What You Need to Know

As an Employer of a Personal Support Worker

OREGON Home Care COMMISSION

Employer Resource CONNECTION

Teach • Empower • Assist • Mentor

Contents:

Who is an employer of a personal support worker? 4

What does an employer do? 5

How does someone become an employer? 7

Where can I find more information about filling out the required paperwork? 9

How does my employee get paid? 11

What if I need to find someone new to help me be an employer? 12

What kind of training can help me be an effective, successful employer? 12

Where do I find personal support workers? 14

Resources 14

Who is an employer of a personal support worker?

An employer is a person who is responsible to manage the services a personal support worker (PSW) provides. You may also hear this referred to as an employer of record or a common law employer.

An employer can be the person a PSW helps or someone who has been given the authority to be the employer by the individual or the individual's guardian. The parent of a child receiving services can be an employer. The following people cannot be an employer:

- Any paid provider who works with the individual receiving services;
- Staff member of the CDDP, brokerage, CIIS program, Child Welfare; or
- Anyone who was removed as an employer in the past and has not been reinstated, has certain criminal charges or has ever been substantiated for fraud or abuse.

What does an employer do?

An employer has several responsibilities. These include:

1. Completing all required paperwork to be an employer;

2. Finding, interviewing and hiring a qualified personal support worker (PSW), preferably from the Oregon Home Care Commission's Registry;

3. Creating a work schedule for the PSW;

4. Working with a services coordinator or personal agent to create an ODDS Provider Service Agreement (DHS 4606) that the PSW must sign (This information can also be used to write a job description for the PSW to follow. A training consultant can help with this.);

5. Telling the PSW what tasks to do, when they need to happen and how to do them;

6. Checking to make sure the tasks were done before the PSW leaves for the day;

7. Letting the PSW know if you are not happy about how a task was done and giving ideas on how to do it better;

8. Keeping track of when and how many hours the PSW works;

9. Signing the PSW's timesheet after making sure it is correct;

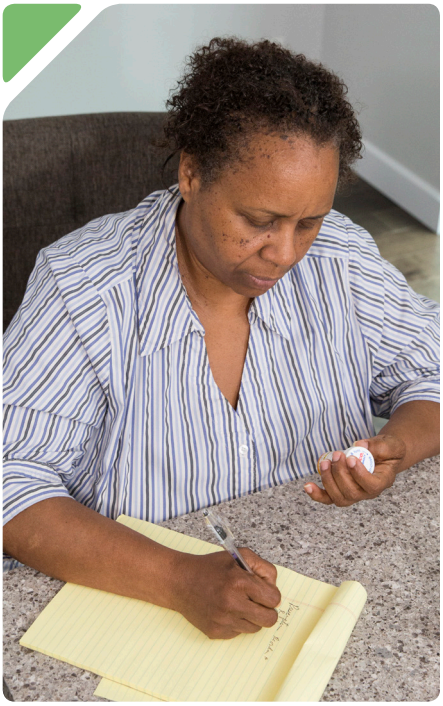
What does an employer do?, cont.

10. Giving the PSW feedback about his or her job performance, attendance, and whether he or she is meeting your expectations;

11. Arranging for a backup PSW if the worker is sick or is taking time off;

12. Letting the PSW go if you are not happy for any reason, such as job performance or attendance;

Employers who need help with some of these tasks can identify a proxy. A proxy is someone who agrees to help with specific employer tasks while leaving the person being supported in the employer role.



How does someone become an employer?

- The first step in becoming an employer is to talk to the services coordinator or personal agent.
- The next step is filling out important paperwork that Public Partnerships, LLC will send you.
  - » Your employer packet will include a checklist, cover page and required forms.
  - » You must fill them out completely and correctly. Most of the forms will come pre-filled with your information.
  - » If you don't understand the paperwork, contact **PPL's customer service center at 1-888-419-7705**. You can also ask your services coordinator, personal agent or someone you trust to help you. You can ask someone you trust to be the employer on your behalf.

What does Public Partnerships, Limited do?

PPL provides financial management agent services (FMAS) by helping you pay your employees and withhold and report taxes on your behalf. PPL will send your employees' paychecks to them.

- You must review and sign the following forms that PPL will send you or you can download them here:
  - » Application for Employer Identification Number (IRS form SS-4).
  - » Employer/Payer Appointment of Agent (IRS form 2678). The Internal Revenue Service needs this form.
  - » Tax Information Authorization and Power of Attorney for Representation (form 150-800-005). PPL will send this to the Oregon Department of Revenue on your behalf.
  - » Responsible Party Form (if someone will be helping you).

If something is not correct, please let PPL know and you will receive a corrected packet of information.

- Once you hire a personal support worker, your worker will have a packet of enrollment forms to fill out. You will need to have your employee fill out and sign the following forms from your information packet:
  - » W-4 Employee's Withholding Allowance Certificate
  - » I-9 Employment Eligibility Verification form to confirm he or she can legally work in the United States. You must view his or her actual, unexpired documents (not photocopies or pictures) and sign the form saying you did.
- You will receive an automated call from PPL telling you that you filled out everything correctly or you need to correct or add something.

