LONG TERM CARE REGISTRY GUIDEBOOK

Operations Manual for QEDs/QEIs of Oregon's Long Term Care

Assisted Living, Residential Care, Nursing & Skilled Nursing Facilities, Staffing Agencies, most DD programs, all AFHs, all HCWs and PSWs

Preface

Abbreviations Used in this Guidebook

AAA	Area Agency on Aging
AFH	Adult Foster Home
APD	Aging & People with Disabilities
BCU	Background Check Unit
DD	Developmentally Disabled
CDDP	Community Developmental Disabilities Programs
CFH	Child Foster Home
CMHP	Community Mental Health Programs
CRIMS	Criminal Records Information Management System
LTCR	Long Term Care Registry
PSW	Personal Support Worker
QED	Qualified Entity Designee
QEI	Qualified Entity Initiator
SI	Subject Individual

About the Registry

The Long Term Care Registry (LTCR) has been in operation since January 2015 through the Oregon Department of Human Services Background Check Unit (BCU).It is a vital tool for providing a ready-to-work registry of Subject Individuals (SIs) eligible to work in long term care positions throughout the State of Oregon.

Oregon is one of only five states in the nation to implement a Registry allowing portability between long term care positions. Providers can hire qualified workers immediately knowing they have passed a background check that has met high safety criteria.

Registry Data as of June 2017:

- 105,000+ Subject Individuals with an approved background check
- 30,500+ Subject Individuals have utilized portability (starting a new position immediately without a potentially lengthy delay of completing a new background check)
- 600+ Revoked from the Registry due to criminal history (BCU diligently monitors for any new history that could impacts a subject individual's eligibility)

The Registry is accessible to users of BCU's Criminal Records Information Management System (CRIMS) who are associated with long term care services for the elderly, individuals with disabilities, individuals with intellectual and developmental disabilities, and mental health clients hiring personal support workers. The Registry is only as effective as the CRIMS user wants it to be and can either speed up or slow down depending on the accuracy, completeness and patience of each person who plays a pivotal role in the background check process.

Please feel free to make notes in this Manual and feel free to provide feedback, questions or comments to BCU.LTCR@state.or.us. We appreciate your review of this manual and sincerely wish you best of endeavors as the Registry continues to be relevant in the world of Long Term Care.

LTCR Coordinator

Contacts

BCU maintains regular business hours of Monday through Friday 8am- 5pm, however, many employees have varying schedules and provide support for various programs within the BCU. Please always expect that your message will be returned within 24-48 hours, if not sooner, prior to calling back.

There may be instances where the State Help Desk is the appropriate number to call such as if you are not able to connect into CRIMS.

Your inquiry is very important to us and we appreciate your calls for the following types of questions. Email is often a more expedient way of having a question answered and we encourage you to use the following department emails whenever possible:

BCU.LTCR@state.or.us

- Reporting new adverse history
- Error corrections in LTCR
- Questions to receive guidance to Registry Users in policy, procedure and troubleshooting other types of problems

BCU.Info@state.or.us

- General questions for BCU
- *Only in emergency staff need situations*: request a background check request to be expedited

BCU.FP.Info@state.or.us

- General fingerprint questions
- Problems with timing out

Main BCU Phone Line	Toll Free	Fax	State Help Desk
503-378-5470	888-272-5545	503-378-6314	503-945-5623

