

Information Memorandum Transmittal Developmental Disabilities Services



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Number: APD-IM-18-065
Issue date: 7/31/2018

Topic: Developmental Disabilities

Due date:

Subject: Enhanced/Exceptional Worker Guide Update

Applies to (check all that apply):

- All DHS employees
- Area Agencies on Aging: {Select type}
- Aging and People with Disabilities
- Self Sufficiency Programs
- County DD program managers
- ODDS Children's Residential Services
- Child Welfare Programs
- County Mental Health Directors
- Health Services
- Office of Developmental Disabilities Services (ODDS)
- ODDS Children's Intensive In Home Services
- Stabilization and Crisis Unit (SACU)
- Other (*please specify*): Brokerage Directors, Services Coordinators, Personal Agents

Message:

On July 1, 2018 ODDS began using the Oregon Needs Assessment (ONA) as one of the assessment tools that will determine an individual's eligibility for enhanced or exceptional status. A PSW who has completed the appropriate training qualifies for a higher rate when the individuals qualifies for enhanced or exceptional status.

This worker guide has been updated to reflect the transition from previous assessment tools to the use of the ONA as the tool to determine enhanced or exceptional status.

The updated worker guide is available on [DD Case Management Tools](#) and [DD Brokerage Personal Agent Tools](#) pages.

If you have any questions about this information, contact:

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Topic:	Assessing Enhanced or Exceptional Medical or Behavior Needs
Date Issued/Updated:	6/29/2018 (Version 4)

Overview

Description: When an individual is assessed to have certain extraordinary support needs, if a Personal Support Worker (PSW) is selected to deliver supports and the PSW is qualified, the PSW may be paid at a rate above the typical PSW wage. This guide describes the procedures for determining and authorizing Enhanced or Exceptional Rates for Personal Support Workers using the Oregon Needs Assessment (ONA).

Purpose/Rationale: To assist Service Coordinators (SC) and Personal Agents (PA) in utilizing the ONA for determining when a Personal Support Workers (PSW) can be paid an enhanced or exceptional rate.

Applicability: CDDP Service Coordinators and Brokerage Personal Agents and for individuals receiving Community Living Supports delivered by a PSW.

Procedures that apply:

Assessment of Enhanced or Exceptional Needs

Assessment of Enhanced or Exceptional Needs for Medical or Behavior uses the ONA completed by an assessor.

From July 1, 2018—September 30, 2018 individuals may be assessed by the ANA/CNA for their functional needs assessment. If the ANA or CNA used as a functional needs assessment identifies the individual meets the criteria for the enhanced or exceptional rate the ANA/CNA will be used to determine the individual's eligibility for enhanced or exceptional rate.

When an individual has an ONA as their functional needs assessment but also has an ANA/CNA to set the service level, the ONA will determine the individual's eligibility for enhanced or exceptional rate.

Assessment Type(s) Completed	Assessment that determines Enhanced/Exceptional eligibility
<ul style="list-style-type: none"> ANA/CNA completed as the only functional needs assessment (only allowable 7/1/2018—9/30/2018) 	ANA/CNA
<ul style="list-style-type: none"> ANA/CNA completed as the service level setting tool ONA completed as the functional needs assessment 	ONA

<ul style="list-style-type: none"> • ONA completed as the functional needs assessment 	ONA
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Individuals may request reassessment at any time. When an individual's needs have changed the request for reassessment **must** come from the individual served or their representative, not from a Personal Support Worker (PSW).

CME activities for individuals who meet Enhanced/Exceptional criteria

For a PSW to be authorized as an Enhanced or Exceptional worker the following must be true:

	Assessment	ODDS Funding Decision Memo	PSW Certified
Enhanced	X		X
Exceptional	X	X	X

The exceptional or enhanced eligibility determined by the ONA will be available on the ONA Comprehensive Review page

Oregon Needs Assessment

Comprehensive Review

Legal Name: [Redacted] Client Prime: [Redacted] Gender: M

Assessment ID: [Redacted] Assessment Status: Approved
 Date of Face-to-Face Observation: 6/1/2018 Assessment Type: Annual
 Last Updated By: Adria J Cornell Assessor's Name: Adria J Cornell

Expand all Collapse all

- I - Assessment and Demographic Information
- II - Communication 5
- III - ADLs and IADLs 18
- IV - Behaviors 29 **1**
- V - Safety 5
- VI - Medical 7

Expand all Collapse all

Meets enhanced criteria.
Does not meet exceptional criteria.

