

## Q&As from in-person CME information sessions

Category	Questions	Answers
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>CMEs expressed concerns that those with intellectual disabilities won't be able to understand the online recorded webinar, if unable to attend in person session.</li> </ul>	<p>PPL recognizes that this is indeed a challenge, which we have faced before. We are using a vendor (HSRI) to develop and deliver our training materials for this program. They have a lot of experience working on training with this population. They understand the importance of creating simple, clear verbal and written instructions to increase comprehension. Please provide us with feedback of our training materials as they become available. It is important to us that we get this right!</p>
<b>BetterOnline</b>	<ul style="list-style-type: none"> <li>I work for a CME and I want to look on BetterOnline to check the enrollment status for the people I support. How do I log on?</li> </ul>	<p>ODDS will be providing the CME directors with BetterOnline log-in information (username and password). The CME directors will determine who at their agency(ies) will control and communicate who needs access.</p>
	<ul style="list-style-type: none"> <li>Will BetterOnline show information if/when an enrollment packet has been printed and mailed?</li> </ul>	<p>No. However, we do maintain this information on our internal support tracking system. If you call our Customer Service line, they can answer this question for you.</p>
	<ul style="list-style-type: none"> <li>Will there be an export function available on the full list of PSWs or employers associated with our agency?</li> </ul>	<p>No. Unfortunately our current system is not configured to provide this.</p>
	<ul style="list-style-type: none"> <li>Can you view BetterOnline portal by phone?</li> </ul>	<p>Yes, but the smartphone is not optimized for viewing the BetterOnline website for this program.</p>
	<ul style="list-style-type: none"> <li>When can I start using BetterOnline?</li> </ul>	<p>If you are a CME, you will be able to use BetterOnline once you receive log on information from your CME Director.</p>
	<ul style="list-style-type: none"> <li>Will employers get to see paystub of their PSWs?</li> </ul>	<p>Yes, they will have this ability in BetterOnline.</p>
	<ul style="list-style-type: none"> <li>Will the forms that get signed and dated and submitted be available on BetterOnline for printing if needed (not just blank forms)?</li> </ul>	<p>Yes and no. BetterOnline has document management functionality so CMEs can view and print copies of the forms that have been submitted and signed by employers and PSWs. However, CMEs will not be given the ability to print the pre-populated enrollment packets themselves. PPL has been contracted to mail packets to new employers and PSWs. If CMEs were to print the packets too, individuals may end up with multiple packets, which is confusing for everyone.</p>
	<ul style="list-style-type: none"> <li>Can the list of what's missing be "exportable" for CMEs?</li> </ul>	<p>No. PPL will provide the State with periodic reports of who is missing paperwork. ODDS will distribute information to the appropriate agencies regarding what's still missing.</p>

