Division of Developmental Disabilities Presents:

DPH Health Alert Network (HAN) and DSP Training Registry Web Portals...What’s the Difference?

October, 2014
Purpose of Training

• Clarify the differences between the two portals
• Overview Provider responsibilities for obtaining access to each one and how each portal is used
• Identify specific steps to obtain access to each portal
• Identify ways for getting technical assistance
Introduction

Many people are under the assumption there is only one Web portal for entering DSP training and criminal background check results. There are 2 web portals, each with separate functions:

- DPH Health Alert Network (HAN)
- DSP Training Registry
DPH Health Alert Network (HAN)  
- Main Functions -  

- Generating Live Scan forms for employees to obtain a fingerprint (Fee_App) criminal background checks.  
- Accessing the Health Care Worker Registry to ensure the employee’s criminal background check was posted.  
- Completing annually-required Health Care Worker Registry clearances of all employees  
- Maintaining a current roster of employees so the Provider can be notified immediately if an employee has a disqualifying criminal conviction posted to Health Care Worker Registry
DSP Training Registry
- Main Function -

• Only one function
• Reporting the completion of DSP training to the Health Care Worker Registry.
• These data are matched with the DSP’s criminal background check result.
• When there is a match, the DSP is designated as a “DD Aide” on the Health Care Worker Registry.
Overview
DPH Health Alert Network (HAN)

• Provider Responsibility for obtaining access
• Steps to register with DPH for access
• HAN portal uses and entry requirements
• How to get technical assistance
Provider Responsibilities
- HAN Portal Access -

• HCWBC Act (225 ILCS 46) requires employers covered by the Act to acquire a secure login to the DPH HAN portal to authorize and report livescan fingerprint criminal background checks to the Health Care Worker Registry.

• It also requires such employers to report employment termination dates and other employment data (i.e., job category, etc.) through the HAN portal.

• For health care employers not licensed or certified by DPH, fines of up to $500 may be imposed for failure to obtain access and/or maintain these records.
Registration Steps for HAN Portal Access

If your agency does not yet have access to the DPH Health Alert Network (HAN) Web Portal, immediately contact DPH at:

http://portalhome.dph.illinois.gov/

You will need to:

- Complete and sign the IDPH Portal Registration Authority (PRA) Agreement. (A picture of the top part of the form is on the next slide.)

- This registration form is available at the IDPH web site shown above.
Web Portal User Agreement

This Agreement will become effective on the date the facility employee (User) submits the user registration application form to the designated Portal Registration Authority (PRA) at his/her facility. By submitting the registration application form, the User is expressing his/her agreement to the terms of the Web Portal User Agreement (Agreement).

The Web Portal User agrees to:

1. Make true representation regarding information to be used in his/her profile for identification and authentication purposes;
2. Upon issuance of a Web Portal User account, the applicant as the user will review the associated profile to ensure that all user information included is accurate;
3. Make use of the portal resources solely for legal and authorized State and Public Health business, consistent with applicable local, state and federal laws, mandates and regulations;
4. Take reasonable precautions to prevent any compromise, modification, loss, disclosure, or unauthorized use of his/her user account and associated privileges;
5. Protect his/her associated user password by following the required guidelines for password definition and maintenance;
6. Immediately inform the Portal Registration Authority or the IDPH Security Administrator (SA) of a suspected compromise of the user account;
7. Review and follow changes and updates to policies for using the Web Portal posted on this website.

The Web Portal User agrees to adhere to the Password Guidelines as follows:

1. Not easily guessed and no common words or names,
2. A combination of letters and numbers,
3. A minimum of eight characters,
4. Changed at least every 90 days and whenever it is suspected someone knows the current password
5. Unique within a 12 month period - passwords not reused or repeated.

The Web Portal User agrees to adhere to Confidentiality Requirements as follows:

1. The User shall secure his/her password to the Web Portal.
2. The User shall not use, divulge, or otherwise compromise the integrity of his/her user account and password.
3. To access the Web Portal only in the course of his/her official duties as an employee of the facility.
4. To maintain confidentiality of all data, documents, memoranda and any other materials accessed from the Web Portal.
How to Initiate a Fee_App Criminal Background Checks Using the IDPH Web Portal

Open Internet Explorer and enter www.idphnet.illinois.gov in the address bar (not the search box) to log into the IDPH HAN Web Portal and the Health Care Worker Registry.

Click on the dropdown box and select your facility, then click on the green arrow to the right. If you have access to more than one facility, you will see “Facility List” in the header. You may click on these words to come back to this screen to select another facility to which you have access.
WHAT IS A FEE_APP BACKGROUND CHECK?

