

Personal Support Worker

INFORMATION PACKET

THIS PACKET IS INFORMATIONAL ONLY.

You will need to read this packet thoroughly. Once you have read through this information packet you will go onto our website to access the **PSW Application Packet** (www.creativesupports.org.)

*Please fill out the forms in the **PSW Application Packet** and return to the designated places listed on the setup checklist.*

VERY IMPORTANT NOTICE!!!

It is crucial to understand that this position requires regular use of a computer, internet, and email.

You will also need access to a printer.

Creative Supports, Inc. is not your employer; your employer is determined by the individual receiving support services, or their legal representative.

This is a Personal Support Worker (PSW) information packet.

This packet includes information on general PSW job requirements and instructions on how to become a PSW.

This packet is informational only.

To apply to become a PSW, you will need to read this packet thoroughly. Once you have read through this packet, and feel that you meet the job requirements, you will go onto our website to access the **PSW Application Packet**. To start your PSW enrollment, the application packet will need to be printed, completed, and documents submitted to the appropriate entities.

Creative Supports, Inc. (CSI) is a non-profit brokerage, contracted through Oregon Developmental Disability Services in part to process time sheets and mileage logs that allow the disbursement of designated state and federal funds under the directions of the individual receiving services, their legal representative, and Oregon Administrative Rule.

PSW Frequently Asked Questions for ODDS-eXPRS are located on the eXPRS web page, <https://apps.state.or.us/exprsWeb/exprsDocs/PSWFAQForODDSeXPRS.pdf>

Please read through the FAQs, they contain valuable information regarding your role as a PSW.

If you have any questions regarding the materials in this packet, you may contact the eXPRS Unit at CSI.

~ Roles & Terms You Should Know ~

Personal Support Worker (PSW) – A person who is hired by the individual (who has the disability) or the Employer, who receives compensation from Medicaid funds by providing support to the individual in the home or community. A PSW who is employed must have an active provider number (SPD) and an approved background check. *A PSW is also known as provider and/or employee.*

OAR 411-375-0010

Individual – An adult with an intellectual or developmental disability (I/DD) who has applied or been determined eligible to receive support funds. *An individual is also known as a customer or client.*

Employer of Record (EOR) – This is either the individual (who has the disability) or a person chosen by the individual to act on the behalf of them to conduct the responsibilities of an employer as listed in OAR 411-340-0135. Those include interviewing PSWs, hiring PSWs, training PSWs, ensuring accuracy of and signing time sheets, and firing PSWs. *An EOR can also be known as an employer, or the specific individual who is receiving the paid supports.*

** Creative Supports, Inc. and Personal Agents are **not** your employer **

Personal Agent (PA) – A trained employee of a brokerage who works directly with the individual to develop and manage their support services in a person-centered manner through an Individual Support Plan (ISP). The PA also arranges the set up of support services for an individual and ensures that services are being provided as indicated in the ISP. *A PA can also be known as a case worker or services coordinator.*

Creative Supports, Inc. (CSI) – A private Support Service Brokerage in Southern Oregon contracted with the State of Oregon Department of Human Services (DHS) that provides access to services for adult Oregonians with I/DD that include case management support and facilitation of support services with qualified providers, organizations, and other resources.

Service Agreement (SA) – A written agreement/contract that describes the following:

- Type of service to be provided;
- Hours, rates, location of services, and expected outcomes of services; and
- Any specific individual health, safety, and emergency procedures that may be required. *A service agreement is also known as a contract.*

Acronym List:

CDDP – Community Developmental Disabilities Program

CHC – Criminal History Check

CLE- Common Law Employer

CSI – Creative Supports, Inc.

DHS – Department of Human Services

EOR – Employer of Record

ISP – Individual Support Plan

LOC – Level of Care

ODDS- Oregon Developmental Disability Services

ONA- Oregon Needs Assessment

PA – Personal Agent

PCI – Person-Centered Information

PPL- Public Partnerships, LLC

PRU- Provider Relations Unit

PEAA – Provider Enrollment Application and Agreement

SA – Service Agreement

SPA- Service Prior Authorization

Setup Checklist for New Personal Support Worker

The process to become a PSW can be quite complex. This checklist is helpful in tracking your enrollment as a PSW.

GENERAL JOB REQUIREMENTS

- Must have a personal email address. It cannot be an email from a friend/family.
- This position includes frequent use of a computer, the internet, and a printer.
- It is recommended that you access the eXPRS help guides for reference in utilizing the State's billing system (<https://apps.state.or.us/exprsWeb/login.do> → eXPRS documentation)

CHECKLIST		CSI = Creative Supports Inc.
<input type="checkbox"/>	Contact Information Form	* Complete and return to CSI
<input type="checkbox"/>	Qualified Provider Agreement	* Complete and return to CSI
<input type="checkbox"/>	Mandatory Abuse Reporting Notice	* Complete and return to CSI
<input type="checkbox"/>	Consent to Retain Copies of Confidential Documents	* Complete and return to CSI
<input type="checkbox"/>	Copy of ODL and Auto Insurance	* Submit to CSI If providing transportation
<input type="checkbox"/>	PPL (FI) PSW Request Form	* Complete and return to CSI
<input type="checkbox"/>	Criminal Background Check Application	* Complete and return to CSI with photo ID
<input type="checkbox"/>	Criminal Background Check Approval Letter	* Mailed by QED staff from CSI office once Criminal History Check (CHC) is approved.
<input type="checkbox"/>	PSW Provider Enrollment Application & Agreement (PEAA)	* Submit to PSW Enrollment Unit
<input type="checkbox"/>	SPD Provider Number (Applied for with PEAA)	* Emailed from PSW Enrollment Unit
<input type="checkbox"/>	User Enrollment Form (UEF) Enroll Individual Provider	* Complete and submit to eXPRS, after SPD number is provided.
<input type="checkbox"/>	Username/Password (Applied for with UEF)	* Emailed from eXPRS; gives you access to your eXPRS account for billing.
<input type="checkbox"/>	Verify Approved to Work Status in eXPRS by logging in.	* SPD#, current CHC, current PEAA.
<input type="checkbox"/>	PPL (FI) Enrollment Paperwork	* Issued by mail/email, returned to PPL via fax/email to establish Employment Relationship
<input type="checkbox"/>	Identify Employer and notify the Personal Agent (PA)	* EXPRS Specialist verifies Approved to Work Status and established Employment Relationship in eXPRS then notifies PA.
<input type="checkbox"/>	Signed Service Agreement, made by CSI Personal Agent	* Return to CSI and Retain Copy
<input type="checkbox"/>	New PSW Orientation – Oregon Home Care Commission	* Must attend before employment begins. (SPD number will not be assigned until Orientation is complete.)