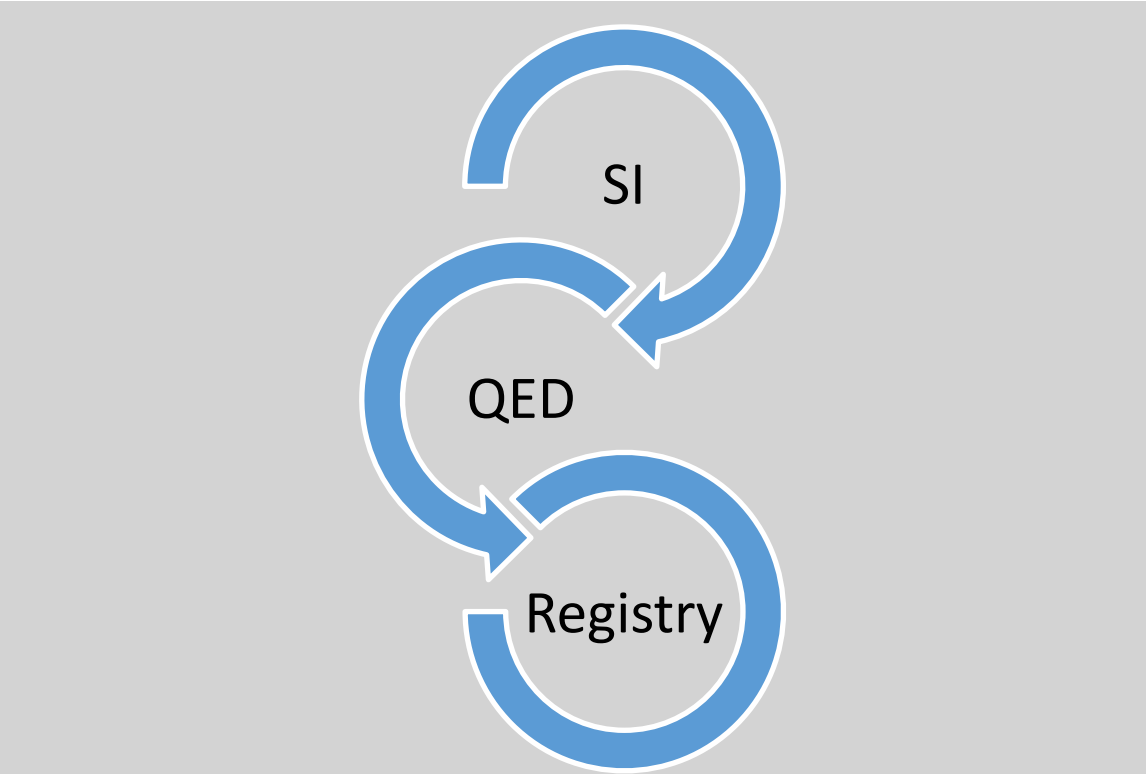
Getting Started

Benefits of the LTCR

- SI has portability and is immediately hirable.
- You will receive notification of SI's approval in the LTCR.
- You can keep track of your SIs in CRIMS through "My LTCR".
- CRIMS will automatically notify you when the SI needs a new background check.

Roles for the LTCR

- Qualified Entity Designee (QED): Initiate and monitor the background check process. If your agency does not have adult foster home QEIs, you also initiate the AFH background check requests. See your training materials from when you become a QED or QEI.
- Qualified Entity Initiator (QEI): Initiate background checks for your adult foster home.
- BCU: Complete the background and abuse checks on SIs and to inform the QE anytime a new background check needs to occur.



The Background Check

BCU requires you to initiate a new background check for individuals offered a position:

- Employee (new to your agency, or a new position in your agency
- Volunteer
- (if adult foster home), household member, occupant or tenant (NOT a resident receiving services)
- For AAAs, Community Developmental Disability Programs, DD brokerages, and Community Mental Health Programs: Homecare Workers or Personal Support Workers

If the position is subject to the LTCR and the SI is already on the LTCR, the SI is immediately hirable and you will not need to wait for a complete new background check.

1. **Always begin with a background check request:** Your new subject individual (SI) may be on the LTCR already, or this may be the first time for a background check through the BCU. Regardless, you must be ready with all the materials and information needed for a complete background check. Give the SI time and privacy to provide all information, including disclosures. The SI must always disclose entire history of charges and the outcomes for each new background check through BCU.
2. **SI using paper form.** If you plan to have the SI complete a new paper background check request form, please give the form to the SI and request that the SI return it to you in a timely manner (you may set a deadline if you wish). The background check request form is available at: http://www.oregon.gov/DHS/BUSINESS-SERVICES/CHC/Pages/Forms.aspx.
3. **SI entering directly into CRIMS.** If you plan on having the SI enter data directly into CRIMS, make sure you have the SI's correct email address. Once you start the background check process online, CRIMS will send an email to the SI and then send an email to you when the SI has completed data entry.
4. Confirm the SI's identity. Accuracy and completeness will ensure optimal use of the Registry. BCU requires use of the SI's name and date of birth as indicated on government-issued records (for example, driver's license, passport, etc.) for confirmation of SI's identity, history, and to search the Registry. Please use the SI's most current information from legal documents.

