



OREGON DEPARTMENT OF
Human Services

January 2026

ODDS Job Coaching Rate Changes for Agency Providers Effective July 1, 2026

What is Changing?

- **Rate Update:** Starting July 1, 2026, ODDS will update rates for agency job coaching services.
- **Increased Rates:** Many service categories will see higher rates, especially for services supporting individuals with higher support needs.
- **Decreased Rates:** Rates for ongoing and maintenance job coaching for individuals with lower support needs will decrease.
- **Net Impact:** Some providers will experience a net increase in payments, while others may see a decrease

Background

Why the Change?

1. CMS Approval of Rate Methodology:

- CMS requires a review of contact assumptions every 5 years.
- If the new data deviates by more than 10 percentage points from the current assumptions, the rate must be adjusted accordingly.
- The latest data was reviewed in September 2025, and any changes must take effect by July 1, 2026.

2. Implementation of New Rate Models:

- ODDS will also implement new Burns rate models for job coaching, which will be rolled out alongside the updated rates.

Anticipated impact

- The reduction in assumed contact time will be offset by the new rate models, leading to a net decrease in total expenditures for job coaching services in SFY 2027.
- The goal is to support provider stability while reducing overall fiscal expenditures on job coaching.

How does the ODDS job coaching rate methodology work?

- **Payment Based on Hours Worked:** Job coach agencies are paid for each hour an individual they are supporting works.
- **Assumed Contact:** The rate assumes a certain percentage of time job coaches spend with individuals on average, which is based on the person's employment phase and level of need (Category 1 = fewer support needs, Category 4 = more support needs).
- **Data Review:** The assumed contact percentages are based on five years of provider data from the eXPRS billing system, which includes:
$$\text{Hours of actual support} / \text{Total hours the person works}$$
- **Rate Adjustments:** The new rates reflect a reduction in assumed contact for all categories, based on this updated data

For example:

- **For Category 1 (lower support needs)** during initial job coaching, the new model will pay the job coach for 40% of the individual's work hours, or 24 minutes per hour. The current model pays for 50%, or 30 minutes per hour.
- **For Category 4 (higher support needs)** during **initial job coaching**, the new model will pay the job coach for **80%** of the individual's work hours, or 48 minutes per hour. The current model pays for **90%**, or 54 minutes per hour.

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

- In 2014, ODDS worked with national experts to develop this job coaching payment model.
- The model is based on an **outcome-based payment** system, where job coaching providers are paid based on the number of hours the individual works, rather than a fee-for-service model.
- The design encourages more intensive job coaching when an individual first starts their job, with the goal of gradually fading supports over time.

Assumed contact ratios and rates for ODDS Job Coaching Agencies

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

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

Questions for feedback

1. How will this change impact your organization?
2. How can we mitigate any negative impacts? What would be most helpful to your organization?
3. What strategies can we implement to ensure providers and partners correctly enter contact time in eXPRS moving forward?

Recommendations

1. **Rate:** ODDS leadership approval to implement rates from Burns rate and wage study for job coaching only; able to do so because budget neutral.
2. **Policy:**
 - a) Revising ODDS worker guide on job coaching. Including elements from FAQs to clarify what counts as contact time.
 - b) Criteria for requesting and approving exception when person needs support for more time not reflected in rate.
 - c) Continue to review direct contact every 6 months.
 - d) Update eXPRS to enter hours if person supported 100% of work hours + additional hours.
3. **Training:**
 - a) For case managers regarding authorization of job coaching services.
 - b) For providers on entering direct contact time in eXPRS.
 - c) QA & individualized TA support for providers.
4. **Other recommendations?**

Resources

- [FAQs](#)
- [Rate Model Effective July 1, 2026](#)

Proposed Timeline

January 2026 – Posted for notice and comment

July 1, 2026 – Rate changes effective



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