**Mandatory Abuse Reporting Notice:
Adults with Developmental Disabilities
To report abuse call 1-855-503 SAFE (7233)**

As an individual providing services to adults with developmental disabilities, you are a **Mandatory Reporter** according to Oregon law (ORS 430.765). According to the law, if you have reasonable cause to believe an adult with developmental disabilities has been abused, or that any person with whom you come in contact has abused such an adult, you must immediately report the abuse to the community developmental disability program, the Department of Human Services (DHS), or to a local law enforcement agency. Law enforcement must be called if there is reason to believe a crime has been committed. When applicable, you should also follow your agency policies and procedures so that immediate steps are taken to protect the victim of the abuse.

Abuse of an adult with developmental disabilities means:

1. Abandonment means:

Abandonment, including desertion or willful forsaking of an adult or the withdrawal or neglect of duties and obligations owed a person with a developmental disability by a caregiver or other person.

2. Physical Abuse means:

Any physical injury to an adult caused by other than accidental means, or that appears to be at variance with the explanation given of the injury.

Willful infliction of physical pain or injury upon an adult.

3. Sexual Abuse:

Sexual contact with a nonconsenting adult or with an adult considered incapable of consenting to a sexual act under ORS 163.315.

Sexual harassment, sexual exploitation or inappropriate exposure to sexually explicit material or language;

Any sexual contact between an employee of a facility or paid caregiver and an adult served by the facility or caregiver;

Any sexual contact between an adult and a relative of the adult other than a spouse; or

Any sexual contact that is achieved through force, trickery, threat or coercion.

“Sexual abuse” does not mean consensual sexual contact between an adult and a paid caregiver who is the spouse of the adult.

“Sexual contact” has the meaning given that term in ORS 163.305.

Sexual Abuse (Criminal) An act that constitutes a crime under ORS 163.375, 163.405, 163.411, 163.415, 163.425, 163.427, 163.465 or 163.467.

4. Neglect means:

Failure to provide the care, supervision or services necessary to maintain the physical and mental health of an adult that may result in physical harm or significant emotional harm to the adult;

The failure of a caregiver to make a reasonable effort to protect an adult from abuse; or

Withholding of services necessary to maintain the health and well-being of an adult that leads to physical harm of an adult.

5. Verbal Abuse means:

To threaten significant physical or emotional harm to an adult through the use of:

Derogatory or inappropriate names, insults, verbal assaults, profanity or ridicule.

Harassment, coercion, threats, intimidation, humiliation, mental cruelty or inappropriate sexual comments.

6. Financial Exploitation:

Wrongfully taking the assets, funds or property belonging to or intended for the use of an adult.

Alarming an adult by conveying a threat to wrongfully take or appropriate money or property of the adult if the adult would reasonably believe that the threat conveyed would be carried out.

Misappropriating, misusing or transferring without authorization any money from any account held jointly or singly by an adult.

Failing to use the income or assets of an adult effectively for the support and maintenance of the adult.

7. Involuntary seclusion

Involuntary seclusion of an adult for the convenience of the caregiver or to discipline the adult.

8. Wrongful Restraint:

A wrongful use of a physical or chemical restraint upon an adult, excluding an act of restraint prescribed by a physician licensed under ORS chapter 677, physician assistant licensed under ORS 677.505 to 677.525, naturopathic physician licensed under ORS chapter 685 or nurse practitioner licensed under ORS 678.375 to 678.390 and any treatment activities that are consistent with an approved treatment plan or in connection with a court order.

9. Death:

Any death of an adult caused by other than accidental or natural means.

These abuse definitions can be found in ORS 430.735

In accordance with law, your identity as the person making the report is confidential. Further, the law protects you from retaliation from a community facility, community program or individual when you make a report in good faith. You may not be discharged or transferred from one location of an agency to another, terminated from your job, demoted or have your pay lowered, or denied contact with the facility or its residents because you made a good faith report of suspected abuse. If you feel you have been retaliated against, you have the right to seek private legal action. Any agency, program or individual who retaliates against someone because of a good faith report of suspected abuse may be liable to that person for actual damages.

By signing this form, you are acknowledging that you understand the Oregon's mandatory abuse reporting requirements concerning adults with developmentally disabilities. If you do not understand the mandatory abuse reporting requirements, ask to have them explained to you before signing this form.

I received and read this notice about my mandatory abuse reporting obligations.

Please sign your name

Today's Date

PLEASE RETURN THIS FORM TO YOUR PROGRAM

Mandatory Reporting Notice – Adults, IDD
Updated 8/2019



Provided by the Office of Training, Investigation, and Safety for

**Adults with Intellectual/Developmental Disabilities (I/DD)
- Quick Abuse Reporting Reference Card -**

Instructions:

- Enter your local Community Developmental Disabilities Program or local law enforcement agency phone number using the fillable form
- Print on standard 8.5 x 11 paper
- Cut the rectangle below with the information and discard this section
- Fold the rectangle by the vertical line to a business card size and keep for your reference
- The card has a web link to the Abuse Reporting Notices providing the abuse definitions

<p><u>Intellectual/Developmental Disabilities</u></p> <p>Report Abuse 1-855-503 SAFE (7233) Emergencies 911 Report Crime to Police</p> <p>_____</p>	<p><u>Abuse Types</u></p> <p>•Abandonment •Death •Financial Exploitation •Involuntary Seclusion •Neglect •Physical •Sexual •Wrongful Restraint •Verbal</p> <p>Go to Resources/Notices https://go.usa.gov/xzCxr</p>
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How to Get Paid as a Personal Support Worker

Once you have completed your enrollment and signed a Service Agreement, you will be able to submit your supports into eXPRS. PSWs are required to get logins set up with eXPRS, so that they can submit their billing in the system. Once the billing entries have been put into eXPRS, an eXPRS-generated timesheet will need to be printed, signed by you and your employer, and submitted to Creative Supports, Inc.

