

# Policy Transmittal Aging and People with Disabilities



Corissa Neufeldt

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**Number:** APD-PT-24-006

**Issue date:** 3/27/2024

**Topic:** Protective Services

**Due date:**

**Transmitting (check the box that best applies):**

- New policy     Policy change     Policy clarification     Executive letter  
 Administrative Rule     Manual update     Other:

**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: Type 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                        |   |

<b>Policy/rule title:</b>	Screening Abuse Regarding HCW's Provider Time Capture (PTC)		
<b>Policy/rule number(s):</b>	APD-APS-060-013	<b>Release number:</b>	
<b>Effective date:</b>	May 1, 2024	<b>Expiration date:</b>	
<b>References:</b>	OAR 411-020-0000 through OAR 411-020-0130		
<b>Web address:</b>			

**Discussion/interpretation:**

Via this transmittal, APD transmits one reissued policy related to APD Adult Protective Services (APS) practices.

The attached policy, APD-APS-060-013 Screening Abuse Regarding HCW's Provider Time Capture (PTC), describes how to screen and refer irregularities by home care workers (HCW) misusing and misreporting their payroll as providers for APD consumers. They record their payroll through the Oregon Provider Time Capture

Electronic Visit Verification (PTC) application. Use of PTC began September 2021. The policy was first issued February 1, 2022.

The content of this 2024 reissued version is essentially the same as the original 2022 policy. With respects to HCWs and their payroll, irregularities with PTC are not treated as abuse by APD. PTC concerns must be referred to the alleged victim/APD-consumer APD worker. However, any other reported abuse by HCWs must be appropriately screened.

Some of the 2022 version's language and formatting was updated to meet current policy standards. In addition, there is a new section that is a reminder about uploading HCWs as alleged perpetrator in Central Abuse Management (CAM), if appropriate. This reminder does not change the policy.

**Implementation/transition instructions:**

The attached policy will be effective on May 1, 2024

**Training/communication plan:**

The policy will be posted at the [APS Staff Tools website](#) and the CAM Knowledge tab with other APS policies in this series. Communication and discussion regarding this policy will occur during APS Supervisor Meetings, APS Fundamentals Training, and other venues as needed. Requests for technical assistance on applying this new policy are be sent to the Central APS Unit at [APS.TechAssistance@odhsoha.oregon.gov](mailto:APS.TechAssistance@odhsoha.oregon.gov).

**Local/branch action required:**

Ensure local APS workers awareness of the new policy and where it is posted on APS Staff Tools website and CAM Knowledge tab.

**Central office action required:**

Respond to inquiries regarding the new policy as needed.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD Operations Committee, APS Supervisors, APS Policy Advisory Committee, Central APS Unit, Safety Oversight & Quality, APD Safety Manager, APD Provider Unit, and APD HCW Termination Coordinator

**Filing instructions:**

*If you have any questions about this policy, contact:*

Contact(s): APD Central APS Technical Assistance	
Phone:	Fax:
Email: <a href="mailto:APS.TechAssistance@odhsoha.oregon.gov">APS.TechAssistance@odhsoha.oregon.gov</a>	

## Operational Policy

<b>Policy title:</b>	Adult Protective Services: Screening Abuse Regarding HCW's Provider Time Capture (PTC)		
<b>Policy number:</b>	APD-APS-060-013		
<b>Original date:</b>	February 1, 2022	<b>Last update:</b>	May 1, 2024
<b>Approved:</b>	Corissa Neufeldt, APD Regulatory Deputy Director		

## Purpose

This policy is one of a series intended to provide policy direction regarding Adult Protective Services (APS) practice and documentation in Aging and People with Disabilities (APD) and Area Agency on Aging (AAA) local offices. Application of this policy will help to ensure a consistent statewide response to reports of abuse and self-neglect of adults eligible for APD protective services.

## Description

This policy describes how to screen and refer reports about or knowledge of home care workers (HCW) misusing and misreporting their payroll records in the Oregon Provider Time Capture Electronic Visit Verification (OR PTC EVV) application, which began September 2021.

This policy applies to all ODHS and Type "B" Area Agency on Aging staff providing Adult Protective Services as described in OAR Chapter 411, Division 020, Adult Protective Services – General.

## Policy

1. The Home Care Workers' daily time and mileage is tracked through the Oregon Provider Time Capture Electronic Visit Verification (OR PTC EVV) application. The short name for this application is PTC. Knowledge of HCWs allegedly incorrectly reporting time, e.g., not working hours claimed or falsifying hours or mileage, are referred to the APD consumer's APD/AAA Case Manager, Oregon

Project Independence (OPI) Coordinator, or other APD/AAA appropriate worker. These APD/AAA workers address time capture irregularities and report fraud as needed.

2. Consequently, reports to APS of HCW PTC tracking misuse and irregularities are screened out and not assigned as financial exploitation. Nor do APS workers need to report fraud. In addition, APD/AAA Case Managers and OPI Coordinators are not expected to report PTC irregularities as abuse to APS local offices.
3. However, APS local offices must screen other HCW-related abuse reports even if they are related to PTC. Examples include, but are not limited to:
  - a. Neglect of care because the HCW did not work their hours,
  - b. Verbal or physical coercion of the AV to misreport EVV, and
  - c. Financial wrongdoing allegedly committed by HCWs not related to PTC, such as charging more money on top of their pay to complete their tasks or stealing property.

Then, as appropriate, assign for investigation.

4. If assigning a report of abuse by a HCW, the person record in the Central Abuse Management application must indicate that the alleged perpetrator's (AP) role is "HCW/PSW". This is for CAM to issue the automated notification required for the HCW Termination Inbox.

## References

OAR 411-020-0000 through 411-020-0130, Adult Protective Services – General

## Forms referenced

## Related policies

PT 21025 OR PTC DCI Policies and Procedures

APD-APS-060-013  
Date May 1, 2024

PT 21024 PTC EVV Non-Compliance, Violations, Corrective Actions

APD Central Office APS Unit Technical Assistance  
[APS.TechAssistance@odhsoha.oregon.gov](mailto:APS.TechAssistance@odhsoha.oregon.gov)

## **Policy history**

Established February 1, 2021  
Revised May 1, 2024

## **Keywords**

APS, abuse, adult, community, electronic, verification, EVV, falsifying investigation, Home Care Worker, HCW, mileage, OR PTC EVV, perpetrator, provider, PTC, screening, time capture, case manager, OPI Coordinator

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