

Process for Entering and Submitting Timesheets

IMPORTANT: The Department of Human Services requires all Personal Support Workers (PSWs) to complete ALL of these steps in order to get paid.

1. Enter your hours in eXPRS:

All PSWs are required to be using EVV (mobile version of eXPRS) unless you have been granted an exception by the authorizing Case Management Entity (CME).

eXPRS user help guides can be found [here](#). The seventh section from the top contains guides on how to use EVV. If you scroll down there are also video guides and guides in other languages.

There may be times when you forgot to clock in or out, EVV was not working, etc. In these instances, you will need to manually enter your claims using the desktop version of eXPRS. Here is a [guide](#) that that will walk you through how to do this.

Additional guides for manually entering claims in eXPRS can be found [here](#) (eighth section from the top). If you scroll down there are also video guides and guides in other languages.

2. Submit your hours:

Here is a [guide](#) on how to submit your hours (see step 9).

Please look over your claims to make sure they are accurate before submitting. Once submitted you cannot edit them.

If you notice that a correction needs to be made after you have submitted a claim, you will need to email pswtimesheets@clackamas.us to void your claim and you will need to re-enter it.

After submitting your claims you may notice that the status for some of your claims say “Denied” or “Suspended” instead of “Pending”. If this is the case, please refer to this [guide](#) or the “Denied or suspended claims” link on our website.

3. Print your timesheet:

Here is a [guide](#) on how to print your timesheet.

4. Fill out progress notes (or purpose of trip for mileage) on timesheet:

Progress notes should be a summary of services you provided during your work that met the service plan goals for the client you worked with. Here is a [guide](#) on how to write progress notes.

5. Sign and date the timesheet:

Signature and date are required by you (the PSW) and your Employer.

6. Submit your timesheet:

Timesheets must be emailed to pswtimesheets@clackamas.us by midnight of the timesheet deadline ([Payroll Calendar](#)). The timesheet deadline is always three business days after the end of the pay period.

We strongly encourage that you do not wait until the last minute to submit your timesheet in case eXPRS is down, you cannot get your employer's signature, you have suspended or denied claims, etc.

We can only guarantee that timesheets turned in on time will be approved on time. Late timesheets will be processed in the order that we receive them.

Please do not submit the same timesheet multiple times. Doing so causes delays in response times.