<b>Communication</b>	<ul style="list-style-type: none"> <li>• What is the process when Employer/EOR changes county/CME? Do they fill out the 1-page form? What is the process for making this a seamless handoff between CMEs?</li> </ul>	PPL working with the State for a template/process for how to make this process smoother. Stay tuned for more information coming soon on this topic.
	<ul style="list-style-type: none"> <li>• There is a communication 'gap' currently between TNT and eXPRS and State regarding status of enrollments. Will this communication gap be resolved with PPL as new FMAS?</li> </ul>	This process area is not changing. You will still need to check with the State for the status on your enrollment activities (e.g., background check, etc.) as well as the PPL enrollment status to determine if an Employer/PSW has completed all the necessary steps to being employment. PPL's BetterOnline will not have information regarding the status of State enrollment activities.
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• What happens if I call Customer Service after their business hours?</li> </ul>	Please leave a voicemail with your question and return phone number. Our Customer Service agent will return your call within 24 business hours.
	<ul style="list-style-type: none"> <li>• A lot of people work Monday-Friday, and can't talk to Customer Service during their business hours. Can these hours be extended?</li> </ul>	At this time, we are contracted for providing Customer Service during M-F, 8am-5pm. However, you can leave a voicemail or email with your question and Customer Service will return with their reply within 24 business hours.
	<ul style="list-style-type: none"> <li>• What does it say on the phone ID when PPL calls? From what area code is the call dialing from?</li> </ul>	The number that will be displayed in Caller ID is: 888-419-7705  This is PPL's Customer Service phone number, which is based in Arizona.
	<ul style="list-style-type: none"> <li>• Which secure email system does PPL Customer Service use?</li> </ul>	Zixcorp secure email
<b>Employer of Record</b>	<ul style="list-style-type: none"> <li>• What if a participant has multiple employers of record (EOR) or can only one EOR exist? What are the implications/process of changing EOR?</li> </ul>	A participant cannot have more than one employer of record. However, individuals can identify a designated representative who has similar rights as an employer.  If a CME learns that someone would like to change employers, the CME should contact PPL Customer Service and provide the new employer demographic information and effective dates. PPL will distribute the enrollment forms and manage the change.
<b>Enrollment</b>	<ul style="list-style-type: none"> <li>• I work for a CME and I want to help update contact information and help with getting Employers/PSWs to get their forms filled out. Is there a master list that will tell me who has completed their forms, or who has a wrong address?</li> </ul>	We appreciate everyone's help in getting all the Employers and PSWs to receive their forms, and returned to PPL. ODDS will be communicating overall status to the CME directors and where we need assistance with tracking down folks who need to get their forms turned in.
	<ul style="list-style-type: none"> <li>• Can we use the CME's secure email to send enrollment forms via email to PPL on behalf of the Employer/PSW?</li> </ul>	Yes, that is a great way you can provide support to the Employer and/or PSW if you have the capacity.
	<ul style="list-style-type: none"> <li>• I don't have a scanner. Can I take a picture of forms and send in that file?</li> </ul>	Yes, <b>**IF**</b> the picture is saved in .pdf format. There is an app that converts the image to .pdf format.

	<ul style="list-style-type: none"> <li>If someone wants to sign up as an employer or PSW towards the end of the transition period, what do you recommend we do? Should they still sign up with TNT or wait till after December 5th and enroll with PPL? What if there is a delay in getting their paperwork completed?</li> </ul>	You will need to make this call yourself, but it is an understandable decision to wait a few days to enroll only with PPL (starting Dec. 5th) so they do not have to fill out additional paperwork again from PPL.
	<ul style="list-style-type: none"> <li>Will PSW or employer only get notified when their own paperwork is completed?</li> </ul>	Yes, people will get notified of their own paperwork completion/issue. PSWs and/or Employers can also go to BetterOnline (or call Customer Service) to confirm status of the association paperwork completion.
	<ul style="list-style-type: none"> <li>Information is currently unclear whether new providers who are in process of becoming qualified as of the December 2nd deadline for enrolling with TNT will be “transitioned” if their paperwork with TNT is complete despite the enrollment process with the state still being in process (background check, etc.). What is the 'real' date that CMEs should stop processing new enrollees through TNT since the State process of background checks, etc. can take a long time?</li> </ul>	CMEs should consult with ODDS leadership for their guidance on optimal process and timeframe regarding the transition expectations.
<b>Enrollment: form</b>	<ul style="list-style-type: none"> <li>Can employers/PSW update the information by crossing off in the form where it is inaccurately pre-populated?</li> </ul>	No. IRS may reject forms if there are crossed off items with new information written in. We need clean forms without crossed out info. If they call PPL Customer Service to update the information, they will get a new prepopulated enrollment packet sent out. If they attend the in person enrollment session, we will print out a new packet for them.
	<ul style="list-style-type: none"> <li>Will CMEs get copies of forms once they have been filled out and submitted?</li> </ul>	CMEs can print these from BetterOnline. Or they call PPL's customer service and get printed out forms mailed to them.
	<ul style="list-style-type: none"> <li>What if the PSW doesn't have a Social Security #. Can they use EIN instead?</li> </ul>	An EIN cannot be used for W4 or I-9 purposes. For the I-9 the SS# is a requirement.
	<ul style="list-style-type: none"> <li>Is it acceptable if the PSW or Employer signs their forms with just an 'X'?</li> </ul>	Yes. PPL recognizes this is how some people are able to sign forms.
<b>Enrollment: form I-9 Employment Eligibility</b>	<ul style="list-style-type: none"> <li>Some PSWs have already completed the I-9 form. The PSW's employer (or CDDP/Brokerage) has a copy of this. Do the PSW need to fill this out again?</li> </ul>	If you have a copy of this signed form, it would be helpful if you could send to PPL. Note: This is the one form we are unable to pre-populate with PSW information (name, address, etc.) due to federal regulation. So it would save time if the PSW didn't have to fill out again.
	<ul style="list-style-type: none"> <li>The CDDP/Brokerage (CME) signed the I-9 form (and verified required paperwork) on behalf of the employer. Is this acceptable?</li> </ul>	Yes, this is.