** CSI follows the ODDS State Payroll Calendar for processing PSW timesheets.*

To get an account set up with eXPRS, you will need to print the [Enroll Individual Provider User \(PSW & BC\)](#) form and submit this to eXPRS. *This form is in the application packet and on the eXPRS documents page.* (<https://apps.state.or.us/exprsWeb/exprsDocs/>)

There are several guides on how to get an account set up:

- [How to Enroll an eXPRS User](#)
- [How to Access Login for First Time Users](#)

You will need to be comfortable with a computer to enter your time into eXPRS. On their documents page (<https://apps.state.or.us/exprsDocs/>), there are several guides on how to enter your supports into eXPRS:

- [Billing via eXPRS-EVV](#)
- [How to Login & Navigate in eXPRS-EVV](#)
- [eXPRS-EVV Overview for PSW Providers](#)
- [How to Start a Shift in eXPRS-EVV](#)
- [How to End a Shift in eXPRS-EVV](#)
- [How to Add a New Shift in eXPRS-EVV](#)
- [How to Correct or Add an EVV Shift in the eXPRS Desktop Site](#)
- [eXPRS-EVV Frequently Asked Questions \(FAQ\)](#)
- [PSW EVV Exceptions and SD Billing Entry](#)

When submitting your timesheet to the CSI office for approval, please make sure that:

- The timesheet is signed by BOTH you and your employer. Signatures MUST be properly dated.
- DO NOT use white out or pencil. These are official state documents.
- ANY handwritten corrections to an eXPRS-generated timesheet MUST be initialed by both the PSW and the Employer.
- If any changes need to be made to your timesheet by the CME staff, initial/check the CME authorization on the signature page. These include handwritten corrections to eXPRS-generated timesheets only.
- **There needs to be one progress note for each month that is listed on a timesheet.** If there are two months listed on the timesheet, there needs to be two separate progress notes.
- Mileage: cannot be used for medical appointments. It MUST be associated with a paid, hourly support. Mileage can ONLY be used for places within the individual's identified local community. A PSW MUST use their own vehicle (leased or owned), have a current Oregon Driver's License, and up-to-date auto insurance.

Request for Criminal History Background Check

In order to be employed by a client that receives case management services from Creative Supports Inc., you must have a current and valid Criminal History Check (CHC). All people who work with clients that receive case management services through Creative Supports are required to complete a CHC **every 2 years**. Without a current CHC, you cannot provide paid supports to Creative Support clients. It takes approximately 8 weeks to process your Criminal History Check and to assure that you have current credentials in the state payroll system known as eXPRS.

The following information is needed for Creative Supports to start the CHC process:

Name: _____
(as listed on your government issued ID)

Social Security # (Note This is voluntary): _____

Date of birth (mm/dd/yyyy): _____

Residential address: _____

Mailing address (if different): _____

Prior names and aliases: _____

Gender: _____

Phone: _____ Type of Phone (home, mobile, etc.): _____

2nd Phone: _____ Type of Phone (home, mobile, etc.): _____

Email (required): _____

Residential History outside Oregon, past five years: _____

Employee Type: PSW

Position requires direct contact with: Adults confidential information

Finances/Financial records Information Technology Systems seniors

Position requires: Driving

You will receive an email at the address you list above with instruction how to complete your CHC online. Please note if fingerprints are required to make a final fitness determination, you will receive further instructions.

A copy current government issued photo ID is required to be attached

Did you know?



eXPRS Pro Tip for DD Personal Support Workers (PSWs) User Lockout Warning

Did you know ...

... that you get 3 attempts to successfully login to eXPRS or eXPRS EVV before the system locks your user account?

eXPRS/eXPRS Mobile-EVV is a secure ODHS system, and as such, has features to prevent unauthorized access. One of these features is to lock a user's account if their login attempts fail 3 consecutive times.

Most common issues that cause failed logins:

- Previous password has been saved in your browser (*the program you use to access the internet, such as **Internet Explorer, Firefox or GoogleChrome***). The browser will keep sending this saved password, even if you think you've changed it.
- Incorrectly typed password or login ID. Both are case sensitive, meaning if you use upper case when you should use lower case, the system will think it's wrong.

Login

Login failed. If an additional login fails, you will be given an opportunity to reset your password before your account is locked for security purposes. Please check your login name and password, and make sure caps-lock is off.

Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••"/>

[Forgot your password?](#)

If you get the warning message (*shown above*) when logging in, you can always use the "[Forgot your password?](#)" link to get a new temporary password for a reset & prevent a lock out.

IF you do get locked out for Too Many Failed Login Attempts, you can wait & try to log in again a bit later.

PAYMENT SCHEDULE

CALENDAR YEAR 2023

Please remember to submit and approve timesheets by the deadlines listed below. Public Partnerships cannot guarantee on-time payment for timesheets received after the deadline.

