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**Directory of
Nurse Aide
Registries**

2007

State	Who maintains the registry in your state?	Who investigates complaints in your state?
Alabama	Carolyn C. Harvey, RN Alabama Department of Public Health Nurse Aide Program Coordinator Division of Healthcare Facilities PO Box 303017 Montgomery, AL 36130-3017 334-206-5169 Fax: 334-206-5219 E-mail: charvey@adph.state.al.us	Loula Walker, RN Alabama Department of Public Health Complaint Unit Supervisor Division of Healthcare Facilities PO Box 303017 Montgomery, AL 36130-3017 334-206-5178
Alaska	Lisa Maroney Nurse Aide Registry Department of Commerce, Community & Economic Development Division of Corporations, Business And Professional Licensing 550 West 7 th Avenue, Suite 1500 Anchorage, AK 99501 907-269-8169 Fax: 907-269-8196 E-mail: lisa_maroney@commerce.state.ak.us Web site: http://www.dced.state.ak.us/occ/pnua.htm	Ken Weimer, Investigator Department of Commerce, Community & Economic Development Division of Corporations, Business And Professional Licensing 550 W. 7 th Avenue, Suite 1500 Anchorage, AK 99501 907-269-8109 Fax: 907-269-8195 E-mail: ken_weimer@commerce.state.ak.us
Arizona	Arizona State Board of Nursing 4747 N. 7th Street Suite 200 Phoenix, AZ 85014-3653 602.889.5150 Fax: 602.889.5155	Arizona State Board of Nursing 4747 N. 7th Street Suite 200 Phoenix, AZ 85014-3653
Arkansas	Office of Long Term Care Direct Line: 501-682- 1807 Automated: 501-682-8484 Fax: 501-682-8551	Office of Long Term Care 1-800-582-4887
California	Ley Arquisola, R.N., Chief Department of Health Services CNA/HHA/CHT Certification Unit Licensing & Certification Program ATCS-MS 3301 P.O. Box 997416 1615 Capitol Avenue Sacramento, CA 95899-7416 916-327-2445	Carol Wegner, Section Chief Department of Health Services Licensing & Certification Program Investigation Section MS 3303, P.O. Box 997416 Sacramento, CA 95899-7416 916-552-8894 Fax: 916-552-8788 cwegner@dhs.ca.gov Marc Parker, Manager I Northern Regional Office Complaint Investigation Unit MS-3303 P.O. Box 997416 Sacramento, CA 95899-7416 916-552-8876

State	Who maintains the registry in your state?	Who investigates complaints in your state?
California, Continued		Fax: 916-552-8788 mparker@dhs.ca.gov Brian L. Woods, M.P.H, Manager I Southern Regional Office Complaint Investigation Unit 5050 Commerce Drive, Suite 101 Baldwin Park, CA 91706 626-814 -2924 Fax: 626-814-1104 bwoods@dhs.ca.gov Charles Teddington, Manager I Criminal Background Investigation Unit P.O. 997416, MS 3301 Sacramento, CA 95899-7416 916-552-8882 Fax: 916-552-8854 ctedding@dhs.ca.gov Evon Redding, Manager I Fingerprint Identification Unit P.O. 997416, MS 3301 Sacramento, CA 95899-7416 916-552-8767 Fax: 916-449-5775 E-mail: eredding@dhs.ca.gov
Colorado	Colorado Board of Nursing 1560 Broadway, Suite 1370 Denver, CO 80202 303-894-2430 Fax: 303-894-2821	Colorado Board of Nursing 1560 Broadway, Suite 1370 Denver, CO 80202 303-894-2430 Fax: 303-894-2821
Connecticut	Department of Public Health 410 Capitol Avenue P.O. Box 340308 Hartford, Connecticut 06134-0308 860-509-8000	Connecticut Department of Public Health 410 Capitol Ave., MS# 12 HSR Hartford, CT 06134-0308 860-509-7400 Fax: 860-509-7538
Delaware	Elise MacEwen, Nurse Aide Registry Coordinator Division of Long Term Care Residents Protection 3 Mill Road, Suite 308 Wilmington, DE 19806 Verification: 302-577-6666 Fax: 302-577-6672 CNA registry verification can be made at: www.hdmaster.com	Long Term Care Residents Protection 3 Mill Road, Suite 308 Wilmington, DE 19806 302-577-6666 Inquiries about the registry can be made at: www.hdmaster.com

