

Developmental Disabilities Worker's Guide

Office of Developmental Disabilities Services

Topic:	Employment Services II.a. Job Coaching and On the Job Attendant Care Requirements
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Overview

This Worker's Guide describes the requirements for ODDS Job Coaching services, including Initial, Ongoing, and Maintenance Job Coaching, [as well as attendant or personal care support in Competitive Integrated Employment Settings](#).

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 by incentivizing the provider to support the person to work more hours while the job coach fades and facilitates the replacement of paid supports with naturally occurring supports within the workplace. The PSW Job Coaching rates require 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:

1. Definition for Job Coaching Services

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.

[ODDS Job Coaching pays based on the hours the person works. ODDS-funded Employment Service provider is expected to meet the person's job coaching and attendant or personal care support needs on the job within the Job Coaching rate.](#) 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.

2. Items specifically excluded from the ODDS agency Job Coaching rate

ODDS agency rates for Job Coaching are based on the hours the person works. Job Coaching may therefore 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.

3. Determining the level of Job Coaching (Initial, Ongoing, or Maintenance)

ODDS Job Coaching services are time-limited. Generally, 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.

a. Initial Job Coaching

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.

b. Ongoing Job Coaching

The Ongoing 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 Ongoing Job Coaching rate, after discussion with the person and the provider, the SC or PA should consider approving Maintenance Rate 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.

c. Maintenance

Maintenance 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 need for Maintenance Job Coaching must be evaluated annually by the ISP team. A Maintenance Rate Request Form should first be completed by the provider and submitted to the Brokerage or CDDP at least 60 days prior to the requested start date. The Maintenance Request Form can be found here: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Documents/Maintenance%20Job%20Coaching%20Request%20Form.doc>

The ISP team will work together to complete the Maintenance Request Form. Beginning this process early or as part of the planning process should help facilitate this conversation.

The following information must document the need for Maintenance Job Coaching in the Maintenance Request Form:

- Name of the business where the person is working.
- The person's job title and job description.
- The name of the employer paying the person's wages.
- The person's support needs and why continued job coaching continues to be necessary.
- A description of the steps previously taken to fade job coaching, and also the related outcomes.
- Documentation of the plan to fade job coaching during the upcoming year.

The SC/PA must upload the Maintenance Job Coaching form into Plan of Care in eXPRS. While not required, this will simplify the review process by enabling the random review of documentation without the further need to involve the SC/PA in obtaining these document.

If a Brokerage or CDDP receives a request for Maintenance Job Coaching and is unsure whether the request meets the necessary requirements for approval, it is recommended that they forward the request to the Regional ODDS Employment Specialist for technical assistance.

~~The As referenced below, a person may access ODDS-funded Attendant Care in Competitive Integrated Employment~~ if the Job Coach has completely faded, and the person continues to need Attendant Care support on the job. "Attendant Care in Competitive Integrated Employment" may then be utilized.

i. Maintenance Job Coaching at a Provider Site

Any Maintenance Job Coaching Rate request for support to work in a provider owned, operated, or controlled location must be forwarded to ODDS Central Office prior to approval. Additional information will be required if the persons is working for a provider, is paid by the provider, or is working under a contract paid by the provider. This request must also be forwarded to employment.first@dhsosha.state.or.us for review prior to being approved. Please use the subject line "maintenance job coaching request." Request a secure email if needed.

A provider must complete a site self-assessment before services may be used for support to work in a setting that is owned, operated, or controlled by a provider. The provider can complete the initial self-assessment found on the provider site assessment website here: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Pages/provider-site-assessment-resources.aspx>

The assessment will generate an initial determination. ODDS will review and may need to request more information before a final determination can be made.

ii. Maintenance Denial and NOPA

If a request for Maintenance Job Coaching is not approved, the CDDP or Brokerage will issue a Notice of Planned Action (NOPA) to the person. This notice will include the reason

for the denial and information regarding the person's right to request a hearing. ODDS will inform the case manager regarding the outcome of any subsequent hearing.

iii. Maintenance Quality Assurance Reviews

Brokerages and CDDPs have authority to approve requests for Maintenance Job Coaching so long as the person is not working at a provider owned, operated, or controlled site. ODDS will conduct quality assurance reviews for Maintenance Job Coaching in lieu of requiring ODDS approval for Maintenance Job Coaching.