Exceptional criteria review

Exceptional eligibility requires review and verification through the ODDS Funding Review process outlined in [AR-14-019](#).

If an individual is identified as meeting the Exceptional assessment criteria on the ONA, the assessment ONA will be submitted to the ODDS Funding Review by eXPRS when the ONA is submitted. Within 14 days from the date of the submission of the assessment the SC/PA must submit documentation related to the individual's exceptional behavior or medical needs to the ODDS.FundingReview@state.or.us email with the subject "Exceptional Review". ODDS will respond with a Funding Review Memo verifying the individual as meeting the exceptional criteria.

After the SC/PA receives the memo, the exceptional rate may be entered in the plan line for PSWs who have Exceptional Certification starting the first of the month after both the PSW and the individual meet the criteria for the Exceptional rate.

NOTE: You must send in the Funding Review Request for individuals who are identified as meeting the Exceptional assessment criteria even if their PSWs have not yet completed certification to qualify for the Exceptional rate.

PSW Notification

PSWs must be notified if the individual they are working for meets enhanced or exceptional criteria within 28 days of completing the assessment (Enhanced) or receiving the Funding Memo from ODDS (Exceptional) using page 4 of the [ODDS Service Agreement](#) form (se4606).

Authorizing the correct rate in the Plan of Care (POC)

Rates for Enhanced-Exceptional services rendered by PSW's can be found in the most recent Collective Bargaining Agreement (CBA).

Enhanced rates are added to a plan line for a qualified PSW when the individual meets the Enhanced assessment criteria. Enhanced rates do not require approval through the ODDS Funding Review process.

If a PSW is already being paid at a higher rate than the Enhanced or Exceptional rate, the PSW will be paid at the higher rate but will not receive additional funds (see Wage Maintenance section of CBA).

Enhanced/Exceptional training is offered through the Oregon Home Care Commission (OHCC). Information regarding this training can be found on their [website](#). Proof of certification must be kept on file at the authorizing agency. Certifications can be confirmed using the [OHCC Registry](#) or by making a copy of the certification given to the PSW upon completion of the training program. It is the PSW's responsibility to inform the CDDP/Brokerage that they have completed the required training.

Once the criteria above have been met, the PSW's rate should be adjusted effective the start of the month immediately following the PSW and individual meeting the criteria to qualify for the increased rates.

Example: Tina has been assessed as meeting the criteria for an enhanced rate and her PSW, Frank, has completed the training to receive the enhanced rate as her PSW. Frank informs the local office on 12/5/2017 that he has been certified, and the CDDP/Brokerage acquires the certificate dated 12/1/2017. If the individual is assessed as having met the enhanced criteria the authorizing agency would set his POC authorization for the enhanced rate as 1/1/2018.

Example: Juan has been assessed as potentially meeting the criteria for an exceptional and has an approval from ODDS confirming Juan meets exceptional criteria. His PSW, Kali, has completed the training to receive the exceptional rate as his PSW. Kali informs the local office on 12/5/2017 that he has been certified, and the CDDP/Brokerage acquires the certificate dated 12/1/2017. The authorizing agency would set his POC authorization for the exceptional rate as 1/1/2018.

POC authorizations for the higher Enhanced or Exceptional rate should **only** cover the period in which an individual has a valid assessment indicating a need for Enhanced or Exceptional services AND falls within the credential period of the worker's certification as an Enhanced or Exceptional worker. Credentials are good for two years.

Example: PSW Tim has an Exceptional certification that ends on 9/30/2016 but the plan for Larry runs from 12/1/2015 – 11/30/2016. PSW Tim's POC authorization for the Exceptional rate **must** end on 9/30/2016. It may be reauthorized once proof of renewed certification is obtained by the authorizing agency.

Example: Larry is assessed as having Exceptional needs on 4/1/2016. A new assessment is completed on 10/31/2016 and Larry no longer meets the criteria for Exceptional needs. The POC Exceptional rate authorization for Larry cannot begin earlier than 4/1 and must end 14 days after the assessment was completed, on 11/14/16.

