

<CME\_NAME>  
<CME\_STREET> <CME\_PO\_BOX>  
<CME\_CITY>, <CME\_STATE> <CME\_ZIP>



<DATE>

<FIRST\_NAME> <LAST\_NAME>  
<ADDRESS1> <ADDRESS2>  
<CITY>, <STATE> <ZIP>

Dear <FIRST\_NAME>,

We are sending you this letter because you get support services in your home as part of your Individual Support Plan (ISP). This letter lets you know about a new way we will figure out in-home hours next year. It will be part of your planning for 2024. It does not affect your 2023 ISP and your hours will not go down when you make your 2024 ISP. Please read the letter to learn more.

ODDS wants to make sure that your supports and services help you meet your needs and goals. That is why we use the Oregon Needs Assessment (ONA) and you have an Individual Support Plan (ISP). Here is how it works and what is new:

1. **The ONA:** Your services coordinator or personal agent uses assessments like the ONA to ask you questions when you start planning together.
  - The ONA helps to find out what kind of supports you need.
  
2. **NEW — Service groups:** Your ONA is used to match you with a service group. Starting with your 2024 ISP, your service group will help you know how many hours you have for supports.
  - Service groups are a way to understand how much help you need to reach your goals. The group you are with is based on your age and support needs.
  - Your service group has a range of hours you can use for in-home supports each month.

- In-home hours are the number of hours a month that a service provider can be paid to help you.

3. **Planning:** You and your support team decide how you want to use those hours during your planning meetings.

- Your support team are the people who help you as you make decisions about your life and your ISP. Your services coordinator or personal agent is part of your support team.
- Being part of a service group does not change how to plan your ISP. It just helps you know where to start.
- No matter which service group you are in, **your hours will not go down when you create your 2024 ISP.** They will stay the same or may go up.

**Here is your service group as of May 2023:**

**You are with the <SERVICE\_GROUP>** You may be part of this service group because:

- <INDICATORS>

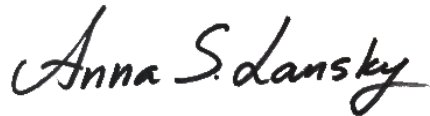
Based on this service group, you will have <HOURS> each month that you and your services coordinator or personal agent can decide how to use for your 2024 ISP.

**This change does not affect in-home hours for 2023 renewals.** We are sharing about this now so you can be ready when you start making your 2024 ISP. Some people will start planning this fall. Some will not start until next year. Your service group may change when you have your next ONA. No matter which service group you are in, your hours will not go down when you create your 2024 ISP. They will stay the same or may go up.

**Remember:** Assessments do not decide what kind of supports you have — you decide. Being part of a service group will help you and your team choose the supports that best meet your needs and goals.

We have shared these updates with your services coordinator or personal agent. We will have more information for you later in the year. There are answers to some questions you might have and a picture about this process at the end of the letter.

Sincerely,



Anna S. Lansky  
Interim Director  
Office of Developmental Disabilities Services

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Office of Developmental Disabilities Services at 503-945-5811 or email [dd.directoroffice@odhsoha.oregon.gov](mailto:dd.directoroffice@odhsoha.oregon.gov). We accept calls from all forms of relay service for people who are Deaf, DeafBlind, Hard of Hearing or have a speech disability. For more information about relay service providers, visit [oregonrelay.com](http://oregonrelay.com) or [fcc.gov/encyclopedia/trs-providers](http://fcc.gov/encyclopedia/trs-providers).

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**Here are answers to questions you might have:**

Why are things changing?

We are moving to using one assessment tool. That is the Oregon Needs Assessment. This change means your support team will be able to coordinate better and can plan more for your wants and goals.

Are you sure I will not lose hours for my 2024 ISP?

Yes. If your ONA matches you with less hours, we will keep using the higher number of hours you already have.

What do I need to do?

You do not need to do anything. This letter is just to keep you informed.

What if I think I need a different number of hours for support?

Call your services coordinator or personal agent if you have different or new needs, or if you feel like your service group doesn't meet your needs. They can ask for more hours.

Here is a picture of how it works:

