

## Employment Quality Assurance Questions for Case Management Entities 2025-2027

### Section One: General Questions

Person has Competitive Integrated Employment (CIE) now?

- Applies to: Adult Career Development Plan (CDP); Youth CDP
- Responses: Y, N, Indeterminable
- Category: Information Gathering Only

Number of weekly hours the person is working in CIE.

- Applies to: Adult CDP; Youth CDP
- Response type: Number
- Category: Information Gathering Only

Does the person want a change in hours?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, Indeterminable
- Category: Information Gathering Only

Number of weekly hours the person wants to work.

- Applies to: Adult CDP; Youth CDP
- Response type: Number
- Category: Information Gathering Only

### Person wants CIE? (only if person does not have CIE now)

- Applies to: Adult CDP; Youth CDP; Decision Not to Explore Employment (DNE)
- Responses: Y, N, Indeterminable
- Category: Information Gathering Only

### How many hours does the person want to work?

- Applies to: Adult CDP; Youth CDP
- Response type: Number
- Category: Information Gathering Only

### Is it evident that the conversation was based on the premise that the person can work and advance in CIE?

- Applies to: Adult CDP; Youth CDP; DNE
- Responses: Y, N
- Category: Corrective Action Eligible
- References:
  - OAR 411-415-0070 (5)(b)(B): [The CDP must meet the following requirements:] Be developed based on a presumption that, with the right support and job match, an individual may succeed and advance in an integrated employment setting and earn minimum wage or better.
  - ORS 427.007 (1)(b) The employment of individuals with intellectual or developmental disabilities in fully integrated work settings is the highest priority over unemployment, segregated employment, facility-based employment or day habilitation.
  - OAR 407-025 (service delivery system based on presumption that people with I/DD can work and advance in CIE). Note that the OAR citation # for 407-025 will change in 2025-2026.
  - [DNE Worker Guide](#) (Jan. 1, 2024, page 12): It is not sufficient to document that the person does not have a concept of work, money, etc. If, after you have made a concerted effort to help the person understand,

and the person either doesn't understand or has limited understanding, consult others who may have other ideas to help the person understand. If the person still has limited understanding, document these efforts in the DNE. Making money is not the only motivator for people to choose to work as well. Sometimes this is the last thing they care about and may choose to work for many other reasons that are important to them.

### Does the information in the Career Development Plan (CDP) align with the Person-Centered Information document (PCI)?

- Applies to: Adult CDP; Youth CDP; DNE
- Responses: Y, N
- Category: Corrective Action Eligible
- References:
  - 411-415-0070(1)(c)(B): (B) The preferences of an individual, and when applicable a child's legal representative or family, must serve to guide the ISP team. A case manager must facilitate active participation of an individual throughout the planning process.
  - [CDP Worker Guide](#) (Jan. 1, 2024, page 3, footnote 6): The CDP section of the ISP corresponds with the PCI. The PCI and the One Page Profile are an element of ODDS Employment Quality Assurance survey for SC/PAs. (Applies to CDP and DNE)
  - [DNE Worker Guide](#) (Jan. 1, 2024, page 9): The answers in the DNE must be substantiated by the PCI.

## Section Two: Employment Services and Day Service Activities (DSA) Questions (DSA is new to survey)

This section determines what questions the survey will display. For example, if the person did not request or use any ODDS employment services, the survey will not display any questions about ODDS employment services.

### Did the person request/use any ODDS employment services?

- Applies to: Adult CDP; Youth CDP

- Options to select:
  - ODDS Job Coaching (JC)
  - Small Group Employment (SGE)
  - Discovery (Disc)
  - Employment Path Community (EPC)
  - Employment Path Community Solo (EPC Solo)
  - Employment Path Facility (EPF)
  - ODDS Job Development (ODDS JD)
  - ODDS Benefits Counseling (ODDS BC)
- Category: Logic question

Did the person request/use any Day Service Activity (DSA) services?