Pay Period		Timesheet Deadline	Posting Date
Start Date	End Date	Timesheets must be Submitted by the End/Close of Business Hours	Checks Mailed/Direct Deposit Issued
Friday, December 16, 2022	Saturday, December 31, 2022	Thursday, January 5, 2023	Wednesday, January 18, 2023
Sunday, January 1, 2023	Sunday, January 15, 2023	Thursday, January 19, 2023	Tuesday, January 31, 2023
Monday, January 16, 2023	Tuesday, January 31, 2023	Friday, February 3, 2023	Wednesday, February 15, 2023
Wednesday, February 1, 2023	Wednesday, February 15, 2023	Tuesday, February 21, 2023	Friday, March 3, 2023
Thursday, February 16, 2023	Tuesday, February 28, 2023	Friday, March 3, 2023	Wednesday, March 15, 2023
Wednesday, March 1, 2023	Wednesday, March 15, 2023	Monday, March 20, 2023	Thursday, March 30, 2023
Thursday, March 16, 2023	Friday, March 31, 2023	Wednesday, April 5, 2023	Monday, April 17, 2023
Saturday, April 1, 2023	Saturday, April 15, 2023	Wednesday, April 19, 2023	Monday, May 1, 2023
Sunday, April 16, 2023	Sunday, April 30, 2023	Wednesday, May 3, 2023	Monday, May 15, 2023
Monday, May 1, 2023	Monday, May 15, 2023	Thursday, May 18, 2023	Wednesday, May 31, 2023
Tuesday, May 16, 2023	Wednesday, May 31, 2023	Monday, June 5, 2023	Thursday, June 15, 2023
Thursday, June 1, 2023	Thursday, June 15, 2023	Wednesday, June 21, 2023	Monday, July 3, 2023
Friday, June 16, 2023	Friday, June 30, 2023	Thursday, July 6, 2023	Tuesday, July 18, 2023
Saturday, July 1, 2023	Saturday, July 15, 2023	Wednesday, July 19, 2023	Monday, July 31, 2023
Sunday, July 16, 2023	Monday, July 31, 2023	Thursday, August 3, 2023	Tuesday, August 15, 2023
Tuesday, August 1, 2023	Tuesday, August 15, 2023	Friday, August 18, 2023	Wednesday, August 30, 2023
Wednesday, August 16, 2023	Thursday, August 31, 2023	Wednesday, September 6, 2023	Monday, September 18, 2023
Friday, September 1, 2023	Friday, September 15, 2023	Wednesday, September 20, 2023	Monday, October 2, 2023
Saturday, September 16, 2023	Saturday, September 30, 2023	Wednesday, October 4, 2023	Tuesday, October 17, 2023
Sunday, October 1, 2023	Sunday, October 15, 2023	Wednesday, October 18, 2023	Monday, October 30, 2023
Monday, October 16, 2023	Tuesday, October 31, 2023	Friday, November 3, 2023	Thursday, November 16, 2023
Wednesday, November 1, 2023	Wednesday, November 15, 2023	Monday, November 20, 2023	Friday, December 1, 2023
Thursday, November 16, 2023	Thursday, November 30, 2023	Tuesday, December 5, 2023	Friday, December 15, 2023
Friday, December 1, 2023	Friday, December 15, 2023	Wednesday, December 20, 2023	Wednesday, January 3, 2024
Saturday, December 16, 2023	Sunday, December 31, 2023	Thursday, January 4, 2024	Wednesday, January 17, 2024

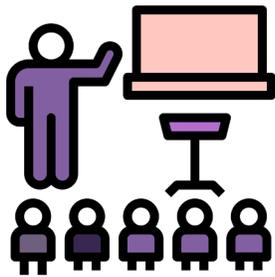
Timesheet deadline is the date a PSW must submit a completed timesheet to the CDDP or Brokerage office. A completed timesheet means a PSW has corrected any errors on the timesheet, obtained the employer's signature, documented the progress/service notes, and signed the timesheet. If a PSW has an exception for eXPRS entry (not EVV only) the deadline for timesheet delivery is one business day earlier than the date indicated.



New Worker Training for Care Providers

Homecare Workers, Personal Support Workers, and Personal Care Attendants

1. New Worker Orientation



- Trainer-led, In-person
- 6 hours, plus an optional 30 minutes to take the assessment
- Finish before employment

2. New Worker Core Part 1



- Self-paced, Online
- 4 hours
- Finish within 120 days of receiving provider number

3. New Worker Core Part 2



- Self-paced, Online
- 4 hours
- Finish within 120 days of receiving provider number

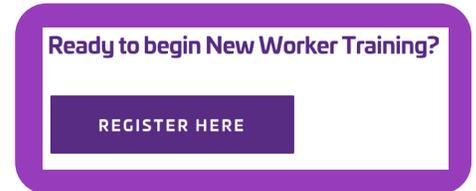
Scan this code to begin:



or go to CarewellSEIU503.org/orientation

New Worker Training: Steps for Success

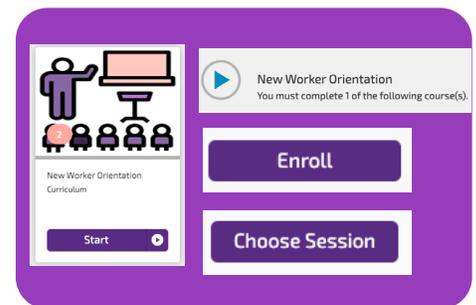
1 Create a profile in the Carewell Learning Portal. You can get there from the Carewell website, CarewellSEIU503.org/orientation.
Make a note of your username and password as you will need them to log back in.



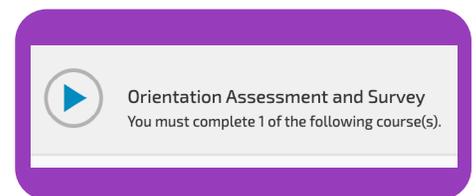
2 When you log in to the learning portal after creating a profile, go to "My Courses."



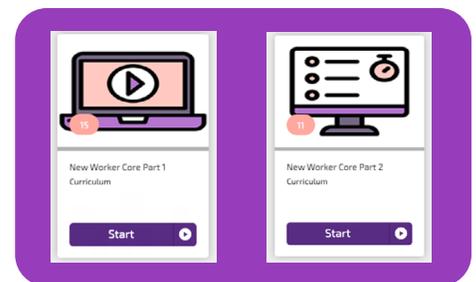
3 Click "Start" under "New Worker Orientation." Then find "New Worker Orientation" and click "Enroll." Then click "Choose Session" to find a session. After enrolling in a session, you will receive a confirmation email.



4 After attending your New Worker Orientation session, you will need to pass an assessment and take a short survey.



5 After you receive your provider number from the state, log back in to the learning portal to complete New Worker Core Part 1 and New Worker Core Part 2. You need to take the required assessments after each section to get credit for completing the sections.



Congratulations! You're all done with New Worker Training! You can download a copy of your certificate of completion from the learning portal.

New Worker Training: Frequently Asked Questions

How do I sign up?

Go to CarewellSEIU503.org/orientation, and click "Register Here." From there, you will create a profile and sign up for New Worker Orientation. You can log in from a smartphone, tablet, or computer. You will then receive instructions on how to complete training. Please note that you will need a valid email address to get started.

How can I fill out an application?

Before attending training, you should submit an application to become a new homecare worker, personal support worker, or personal care attendant. To apply you will follow the instructions of the agency you're applying through. More information can be found at OHCCworkforce.org/applications.

You must complete Orientation within 90 days of submitting an application.

When can I begin the training?

You can begin New Worker Orientation after you've submitted an application. You can start New Worker Core Part 1 and New Worker Core Part 2 after you have completed New Worker Orientation, passed a background check, and received your provider number from the Department of Human Services (DHS) or the Oregon Health Authority (OHA).