	<ul style="list-style-type: none"> <li>• Does PPL need copies/proof of the documentation required for I-9?</li> </ul>	<p>No. PPL only needs the completed I-9 form which 'attest' to these documents being verified by the employer (or agent acting on behalf of employer).</p>
	<ul style="list-style-type: none"> <li>• I am with a CME and we have on file a bunch of I-9 forms for the PSW/Employers. Can we send these in for the PSW?</li> </ul>	<p>Yes, please do! Or, you can make it available for the PSW to submit themselves.</p> <p>You can fax these forms to PPL at 1-844-399-6593. Or, send secure email to <a href="mailto:PPLORFMAS@pcgus.com">PPLORFMAS@pcgus.com</a>.</p>
<p><b>Enrollment: in person Session</b></p>	<ul style="list-style-type: none"> <li>• Can an Employer bring both their signed forms and their PSW's signed form to the enrollment sessions? (and vice versa, can a PSW bring the employers signed form and drop off?)</li> </ul>	<p>Yes. We will review and submit all forms that are brought to the session. If there is an error on one of the form(s), such as a missing signature, we will give the individual present instructions on what corrections need to be made.</p>
	<ul style="list-style-type: none"> <li>• <b>UPDATE:</b> If PSWs and/or Employers have not received their enrollment packet in the mail by the time the in person enrollment is occurring in their area, will they be able to get their packets printed for them at the in person session so they can get reviewed and submitted?</li> </ul>	<p>Yes. We will print out packets on site if folks have not yet received their enrollment packets/forms, OR if there is incorrect information on the forms (address, SS#, etc).</p>
	<ul style="list-style-type: none"> <li>• There isn't an in-person Enrollment information and help session near where my employers or PSWs live. I'm worried they won't fill out the forms correctly.</li> </ul>	<p>We wish we could have a session in every county of Oregon, but since that wasn't realistic we had to make a strategic decision (in consultation with ODDS) for where to hold these. Do keep checking our schedule because we are adding some additional session times.</p> <p>If your Employer or PSW need extra help on understanding, completing and submitting your forms, you can have them:</p> <ol style="list-style-type: none"> <li>1) Call our Customer Service toll free number: #1-888-419-7705. Our agents are knowledgeable and patient. They are looking forward to assisting folks on the OR FMAS program!</li> <li>2) E-mail us at <a href="mailto:PPLORFMAS-CS@pcgus.com">PPLORFMAS-CS@pcgus.com</a> with their question(s) and we will return with a reply within 24 hours.</li> <li>3) We will be posting a copy of the slides that we are using to present on the Enrollment information. This will include a description of each form being received in the enrollment packet, where the form needs to be dated/signed, and how they can submit. (eta: 10/28)</li> </ol>