- Applies to: Adult CDP; Youth CDP; DNE
- Responses: Y, N
- Logic point

Name of employment and/or DSA provider

- Applies to: Adult CDP; Youth CDP; DNE
- Response type: Text (Provider Name)
- Category: Information Gathering Only

If person requested/used DSA, indicate type of DSA service

- Applies to: Adult CDP; Youth CDP; DNE
- Options: DSA-Community (DSA-C); DSA-Facility (DSA-F)
- Category: Logic point

Did the person request VR services?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, I

- Category: Information Gathering Only

Was VR's Order of Selection in effect when the person requested VR services?  
(New)

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, I
- Category: Information Gathering Only

Was VR's Order of Selection in effect when the person requested ODDS Job Development? (New)

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, I
- Category: Information Gathering Only

Did the person get all the ODDS employment services they requested?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, I
- Category: Information Gathering Only

Did the person get the VR services they requested?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N, I
- Category: Information Gathering Only

For each requested employment or DSA service, did the person receive it?

- Applies to: Adult CDP; Youth CDP; DNE (employment services not on DNE)
- Responses: Y, N, I
- Category: Information Gathering Only; also serves as a logic question. For example, Sue requested ODDS job coaching but since she did not get a job, she did not use the service. Because she hasn't found a job, this

question will not appear: Is the job coaching Action Plan designed as a fading plan?

### **Section Three: Provider Site Questions**

This section only appears only if person used EPC, EPF or ODDS Job Coaching.

Were any of these delivered at a provider site? (EPC, EPF, JC)

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Logic point

If yes, is there an ODDS-approved provider assessment for each service (EPF, EPC, JC) that was delivered at a provider site?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- References:
  - Provider Enrollment Agency Agreement, Dec. 24, 2024, page 12, (f)(1)—For providers endorsed for employment services: Providers must complete assessments timely and accurately.
  - OAR 411-345-0025(2)(d): No funding in sheltered work settings; assures HCBS compliance.
  - Will be in OAR 411-345 effective 2025-2026.

Since the person received EPC or EPF at a provider site, did they receive any ODDS employment services in the community?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: OAR 411-345-0025(4)(f)(E) – Employment path services that occur at a provider site or facility must be used in combination with a service component that is in a non-disability specific setting in the general community and away from the provider site.

Did the SC/PA conduct two annual visits to the provider site for each employment path service delivered at a provider site? (New)

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: 411-415-0090(2)(c)(B): When an individual is receiving facility-based employment path services, visit each setting at least twice per plan year, while the individual is present, to verify and document the progress being made to support the individual to achieve employment goals documented in the Career Development Plan. Visits must be at least three months apart.

Was the review focused on ensuring the person is investing time at the provider site to explore, secure, or maintain CIE? (New)

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- References:
  - 411-415-0090(2)(c)(B): (B) When an individual is receiving facility-based employment path services, visit each setting at least twice per plan year, while the individual is present, to verify and document the progress being made to support the individual to achieve employment goals documented in the Career Development Plan. Visits must be at least three months apart.
  - 411-345- 0025 (1)(d): All employment services have an optimal and expected outcome of sustained paid employment at the maximum number of hours, consistent with individual preferences, and work experience leading to further career development, maximizing hours, using the standard of working at least 20 hours per week, and competitive integrated employment for which an individual is compensated at or above minimum wage, with a goal of 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.

## Section Four: Outcome Measure One

This section displays when any ODDS employment service is requested and/or used.

Do desired outcomes and authorized services align for each requested/used employment service?

Note: The reviewer answers this general question; then answers it for each ODDS employment service the person requested or used.

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: OAR 411-345-0025(4) – Employment service definitions.

Appears when any ODDS employment service requested/used.

## Section Five: Outcome Measure Two

Does each ODDS employment service have at least one outcome related to exploring, obtaining, maintaining, or advancing in CIE?

Note: The reviewer answers this general question; then answers it for each ODDS employment service the person requested or used.

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: OAR 411-345-0027 (2)(g) [Eligibility for Employment Services]: The individual's ISP must have an employment related goal as outlined in these rules and the case management rules in OAR chapter 411, division 415. An employment related goal means a goal related to obtaining, maintaining, or advancing in competitive integrated employment, or, at minimum, exploring competitive integrated employment.



