

## Developmental Disabilities Worker's Guide

Topic:	Enhanced/Exceptional Supports Status and Rates
Date Issued/Updated:	June 28, 2024

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### Overview

**June 2024 update removes references to rate verification for enhanced and exceptional status. All PSW rates are now automatically calculated by eXPRS.**

**Description:** When an individual is assessed to have certain extraordinary support needs, and a Personal Support Worker (PSW) is selected to deliver supports, the PSW may be eligible for a higher pay rate. This guide describes the procedures for determining eligibility for Enhanced/Exceptional rates for PSWs.

**Purpose/Rationale:** To assist Service Coordinators (SC) and Personal Agents (PA) in determining PSWs and individual eligibility for Enhanced or Exceptional differential.

**Applicability:** Service Coordinators and Personal Agents.

### Procedures that apply:

#### Assessment of Enhanced or Exceptional Needs

**Enhanced:** The Oregon Needs Assessment (ONA) determines if an individual meets Enhanced criteria. People meet “Enhanced” criteria when they are assigned to service group 5 – Very High and meet the medical and/or behavior support score indicated in the ONA Comprehensive Review page.



or their representative, not from a Personal Support Worker (PSW).

## Notification

### Initial notification:

After the completion of an Oregon Needs Assessment (ONA) by an assessor, the Case Management Entity (CME) must determine if there has been a change in the individual's Enhanced or Exceptional status.

For individuals who newly meet the Enhanced or Exceptional criteria, a letter must be sent to the PSW and Employer within 28 days of the completion of the ONA.

For individuals who no longer meet the Enhanced or Exceptional criteria, a letter must be sent to the PSW and Employer as soon as practical after the ONA. The PSW will continue to receive the differential for 14 days after the individual no longer meets the criteria.

Letters are included at the bottom of this Worker Guide in multiple languages.

### Ongoing notification:

At least annually, and upon authorization of a PSW, the PSW and Employer will be notified of the individual's Enhanced or Exceptional status using the Provider Service Agreement.

To be completed by the service coordinator or personal agent:
Enhanced/exceptional support workers are eligible for an increased rate of pay if they receive certification from the OHCC. The PSW may only be paid this increased rate of pay if the individual served meets the criteria in the Adult Needs Assessment or Children's Needs Assessment Version C or Addendum, AND the PSW has completed the training requirements in the current collective bargaining agreement. The authorizing agency of services ( <i>CDDP/brokerage</i> ) must keep a copy of your up-to-date credentials on file.
If checked, this individual is eligible for an <input type="radio"/> enhanced rate or <input type="radio"/> exceptional rate.

\*note, the Provider Service Agreement references the ANA and CNA, however eligibility is now determined by the ONA.

## Training and Certification

A PSW must complete the required Enhanced or Exceptional training available through the [Oregon Home Care Commission \(OHCC\) website](#), if they have not already done so, to be eligible to receive the higher rate while working with an individual who meets Enhanced or Exceptional criteria.

PSW training completion can be viewed in eXPRS. PSWs who have completed the

Enhanced training will have an approved provider type/specialty of 89-806 and PSWs who have completed the Exceptional training will have an approved provider type/specialty of 89-807.

▶ Personal Support Worker, DD	Approved To Work	4/1/2020	6/30/2020
▶ Personal Support Worker, DD	Approved To Work	6/8/2018	3/31/2020
Add Personal Support Worker, DD			
806 - DD PSW Enhanced Skills			
Type	Status	Start	End
▶ DD PSW Enhanced Skills used for higher rate in eXPRS	Approved To Work	3/1/2022	2/28/2023
▶ DD PSW Enhanced Skills used for higher rate in eXPRS	Approved To Work	3/1/2021	2/28/2022
Add DD PSW Enhanced Skills used for higher rate in eXPRS			
▶ Client Limits			

PSWs who are authorized to support an individual that meets the Enhanced or Exceptional criteria and has the corresponding provider/type specialty will receive the appropriate rate differential.

eXPRS will calculate the appropriate rate automatically.

## Forms Required

ODDS Provider Service Agreement 4606 ([English](#), [Russian](#), [Spanish](#), [Vietnamese](#), [Simplified Chinese](#))






## FAQs:

**Q. How will we view individual's Enhanced eligibility from the ONA in eXPRS?**

A. There are two ways to view the Enhanced eligibility from the ONA search page: The first is filtering on the ONA search page by Enhanced:

## Find Oregon Needs Assessment

At least one search criteria must be entered.

