Oregon Department of Human Services
OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES

Understanding the service group called "Adults with high support needs"

What is this guide intended to do?

This guide helps you understand what a service group is, how it is determined, and how to appeal if you disagree with the result. No matter the result, don't forget that you will take the lead in deciding how you want to receive services to help you achieve your goals.

What is the Oregon Needs Assessment?

The Oregon Needs Assessment (ONA) helps us achieve our vision of a system of supports that is easy to use and responsive to the strengths, needs and direction of people with disabilities and their families.

The Oregon Needs Assessment is a tool used by the Office of Developmental Disabilities Services (ODDS) to get information about what kinds of challenges you may have if you had no support. It is completed by a person called an Assessor, with help from you and those you choose.

The information is used to help you, and those you choose to help you with planning, talk about what kinds of support you would like in your life. The Oregon Needs Assessment does not identify how you want to be supported, or what you believe will help you achieve your goals — that is done during the Individual Support Planning process. You, with the support of those you choose, will decide what supports will best meet your needs and help you reach your goals. Your Oregon Needs Assessment and resulting service group are just one part of the planning process.

Why are service groups important?

If you choose to have developmental disabilities services as one of the supports in your life, your service group determines the most hours a care provider ("provider") may be paid to support you each month. Service groups also determine how much a provider will be paid when they support you.

How was my service group determined?

Certain questions in the Oregon Needs Assessment are used to determine your service group. This guide will go on to explain exactly how this works.

How are service groups organized?

Service groups are first organized by a person's age, such as infant/toddler (birth to 3), young child (4 to 11), adolescent (12 to 17), and adult (18+). Within each age range, there are different service groups based on support needs.

What causes someone to be assigned to the Adult: High service group?

A person may be assigned this service group due to any of the following:

- high general support needs with activities of daily living (ADLs)
- substantial/maximal support for most instrumental activities of daily living (IADLs), particularly with more complex activities
- medical and behavioral support needs that do not require extraordinary support

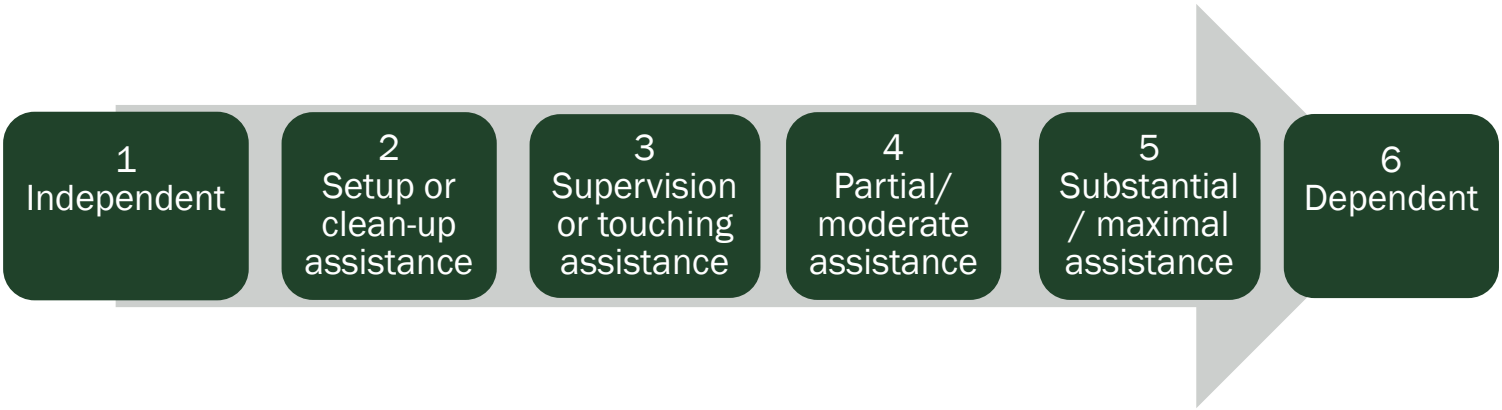
People in the Adult: High service group are all unique individuals. They are in the same service group because the type or level of assistance they need is similar.

What is the general support need criteria for Adult: High?

To measure general support need, the focus is on responses to Oregon Needs Assessment questions about activities of daily living and instrumental

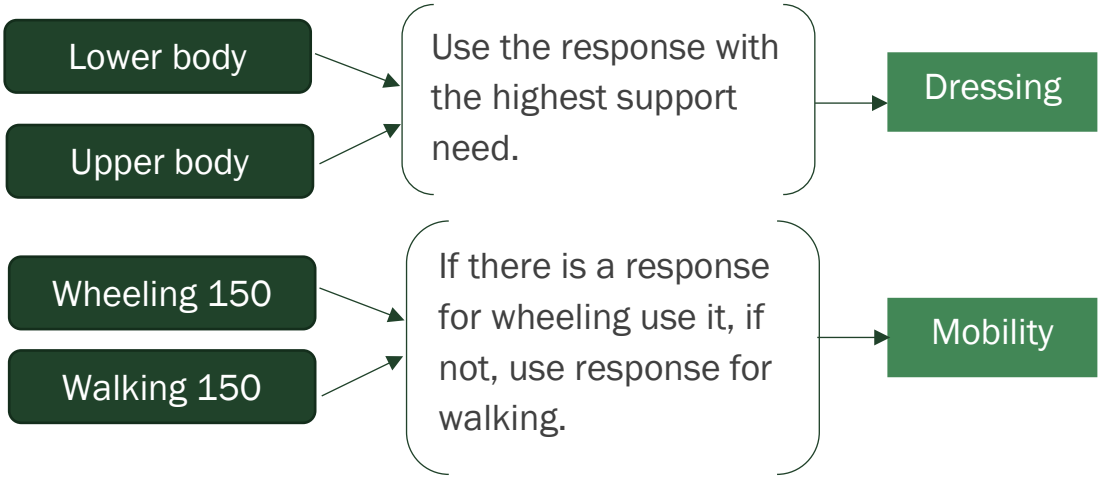
activities of daily living (ADLs/IADLs). The ONA asks about many different activities of daily living and how much support a person needs with these activities.

For each question, the responses are on a scale from 1 to 6. The scale for each question looks like:



Responses to certain questions in the ONA are used to create one overall score called the General Support Need (GSN) score.

First, responses about dressing and mobility in the ONA are combined into two items:



Then, dressing and mobility, shown above, is added to the responses to twelve other questions in the ONA. The fourteen responses that are added up are:

If you choose not to answer a question from the ONA or the question is not applicable, that response is scored as a 1. If an activity is not attempted due to a medical condition or safety concern, that response is scored as a 6.

The responses to these fourteen questions are added up and will total between 14 and 84. This number is called the GSN score. Adults with a GSN score between 54 and 73 are assigned to the Adult: High service group. If you would like to see your Oregon Needs Assessment to see how it was scored, you can get it from your Services Coordinator or Personal Agent.

If you disagree with your assigned service group

You, and those you choose to have in your life, best understand what you need to achieve your goals. You have rights to due process when you don't agree with decisions made about the services and supports you receive.

The links below describe steps you can take if you disagree. These pages define when you are eligible for exceptions and how to file them, as well as the standard hearings and appeal rights and process.

Request a hearing: https://www.oregon.gov/odhs/idd/Pages/hearings.aspx

Request an exception:
https://www.oregon.gov/odhs/idd/Pages/exceptions.aspx

Resources

Where to learn more

More information about how the service group framework was developed and what steps are next online:

https://www.oregon.gov/odhs/compass/Pages/service-groups.aspx