		<p>4) We will be posting a recorded webinar of the enrollment presentation that will be the next best thing to being there! (eta: 10/28)</p>
	<ul style="list-style-type: none"> <li>I read that I have to rsvp to attend these enrollment sessions. Is that true?</li> </ul>	<p>We only need people to rsvp for the <u>presentation</u> portion of the in-person session. This is because there will be limited seating space for the presentation. The rsvp link is available on the OR FMAS website. This link will take the person to an "EventBrite" website where they can complete the rsvp process.</p> <p>We will have PPL staff onsite for an extended period at every Enrollment info and help session location to answer questions, review paperwork to ensure everything is filled out correctly, and we will submit their forms so they will have their enrollment completed. So stop by - we look forward to meeting you!</p>
	<ul style="list-style-type: none"> <li>What will the enrollment presentation cover?</li> </ul>	<p>In this 1 hour presentation we will cover:</p> <ul style="list-style-type: none"> <li>- an overview of the transition from TNT to PPL, including important enrollment form deadlines</li> <li>- a brief overview of the BetterOnline system (showing PSWs and Employers how they can view their enrollment paperwork status).</li> <li>- how PSWs can look up their paystub information</li> <li>- each of the forms that are in the Enrollment packets and provide a description of what the forms are for, and show the PSW and Employers where they will need to sign their forms.</li> </ul> <p>Those who cannot attend this presentation, will have the opportunity to view the slides that we will post on PPL's OR FMAS website.</p>
<p><b>Enrollment: packet</b></p>	<ul style="list-style-type: none"> <li>Will PSWs be receiving a packet for every employer they service?</li> <li>How many forms will be included in the enrollment packet?</li> </ul>	<p>Yes, they will, because they will need each employer to sign and date two of their required forms.</p> <p>Employers will have two required forms and one optional form in their enrollment packet to sign and date. PSWs have three required forms but two of those forms also need their employer to sign.</p>

	<ul style="list-style-type: none"> <li>• Will CMEs get copies of enrollment packet, with blank forms so we can help Employers and/or PSW fill out their forms? This is what we have done in the past.</li> </ul>	<p>The good news is you will no longer need to fill out these forms since PPL's BetterOnline will populate the forms and mail to PSWs/Employers. You can, if you wish assist with PSWs/employers to fill out where they need to sign and date. You will have the ability to also print these forms from BetterOnline.</p>
	<ul style="list-style-type: none"> <li>• What if the Employer or PSW doesn't receive an enrollment packet in the mail. What do I advise them to do?</li> </ul>	<p><b>UPDATE:</b> some of the enrollment packets are delayed getting sent out. We anticipate everyone should receive packets by/around November 7<sup>th</sup>.</p> <p>If after November 7th and no packet received, folks can call our Customer Service toll free #1-888-419-7705. They will check to see if we have the correct address on file, and verify when they can expect to receive packet.</p>
	<ul style="list-style-type: none"> <li>• How will enrollment packets that are returned to PPL due to bad addresses be handled?</li> </ul>	<p>PPL was informed to expect upwards of 20% of returned email based on the addresses currently in TNT system. Prior to sending out the enrollment packets we are conducting a US Postal Service mail validation to catch any bad addresses. If we receive any returned mail, we immediately create a support ticket so that if the person calls our Customer Service line, we will already have information showing we received the return packet. We will obtain new address and send out new packet asap. PPL will also be running reports and providing to ODDS leadership the names of those we have bad addresses for. ODDS will work with the appropriate CME directors to get assistance for updating addresses.</p>
	<ul style="list-style-type: none"> <li>• Will multiple packets be sent and need to be completed if there is one PSW-Employer relationship but more than one participant receiving assistance from that combined relationship. Example—Tom and Sally both receive services. Their mother, Sue, is the employer. John provides service to both Tom and Sally. How many packets need to be completed between Sue and John?</li> </ul>	<p>There is one enrollment packet mailed per Employer and PSW relationship. (Mom, in this example and not per participant)</p>
	<ul style="list-style-type: none"> <li>• Will a PSW who is suspended (e.g. for pending investigations) still get an enrollment packet?</li> </ul>	<p>Providers who are suspended/inactivated for pending investigations may still receive a packet depending on timing of suspension. PPL receives information from TNT (as part of 'transition') and if we receive employer-PSW information, we will send the packet.</p>
<p><b>Language support</b></p>	<ul style="list-style-type: none"> <li>• Will employer/PSW in person session be given in English only? Will there be translators?</li> </ul>	<p>Yes, the presentation will be in English only (there won't be an interpreter for these presentations)</p> <p>If a PSW/Employer needs language assistance, they can call PPL Customer Service. We have dedicated lines for:</p>

