Topic:	II.j. Remote Employment and Day Support Activities (DSA) Services
	Date Issued/Updated:	Effective 01/01/2023

Overview

The purpose of this worker's guide is to:
Outline information and requirements related to remote ODDS Employment and Day Support Activities (DSA) delivered by an agency.

Remote services can be used to support a person to be more independent at work and in the community. They can be used to increase an individual's self-management of tasks and job performance.

ODDS employment services delivered by a PSW must be face to face.

Procedure(s) that apply:

I. Services Eligible for Remote Support

The following ODDS non-residential services may delivered through remote support:
   A. Job Coaching
   B. Discovery (only service elements specified in policy)
   C. Employment Path
   D. Day Support Activities (DSA)

Small Group Services must be in person and face to face to bill for the service.

II. Rates

- Job Coaching and Discovery may be billed at the established regular rate. Some some elements of service delivery may include remote support as described below.
- Remote Employment Path:
    o May be billed at the "Community" group rate (OR541 W2)
    o The Community group rate may be used until the end of the "Maintenance of Effort" (MOE) period required under the Federal Public Health Emergency.
    o ODDS will be developing a new rate that will be used after the MOE.
- Remote DSA:
    o May be billed at the "Community" group rate (OR542 W2).
    o The Community group rate may be used until the end of the "Maintenance of Effort" (MOE) period required under the Federal Public Health Emergency. ODDS will be developing a new rate that will be used after the MOE.

See the ODDS Expenditure Guidelines for additional information regarding service rates.

III. Additional Requirements for Remote Support

The above services may be delivered remotely if the following requirements have been met. Remote service delivery must be documented in the ISP or case notes. Plans that do not have this documented must be updated with a progress note on or before May 1, 2023.

A. The person requests remote services as the service delivery method. It cannot be based on the interests of the provider.

B. The person and their team determine that remote services are the best method for delivering services during the person-centered planning process. This includes:
   a. A discussion regarding all options for service delivery methods.
   b. An opportunity for the person and their support team to ask questions and evaluate all service delivery methods.
   c. Documentation of the person's chosen service delivery method and why it best meets the needs and interests of the person.
   d. A discussion to ensure the person knows they can change the service delivery method at any time.

C. The service must be designed to support the person to be more independent and integrated in the community, and not less independent and integrated.

D. The person and their planning team will establish a schedule for when services will be delivered in-person face to face, and when services will be delivered remotely. This will be documented in the ISP.

E. The team must discuss and document any support the person or provider need regarding training with the service delivery method, particularly if technology or remote services will be used.

F. The ISP must clearly document the community component for services if remote services are being used from a home or setting that does not support integration and opportunities to interact with other members of the community (for example, remote services from a home location or provider site).

G. The ISP and planning documents must document how the chosen remote support method(s) of delivery will meet the person's health and safety needs and planned goals, including:

   a. The provider must have risk mitigation strategies in place that address how all the identified relevant risks will be addressed during remote service delivery.
   b. The planning team must determine how the needs for hands-on service can be met during the time when remote services are provided (e.g. a natural support assisting with toileting).

   If these needs cannot be met and the individual's privacy assured, then the delivery of services using remote technology is not appropriate.

H. The ISP must document how the provider will assure the person's privacy will be protected.

IV. Service Specific Requirements

A. Job coaching

In person face-to-face contact requirements are expected to be met effective 01/01/2023. Additional support the person needs, outside of the contact requirements, may be done remotely. Contact requirements may be remote if it is based on the person's preferences and support needs, as outlined in an individual's Career Development Plan.

B. Discovery

The following elements of Discovery may be delivered remotely:
- Pre-referral meeting
- Phase I, except for the neighborhood visit
- Informational interviews
- Home visits

For Discovery providers, a remote home visit can replace the in-person home visit. However, if the individual does not participate in an in-person or remote in-home visit, the provider is responsible for a fourth Direct Employment Experience, as outlined in the Experiential Components of Discovery guide.

If a person decides to have parts of Discovery delivered remotely, the SC/PA must document in progress notes or the Pre-Referral Discovery Checklist that the person and the team understand all of the following:
- That receiving parts of Discovery remotely is an option and not a requirement.
- That if the person wants all in-person Discovery, the person may want to wait until after the pandemic to receive Discovery.