District of Columbia	Promissor DC Nurse Aide Registry 1-888-274-6060 www.promissor.com Click on Registry Services to access Washington DC information	Gerald M. Kasunic D.C. Long-Term Care Ombudsman Legal Counsel for the Elderly 601 E. Street NW, Room A4-540 Washington, DC 20049 202-434-2120 Fax: 202-434-6595
Florida	Department of Health MQA/Certified Nursing Assistant Program 4052 Bald Cypress Way BIN # C-13 Tallahassee, FL 32399-3263 CNA Registry Line: 850-245-4567 Exemption Line: 850-245-4125 Fax: 850-488-4281 Web site: www.doh.state.fl.us/mqa/cna/cnahome.htm E-mail: MQA_CNA@doh.state.fl.us	Florida Department of Health, Division of Medical Quality Assurance 888-419-3456 Web site: www.doh.state.fl.us/mqa/enforcement/enforce_howto.htm Florida Abuse Hot Line For children and vulnerable adults: 1-800-96-ABUSE Fax: 800-914-0004
Georgia	Carol Allen, Director Georgia Health Partnership Nurse Aide Registry 1455 Lincoln Parkway Suite 750 Atlanta, GA 30346-2200 Office: 678-527-3010 or 800-414-4358 Fax: 678-527-3001	Department of Human Resources Office of Regulatory Services Long Term Care Section 2 Peachtree Street, NW, 31st Floor Atlanta, GA 30303 404-657-5850
Hawaii	Kathleen L. Yokouchi, Executive Officer Program Coordinator/Contract Officer Professional and Vocational Licensing Branch Department of Commerce & Consumer Affairs PO Box 3469 Honolulu, HI 96801 808-734-2101, ext. 122 Fax: 808-734-8318	Dianne Okumura & Gerald Chung Hawaii State Department of Health Office of Health Care Assurance Kinau Hale 1250 Punchbowl Street, Room 237 Honolulu, HI 96813 808-586-4080 Fax: 808-586-5844
Idaho	Idaho Nurse Aide Program PO Box 83720 Boise ID 83720-0036 800-748-2480 E-mail: IDNAP@idhw.state.id.us Online Verifications: www.hdmaster.com	Loretta Todd, RN Division of Medicaid Bureau of Facility Standards Department of Health and Welfare PO Box 83720 Boise, ID 83720-0036 208-334-6626 Fax: 208-364-1888
Illinois	Illinois Department of Public Health Education and Training Section 525 West Jefferson Street Springfield, IL 62761 Office: 217-785-5133 Fax: 217-524-0137 Web site: http://www.idph.state.il.us/nar/home.htm	Illinois Department of Public Health Office of Health Care Regulation 525 W. Jefferson Street, 5th Floor Springfield, IL 62761-0001 217-782-2913 Fax: 217-524-6292 Web site: http://www.idph.state.il.us/about/ohcr.htm

