

# Frequently Asked Questions

## Personal Support Workers (PSW) Enrollment

### How do I start the process of becoming a PSW?

The first step is to fill out and return a PSW New Enrollment packet. The packet includes a Criminal History Check (CHC) needs to include a legible copy of your ID. We also request that you include a picture of you holding your ID next to your face so that we are able to verify the ID.

#### **Packets are available:**

- Download from:  
[https://lanecounty.org/government/county\\_departments/health\\_and\\_human\\_services/developmental\\_disabilities/personal\\_support\\_workers](https://lanecounty.org/government/county_departments/health_and_human_services/developmental_disabilities/personal_support_workers)
- Picked up from our office at 125 E 8<sup>th</sup>, Eugene, OR 97401
- Emailed by sending a request to [LaneDDSCrims@lanecountyor.gov](mailto:LaneDDSCrims@lanecountyor.gov) or by calling Lane County DDS at 541-682-3695

### How long does it take to get approved to work as a PSW?

Processing time can vary but may take 10 - 12 weeks depending on processing at the State level. Please make sure your forms are filled out completely and correctly to avoid processing delays. If corrections are needed, you will be notified by email.

### How will I know when I'm approved to work?

Final approval to work depends on many items being completed (*Refer to the PSW Enrollment Process Flowchart*). You will first receive approval of your Criminal History Check, but this is only ONE piece of many and does NOT approve you to start working. A confirmation email will be sent to you when you may begin working.

### I'm already set up as a PSW; how do I find more clients?

Once you have a PSW SPD provider number and a current CHC, you may register with the Oregon Home Care Commission registry at <https://or-hcc.org>. Once you find an individual to work with, you will submit a new PSW-Domestic Employee Form (0550). You may NOT begin working until the paperwork has been completed (*Refer to the Adding a New Client Flowchart*). Processing time is dependent on how quickly the paperwork is received and returned.

Please note, the registry is run by Oregon Home Care Commission and is separate from the Lane County office. This is a great website designed to connect potential Employers and PSWs. PSWs can “advertise” themselves by creating a profile and Employers can then search all PSWs. Employers can also create a “Help Wanted” ad which PSWs can then browse and respond to.

Tip: When using the registry, enter LESS search criteria to bring up MORE results.

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## Do my PSW credentials expire? How do I renew?

Yes, PSW credentials expire and are listed on the home page of your eXPRS login screen:

- CHC – expires after 2 years
- PEAA – expires after 5 years

Renewal packets are available:

- Download from:  
[https://lanecounty.org/government/county\\_departments/health\\_and\\_human\\_services/developmental\\_disabilities/personal\\_support\\_workers](https://lanecounty.org/government/county_departments/health_and_human_services/developmental_disabilities/personal_support_workers)
- Picked up from our office at 125 E 8<sup>th</sup>, Eugene, OR 97401
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Renewals must be submitted 70 to 90 days BEFORE your expiration date to allow for processing time and to avoid payment delays. If you fail to renew your credentials before they expire, you will **NOT** be approved to work and will **NOT** be authorized to receive pay.

## Who are all these organizations?

It can be confusing in your role as a PSW to interact with many different organizations.

- **Lane County Developmental Disabilities Services** (DDS office or CDDP) is the local program. We are your first contact with any questions you may have regarding services, eligibility, PSW and EOR enrollments, and eXPRS time entry.
- **Office of Developmental Disabilities Services** (ODDS) is the State level office. They control funding, rules, services throughout the State of Oregon, and contract with us to implement the program within our County.
- **eXPRS** is the State's online payment and time processing system.
- **Public Partnerships, LLC (PPL)** is a private organization that ODDS contracts with to manage PSW payroll. PPL issues PSW paychecks, W-2s, tax information, etc. on ODDS' behalf.
- **Oregon Home Care Commission** (HCC or OHCC) is a division of the Oregon Department of Human Services (DHS) which supports PSWs by defining qualifications, managing the registry, providing trainings, etc.

