

# Office of Developmental Disabilities Services

## Worker Guide

Title	Date
In-Home Hours Maintenance of Effort Unwind Worker Guide	April 10, 2025

### Purpose or rationale

When the state of Oregon accepted funds under the federal American Rescue Plan Act (ARPA), Oregon agreed not to reduce access to services and spending on services until at least March of 2025. These agreements are called Maintenance of Effort (MOE).

During the MOE, people's service limits were the higher of the ANA/CNA hours or the top of the ONA service group service limit. Beginning April 1, 2025, this will no longer be the case, as ISPs renew. Only the ONA service level will be used to set the number of in-home hours. This guide provides instructions and resources to transition to use service groups for in-home hours allocation while meeting the obligation of the MOE.

### Applicability

This guide is for Case Management Entities (CME) to use to implement the transition to using the SG framework for people who were subject to the MOE requirements and how to handle planning within the ONA service level starting April 1, 2025.

### Definitions

- **"Hour Allocation"** means *the number of hours authorized on an ISP (DHS4118) for any combination of attendant care, DSA, skills training services, private duty nursing services, direct nursing services and state plan personal care.*
- **"Service Level"** means *the maximum number of hours available to an individual in a month for any combination of attendant care, skills training*

services, private duty nursing, or state plan personal care. Unless there is an exception, a maximum hour allocation is equivalent to the service level. The **ONA service level** is the maximum number of hours available within a person's assigned service group.

## Main points

- **The ONA is the only assessment for setting in-home hours starting with plans beginning April 1, 2025, or later.**
- **All people new to in-home services or transitioning from a residential setting to an in-home setting will use the ONA to set in-home hours starting April 1, 2025.**
- **All kids will include summer and school hours with plans beginning April 1, 2025, or later.**
- **People with an hour allocation in their ISP based on an ANA or CNA will not have a reduction to their hour allocation until their ISP renews on or after April 1, 2025, following the [Plan Renewals](#) section of this guide.**
  - All people who could experience a reduction when transitioning to the ONA must receive a letter explaining the potential reduction and information about the exceptions process at least 30 days prior to their ISP renewal.
- **All people with a reduction will either get a NOPA from the CME or the CME will request an In-Home Hours exception**
  - Case management entities (CMEs) will issue a Notice of Planned Action (NOPA) when a person agrees to using the ONA service level when it is lower than a previous hour allocation in an ISP.
  - CMEs will submit an In-Home Hours Exception Request for anyone who wants more hours than are available in the person's ONA service level. ODDS will issue a NOPA or Exception Approval Memo within 45 days.
- **People with an hour allocation in their ISP based on an ONA service group will have changes to their hour allocation as ONAs are completed following the [ONA Reassessments](#) section of this guide.**
  - People who have reductions in their service group due to an ONA reassessment on or after April 1, 2025, that currently have an hour allocation based on an ONA in their ISP will have their hours reduced by the end of the month following the month of the submitted ONA unless an exception request has been approved.

Example: An ONA completed on April 10 assigned to an adult to service group 2. The previous ONA had assigned the adult to service group 3. The hour allocation within the service level for service group 3 is available to the adult through May 31.

- As of April 1, 2025, ISPs do not have to authorize the maximum number of hours available to the person. The number of hours authorized should be consistent with the person's need for support following an ISP team discussion.
- **People using the ONA to set hours in their ISP must be notified if their Service Group changes within 14 days.**
- **Previously approved hour allocation and staffing ratio exceptions**
  - All staffing ratio exceptions must be based on the current rule criteria using the ONA and [In-Home Staffing Ratio and Hours Exceptions](#).
  - During the MOE period, end dates for approved exceptions were extended through to the end of the MOE. Beginning April 1, 2025, all exceptions approved prior to Jan. 1, 2024, will be considered expired as of the person's ISP end date. If hours above the person's ONA service level are needed, a new [exception request](#) will need to be submitted.
- **The CNA will no longer be used for any purpose as of April 1, 2025. The ANA will only be used to set the Supported Living rate as of April 1, 2025.**

## People new to in-home services

For people who begin an initial ISP on April 1, 2025, or later, the maximum hour allocation is ONA service level or the hours identified in an approved exception.

**The ANA or CNA will not be used for people new to in-home services for plans beginning April 1, 2025, or later.**

People reentering in-home services after a period of accessing residential services or people new to in-home services will have their hour allocation based on the ONA service level.

Within 14 days of completing the initial ONA, the CME must notify the person in writing using their preferred method of written communication, of their service group results. CMEs must use the Service Group Letters found on the [In-Home Hours: Resources for Case Managers and Providers website](#)

## Plan renewals

The MOE ends on March 31, 2025. Do not use the ANA or CNA for any in-home services plans beginning or renewing April 1, 2025, or later.

### **When the current ISP hour allocation is based on an ONA service level or approved exception:**

ISPs that are based on either:

- the person's current ONA service level; or
- based on an hour allocation exception approved by ODDS on or after Jan. 1, 2024.

When the planning process identifies that the person can meet their needs with the hours available to them (either with the ONA service level or an exception approved after Jan. 1, 2024), the process for renewing an ISP is unchanged.

