

Process for disagreement with ONA scores or results

The process described below addresses how to handle a concern with the way the ONA was scored --

Steps in reporting a disagreement with the way an ONA is scored.

1. Report concern to ONA assessor

The individual, the guardian, or the Case Manager (Services Coordinator or Personal Agent) can contact the assessor to report a concern. The assessor will evaluate the concern, and either change the ONA or report why the scoring was chosen.

2. Desk Review

If after reporting a concern to the assessor there is still an issue, the individual, the guardian, or the CM may request the ODDS Assessment Team conduct a "desk review" of the individual's ONA.

The Desk Review compares the individual's support documents and their ONA assessment to determine if they are consistent with each other. If the ONA is consistent with the support documents it is considered correct. If there is a discrepancy then that person should be re-assessed (at least the areas which are contested), or it can conclude that the ONA answers are correct BUT the funding may need to be reconsidered through the exceptions process.

The Desk Review can be requested by submitting a 0744 form to the ONA.ODDS@state.or.us email box. The assessment team will be requesting copies of the individual's support documents and will send a memo with the desk review results to the individual or guardian within 14 days after receiving all the requested support documents.

3. Complaint process

If the individual (or guardian) disagrees with the results of the desk review, the individual can file a formal complaint with ODDS and specify which items they disagree with. ODDS will review the complaint and ONA and respond by either having the assessor make changes to the assessment or responding with the reasons why the ONA item responses were deemed appropriate.

4. Formal Hearing

The individual or guardian can request a formal hearing if the scoring of the items would change the individual's service level group or funding, their eligibility to meet Level of Care, or meeting Enhanced or Exceptional criteria. An item score that would not change the service level group or funding level, eligibility or E&E is not a hearable issue.

Feedback about the assessment interview

If the individual or another respondent has a concern or feedback about the ONA assessment interview or the way the ONA interview, observation, or file review were conducted they should bring that concern directly to the ODDS Assessment Unit (email to ONA.ODDS@state.or.us). Their Services Coordinator or Personal Agent can help them with that process. The ODDS assessment unit will address the concern or feedback and respond to the person who shared the concern or feedback.

ONA assessors are expected to conduct assessments using consistent professional standards and ethics. The interview should be respectful to the individual being assessed and respectful of all respondents. ONA assessors who aren't upholding these standards will be re-trained and may lose their privilege to conduct ONA assessments if they do not meet those standards.