

Topic:	Job Coaching Requirements
Date Issued/Updated:	

Overview

Description:

In February 2017, ODDS rolled out the Maintenance Job Coaching Exception Rate program. Under this program we asked Brokerage and CDDP's to review the status of any program participant that had been receiving job-coaching services for more than 18 months, and then submit a request justifying the continuation of these services under the maintenance rate program.

Since the implementation of the maintenance rate program, we have approved more than 600 individuals for maintenance rate exceptions and have identified many others that have been able to successfully transition to natural supports within their workplaces. With the continuation of this program, Brokerage and CDDP's will no longer be required to submit justifications for maintenance rate exceptions to ODDS and may authorize the service locally based upon their and the individuals support team evaluations of the participants need for the continuation of these services.

This Worker's Guide describes the requirements for authorization of job coaching services, billing and quality control expectations for maintenance rate exceptions. This includes, initial, ongoing, or maintenance job coaching services.

Purpose/Rationale:

ODDS Job Coaching Rates for provider agencies are based upon the time that a person works, rather than the hours of direct support provided by the job coach. This outcome rate is designed to increase the hours the person works independently through the incentivization of job coaching supports fading or by facilitating the replacement of these paid supports with naturally occurring supports within their workplace.

This Worker's Guide outlines the requirements that must be met for a provider to bill Job Coaching and for a Brokerage/CDDP to authorize those payments.

Applicability:

The Job Coaching Rate Policy Worker's Guide applies to Provider Organizations who provide Job Coaching services and to CDDPs/Brokerages who authorize Job Coaching hours.

This Job Coaching Rate Policy Worker's Guide applies only to the provider agency rates and therefore does not apply to PSW Job Coaches. The nature of work performed by PSWs requires direct contact for all hours billed. PSW Job Coaching rates and requirements are outlined in the Collective Bargaining Agreement and can be found in the Expenditure Guidelines.

Procedure(s) that apply:

Job Coaching is defined under OAR 411-345 and the ODDS expenditure guidelines: Job coaching includes, initial, ongoing, or maintenance support to maintain and advance in an individualized job in a competitive integrated employment setting in the general workforce for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

Personal care or attendant care provided as an incidental part of job coaching is considered a component part of the employment service and should be considered as a job coaching expectation. Attendant care delivered as part of Job Coaching services includes: attendant care support with ADL/IADL or health related tasks through hands-on assistance, supervision, cuing, etc. This might also include supporting the person by implementing a Behavior Support Plan.

The Initial Job Coaching Rate paid through ODDS is valid for the first six-months in which an individual receives job coaching at a Community Integrated Job. This time includes any job coaching already provided through Vocational Rehabilitation (VR). For example, if an individual receives job-coaching supports through VR for the first two months of their job, the Initial Job Coaching Rate would only be applicable for an additional four months. In this scenario, a Services Coordinator (SC) or Personal Agent (PA) would only authorize four-months of Initial Job Coaching in Plan of Care.

The On-Going Job Coaching Rate paid through ODDS is valid for up to an additional 18 months following the completion of the Initial Job Coaching Period. If the person does not need the level of support required by the On-Going Job Coaching Rate, after discussion with the person and the provider, the SC or PA should consider approving Maintenance Rate Funding if continued job coaching supports are needed. There is no need to wait until a person uses the full 18 months available in Ongoing Job Coaching prior to considering a transition to Maintenance Job Coaching.

If a person begins a new job or has a change in job position that results in substantial changes to their work responsibilities, Ongoing Job Coaching may be 'restarted' to align with that change. In the event that this occurs, it is suggested that an ODDS Maintenance Rate Exception Form be completed explaining the situation and marking the box on this form that indicated why Ongoing Job Coaching would be required.

The Maintenance Rate for Job Coaching paid through ODDS is valid for 365 days from the date of approval and must be reevaluated and reapproved on a yearly basis if these supports are still required. Maintenance Rate Job Coaching is designed to further enhance the transfer to natural supports and enable the person to work independently to the greatest extent possible.

The justification for Maintenance Rate Funding must clearly describe why continued job coaching is required. This request will be coordinated by the CDDP or Brokerage with the person’s provider agency and should be submitted on the ODDS Maintenance Rate Request Form 60 days prior to the persons needed start date.

The Maintenance Rate Request Form requires a description of the job duties the person is currently performing and where they are performing them, the name of the persons employer and information on who is paying the persons wages. Additionally, this form should include a description of what steps have been taken previously to fade job coaching and what those outcomes were, as well as a plan to continue fading job coaching to the greatest extent possible.

The Maintenance Job Coaching Rate may be re-requested annually, as long as the individual continues to require job-coaching supports, including support to help an individual maintain or advance in their job as outlined in OAR 411-345. If the individual’s primary support requirement is as outlined in OAR 411-450, then ADL/IADL should be authorized rather than Job Coaching.

