

## WHY THE REGISTRY IS IMPORTANT TO DIRECT CARE WORKERS (CNAs)

It's very important to report your address, name, and job changes to the Registry! And now, YOU can keep this information updated online or by calling 515-281-4077 or 1-866-876-1997 (toll free). This new Registry puts you in control of your personal information!

### If your contact information is not correct or current:

- You could lose your active status on the Registry.
- You won't receive information about your certification or profession and other resources.

At this time, only Certified Nursing Assistants (CNAs) are required by federal law to be listed on the Iowa Direct Care Worker Registry, formerly called the Iowa Nurse Aide Registry. In the future, the Registry may include other classifications of direct care workers.

### Resources

**Iowa Direct Care Worker Registry**  
515-281-4077 or 1-866-876-1997

For Worker Rights Questions:  
**Iowa Department of Labor**  
515-281-5387 or 1-800-562-4692

For reporting abuse:  
**Iowa Department of Human Services**  
1-800-362-2178

**Iowa Long Term Care Ombudsman**  
515-725-3327 or 1-800-532-3213

**Iowa Department of Inspections and Appeals**  
Complaint Hotline: 1-877-686-0027

***Iowa CareGivers Association Mission:***  
*Enhancing the quality of care by providing education, recognition, advocacy, and research in support of direct care workers*

1211 Vine Street, Suite 1120  
West Des Moines, IA 50265  
Phone: 515-223-2805  
Toll free: 888-710-2762  
Fax: 515-226-3214  
Email: [information@iowacaregives.org](mailto:information@iowacaregives.org)  
Website: [www.iowacaregives.org](http://www.iowacaregives.org)

Non-Profit Org.  
US Postage Paid  
Des Moines, IA  
Permit No. 5294

Iowa CareGivers Association  
Direct Care Worker  
Resource & Outreach Center  
1211 Vine Street, Ste 1120  
West Des Moines, Iowa 50265



**IOWA CareGivers**  
A S S O C I A T I O N

# Your Guide to Using the Iowa Direct Care Worker Registry

A Page Just for Direct Care Workers  
**Direct Care Worker Homepage**  
<http://www.dia.iowa.gov/page14.html>

Iowa Department of  
**Inspections and Appeals (DIA)**  
[www.dia-hfd.state.ia.us](http://www.dia-hfd.state.ia.us)

## IOWA DIRECT CARE WORKER REGISTRY

The Iowa Direct Care Worker Registry has made a number of changes that you'll find very helpful to you personally and professionally. Finally, you can take some responsibility for your own profession.

You'll find the Registry changes to be more fair and tailored to your needs because:

- » No matter where you are, you'll be able to keep your information up to date. From any Internet access site (home, school, library, employer) you can check and update your personal information. Keeping your information current will help to prevent you from losing your certification or being classified as "inactive" when you move or change jobs.
- » You'll have access to the site on-line 24 hours a day, seven days a week.
- » The system is programmed to print your CNA certification card upon request.
- » The Registry has been expanded so that in the future it can include other classifications of direct care workers.
- » **There is a website page specifically for direct care workers. You'll find it at <http://www.dia.iowa.gov/page14.html>. It directs you to the information that most pertains to you.**

**For help with the Registry Website:  
1-800-532-1174 • (Hours: 7am to 5pm M-F)**

**For questions about certification or to  
update your information:  
Direct Care Worker Registry Help Desk  
1-515-281-4077 • 1-866-876-1997**

## OTHER FEATURES

- » Find links to many other resources.
- » Check out a facility's report card.
- » File a complaint or report abuse.
- » Find answers to frequently asked questions for direct care workers.

## WHAT THE FUTURE HOLDS

The Direct Care Worker Registry's current changes are just the beginning. It is our hope that in the future, the Registry will also provide information to older Iowans and to persons with disabilities who are seeking the services of a direct care worker.



Because you've chosen a career in direct care, you are eligible to register with the Iowa CareGivers Association Direct Care Worker Resource & Outreach Center (ROC) at no cost.

### Benefits and Opportunities through Iowa CareGivers Association

- Newsletter (The Hub)
- Discounts on educational conferences
- Educational and training opportunities
- Opportunities for scholarships to various ICA ROC-sponsored programs
- Personal and professional growth opportunities
- Networking opportunities with other direct care workers from across the state and country
- ROC website — A "go to" place for information

For questions about Iowa CareGivers Association call 515-223-2805 or toll free 888-710-2762 or email [information@iowacaregivers.org](mailto:information@iowacaregivers.org). You may download the ROC registration form, complete it, and mail it to ICA or complete the form online at our website [www.iowacaregivers.org](http://www.iowacaregivers.org)

## STEP BY STEP INSTRUCTIONS FOR DIRECT CARE WORKER REGISTRY

### How to use the website:

**Website address: [www.dia-hfd.state.ia.us](http://www.dia-hfd.state.ia.us)**

1. Use the website address above to access the home page of the Department of Inspections and Appeals - Health Facilities Division.
2. Click on the Login button on the website's navigation bar (along the left side of the screen).
3. A welcome screen will appear asking for your Account ID and password.

**Account ID:** Your Account ID is the last four digits of your social security number, followed by an underscore ( \_ ) and the capitalized first letter of your first name and last name. For example, Mary Doe, social security number 123-45-6789, would have the following Account ID: 6789\_MD

**Password:** Your initial password is the first five digits of your social security number, followed by an underscore ( \_ ) and the capitalized first letter of your first name and last name. Using the above example, Mary Doe's initial password would be: 12345\_MD

Upon your first visit to the website, you will be asked a few basic questions about yourself. Answers to these questions will be used to verify your account in the event a password is forgotten. You will then be asked to change your password. The new password must be eight (8) characters or more in length. The password must also contain letters, at least one (1) number and one (1) special character (such as: !, @, #, \$, %, &, \*) to be accepted by the password system. Put this password in a safe place. Remember, you'll need it the next time you get on this website.

**Cut out and keep for future use.**