



Welcome Personal Support Workers



Helping
People
Succeed



Personal Support Worker's Principles for Clients:

- Treat Your Client with Respect and Dignity
- Promote Person-Centered Thinking
- Allow for Self Determination
- Promote Freedom to Make Choices
- Encourage Independence



What are the steps to becoming a Personal Support Worker?



- ▶ You must be at least 18 years old and pass a background check.
- ▶ You must provide a copy of your driver's license and motor vehicle insurance.
 1. The CDDP will provide a date and time stamped copy of your license and insurance to the PSW to acknowledge receipt of the documentation.
- ▶ You may not be an employee of the State of Oregon per OAR 411-375-0020.
- ▶ The provider enrollment application and agreement must be completed. You will receive a provider number after the packet is submitted and processed.
- ▶ A completed employee information packet must be submitted to Public Partnerships, Ltd. (PPL). PPL is the fiscal intermediary who processes your pay once it is approved by the CDDP office. The CDDP enters your information into the PPL website, and PPL will mail you a set of forms to complete, and return either directly to PPL or to the CDDP. The CDDP forwards the documents to PPL for them to process.
- ▶ Complete the eXPRS user enrollment form. The state will send you a secure e-mail, providing you with a temporary login and password to access eXPRS. (See next slide for secure e-mail example.)
- ▶ You must complete a mandatory state PSW training within 90 days of becoming a PSW. This is available on-line through the Home Care Commission and iLearnOregon. Please visit the iLearn Oregon website for more details. The iLearn Oregon website address is: ilearn.oregon.gov

This is what the secure e-mail will look like.

You will “[click here](#)” to receive temporary name and password. Note: **This is a time-sensitive e-mail.**



THE SECURE EMAIL WILL HAVE A LINK TO THE EXPRS WEBSITE.

<https://apps.state.or.us/exprsWeb/>

TIP: ADD IT AS A FAVORITE TO ELIMINATE ENTERING THE WEB ADDRESS EVERYTIME.

Time entry and tracking in eXPRS

EMPLOYEE



TIMESHEET

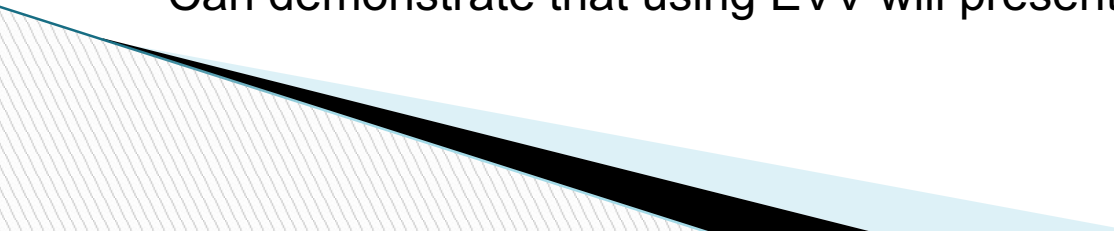
Electronic Visit Verification was implemented July 16, 2019

A federal law requires that states implement an electronic way for verifying attendant care services (EVV). EVV is required for all Medicaid personal care services and home health services that require an in-home visit by a provider.

EVV will record the following federally required items in real time:

- Personal support worker (PSW) name
- Person receiving services
- Type of service (Attendant or relief care only)
- Date of the service
- Time the service begins and ends
- Location of the service
- EVV will work on smart phones and tablets.
- EVV is not to be used with mileage.

An exception process is available for those who experience the following:

- Language access barrier.
 - Demonstrate an ongoing hardship accessing eXPRS.
 - Does not have access to a mobile device.
 - Can demonstrate that using EVV will present a health and safety concern.
- 

Videos:

Starting a shift using EVV

<https://www.youtube.com/watch?v=g5nhupkCchs>

Ending a shift using EVV

https://www.youtube.com/watch?v=-Vcd4xp_tfA&feature=youtu.be

Adding a shift using EVV

<https://www.youtube.com/watch?v=KR9PUWhEwM8&feature=youtu.be>

Editing a shift using EVV

https://www.youtube.com/watch?v=Srdl70Zm-_8&feature=youtu.be



IMPORTANT

The State of Oregon requires employees to enter their own time into *eXPRS*.

Exceptions to this are:

1. If a PSW can demonstrate an on-going hardship in accessing internet service.
2. eXPRS experiences technical issues during the submission period that prevent entry in all of the (3) days allowed for entry.
3. PSWs may request an exception (4) times during the course of each calendar year due to temporary limited access to the internet.

Note: We do not print timesheets.

Service Types:

- Attendant Care (\$15.00/hr)

Attendant services and supports to assist an individual in accomplishing activities of daily living, instrumental activities of daily living and health related tasks through hands-on assistance, supervision, or cueing.

- Relief Care (\$204/daily)

Relief care is a short-term care and supervision provided because of the absence, or need for relief, of a persons normally providing the care to individuals unable to care for their selves. A minimum of 16 hours must be worked.

- Community Transportation (\$0.485/mile)

Services that allow individuals to gain access to community services, activities and resources that are **not medical in nature**. The CDDP does not compensate for medical transportation. Please contact **Senior and Disability Services** in Toledo on how to receive medical transportation reimbursement. Their number is 541-336-2289.

Time sheets must match the hours submitted in eXPRS. You may have multiple time sheets to complete, sign & submit. **Timesheets must be submitted to the CDDP with progress notes, signatures, and dates. *If timesheets are received without notes, signatures, and dates, the time cannot be processed, and there may be a delay in receiving pay.** There is one timesheet and progress note/signature page per individual & service authorized. Note: **A PSW is not to exceed a total of 40 hours per work week.** The following slide will show an example of a timesheet and progress notes page.

***Conditions for approving time without employer signature:**

If PSW cannot obtain an employer signature due to allegations of a threatening or unsafe situation by the person or someone in their home, the PSW shall note this reason on the timesheet. Along with the timesheet, the PSW must submit their resignation for working with the individual due to the unsafe condition. PPL must be notified of the reason for the lack of signature to assure timely payment and to discontinue the PSW and EOR role. The client's Service Coordinator or Personal Agent should then follow internal policies for following up with the individual to ensure safety.

What is a progress note?

A progress note is information that explains what tasks and/or duties the PSW performed to meet the needs and goals of the client. The tasks and duties must reflect the expectations expressed in the service agreement. The notes must be detailed and legible.

Example:

Assisted Alice at the grocery store with selecting needed items, staying within budgeted amount, counting correct change, and communicating with the cashier. Provided transportation to and from the grocery store.



How do PSW's know which duties and activities are approved?

Prior to working, you will have meeting that may include your client, employer, and Service Coordinator to discuss the expectations of your job, and at that time, you will be provided with a Provider Service Agreement which details what you are to focus on with your client. If at any time, you have questions or concerns regarding your job duties and expectations, please review your service agreement, and/or contact the Service Coordinator.

Examples of Non-Approved Tasks:

- ▶ Provide services to you client's family members
- ▶ Provide support when your client is in school, the hospital, incarcerated, or another care facility.
- ▶ Babysitting for client's family members.
- ▶ Cleaning and housework that is not part of the service agreement.
- ▶ Moving or home repair.
- ▶ Pet Care that is not part of the service agreement.
- ▶ Yard Work that is not part of the service agreement.
- ▶ Medical mileage is not paid by our program.
- ▶ *If you are performing a task that is not included in the service agreement and you sustain an injury, you will not be covered by workman's compensation.



There are circumstances where the state may deem it necessary to terminate a PSW due to inappropriate behavior and/or actions. If this occurs, your provider number will no longer be valid. Below are some examples; however, the list is not inclusive.

- ▶ Taking or borrowing money or items belonging to your client.
- ▶ Telling something that is private and/or confidential even to someone you think you can trust. (Your client's information is private. HIPPA Violation.)
- ▶ The use of drugs and alcohol with or without the client while on the clock is not permitted.
- ▶ Neglecting your client's service needs.
- ▶ Abuse of any kind.
- ▶ Claiming hours not worked. (Medicaid Fraud)
- ▶ Forging a signature or falsifying payment records.