The HAN Web Portal to the Health Care Worker registry is used to run “Fee_App” background checks. Fee_App background checks:

- Must be requested by a government entity, in this case IDPH.

- allow Illinois State Police (ISP) to store the fingerprints in their repository.

- A flag is put on the ISP database that indicates that IDPH was the original requestor of the background check.

- Not only is a background check result sent to IDPH at the time of request but, if there are any future convictions associated with those fingerprints, ISP will send a notification to IDPH. This means that the background check is always up-to-date and the applicant will not be required to have another ISP fingerprint background check as long as they stay active on the registry.

- IDPH will use the information that the facilities enter about employment in the web application to notify all current employers of any future convictions. If a facility no longer employs an individual, the facility will not receive notices about that individual.

- The notices will be in the form of an automatic email. Therefore, as soon as a determination of disqualification is made on the new conviction the facility will receive an email.

- If the conviction is disqualifying, any waivers that have been granted will be revoked.

- With a FEE_APP background check, the applicant will never need another background check as long as they stay active on the registry.

- A CAAPP background check is equal to a FEE_APP background check. It is an indication of an additional notification or where IDPH has had to pull a background check into the Registry manually.
Print the Authorization and Disclosure Form from the Welcome screen and have the applicant fill it out completely, prior to hiring the individual. This form may also be printed on the New Application page and the background check initiation page. The information on this form is to be used to update the applicant’s demographic information. All this information is required for the Livescan vendor to collect fingerprints for a fee applicant (FEE_APP) inquiry.
This form allows the health care employer to eliminate the individual from the hiring process without and further searches, if the individual discloses disqualifying offenses, for which a waiver has not been granted, or offenses prohibited by the hiring facility’s business policy.

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<th>I certify that the above is true and correct and give my consent for my name to appear on Department’s Health Care Worker Registry with the results of my criminal history records check.</th>
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<th>At the parent or guardian of the above named individual, who is younger than the age of 17, I give my consent for this named individual to have a criminal history records check.</th>
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Health Care Worker Registry, 525 W. Jefferson St., Springfield, IL 62701 Phone: 217-785-5133
Click on the “Workers” tab and search for the individual. If the screen indicates no worker found, the individual is not on the Registry. The user will have to enter the applicant in the Registry and initiate the FEE_APP fingerprint background check. The user must click on the “Applications” tab.
Click on the “New Application”

This screen gives the user the opportunity to check all the required websites. This is the user’s second opportunity to eliminate the individual from the hiring process before initiated the fingerprint background check. The user must click on each link to check the registry that opens and determine if any registry has disqualifying information on the applicant.

If the user wants to proceed to initiating a fingerprint background check, the user must enter the applicant’s Social Security Number (SSN) twice. It is entered twice in an attempt to prevent typing errors. Click the green arrow to the right.
The user must enter all the demographic information. All the attributes are required for the fingerprint background check. The record has not been saved. DO NOT use the “Back” key or you will lose all your data. Click on the green arrow to the right.

### Demographic Information...

#### Personal Information:
- **SSN:** XXX-XX-0002
- **First Name:** Barnie
- **Middle Name:** Rubble
- **Last Name:** Rubble
- **Maiden Name:** Rubble
- **A.K.A. / Alias:** 
- **Gender:** Male
- **Height:** 4 ft 3 in
- **Weight:** 98 lbs
- **Race:** White
- **Eye Color:** Brown
- **Hair Color:** BRO - Brown
- **Birth Date:** 1/1/1970
- **Place of Birth:** Colorado
  (State or Country if Not US)

#### Contact Information:
- **Current Mailing Address**
- **Street:** 1212 Main Street
- **City:** Normal
- **State:** IL - Illinois
- **County:** McClean
- **Zip:** 00000
- **Country:** USA
- **Other States Lived or Worked Previously:** AR
- **Phone Number:** 217-776-1212

### Last Update

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Indicate the Category and Type of position the applicant is seeking. This information is for record keeping and is NOT transferred to the “Training and Work History” section, since the applicant may or may not end up in that position.