		<p>Spanish 1-888-419-7720 Russian 1-888-419-7734</p>
	<ul style="list-style-type: none"> <li>• Are the enrollment forms going to be in any language besides English?</li> </ul>	<p>At this time, the tax forms are in English only. Since these are Federal/State tax forms, those who need additional assistance with these forms in their native language should call PPL Customer Service for language support. We have trained agents who are native Spanish and Russian speakers. We also have access to language interpreters if needed in other languages.</p>
<b>Payment</b>	<ul style="list-style-type: none"> <li>• What is the process if a check doesn't arrive in the mail?</li> </ul>	<p>After 10 days from when the paycheck is scheduled for posting/ mailing, the PSW should contact Customer Service if they still have not received the check in the mail. CS will confirm the check was sent out and will confirm with the PSW that the address on file is correct. If the check was not sent out, Customer Service will troubleshoot to determine the reason why. If the check was sent and if the mail address on file is correct, (and it's been 10 days) then PSW will reissue a new check. Checks are not considered officially missing until after 10 days.</p>
	<ul style="list-style-type: none"> <li>• If a PSW has multiple employers, will they receive 1 'rolled up' check for all employers (for hours they submitted for each employer), or 1 paycheck per employer (that they submitted hours for)?</li> </ul>	<p>PSWs will receive 1 paycheck per employer (that they submit time for).</p>
	<ul style="list-style-type: none"> <li>• Will PPL automatically deposit PSW's paychecks to their bank account if this was set up in TNT?</li> </ul>	<p>Unfortunately, PPL has not been able to get the bank account information details from TNT, and so we need PSWs to fill out the direct deposit form that is included in their enrollment packet.</p>
	<ul style="list-style-type: none"> <li>• Will PPL automatically send my checks to my address if I had this set up in TNT?</li> </ul>	<p>Yes. We will be mailing it to the address that you currently have on file with TNT. If your address is/will be changing, please let us know (call PPL Customer Service). If you are a PSW, you will need to also update your address with the Provider Relations Unit (PRU) at <a href="mailto:psw.enrollment@state.or.us">psw.enrollment@state.or.us</a></p>
	<ul style="list-style-type: none"> <li>• Will the payroll schedule be the same as what was published by TNT?</li> </ul>	<p>Yes, PPL is maintaining the same TNT published 2017 payroll schedule. The payroll schedule is posted on our PPL - OR FMAS website: <a href="http://www.publicpartnerships.com/programs/oregon/fmas">http://www.publicpartnerships.com/programs/oregon/fmas</a></p>
	<ul style="list-style-type: none"> <li>• What will happen to people who submit timesheet late for work performed in last TNT payroll?</li> </ul>	<p>Last paycheck by TNT is to be posted in calendar year 2016. ODDS (as should CMEs) will be pushing to ensure all PSW timesheets are submitted</p>