5. **Verify Application Type with Job.** The app type determines if the position is subject to the LTCR. Please use the App Type Chart provided below.
6. **Log into CRIMS** https://crims.oregon.gov/. For screen shots, see pages 10 – 14 in this Guide.
7. **Select Create New.** This is located on left side of face page, just below Search CRIMS Records.
8. **Select Application Type from Application Type Drop Down Menu.** If the chosen App type is subject to the LTCR, the Registry Search Page will appear. (If the chosen App type is not subject to the LTCR, you will continue the background check request as you normally would; if you believe that you should be getting the Registry search Page, check the App type you have chosen.)
9. **Complete Data Entry Fields to Check Registry.** Name, Date of Birth, SSN and/or driver's license. Note: you will need either the SSN or the SI's driver's license or both to search the LTCR.

   Click on Check Registry button for RESULT:

   a. If ***SI not found in LTCR*** Complete the background check request as you normally would.
   b. If ***SI is on LTCR and Immediately Hirable*** Complete the Employment Information for the New Position section.

10. **Follow CRIMS for Remaining Steps**. After completion you will receive the following message: *Successfully Submitted*

Permanent Hire Date Needed

If your SI is new to the LTCR, the CRIMS/Registry will send you two emails once the SI has been approved:

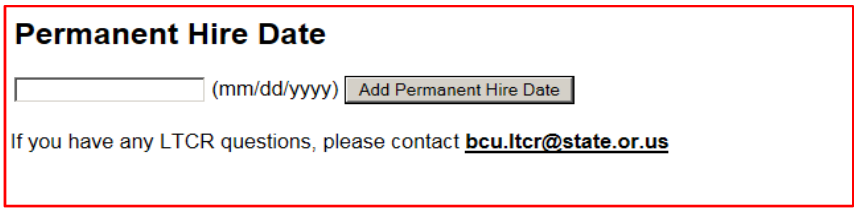
1) BCU Fitness Determination of Approval
2) Permanent Hire Date Needed

If your SI is already on the LTCR, you will add the permanent hire date in the Employment Information for the new position.

Requirement: *Permanent Hire Date* is a requirement of the Centers for Medicare & Medicaid Services. It is the date the SI has completed a background check and been approved, and you are allowing the SI to work permanently (the SI's status is no longer provisional).

Instructions for Adding Permanent Hire Date

1. After CRIMS Login, click on My LTCR.
2. Search for SI (if you have more than 500 SIs, you may use the Filter Box by entering only the SI's last name).
3. Click on SI's Name; you will see the Job Detail page.
4. Add the permanent hire date and click on the box ***Add Permanent Hire Date***.



Application Type Chart

The App type determines the types of checks necessary to ensure that all Oregon Administrative Rules, Oregon Statutes, and federal requirements are met when completing a background check and fitness determination of each SI. The App type also determines whether the background check will result in placement on the Long Term Care Registry if the SI is approved and meets the LTCR criteria.

