

Resources for Hiring Caregivers

If you are considering hiring a caregiver for a senior family member or friend, publicly available databases may contain information about the potential caregiver. It would be wise to check the first five sources for information about anyone under consideration for employment.

Furthermore, depending upon the individual’s background or training (i.e., certified nursing assistant, physical therapist, etc.), you may also want to check one or more of the licensing databases, listed in the second section below, that contain information about individuals in a specific field or occupation, including whether disciplinary action has been taken.

Even if a person is not listed in any of these databases, that does not guarantee the person is honest and law abiding. We recommend that you verify that the information listed on any website is current and up-to-date by contacting the relevant agency directly. This is publicly available information which employers of caregivers, and other in home workers, should know exists and utilize as needed.

One note of caution: some potential caregivers advertise that they have a “**fingerprint clearance card**” and suggest this means the caregiver has no criminal history. While that may be the case, a fingerprint clearance card is only good for six years. If the card holder is arrested for a precluding criminal offense during the six year period, the Arizona Department of Public Safety (“DPS”), the agency responsible for issuing fingerprint clearance cards, will suspend the person’s clearance card. To confirm that a potential caregiver has a valid fingerprint clearance card, DPS recommends inspecting the laminated fingerprint clearance card (which shows the expiration date) and checking the status of the card on-line at <http://www.azdps.gov/Services/Fingerprint/>. To check the status of a person’s fingerprint clearance card, you will need the person’s card number or application number (a name is not sufficient). The online data base will tell you if the person’s fingerprint clearance card is valid or not. Any questions should be directed to DPS’ Fingerprint Clearance Card Unit at (602) 223-2279 or by visiting their website at <http://www.azdps.gov/Services/Fingerprint/>

ELDER ABUSE DIRECTORIES & LICENSING WEBSITES THAT MAY CONTAIN INFORMATION ABOUT PROSPECTIVE EMPLOYEES	SUMMARY OF INFORMATION AVAILABLE
Arizona Adult Protective Services Elder Abuse Registry (via written request) http://www.azdes.gov/forms.aspx?menu=100&ekfrm=2712 – 1-(877)-767-2385	Provides names of individuals when allegations have been substantiated against a perpetrator in relation to abuse, neglect, or exploitation of a vulnerable adult.
Arizona Judicial Branch, Trial and Appellate Courts http://www.SupremeCourt.AZ.Gov/PublicAccess - (602) 452-3300	Provides domestic, civil, and criminal case information within the Arizona Courts System.
Department of Public Safety Sex Offender Information http://az.gov/app/sows/home.xhtml - (602) 255-0611	Provides names of individuals when allegations have been substantiated against the perpetrator in relation to sex crimes.

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Arizona Attorney General Elder Abuse Central Registry (submit written request to Consumer Information & Complaints Unit) http://www.azag.gov/consumer/complaintformintro.html - (602) 542-5763 or outside of the Phoenix Metro Area (800) 352-8431	Provides information about enforcement actions involving abuse or neglect of vulnerable adults.
Office of Inspector General U.S. Dept. of Health & Human Services http://exclusions.oig.hhs.gov/ - (202) 619-1343	Provides names of individuals who are excluded from working for federally funded healthcare programs.

Depending upon a potential caregiver's background or training, you may also want to check the licensing database that contains information about individuals in a specific field or occupation. These databases provide information regarding licensees who have undergone disciplinary action and/or license revocation.

ELDER ABUSE DIRECTORIES & LICENSING WEBSITES THAT MAY CONTAIN INFORMATION ABOUT PROSPECTIVE EMPLOYEES	SUMMARY OF INFORMATION AVAILABLE
Arizona Board of Behavioral Health Examiners http://www.azbbhe.us/verifications.htm - (602) 542-1882	Information on (clinical) social workers, counselors, marriage and family therapists, and substance abuse counselors.
Arizona Board of Chiropractic Examiners http://www.ChiroBoard.az.gov - (602) 864-5088	Information on chiropractors.
Arizona Board of Homeopathic and Integrated Medicine Examiners http://www.azhomeopathbd.az.gov/phy_dir.html - (602) 542-3095, ext. 4	Information about homeopathic and integrated medicine doctors.
Arizona Board of Massage Therapy http://massagetherapy.az.gov/directories.asp - (602) 542-8604	Information about massage therapists.
Arizona Medical Board http://www.azmd.gov/GLSPages/DoctorSearch.aspx - (480) 551-2700 or (877) 255-2212	Information about doctors, osteopathic physicians and physician's assistants.
Arizona Medical Radiologic Technology Board of Examiners https://az.gov/app/mrtbe/ - Disciplinary actions http://www.azrra.gov/mrtbe/index.html - Suspended/revoked licenses (602) 255-4845	Information about radiologists.
State of Arizona Naturopathic Physicians Medical Board http://www.npbomex.az.gov/directorysearch.asp - (602) 542-8242	Information about naturopathic physicians.
Arizona Board of Nursing http://www.azbn.gov/onlineverification.aspx - (602) 771-7800	Information about advanced practice registered nurses, registered nurses, licensed practical nurses and certified nursing assistants.
Arizona Board of Nursing Care Institution Administrators and Assisted Living Facility Managers http://www.aznciboard.us/ - (602) 364-2273	Information about institution administrators and assisted living facility managers.
Arizona Board of Occupational Therapy http://www.occupationaltherapyboard.az.gov/licensee_directory/default.asp - (602) 589-8352	Information about occupational therapists and assistants.
Arizona Board of Pharmacy http://www.azpharmacy.gov/disciplines/default.asp - (602) 771-2727	Information about pharmacists.

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Arizona Board of Physical Therapy http://www.ptboard.az.gov/public1/pages/ptSearch.asp - (602) 274-0236	Information about physical therapists.
Arizona Board of Psychologist Examiners http://www.psychboard.az.gov/actions.htm - (602) 542-8162	Information about psychologists.
Arizona Department of Health Services (Audiologists/Dispensing Audiologists, Hearing Aid Dispensers, and Speech-Language Pathologists) http://www.azcarecheck.com/ - (602) 542-1025	Information about audiologists/dispensing audiologists, hearing aid dispensers and speech-language pathologists.
Arizona Department of Health Services http://www.azcarecheck.com/ - (602) 364-2536	Information about assisted living, long-term care and medical facilities.

This guideline was prepared on behalf of the Task Force Against Senior Abuse in the Office of the Attorney General. The information contained in this guideline is for educational purposes only and does not substitute for the advice of an attorney licensed to practice law in Arizona. Additionally, the Office of the Arizona Attorney General cannot represent individual consumers.

Additional information on hiring caregivers is provided in “Caring for Aging Loved Ones: Tips for Hiring An In-Home Non-Medical Caregiver” available at <https://www.azag.gov/seniors/smart-seniors>.

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