New Worker Core Parts 1 and 2 must be completed within 120 days of receiving your provider number.

How does the training work?

New Worker Orientation takes place in person with a trainer.

New Worker Core is self-paced so you do not have to complete it in one sitting and your progress will be saved as you go.

You will need to pass an assessment after each of the 3 sections of training with a score of 75% or higher. If you do not pass the assessment after 3 tries, you will need to retake that section of the training.

How long is the training?

The total length of the New Worker Training is about 14 hours.

New Worker Orientation is in-person and takes about 6 hours including breaks. There is also an optional 30-minute session after New Worker Orientation to take the required assessment.

New Worker Core Part 1 and New Worker Core Part 2 are each about 4 hours long for a total of 8 hours of self-paced modules.

Do I have to stay to take the assessment after New Worker Orientation?

No. You can take the required assessment any time after attending New Worker Orientation by logging in to the learning portal. You must pass the assessment to complete New Worker Orientation.



Carewell SEIU 503 is the family of training and benefits hardwon by SEIU 503 homecare and personal support providers to enhance their lives. Delivered clearly, easily and reliably, these benefits offer the stability, health, skills and training workers deserve.

All benefits are delivered by RISE Partnership, a worker-centered benefit support service.





What do I need for the training?

You will need a device with internet access and a valid email address to begin the training. Smartphones, tablets, and computers all work with our online learning portal. If you are using a smartphone or tablet, be sure to connect to Wi-Fi, or you could use up a large amount of data.

You should also plan to bring your learning portal username (email address) and password so you can log in to take the assessment.

What if I don't have a device with internet access?

We're here to help! Give us a call at 1-844-503-7348 so we can assist you in finding an option that works for you.

Will I receive a stipend for training?

You will be provided a stipend after completing New Worker Core Part 1 and a second stipend after completing New Worker Core Part 2. You will not receive a stipend for New Worker Orientation. More information on stipends can be found on our website, CarewellSEIU503.org/stipend-policy.

Do you provide language assistance?

Yes. You can register for training in the following languages:

- Spanish
- Russian
- Vietnamese
- Chinese (simplified written, Mandarin voice-overs)
- Arabic
- Somali

When you take New Worker Orientation, you will meet with a trainer who speaks one of these languages or take the course with an interpreter. New Worker Orientation takes place in a virtual, Zoom classroom. We can also schedule an interpreter for you to join an in-person class if you reach out to us.

New Worker Core Parts 1 and 2 are online and self-paced. They are available in:

- Spanish
- Russian
- Vietnamese
- Chinese (simplified written, Mandarin voice-overs)
- Arabic
- Somali

Once you are registered for training in one of these languages, you should automatically see training in your preferred language.

If your preferred language is not available, please reach out to us for support. We can help you find an option that works for you. Please call 1-844-503-7348 or email CarewellSEIU503training@RISEpartnership.com to let us know which training you are taking and the language you prefer.

How is Carewell Training addressing COVID-19?

We are monitoring community levels of COVID-19. If community levels are high, we will hold New Worker Orientation as a live, trainer-led webinar over Zoom instead of in the classroom. We will notify you if your in-person class is switched to a virtual class. We recommend checking your email and the learning portal close to the day of your scheduled training to check for any changes.

Where can I find help?

We're here to assist you! You can find more information on our website, CarewellSEIU503.org/orientation or email us at CarewellSEIU503training@RISEpartnership.com. You can call us at 1-844-503-7348 where representatives are available between 8am and 6pm Monday through Friday.

Frequently Asked Questions (FAQs) for DD Personal Support Workers (PSWs)

(updated 11/21/2021)

Q: *There are so many different systems & organizations involved with being a PSW now; who are they & what do they do?*

A: Here's a summary of the different organizations, people and systems that PSWs interact with:

The **Financial Management Agent Service (FMAS)**: formerly known as "FI" for "Fiscal Intermediary", this is the ODDS contracted entity that processes payroll and issues payments to PSWs on behalf of the I/DD individual's employer for services provided/work performed. The contracted FMAS vendor for all DD PSWs in Oregon is **PCG Public Partnerships, LLC (PPL)**.

The **Common Law Employer (CLE)**: formerly referred to as the "employer of record" or "EOR", this is the individual who is employing a PSW to deliver an array of services to an individual with I/DD. Most often the CLE is simply referred to as the "employer". In some cases, the individual with I/DD themselves will serve as their own CLE. The CLE establishes the type of service they wish the PSW to deliver, when and where. They also maintain hire/fire authority and directs the care the individual with I/DD receives.

In addition, the CLE must sign off on the PSW's time sheets verifying that the time worked as reported by the PSW was indeed for the authorized services received by the individual with I/DD.

A **Case Management Entity (CME)**, such as a CDDP, Brokerage or CIIS Program, is an agency that is responsible for coordinating and authorizing the in-home & community services the individual with I/DD receives. This work may also include conducting service needs assessments, service plan development and authorization, problem solving, advocacy, and be a source of information regarding the rules and regulations for in-home & community services available to the individual with I/DD. The staff that assists the individual is called a Service Coordinator (SC) from a CDDP or CIIS, or a Personal Agent (PA) from a Brokerage.

The SC or PA may also assist the individual with some duties related to locating and hiring a PSW and service contract/agreement development, and may assist in completing the necessary forms needed for paying the PSW.

Office of Developmental Disability Services (ODDS): this is a service delivery office that is part of Oregon’s Department of Human Services (ODHS). ODDS is responsible for the overall funding, administration, management, and oversight of all services provided to individuals with I/DD in Oregon. This includes individuals with I/DD receiving in-home & community services from PSWs.

ODHS Provider Database: this is the centralized ODHS provider database that manages all the provider record information for ODHS Medicaid providers, including DD PSW providers. For PSWs to have services authorized for them and to receive payment, the PSW must have a provider record database, be listed as “**approved to work**” (*meaning they are active*) for dates they are working and have an SPD provider ID number assigned to them.

Oregon Home Care Commission (OHCC): this is the state agency that acts as the “employer” for PSWs for the purpose of the collective bargaining process. The OHCC does many things, including providing support to PSWs through trainings and other information to assist PSWs in acquiring and improving their skills to deliver the best quality services. The OHCC also provides support & training for employers, and manages the Registry & Referral System (see below).

