



DEPARTMENT OF HUMAN SERVICES
SENIORS & PEOPLE WITH DISABILITIES
500 Summer Street NE E02
Salem, Oregon 97301-1073
Phone: (503) 945-5811

AUTHORIZED BY: _____

Administrator

INFORMATION MEMORANDUM

SPD-IM-03-021

Date: February 26, 2003

TO: Area Agency on Aging Directors CHS SDA Managers
CHS/AAA Field Managers and Staff CHS SDA Assistant Managers
SPD Managers and Staff CHS Central Office Managers

SUBJECT: Unemployment Insurance Claims for Home Care Workers

INFORMATION:

Process and Procedure for Claim Forms (220's)

Unemployment Insurance Claims mailed directly to the branch office should be completed locally and faxed back to DHS at 503-947-5043 (Attn: UI Specialist). Please add a cover sheet naming the contact person at the local office in case staff needs to follow-up. The form may not have a place for all relevant information. If there is additional information that local office staff feels is pertinent, please provide details either on a separate page, or on the cover sheet. Please provide details on provider contacts with the office requesting work referrals, if the provider stated a refusal to work for additional clients, or any other information that will assist Central Office staff in handling these unemployment insurance claims.

If there has been a termination in employment, or request to terminate the provider number, please provide the reason for termination. If there is a pending APS investigation, please advise of the status and whether there is any police involvement.

Unemployment Insurance Claims mailed directly to DHS Central Office will continue to be processed through Central Office. In order to relieve some of the workload at the local office, the UI specialist will review HINQ, Oregon Access, and any other available information prior to contacting the local office for assistance. The UI specialist at Central Office will be the Employer Representative for hearings. Local office staff with knowledge of the issues related to the unemployment claim should be available to participate as witnesses in hearings.

Administrative Decisions (benefit decisions) and Hearings

Administrative Decisions received at the local office should be forwarded to the UI specialist for entry into the database. If the local office determines that a hearing should be requested based on the decision notice, please advise the UI specialist that a hearing should be requested. A hearing will be requested and handled at Central Office. Central Office staff will request all pertinent documents that will be used at hearing from the local office. Pertinent documentation includes any written warnings the local office sends to the CEP/Home Care Worker or any other documented information the local offices deems pertinent. As above, if there is a pending PS investigation, please advise of the status and whether there is any police involvement.

Administrative Decisions received at Central Office will be reviewed. If it appears that a hearing should be requested, staff will contact the local office for more information. At that time, all pertinent documents will be requested.

Currently, Chris Pascual, UI specialist for Central Office is taking leave for the next month. At this time, more than one staff person may handle UI claims. Please begin to send faxes to 503-947-5043 Attn: UI Specialist. This will ensure the fax is delivered to the appropriate staff person.

CONTACT: Betew Hagos

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