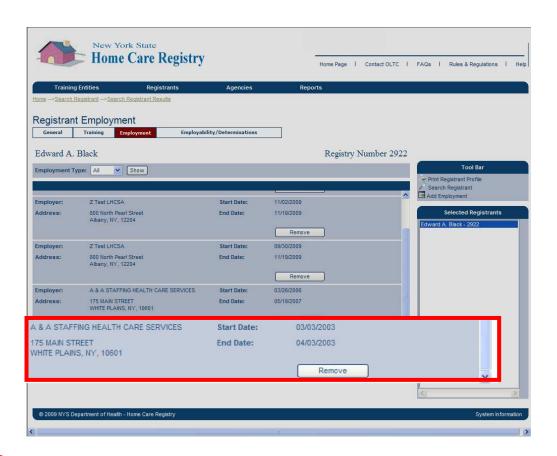


On the Registrant Employment page, click "Remove" to remove an employer.

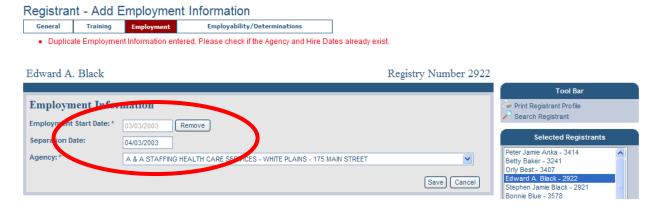


Invalid Duplicate Employment Information

When entering employment information on an aide, the HCR does not allow duplicate employment information to be entered.



If an identical span of dates is chosen for the same employer, an error message will appear.



View Training History

Search for a Registrant → View Selected Results(s) → Training

Click "Search for a Registrant."

Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employer 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
- To search for a Registrant, enter the information you have, such as Registry Number, DOB, Last Name, etc., and click "Search."

Registrant Search



If you wish to search by the training entity or the home care services entity, click "Show Advanced Search" to bring up those search options. Choose the training entity or home care services entity by finding the desired entity in the list and clicking on it. Then click the "Search" button.

Registrant Search Certificate ~ Registry Number: Certificate #: First Name: Middle Name: Last Name: DOB: MM/DD/YYYY Gender: All ~ Aide Type: Y City: State: All ▼ Zip Code: Approved for Employment All * All ~ **Employment**: Hide Advanced Search Training Entity: A & A STAFFING HEALTH CARE SERVICES 1ST CHOICE HOME CARE SERVICES, INC. A & A STAFFING HEALTH CARE SERVICES A & A Staffing (previously Staff Builders) A & B HEALTH CARE SERVICES, INC. A & T HEALTHCARE LLC A & D PERSONNEL SERVICES, INC. A & E HOME CARE, INC. A ROUND-THE-CLOCK TEMPORARY SERVICES, INC. A & J HOME CARE, INC. A & T HEALTH CARE, INC. A&T HEALTHCARE LLC A&T HEALTHCARE, LLC AAA SERVICE PROGRAMS INC A & T HEALTHCARE LLC A & T HEALTHCARE LLC

Select the appropriate name, and then click "View Selected Result(s)."



From the "Registrant General Information" page, click the "Training" tab.



Registrant Training history displays here.



View Employability

Search → Registrant General Information → Employability/Determinations

Click "Search for a Registrant."

Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employer 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
- To search for a Registrant, enter the information you have, such as Registry Number, DOB, Last Name, etc., and click "Search."

Registrant Search Certificate Status: Registry Number: Certificate #: First Name: Last Name Middle Name: DOB: Aide Type: v MM/DD/YYYY ▼ Zip Code: Approved for Employment ~ v ΑII

If you wish to search by the training entity or the home care services entity, click "Show Advanced Search" to bring up those search options. Choose the training entity or home care services entity by finding the desired entity in the list and clicking on it. Then click the "Search" button.



Select the correct name from the search results and then click "View Selected Result(s)."



From the "Registrant General Information" page, click the Employability/Determinations" tab.



This page displays employability if known, Date of Background Investigation, and Determinations (if any). The initial Employability field is set to "unknown" and can stay "unknown" for quite a while.



View Employment History

Search → Registrant General Information → Employment

Click "Search for a Registrant."

Welcome To The Home Care Registry

Use this site to find information about Home Care Service Workers, Training Programs, and Employer 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
- To search for a Registrant, enter the information you have, such as Registry Number, DOB, Last Name, etc., and click "Search."