OHCC Registry & Referral System (Registry): this is an online registry and referral system that is designed to assist employers in finding potential PSWs to employ when they need providers to deliver services.

PSWs who are “**approved to work**” in the DHS provider database and have an SPD provider ID number assigned can set up a profile with the registry, if they wish to do so. This profile acts somewhat like an online resume for the PSW, listing the PSW’s skills, training, availability for work, etc. Employers can search for PSWs who have active profiles to see if there are potential providers looking for work whom the employer may be interested in utilizing.

Accessing and setting up a profile on the Registry is completely voluntary for PSWs.

Service Employees International Union (SEIU): SEIU is the agency that represents the PSWs and HCWs in collective bargaining with the State.

SEIU also represents and advocates for the PSWs in cases of grievances or issues involved with implementing the CBA.

PSW-HCW Collective Bargaining Agreement (CBA): The PSW-HCW CBA is a multi-year agreement between the PSW-HCW employees and the State of Oregon. The CBA outlines a variety of agreed working conditions, rates, benefits, etc. for PSW and HCWs.

Carewell SEIU 503: A state contracted agency that provides DD PSWs with excellent training to equip you with the tools and confidence you need to give your consumer the most impactful—and safest—care and support possible. Carewell also facilitates/provides the required trainings that PSWs must take in order to be credentialed to work as a PSW.

More information on Carewell SEIU 503 Training can be found here:
<https://www.carewellseiu503.org/training/>

Questions related to “provider enrollment”

Q: *What does it mean for a PSW to be “enrolled” as a provider?*

A: There are several types of “enrollment” that are needed for a PSW; it can be very confusing.

First is “**Provider Enrollment**” and ***is required for all PSWs working for individuals with I/DD***. It involves the process to become registered with ODHS, be assigned an SPD provider ID number and have a status of “**approved to work**” as a PSW. Once a PSW is fully registered and has an “**approved to work**” status they are considered active and available to provide services, and receive payment for the work they do for their I/DD employer(s) for the date range(s) they are “**approved to work**”.

There are a number of items needed in order for PSW providers to be fully registered & gain “**approved to work**” status.

- A completed Provider Enrollment & Application Agreement (PEAA)
- Pass a Criminal History Check (CHC)
- Pass all the federally required provider validation checks
- **As of 9/1/2021**, complete the **PSW required trainings** with Carewell

However, there are other types of “enrollment,” including different forms and activities that may be needed for the PSW, **but are separate** from the “Provider Enrollment” process outlined above.

Other “Enrollment” processes include:

- **Financial Management Agent Service (FMAS) Enrollment:** *****This enrollment is required***** and includes all the financial and other fiscal enrollment forms (*such as W4, direct deposit forms, tax exemption declaration forms, etc.*) needed for the PSW to be set up with the designated **FMAS** agent to receive payments for services provided to their I/DD common law employer. *****This enrollment processes must be completed BEFORE the PSW can have work authorized for them and to receive payment for work performed.***

Information on Oregon’s **FMAS** vendor can be accessed from **PPL**’s website here: <http://publicpartnerships.com/programs/oregon/fmas/>

- **eXPRS User Enrollment:** *****This enrollment is required***** for the PSW to complete their online billing. This enrollment enables the PSW to have access to the eXPRS payment system to record the dates/times they’ve worked providing services to individuals with I/DD in order to receive a paycheck.

The **eXPRS User Enrollment** form for PSWs is available here: <http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSW.pdf>

Instructions on how to complete this form are available here: <http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSWInstructions.pdf>

- **Oregon Home Care Commission Registry Enrollment:** This is enrollment is optional and allows a PSW to establish a provider profile (*which acts somewhat like their resume*) on the OHCC Registry and Referral System. While this enrollment is optional for the PSW, it must be completed **IF** the PSW wants to be active in registry searches for other potential PSW employment opportunities.

The **OHCC Registry and Referral System** website: <https://www.or-hcc.org/>

Questions related to a PSW’s SPD provider ID number

Q: *Does a PSW need to complete training prior to being able to work?*

A: Yes, Senate Bill SB1534 requires:

- As of Sept 1, 2021, an individual becoming a DD PSW provider **for the first time** (eg: **NEW PSW providers**),

- must complete the **4-hour PSW/HCW Orientation** *before* they can receive their SPD provider ID number and be credentialed as a PSW provider for the first time,
AND
- must complete **8 hours of PSW Core Basics** training within 120 days after completing their PSW Orientation,
AND
- must complete **12 hours of PSW Continuing Education** trainings every 2 years from the completion of their PSW Orientation, to continue to be credentialed and work as a PSW provider ongoing.
- By March 31, 2022, all **incumbent PSW providers** (existing/currently credentialed and working prior to 9/1/2021),
 - must complete **8 hours of PSW Core Basics Refresher** training,
AND
 - then must complete **12 hours of PSW Continuing Education** trainings every 2 years from the completion of their **PSW Core Basics Refresher**, to continue to be credentialed and work as a PSW provider ongoing.

Q: *How does a PSW access their required trainings?*

A: PSW providers can access information and their required trainings by visiting the SEIU Carewell website:

<https://www.carewellseiu503.org/training/>

Questions related to a PSW’s SPD provider ID number

Q: *Why do PSWs need an SPD provider ID number?*

Services to individuals with I/DD are supported by various federal Medicaid programs and funding. And since the funds used to pay PSWs are Medicaid funds, the PSWs must be approved as Medicaid providers.

The process of “provider enrollment” and issuance of an SPD provider ID number to a PSW is how the state verifies that the PSW has met all the requirements to be approved as a Medicaid provider; to be authorized and receive payment for Medicaid services.

A PSW’s SPD provider ID number is also what enables the PSW to access the OHCC Registry and Referral system.

Q: *Do PSWs who are also currently Home Care Workers need a new provider number to be a DD PSW?*

Yes. Even though the work performed may be very similar, a Home Care Worker (HCW) is a different type of provider from a Personal Support Worker (PSW). Since they are different types of provider, a person working as both a PSW and HCW will need to be assigned a separate SPD provider ID number for each type.