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.

4. Job Coaching Contact Requirements

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

The agency rates for ODDS Job Coaching 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).

What if contact requirements are not met?

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 the provider does not make the required direct contacts during a month, they may not bill for job coaching service for that month. The 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 example, 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 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.

Also, Job Coaching may be billed daily, weekly, or monthly as decided by the provider. 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. However, ODDS will verify through Plan of Care (POC), the Employment Outcome System (EOS) other means as needed to ensure direct contact is provided.

5. Requesting an Exception to the Presumed Level of 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 Job Coaching Form be completed explaining the situation and stating in the form why Ongoing Job Coaching would be required. The Maintenance Job Coaching Form can be found here: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Documents/Maintenance%20Job%20Coaching%20Request%20Form.doc>~~

~~Submit supplemental information to the request to an exception may be requested: employment.first@dhs.ohs.state.or.us. The SC or PA may submit the exception request (FORM 0514DD) to ODDS.~~

6. Attendant Care ~~only if Job Coach can Completely Fade in~~ Competitive Integrated Employment

If the individual only needs attendant care or personal care to meet ADL/IADL needs then attendant care in competitive integrated employment 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, support in the restroom, or any other personal care support need identified by the person, then attendant care may be authorized for support during lunch. Additional information can be found here:

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Documents/job-coaching-vs-adl-iadl-services.pdf>

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7. “On the Job Attendant Care” while a Person is Accessing VR-funded Job Development or Job Coaching Services.

On the Job Attendant Care During VR

ODDS-funded “On the Job Attendant Care” may be used while also using VR-funded Job Development and Job Coaching services. This might include attendant care support needed during VR-funded job development, or when there are personal assistance support needs on the job when a VR hourly-funded job coach is not available to meet the support need. The setting must meet requirements for Competitive Integrated Employment. The ODDS case manager may authorize this as “On the Job Attendant Care” (OR 545 NA).¹

The ISP, IEP, and other service planning documents must clearly identify which service and funding authority is being used to meet each of the person’s support needs and demonstrate services are not duplicated.

Training

ODDS-funded “On the Job Attendant Care” may also be billed for the time one provider or support professional spends training another provider or support professional in order to meet a person’s attendant or personal care support needs. This may include reviewing an individual’s support plan and protocols as applicable to on the job supports. This should not include Behavior Support training as that would be done by a Behavior Support Professional and funded via normal means.

What is Not permitted

A provider may not bill multiple funding authorities simultaneously for one employment professional, direct support professional, or Personal Support Worker. A provider may not bill for two people to meet the same support need unless ODDS has approved an exception

¹ If two social service agencies have authority to fund an employment service, then the agency that may most quickly fund the service must do so, then claim reimbursement for the agency assigned responsibility under federal and state guidance. Regarding interagency coordination of services see: 34 CFR 361.53(d) and 29 U.S.C. 721(a)(8)(B); See also 42 CFR 441.310(a)(3)(ii). See also interagency federal guidance on interagency coordination: <https://www.dol.gov/sites/dolgov/files/ODEP/pdf/FAQs-CIEBlendingBraidingSequencingResources08-03-22Final.pdf>

(typically when two qualified support staff are simultaneously required to meet the support need).

Stabilization and Transfer to ODDS

Upon stabilization and transfer to ODDS-funded Job Coaching, the rate methodology for Job Coaching will change from an hourly rate to pay based on the hours the person works. After stabilization and transfer to ODDS support needs, the attendant or personal care support needs must be met within the Job Coaching rate. Once the Job Coach has completely faded, attendant care on the job may be billed again.

