

Frequently Asked Questions: Job coaching rate change for agency providers

Jan. 5, 2026

What's changing?

ODDS is updating rates for agency job coaching services starting **July 1, 2026**.

- You'll see higher rates for many service categories, with rates for services to those with the highest support needs increasing the most.
- You'll see lower rates for ongoing and maintenance job coaching for those with fewer support needs.
- Some providers will see a net increase in pay and others will see a decrease.

The last page of this document includes a chart comparing current and new rates.

Why are rates changing?

The Centers for Medicare and Medicaid Services (CMS) require us to update the rate model based on the actual time job coaches spend supporting people at work.

- We are required to review the data every five years.
- We pulled the data in September 2025 and found the actual time job coaches spent supporting people at work was less than what the current model assumes and not within the range required by CMS.
- CMS requires we make the change July 1, 2026.
- Also effective July 1, 2026, ODDS will implement the job coaching rates from the Burns & Associates [rate and wage study](#). The study recommended changes to job coaching rates. The new rates reflect these recommendations.

How does the ODDS job coaching rate methodology work?

Job coach agencies are paid for every hour the individual they are supporting works. The rate has an assumed contact. This is the percentage of time job coaches spend with individuals on average.

Payment is also based on a person's employment phase and level of need (category 1 being lower support needs and category 4 being higher support needs).

The assumed contact is based on five years of provider reporting in the eXPRS billing system of:

- Actual contact hours, and
- Hours the individual worked.

The new rates reflect a reduction in assumed contact for all categories, based on this data.

For example, for a job coach who is providing initial job coaching for someone in Category 1, the new rate model will pay the job coach for 40%, or 24 minutes, of every hour the individual works. The current model pays the job coach for 50% of the hours worked.

For a job coach who is providing initial job coaching for someone in Category 4, the new model pays for job coaching 80% of the time, or 48 minutes, for every hour the individual works. The current model pays the job coach for 90% of the time.

Why is ODDS's rate model set up this way?

In 2014, we worked with national experts to implement our Job Coaching payment model. The model pays provider agencies for job coaching based on the number of hours an individual works as an outcome-based payment, rather than a fee-for-service model. The model promotes more job coaching support when someone first starts a job and fading those supports over time.

Why isn't ODDS adopting the rates from the rate and wage study for other services?

We can implement the job coaching rates from the Burns & Associates rate and wage study because the cost to the program is neutral. The cost of paying higher rates will be offset by the CMS-required reduction in the assumed contact.

What if I have additional questions?

Contact one of the [ODDS regional liaisons](#) or email employment.first@odhs.oregon.gov.

Resources

[ODDS Job Coaching Rate Model Effective July 1, 2026](#)

[Burns & Associates Review of Provider Rates, July 2025](#)

[Burns & Associates Oregon Rate and Wage Study, Dec. 2024](#)

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Assumed contact ratios and rates for ODDS Job Coaching Agencies

Category	Phase	Current Ratio	Ratio Effective July 1, 2026	Current Rate	Rate Effective July 1, 2026	Difference
Category 1 (Service Group 1, 2)	Initial	50%	40%	\$32.65	\$34.75	\$2.10
Category 1	Ongoing	40%	30%	\$26.12	\$26.06	(\$0.06)
Category 1	Maintenance	30%	20%	\$19.59	\$17.37	(\$2.22)
Category 2 (Service Group 3)	Initial	70%	60%	\$50.72	\$57.68	\$6.96
Category 2	Ongoing	70%	50%	\$50.72	\$48.07	(\$2.65)
Category 2	Maintenance	70%	50%	\$50.72	\$48.07	(\$2.65)
Category 3/4 (Service Group 4, 5)	Initial	90%	80%	\$73.22	\$86.98	\$13.26
Category 3/4	Ongoing	90%	80%	\$73.22	\$86.98	\$13.26
Category 3/4	Maintenance	90%	80%	\$73.22	\$86.98	\$13.26

**These rates include the 2.8% increase approved by the Legislature and scheduled to take effect on July 1, 2026.*