



*Office of Developmental Disabilities Services*

## Employer role in progress notes for personal support workers (PSWs)

### What is new?

For time worked starting July 1<sup>st</sup>, 2016 each PSW must write a progress note for every timesheet. Without a progress note timesheets will be incomplete and the PSW will not be paid for time worked until the progress note is written. This could delay the PSW's pay until a later pay period.

### Do PSWs know about this new requirement?

PSWs have been sent letters about this new requirement. One of those letters, sent by Service Employees International Union (SEIU), is included with this letter.

Office of Developmental Disabilities Services sent also letter in May to let them know about the new requirement. SEIU has also sent post cards and a letter to PSWs giving information about writing progress notes. PSWs may have also heard from Personal Agents or Services Coordinators about writing progress notes.

### What is a progress note?

A progress note is written information that tells you and the Personal Agent or Services Coordinator what the PSW did to meet needs for the person they work for. Progress notes can be in the language the PSW writes in.

### Where does a PSW write a progress note?

Employers should tell the PSW where they want the PSW to write progress notes. If the employer does not have a place for a PSW to write progress notes PSWs can write progress notes in the box on the back of the printed timesheet from eXPRS.

### How often must a PSW write a progress note?

Employers can tell the PSW how often they want the PSW to write progress notes about the services they provide. Some examples are daily, weekly, or per pay period.

At a minimum, PSWs must write at least one progress note for each timesheet they turn in that tells what the PSW did during the dates for that timesheet.

Some PSWs turn in a timesheet that covers more than one month of work. PSWs must write at least one progress note to tell what the PSW did for each month they worked.

Employers can ask a PSW to write progress notes more often than these minimums, to keep track of the work that they are doing with the person.

### What does a PSW need to do with progress notes?

PSWs must turn in progress notes to the CDDP, Brokerage, or CIIS on or attached to their signed timesheet. Employers should tell the PSW if there is any other way the employer wants to keep the progress notes.

### What else does a PSW need to know?

Progress notes are an important way Services Coordinators or Personal Agents can know about the things PSWs do to meet the needs of people they work for.

For examples of good progress notes please go to

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

Employers may be asked by the PSW for an accommodation to help the PSW be able to write progress notes. Employers that need help making accommodations can work with STEPs to Success Consultants to get that help. Ask your Services Coordinator or Personal Agent for a referral.