Limitations for “Attendant Care on the Job”:

<u>Limitations for “Attendant Care on the Job” During the Following Service:</u>	<u>Hours Individual Works (if applicable)</u>	<u>On the Job Attendant Care Hours allowed</u>
Job Development	NA	All hours of Job Development when the person has attendant care needs (i.e., if the person is in an interview and needs ADL – this would <i>not</i> be allowed if the Job Developer was doing “on behalf of” activities such as calling employers).
VR Funded Job Coaching	Up to 10 hours	Up to 5 hours
VR Funded Job Coaching	Up to 20 hours	Up to 10 hours
VR Funded Job Coaching	Up to 30 hours	Up to 15 hours
VR Funded Job Coaching	Up to 40 hours	Up to 20 hours

As always, on the job attendant care must be provided face-to-face and is a fee-for-service model (i.e., it is not billed the hours the person works but rather the hours of direct support). Examples may include:

<u>Service</u>	<u>Hours Worked (if applicable)</u>	<u>On The Job Attendant Care allowable</u>
Job Development	NA	Person requires attendant care (line of sight supervision as outlined in a Positive Behavior Support Plan) and is participating in an interview.
Job Development	NA	Person requires attendant care (transfer support in the restroom) and is participating in a working interview.
Job Coaching	20 hours	Person has 15 hours of Job Coaching authorized

		through VR. Person requires line of sight supervision (per the Positive Behavior Support Plan). ODDS may authorize up to 10 hours for line of sight supervision. The Job Coach may only bill the hours that they are not billing VR for Job Coaching (in this case, 5 hours), unless the person requires 2:1 support for the additional 5 hours.
Job Coaching	40 hours	Person requires physical assistance for transfers in the restroom. Person at times requires hand over hand assistance. Up to 20 hours of on-the job attendant care can be authorized. The VR Job Coaching and ODDS On The Job attendant care may not be billed at the same time unless the person needs 2:1 supports or the VR Job Coaching is not being billed simultaneously.

Some examples of what would not be allowed:

Service	Hours Worked (if applicable)	On the Job Attendant Care
Job Development	NA	Job Developer is making phone calls on behalf of the individual to find interview opportunities. No On the Job Attendant Care should be authorized.
Job Coaching	20 hours	Person needs assistance to learn the job, assistance and accommodations with training, help learning new policies and procedures. Person needs someone to stand outside of the restroom, but does not require assistance in the restroom. This would not be

		an appropriate use of On the Job Attendant care.
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Below is simply an example of what the flow of services might look like. Team planning and coordination is necessary to ensure services meet the individual's specific support needs.

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Do these make sense?

For example: ODDS-funded personal assistance might be used to support a person while they are participating in VR-funded job development to support a person to, for example, use the bathroom during breaks before and after meeting with a potential employer.

The person delivering personal assistance could also be funded using hourly ODDS-funded "on the job attendant care" to train the long-term job coach on how to meet the person's personal support needs.

ODDS-funded "On the Job Attendant Care" may continue to be used as an hourly service even when VR is funding hourly job coaching. However, the same direct support professional cannot be simultaneously paid for both (e.g. there may be one job coach and a separate personal care assistant delivering attendant care; alternatively, there may be a job coach who is paid for 3 hours of job coaching and 1 hour of personal care).

Ultimately, however, the entity selected for long term job coaching will need to be able to meet all the person's support needs on the job. This is because, once a person is stable on the job, services may transfer to ODDS-funded job coaching where a job coaching agency (if chosen) is paid based on the hours the person works.

Therefore, if the person is selecting an agency for job coaching, they will usually want to select a job coach agency who can meet all of their support needs. The job coach agency can staff the service in a way that best meets the person's support needs within the funding that pays based on the number of hours the person works. This might mean that the job coach supports the person's personal care support needs. Alternatively, another staff might be meeting the person's personal care support needs, while a separate job coach checks in with the person separately.

Form(s) that apply:

- Career Development Plan
- ODDS Maintenance Job Coaching Request Form: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Documents/Maintenance%20Job%20Coaching%20Request%20Form.doc>
- Provider assessment (must be completed when Job Coaching occurs at a provider site): <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Pages/provider-site-assessment-resources.aspx>

Reference(s):

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

Contact(s):

Regional Employment Specialist:

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

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