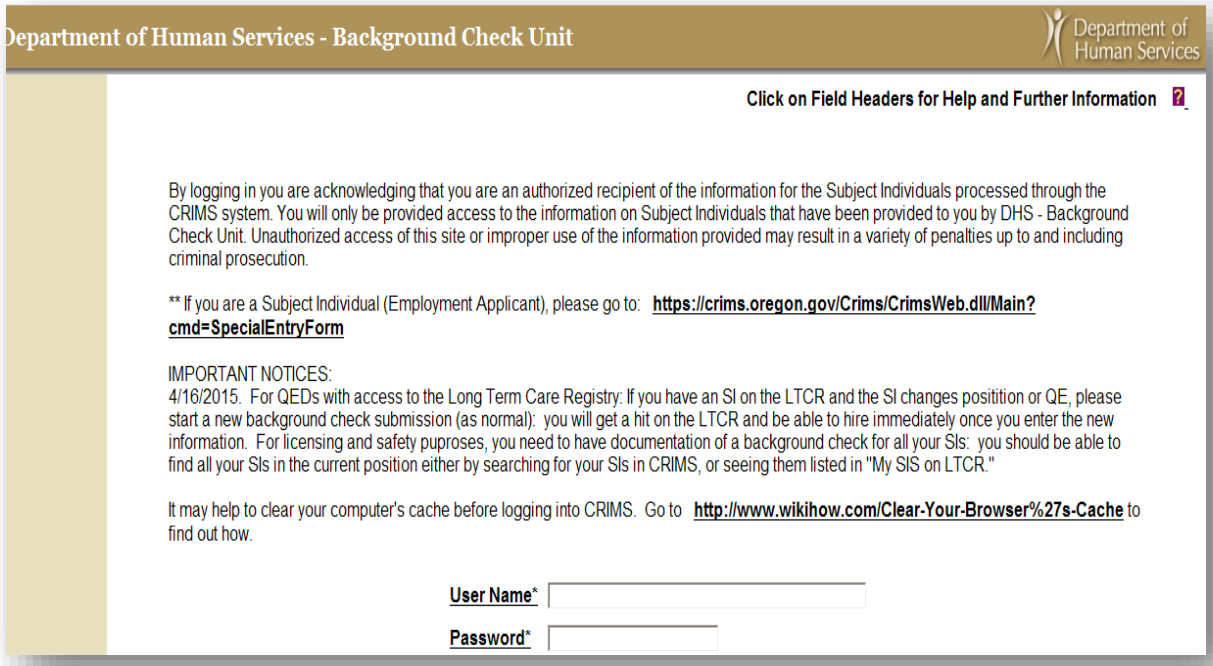
Using the chart on the next page, choose the correct Application Type whenever starting a new background check in CRIMS.

Long Term Care Registry ~ BCU

Type of Provider Agency	Type of subject individuals	On the LTCR?	Use this Application type ("app type"_
Assisted Living	Employees	Yes	APD Paid 443.004
Residential Care	Owners	Yes	APD Paid 443.004
Nursing/Skilled Nursing	Contracted Workers	Yes	APD Paid 443.004
	Volunteers	Yes	APD volunteer or student-facility
	Nonmedical Inters	Yes	APD volunteer or student-facility
	C.N.A. Students	Yes	APD volunteer or student-facility
Staffing Agencies	Caregivers	Yes	APD Paid 443.004
AAAs/APD Branches	Employees	No	APD AAA/ADS Paid
	AAA/APD volunteers	No	APD AAA/ADS NonPaid
	HCWs	Yes	APD HCW 443.004
	AFH Licensees	Yes	APD Paid 443.004
	AFH Employees	Yes	APD Paid 443.004
	AFH Volunteers	Yes	APD volunteer or student-facility
	AFH Household Members	No	APD occupant/tenant PROVIDES NO CARE
	AFH Tenants	No	APD occupant/tenant PROVIDES NO CARE
DD Brokerages	Employees	No	DD Brok/CDDP Employee Paid 443.004
	Volunteers	No	DD Brok/CDDP Vol/student NonPaid
	Personal Support Workers	Yes	DD PSW 443.004
	NonPSW independent providers	Yes	DD Paid 443.004
CDDPs	Employees	No	DD Brok/CDDP Employee Paid 443.004
	Volunteers/students	No	DD Brok/CDDP Vol/student NonPaid
	PSWs	Yes	DD PSW 443.004
	NonPSW Independent providers	Yes	DD Paid 443.004
	AFH licensees and employees	Yes	DD Paid 443.004
	AFH Volunteers, students, and household members providing care	Yes	DD Nonpaid
	AFH occupants providing no care	No	DD AFH occupant/tenant PROVIDES NO CARE
	CFH licensees and employees living in the home	No	DD CFH paid 443.004 lives in home
	CFH Volunteers, students, and household members providing care	No	DD CFH non-paid lives in home
	CFH employees not living in the home	No	DD CFH AltCaregiverPaid 443.004
Other DD Programs	Employees/contractors	Yes	DD Paid 443.004
	Volunteers/students	Yes	DD NonPaid
	NonPSW Independent providers	Yes	DD Paid 443.004
CMHPs	Employees	No	MH Paid 443.004
	Volunteers	No	MH NonPaid
	Personal Care Attendants or PSWs	Yes	MH PCA/PSW443.004
	AFH Licensees and Employees	Yes	MH AFH Paid 443.004
	AFH Volunteers, students, and household members providing care	Yes	MH AFH Paid 443.004
	AFH occupants providing no care	No	MH occupant/tenant PROVIDES NO CARE

CRIMS & Registry Screen Shots

Log In



Once you log on, you will see Pending background checks if you are a QED, or the Create New screen if you are a QEI.