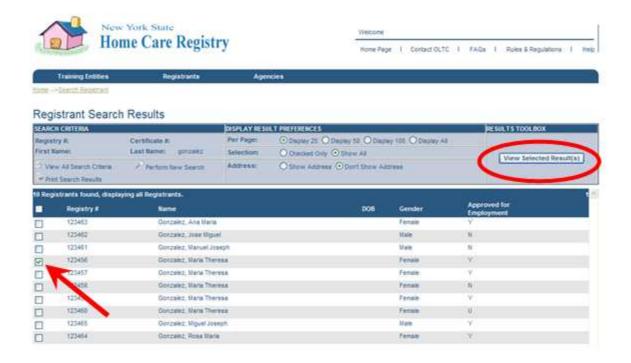
Registrant Search



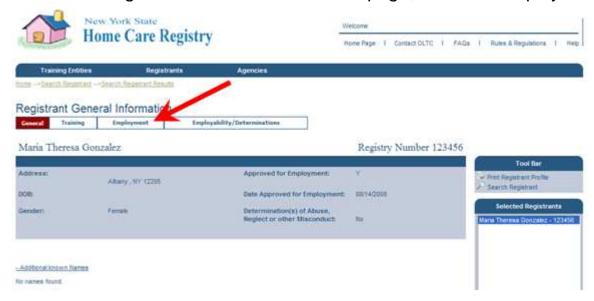
If you wish to search by the training entity or the home care services entity, click "Show Advanced Search" to bring up those search options. Choose the training entity or home care services entity by finding the desired entity in the list and clicking on it. Then click the "Search" button.



Select the correct individual from the list and then click "View Selected Result(s)."



From the "Registrant General Information" page, click the "Employment" tab.



The "Registrant Employment" page displays the history of the individual's employment in New York State home care agencies.



► Don't forget to consult the FAQs located on the upper toolbar of the HCR.

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



Section 4: General Public Procedures

In this section of the User Manual, you will learn how to use the Home Care Registry if you are a member of the general public and not a training program or home care agency.

How the General Public Can Access the Home Care Registry

The general public can access the HCR from the Department of Health website at this location:

www.health.state.ny.us

Click on the button at the right that says, "Health Care Professionals & Patient Safety."



Next, click the link on the main page that says, "Home Care." Then, click on the "New York State Home Care Registry" link.

Members of the general public should then follow these steps:

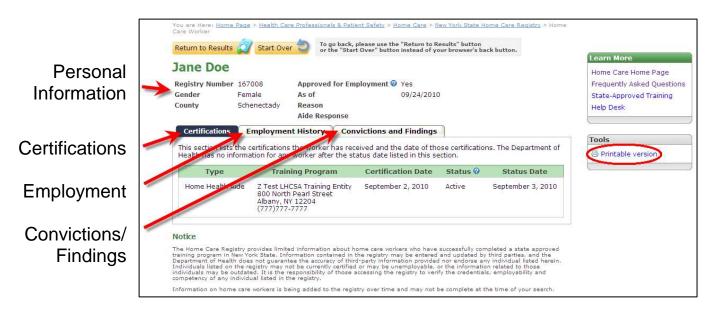
Step 1: To search for a home health or personal care aide, enter the information you have in the boxes provided and click "Search by Name." If you have the DOH registry number, enter it in the bottom box under "Search by Registry Number" and click the "Search by Registry Number" button.



Step 2: From the search results, select the name you want.



Step 3: Click on the name, and then the aide's information will be displayed. Information is available on employability determination, the type of training program, certification status, convictions and findings. Click on the tabs for further information. To print the entire profile, click on "Printable version" located in the "Tools" menu on the right.



Section 5: APPENDIX - New York Certified Aide Registry and Employment Search Act

THE LAWS OF STATE OF NEW YORK, 2008

CHAPTER 594

AN ACT to amend the public health law, in relation to home care services worker training and registration, became a law September 25, 2008, with the approval of the Governor. Passed by a majority vote, three-fifths being present.

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. Short title. This act shall be known and may be cited as the "New York certified aide registry and employment search act".

- § 2. The public health law is amended by adding a new section 3613 to read as follows: § 3613. Home care services workers. 1. As used in this section, the following terms shall have the following meanings:
- (a) "Home care services entity" means a home care services agency or other entity providing home care services subject to this article or exempt under section thirty-six hundred nineteen of this article.
- (b) "Home care services worker" or "worker" means any person engaged in or applying to become engaged in providing home health aide services, as defined in subdivision four of section three thousand six hundred two of this article or "personal care services", as defined in subdivision five of section three thousand six hundred two of this article.
- (c) Home care services worker registry" "or "registry" means the home care services worker registry established by this section.
- (d)"State-approved education or training program" "or "program" means a program that provides education or training for persons to meet any requirement established by the department for providing home health aide services or personal care services, which program is approved by the department or the state education department.
- 2. The department shall develop and maintain a home care services worker registry of persons who have successfully completed a state-approved education or training program. Information in the registry shall be readily accessible on the department's website by the public, home care services workers, and home care services entities, subject to subdivision seven of this section. A home care services entity shall obtain information relating to a home care services worker, pursuant to paragraph(c) of subdivision seven of this section, prior to the worker beginning to provide home care services for that entity, except that a home care services worker employed by any entity prior to the effective date of this section may provide home care services as provided in subdivision eight of this section. No employer of a home care services worker other than a home care services entity shall be required to obtain information from the registry.
- 3. The registry shall include, but not be limited to, the following information concerning each person who has successfully completed a state-approved education or training program that is listed in the registry:

- (a) Full name, including pre-marital name and any other names currently or previously used;
- (b) Current home address;
- (c) Gender:
- (d) Date of birth;
- (e) Name of each state-approved education or training program successfully completed, the name of the entity providing the program, and the date on which the program was completed;
- (f) History of work in home care services through any home care services entity, including dates of employment and name of entity providing the employment;
- (g) Final findings made in accordance with the provisions of statutorily established proceedings subject to the state administrative procedure act or other similar law, that the person engaged in physical abuse, mistreatment, neglect or misappropriation of a patient's property, while serving the patient as a home care services worker or in another capacity, the name of the governmental agency, case number if a number is assigned, and date of determination, together with any statement concerning such determination submitted by the person, that may not identify any other person and may not exceed one hundred fifty words; and (h) A record of any determination of the department regarding the approval or disapproval of a prospective employee pursuant to subdivision five of section eight hundred forty-five-b of the executive law, together with any statement concerning such determination submitted by the person, that may not identify any other person and may not exceed one hundred fifty words.
- 4. The registry shall include a comprehensive list of all state-approved education or training programs. The list shall be updated at least monthly by the department and the state education department. The respective departments shall promptly submit updated information whenever such information changes.
- 5. (a) The department shall specify which information for the registry shall be submitted and updated by the state-approved education or training program, home care services worker and home care services entity, subject to the provisions of this subdivision.
- (b) Any entity that offers or provides a state-approved education or training program shall provide the department the following documentation for every person who successfully completes any program provided by the entity, in the form and manner provided by the department: (i) a written sworn statement by the senior official of the entity that offers or provides such program, made under penalty of perjury, certifying that each person has in fact successfully completed the identified program, identifying each such person by name, address, date of birth and date on which such program was completed, and describing the nature of the education or training covered in such program; and (ii) proof that such entity has verified the true identity of each person who has successfully completed the identified program.
- (c) A home care services worker employed by a home care services entity shall only be required to provide for the registry that information specified in paragraphs (a), (b), (c), (d) and (e) of subdivision three of this section, and, to the best of their knowledge and recollection, paragraph (f) of subdivision three of this section.
- (d) The registry shall be updated at least monthly. Any person or entity required or choosing to provide information to the registry shall promptly submit updated information whenever such information changes.
- 6. No charges shall be imposed on any person or entity for any costs related to the registry.
- 7. (a) Members of the public may access and obtain information in the registry through the department's website, except information specified in paragraphs (b) and (d) of subdivision three of this section. The department shall also provide toll-free telephone access for members of the

public to access and obtain information from the registry, except information specified in paragraphs (b) and (d) of subdivision three of this section.

- (b) A home care services worker may access or obtain any information in the worker's own listing in the registry.
- (c) A home care services entity may access or obtain any information in the registry relating to any home care services worker the entity engages or is considering engaging to provide home care services.
- (d) The department shall include security mechanisms in the registry to implement this subdivision and to maintain a record of accessing or obtaining information from the registry by every home care services entity.
- 8. The department shall provide reasonable and appropriate timetables, notices and phase-in mechanisms for applying various provisions of this section to state-approved education and training programs, home care services entities, persons becoming home care services workers and persons already engaged as home care services workers. Persons employed as home care services workers on the effective date of this section shall be registered as soon as practicable, but not later than twelve months after such effective date.
- 9. The commissioner shall make rules and regulations reasonably necessary to implement the provisions of this section.
- § 3. This act shall take effect one year after it shall have become a law. Provided, however, that the commissioner of health is authorized to promulgate rules and regulations and take any other measures reasonably necessary to implement this act on its effective date on or before such date.



Section 6: Additional Resources

Dear Administrator Letter HCBS 09-13

https://commerce.health.state.ny.us/hpn/hha/dals/DAL_DHCBS_09-13_Ch_594.pdf

FAQ

https://commerce.health.state.ny.us/hpn/hha/training/HCR_FAQ.pdf

Public HCR

https://apps.nyhealth.gov/professionals/home_care/registry

HCR on the HCS/HPN

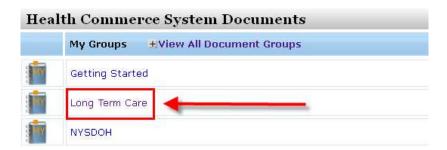
https://commerce.health.state.ny.us/doh2/applinks/hcswr

To Locate Advisories and Dear Administrator Letters on the HCS:

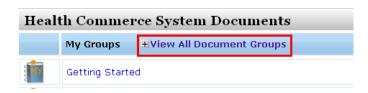
1 At the top of your page on the HCS, click on "Documents"



2 Click on "Long Term Care" from your list of groups*.



Click the link that says "View All Document Groups"



Locate "Long Term Care" from the alphabetical listing and then click on the green plus symbol on the right to add this group:



After clicking on "Long Term Care" you will see two columns of topics, click on the Home Care Registry link in the left column.



4 Click on the "Alerts and DALs" folder to find our recent advisories and DALs.



Section 7: Contact Information

Home Care Registry
Toll-Free Customer Service Assistance:

1 (877) 877-1827

E-mail Help Desk Assistance:

HCReg@health.state.ny.us