## **Section Six: Implementation Strategies / Action Plan Measure (New)**

Applies when the person uses any of the following ODDS services: Small Group Employment; Employment Path services; ODDS Job Coaching

Are there action plans/implementation strategies available for each service used?

Note: The reviewer answers this general question; then answers it for each ODDS employment service the person requested or used.

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: 411-345-0145 (3)(a): A provider agency must develop and share the following information with an individual and the individual's case manager: (a) A written plan or implementation strategies for each employment service. The plan or strategies become part of an individual's Career Development Plan as well as the Service Agreement or Job Description. The written strategies for service implementation must be given to an individual and individual's case manager within 60 calendar days of providing services for the ISP year.

## **Section Seven: Risk Mitigation Strategies Measure (New)**

Applies when the person uses any of the following ODDS services: Job Coaching; Small Group Employment; Discovery; Employment Path services; not Benefits Counseling.

For each identified relevant risk, has the ISP team approved a risk mitigation strategy from the employment provider?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: 411-345-0145 (3)(b): A provider agency must develop and share the following information with an individual and the individual's case manager: A mitigation strategy or protocol that addresses each identified relevant risk. Risk mitigation strategies or protocols must be given to the

individual and individual's case manager before services begin for the ISP year.

## **Section Eight: ODDS Job Coaching: Fading Plan Measure (New)**

Applies only when the person has used the service.

Is the Job Coaching Action Plan designed as a fading plan?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- References: [CDP Worker Guide](#), Jan. 1, 2024;
  - Pages 1 -2; #3,
    - A. SC/PA Responsibilities: Monitoring Provider Action Plans/Implementation Strategies
    - B. [Employment Providers: Refers to PSWs and employment service agencies: Creating an Action Plan for each ODDS employment service outcome - Following it and adjusting it to reflect the person's changing needs. Create it as a fading plan – supporting the person to be increasingly independent.
    - Page 5: To ensure that the SC/PA can carry out their monitoring responsibilities, the provider must ensure that the SC/PA has the current version of the Action Plan.
    - Page 9; #11: [SC/PA responsibilities include:] Monitoring Action Plans throughout the year. Action Plans must show progress. If progress is not being made, the ISP team must evaluate why progress is not being made. This includes discussing the training method, the strength of the Action Plan, and the skill of the staff in delivering the service. Based on these discussions, the CDP and corresponding documents such as action plans must be created/updated within a reasonable amount of time.
    - Pages 10 – 11: So the SC/PA can carry out their monitoring responsibilities, the provider must ensure that the SC/PA has the current version of the Action Plan. When the provider

updates/revises the Action Plan, they need to send the updated version to the SC/PA and the person as soon as possible.

- Please note that fading strategies in relation to job coaching will be in OAR 411-345 in January 2026.

## **Section Nine: ODDS-Funded Job Development (New)**

Applies when the person has requested and/or used the service.

Does the outcome specify the type of job the person wants?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Category: Information Gathering Only

Does the outcome specify the number of hours the person wants to work in CIE?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Category: Information Gathering Only

## **Section Ten: Employment Path Community Solo (New)**

Applies when the person has requested and/or used the service.

Was EPC Solo requested/used to help the person pursue CIE?

- Applies to: Adult CDP; Youth CDP
- Responses: Y, N
- Reference: OAR 411-345- 0025 (1)(d): All employment services have an optimal and expected outcome of sustained paid employment at the maximum number of hours, consistent with individual preferences, and work experience leading to further career development, maximizing hours, using the standard of working at least 20 hours per week, and competitive integrated employment for which an individual is compensated at or above minimum wage, with a goal of 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.

- [Employment Path Solo Worker Guide](#) (July 1, 2022, Page 2, D): The service must be intended to support the person to obtain competitive integrated employment.

## **Section Eleven: DSA Outcome Question (New)**

Applies when the person has requested and/or used the service.

Does every requested DSA service have at least one outcome related to community integration and participation?

Note: The reviewer answers this general question; then answers it for each ODDS DSA Service (DSA-Community or DSA-Facility) the person requested or used.