Indiana	Darlene K. Jones Indiana State Department of Health Division of Long Term Care 2 North Meridian Street, Section 4B Indianapolis, IN 46204 317-233-7351 Fax: 317-233-7750	Zetra Allen Indiana State Department of Health Division of Long Term Care 2 North Meridian Street, Section 4B Indianapolis, IN 46204 317-233-7772 Fax: 317-233-7322
Iowa	Greg DeMoss Direct Care Worker Registry Division of Health Facilities Iowa Department of Inspections & Appeals Lucas State Office Building 321 East 12th Street Des Moines, IA 50319-0083 Phone: 515-281-4077 Fax: 515-242-5022 VRS: 866-876-1997 E-mail: Greg.DeMoss@dia.state.ia.us Web site: www.dia-hfd.state.ia.us SING: www.info.state.ia.us/sing	Department of Inspections and Appeals Health Facilities Division Lucas State Office Building Des Moines, IA 50319 COMPLAINT HOTLINE: 515-281-4115 or 1-877-686-0027
Kansas	Kansas Department of Health and Environment Health Occupations Credentialing 1000 SW Jackson Suite 200 Topeka, KS 66612-1365 Verifications: 785-296-6877 Questions: 785-296-6877 Fax: 785-296-3075	Mary Jane Kennedy Licensure, Certification and Evaluation Commission Kansas Department on Aging New England Building 503 S Kansas Avenue Topeka, KS 66603-3404 785-296-4986 Fax: 785-296-0256 E-mail: www.mail@aging.wpo.state.ks.us Web site: www.agingkansas.org/kdoa
Kentucky	Kentucky Board of Nursing 312 Whittington Parkway, Suite 300 Louisville, KY 40222 Phone: 502-429-3300 Fax: 502-429-3311 Web site: http://www.kbn.ky.gov/	Long Term Care Division Office of Inspector General 275 East Main, 5E-B Frankfort, KY 40621 502-564-2888 Fax: 502-564-6546
Louisiana	Mark A. Hebert Louisiana State Board of Examiners for Nursing Facility Administrators, (NFA) Nurse Aide Registry 5647 Superior Drive Baton Rouge, LA 70816 225-295-8575 Fax: 225-295-8578	Shirley Smith Health Standards Section PO Box 3767 Baton Rouge, LA 70821-3767 225-342-5779 Long Term Care Complaint Hotline: 888-810-1819 Fax: 225-342-5305
Maine	Sally A. Flesher, MS, RN Health Services Supervisor Maine Registry of Certified Nursing Assistants Maine Department of Health & Human Services State House Station 11	Department of Human Services Division of Licensing & Certification State House Station #11 41 Anthony Avenue Augusta, Maine 04333

Maine, Continued	41 Anthony Avenue Augusta, Maine 04333 207-624-7300 Fax: 207-287-9325	
Maryland	Ethel M. Stanley, Administrator of the Nursing Assistant Certification Program Maryland Board of Nursing 4140 Patterson Avenue Baltimore, MD 21215-2254 410-585-1990 Fax: 410-764-8042	Maryland Board of Nursing 4140 Patterson Avenue Baltimore, MD 21215-2254 410-585-1925
Massachusetts	Peter Bilodeau Massachusetts Nurse Aide Registry Massachusetts Department of Public Health Division of Health Care Quality 99 Chauncy Street Boston, MA 02111 Nurse Aide Inquiry or Registry Personnel: 617-753-8143 Fax: 617-753-8095	Massachusetts Department of Public Health Division of Health Care Quality 99 Chauncy Street Boston, MA 02111 617-753-8000 Fax: 617-753-8165
Michigan	Michigan Department of Community Health Bureau of Health Professions PO Box 30670 Lansing, MI 48909 Program Applications & Information: 517-241-0554 Web site: www.michigan.gov/healthlicense CNA Registry & Verifications (Thomson Prometric): 1-800-748-0252	Michigan Department of Community Health Bureau of Health Professions Complaint and Allegation Division PO Box 30670 Lansing, MI 48909 517-373-9196
Minnesota	Division Of Compliance Monitoring Nursing Assistant Registry PO Box 64501 St. Paul, MN 55164-0501 Calls placed in MN only: 1-800-397-6124 651-215-8705 Fax: 651-215-8709 E-mail: dena.dunkel@health.state.mn.us	Office of Health Facility Complaints 85 East 7th Place, Suite 220 PO Box 64970 St. Paul, MN 55164-0970 651-201-4201 1-800-369-7994 E-mail: ohfc-complaints@health.state.mn.us
Mississippi	Cheryl Fowler, Special Project Officer IV Mississippi Department of Health Bureau of Health Facilities - Licensure & Certification 143-B LeFleur's Square P.O. Box 1700 Jackson, MS 39215-1700 (Zip for physical address: 39211) 601-364-1100 Fax: 601-364-5052 E-mail: cheryl.fowler@msdh.state.ms.us	Ranessa Maberry, Division Director I Complaint Unit Mississippi Department of Health Bureau of Health Facilities - Licensure and Certification 143-B LeFleur's Square P.O. Box 1700 Jackson, MS 39215-1700 (Zip for physical address: 39211) 601-364-1100 Fax: 601-364-1100 E-mail: Ranessa.Maberry@msdh.state.ms.us