There are four ways to submit time sheets:

1. Drop off at the Developmental Disabilities drop box location shown below.
2. E-mail copies to Kay at lmontgomery@co.lincoln.or.us or Tamara at tbavaro@co.lincoln.or.us.
3. Fax timesheets to 541-265-0603.
4. Mail time sheets via postal mail.

Note: You can take photos of your timesheets using your phone; however, the photos must be clear and include all of the timesheet and progress notes taken.

PSWs can request a date and time stamped copy of the timesheet if the PSW hand delivers the timesheet to an employee at the CDDP office. PSWs may also request



D.D. Drop-Box Located @ Updated Physical Address

The Box itself is located at the South Entrance of the Western Title Building facing SW Lee Street.

Timesheet due date is the date a PSW must submit a completed timesheet to the CDDP or Brokerage office. A completed timesheet means a PSW has corrected any errors on the timesheet, obtained the employer's signature and documented the progress/service notes and signed the timesheet as well.

If a PSW has an exception for eXPRS entry (not EVV only) the deadline for timesheet delivery is one business day earlier than the date indicated.

Schedule changes due to holidays are marked with an asterisk (*).

Pay Period		Timesheets Due Date *	Checks Mailed / Direct Deposits Issued
Start	End	Deadline	Payroll Date
Monday, December 16, 2019	Tuesday, December 31, 2019	Monday, January 6, 2020 *	Thursday, January 16, 2020
Wednesday, January 1, 2020	Wednesday, January 15, 2020	Tuesday, January 21, 2020 *	Friday, January 31, 2020
Thursday, January 16, 2020	Friday, January 31, 2020	Wednesday, February 05, 2020	Tuesday, February 18, 2020 *
Saturday, February 01, 2020	Saturday, February 15, 2020	Thursday, February 20, 2020 *	Tuesday, March 03, 2020
Sunday, February 16, 2020	Saturday, February 29, 2020	Wednesday, March 04, 2020	Monday, March 16, 2020
Sunday, March 01, 2020	Sunday, March 15, 2020	Wednesday, March 18, 2020	Monday, March 30, 2020
Monday, March 16, 2020	Tuesday, March 31, 2020	Friday, April 03, 2020	Wednesday, April 15, 2020
Wednesday, April 01, 2020	Wednesday, April 15, 2020	Monday, April 20, 2020	Thursday, April 30, 2020
Thursday, April 16, 2020	Thursday, April 30, 2020	Tuesday, May 05, 2020	Friday, May 15, 2020
Friday, May 01, 2020	Friday, May 15, 2020	Wednesday, May 20, 2020	Tuesday, June 02, 2020
Saturday, May 16, 2020	Sunday, May 31, 2020	Wednesday, June 03, 2020	Monday, June 15, 2020
Monday, June 01, 2020	Monday, June 15, 2020	Thursday, June 18, 2020	Tuesday, June 30, 2020
Tuesday, June 16, 2020	Tuesday, June 30, 2020	Monday, July 06, 2020 *	Thursday, July 16, 2020
Wednesday, July 01, 2020	Wednesday, July 15, 2020	Monday, July 20, 2020	Thursday, July 30, 2020
Thursday, July 16, 2020	Friday, July 31, 2020	Wednesday, August 05, 2020	Monday, August 17, 2020
Saturday, August 01, 2020	Saturday, August 15, 2020	Wednesday, August 19, 2020	Monday, August 31, 2020
Sunday, August 16, 2020	Monday, August 31, 2020	Thursday, September 03, 2020	Wednesday, September 16, 2020
Tuesday, September 01, 2020	Tuesday, September 15, 2020	Friday, September 18, 2020	Wednesday, September 30, 2020
Wednesday, September 16, 2020	Wednesday, September 30, 2020	Monday, October 05, 2020	Thursday, October 15, 2020
Thursday, October 01, 2020	Thursday, October 15, 2020	Tuesday, October 20, 2020	Friday, October 30, 2020
Friday, October 16, 2020	Saturday, October 31, 2020	Wednesday, November 04, 2020	Tuesday, November 17, 2020
Sunday, November 01, 2020	Sunday, November 15, 2020	Wednesday, November 18, 2020	Tuesday, December 01, 2020 *
Monday, November 16, 2020	Monday, November 30, 2020	Thursday, December 03, 2020	Tuesday, December 15, 2020
Tuesday, December 1, 2020	Tuesday, December 15, 2020	Friday, December 18, 2020	Thursday, December 31, 2020
Wednesday, December 16, 2020	Thursday, December 31, 2020	Wednesday, January 06, 2021 *	Tuesday, January 19, 2021 *

