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March 12, 2025

To: I/DD community members
CC: Case management entities (CMEs), providers, Vision Advisory Committee, and ODDS staff
From: Dana Hittle, Interim Director, Office of Developmental Disabilities Services (ODDS)
Subject: In-home hours transition starts April 1

Hello,

I have an important reminder about in-home services. Please read this message if:

- You get services in your own or family home.
- You are the parent or guardian of someone who gets services in their own home or your family home.

I'm going to tell you about a change that might affect the number of hours you or your family member have for in-home services. The change will start when you make your new Individual Support Plan (ISP) on or after April 1,

2025. If you don’t get services in your own or family home, this change doesn’t affect you.

There are a lot of changes happening in government services right now. This is affecting everyone differently. Changes can be challenging or even scary. We at ODDS are doing everything we can to make this change easier for you. Right now, we want to be sure you know what to expect. This way you can make the best choices that work for you and your family.

We at ODDS also want you to know that you won’t do this alone. Your services coordinator or personal agent will take you through the process. They’ll make sure you have the support you need. We also made resources to help you through this change.

What is changing?

Starting April 1, 2025, ODDS will use a new process for determining the number of in-home hours available to you each month. Nothing is changing with the type of in-home services you get or who provides your care.

When will this change happen?

The change starts with all Individual Support Plans (ISP) that get renewed on or after April 1, 2025. You’ll notice the change when you meet your services coordinator or personal agent to start making your service plan.

Why is this change happening?

Here’s what’s causing the change: On April 1, ODDS will use one assessment tool for all services: the Oregon Needs Assessment (ONA).

We created the ONA to make the planning process more consistent. It helps us to meet everyone's needs more equitably.

Your ONA matches you to a service group based on your needs and your age. Your service group tells you how many hours you have to use for in-home services each month. This will be a range of hours. You can use as many hours as you need within that range. This range could have more, fewer or the same number of hours than you had before.

We have been getting ready for this change for a few years. We know it's been confusing. Part of that is due to the pandemic. We created the ONA before the pandemic. During the pandemic, no one's service hours could go down. This federal restriction ends on March 31, 2025. That's why the change is happening now.

What does this change mean for me?

If your ONA service group has the same or more hours than you use now:

- Nothing changes. You already used your new range of hours to make your support plan in 2024.

If your ONA service group has fewer hours than you have now:

- When you renew your support plan, your range of hours will be based on your service group. You will use this new range of hours to plan. If you need more hours, you'll have the option to ask for exception.

My hours are going down. Will I be able to meet my needs with fewer hours?

Most people can meet their needs with the hours in their service group. Your services coordinator or personal agent will help you through this change. They will send you a letter before you meet. It will tell you how many hours you have for your planning. Together, you will make choices about how to use your hours to meet your needs and live the life you want. If you meet your needs with the new range of hours, you're set.

What if I can't meet my needs with fewer hours?

Some people will need more hours than their service group sets. If you can't meet your needs with the hours in your service group:

- You can ask for your ONA to be reviewed.
- If your ONA is correct and you still can't meet your needs with the hours you have, you can ask for an exception.

Your services coordinator or personal agent will help you ask for an exception. Use the resources on this web page to learn more about asking for an exception.

I have questions. Where can I get help?

Please contact your services coordinator or personal agent. They will assist you.

Come to our monthly community listening session. In April, we'll be focused on the in-home hours transition.

- **Date:** April 2, 2025

- **Time:** noon to 1 p.m.
- **Please register in advance via this link:** We will ask for your email address. That way, we can follow up with you, if needed. When you register, Zoom will send you an email with directions to join the meeting.
- We want everyone to feel welcome and safe. We will provide support for you to fully participate, including:
  - American Sign Language
  - Spanish interpreter
  - Live captioning
  - If you need other languages or supports, call 503-945-5811 or email ODDS.Questions@odhs.oregon.gov. We accept relay calls.

We also put tools for you online. Use this link to go to a web page of resources. There you'll find videos, frequently asked questions and other tools to help you.

We're also making a Self-Advocate Guide that will walk you through the planning process. It is a workbook. It also has videos to walk through the process. When it's ready, I'll send another email to let you know.

We understand that you and your families may be worried about this change. If you still have questions or concerns, please email ODDS at ODDS.questions@odhsoha.oregon.gov. Our goal is to make sure your support needs are met.

Sincerely,



Dana Hittle
Interim Director
Office of Developmental Disabilities Services

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