Q: *How long does it take to get an SPD provider ID number?*

The time it takes complete the enrollment process and assign an SPD provider ID number can vary, as it involves many steps. While we are working diligently to process provider enrollment records for SPD provider ID number assignment as quickly as possible, the process can take several weeks.

Q: *How does a PSW get an SPD provider ID number?*

A: An SPD provider ID number is assigned as part of the Provider Enrollment and Registration process to the ODHS provider database outlined above. Registration in the ODHS provider database is required for a PSW to deliver Medicaid funded services to individuals with I/DD.

Q: *How can a PSW find out what their SPD provider ID number is?*

A: PSWs should receive notification (*by mail or email*) when an SPD provider ID number has been assigned to them. If for some reason PSWs do not receive this notification and wish to confirm their provider number, they can contact the **ODDS Provider Enrollment Unit** at:

Email: psw.enrollment@state.or.us

Phone: 1 (844) 874-2788, option #4 – **VOICEMAIL ONLY**

Q: *If a PSW has questions about the DD PSW Provider Enrollment Application & Agreement (PEAA) form. Who do they contact?*

A: Please contact the **ODDS Provider Enrollment Unit** at:

Email: psw.enrollment@state.or.us

Phone: 1 (844) 874-2788, option #4 – **VOICEMAIL ONLY**

Q: *How does a PSW get a Criminal History Check (CHC)?*

A: PSWs should work with the CME that authorizes services for the I/DD individual they are serving to have the Criminal History Check forms and fitness determination completed or re-newed.

Q: *How can a PSW find out the last time they had a Criminal History Check (CHC)?*

A: PSWs can now view the expiration dates of their current CHC and PEAA in their **My Credentials** section when they log in to eXPRS EVV or eXPRS

desktop. Information on how to view this information is available in the guide **PSW Pro Tip: PSW Credentials on Home Page**, available here: <https://apps.state.or.us/exprsDocs/PSWPTCredentialsOnHomePage.pdf>

Q: *If a PSW has a current CHC; do they need to have another one?*

A: That depends on when the CHC was last completed/approved. ODDS has updated their program policy to require Criminal History Checks for PSWs and other individual providers to be renewed every 2 years. If the PSW's CHC is current (*meaning it was completed and approved within the past 2 years*), then they will only need to get a new CHC when their current CHC expires.

Questions related to the eXPRS Payment System

Q: *What is "eXPRS"?*

A: "eXPRS" (pronounced "express") is the acronym for the **Express Payment & Reporting System**. This system is a website that ODDS uses to authorize services for individuals with I/DD in Oregon, and to process time worked billings and claims for payments to PSWs (*and other providers*) for the services they provide.

Q: *Why do PSWs have to use eXPRS in order to get paid?*

A: The authorization and payment of all services provided to individuals with I/DD in Oregon is managed in one centralized state website, which is eXPRS. All DD providers, even DD PSWs, have services authorized, dates/times worked, and claims/payments processed using eXPRS. In order to be successfully paid for work performed as a PSW, you must use eXPRS.

Q: *How do PSWs report their time worked in eXPRS?*

A: PSWs will use a version of eXPRS called "eXPRS EVV", which is a version of the eXPRS website that is optimized for use on a mobile device.

1. For recording time worked providing **attendant care services**, PSWs will use a mobile device + eXPRS EVV to document when they start working "clock in" and when they stop working "clock out" each day they work. eXPRS EVV then saves the date & start/end times they worked to the main website.
2. At payroll time, PSWs will then use the regular eXPRS website to review their time worked, submit their time, and then print timesheets for their employer(s) to sign. Signed timesheets are then submitted to the authorizing CME for approval.

Information, user guides and tutorial videos on using eXPRS EVV are available on the **eXPRS Help Menu**, here:

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

Q: *What does it mean to "file a claim" in eXPRS?*

A: PSWs will need to document their dates/times worked using eXPRS EVV. eXPRS has no way of knowing when a PSW has worked or what service was provided until it's reported and entered. That dates/time worked information (*called Service Delivered or SD billing entry*) is then used to create claims, which generate payments back to the PSW. The process of documenting your dates/times worked into eXPRS is sometimes referred to as "filing a claim."

Q: *How often will the PSW need to "file a claim" and how often will they get paid?*

A: By using eXPRS EVV, PSWs will record the dates/times they work each day they work, when they start/stop working. That billing information is processed, gathered into "claims" in payment cycles scheduled to coincide with the PSW payroll schedule. The claims will then be sent to the FMAS payroll vendor who will then issue payments/paychecks to PSWs.

Q: *How does a PSW learn how to enter their time worked billing information into eXPRS?*

A: User assistance guides and tutorial videos for PSWs on how to enter billing information is available directly on the **eXPRS Help Menu** here:

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

The **PSW tutorial/training videos**:

- [PSW General Overview to eXPRS](#)
- [PSW Overview to eXPRS-EVV](#)
- [eXPRS-EVV Login & Site Features](#)
- [How to Start a Shift in eXPRS-EVV](#)
- [How to End a Shift in eXPRS-EVV](#)
- [How to Add a New Shift in eXPRS-EVV](#)
- [How to Edit an EVV Shift in the eXPRS Desktop](#)
- [eXPRS Desktop Login & Site Features for PSWs](#)
- [How to Bill for Mileage & Job Coaching](#)
- [How to Find & Track Billings & Claims](#)
- [PSW Travel Time](#)
- [How to Reset Your eXPRS Password](#)

Q: *Why does the PSW have to fill out the eXPRS User Enrollment form?*

A: The eXPRS User Enrollment form is required to enable a PSW to have direct access to eXPRS & eXPRS EVV.

Q: *What does the role name - Provider PSW/IC/BC Claims Manager - in the middle section of the eXPRS User Enrollment form mean?*

A: "Provider PSW/IC/BC Claims Manager" is the name of the user role that PSWs need to view their information directly in eXPRS themselves.

Questions about getting paid as a provider

Q: *Is Direct Deposit mandatory?*

A: No, but it is strongly encouraged. New or updated tax or other financial documents may need to be completed and submitted by some providers to the FMAS vendor designated to process payments for eXPRS.