Assessment ID:	<input type="text"/>
Client Prime:	<input type="text"/> 
Status:	<input type="text"/>
County:	<input type="text"/>
Service Setting:	<input type="text"/>
ONa Submit Date From:	<input type="text"/> 
ONa Submit Date To:	<input type="text"/> 
ONa Expiration Date From:	<input type="text"/> 
ONa Expiration Date To:	<input type="text"/> 
Service Group:	<input type="text"/>
Enhanced:	<input type="text"/>
LOC Status:	<input type="text"/>
Current Individuals Only:	<input checked="" type="checkbox"/>
Display format:	<input type="text"/> <input type="text"/> <input type="text"/>
Max Displayed:	<input type="text"/>

The second is on the results of the ONA search page:

Oregon Needs Assessment search results list.												
ID	Status	Prime	Client Name	County	Service Setting	ONa Submit Date	Expiration Date	Assessor	Service Group	Enhanced	LOC	Risk Report
	Approved			Yamhill	Comp In-Home (SE49)	12/31/2020	12/31/2021		3 - Moderate	No	Approved	
	Approved			Linn	24hr Residential (SE50)	12/28/2020	12/31/2021		5 - Very High	No	Approved	
	Approved			Linn	Comp In-Home (SE49)	12/11/2020	12/31/2021		4 - High	No	Approved	
	Approved			Linn	Children's In-Home Services (SE151)	12/18/2020	12/31/2021		4 - Moderate	No	Approved	
	Approved			Columbia	24hr Residential (SE50)	12/21/2020	12/31/2021		5 - Very High	Yes	Approved	
	Approved			Linn	Children's In-Home Services	12/10/2020	12/31/2021		5 - Very	No	Approved	

**Q. What if an individual is assessed as Exceptional but the PSW is only authorized as Enhanced? Would the PSW still receive the Enhanced rate? What if the individual is assessed as Enhanced but the PSW has an Exceptional certification?**

A. Please refer to the table below:

	Regular PSW	Enhanced PSW	Exceptional PSW
Not Enhanced or Exceptional Individual	Regular Rate	Regular Rate	Regular Rate
Enhanced Individual	Regular Rate	Enhanced Rate	Enhanced Rate

Exceptional Individual	Regular Rate	Enhanced Rate	Exceptional Rate
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**Q. What happens if a person is reassessed as no longer needing Enhanced or Exceptional Needs?**

A. If a person is assessed as no longer meeting the criteria for Enhanced or Exceptional the rate must continue for 14 days after the assessment is completed. After 14 days the rate is adjusted to match the new assessment.

**Q. How are Enhanced or Exceptional Needs assessed for individuals in the Children's Intensive In-Home Services (CIIS) program?**

A. Personal Support Workers for individuals in the CIIS program are paid using a higher rate which assumes a higher level of need. The Meets Enhanced will result from the ONA but is not used to calculate the rate. To assist in transition to adult services, CIIS case managers will share the individual's Enhanced or Exceptional status with Personal Support Workers who serve children who will be transitioning to adult services within the next year. This will assist them in meeting any requirements to qualify as an Enhanced or Exceptional provider.

**Q. Do the Enhanced and Exceptional Rates apply to PSWs serving children/youth in CIIS?**

A. No, the Enhanced and Exceptional Rates do not apply to PSWs serving children/youth in the CIIS program at this time. When children/youth age out of CIIS there is a transition process for their rate. See [PSW Wages, Differentials and Non-Standard Rates](#) for more information.

**Definition(s):**

"Enhanced Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require advanced medical or behavioral driven services and supports as defined and assessed through a functional needs assessment tool.

"Exceptional Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require extensive medical or behavioral driven services and supports as assessed by a functional needs assessment tool and whose service needs also require staff more than 20 hours in a 24-hour period.



**Reference(s):**

[OAR Chapter 411, Division 375 Independent Providers](#)

[SEIU Collective Bargaining Agreements](#)

**PSW notification letters:**

- PSW Enhanced new eligibility notification letter  
([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- PSW Exceptional new eligibility notification letter  
([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- PSW No Longer Enhanced or Exceptional eligible notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))

**Employer of Record notification letters:**

- EOR Enhanced and Exceptional eligibility notification letter  
([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- EOR No Longer Enhanced or Exceptional eligible notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))

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