Links Available

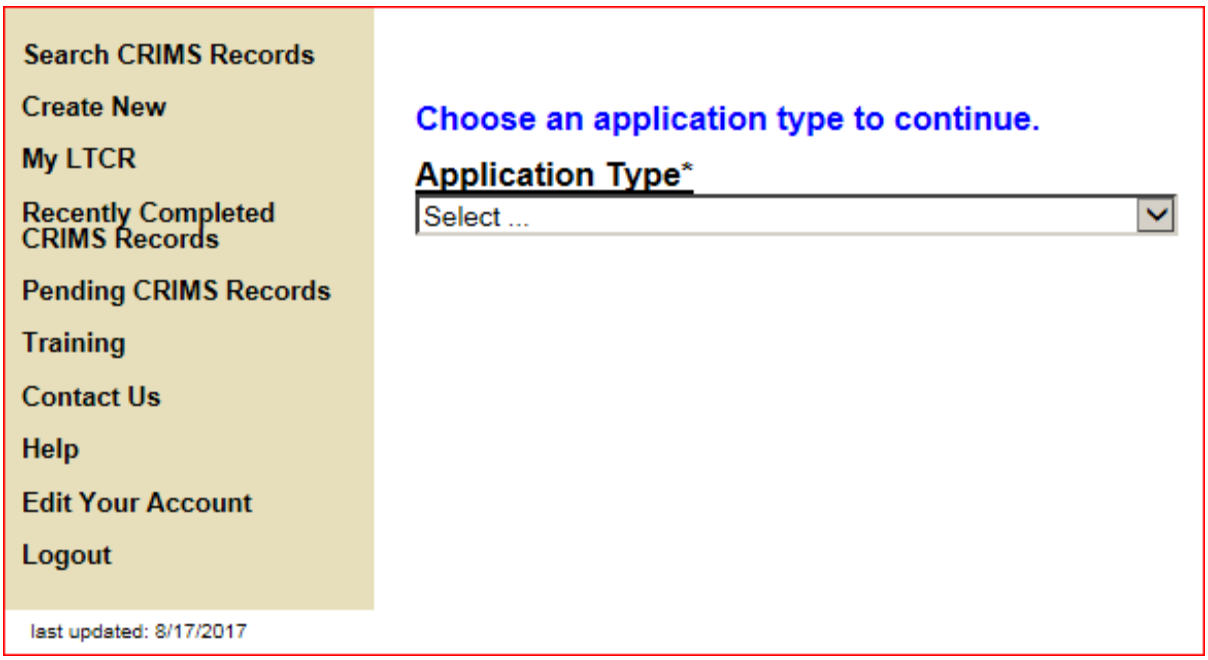
QEDs may access all menu options

QEIs may access Create New & My LTCR only

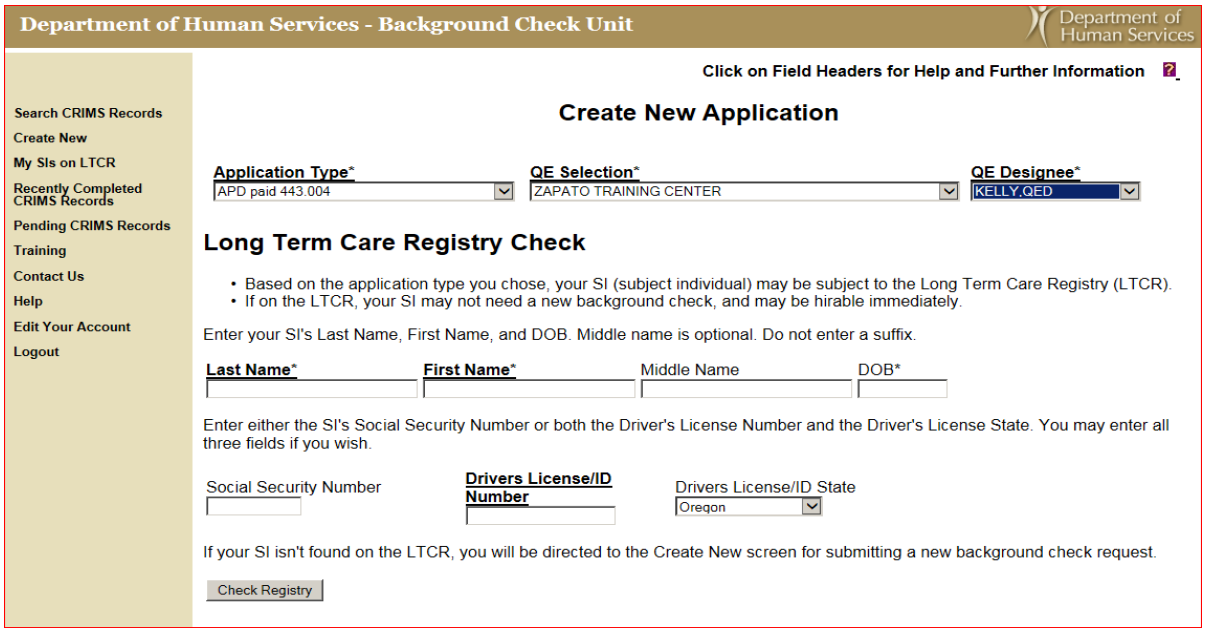
Data Entry for Enrollment into Registry

1. Click on Create New

2. Select Application Type – make sure to use App Type Chart for appropriate job types. If incorrect App type is used, it will not be a valid check for the job position.



3. Complete Create New Application



If you have entered an application type subject to the LTCR, you will be directed to this screen.

Double check your work – for portability to occur the Name; Date of Birth; and Social Security Number or Driver's License (either or both) must match the information in the LTCR. An error in any of these fields will prevent an SI who is on the Registry to be immediately hirable.

If your SI is not on the LTCR, you will continue regular background check request data entry.

If your SI is already on the LTCR, you will see this screen. Complete data entry for the new position.

Create New Application

Application Type* APD paid 443.004

QE Selection* Background Check Unit

QE Designee* QED,KELLY

Your SI is on the LTCR and immediately hirable

After completing this page, your new hire will be added to "My LTCR" and you will receive e-mail confirmation

Full Name: TEST,JOHN Q
DOB: 10/1/1962
SSN: 123-45-1234
Driver's License #:
Driver's License State: OR
Last LTCR Approval Date: 04/27/2017

If you believe that the SI needs a new background check due to new history since their Last LTCR Approval Date, please contact BCU at bcu.ltcr@state.or.us or 888-272-5545.

Enter Employment Information for New Position

Permanent Hire Date*
(mm/dd/yyyy)
01/01/2015

Position Title*
Caregiver

Description of Duties*
Assist with Client ADLS cooking, cleaning and grocery shopping

Requires direct contact with*:
- ☐ Children
- ☑ Adults
- ☑ Seniors (65 years and older)
- ☐ Confidential Information
- ☐ Secure Facilities
- ☐ Finances/Financial Records
- ☐ Information Technology Systems

Do the duties require driving?*
- ○ Yes
- ◉ No

Type(s) of documents checked to verify identity (check all that apply)*
- ☑ DL or State ID
- ☑ SSN
- ☐ Passport
- ☐ Other

