

## Aging and People with Disabilities

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**Number:** APD-IM-16-030

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**Topic:** Long Term Care

Letter to individuals receiving In-Home Services by an hourly homecare

**Subject:** worker

**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             | <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"/> ODDS Children's Residential Services          | <input type="checkbox"/> Other (please specify):                             |
| <input type="checkbox"/> Child Welfare Programs                        |  |

**Message:**

A letter is being mailed out to individuals that are authorized an In-Home service plan that consists of at least one hourly homecare worker. The purpose of this letter is to inform individuals of their responsibilities when reviewing the new time-in/time-out payment voucher prior to signing them. Please note that some individuals may contact staff to request assistance from a STEPS specialist for additional assistance with the new payment voucher.

This letter is only going out to consumers that use at least one hourly homecare worker as a part of their service plan. This letter will be translated and mailed out to individuals that read a language other than English on a future date.

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

<b>Contact(s):</b>	Mat Rapoza - In-Home Policy Analyst		
<b>Phone:</b>	503-945-6985	<b>Fax:</b>	
<b>Email:</b>	Mathew.G.Rapoza@state.or.us		

Dear Consumer-Employer,

We are writing to let you know of an important change in the vouchers you sign each month so your homecare workers(s) can be paid for helping you at home. Many homecare workers use these new vouchers and others will soon be using it.

Homecare workers using these new vouchers must now write the date and the **exact** time they start and end working for you. As you review these vouchers, here are a few important things to keep in mind:

- Make sure each shift includes the date and the exact time (to the minute) your homecare worker started and ended.
- All entries must be easy to read, correct, and filled out completely. If not, your homecare worker can't be paid until it is fixed.
- Although not required, you may want to initial each line after the shift is worked.
- Use a calendar to write down each shift your homecare worker helps you. This makes it easier for you to remember when your homecare worker worked when it comes time to sign the voucher. Pick a way that works best for you if you do not want to use a calendar.
- Write a schedule for your homecare worker to follow before the pay period starts. This helps keep track of when your homecare worker should be working, as well as to make sure they don't work more hours than they are allowed.
- Please sign and date the voucher after work has been completed for the pay period. Never sign the voucher until it is completed and correct.

- Your homecare worker should not write more hours on his or her voucher than allowed unless your Case Manager approves the extra time. For example, if your homecare worker is only allowed to work 30 hours for the pay period, the total hours worked for all shifts should not go over 30.

If you would like more information or help with the new vouchers, the STEPS to Success program can help you set up schedules and ways of tracking time that work for you. Please ask your case manager to refer you to STEPS, or call 1-(877)-867-0077 (option #4) to locate a STEPS specialist in your area.

Thank you,

Aging and People with Disabilities