Mississippi, Continued	Reciprocity & Renewals (Promissor): 1-888-204-6213 Nurse Aide Verification: Promissor's Web site: www.Promissor.com	
Missouri	Danette Beeson Missouri Department of Health and Senior Services Health Education Unit PO Box 570 3418 Knipp Jefferson City, MO 65102 Automated Voice Response Verification: 573-526-5686 573-751-8923 Fax: 573-526-7656 Web site: http://www.dhss.mo.gov/CNARegistry	Missouri Department of Health and Senior Services PO Box 570 912 Wildwood Jefferson City, MO 65102 Hot line: 1-800-392-0210
Montana	Jo Sturdevant Montana Department of Public Health and Human Services Certification Bureau 2401 Colonial Drive, 2nd Floor Helena, MT 59620-2953 406-444-4980 Fax: 406-444-3456 E-mail: jsturdevant@mt.gov	LaDawn Whiteside Montana Department of Health 406-444-4463
Nebraska	Marletta Stark, RN, Program Manager Health & Human Services Regulation & Licensure Credentialing Division PO Box 94986 Lincoln NE 68509-4986 General: 402-471-4971 Registry: 402-471-0537 Fax: 402-471-1066 Web site: www.hhss.ne.gov/lis/lisindex.htm Users will need to click on "General License Information" Website for nurse aide forms: www.hhss.ne.gov/crl/nursing/na/na.htm	Eve Lewis RN-C, BAH Section Administrator Health & Human Services Regulation & Licensure Credentialing Division PO Box 94986 Lincoln NE 68509-4986 402-471-3324 E-mail: eve.lewis@hhss.ne.gov
Nevada	Bureau of Licensure and Certification Point person: Diane Allen 1550 E. College Parkway, No. 158 775-687-4475 E-mail: dallen@blc.state.nv.us	Chris Sansom, BSN, RN Director of Operations Nevada State Board of Nursing 5011 Meadowood Mall Way Suite 201 Reno, NV 89502

