

Common Questions About Changes to In-Home Hours

Questions and answers about using the Oregon Needs Assessment (ONA) and service groups to determine in-home supports

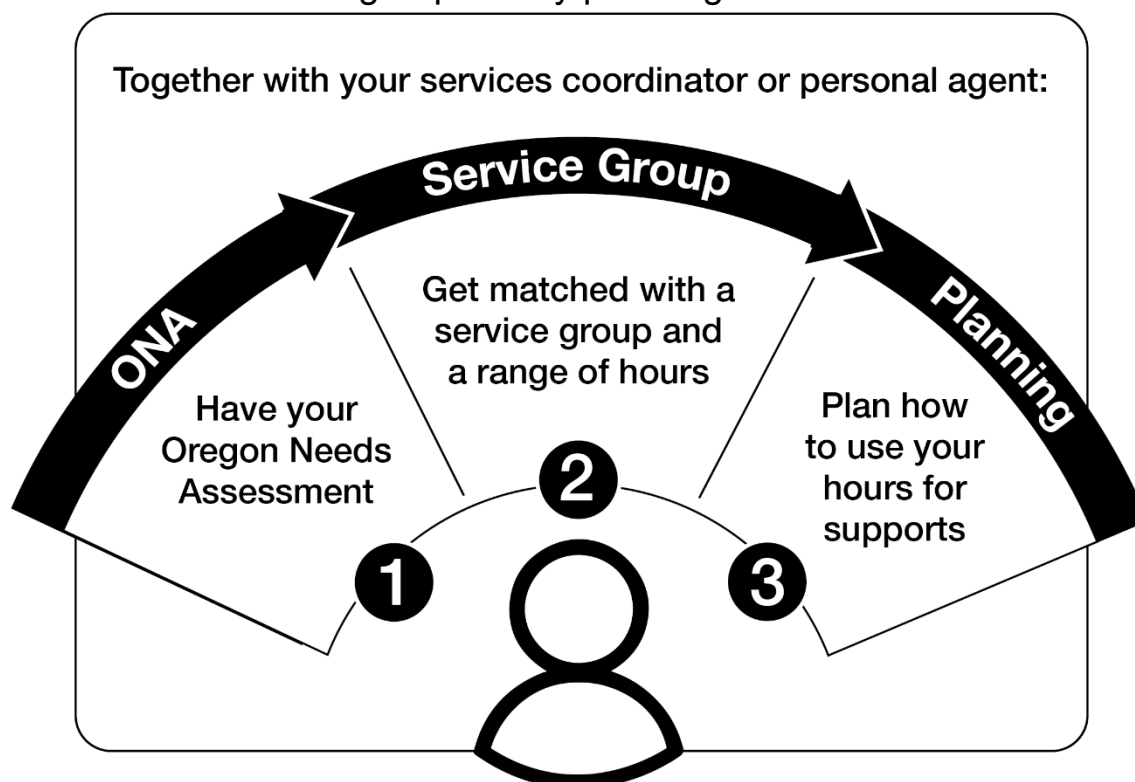
What are in-home hours?

In-home hours are the number of hours a month a service provider can be paid to help you in the home. They are determined by the service group you are in.

What are service groups?

Service groups are groups of people who need similar amounts of support. Your Oregon Needs Assessment (ONA) matches you to a service group. Your service group is based on your age and what your support needs are. Each service group has a different range of hours you can decide how to use.

How do I use service groups in my planning?



Why are things changing?

We are moving to using one assessment tool for all services. That tool is the Oregon Needs Assessment (ONA). This change means your support team (the people who help you as you make decisions about your life and your Individual Support Plan [ISP]) will work together better to help you plan for what you want in your life.

This is happening now, beginning in April 2025 as ISPs renew, because a federal requirement related the American Rescue Plan Act is ending. That requirement stopped us from lowering anyone's in-home hours.

Will my hours change when I get my next ISP?

Maybe. Your Oregon Needs Assessment (ONA) might put you in a service group that has fewer hours for supports than what you have had. You will use this new range of hours to plan your supports. If you need more hours, you'll have the option to ask for an exception.

Will my services and supports change?

No. The changes are about how the number of hours for support are figured out. The types of services and supports you get will not change unless you want to change them.

What do I need to do?

Work with your Personal Agent or Services Coordinator to develop a plan that will get you the support you need. If it looks like you'll need more hours than are included in your service group, tell your Personal Agent or Services Coordinator you'd like an exception submitted. You can also ask ODDS for an exception by yourself using a form you can find here:

<https://www.oregon.gov/odhs/idd/pages/exceptions.aspx>

How will I know how many hours I have?

You can expect a letter several weeks before your ISP renewal date. The letter will let you know your service group and how many hours you have as part of that group. If you do not have the letter, you can ask your services coordinator or personal agent. They can tell you.

What if I disagree with my service group?

You can talk to your services coordinator or personal agent about how your Oregon Needs Assessment (ONA) was scored. You can ask for a new ONA. Your services coordinator or personal agent can also help you file a complaint with your Community Developmental Disabilities Program (CDDP) or brokerage, or with ODDS.

What if my needs change after my Individual Support Plan renews? Can my hours be cut back later?

Your needs may change many times in your life. That is why we review the Oregon Needs Assessment (ONA) every year. We want to make sure you have the support you need.

Can I keep my same provider?

Yes. You can still choose your service providers. Using service groups does not change that.

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Updated 02/06/2025