

# Action Request Transmittal Developmental Disabilities Services



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**Number:** APD-AR-18-065

**Issue date:** 12/19/2018

**Topic:** Developmental Disabilities

**Due date:** 1/1/2019

**Subject:** Job Coach Rates

## **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: {Select type} | <input type="checkbox"/> Health Services   |
| <input type="checkbox"/> Aging and People with Disabilities    | <input checked="" 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 |
| <input type="checkbox"/> Child Welfare Programs                |  |

## **Reason for Action:**

Due to CMS guidance and waiver requirements, job coaching rates must be adjusted annually based on direct contact time provided. Job coaching rates will continue to be billed based on the hours the supported individual works. It continues to be required that providers enter the hours of direct support time provided in order to verify direct contact time provided as compared to the assumption of direct contact time made in the rate. See the Job Coaching Worker Guide for additional guidance.

## **Action Required:**

All plans which include OR401 job coaching rates (including initial job coaching OR401 W5, ongoing job coaching OR401 W6, and maintenance job coaching OR401 W4) in accepted status in Plan of Care (POC) that cross-over into 2019 will automatically adjust to the new rates as of 1/1/2019. This will not occur if the plan did not originate before 12/13/2018, if the plan ended on or before 12/31/2019 or if the rate is outside of the current rate table. ODDS will notify CMEs if rates need to be adjusted in POC because the roll did not automatically adjust the rate.

**Plans that are entered with start dates on or after 1/1/2019 will need to use the new rates outlined in Version 9 of the Expenditure Guidelines. Tier 7 rates will not**

be adjusted at this time.

Providers must verify that they are billing the correct rate as outlined below and in Expenditure Guidelines Version 9.

**PSW rates are not affected by this change.**

<b>Individual Supported Employment – Job Coaching (Rates)</b>				
<b>Individual Supported Employment – Job Coaching (Hourly Rates)</b>	<b>Category 1 (previously tier 1)</b>	<b>Category 2 (previously tier 2-3)</b>	<b>Category 3 (previously tier 4-6)</b>	<b>Category 4 (previously tier 7)</b>
Initial Job Coaching (OR401 W5) – Agency Provider	\$27.57	\$42.83	\$61.83	Exceptional support needs are addressed on a case-by-case basis. There are no set rates for Category 4.
Ongoing Job Coaching (OR401 W6) – Agency Provider	\$22.05	\$42.83	\$54.96	
Maintenance Job Coaching (OR401 W4) - Agency Provider	\$16.54	\$42.83	\$54.96	

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** All

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

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**Individual Supported Employment – Job Coaching (ADULT’S and CHILDREN’S waiver service)**  
(OAR 411-345)

<u>Individual Supported Employment – Job Coaching</u>	Source	POC Code	POC Name
	<u>Waiver</u>	OR401 (W5)	Supported Employment Job Coaching – Initial Support
	<u>Waiver</u>	OR401 (W6)	Supported Employment Job Coaching – Ongoing Support
	<u>Waiver</u>	OR401 (W4)	Supported Employment Job Coaching – Maintenance Support

Description and notes for inclusion on an ISP and POC

The expected outcome of Job Coaching is sustained paid employment, at or above the minimum wage, and in an integrated setting in the general workforce, in a job that meets personal and career goals.

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; or
- Maintain self-employment. Funds may not be used to defray the expenses associated with operating a business.
- Job Coaching does not include support in a volunteer position.
- As written in 411-345-0025 personal care or attendant care provided as an incidental part of job coaching is considered a component part of the employment service.

**More specific examples of Job Coaching include:**

- Supporting the new employee to learn the job.

## Individual Supported Employment – Job Coaching (ADULT’S and CHILDREN’S waiver service)

[\(OAR 411-345\)](#)

- Supporting the person to identify and develop any needed adaptations or accommodations.
- Coordination with a residential provider, transportation provider, or the person’s natural supports to ensure supports are in place so that the individual will be successful on the job. This includes, for example, support to arrive at work on time, support to ensure proper hygiene, support to ensure the individual’s work clothing has been laundered and is ready, support to ensure the individual has snacks or meals that will be needed at work, etc.
- Coordinating with others who support the person with services such as behavioral, medical, or other supports.
- Assisting the employee to develop communication with supervisors and co-workers.
- Assisting the employee to develop work appropriate relationships with supervisors and co-workers.
- Collaborating with the employee and the employer to develop natural supports.
- Coaching to advance in a career as evidenced by a job coach fading support, raises, more hours, increased responsibility and/or promotion, etc.

### Ongoing and Maintenance Job Coaching:

It is expected that, for most people, the degree and intensity of these supports will decrease around the time the rate for ongoing and/or maintenance Job Coaching begins.

One sign of successful job coaching is that the person has become more independent, allowing the job coach to fade as much as possible.

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- An employment related goal must be clearly documented in the individual’s ISP and Career Development Plan (CDP). The employment goal must be related to maintaining or advancing in competitive integrated employment in the general workforce.

