

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-20-038

Issue date: 4/16/2020

Topic: Provider Information

Due date:

Subject: COVID-19 Hardship PTO for Providers

Applies to (check all that apply):

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

Message:

Carewell, the program managing the HCW Hardship PTO claims, has put together an FAQ regarding the PTO claims, SEIU and APD hopes this FAQ will help local offices complete the hardship request verification forms. Local offices may also make copies of this FAQ for HCWs who have questions about the Hardship PTO. Please see [APD-PT-20-040](#) for additional information and instructions.

If you have any questions about this information, contact:

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Homecare and Personal Support Worker COVID-19 Hardship PTO: Frequently Asked Questions

When a pandemic like COVID-19 appears in our communities, homecare and personal support workers are affected in an especially hard way. These workers are on the front lines of this crisis and often live paycheck to paycheck. Homecare and Personal Support workers accrue only 20 hours of PTO twice a year, for a total of 40 hours of PTO a year. When a work disruption like COVID-19 occurs, they have no safety net to fall back on, leaving them with no way to manage the impact on themselves, their consumers, or their families.

That is why the Oregon Homecare Workers Benefit Trust Board voted to provide a hardship PTO benefit for workers impacted by COVID-19. The benefit provides up to 40 hours of paid time off to eligible workers to help mitigate the impact of lost hours due to COVID-19. You can find up-to-date information on the benefit at orhomecaretrust.org/hardship-pto.

What do I need to do as a Case Manager/ Service Coordinator?

In order to receive this PTO hardship benefit, homecare and personal support workers must get verification from their Consumer's local office, case manager, or service coordinator that they have experienced a loss of hours. Under the COVID-19 Letter of Agreement executed between the union SEIU Local 503 and the State, case managers and service coordinators are authorized to confirm a loss in hours.

To confirm a worker's loss of hours, please complete the Hardship PTO Verification Form at orhomecaretrust.org/hardship-pto

Does the worker or their consumer need to be diagnosed with COVID-19 to qualify for this benefit?

No. To be eligible the worker must have missed work hours because of some sort of disruption from COVID-19, including concerns about being exposed to COVID-19.

Who is eligible to receive the benefit?

Workers must have lost work hours March 10-May 16, 2020, because of anything related to work hours disruption by COVID-19.

For example, a homecare or personal support worker may qualify for this benefit if:

- a worker missed work hours due to concerns about being exposed to COVID-19 or exposing others to COVID-19;
- a consumer told the worker to stay home because the consumer was self-isolating due to COVID-19;
- a worker missed work hours because they needed to stay home and take care of a dependent, child or parent who was impacted by COVID-19, including due to school and/or daycare closures;
- a worker lost work hours due to the consumer being hospitalized or passed away due to COVID-19;
- a worker tested positive for COVID-19 and needed to self-isolate; or
- a worker is at higher risk of serious complications from COVID-19 and needs to self-isolate.

What does the Hardship Paid Time Off benefit pay for?

This special benefit was created to help homecare and personal support workers whose work hours have been impacted because of anything related to COVID-19. It provides up to a maximum of 40 hours of paid time off.

Does the worker need to provide documentation that they missed work hours due to COVID-19?

No, the worker simply needs to notify you that their missed hours were due to work hours disruption from COVID-19.

Can the worker use this benefit if they're receiving other income—for example, from unemployment or from another job?

Yes.

Can a worker use this benefit to help pay for lost hours for other reasons (for example, getting injured, Consumer in hospital for non-COVID-19 related reason, etc)?

No. This benefit is only available to care providers who missed work because they (or their consumer) were impacted by COVID-19. Workers' regular PTO benefit may help cover lost work for other reasons.

When is this benefit available?

The Hardship Paid Time Off benefit can be claimed immediately and is available for lost hours from March 10, 2020 to May 16, 2020.

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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.