If the user did not check the websites before, they now have another opportunity to check the applicant on this page. If there was nothing found on the websites to prevent the individual from holding the indicated position, the user enters a check mark in “No Disqualification Found,” by clicking the checkbox. For additional assistance checking the websites, please see the website link instructions. If something is found to disqualify the individual please print this page as proof of why the individual in not eligible for hire. If there are no disqualifications, print this page for the facility’s records after entering the date the websites were checked and that the applicant has completed an Authorization and Disclosure Form.
After clicking the save icon, the screen comes back up indicating that the record has been saved. The user must click on the word "here" to view and print the Livescan Request Form.
The user should keep a copy of this form in the employment record. The applicant takes this form to one of the contracted vendors (list on next slide). These background checks are electronic from beginning to end. Any vendor other than the contracted vendors is not set up to send the electronic data to the Illinois Department of Public Health that is required for the Illinois State Police response to process in the Registry.
LIST OF LI VESC AN VENDORS:

6. Fact Finders Group, Inc: 1-708-283-4200 or www.factfindersgroup.com
8. iTouch Biometrics: 1-847-706-6789 or www.itouchbiometrics.com
11. Morpho Trust USA (formerly L-1 Enrollment Services): 1-800-377-2080 or www.identogo.com

Livescan vendors report fingerprint background check results directly to the Health Care Worker Registry.
After printing the Livescan Request Form, the user closes the window that holds the form. The user may click on the applicant's name to go to the applicant's profile screen or click on any tab to go to another part of the registry.
After initiating a fingerprint background check, the user is able to print the LiveScan Request Form from the saved Background Check Initiation Page. The user clicks on the word “here” to print the form.
The applicant takes the Livescan Request Form to one of the vendors for fingerprint scanning.

This portion is returned to your agency.
Background Check Clearance Results

- The IDPH will post the fingerprint background check results on its HCWR site upon receipt of same from the Illinois State Police (ISP).
- It is the Agency’s responsibility to check the HCWR to verify that the worker’s fingerprint background check results are posted there. The Agency should do this upon notification of the fingerprint background check results.

Remember, DSPs cannot work alone with the individuals until they are listed on the HCWR with a Program Listing as a DD Aide.
This is a screen shot of the public HCWR that anyone can access at:

http://www.idph.state.il.us/nar/home.htm

[Image: health care worker registry]

Administrative Findings:
No administrative findings on record.

IDPH Determination of Eligibility:
2/23/2012  Eligible

Last Employment Verification:
2/07/2012  Active  Technical, Unlicensed Health Care - DSP or DD Aide

Waivers:
No waivers on record.

Programs:
3/26/2012  DD AIDE  

Competency:
No competencies on record.

"No health care employer shall hire, employ, or retain any individual who has a disqualifying conviction or an administrative finding of abuse, neglect or theft pursuant to 42 CFR Section 483.13 and 225 ILCS 46/25"
WHAT ABOUT DSPs ALREADY ON THE HCWR?
Prospective employees already on the HCWR:

• Look at the type of check completed
• “Fee_App” indicates finger-print clearance has already been completed. No additional ISP clearance required. (Update employment information)
• “UCIA” indicates either a name-based or non Fee_App fingerprint clearance was completed. A new criminal background check is required when an employee changes employment.
This person has completed DSP training, the training information has been submitted via the SIU web portal, and they are now listed as a “DSP or DD Aide.” (DSPs cannot work alone until they are designed as a DD Aide on the HCWR.)
Updating Employment History and Demographic Information

- Agencies are required to enter employment information and update the demographic information for all of their current employees that are currently on the HCWR (i.e. name changes, address changes, etc.)

- Employment terminations must be entered within 30 days. Agencies are also required to verify that their employees are still working at the facility at least annually by entering a new “verified date” and update the demographics annually.
HAN Portal Technical Assistance

• The link to the IDPH Web Portal is http://portalhome.dph.illinois.gov/

• Its Customer Service Center phone # is 1-800-366-8768

• For questions about the web application, the law, background checks, corrections, or other issues, contact the Health Care Worker Registry’s toll-free number at 1-844-789-3676, TTY: 1-800-547-0466.

• There are also “how to” instructions (requires a log-in) at: https://dph.partner.illinois.gov/communities/hcwr/Documents/Forms/AllItems.aspx
Correcting HCWR Information

Division of DD’s Training Requirements Manual Help:
• See “Steps to Correct Criminal Background Check Results & DSP Training Not Reported on Health Care Worker Registry” on the DHS Web site at: http://www.dhs.state.il.us/page.aspx?item=69993

DD Contacts:
• Gloria Heggy at Gloria.Heggy@Illinois.gov or 217-557-7516

• Sandra Bancroft at Sandra.Brancroft@Illinois.gov or 217-558-1511
Overview
DSP Training Registry

• Provider responsibilities for obtaining access
• Steps to register with DHS/Southern Illinois University –Carbondale (SIUC) for access
• DSP Training Registry uses and entry requirements
• How to get technical assistance
Provider Responsibilities
- DSP Training Registry Access -

• The Community Services Agreement (Attachment A I.6.) requires Providers to submit DSP training completions to DPH in a manner it prescribes.
• Providers are responsible for ensuring DSP training is reported timely to the Health Care Worker Registry to have its DSPs designated as "DD Aides."
• If the "DD Aide" designation does not appear for each DSP, it is the Provider’s responsibility to work with DPH to determine the reason(s) and provide the necessary documentation to enable DPH to post the "DD Aide" designation.
DSP Training Requirement

• Timely and accurate entry of DSP training completion data is important.