Forms Required

[ODDS Provider Service Agreement 4606](#)

[SDS 0514DD Request for Funding Review or Exception](#)

FAQs:

Q. How will we view individual's enhanced/exceptional eligibility from the ONA in eXPRS?

A. There are two ways to view the enhanced/exceptional eligibility from the [ONA search page](#): The first is filtering on the [ONA search page](#) by [Enhanced/Exceptional](#)

Assessment ID:

Client Prime:

Service Setting:

Status:

County:

Enhanced/Exceptional:

Exceptional Review:

LOC Status:

Max Displayed:

The second is on the results of the [ONA search page](#)

ID	Status	Prime	Client Name	County	Assessor	Date	Service Setting	Enhanced/Exceptional	Exceptional Review	LOC
2426404	Approved			Linn	Anne-Marie A. Tester	6/6/2018	Comp In-Home (SE49)	Enhanced		Denied
2425093	Approved			Linn		6/1/2018	Comp In-Home (SE49)	Enhanced		Approved
2421987	Pending Review			Wallowa		5/23/2018	CF	Enhanced/Exceptional		
2421622	Approved			Lane		5/23/2018	Comp In-Home (SE49)	Enhanced/Exceptional	Verified	

Q. What are the notification requirements for PSWs if the individual they are working with is assessed as Enhanced or Exceptional?

A. PSWs must be notified if the the individual meets the eligibility criteria for an enhanced or exceptional rate within 28 days of completing the assessment. The notification should be done by completing the top section of page 4 of the [ODDS Provider Service Agreement 4606](#). Page 4 may need to be sent separately from the PSWs

Q. What if an individual is assessed as Exceptional but the PSW is only authorized as Enhanced? Would the PSW still receive the Enhanced rate? What if the individual is assessed as Enhanced but the PSW has an Exceptional certification?

A. Please refer to the table below:

	Regular PSW	Enhanced PSW	Exceptional PSW
Regular Individual	Regular Rate	Regular Rate	Regular Rate
Enhanced Individual	Regular Rate	Enhanced Rate	Enhanced Rate
Exceptional Individual	Regular Rate	Enhanced Rate	Exceptional Rate

Q. What happens if a person is reassessed as no longer needing Enhanced or Exceptional Needs?

A. If a person is assessed as no longer meeting the criteria for Enhanced or Exceptional Needs the rate must continue for at least 14 days after the assessment is completed. After 14 days the rate is adjusted to match the new assessment. Refer to the table above to set the new rate.

Q. Is information regarding a PSWs status as a Enhanced/Exceptional worker in eXPRS?

A. Yes, this information is available on the View Provider screen.

Q. How do I access the OHCC Provider Registry?

A. You must request permissions from OHCC at 1-877-867-0077, option 1

Q. How are Enhanced or Exceptional Needs assessed for individuals in the Children's Intensive In-Home Services (CIIS) program?

A. Personal Support Workers for individuals in the CIIS program are paid using a higher rate which assumes a higher level of need. The Meets Enhanced/Exceptional will result from the ONA but cannot be used to set a rate. To assist in transition to adult services, CIIS case managers will share the results of the Enhanced/Exceptional results with Personal Support Workers who serve children who will be transitioning to adult services within the next year. This will assist them in meeting any requirements to qualify as an Enhanced or Exceptional provider.

Q. Do the Enhanced and Exceptional Rates apply to PSWs serving children/youth in CIIS?

A. No, the Enhanced and Exceptional Rates do not apply to PSWs serving children/youth in the CIIS program. When children/youth age out of CIIS there is a transition process for their rate. See [CIIS PSW Transition Rates Worker Guide](#) for more information.

Definition(s):

"Enhanced Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require advanced medical or behavioral driven services and supports as defined and assessed through a functional needs assessment tool.

"Exceptional Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require extensive medical or behavioral driven services and supports, beyond the enhanced services provided by an enhanced personal support worker, as assessed by a functional needs assessment tool and whose service needs also require staff to be awake more than 20 hours in a 24-hour period.

Reference(s):

[OAR 411-375](#)
[Homecare Worker Collective Bargaining Agreement](#)

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