All ODDS Job Coaching services are time-limited. Initial Job Coaching may only be authorized and provided for up to six-months (to include time authorized under Vocational Rehabilitation programs), while Ongoing Job Coaching may be authorized for up to 18 months following the completion of Initial Job Coaching. Maintenance Rate Job Coaching may then be approved, if required, for up to 365 days following the completion of Ongoing Job Coaching. Maintenance Rate Job Coaching may be reevaluated and reapproved annually based upon the needs of the individual but, efforts towards fading the individual from these supports must be clearly demonstrated.

ODDS Job Coaching Rates are based on the hours the supported individual works. In order to bill the Initial Job Coaching rate, the provider must provide at least four face-to-face contacts per month. In order to bill the Ongoing Job Coaching rate, the provider must provide at least two face-to-face contacts per month. In order to bill for Maintenance Rate Job Coaching, the provider must meet the direct face-to-face contacts that have been established and approved by the individuals support team. Ideally, these contact requirements should also be specified in the persons Career Development Plan (CDP).

Direct (face to face) Contact Requirements	
Job Coach Stage	Minimum Monthly Contacts Required
Initial (Up to six months (less the amount of time job coaching was used through VR)	4
Ongoing (Up to 18 months)	2
Maintenance Job Coaching	Contact requirements specified in the ISP, CDP or service agreement

ODDS Job Coaching Rates are based on the hours the person works and therefore may not be billed for times the person does not work, even if the employer pays them for those hours. Examples include sick/vacation time, maternity leave, funeral leave and jury time.

Job Coaching may be billed daily, weekly or monthly as decided by the provider. However, ODDS will verify through Plan of Care (POC), the Employment Outcome System (EOS) and other means as needed to ensure direct contact is provided. If a provider bills daily at the start of a month, but does not meet the direct contact requirement prior to the end of the month, the billing must be reconciled.

If the provider does not make the required direct contacts during a month, they may not bill for job coaching service for that period. This provider may bill in the subsequent months without re-authorization as long as direct contact time requirements are satisfied. However, if no job coaching direct contact is made with an individual for three consecutive months, the provider organization must inform the SC or PA and initiate a team meeting to determine if these supports continue to be needed.

The support required by an individual may change more quickly than the maximum allowable time outlined above. For instance, an individual may only need six-months of Ongoing Job Coaching and then be working at a level that may require less frequent contacts. If this were the case, the authorized service should change from Ongoing Job Coaching to Maintenance Job Coaching in the individual's Career Development Plan (CDP) and Plan of Care (POC) if approved.

If during the team meeting it is determined that the individual continues to require Job Coaching, but with less frequent contact than is required by the job coaching guidelines, the SC or PA should authorize the Job coaching service which most appropriately matches the individual's support needs. For instance, if the individual requires only two face-to-face contacts per month rather than four, ongoing job coaching would be more appropriate than initial job coaching, so ongoing would be the more appropriate service. If the individual requires some contact, but perhaps not twice monthly, then Maintenance Job Coaching rate may be considered as well.

If the individual only needs attendant care or personal care to meet ADL/IADL needs, as outlined in OAR 411-450, then attendant care should be authorized rather than the job coaching service. For instance, if an individual is able to perform their job independently but requires some assistance with eating their lunch, attendant care may be authorized for support during lunch. Please see below for the definition of attendant care and Job Coaching.

Job Coaching must be provided as authorized in an individual's plan (ISP/CDP, Provider Implementation Strategies, Service Agreement, etc.). If the team determines that the individual wants and needs six-monthly direct contacts, and this is outlined in the individual's plan the provider must provide six-monthly direct contacts. If these contacts are not provided, the same billing procedures would apply as described above and the team must document why and make any changes in the CDP.

If it is determined during the ISP meeting or during any subsequent discussion, regarding the CDP and Job Coaching, that a step-down plan (or plan to fade) will be utilized this may be written into the plan. This can be done via the "key steps" portion of the CDP, or through Provider Implementation Strategies. Otherwise, if changes are made to the direct contact requirements, this update to the CDP may be made through an ISP change form.

Procedure for Requesting the Maintenance Rate:

If it is determined that a person requires Maintenance Job Coaching, The Brokerage or CDDP will coordinate with the provider agency sixty-days prior to the needed start date. A Maintenance Rate Exception Form must then be submitted to the Brokerage or CDDP at least 60 days prior to the requested start date. It is highly recommended that the ODDS Maintenance Rate Exception Form be used for this request, as a considerable amount of information is needed to approve this request.

The Maintenance Rate Request Form requires a description of the job duties the person is currently performing and where they are performing them, the name of the persons employer and information on who is paying the persons wages. Additionally, this form should include a description of what steps have been taken previously to fade job coaching and what those outcomes were, as well as a plan to continue fading job coaching to the greatest extent possible.

