

PCA Case Manager Training

OFFICE OF ADMINISTRATIVE HEARINGS
Administrative Law Judge Sharon E. Goodie

WELCOME!

- We are pleased you are joining us today!

Format and Technology Rules

Format of presentation

- This is a 90 minute training.
 - The first hour will have prepared presentations from judges and attorneys.
 - The last 30 minutes are reserved for audience questions.
 - At the end of the 90 minutes,
 - Everyone is free to leave, but...
 - The presenters will remain on the call for a few more minutes to respond to extra questions.

Technology rules

Audience members,

1. Please keep your microphones muted throughout the 90 minute presentation.

Technology rules

Audience members:

2. Please write all questions in the chat box.
 - You may submit questions at any point during the presentation.
 - The presenters will answer some questions as they are received.
 - We will save some questions until the end of the prepared presentations.

Timeline of an OAH case

Step One:

- File a Request for Hearing
 - Please provide your client's email address, or the email address of a relative.
 - Please include your own name, mobile phone number, and email address.
 - Please email to oah.filing@dc.gov
 - Tell your client that you have requested a hearing at OAH.

Step Two:

- OAH schedules an Initial Status Conference.

Step Three: Preparation

- Place the Initial Status Conference date, time and dial-in information in your calendar.
- If there is no longer a need for the case, send an email to OAH.
 - If your client's PCA hours are satisfactory.
 - If your client has been moved to a nursing home.
 - If your client has moved to another state.
 - If your client has passed away.

Step Three: Preparation

- Prepare your client for the Initial Status Conference.
 - Tell your client about the Initial Status Conference date and time.
 - Figure out who will attend the Initial Status Conference:
 - You
 - Your client?
 - A relative?
 - Some combination

Step Three: Preparation

- Tell your client about the choice of four options to resolve her case:
 - DHCF reconsideration
 - Change of condition assessment;
 - Recertification assessment; or
 - Trial.

Step Three: Preparation

- Once your client has selected an option,
 - Contact the DHCF representative to discuss your client's wishes.
 - Ask the DHCF representative if you can settle the case.
 - Try to find an attorney for your client if DHCF is not able to settle the case.

Step Four: The Initial Status Conference

- An OAH Judge holds the Initial Status Conference.
 - You must attend the OAH Status Conference.
 - If you have a conflict you have two options:
 - Request in writing a new Initial Status Conference date.
 - Ask a relative or your client to attend the Initial Status Conference.

Step Four: The Initial Status Conference

- The judge and parties will decide the direction for the case
 - DHCF reconsideration
 - Change of condition assessment;
 - Recertification assessment; or
 - Trial.

Step Five: After the Initial Status Hearing

- If your client is going to trial:
 - Look for an attorney for your client.
 - Reach out to a legal service provider, i.e. Legal Counsel for the Elderly or Legal Aid;
 - If one legal service provider turns your down, ask for the name of another legal service provider.
 - If no legal service provider can take your client's case, prepare your client for trial.

Step Five: After the Initial Status Hearing

- If your client is not going to trial, but is seeking another assessment:
 - Prepare the necessary paperwork promptly.
 - Ask for help from the judge (in writing) if you have trouble getting help from your client's doctor.

Thank you!

- Thank you for the hard work you do for your clients!
- Thank you for attending this training today.
- Please send us questions through the chat box.