

FAQ for Exception to PSW Timesheet Manual Entry

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What is an Exception to PSW Timesheet Manual Entry?

The [2019-2021 Collective Bargaining Agreement \(CBA\)](#), Article 8, Section 3, requires that Personal Support Workers (PSWs) must enter their time directly into eXPRS using the eXPRS Mobile-EVV Solution. When using EVV (clocks them in and out when working), time is entered directly into eXPRS and in Draft status. PSW then only needs to submit those Draft entries to Pending status. Use of EVV is required, and if a PSW needs an exception to EVV, it is determined inside eXPRS (SC can fill out the request for the PSW). However, an exception to using EVV does not remove the PSWs requirement to log into eXPRS and enter their time manually (instead of having EVV enter it for them) and submitting it to Pending status.

The CBA outlines situations when temporary exceptions to this requirement (manual entry into eXPRS) must be available. CDDP must have a policy and process to offer PSWs exceptions for entering their time directly into eXPRS that meets the required situations outlined in APD-AR-16-044, [PSW Exception to Time Entry in eXPRS](#).

Summary: PSW is required to use EVV to enter time worked in eXPRS.

1. When using EVV, which is mandatory, time is entered automatically in eXPRS and PSW only has to submit it to Pending when ready to submit a matching timesheet. Any exception to this requirement is completed by ODDS direct in eXPRS.
2. If a PSW is not using EVV, they are required to manually enter their time in eXPRS and submit to Pending before submitting a matching timesheet. Internal exceptions by County are applicable to this step only.

When is a PSW able to request an exception?

A PSW may request a local County exception to manually entering time in eXPRS for the following reasons:

1. **Ongoing hardship to access internet service:** Multnomah CME is located in an area with free WiFi internet hotspots throughout the metropolitan area. This reason does not apply to the Multnomah metropolitan area. No exception will be granted.
2. **Technical issues (not related to internet access) during the submission period preventing timesheet entry into eXPRS during the three (3) days allowed for entry.** PSWs without an EVV exception do not qualify for this reason. If a PSW can demonstrate technical issues occurred during all three (3) days allowed for time entry, a one time exception for the specific pay period with the technical difficulties will be issued.
3. **This is the PSW's first timesheet, and the PSW has completed and submitted an eXPRS User Enrollment form, and has not yet received login and password information by the first (1st) payroll time entry due date.** PSW must demonstrate the enrollment form was submitted. An exception will be granted for the submission for the one specific pay period. PSW must submit a complete timesheet (typed or handwritten).
4. **PSWs English language proficiency presents a barrier to accessing eXPRS.** An exception will be granted for one (1) year (365 days) from the request date. All requests with this reason

must demonstrate a realistic, measurable plan to come into compliance in order to be considered. Should the PSW not comply with the time entry requirement before the one (1) year exception expires, one (1) additional exception may be considered for up to 90 days from request date. No further exceptions will be granted.

5. **PSW has temporary limited access to the internet.** PSW must demonstrate the limited access, as the CME catchment area has ample free WiFi internet hotspots throughout the region. Exception will be granted for the submission for that pay period only, and is limited to four (4) per calendar year.

How do I assist the PSW in getting an exception?

For an exception to using EVV to clock in and out when working, SC should follow the instructions in the eXPRS Help Menu under “How to add EVV exception”.

For an exception to manual time entry in eXPRS, PSW must first **develop a plan to come into compliance with [2019-2021 Collective Bargaining Agreement \(CBA\)](#), Article 8, Section 3.** Things to consider when developing a plan with the employer of record (EOR) to come into compliance are:

- What do I need to come into compliance?
- What skill do I need to learn?
- What technology do I need to obtain access to ?
- Where can I access a resource to meet that need?
- Who is going to assist me with completing the training and obtaining the skill needed?
- Is working for an agency provider the solution for me.

What are PSW’s responsibilities?

- Developing the plan to come into compliance with your (EOR) and ensuring that you adhere to the plan and work towards being in compliance.
- Expect your EOR to work with you and or monitor your progress regularly.
- Expect your EOR to assist and problem solve and assist with accessing resources.

What are EOR’s responsibilities?

- EOR will monitor PSWs progress and support when needed by reviewing steps, providing training resources, practicing time entry, etc.
- EOR will check in with SC should additional resources be needed.

[Form Below]

**Personal Support Worker (PSW) Exception to Manual Time Entry in eXPRS:
Multnomah County CME**

PSW Name:	
PSW SPD Number:	
Client Prime(s):	
EOR Email (required):	

Reason (MUST be one of the reasons listed above):

Plan to come into compliance:

By signing below, I attest that I have read the Collective Bargaining Agreement (CBA). I understand that if this exception request is approved, the exception is valid from the date of the request through the expiration date I am provided, and I will be working towards full compliance during that time.

PSW responsibilities: developing the plan to come into compliance with EOR and working towards compliance. Expect your EOR to work with you and or monitor your progress regularly. Expect your EOR to assist and problem solve and assist with accessing resources.

EOR (Employer of Record) responsibilities: Monitor PSWs progress and support when needed by reviewing steps, providing training resources, practicing time entry, etc. Check in with SC should additional resources be needed.

PSW Signature:		Date:	
EOR Signature:		Date:	

