

ADvantage Program

CD-PASS Employee Handbook

Consumer-Directed
Personal Assistance Services and Supports



Important Numbers

My Employer (ADvantage CD-PASS Member)

Name: _____

Phone: _____

Payroll Agent - Public Partnerships LLC (PPL)

- Address: OK CD-PASS Program, 7776 S. Pointe Pkwy. W, Ste. 150, Phoenix, AZ 85044
- Contact Number: **1-866-537-8379 (M-F, 8 a.m. – 5 p.m., Sat. 8 a.m. – 12 p.m.)**
- Website: *www.publicpartnerships.com*

DHS ADvantage Administration, CD-PASS

- Contact number: **1-800-435-4711 (M-F, 8 a.m. – 5 p.m.)**

Statewide Hotline

If you suspect that a vulnerable adult has been the victim of abuse, neglect or exploitation, please contact your local DHS county office during regular business hours. To make a referral after regular business hours, call the Statewide Abuse Hotline: **1-800-522-3511**

Medicaid Fraud or Abuse

Contact Number: **1-800-784-5887**

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Introduction

The purpose of this information is to give you a brief overview of the *ADvantage* Program.

CD-PASS services, your role, your employer's role, and how CD-PASS works

The *ADvantage* Program was designed to assist people with long-term care needs to stay in their homes and communities. The CD-PASS service offers *ADvantage* members the option to be employers of their personal services assistants (PSA) and advanced personal services assistants (APSA).

As a PSA/APSA employed by an *ADvantage* member, you may be involved in a wide range of in-home services, including support and assistance with activities of daily living such as bathing, dressing, grooming, shopping and cleaning. In addition, you may be involved in companion-type services like letter-writing or providing transportation to approved activities or events. Approved work activities and events are developed by your employer's Interdisciplinary Team and are identified in the service plan.

If you work as an APSA, your duties may include some advanced personal care for ostomies, external catheter care, and using lifts for transfers.

Your work is direct, personal and important

Be sure to read this handbook and your job description to assist in performing your job appropriately. If your employer has not provided you with a job description, your employer may use their service plan goals to provide guidance on the tasks you should perform.

Summary of Roles and Responsibilities

Employee

- Must be 18 years or older and able to perform required tasks
- Completes an application and all employment forms
- Passes criminal and registry checks
- Performs job to the satisfaction of employer
- May request a Hepatitis B vaccination if desired
- Maintains current driver's license and insurance (if tasks involve driving)

Member/Employer*

- Develops job description and work schedule
- Recruits, screens, interviews, supervises, trains and evaluates employees
- Maintains employee records
- Dismisses employees when necessary

DHS ADvantage Administration CD-PASS Services

- Completes applicants' background and registry checks
- Verifies new employees meet qualifications
- Provides consultation to employer

Public Partnership LLC (PPL Payroll Agent)

- Processes completed employee forms
- Issues paychecks to employees options: paper or direct deposit
- Answer questions from employees about paychecks
- Withholds and files taxes
- Maintains a toll-free number

* *Your employer may have an authorized representative who assists him or her in fulfilling employer responsibilities.*

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Expectations

Your employer will have specific expectations regarding the PSA's/APSA's work in his/her home. In addition, the following is expected:

- Be sure that you fully understand your job responsibilities as described in the job description or your employer's service plan.
- Acknowledge understanding and practice of universal precautions.
- Provide advance notice if you will not be able to be at work at the agreed-upon time. If you are sick or unable to make it to your employer's home, it is your responsibility to notify your employer as soon as possible.
- Do not exchange money or personal property.
- Borrowing, lending and selling anything with/to your employer is not appropriate. You should not accept gifts from your employer.
- Always document any bills you pay for your employer on a cash record and obtain receipts for paid bills, shopping or any other transactions that you may handle for your employer.
- Show respect for your employer's home and personal belongings.
- Notify your employer if you plan to quit working for him or her. Give as much notice as possible (preferably a minimum of two weeks).

Confidentiality

As you perform your job, you will often have access to personal information about your employer. You are legally obligated to keep that information confidential. Unless your employer gives you specific permission, do not talk about your employer's personal information to anyone.