• The Division of Developmental Disabilities requires at least one fully trained DSP at a program site (CILA, developmental training site, etc.) any time one or more persons is/are receiving services.

• A fully-trained DSP is defined as a person identified on the Health Care Worker Registry as a DD Aide.
Registration Steps for DSP Training Registry

• Providers request login credentials through SIUC

• Contact Steve Sitt at 618-453-1962 or by email at Stevesitt@siu.edu or dsp.email@siu.edu.
DSP Training Registry
Entry of DSP Training Completion

• In January 2012, the Division of Developmental Disabilities, in partnership with SIU, changed the way it collected DSP training completion records from paper Scantron forms to a web-based entry system called the DSP Training Registry.

• Prior to January, 2012, Providers mailed Scranton forms to SIUC for its weekly uploading to the Health Care Worker Registry.

• Now DSP Training Registry entries are uploading to Health Care Worker Registry the next work day.
Using the DSP Training Registry
Introduction

The Direct Support Person Training Registry is an online registry system designed to enter applicant information into the Illinois State DSP Database. A single Program Coordinator is designated for each training program. Each Program Coordinator is responsible for setting up and managing the Instructor accounts for his/her assigned program.

This Quick Start Guide will assist the Program Coordinator in logging into the online registry, updating their account information, managing instructor accounts for their program, and entering applications into the registry.

Welcome Program Coordinators!

If you received this Quick Start Guide as an attachment to an invitation email, you have been designated the Program Coordinator for your training program. That means you have been designated the chief point of contact for your program and you are responsible for managing the instructor accounts for your program in the online registry. If you believe you have received this designation in error, please contact the DSP Project by phone at 618-453-1962.

Getting Started - Your First Visit

The Direct Support Person Training Registry, or DSPR, is a website designed to allow DSPR training programs to enter applicant information online. To begin using the registry, click the link in your invitation email to setup your account, or go to the website:

Direct Support Person Training Registry - https://dspr.dxrgroup.com

From the Login screen (see below), enter the temporary access credentials provided in the invitation email message.
Update Your Account

Each time you log in to the registry you will first be asked to update your account information. On the Update Account screen you can update the contact information for the Program Coordinator including credentials (email address and password), first and last names, and phone number. Click the Update Account button to continue. If the information is all correct, leave the form as-is and click the Update Account button.
Applicants Screen

Once you have updated your account information, you will arrive at the Applicants screen. This screen allows you as Program Coordinator, to enter applications just as your Instructors can. To enter applications, click the Applicants tab at the top of screen.

On the Applicants screen, enter the applicant's information in the Applicant Information form on the right. Be sure to check the box at the top of the form indicating the applicant has given signed consent to submit his/her information to the DSP Registry. The Public Health number for your program is automatically entered at the bottom of the form and cannot be changed. Remember the DSPR will accept applications ONLY for applicants who have completed their training program in the last 30 days, so it’s important to enter applications in a timely manner.

Once you have completed entering an applicant’s information, review the information for accuracy, correct any mistakes, and click the Add to Applicants button. The applicant's name will appear in the Pending Applicants list on the left. You may edit or remove an application from the list by clicking the appropriate link next to each applicant's name. Once you are satisfied that each of the applications have been entered correctly, click Submit Applicants to add them to the DSPR database.

Each time any of your program's applicants are submitted to the state registry, you will receive a notification email containing a summary of your program's submissions including applicant's first and last names, date of birth, and the last four numbers of the applicant's social security number. It also includes the name of the person who submitted the application.

Note: This is the same screen that Instructors will see when logging in to enter applications. You may find it helpful to refer to this instruction page when answering your instructors questions about entering applications in the DSP Registry.
History Screen

You will use the History screen to view a table of applications that have been submitted by you or your program's instructors. In this table the applications are sorted in descending order by date/time submitted, and secondarily sorted by last name of applicant. The History table contains the following information for each submitted application: first and last name of applicant, date of birth of applicant, last four numbers in applicant's social security number, name of the person who submitted the application, the date/time submitted, and date/time submitted to the state registry. The History Screen helps you monitor the activity of your program's instructors and provides you a record of which applications have already been submitted. The History Screen displays only applications that have been submitted in the last 90 days.
Instructors Screen

You will use the Instructors screen to manage the accounts of the instructors at your training program. The first step is to create an account for each of your instructors.