When the planning process identifies that the hours within the ONA service level or approved exception are not adequate to meet the person's needs, the case manager must submit an exception on behalf of the person within 14 days of the request. No increase to the person's hour allocation can be included in the ISP unless an ODDS Approved Decision Memo is received. See [In-Home Hours Exceptions Worker Guide](#)

When the person, through the planning process, identifies that fewer hours need to be included in their renewing ISP than were previously authorized, the case manager must issue a Notice of Planned Action (NOPA). See the NOPA section of this guide for more information.

### **When the current ISP hour allocation is based on the results of an ANA/CNA and the hours are above the current ONA service level:**

ISPs that are based on either:

- An hour allocation from the ANA or CNA tools; or
- An ONA service level that is higher than the current ONA service level. This would be the case when a person has had an ONA that assigned them to a lower SG, but due to MOE, the hour allocation couldn't be reduced.

As the ISP renews on or after April 1, 2025, ISPs that included hour allocations above the person's current ONA service level must either:

- Be reduced to an hour allocation within the person's ONA service level; or
- Have an ODDS approved exception decision, dated after April 1, 2024, for the hour allocation above the person's ONA service level.

At least 30 days before the person's ISP renewal, the CME must notify the person of their service group and the exceptions process using the following templates:

- [Reduction Letter Template](#) find the child letter and translations on the [Compass Resources for Case Managers](#) web page.
- [Exceptions Handout](#) find the translations on the [Compass Resources for Case Managers](#) web page.

ODDS will provide each CME with a list of people with current Plans of Care that include more than the ONA service limit and do not have a current, approved ODDS exception.

This list is intended to be used to create the notification letters by mail merge. CMEs must verify address and current service group before creating the letters.

ODDS encourages these letters be provided 60 days prior to their ISP renewal date.

### **Reduction Letters are only required for people with potential reductions related to the transition to the ONA.**

During the ISP planning meeting, the case manager will plan together with the person to determine if the hours available in the person's ONA service level are adequate to meet the person's needs. See [Planning in a Range of Hours Training](#)

### **— If hours from the ONA service level meet the person's needs**

If the person agrees that the hours in the ONA service level are enough to meet their needs, even though it is below the previous hour allocation, the ISP can include up to the highest number of hours available in the ONA service level. There is no minimum number of hours that an ISP must contain.

By the 18<sup>th</sup> of the month before ISP expiration date, the person must be issued a NOPA. **CMEs may only issue NOPAs when there is no exception requested.** See the NOPA section of this guide for more information.

## **— If the ONA service level may not be adequate to meet their needs**

If the person does not agree that the ONA service level is enough to meet their needs, work with the person to determine the number of hours they feel are necessary to meet their needs.

Review the exceptions categories and criteria with the person and their ISP teams.

Gather all information needed to submit an exception within 14 days of the person determining the number of hours needed above the service group. See [In-Home Hours Exceptions Worker Guide](#)