## Personal Support Workers Time Entry/Payroll

### eXPRS isn't working – what do I do?

eXPRS is the State's system so there is very little that Lane County staff can do (we are users of this system just like you are). If the system is down or scheduled to be down, there may be a message on the login screen in red print. If you are able to log in, please submit a ticket through the eXPRS Technical Assistant Request form.

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If the issue is timecard related, please call our office to see if we can assist, most of the time we are able to assist in troubleshooting issues relating to timecards.

## I'm locked out of eXPRS – what do I do?

eXPRS unlocks accounts twice a day (mid-morning and mid-afternoon) so you have the option of trying to log in again at a later time. If you are locked out and need to reset your password you can either follow the instructions on the screen; email [info.exprs@state.or.us](mailto:info.exprs@state.or.us); or contact eXPRS by calling 1-844-874-2788, option #3.

## How do I know you got my timesheet?

Timesheets are processed in the order that they are received. To confirm that your timesheet has been received, you can view the status of your time entries in eXPRS. If they move from “pending” status to “approved” status, your timesheet has been received and processed.

Confirmation of received timesheets are sent when timesheets are emailed to [LCHSDDTM@lanecountyor.gov](mailto:LCHSDDTM@lanecountyor.gov).

Confirmations are NOT sent for timesheets that are dropped off or faxed in.

## What is the “Service Goal” and “Progress Notes”?

Timesheets are a part of the client’s health record. These two sections on the timesheet are required for any timesheet submitted on or after 7/1/16. If either of these two sections are left blank, that timesheet will NOT be processed for payment.

Service Goal is the goal that you are working with the client to achieve as defined in the Service Agreement. Please check with your Employer if you are unsure of the service goal.

Progress Notes explain how you helped the person to meet their goals, and/or any other information that is relevant for the Service Coordinator to know.

Additional information can be found <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/psw-resources.aspx>

## Something is wrong with my paycheck...

Please feel free to contact our office with questions regarding your paycheck. In many cases we are able to answer most questions. Most often if there is an issue this may be due the timecard being turned in late; a timecard was missed; we contacted you about an error on the timecard and we did not receive a response back in the time given to process within the deadline; multiple timecards were turned in at different times, so one was processed on time and the other came in late.

At times, we may refer you to PPL for questions regarding payment, withholdings & direct deposit.

# Frequently Asked Questions

## Employer of Record (EOR)

### I'm already set up as an EOR; how do I find more PSW's?

Create a profile on the Oregon Home Care Commission registry at <https://or-hcc.org>. Please note, the registry is run by Oregon Home Care Commission and is separate from the Lane County office. This is a great website designed to connect potential Employers with PSWs. PSWs can “advertise” themselves by creating a profile and Employers can then search all PSWs. Employers can create a “help wanted” ad which PSWs can then browse and respond to.

Once you find a potential PSW, the PSW will need to fill out a PSW-Domestic Employee Form (0550). The PSW may NOT begin working until this paperwork is completed (*Refer to Adding a New Client Flowchart*).

Tip: When using the registry, enter LESS search criteria to bring up MORE results.

### What is the role of an EOR?

The Employer is responsible for hiring, training, scheduling, and dismissing PSWs. The Employer is also responsible for ensuring PSWs are performing duties in alignment with the Individual's goals and Individual Service Plan (ISP). Employers must sign all timesheets which attest that the information on the timesheet is true and accurate.

### What's the difference between using a PSW and using an agency?

When a client is authorized to receive in-home attendant care, the client/guardian may choose to receive that service by:

- Contacting an agency provider, and the agency will send their staff into the home to work with the individual.
  - The agency is responsible for credentialing their PSWs
    - The PSW does not need to do the Lane County DDS PSW process but instead should go through the agency for all paperwork including their timecards.
  - It is the agency's responsibility to obtain client/guardian signatures on invoices and to submit them to Lane County DDS

AND/OR

- Become an Employer, and hire their own PSWs to come into the home to work with the individual.
  - It is the responsibility of both the PSW and Employer to ensure timesheets are complete, accurate (including signature of PSW and Employer) and submitted to Lane County DDS. PSWs are also responsible for entering their times into eXPRS using the Electronic Visit Verification (EVV) System.