Nevada, Continued		775-688-2620 or 888-590-6726 Fax: 775-688-2628 E-mail: csansom@nsbn.state.nv.us
New Hampshire	Dee Houle, RN Program Specialist IV New Hampshire Board of Nursing 21 South Fruit Street, Suite 16 Concord, NH 03301-2431 603-271-8282 or 603-271-2323 Fax: 603-271-6605 E-mail: dhoule@nursing.state.nh.us Web site available to verify any license: www.state.nh.us/nursing	Sheila Acheson, RN Complaint Coordinator & Robert Ehlers, Bureau Chief Health Facilities Administration 129 Pleasant Street Concord, NH 03301-3857 1-800-852-3345 Ext. 4967 Fax 603-271-8716 E-mail: rehlers@dhhs.state.nh.us
New Jersey	Henry T. Kozek, RPh, MPA, CCP, CPM Program Manager, Certification Program Division of Health Facilities Evaluation & Licensing New Jersey Department of Health & Senior Services PO Box 367 Trenton, NJ 08625-0367 1-866-561-5914 609-633-9171 Fax: 609-341-3552 Verification: www.promissor.com E-mail: Henry.Kozek@doh.state.nj.us	William Isele Office of Ombudsman for the Institutionalized Elderly Department of Public Advocate 240 West State Street PO Box 807 Trenton, NJ 08625-0807 1-877-582-6995 E-mail: William.Isele@advocate.state.nj.us Sandra Brownell, RN, MPA Program Manager Division of Health Facilities Evaluation & Licensing NJ State Department of Health and Senior Services PO Box 367 Trenton, NJ 08625-0367 1-800-792-9770 E-mail: Sandra.Brownell@doh.state.nj.us
New Mexico	DOH/DHI/Health Facility Licensing and Certification Bureau 2040 S. Pacheco Street 2nd Floor, Room 413 Santa Fe, New Mexico 87505 Telephone: 505-476-9039 Automated Voice System: 505-827-1453 Fax: 505-476-9026 On line verification: http://dhi.health.state.nm.us/NAR/index.php	Anita Westbrook DOH/DHI/Incident Management Bureau 2040 S. Pacheco Street 2nd Floor, Room 210 Santa Fe, New Mexico 87505 Telephone: 505-476-9015 Fax: 505-476-9014
New York	Nancy G. Abeel Bureau of Professional Credentialing New York State Department of Health 161 Delaware Avenue Delmar, NY 12054-1393 518-408-1297 For CNA verifications only: 1-800-918-8818 Web site: www.nynar.chauncey.com E-mail: profcred@health.state.ny.us	Mark Brownell, Director Bureau of Centralized Complaint Intake Program New York State Department of Health 161 Delaware Avenue Delmar, NY 12054-1393 1-888-201-4563

North Carolina	Hazel Slocumb, Assistant Chief Department of Health and Human Services Health Care Personnel Registry Division of Facility Services 2709 Mail Service Center Raleigh, NC 27699-2709 919-855-3969 24 Hour Automated Line: 919-715-0562 Fax: 919-733-9764 Web site: www.ncnar.org	<u>Regarding Facility</u> Rita Horton, Branch Manager Department of Health & Human Services Division of Facility Services Licensure and Certification Section Complaints Investigation 2711 Mail Service Center Raleigh, NC 27699-2711 919-855-4500 Fax: 919-715-7724 <u>Regarding Facility/Agency Personnel</u> Jayne Bunn, Branch Manager Department of Health & Human Services Healthcare Personnel Registry Division of Facility Services 2719 Mail Service Center Raleigh, NC 27699-2719 919-855-3968 Fax: 919-733-3207
North Dakota	<u>OBRA Mandated Registry:</u> North Dakota Department of Health Division of Health Facilities 600 East Boulevard Avenue Dept 301 Bismarck, ND 58505-0200 701-328-2353 <u>Unlicensed Assistive Person Registry:</u> Patricia Hill, RN Assistant Director for Practice/Discipline North Dakota Board of Nursing 919 South 7th Street, Suite 504 Bismarck, ND 58504-5881 701-328-9788 Fax: 701-328-9785 E-mail: phill@ndbon.org	Bruce Pritschet Division of Health Facilities 600 East Boulevard Avenue Dept 301 Bismarck, ND 58505-0200 701-328-2352 (For Unlicensed Assisted Persons Only) North Dakota Board of Nursing 919 South 7th Street, Suite 504 Bismarck, ND 58504-5881 701-328-9788 Fax: 701-328-9785
Ohio	Christine D. Allen Bureau of Information and Operational Support Ohio Department of Health 246 North High Street Columbus, OH 43215-2412 In Ohio only (automated system): 1-800-582-5908 Outside Ohio (automated system): 1-614-752-9500 Fax: 614-564-2461 E-mail: NAR@odh.ohio.gov	Christopher C. Compson Bureau of Diagnostic Safety and Personnel Certification Ohio Department of Health 246 North High Street 3rd Floor Columbus, OH 43215-2412 614-752-8805 E-mail: Chris.Compson@odh.ohio.gov
Oklahoma	Lisa McAlister, BSN, RN Oklahoma State Department of Health Nurse Aide Registry	Gary W. Gardenhire Oklahoma State Department of Health Legal Division

