

Topic:	II.j. Remote Employment and DSA Services		
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	Takes effect upon the end of the Federal Public Health Emergency		

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Overview

The purpose of this worker's guide is to:

Outline information and requirements related to remote ODDS Employment and Day Support Activities (DSA).

Remote services can be used to support a person to be more independent at work and in the community. They can be used to increase an individual's self-management of tasks and job performance.

Procedure(s) that apply:

I. Employment and Day Services Eligible for Remote Support

The following are ODDS non-residential services that may be delivered through remote support:

- A. Job Coaching
- B. Discovery (only certain components described below)
- C. Employment Path
- D. Day Support Activities (DSA)

Small Group must be in person and face to face to bill for the service.

Employment and DSA services may include training, queuing, support, and assistance via phone, internet platforms, etc. Remote services may also include training on use of technology.

II. Additional Requirements for Remote Support

The above services may be delivered remotely if the following requirements have been met. This must be documented in the ISP or case notes.

- A. Remote service delivery is requested by the person. It cannot be based on the interests of the provider.
- B. The use of remote service delivery for a specific service is determined as part of the person-centered planning process and ISP team meeting. This includes:
 - a. A discussion regarding all options for service delivery methods.
 - b. An opportunity to ask questions and evaluate all service delivery methods.

- c. A discussion to ensure the person knows they can change the service delivery method at any time.
- d. Document the person's chosen service delivery method and why it best meets the needs and interests of the person.

- C. Remote supports are the best method of service delivery for meeting the person's support needs.
- D. The service must be designed to support the person to be more independent and integrated in the community, and not less independent or less integrated.
- E. The ISP team will establish a schedule for in-person face to face supports and for services delivered remotely.
- F. Document how the chosen remote support method(s) of delivery will meet the person's health and safety needs and planned goals, including:
 - a. The provider must have risk mitigation strategies in place that address how all the identified relevant risks will be addressed during remote service delivery.
 - b. The planning team must determine how the needs for hands-on service can be met during time when remote services are provided (e.g. a natural support assisting with toileting).

Services may not be delivered remotely if these needs cannot be met and the individual's privacy assured through remote supports.

- G. Document how the provider will assure protection of the person's privacy.
- H. Ensure the person and provider both have training with the service delivery method, particularly if technology will be used.
- I. Document as a Desired Outcome in the Career Development Plan (CDP). Each employment service is required to have a specific Desired Outcome outlined in the CDP.

III. Service Specific Requirements

A. Job coaching

- a. In person face-to-face contact requirements must be met after the Federal Public Health Emergency ends. Additional support required outside of the contact requirements may be done remotely.
- b. During the Federal Public Health Emergency, contacts and supports may temporarily be completed remotely (such as over the phone or Zoom) when appropriate.

B. Discovery

The following service components may be delivered remotely:

- Pre-referral meeting
- Phase I, except for the neighborhood visit
- Informational interviews
- Home visits

For Discovery providers, a remote home visit can replace the in-person home visit. However, if

the individual does not participate in an in-person or remote in-home visit, the provider is responsible for a fourth Direct Employment Experience, as outlined in the [Experiential Components of Discovery](#) guide.

If a person decides to have parts of Discovery delivered remotely, the SC/PA must document in progress notes or the [Pre-Referral Discovery Checklist](#) that the person and the team understand all of the following:

- That receiving parts of Discovery remotely is an option and not a requirement.
- That if the person wants all in-person Discovery, the person may want to wait until after the pandemic to receive Discovery.

When providing parts of Discovery remotely, the provider must:

- Deliver the service in the required order
- Document in the Agenda what parts will be delivered remotely.
 - If part of Phase I will be delivered remotely, the provider must complete and submit the Phase I section of the Agenda to the SC/PA for review and approval.
 - The provider may not deliver those services remotely prior to the SC/PA approval.
 - If an Informational Interview in Phase III was planned to be in-person but a member of the team would like to change it to a remote interview, they must update the Agenda and submit it to the SC/PA for their review and approval prior to delivering that service.
- Meet the requirements as outlined in the [ODDS Discovery Profile](#), and the following worker guides: [The Discovery Guidelines for Services Coordinators/Personal Agents and Discovery Providers](#), and [The Experiential Components of Discovery](#).

C. Small Group

This service may not be delivered remotely. An employment professional must be delivering in-person supports to bill for Small Group.

D. Employment Path

- a. Remote Employment Path services may occur (e.g. training, queuing, support and assistance via phone, internet platforms, etc). Remote services may also include training on use of technology for remote services.
- b. There must be a community component used in combination with remote services. Examples can include work experiences, job shadows, informational interviews, and other skills building and exploration activities.
- c. The person must have other opportunities for integration in the community. Remote technology cannot be an exclusive, long-term service delivery options.
- d. Staffing ratios for classes must not exceed a ratio of 1 staff to 12 individuals.
- e. Benefits Counseling may be delivered remotely as outlined in the ODDS Worker's Guide regarding Benefits Counseling:
<https://www.oregon.gov/dhs/EMPLOYMENT/EMPLOYMENT-FIRST/Policy/ODDS-Benefits-Counseling-Worker-Guide-March-2020.pdf>

E. DSA

- a. Remote DSA services may occur (phone, internet platforms, etc) to provide opportunities for individuals to connect with others.

- b. In most cases, the majority of DSA services will be delivered in-person face to face.
- c. There must be a community component. These may be related to the social aspect of community integration and increasing communication skills, related to their goals or outcomes.
- d. The person must have other opportunities for integration in the community. Remote technology cannot be an exclusive, long-term service delivery options.
- e. Staffing ratios for classes must not exceed a ratio of 1 staff to 12 individuals.

IV. Rates

Upon the end of the Federal Public Health emergency, the rate established for remote Employment Path or DSA services must be used. See the ODDS Expenditure Guidelines for additional information. Job Coaching and Discovery may be billed at the established regular rate even if the method for delivering some of the service includes remote support.

Frequently Asked Questions:

Q: When does this policy take effect?

A: This policy makes permanent the temporary emergency COVID-19 policies regarding remote Employment and DSA Services.

This policy takes effect upon the end of the Federal Public Health Emergency.

Reference(s):

https://covid19.communityinclusion.org/pdf/TO40_COVID_F.pdf

Contact(s):

Regional Employment Specialist:

<https://www.oregon.gov/DHS/EMPLOYMENT/EMPLOYMENT-FIRST/Documents/Map-ODDS-Regional-Employment-Specialists.pdf>