

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

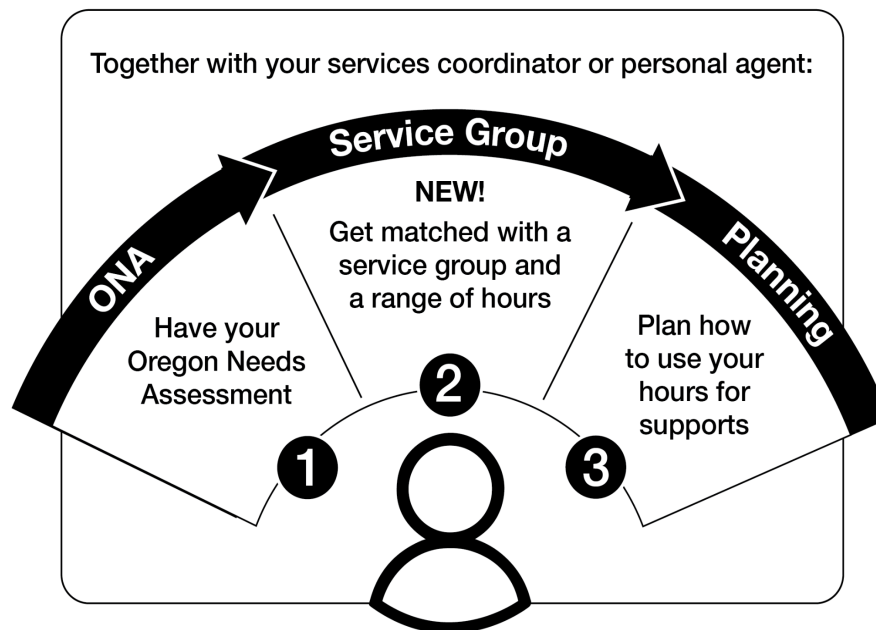
What are in-home hours?

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 with similar support needs. Your Oregon Needs Assessment (ONA) matches you to a service group, based on your age and the amount of support you may need. Each service group has a different range of hours you can decide how to use for supports.

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). We wanted to improve the assessment process and make it fairer for everyone, so everyone's needs are met equitably. We asked different kinds of people who used the old tool how we could do better. We talked to outside experts, self-advocates and community partners. Together, we came up with the ONA.

The ONA is a single tool used across all of Oregon. It's used for all types of services that people get. The ONA focuses on an individual's strengths, choice, self-determination, and whole life planning. It makes sure everyone's needs are assessed fairly, so you are placed in the service group that best meets your needs.

How will this change impact me?

The service groups will assign about half of people to a group that has more hours than they have now. The other half will be assigned to a group that has fewer hours. This change is happening over 2024 and 2025. For those people who will have fewer hours, there will be no impact until 2025 at the earliest.

When is this change happening?

Starting on Jan. 1, 2024, the range of hours for your service group will be available. However, we are giving people time to transition to the service groups' hour ranges. When you meet to make your new plan for 2024, your planning team can help walk you through this

process. You might already be working on this with your planning team or you may not start until later in 2024. We want everyone to know that no one's hours will go down in 2024.

Could my hours go up in 2024?

Maybe. If your Oregon Needs Assessment (ONA) matches you with a service group that has more hours for supports than what you have now, then you would have more hours to use in your 2024 Individual Support Plan (ISP) if you need them.

Will my hours be cut when I get my 2024 ISP?

No. If your Oregon Needs Assessment (ONA) matches you with fewer hours than what you already have, you will keep using the same number of hours.

When will my hours be cut?

Sometime after March 2025, if your ONA matches you with fewer hours than you have now, you will get a notice that your hours will go down. You will get a lot more information about this change before it happens.

What do I need to do?

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

How will I know how many hours I have?

ODDS sent you a letter in the mail in June 2023. The letter told you your service group and how many hours you have as part of that

group. If you do not have the letter, or your support needs have changed, you can ask your services coordinator or personal agent. They can tell you.

How will I know what service group I am in?

ODDS sent you a letter in the mail in June 2023. The letter told you your service group. It also talks about the changes in 2024 with in-home hours. Your services coordinator or personal agent will also know what service group you are in.

What if I don't like my service group? Or think it is wrong?

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 I think I need more hours for support?

Talk with your services coordinator or personal agent. They can ask for more hours through the exception process. They will need to show that you cannot have your needs met with the number of hours your service group has.

What if my needs change after my 2024 Individual Support Plan renews? Can my hours change 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. After the ONA you will be told if your hours will go up, go down, or stay the same.

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.**

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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