Initial if you have checked the proper IDs* RDJ

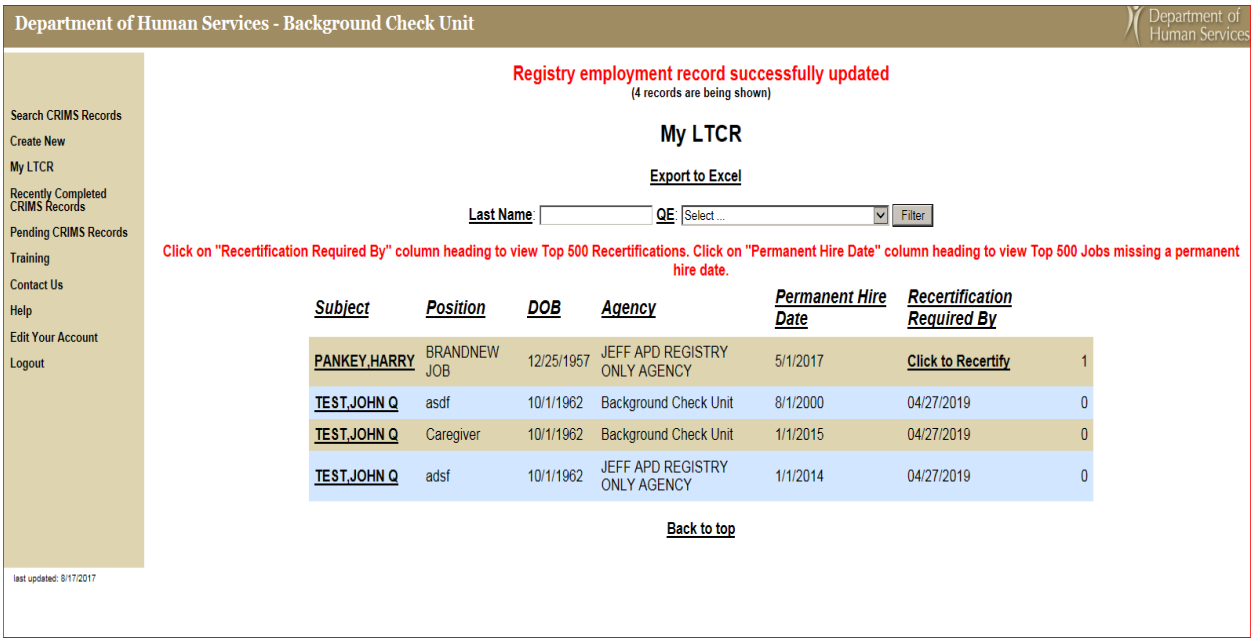
Employment Category*
Professional/Licensed Health Care

Worksite Location*
Various

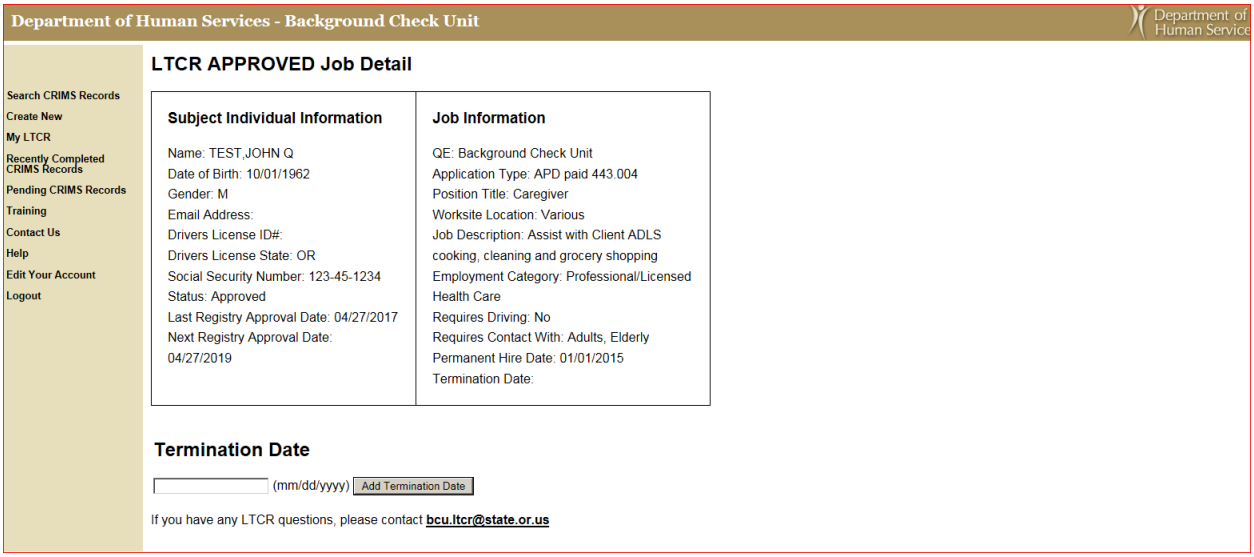
Update Registry with Employment Information | Cancel

4. Click on Update Registry with Employment Information

This will provide the message Registry employment record successfully updated & will take you to MY LTCR.



To see an SI's Job Detail, click on the SI's name.

5. LTCR Job Detail

This is also the go-to place for the Permanent Hire Date or Termination Date.