Important note:

Your personal support worker cannot begin working for you until you have both finished all the required paperwork and it is processed and approved. Paperwork is required for each personal support worker you hire.

Where can I find more information about filling out the required paperwork?

PPL offers a PowerPoint presentation and recorded webinar; find it at http://www.publicpartnerships.com/programs/oregon/fmas/index.html.

Remember, you can call PPL's customer service if you need help.

How does PPL get my paperwork?

You and your PSW must send PPL the completed paperwork. You can email, fax or mail PPL the information:

Email: **PPLORFMAS@pcgus.com**

Fax or Efax: **1-844-399-6593**

Mail: **Public Partnerships – OR FMAS**
P.O. Box 50040
Phoenix, AZ 85076

How do I get in touch with PPL?

You can contact PPL's customer service by calling:

1-888-419-7705 (English);

1-888-419-7720 (Spanish);

1-888-419-7734 (Russian);

1-888-360-5899 (TTY).

You can also send an email to:

PPLORFMAS@pcgus.com

PPL's website is at:
http://publicpartnerships.com/programs/Oregon/fmas.

How does my employee get paid?

In order for an individual to be authorized to work for you and get paid, he or she must:

- Complete and pass a background check every two years (sooner if requested);
- Fill out and sign a Provider Enrollment Application and Agreement;
- Attend a mandatory orientation;
- Be legally able to work in the United States;
- Pass state and federal checks;
- Have an approved Medicaid provider number in good standing;
- Complete and return a PPL employee packet;
- Sign an ODDS Provider Service Agreement (DHS 4606);
- Ensure there is a Service Prior Authorization (SPA) in eXPRS that accurately shows the number of hours and rate listed on his or her service agreement;
- Use eXPRS to enter his or her time and print a timesheet for you to sign;
- Turn in the signed timesheet to the CDDP or Brokerage on time; and
- Follow the payment schedule.

What if I need to find someone new to help me be an employer?

You can decide who you would like to have help you meet your employer responsibilities. If you would like to pick someone new, notify the services coordinator or personal agent as soon as possible so that person can work with you through this process.

What kind of training can help me be an effective, successful employer?

The Oregon Home Care Commission offers a free, voluntary training program for individuals who want to be effective, successful employers. The individual and the person serving as the employer can participate. It's best to participate in the training before you hire a personal support worker so you know what to expect as an employer, but it's available anytime.

A training consultant can give you a Consumer-Employer Training Guide, resource sheets and tools.

Resource sheets

- **Figuring Out What I Need**
- **Creating a Help Wanted Ad**
- **Interview Resource Sheet**
- **Creating a Job Description**
- **Is This the Right Worker for Me?**
- **Warning Signs of an Unacceptable Worker**
- **How to Develop a Backup Plan**
- **Preventing Fraud and Financial Exploitation**

Interactive tools

- Interview Questions
- Reference Check Questions
- Job Description
- Backup Plan
- Daily Sign-in
- Weekly Schedule
- Multiple Week Schedule
- Initial Evaluation
- Performance Evaluation
- Mileage Log
- Cash Record
- Household Safety Checklist
- Emergency Planning Checklist
- Emergency To-go Checklist

Large print and translated materials are available.

More information needed?

For more information or to participate in the program, contact the Oregon Home Care Commission at 1-877-867-0070 or send an email to OHCC.ERC@dhsoha.state.or.us.

Where do I find personal support workers?

To find a qualified and trained personal support worker, use the Oregon Home Care Commission's statewide Registry. The Registry will help match you with workers based on what you're seeking. To use the Registry, go to www.or-hcc.org.

If you need help at any time using the Registry, please call the **Oregon Home Care Commission at 1-877-867-0077.**

Resources

If you would like more information about the legal responsibilities of being an employer, you can contact various state and federal agencies.

Oregon Bureau of Labor and Industries (BOLI):

BOLI offers fact sheets on various topics and provides technical assistance to employers. You can find this information by going to www.oregon.gov/boli or calling the Technical Assistance Division at **971-673-0824**.

Internal Revenue Service:

The IRS answers frequently asked questions about Employee Identification Numbers (EIN). Remember, PPL will help you apply for your EIN. PPL will submit the Application for Employer Identification Number (IRS form SS-4) to the IRS for you once you fill it out. It is part of the PPL enrollment packet. The IRS also offers Publication 926: "Household Employer's Tax Guide." This guide provides information about what is legally required when hiring a worker to help you at home. Not to worry, PPL helps you meet the requirements described in Publication 926.

You can visit the IRS website at www.irs.gov or contact the IRS by calling **1-800-829-1040**.

For more information about the Consumer-Employer Training Program and to receive tools, resources, and the Consumer-Employer Guide, please contact the Employer Resource Connection program with Oregon Home Care Commission:

Email: OHCC.ERC@dhsoha.state.or.us

Phone: 1-877-867-0077

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Home Care Commission at 1-877-867-0077, option 6 or email OHCC.ERC@dhsoha.state.or.us. We accept all relay calls or you can dial 711.

Find us on

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550 Capitol St., NE
Salem, Oregon 97301
1-877-867-0077
http://www.oregon.gov/dhs/spd/pages/adv/hcc/index.aspx

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