

# Policy Transmittal Aging and People with Disabilities



Mike McCormick

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**Number:** APD-PT-22-004

**Issue date:** 1/31/2022

**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: 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                           |                                                                               |

<b>Policy/rule title:</b>	New APS Policy APD-APS-060-013: 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>	February 1, 2022	<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 new policy related to APD Adult Protective Services (APS) practices.

The new policy, APD-APS-060-013 Screening Abuse Regarding HCW’s Provider Time Capture (PTC) describes how to screen reports about home care workers (HCW)

misusing and misreporting their payment records in the Oregon Provider Time Capture Electronic Visit Verification (OR PTC EVV) Initiative.

This policy discontinues and replaces APD-IM-15-044 Screening Cases in which Home Care Workers are Falsifying Hours.

**Implementation/transition instructions:**

The attached policy will be effective on February 1, 2022.

**Training/communication plan:**

The new policy and reference tool will be posted at the [APS Tools website](#) 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 should be sent to the Central APS Unit at [APS.TechAssistance@dhsosha.state.or.us](mailto:APS.TechAssistance@dhsosha.state.or.us).

**Local/branch action required:**

Ensure local APS staff awareness of the new policy.

**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 which includes an SOQ liaison and SOQ management.

**Filing instructions:**

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

Contact(s): APD Central APS Unit Technical Assistance	
Phone:	Fax:
Email: <a href="mailto:APS.TechAssistance@dhsosha.state.or.us">APS.TechAssistance@dhsosha.state.or.us</a>	



## DHS Aging & People with Disabilities (APD)

### 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>	N/A
<b>Approved:</b>	Mike McCormick, Interim APD 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 Agencies on Aging (AAA) local offices. Application of this policy will help to ensure a consistent statewide response to reports of abuse 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 payment records in the Oregon Provider Time Capture Electronic Visit Verification (OR PTC EVV) Initiative, which began September 2021.

### Applicability

This policy applies to all DHS and Type "B" and "A" 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. 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 or Oregon Project Independence (OPI) Coordinator. These APD/AAA workers address time capture irregularities and report fraud as needed.
2. Consequently, reports to APS of HCW's OR PTC EVV 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 OR PTC EVV irregularities as abuse to APS local offices.
3. However, APS local offices must screen other HCW-related abuse reports, e.g., neglect of care because the HCW did not work their hours or verbal or physical coercion of the AV to misreport EVV. Then, as appropriate, assign for investigation. This includes financial wrongdoing allegedly committed by HCWs not related to OR PTC EVV tracking, e.g., charging more money on top of their pay to complete their tasks or stealing property.

## References

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

## Forms referenced

None.

## Related policies

- PT 21025 *OR PTC DCI Policies and Procedures*
- PT 21024 *PTC EVV Non-Compliance, Violations, Corrective Actions*

This policy discontinues and replaces APD-IM-15-044 Screening Cases in which Home Care Workers are Falsifying Hours

None.

## **Contact**

APD Central APS Unit Technical Assistance  
[APSTechAssistance@dhsosha.state.or.us](mailto:APSTechAssistance@dhsosha.state.or.us)

## **Policy history**

Established February 1, 2021

## **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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