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| <b>Topic:</b>               | ODDS Employment Services<br>II.f. Retention Payments |
| <b>Date Issued/Updated:</b> | March 14, 2022                                       |

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## Overview

This worker's guide outlines circumstances under which ODDS may fund the job development 90-day job retention payment if a person obtains a job without using VR-funded services.

## Procedure(s) that apply:

### I. REQUIREMENTS

ODDS may fund a single job development 90-day job retention payment (also just known as the "90-day job retention payment") if:

1. A person obtains a job without using VR-funded services;
2. The job meets requirements outlined in the [ODDS Worker's Guide on Competitive Integrated Employment](#);
3. The person's job is stable, consistent with the [ODDS Stabilization Worker Guide](#) (including the person, the employer, the team all agree the person is performing well on the job; the job matches the person's goals regarding type of work, hours, etc; long term job coaching is in place if needed; no other services needed through VR;
4. The person has retained the job for 90 days or more; and
5. The service is not available through VR.

VR Job Development services are generally "not available" if all of these requirements have been met.

This retention payment is not available for any jobs at an Oregon Medicaid-funded provider site, or that are part of an Oregon Forward (formerly QRF) contract, or other contract mandating a ratio of workers with disabilities.

### II. BACKGROUND INFORMATION

Retention services typically include:

1. Establishing links with employers, in partnership with business services, to negotiate jobs with and for specific participants to retain an individual job in a competitive integrated employment setting in the general workforce, including customized employment or self-employment.
2. Acting as the employer's primary contact during the

- supported individual's first 90 days on the job.
3. Following up with the employer and providing support to the individual during the negotiation of any additional reasonable accommodations needed or identified after job placement.
  4. Providing support for any additional job carving needed after job placement.
  5. Finalizing job designs and job and task analyses, including special considerations for support. This includes the identification of core job functions and identification of the related and subtle skills necessary for a worker to be successful in the job.
  6. Evaluating the type and amount of job-task and social-task supports necessary for employment success.
  7. Facilitating relationships and natural supports with families, co-workers, supervisors, and other employer contacts.
  8. Maintaining continued contact with the employer, supported individual, and job coach, until the job is stable, and the individual has maintained employment for at least 90 days. The retention outcome payment helps ensure and set the expectation that the Job Developer continues to play a role during the supported individual's initial days on the job and ensure a smooth transition to the Job Coach.

Between job placement and 90-day retention, the Job Coach focuses on the direct support needs of the individual and has duties that may include, but are not limited to the following:

1. Providing training, systematic instruction, planning, and other workplace support services that enable the individual to be successful and integrated into the job setting. This might include, but is not limited to, training and systematic instruction regarding job related time management (punctuality, task speed), hygiene, organization (detail orientation, sorting/categorizing), self-advocacy, and disclosure.
2. Supporting the maintenance of relationships and natural supports with families, co-workers, supervisors, and other employer contacts.
3. Providing instruction and support to co-workers as needed (ie: augmented communication).
4. Developing and implementing techniques and strategies to fade supports as much as possible.
5. Supporting individuals using this service to assume full responsibilities for their jobs.

For this reason, Job Coaching is considered a separate service from retention, and initial Job Coaching may be billed during the first 6 months, as outlined in the Job Coach Worker Guide, the Expenditure Guidelines, and as outlined above.

### III. APPROVAL AND BILLING

Upon the completion of the initial 90 days of work, and receiving retention services, the case manager must work with the provider to submit the Retention Request form to ODDS for approval:

<https://forms.office.com/g/wpyKsetX7i>

Use the form to document the following information:

- Documentation that the job meets the requirements outlined in the ODDS worker's guide on [Competitive Integrated Employment](#).
- Documentation regarding the number of hours the person is working and that the person is working the number of hours they want to work.
- Documentation that the job is stable.
- Documentation that long-term supports are available.
- Documentation that the person has retained the job for 90 days or more.

Upon submitting this form, the case management entity should enter Job Development – 90+ Days Job Retention (OR 401 W9) into eXPRS. This authorization will pend for approval. Upon review and approval of the Retention Request Form, ODDS will authorize for payment.

Supplemental documentation may be submitted to:

[employment.first@dhsosha.state.or.us](mailto:employment.first@dhsosha.state.or.us).

### Authorization Code and Rate

See the ODDS expenditure guidelines for current information regarding the rate:

<https://oregon.gov/odhs/providers-partners/idd/Documents/odds-expenditure-guidelines.pdf>

### Frequently Asked Questions:

#### **Question:**

If the provider who was providing employment services when the individual started Competitive Integrated Employment is not the same provider who was working with the individual when the individual had been working on the job for 90 days or longer, who receives the payment?

#### **Answer:**

In order to receive the retention payment, retention services (as defined above) must be provided. Typically, the provider who receives the payment should be the provider who worked with the individual for the initial 90 days on the job. In the event that there is a provider change, and a different provider is working with the individual at 90 days retention, an exception request could be made if it can be demonstrated that the current provider is the one who ensured retention occurred and delivered retention

services. This should occur for at least 90 days, even if it goes beyond the 90th day a person works on a job.

### **Form(s) that apply:**

Retention Request form: <https://forms.office.com/g/wpyKsetX7i>

### **Contact(s):**

Regional Employment Specialist:

<https://oregon.gov/odhs/employment-first/Documents/map-odds-regional-employment-specialists.pdf>