		in time for payments from TNT. PPL will pay for timesheet after Jan 1, 2017 if the State sends us the payroll information.
	<ul style="list-style-type: none"> <li>The payroll calendar that's posted on OR FMAS website is the external payment dates for PSWs. When will the 'internal' payroll schedule be available to CMEs?</li> </ul>	This information will be provided very soon to CMEs. The dates are going through final review by ODDS leadership prior to being distributed.
<b>Responsible Party</b>	<ul style="list-style-type: none"> <li>If PSW employed by parent, can they call about their parent's other PSWs?</li> </ul>	Their parent will need to fill out Responsible Party form which needs to be signed by the Employer (parents) and their child (PSW) so they talk to PPL's Customer Service about any of the other PSWs that the parent employs.
<b>Secure email</b>	<ul style="list-style-type: none"> <li>Can I test the PPL secure email system? systems.</li> </ul>	Yes, you can contact PPL's Customer Service to arrange this. PPL's secure email system (Zixcorp)
	<ul style="list-style-type: none"> <li>Will PPL accept enrollment forms if they are sent in via an unsecured email address?</li> </ul>	PPL will not reject these forms, however please encourage everyone to use a secure email system when transmitting any personal health information.
<b>Training</b>	<ul style="list-style-type: none"> <li>Can a dummy enrollment packet be provided for CMEs – one of the CME folks may end up doing their own training of people they support.</li> </ul>	Our recommendation is they download the slides that will be used for CLE/PSW in person sessions. This will include enrollment form description and where folks need to sign. These slides will be available on the OR FMAS website by October 28.
<b>W2</b>	<ul style="list-style-type: none"> <li>How will people get W-2s, paystubs, etc. for 2016 if TNT is gone on January 1<sup>st</sup>?</li> </ul>	TNT will be responsible for sending out 2016 W2s by the required January 31 <sup>st</sup> date.



Financial Management Agency Services for existing Individuals and Employees will transition to Public Partnerships (PPL) starting Sunday January 1, 2017.

Pay Period		Timesheets Due Date *	CDDP/Brokerage Approval	Checks Mailed / Direct Deposit Issued	OOO Spreadsheet Submission Date (by Noon)	Off Cycle Payroll Checks Mailed / Direct Deposit Issued
Start	End	Deadline	Deadline	Payroll Date	Deadline	Date
Friday, December 16, 2016	Saturday, December 31, 2016	Thursday, January 05, 2017	Tuesday, January 10, 2017	Thursday, January 19, 2017	Friday, January 20, 2017	Friday, January 27, 2017
Sunday, January 01, 2017	Sunday, January 15, 2017	Wednesday, January 18, 2017	Monday, January 23, 2017	Tuesday, January 31, 2017	Wednesday, February 01, 2017	Wednesday, February 08, 2017
Monday, January 16, 2017	Tuesday, January 31, 2017	Friday, February 03, 2017	Wednesday, February 08, 2017	Thursday, February 16, 2017	Friday, February 17, 2017	Monday, February 27, 2017
Wednesday, February 01, 2017	Wednesday, February 15, 2017	Monday, February 20, 2017	Thursday, February 23, 2017	Friday, March 03, 2017	Monday, March 06, 2017	Monday, March 13, 2017
Thursday, February 16, 2017	Tuesday, February 28, 2017	Friday, March 03, 2017	Wednesday, March 08, 2017	Thursday, March 16, 2017	Friday, March 17, 2017	Monday, March 27, 2017
Wednesday, March 01, 2017	Wednesday, March 15, 2017	Monday, March 20, 2017	Thursday, March 23, 2017	Friday, March 31, 2017	Thursday, March 30, 2017	Friday, April 07, 2017
Thursday, March 16, 2017	Friday, March 31, 2017	Wednesday, April 05, 2017	Monday, April 10, 2017	Tuesday, April 18, 2017	Wednesday, April 19, 2017	Monday, April 24, 2017
Saturday, April 01, 2017	Saturday, April 15, 2017	Wednesday, April 19, 2017	Monday, April 24, 2017	Tuesday, May 02, 2017	Wednesday, May 03, 2017	Monday, May 08, 2017
Sunday, April 16, 2017	Sunday, April 30, 2017	Wednesday, May 03, 2017	Monday, May 08, 2017	Monday, May 15, 2017	Thursday, May 18, 2017	Thursday, May 25, 2017
Monday, May 01, 2017	Monday, May 15, 2017	Thursday, May 18, 2017	Tuesday, May 23, 2017	Thursday, June 01, 2017	Monday, June 05, 2017	Monday, June 12, 2017
Tuesday, May 16, 2017	Wednesday, May 31, 2017	Monday, June 05, 2017	Thursday, June 08, 2017	Friday, June 16, 2017	Monday, June 19, 2017	Monday, June 26, 2017
Thursday, June 01, 2017	Thursday, June 15, 2017	Tuesday, June 20, 2017	Friday, June 23, 2017	Monday, July 03, 2017	Friday, June 30, 2017	Friday, July 07, 2017

\*This due date is for all EXPRS data entry to be completed and properly completed paper timesheets to be submitted to the CDDP/Brokerage by the Personal Support Worker. If time entry is done by the CDDP/Brokerage due to an exception, the deadline is one business day earlier.