Information on Oregon's **FMAS** vendor can be accessed from **PPL's** website here: <http://publicpartnerships.com/programs/oregon/fmas/>

Q: *How does a PSW complete the Direct Deposit form?*

A: Direct deposit forms for PSWs can be accessed by contacting Oregon's **FMAS** vendor via **PPL's** website here:

<http://publicpartnerships.com/programs/oregon/fmas/>

PPL's Direct Deposit form & Information:

- PSW PPL Direct Deposit Form:
<https://apps.state.or.us/exprsDocs/PSWPPLDDForm.pdf>
 - PSW PPL Direct Deposit Information Flyer
<https://apps.state.or.us/exprsDocs/PSWPPLDDInfo.pdf>
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Questions about the OHCC Registry

Q: *How does a PSW login to the Registry to create a profile?*

The PSW will need to know their SPD provider ID number to access the Registry. Once received, the provider can follow these steps:

- Go to www.or-hcc.org
- Select the program, for example, People with Developmental or Intellectual Disabilities
- Click on the "**Click to Register**" button

- Then create a provider profile by filling in the appropriate details. Please note, your user name cannot be the same as your personal Name or SPD provider ID number.

For assistance with the registry, call toll free:

- 1-877-867-0077, then select option #1

Q: *Does a PSW have to be in the Oregon Home Care Commission's (OHCC) Registry?*

A: No. Completing and activating a provider profile in the OHCC Registry is not required UNLESS the PSW wishes to be active and listed in searches by potential employers to find them and possibly offer them work. If the PSW is happy working for the customer(s) they have now and do not want additional, possible employment, then the provider does not need to do anything.

Questions regarding the SEIU Union and Collective Bargaining Agreement

Q: *What if a PSW doesn't want to be part of the Union?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *What if a PSW doesn't want union dues withheld from my paychecks.*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *Why does a PSW have to pay union dues? What if a PSW doesn't want to pay dues?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:

Phone: 1-800-452-2146

Email: salem@seiu503.org

Q: *Why does the union get the provider's information?*

A: Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information is:
Phone: 1-800-452-2146
Email: salem@seiu503.org

Other General Questions

Q: *Where are the PSW related forms located at so a PSW can access them?*

The many different forms and form instructions, and other materials are available for PSWs and can be accessed by going to this website:

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/psw-resources.aspx>

Updated and additional forms and information are being added from time-to-time, as well as versions in alternative languages. PSWs are encouraged to check this website periodically for updated forms and information.

PSWs are also encouraged to follow the social media Facebook pages for both ODDS and eXPRS. New and updated information is posted via these pages frequently.

- **eXPRS Facebook page:**
<https://www.facebook.com/EXPRSpaymentsystem>
- **ODDS Facebook page:**
<https://www.facebook.com/pages/Oregon-Developmental-Disabilities>

Q: *What if a PSW has a question that is not covered on this FAQ?*

We would encourage PSWs to work with their local CME first regarding questions they may have on this transition process.

PSWs can also access the **Contact Us** link from the eXPRS log in page.

PSWs seeking assistance with:	Please Contact:
<ul style="list-style-type: none"> • PPL employer of record paperwork or enrollment packet • Paycheck or payroll questions • Direct deposit or debit payment card questions • Provider employment or income verification for dates worked after Dec 31, 2016. • Assistance with PPL's BetterOnline™ web portal 	<p>Public Partnerships, LLC (PPL) Phone: 1 (888) 419-7705 Email: pplorfmas-cs@pcgus.com PPL's BetterOnline™ web portal: https://fms.publicpartnerships.com/PPLPortal/login.aspx Employment Verification Information https://www.publicpartnerships.com/media/eqxpcdoq/voe_voi-instructions.pdf</p>
<ul style="list-style-type: none"> • Questions regarding your service agreements or eXPRS authorizations to work • Questions regarding your eXPRS time entry, billing or printing timesheets • Questions about why pending billings have yet to be approved • Assistance to resolve suspended billing issues 	<p>FIRST contact the authorizing CDDP, Brokerage or CIIS Program who authorized your services.</p> <ul style="list-style-type: none"> • If after doing the above you still need assistance, contact: <p>Log on and Complete/Submit an eXPRS Technical Assistance Request available under Customer Service on the top menu bar.</p>
<ul style="list-style-type: none"> • Questions related to your PSW credentials (PEA or CHC) • Questions on your PSW DHS provider record 	<p>ODDS Provider Enrollment Unit Phone: 1 (844) 874-2788, option #4 - Voicemail ONLY Email: PSW.Enrollment@dhsosha.state.or.us</p>
<ul style="list-style-type: none"> • Change of name, address, phone, or email on your PSW provider record/credentials. 	<p>Complete and return the PSW Change of Information Request form: https://apps.state.or.us/Forms/Served/de2577.pdf</p>
<ul style="list-style-type: none"> • Questions on PSW trainings • PSW vacation or sick leave questions • Home Care Commission Registry questions 	<p>Oregon Home Care Commission (OHCC) Phone: 1 (877) 867-0077, option #4 - Voicemail ONLY Registry Website: https://or-hcc.org/</p>
<ul style="list-style-type: none"> • PSW employment verification for dates worked prior to Jan 1, 2017. 	<p>Email: ODDS.EmploymentVerification@dhsosha.state.or.us</p>
<ul style="list-style-type: none"> • PSW user lock outs & password re-sets for eXPRS 	<p>eXPRS Account Access Phone: 1 (844) 874-2788, option #3 - Voicemail ONLY Email: info.exprs@dhsosha.state.or.us</p>

Additional questions if not able to be answered by the local CME agency can be routed to the following entity/topic by the corresponding email or phone provided below.

- **FMAS vendor or payroll questions to PCG Public Partnerships, LLC (PPL)**
PPLORFMAS-CS@pcgus.com
Or by toll free: 1-888-419-7705 (English)
1-888-419-7720 (Español)
1-888-419-7724 (Русский)
PPL Website:
<http://publicpartnerships.com/programs/oregon/fmas/>
- **Oregon Home Care Commission questions and Registry:**
DD-MH.OHCC@state.or.us
Or by toll free: 1-877-867-0077, then select option #1

- **SEIU Union related questions:**
salem@seiu503.org
Or by toll free: 1-800-452-2146
- **Carewell SEIU 503 Training:**
Training email:
carewellSEIU503training@risepartnership.com
Benefits email:
carewellSEIU503benefits@risepartnership.com
Or by toll free: 1-844-503-7348 (*8am—6pm, Monday—Friday*)