## Individual Supported Employment – Job Coaching (ADULT’S and CHILDREN’S waiver service)

[\(OAR 411-345\)](#)

- For Job Coaching, the ISP and CDP may also include employment goals that reflect the individual’s interest in advancing in his or her chosen career path if that is what the individual desires.
- This service may be authorized and billed for each hour the supported individual has been paid for work performed on the job. This rate methodology is intended to incentivize outcomes that include an increase in the number of hours the supported person works, job coach fading, and the development of natural supports (demonstrated to be associated with a person's increased success on the job), the rate methodology pays based on the number of hours the supported person works.
  - This rate methodology does not include the hours the supported individual is paid for time off benefits, including paid vacation, sick time, jury duty, etc.
  - This rate methodology does not apply to Personal Support Workers, whose rates are subject to collective bargaining.
  - This rate methodology presumes a minimal amount of direct contact. The contract requirements are outlined in the ISP and related documents, however, the minimum contacts must also be met as outlined below and in the related Job Coaching Workers Guide.
- In order to bill for the hours the supported individual works, the provider must provide, at minimum, the hours and support required by the individual’s ISP.

### **Review of Provider Documentation:**

- The provider must maintain the supported individual’s pay stubs, or other records made in the regular course of business, that document the hours the supported individual worked.
- This documentation must be made available upon request by the SC/PA, ODDS, Licensing, or CMS.

### **Self-Employment:**

- For long term job coaching for self-employment, the person must first close successfully through VR.
- ODDS must approve job coaching for self-employment.
- Evidence of the self-employment must be documented and reviewed by the individual’s case manager on an annual basis. Documentation may include, but is not limited to, business filings with the Secretary of State, tax records submitted to the Internal Revenue Service, or an annual business plan.

**Individual Supported Employment – Job Coaching (ADULT’S and CHILDREN’S waiver service)**  
[\(OAR 411-345\)](#)

**Job Coaching Limitations:**

- Job Coaching is limited to 40 hours per week.
- If an individual is using Job Coaching in combination with Small Group Supported Employment and Employment Path Services, the combination is limited to 25 hours per week.
- Job Coaching may only be authorized for up to two years (6 months of initial and 18 months of on-going) without the Services Coordinator (SC) or Personal Agent’s (PA) approval; any request for job coaching beyond two years must be approved annually by the SC or PA. Documentation of the type of work being done and reason for the Maintenance Job Coaching approval must be maintained in the individual’s file and documented on the “Maintenance Job Coaching Request” form.
- The initial job coaching rate is available for the first 6 months of job coaching. The ongoing job coaching rate is available for the subsequent 18 months. The availability of the ODDS initial and ongoing job coaching rates are reduced by the amount of time the individual utilizes VR job coaching.
  - If, for example, the individual utilized 3 months of VR job coaching, then 3 months of the ODDS initial job coaching rate would be available and 18 months of the ongoing job coaching rate would be available.
  - If the individual utilizes 2 months of VR job coaching, then 4 months of the ODDS initial job coaching rate would be available and 18 months of the ongoing job coaching rate would be available.

**Direct (face to face) Contact Requirements:**

<b>Job Coach Stage</b>	<b>Minimum monthly contacts required:</b>
<b>Initial</b>	4
<b>Ongoing</b>	2

**Individual Supported Employment – Job Coaching (ADULT’S and CHILDREN’S waiver service)**  
[\(OAR 411-345\)](#)

The Case manager should authorize the phase of job coaching that best matches the person's support needs. Note that the person's ISP/CDP may require more than the minimum contacts outlined here.

**Request for Maintenance Job Coaching:**

Upon approval, the maintenance job coaching rate may continue for up to 12 additional months so long as the individual continues to require primarily job coaching. If the individual's primary support on the job is and ADL, then attendant care should be authorized.

See the related worker guide regarding the submission of a request for maintenance job coaching.

See the [job coaching requirements](#) worker’s guide and [AR-17-004](#) for additional details.

**Individual Supported Employment – Job Coaching (Rates)**

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PSW (Initial, Ongoing, or Maintenance Job Coaching)	Hourly PSW: Not less than \$16.015hr Enhanced PSW: Not less than \$17.15/hr Exceptional PSW: Not less than \$19.15/hr		
<b>Individual Supported Employment – Job Development (ADULT and CHILD waiver service) (<a href="#">OAR 411-345</a>)</b>			
<u><a href="#">Individual Supported Employment – Job Development</a></u>	Source	POC Code	POC Name
	<u>Waiver</u>	OR401 (W3)	Initial placement outcome payment
	<u>Waiver</u>	OR401 (W9)	90 day retention outcome payment
Description and notes for inclusion on an ISP and POC			
<p>The expected outcome of Job Development is sustained paid employment, at or above the minimum wage, and in an integrated setting in the general workforce, in a job that meets personal and career goals.</p> <p>Job Development includes support to obtain a job in competitive integrated employment in the general workforce, including:</p> <ul style="list-style-type: none"> <li>• Compensation at or above the minimum wage, but ideally 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.</li> <li>• Support to an individual who needs a different job or position to earn at least minimum wage. This service does not include support to develop a job in a small group supported employment setting.</li> </ul> <p>This service does not pay to develop:</p> <ul style="list-style-type: none"> <li>• Jobs in a provider controlled setting.</li> <li>• Jobs that pay less than the minimum wage.</li> </ul> <p>Examples of Job Development activities include:</p>			