A Payment Calendar is available through the eXPRS and PPL website, and your paychecks will be generated and distributed through PPL. You can get paid up to two times per month.

PPL Toll-free number: 888-419-7705
Secure e-mail: pplorfm@pcgus.com



What If you need more help:

The screenshot shows the eXPRS web application interface. At the top, there is a navigation bar with links for Home, My Account, Change Password, Help, and Log Out. The user is logged in as 'demopsw - All my Organization'. A help menu is open, displaying a list of topics such as POC Information, PSWIC-PSW Providers, How To, Troubleshooting, Provider Information, Other Information, User Enrollment Forms, Release Notes, Reference Manual, How to Get an eXPRS User Account, How to Bill for PSWIC-PSW Delivered Services, Other Information, PSWIC-PSW eXPRS Training Videos, Enroll Individual Provider User (PSW, DE, IC & BC), Enroll Individual Provider User Instructions, How to Access Login for First Time Users, How to Reset Your Password, and Appropriate User Access to Information in eXPRS. The main content area shows 'No matching notifications were found'.

eXPRS has a help menu which covers various topics.

Contact information:

Phone: (844) 874-2788

Email: info.exprs@dhsosha.state.or.us

Help is also available on the Lincoln County Developmental Disabilities Website:

Go to: www.lincoln.or.us

Hover your cursor over Departments located at the top of the webpage, and click on Health and Human Services.

On the left hand side bar, click on Intellectual and Developmental Disabilities, and then click on Personal Support Worker (PSW) Resources which is located right below the I/DD heading.

You will find applicable forms (Background check, PEAA, etc.), the current payment calendar, training videos, when and to whom to call if you experience trouble or have questions, and helpful tips.

It may be helpful to bookmark the I/DD county webpage for quick access to information.





The Oregon Home Care Commission provides an outlet for clients seeking a personal support worker, and for PSW's to submit their resume.

You will be able to register on the website once you receive your provider number from the state.

To register to view job openings and post your resume, go to:
www.or-hcc.org

Additional training opportunities are available. To view the list of courses, go to:
<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Online-Training.aspx>



Lincoln County Developmental Disability Services Contacts:

Kay Montgomery Office Assistant	541-265-0482	lmontgomery@co.lincoln.or.us
Tamara Bavaro Office Assistant	541-265-6611, ext. 3286	tbavaro@co.lincoln.or.us
Sandy Hyduchak Clinical Supervisor	541-265-0485	shyduchak@co.lincoln.or.us
Jolene Murray Service Coordinator	541-265-0486	jmurray@co.lincoln.or.us
Michelle Sweat-Cordova Service Coordinator	541-265-0543	msweat-cordova@co.lincoln.or.us
Carolyn Uhlman Service Coordinator	541-265-0422	cuhlman@co.lincoln.or.us
Ilene Wright Service Coordinator	541-265-0484	ipwright@co.lincoln.or.us
Jade Wemhoff Service Coordinator	541-265-0481	jpemhoff@co.lincoln.or.us
Stacie Harrison Service Coordinator	541-265-6611, Ext. 3256	sharrison@co.lincoln.or.us

PSW Training is held every other Thursday from 1:30 to 3:00 p.m. by appointment only.

Please contact Kay or Tamara no later than Wednesday for PSW training.

Time entry assistance is held by appointment only.

Please contact Kay or Tamara to arrange for time entry assistance.

Location: Western Title Building; DD Department located at basement level in the Paula Sampson Room.

PSW training and time entry assistance will not be held if appointments are not made.



Thank You
for
Attending!