Oklahoma, Continued	1000 N.E. 10 th Street Oklahoma City, OK 73117-1299 405-271-4085 or 1-800-695-2157 Fax: 405-271-1130	1000 N.E. 10 th Street Oklahoma City, OK 73117-1299 405-271-6017 After hours: 1-800-747-8419
Oregon	Customer Service Center Oregon State Board of Nursing 800 NE Oregon St. Ste. 465 Portland, OR 97232 OSBN Automated Verification Line: 971-673-0679 971-673-0685 Fax: 971-673-0684 E-mail: oregon.bn.info@state.or.us	Oregon State Board of Nursing 800 NE Oregon St. Ste. 465 Portland, OR 97232 971-673-0685
Pennsylvania	Pennsylvania Nurse Aide Registry C/O Promissor P.O. Box 13785 Philadelphia, PA 19101-3785 1-800-852-0518	Surveyors in the Division of Nursing Care Facilities Department of Health 717-787-1816 Fax: 717-772-2163 PA Complaint Hotline: 800-254-5164 Department Web site: www.health.state.pa.us
Rhode Island	Rhode Island Department of Health Professions 3 Capitol Hill Room 105 Providence, RI 02908-5097 401-222-5888 Fax: 401-222-3352 Web site available to verify any license: www.health.state.ri.us	Rhode Island Department of Health Division of Health Services Regulation Complaint Information 3 Capitol Hill Room 205 Providence, RI 02908-5097 401-222-3855 Fax: 401-222-2158 Web site: www.health.state.ri.us
South Carolina	Promissor South Carolina Nurse Registry 3 Bala Plaza West, Suite 300 Philadelphia, PA 19101-3481 1-800-475-8290	Phyllis Dennis South Carolina Department of Health and Environmental Control 2600 Bull Street Columbia, SC 29201 803-545-4205 Fax: 803-545-4292 E-mail: dennispl@dhec.sc.gov
South Dakota	Jean McGuire, Senior Secretary and Nancy Bohr, RN, MBA, MSN, Nursing Program Specialist South Dakota Board of Nursing 4305 South Louise, Suite 201 Sioux Falls, SD 57106 605-362-2769 Fax: 605-362-2768	Patty Roger South Dakota Department of Health 615 East 4th Street Pierre, SD 57501-1700 605-773-3497 Fax: 605-773-6667

Tennessee	Wanda J. King, Program Manager Nurse Aide Programs Division of Health Care Facilities Department of Health 227 French Landing, Suite 501 Heritage Place, MetroCenter Nashville, TN 37243 Direct Dial: 615-532-7841 Nurse Aide Registry: 1-800-778-4504 Fax: 615-248-3601	Division of Health Care Facilities Central Intake Unit: 1-877-287-0010 Division of Health Care Facilities: 615-741-7670
Texas	Cynthia Ann Henton, Manager NFA Licensing and Credentialing Regulatory Services Department of Aging and Disability Services PO Box 149030, MC W-420 Austin, TX 78714-9030 512-231-5829 or 1-800-452-3934 Fax: 512-231-5858 E-mail: credential@dads.state.tx.us Web site: http://www.dads.state.tx.us/business/ltr/credentialing/index.html	Texas Department of Aging and Disability Services Consumer Rights and Services, Mail Code E- 240 PO Box 149030 Austin, TX 78714-9030 512-438-2011 In state only: 1-800-458-9858
Utah	Utah Health Technology Certification Center 550 East 300 South Kaysville, UT 84037-2699 801-547-9947 Web site: www.utahcna.com	Utah Department of Health Health Facility Licensing, Certification and Resident Assessment PO Box 144103 Salt Lake City, UT 84114-4103 Complaint Intake Local Number: 801-538-6158 Long-Distance Complaint Intake Number: 1-800-662-4157 Web site: http://health.utah.gov/html/licensing_certifying.html Long Term Care Ombudsman Department of Human Services Division of Aging & Adult Services 120 North 200 West, Room 325 Salt Lake City, UT 84103 801-538-3910 Fax: 801-538-4395
Vermont	Elizabeth Hansen, RN, MSN LNA Program Coordinator Vermont State Board of Nursing Office of Professional Regulation Heritage Building 81 River Street Montpelier, VT 05609 802-828-2819, 802-828-2453 or 802-828-2396 Fax: 802-828-2484	OBRA Abuse Related Complaints: Fran Keeler, Acting Director Department of Disabilities, Aging, and Independent Living, Division of Licensing and Protection 103 South Main Street Waterbury, VT 05671-2306 802-241-2345