Creating Instructor Accounts

To create an instructor account, click the Add Instructor button. Instructions will appear in a dialog box. Read the instructions carefully and then enter the email address of the instructor for whom you are creating an account. Click the Submit button. An invitation email containing a link to the DSPR and temporary credentials will be sent to the instructor email address you entered. The instructor will then use the temporary credentials to complete his/her contact information and begin entering applications for your training program.
When viewing your list of instructors, you can see the status of each instructor’s invitation to the DSPR. If the instructor has not yet registered, "UNREGISTERED" will appear beside his/her email address. If the instructor has registered, you will see the instructor’s name.

Managing Instructor Accounts

On the Instructor screen, there are a number of things you can do to monitor the progress of your instructors.

Beside each instructor's name, you can see his/her email address as well as the number of submitted and pending applications entered by that instructor. Note: An application is considered to have a status of ‘pending’ after it has been entered but before it has been submitted to database.

If an instructor forgets his/her credentials, you can retrieve them by clicking the Credentials link below the instructor name.

To delete an instructor account, click the Remove link below the instructor's name. **WARNING:** Removing an instructor account will delete the instructor account. Any pending applications that have been entered using this account will be reassigned to you, the Program Coordinator.

If you want to prevent an instructor from logging in but you don’t want to delete his/her account, click the Deactivate link below the instructor’s name.

To reactivate a deactivated account, click the Activate link below the instructor’s name.
Updating Your Account Info and Logging Out

You can update your account information at any time by clicking your name in the bar at the top of the screen. This returns you to the Update Account screen.

To sign out of the DSPR, click the Sign Out link at the top of the screen.
Illinois Health Care Worker Application Form (Data entry form)

- The DSP completes and signs an Illinois Health Care Worker Registry Application (see next slide).
- The form includes a consent to add their personal information to the HCWR.
- This information is entered into the DHS Training Registry after the DSP successfully completes training.
ILLINOIS HEALTH CARE WORKER REGISTRY APPLICATION FORM

(Please type or print legibly)

Applicant Information

Name: ____________________________________________  First  Middle

Date of Birth: ____________________________  Social Security Number: ______-____-____

Month / Day / Year

Address: ____________________________________________  Apt.

Street Address / P.O. Box / Rural Route

City ____________________________________________  State  Zip Code

Telephone Number: ______-____-____  Program Code: _____________

Program Completion Date: ____________________________

Month / Day / Year

Optional Information

Race  □ Asian/Pacific Islander  □ American Indian / Alaskan Native

□ White  □ Black  □ Unknown

□ Male  □ Female

Eye Color  □ Blue  □ Green  □ Brown

□ Hazel

Height  ____ (feet) ____ (inches)

Consent to Place Information on Registry

Your signature on this application certifies that the information provided is accurate and grants permission to the State of Illinois and any affiliate acting on the behalf of the State of Illinois to place information from this form on the Illinois Health Care Worker Registry.

__________________________________________

Signature
Transmitting Data to the Health Care Worker Registry

- DSP personal information and training completion date are entered into the DSP Training Registry.
- SIUC uploads the information to the DPH Health Care Worker Registry.
- Training information is matched with the DSP’s criminal background check information.
- When there is a match, the designation “DD Aide” is added to the DSP record and appears under “Programs.”
- Providers are responsible for checking the HCWR 2 to 3 work days after entry to confirm the DSP is listed as a DD Aide.
Provider Follow-up Reminders

• DSP training data must be entered into the DSP Training registry within **30 days of completing training**.

• Check the Health Care Worker Registry **2-3 work days** after entry to verify the DSP is listed as a DD Aide.

• If the employee’s name and/or SSN are not entered correctly on both the criminal background check and DSP training record, the person will not be designated as a DD Aide.

• DSPs cannot work alone until they are designated as a “DD Aide” on the Health Care Worker Registry.
DSP Training Registry Technical Support

• If you have technical questions or problems to report, contact the Technical Support Team at DxR Development Group, Inc.

• Call: 800-453-8040. Support is available 8 AM-4:30 PM (CST) Monday through Friday.

• Email: support@dxrgroup.com
If DSP training information does not appear on the HCWR within a few work days of entry, Providers should call the HCWR at the toll-free number: 1-844-789-3676 (TTY: 1-800-547-0466) to determine what needs to be done.
Division of Developmental Disabilities

• Sandra Bancroft at Sandra.Brancroft@Illinois.gov or (217) 558-1511 or

• Gloria Heggy at Gloria Heggy at Gloria.Heggy@Illinois.gov or (217) 557-7516