- Applies to: Adult CDP; Youth CDP; DNE
- Responses: Y, N
- Reference: OAR 411-450-0060(2)(e)(B) – 411-450-0060(2)(e)(B): DSA requires that an individual have a measurable goal documented in the individual's ISP that is related to developing or maintaining skills for participating in the community.

## **Section Twelve: DNE Section**

Does the person want to work in the future?

- Applies to: DNE
- Responses: Y, N, I, Maybe
- Category: Information Gathering Only

Are the answers unique and specific to the person?

- Applies to: DNE
- Responses: Y, N

- Reference: [DNE Worker Guide](#) (Jan. 1, 2024, page 16, FAQ #5): Is it allowable to cut and paste the same answer to questions in the DNE or for an SC/PA to use standardized responses (template answers) across multiple DNEs?

Answer: No, it is not. The DNE was created to help ensure that each person only made the decision not to even explore employment after a robust discussion. DNE responses must reflect the specifics of the discussion with the person and their team.

#### Did the person have a DNE the previous year? (New)

- Applies to: DNE
- Responses: Y, N
- Logic point

#### Is the person's current DNE different from the previous DNE? (New)

- Applies to: DNE
- Responses: Y, N
- References:
  - OAR 411-415-0070 (5)(b)(B): [The CDP must meet the following requirements:] Be developed based on a presumption that, with the right support and job match, an individual may succeed and advance in an integrated employment setting and earn minimum wage or better.
  - ORS 427.007 (1)(a): Individuals with intellectual and other developmental disabilities and society as a whole benefit when the individuals exercise choice and self-determination, living and working in the most integrated community settings appropriate to their needs, with supportive services that are designed and implemented consistent with the choice of the individuals regarding services, providers, goals and activities. Individuals with developmental disabilities, together with their families and advocates, must play a major role in the planning, designing, funding, operation and monitoring of community services. These services should be ultimately focused on the outcomes of independence, integration and community participation. All services are

designed to support the outcome of competitive integrated employment and career advancement.

- OAR 407-025 (service delivery system based on presumption that people with I/DD can work and advance in CIE). Note that the OAR citation number for OAR 407-025 will change in 2025-2026.

Did the person use DSA time to explore, pursue, or obtain competitive integrated employment?

- Applies to: DNE
- Responses: Y, N
- Category: Information Gathering Only

Was the DNE the appropriate choice for the person's goals this year? (Should it have been a CDP?) (New)

- Applies to: DNE
- Responses: Y, N
- Reference: [DNE Worker Guide](#), Jan. 1, 2024:
  - Pages 1-2: A DNE is for a person who is choosing not to do anything that would help them succeed in employment. So, if a person is volunteering, they are developing skills and habits that would help them to be employed. Even though that person may not be planning on pursuing or getting a job in their current ISP year, they should have a CDP and not a DNE. Following are just a few examples of when a person should have a CDP instead of a DNE. The person should have a CDP when they are:
    - Getting a job on their own without VR and/or ODDS services
    - Pursuing or participating in training or additional education
    - Working independently (without any job coaching supports)

Developmental Disabilities Worker's Guide 2 - Spending time learning new skills or doing things to increase their employment opportunities even if they are not using and/or requesting VR and/or ODDS

employment services to do so (e.g., such as getting a criminal record expunged).

- Page 13, #1: If the person will be doing things that develop skills or provide them with opportunities to explore other skills or possibilities that could lead to employment, the person should do a CDP and not a DNE.
- Page 14, #5: A DNE is for a person who is choosing not to do anything that would help them succeed in employment. So, if a person is volunteering, they are developing skills and habits that would help them to be employed. Even though that person may not be planning on pursuing or getting a job in their current ISP year, they should have a CDP and not a DNE.

[Second Part of 6 if 6 is answered “no”]: Select reason(s) why DNE should have been a CDP:

- Options: Volunteering; Learning a skill; Has a job; Earning money; Wants to earn money; Has a CDP and a DNE now; Other (specify)

This document is posted under the “Career Development Plan” section of the [Employment First Policies web page](#) on the ODHS website.

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