Vermont, Continued	Web site: www.vtprofessionals.org	Other Related Complaints: Vermont State Board of Nursing Anita Ristau, Executive Director 802-828-3180
Virginia	Jodi Power, RN, JD, Deputy Executive Director, Nurse Aide Registry Manager Virginia Board of Nursing Nurse Aide Registry Approves nurse aide education programs, Issues and renews nurse aide certification, Evaluates complaints and takes disciplinary actions 6603 West Broad Street, 5th Floor Richmond, VA 23230 804-662-7310 Fax: 804-662-9512 Web site: www.dhp.virginia.gov	Department of Health Professions Enforcement Division 804-662-9902
Virgin Islands	Virgin Islands Board of Nurse Licensure PO Box 4247, Veterans Drive Station St. Thomas, Virgin Islands 00803 340-776-7131 Fax: 340-777-4003	Virgin Islands Board of Nurse Licensure PO Box 4247, Veterans Drive Station St. Thomas, Virgin Islands 00803 340-776-7131
Washington	Aging and Adult Services Administration Residential Care Services Division OBRA - Nurse Aide Registry PO BOX 45600 Olympia, WA 98504 360-725-2596 Fax: 360-493-2581	Sheldon Plumer, Manager Resident Protection Program Aging and Adult Services Administration Residential Care Services Division, Resident Protection 640 Woodland Square Loop SE PO Box 45600 Olympia, WA 98504-5600 360-725-2403 Fax: 360-725-2642
West Virginia	Twonna F. Williams, RN Program Manager Nurse Aide Program Office of Health Facility Licensure and Certification 1 Davis Square, Suite 101 Charleston, WV 25301-1799 304-558-0050 Fax: 304-558-1442 Website: www.wvdhhr.org/ohflac/nurseaide	Nursing Home & Nurse Aide Programs Twonna F. Williams, RN Office of Health Facility Licensure and Certification 304-558-0050 Fax: 304-558-1442 Facility Complaints Deanna L. Kramer, RN, MS, NHA Program Manager II Office of Health Facilities Licensure and Certification 1 Davis Square, Suite 101 Charleston, WV 25301-1799 Phone: 304-558-0050 Fax: 304-558-2515 Website: www.wvdhhr.org/ohflac/nursinghome

Wisconsin	Wisconsin Department of Health & Family Services Wisconsin Nurse Aide Registry Managed by Promissor, Inc. PO Box 13785 Philadelphia, PA 19101-3785 877-329-8760 Web site: www.promissor.com	Shari Busse, Supervisor Office of Quality Assurance Bureau of Quality Assurance Department of Health and Family Services 2917 International Lane, Suite 300 Madison, WI 53704 608-243-2019 Fax: 608-243-2020 E-mail: caregiver_intake@dhfs.state.wi.us Web site: http://dhfs.wisconsin.gov/caregiver/index.htm
Wyoming	Wyoming State Board of Nursing 2020 Carey Avenue, Suite 110 Cheyenne, WY 82002 307-777-7601 Fax: 307-777-3519	Dr. Karen Ouzts Compliance Consultant Wyoming State Board of Nursing 2020 Carey Avenue, Suite 110 Cheyenne, WY 82001 307-777-7616 Fax: 307-777-3519 E-mail: kouzts@state.wy.us

Please contact Carin L. Zuger, Credentialing & Education Coordinator, at czuger@ncsbn.org with any questions you might have.