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**Number:** APD-AR-17-004

**Issue date:** 1/20/2017

**Topic:** Developmental Disabilities

**Due date:**

**Subject:** Maintenance Job Coaching requests after 12/23/16 deadline

**Applies to (check all that apply):**

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors  |
| <input type="checkbox"/> Area Agencies on Aging                | <input type="checkbox"/> Health Services   |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS)                                     |
| <input type="checkbox"/> Self Sufficiency Programs             | <input type="checkbox"/> ODDS Children's Intensive In Home Services  |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)  |
| <input type="checkbox"/> ODDS Children's Residential Services  | <input checked="" type="checkbox"/> Other ( <i>please specify</i> ): Brokerage Directors; Provider Organizations |
| <input type="checkbox"/> Child Welfare Programs                |  |

**Reason for Action:** APD AR 16-066 specified that in order to implement the new job coaching rates, including Maintenance Job Coaching, individuals who had or would receive 18 months or more of ongoing job coaching on or before 2-1-2017 needed to make a request through their CDDP or Brokerage for Maintenance Job Coaching on or before 12-23-2016.

Moving forward, as individuals approach 18 months of Ongoing Job Coaching and it is determined by the individual and/or the employment team that Maintenance Job Coaching will be needed to maintain the job, this request must be made at least 30 days in advance.

**Required Action:** If an individual and/or the employment team determine that the individual will continue to need job coaching after the initial 6 months of job coaching provided through VR/DD and 18 months of Ongoing Job Coaching, a maintenance request must be made at least 30 days prior to the end of the person's 18 months of Ongoing Job Coaching.

To simplify this request, ODDS has provided a form, which is attached to this transmittal. ODDS updated the form based on what we learned during the initial process of reviewing maintenance job coaching requests.

Remember, if it is anticipated that Maintenance Job Coaching will be needed during an individual's ISP year, this request may be made more than 30 days in advance in order to align the request with the individual's annual plan, but must be made at least 30 days in advance of the required implementation date of Maintenance Job Coaching to ensure that there is time for review and approval.

### **Procedure for Requesting the Maintenance Rate:**

To request the Maintenance Job Coaching rate the Services Coordinator or Personal Agent should authorize Maintenance Job Coaching in POC. The authorization will pend for ODDS approval, similar to Employment Path Facility. After authorization, the Services Coordinator or Personal Agent must submit the individual's Career Development Plan and justification to [MaintenanceJobCoaching.Request@state.or.us](mailto:MaintenanceJobCoaching.Request@state.or.us).

The justification must include:

- The name and prime of the individual;
- The name of the provider;
- The name of the employer;
- How long the individual has been supported in their current job;
- Information regarding how job coaching has been stepped down and/or the job coach has faded (or attempted to fade) and the result (for instance, if fading had been attempted in the past and not successful, explain why or if step down (fade plan) has started but is not yet complete, explain how that process has worked);
- A description of the job coaching supports the individual still needs to continue to be successful at work (and how this varies from ADL/IADL);
- The dates you request to begin and end Maintenance Job Coaching (may be up to one year);
- The proposed plan (such as a Desired Outcome with associated key steps, provider implementation strategy, or description) for the job coach to provide supports and implement skills/natural supports to allow the job coach to fade;
- A description of the job coach's communication with the individual at work including the individual's supervisor and if applicable, key co-workers; and
- How the service will be monitored.

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

Upon ODDS approval, the plan will be moved to accepted status within 5 business

days. In the event that Maintenance Job Coaching is not approved and authorized, ODDS will inform the Services Coordinator or Personal Agent. If ODDS does not approve Maintenance Job Coaching, ODDS will issue a notice to the individual. This notice will include the justification, as well as information regarding informal and formal hearing rights. ODDS will inform the SC/PA of the outcome of any subsequent hearing as a result of this notice.

If the individual and employment team agree that ADL/IADL is the most appropriate service and is the service which the individual will utilize in the employment setting going forward, OAR 411-415-0080(7) (regarding voluntary exit) must be followed. As this would be a voluntary exit from job coaching service and entry to ADL/IADL support, written documentation must be provided. Documentation must include (but is not limited to) an ISP change form to indicate which services will be provided.

If for any reason the individual wants to remain in job coaching services, but the provider is requiring an exit from the service, this would be considered an involuntary transfer and the provider must issue notice as outlined in OAR 411-345-0140(4).

Remember, if it is unclear whether or not the individual would benefit most from ADL/IADL or job coaching, please help submit a request for Maintenance Job Coaching. ODDS would rather review a request than have an individual lose a job due to a change in service.

See also the related Worker Guide that outlines requirements regarding initial, ongoing, and maintenance job coaching.

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Documents/Worker%20Guide%20Job%20Coaching%20Requirements.pdf>

**Field/stakeholder review:**       Yes       No

**If yes, reviewed by:**

*If you have any questions about this action request, contact:*

<b>Contact(s):</b>	Acacia McGuire Anderson		
<b>Phone:</b>	503-947-5099	<b>Fax:</b>	
<b>Email:</b>	<a href="mailto:Acacia.mcguireanderson@state.or.us">Acacia.mcguireanderson@state.or.us</a>		



## Maintenance Job Coaching Request

### Demographic Information

Please complete the following information regarding the individual who is requesting Maintenance Job Coaching Supports.

Last Name:	First Name:
Prime Number:	
Name of Employer:	When did the person begin this job: mm/dd/yy
Period of time maintenance job coaching is requested (mm/dd/yy – mm/dd/yy)	
Job Coaching Provider Name:	
Name of SC/PA:	CDDP/Brokerage Name:

### Maintenance Request and Justification

**Instructions:** Please include as much information as possible to explain the individual's need to use the Maintenance Job Coaching rate. This should include information discussed with the individual and their Employment Team. Please

attach any additional documentation such as the individual's ISP/CDP, Provider Implementation Strategies, etc.

1. Briefly describe the person's job:
2. Describe the job coaching supports the individual needs to be successful at work (please see Job Coaching Worker Guide, OAR 411-345 and expenditure guidelines for additional information on approved job coaching supports).
3. Describe how job coaching has been stepped down or faded out? Describe the result, including what worked and what did not.
4. Is Job Coaching or IADL/ADL the primary support needed? Explain the reason (s) for your choice.
5. What is the proposed plan for how the job coach will implement skills or build natural supports to allow the person to become more independent? This may include documentation such as a Desired Outcome with associated key steps, provider implementation strategies, etc.

6. Describe the Job Coach's communication with the individual at work, including the individual's supervisor, and if applicable key-coworkers:

7. How will the service be monitored going forward?

8. Is there any additional information the provider or SC/PA would like ODDS to know for review?