When providing parts of Discovery remotely, the provider must:
- Deliver the service in the required order
- Document in the Agenda what parts will be delivered remotely.
  - If part of Phase I will be delivered remotely, the provider must complete and submit the Phase I section of the Agenda to the SC/PA for review and approval.
  - The provider may not deliver those services remotely prior to the SC/PA approval.
  - If an Informational Interview in Phase III was planned to be in-person but the provider would like to change it to a remote interview, they must update the Agenda and submit it to the SC/PA for their review and approval prior to delivering that service.
- Meet the requirements as outlined in the ODDS Discovery Profile, and the following worker guides: The Discovery Guidelines for Services Coordinators/Personal Agents and Discovery Providers, and The Experiential Components of Discovery.

C. Small Group

This service may not be delivered remotely. An employment professional must be delivering in-person supports for Small Group.

D. Employment Path
    a. Remote Employment Path services may occur (e.g. phone, internet platforms, etc) using the Employment Path Community Group Rate (not solo 1:1).
    b. Remote services must continue to meet an individual's needs and goals.
    c. Staffing ratios for classes must not exceed a ratio of 1 staff to 12 individuals.
    d. The person must have opportunities for integration in the community if the person is using remote services.
    e. There must be a community component documented in the service plan. The community component must be documented in the ISP and can include a service or service component delivered by another provider (e.g. one provider delivers remote employment path services, and another provider is supporting job development).
    f. Remote technology cannot be an exclusive, long-term service delivery option.

E. DSA
    a. Remote DSA services may occur (e.g. internet platforms, etc) to provide opportunities for individuals to connect with others during DSA services using the DSA Community Group Rate (not solo 1:1).
    b. In most cases, the majority of DSA services will be delivered in-person face to face because the intent of DSA services are to support the person's goals related to integration and participation in the community.
    c. Remote services must continue to meet an individual's needs and goals.
    d. Staffing ratios for classes must not exceed a ratio of 1 staff to 12 individuals.
    e. The person must have opportunities for integration and participation in the community if the person is using remote services.
    f. There must be a community component documented in the service plan. It can be part of the DSA service or another service. The intent is to ensure individuals are not isolated by remote services. The community component must be documented in the ISP and can include:
        i. A service or service component delivered by another provider (e.g. a person takes an online class as remote DSA, and the same provider is supporting the person to use the skills learned in the classroom out in the broader community; or
        ii. A different provider is supporting the person with job development, or other DSA services in an integrated community setting..
    g. Remote technology cannot be an exclusive, long-term service delivery option.
    h. Again, the service must be designed to support the person to be more independent and integrated in the community, and not less independent and integrated.

Frequently Asked Questions:

Q: Will remote Employment Path and remote DSA services always be billed at the "Community" rate?

A: No. The Community rate may be used until the end of the "Maintenance of Effort" (MOE) period required under the Federal Public Health Emergency. ODDS will be developing new rates for remote services that will be used after the MOE. ISPs will need to be updated once there is a new remote service rate. Additional guidance will be forthcoming, and teams will have plenty of advance notice to update plans.

Q: Do ISPs need to be revised to reflect remote employment services?

A: Remote service delivery must be documented in the ISP or case notes. Plans that do not have this documented must be updated with a progress note on or before May 1, 2023.

Q: Can an in-home direct support professional bill eXPRS at the same time as an Employment Path provider? Will there be a conflict if they bill for the same time of day?

A: An ODDS-approved exception is required if a person needs both In-home and DSA (or Employment) supports simultaneously. Providers will need to coordinate.

Q: What if the provider is only offering remote services?

A: Providers should be offering a community component as part of their continuum of services.

Reference(s):
https://covid19.communityinclusion.org/pdf/TO40_COVID_F.pdf

Contact(s):

Regional Employment Specialist:
https://www.oregon.gov/DHS/EMPLOYMENT/EMPLOYMENT-FIRST/Documents/Map-ODDS-Regional-Employment-Specialists.pdf