Pay Period		Timesheets Due Date *	CDDP/Brokerage Approval	Checks Mailed / Direct Deposit Issued	OOO Spreadsheet Submission Date (by Noon)	Off Cycle Payroll Checks Mailed / Direct Deposit Issued
Start	End	Deadline	Deadline	Payroll Date	Date	Date
Friday, June 16, 2017	Friday, June 30, 2017	Thursday, July 06, 2017	Tuesday, July 11, 2017	Wednesday, July 19, 2017	Thursday, July 20, 2017	Thursday, July 27, 2017
Saturday, July 01, 2017	Saturday, July 15, 2017	Wednesday, July 19, 2017	Monday, July 24, 2017	Tuesday, August 01, 2017	Wednesday, August 02, 2017	Wednesday, August 09, 2017
Sunday, July 16, 2017	Monday, July 31, 2017	Thursday, August 03, 2017	Tuesday, August 08, 2017	Wednesday, August 16, 2017	Thursday, August 17, 2017	Thursday, August 24, 2017
Tuesday, August 01, 2017	Tuesday, August 15, 2017	Friday, August 18, 2017	Wednesday, August 23, 2017	Thursday, August 31, 2017	Friday, September 1, 2017	Monday, September 11, 2017
Wednesday, August 16, 2017	Thursday, August 31, 2017	Wednesday, September 06, 2017	Monday, September 11, 2017	Tuesday, September 19, 2017	Wednesday, September 20, 2017	Wednesday, September 27, 2017
Friday, September 01, 2017	Friday, September 15, 2017	Wednesday, September 20, 2017	Monday, September 25, 2017	Tuesday, October 03, 2017	Wednesday, October 04, 2017	Thursday, October 12, 2017
Saturday, September 16, 2017	Saturday, September 30, 2017	Wednesday, October 04, 2017	Monday, October 09, 2017	Wednesday, October 18, 2017	Thursday, October 19, 2017	Thursday, October 26, 2017
Sunday, October 01, 2017	Sunday, October 15, 2017	Wednesday, October 18, 2017	Monday, October 23, 2017	Tuesday, October 31, 2017	Wednesday, November 01, 2017	Wednesday, November 08, 2017
Monday, October 16, 2017	Tuesday, October 31, 2017	Friday, November 03, 2017	Wednesday, November 08, 2017	Friday, November 17, 2017	Monday, November 20, 2017	Wednesday, November 29, 2017
Wednesday, November 01, 2017	Wednesday, November 15, 2017	Monday, November 20, 2017	Friday, November 24, 2017	Monday, December 04, 2017	Tuesday, December 05, 2017	Tuesday, December 12, 2017
Thursday, November 16, 2017	Thursday, November 30, 2017	Tuesday, December 05, 2017	Friday, December 08, 2017	Monday, December 18, 2017	Tuesday, December 19, 2017	Tuesday, December 27, 2016
Friday, December 01, 2017	Friday, December 15, 2017	Wednesday, December 20, 2017	Tuesday, December 26, 2017	Thursday, January 04, 2018	Friday, January 05, 2018	Friday, January 12, 2018
Saturday, December 16, 2017	Sunday, December 31, 2017	Thursday, January 04, 2018	Tuesday, January 09, 2018	Thursday, January 18, 2018	Friday, January 19, 2018	Friday, January 26, 2018

\*This due date is for all eXPRS data entry to be completed and properly completed paper timesheets to be submitted to the CDDP/Brokerage by the Personal Support Worker. If time entry is done by the CDDP/Brokerage due to an exception, the deadline is one business day earlier.