Personal information includes, but is not limited to:

- The fact that your employer receives any public assistance
- Your employer's financial or medical information
- Any other information specific to your employer

There may be serious consequences for all persons involved if confidentiality is broken:

- Your employer could be embarrassed, harmed or exploited
- You could lose your job
- You could be excluded from future work as a member-employed PSA/APSA

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Maltreatment

Oklahoma law states that any person who has reasonable cause to believe a vulnerable adult is suffering from abuse, neglect or exploitation must report the situation to authorities as soon as the person is aware of the situation. Therefore, it is your responsibility to contact officials if you suspect your employer is being abused, neglected or exploited by anyone.

Reports can be made to Adult Protective Services (Statewide Abuse Hotline: 1-800-522-3511), district attorney's office, or the local police or sheriff's department. Reporting is the individual responsibility of the person who witnesses or knows of the alleged maltreatment.

Note: To protect yourself from accusations of wrongdoing, you should never borrow money from your employer, and you should keep receipts for all purchases you make on behalf of your employer.

Maltreatment includes, but is not limited to:

Abandonment – Leaving or deserting an older adult or person with disabilities who cannot care for her/himself and is dependent on caretakers for help

Financial exploitation – Illegally using another person's money or resources for personal profit or gain

Neglect – Failing—whether intentionally or due to carelessness, inadequate experience, training or skill—to provide basic care or services to a person as agreed to by legal, contractual or otherwise assumed responsibility

Physical abuse – Using excessive force or physical assault, such as hitting, slapping, biting, pinching or shoving a person

Psychological abuse – Using derogatory names, phrases or profanity; ridiculing, harassing, coercing, threatening or intimidating a person; or any action that denies civil rights or results in emotional injury

Self-neglect – When a person cannot understand the consequences of his or her action or inaction that affect his or her basic well-being and may lead to self harm or endangerment

Sexual abuse – Sexual contact that is forced, tricked, threatened or otherwise coerced upon another person

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Getting Started

Often, planning ahead can prevent misunderstandings and problems. Coming to a mutual understanding of how certain issues will be handled can make life easier for both you and your employer. Consider discussing the following issues with your employer before you begin working:

- Talk about when you will be able to start work. You can't start working until the service plan has been authorized for the CD-PASS service option AND the payroll agent informs your employer you are ready to begin. You will not be paid until all of your paperwork is completed correctly and received by the payroll agent.
- Talk about what to do when you're sick and can't come to work. How much advanced notice should you give your employer?
- Talk about how much notice to give when you want to take a day off.
- Talk about your schedule. What tasks are you supposed to complete? When and how frequently should they be completed? What time of day does your employer prefer the task to be completed?
- If you will be driving your employer to appointments or on errands, will you drive your car or your employer's car? If you drive your car, how will mileage be paid? Ask your employer if they are willing to pay mileage costs.
- If your employer has an authorized representative, how will that arrangement work? Will you need to call them for instructions?
- What training will you receive or be required to complete? Will your employer, or their family or friends demonstrate tasks? Will you be given a checklist of how to perform tasks? Will you be given a checklist of how to perform tasks?



Getting Paid

PPL, payroll agent, is responsible for direct deposit of your pay into your bank account or mailing your check to you. If you choose to use direct deposit, your employer will provide a form for you to complete and send to PPL.

Before you begin work, make sure you have completed the entire employment packet and provided this information to your employer. Your employer will send the packet to PPL once they sign and agree. PPL is not able to provide you with compensation until all of these forms are completed correctly.

If you have questions about your pay, call PPL toll-free at 1-866-537-8379.

PPL Payroll Schedule

To find the PPL Payment Schedule, visit www.publicpartnerships.com. Go to Oklahoma programs, select CD-PASS.

Click on the “payment schedule” for the current year.

General Guidelines

As an employee, you are compensated for services provided in the home and community. **If your employer is hospitalized, Medicaid pays for their hospital stay and compensation is not available to you.** It is important to accurately report the time you work. It is illegal to request pay for time you did not work or when your employer is hospitalized or in an institutional setting.

You should never work more hours per week than your employer is authorized and you should never perform tasks not listed in your job description or your employer’s service plan. CD-PASS employees cannot receive reimbursement for more than 40 hours per week and/or eight hours per day for any one employer receiving CD-PASS services. Failure to comply with these guidelines could result in employee termination.

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