

Developmental Disabilities Services

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Number: APD-IM-15-101

Issue date: 12/11/2015

Topic: Developmental Disabilities

Subject: State Plan Personal Care (SPPC) Voucher and Time Entry Screen

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Brokerage Directors |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

This informational memo relates to PSWs and HCWs who provide State Plan Personal Care Services (SPPC or PC20) and are paid out of the CEP system. This is not related to PSWs who receive payment from TNT or via the eXPRS Plan of Care (POC). Developmental Disability (DD) program offices (CDDPs, Brokerages and CIIS) may also refer to [APD-IM-15-094](#) for additional information related to payment for PSWs who are providing SPPC supports and are paid out of the CEP system.

The following information is being communicated to all APD/AAA offices and is informational for CDDP, Brokerages and CIIS.

In September of 2015, five APD/AAA offices began piloting changes to the HCW/PSW payment voucher and time entry in the CEP system ([APD-IM-15-069](#)). The changes are driven by DOL regulatory changes, their enhanced record keeping requirements and a desire for increased program integrity.

After reviewing the pilot feedback, APD Leadership made the decision to move forward with a rolling implementation. This will allow the central office project team to provide maximum training and support for local office staff and HCW/PSWs. The project team

will assist in bringing offices on as groups from January 2016 through April 2016.

There will be eight different rollout groups, with each group having four targeted communication and training sessions. The project team will assist in coordinating the following sessions:

1. **Leadership Introduction:** The project team will host a conference call with branch leadership to review material being presented to staff and HCW/PSWs.
2. **Staff Orientation:** Staff will be orientated to upcoming changes via an e-mail from branch leadership and conference call. The orientation will allow staff to familiarize themselves with changes and develop context for upcoming trainings
3. **Staff Training:** The project team will conduct local in-person training for impacted staff, including case managers, case aides, homecare coordinators, CEP specialists, voucher clerks in each roll-out group.
 - The project team will hold two sessions, one in the morning and one in the afternoon.
 - Training includes an overview of changes related to the new voucher as well as hands on training for staff entering vouchers into the CEP system.
 - For additional detail see the addendums to the Homecare Worker Procedures Manual. [APD-PT-15-041](#)
4. **HCW/PSW Training:** The project team will hold one-hour training sessions for HCWs/PSWs.
 - The information being sent to HCWs/PSWs has been posted on the [APD Staff Tools page](#).
 - These packets will be mailed approximately two weeks before the HCW/PSW training in each area.
 - A post card will be sent to all HCWs and DD PC20 and AMH PC20 PSWs. The post card includes all of training locations and dates has been sent.
 - Sessions will begin hourly, most starting at 8:00 am with the final session starting at 6:00 pm.
 - Training will cover how to complete the new vouchers and allow time for HCWs and PSWs to ask questions.

In addition to the new voucher and time entry process, the following changes will also be implemented January 2016:

- Automated ongoing voucher creation
- Twice monthly payments ([APD-IM-15-087](#))
- Live-in voucher and time entry changes
- Travel time ([APD-PT-15-042](#))

Further training on these changes will be provided via a webinar early December.

- See [APD-IM-15-099](#)

If you have any questions about this information, contact:

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