Additional information will be required if the persons job takes place at a location owned, operated or controlled by the provider agency supporting the individual, if the provider agency is paying the persons wages or if the person appears to be earning less than the prevailing wage for a similar job at a similar work setting. In each of these situations, the maintenance request form must be submitted and approved by ODDS prior to starting these services.

Much of this information will most likely need to be discussed with the person's employment support team, including the individual's job coach. Beginning this process early or as part of the planning process should help facilitate this conversation. Note, if attendant care is the most appropriate service, even though the Maintenance Job Coaching rate is being denied, the individual may continue to receive support through attendant care.

If a Brokerage or CDDP receives a Maintenance Job Coaching Request and are unclear if the request meets the necessary requirements for approval, it is recommended that they forward the request to the Regional ODDS Employment Specialist for coordination.

Any Maintenance Rate Request that indicates the person may be working at a provider owned, operated or controlled location must be forwarded to ODDS Central Office prior to approval. Additionally, if the person's wages are being paid by the provider, or if it appears that they may be earning less than the prevailing wage for a similar job in a similar work environment; this request must also be forwarded to maintenancejobcoachingrequest@state.or.us for review prior to being approved.

If a Maintenance Job Coaching Request is not approved, the CDDP or Brokerage will issue a Notice of Planned Action (NOPA) to the person. This notice will include the justification, as well as informal and formal hearing rights. ODDS will inform the SC/PA of the outcome of any subsequent hearing because of this notice.

Maintenance Rate Quality Assurance Process:

Under the changes to this program, Brokerages and CDDP's will now have authority to approve Maintenance Job Coaching Exception Requests for all individuals not working at a site owned, operated or controlled by the individual's provider agency or in instances where the individual's salary is paid by the provider agency. These authorizations will no longer pend for approval in eXPRS and will become effective on the date approved by the SC or PA.

To ensure that these requests are being approved equitably across the state, ODDS will perform a random sampling and review of these approvals on an annual basis as follows:

- 10% of all first-year Maintenance Job Coaching approvals will be randomly reviewed by ODDS to evaluate the justification provided for service and to review the providers proposed fading plans for continuity across the state.
- 5% of all second or subsequent year Maintenance Job Coaching approvals will be randomly reviewed by ODDS to evaluate the continued need for services and adequacy of proposed fading plans.

Note: it is recommended that following their approval by the SC/PA, that the Maintenance Rate Exception Documentation be uploaded into Plan of Care in eXPRS to facilitate ODDS review requirements. While not required, it will simplify the review process by enabling the random review of documentation without the further need to involve the SC/PA in obtaining these documents.

Form(s) that apply:

Career Development Plan, ODDS Maintenance Job Coaching Request Form

Definition(s):

Activities of Daily Living (ADL): Attendant services and supports to assist an individual in accomplishing activities of daily living, instrumental activities of daily living and health related tasks through hands-on assistance, supervision, or cueing. ADL is a term used to refer to daily self-care activities within an individual's place of residence, in the community, or both. These are the most basic activities necessary for daily life, and include the following:

- Basic personal hygiene;
- Toileting, bowel, and bladder care;
- Mobility, transfers, and repositioning;
- Medication administration and use of medical equipment; and
- Delegated nursing tasks.

IADL activities are not necessary for fundamental functioning, but they let an individual live more independently in a community. These activities are more complex and include but are not limited to:

- Light Housekeeping;
- Grocery and other shopping necessary for the completion of other ADL and IADL tasks;
- Laundry;
- Meal Preparation; and
- Chore Services

Direct Contact: Direct contact, for the purposes of this Worker's Guide, requires face-to-face service delivery. This face-to-face service does not have to be provided on the job if the individual or the individual's employer prefers that coaching be done off-site. However, it does require face-to-face contact between the individual and the job coach.

Job Coaching: Per OAR 411-345, Job coaching is "Support to assist an individual to maintain an individualized job in a competitive integrated employment setting in the general workforce, including customized employment or self-employment." Examples of this may include:

- Helping the new employee learn the job;
- Coordination with a residential provider, transportation provider, or other natural support to ensure supports are in place so that the individual is successful on the job (such as ensuring support to arrive at work on time, ensure proper hygiene, work clothing is laundered and ready, etc.)
- Coordinating with others who support the person with services such as behavioral, or medical;
- Assisting the employee to develop work appropriate relationships with supervisors and co-workers;
- Collaborating with the employee and employer to develop natural supports; or
- Support to increase hours

Reference(s):

Expenditure guidelines
PSW Collective Bargaining Agreement
OAR 411-345
OAR 411-450

Contact(s):

Name: Howard Fulk
Phone: 503-947-5099
Email: howard.r.fulk@state.or.us