Information Memorandum Transmittal
Aging and People with Disabilities

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Number: APD-IM-21-019

Issue date: 3/4/2021

UPDATED

Topic: Long Term Care

Due date:

Subject: Oregon Home Care Commission’s Registry changes

Applies to (check all that apply):

☐ All DHS employees
☒ Area Agencies on Aging: Types A and B
☒ Aging and People with Disabilities
☐ Self Sufficiency Programs
☒ County DD program managers
☒ Support Service Brokerage Directors
☐ ODDS Children’s Residential Services
☐ Child Welfare Programs
☒ County Mental Health Directors
☐ Health Services
☒ Office of Developmental Disabilities Services (ODDS)
☒ ODDS Children’s Intensive In Home Services
☐ Stabilization and Crisis Unit (SACU)
☒ Other (please specify): County Mental Health Case Managers and Comagine

Revision: Oregon Home Care Commission (OHCC) Registry scheduled rollout of new features and upgrades has been postponed. We are working with our information technology team to establish a new rollout date.

Oregon Home Care Commission’s (OHCC) Registry will be adding some new and updated features on Friday, Feb. 26, 2021 at 5:00 p.m. The Registry will be offline to complete these changes and should be available again by Saturday, Feb. 27, 2021 at 8:00 a.m.

New Features:

- Password reset
- Customer Service contact information updates
- Expanded time for students to self-cancel for classes
- Viewing Help Wanted Ads for CIIS and DD Personal Support Workers

Password reset steps:

The first-time users sign into the Registry after the updates, users will receive a prompt
to:
- Add their email address to their profile
- Change their password

After the steps are completed the user can now activate the password reset feature when needed by clicking the “Forgot Your Password” button.

If a Registry user currently does not have an email address in their Registry profile or the user does not remember their password they will need to contact OHCC to request a temporary password reset at 877-867-0077 or registry.ohcc@dhsoha.state.or.us.

Visit the OHCC Registry web page for more information:
https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Registry.aspx

Additional New Features

Customer Service Contact Information: The contact phone number extension was removed from the Registry and users will now see the updated email and phone number.

Expanded time to self-cancel a course: Workers who needed to cancel class could only self-cancel up to 24 hours before class. Now workers will be able to self-cancel up until the beginning of class.

Viewing Help Wanted Ads for CIIS and DD PSWs: Active workers who are looking for work can look at Help Wanted Ads that are posted by individuals looking for workers. Some workers are both CIIS and DD PSWs and were only able to see one of the Help Wanted lists. The CIIS and the DD Help Wanted Ads now will be a combined list and each posting will indicate whether it is for CIIS or for DD.

Feature Removed

Homecare Choice Program: The Homecare Choice Program is no longer operating but it was originally programmed into the Registry and workers could see it on their profiles. It has been removed from the Registry.

If you have any questions about this information, contact:

<table>
<thead>
<tr>
<th>Contact(s): Roberta Lilly, Training and Registry Program Manager</th>
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<tbody>
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