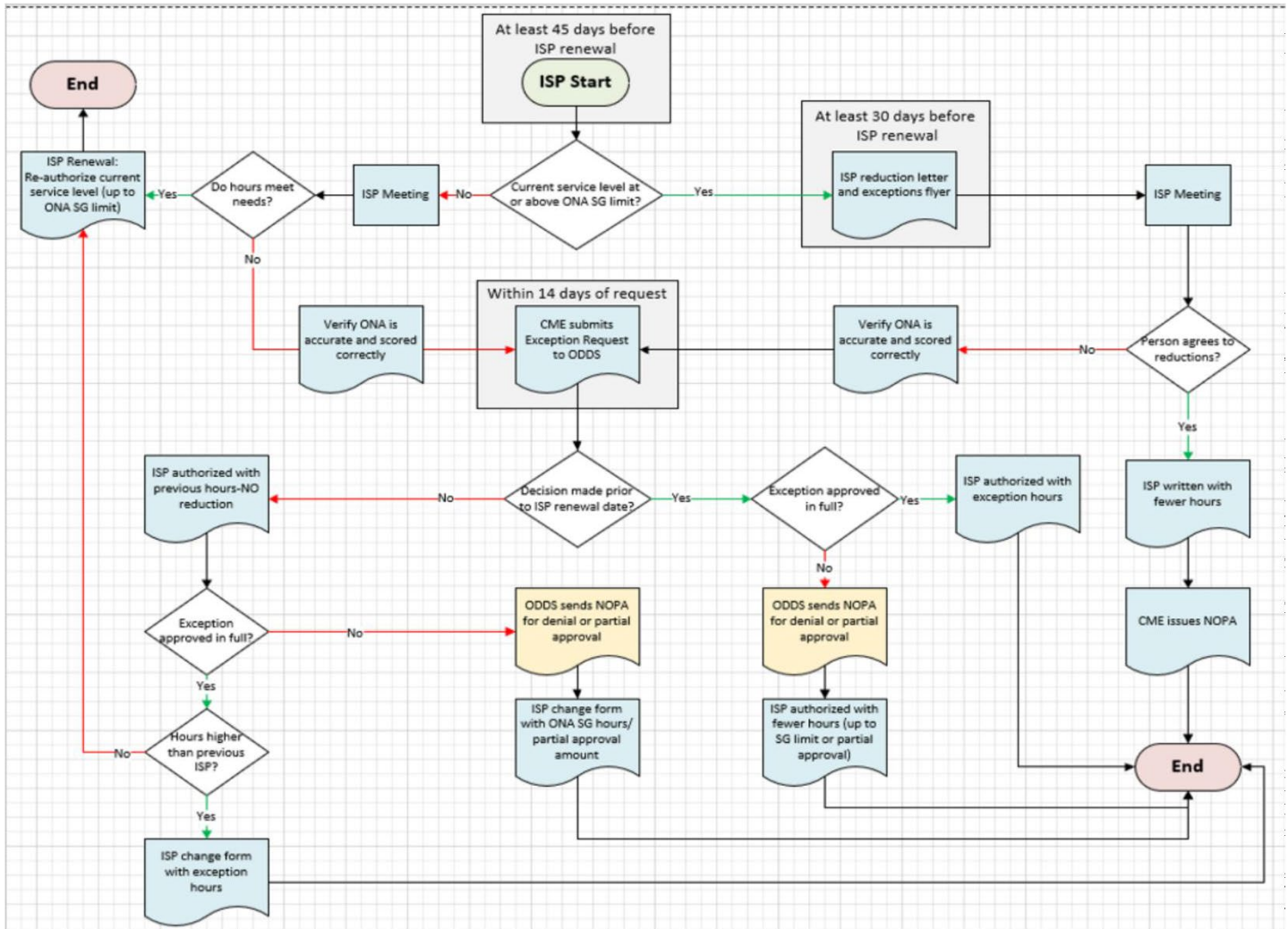
- When a decision to deny an exception is made by the 18<sup>th</sup> of the month prior to the ISP start date, the new lower hour allocation based on the ONA service level should be included in the ISP. ODDS will issue the NOPA with an effective date that aligns with the ISP end date.
- When a decision to deny an exception is made after the 18<sup>th</sup> of the month prior to the ISP starting, continue the authorized hours from the expiring ISP. Do not reduce the hour allocation. ODDS will send the exception decision or the NOPA within 45 days of submission.
  - If the exception is denied: the case manager must complete a change form to reduce the hours to the highest hours available in the person's ONA service level effective the same date as the NOPA. ODDS will issue the NOPA.
  - If the exception is approved and the hours are the same as the previous ISP, no additional changes are needed.

## **Summer/school hour limits for school aged children**

Plans for children under age 18 that start April 1, 2025, or later must authorize school hours during the months September through May. Summer hours may only be authorized for the months June through August.

Youth that turn 18 but have not had an adult ONA can access summer hours in their ISP beginning on the date they turn 18 for long as their adolescent ONA is valid.





## ONA reassessments

**Starting April 1, 2025**, a CME must provide the person with notice of their new service group in writing using the person's preferred communication method within 14 days of the ONA submission date when:

- An ONA is submitted that changes the person's service group; or
- An ONA is submitted and a youth has aged into a new service group

Notice of service group change must include:

- [In-home hours service group letter](#) find the translations on the [Compass Resources for Case Managers](#) webpage.
- [Exceptions handout](#) find the translations on the [Compass Resources for Case Managers](#) webpage.

The CME must review the ISP by the end of the month following the month the ONA was submitted. Changes to the hour allocation must be documented on a change form. Change forms that only change the hour allocation do not require a signature.

See [Ending Maintenance of Effort slides](#) for more information.

## ONA service group increases

If a person has an ONA assessment during their plan year that puts them in a higher service group (such as from High to Very High), the person can utilize hours available within the new ONA service level as soon as the hours are added to an ISP.

When a person ages into a new service group, the hours within the new ONA service level are not automatically available. The person must have an age-appropriate ONA **and** a revised ISP. If the age-appropriate ONA that moves the person into a new service group is submitted before the birthday, access to the new ONA service level is available as soon as the hours are included in an ISP.

Signatures are **not** needed on change forms that change the number of authorized hours in an ISP.



## ONA service group reductions

When an ONA submitted on or after April 1, 2025, results in a ONA service level that is below the hour allocation currently authorized their ISP, the person may retain higher hour allocation until either:

- The end of the month following the month of the ONA submission if the person agrees to a lower hour allocation in their ISP.
  - The NOPA must be issued by the 18<sup>th</sup> of the month following the ONA submission. See the NOPA section of this guide for more information. The NOPA must be accompanied by:
    - [Comparative service group report cover letter](#) find the translations on the [Compass Resources for Case Managers](#) webpage.
    - ONA Comparative service group report from eXPRS (see instructions for the report below).
    - An ISP Change form including the reduced hours effective the date of the NOPA.
- ODDS makes a decision on a requested exception for an hour allocation above the assigned ONA service level.
  - An exception must be submitted to ODDS within 14 days of reviewing the ISP with the individual and the people they choose to involve in service planning.

## ONA Comparative Service Group Report instructions

- From the person's ONA results page:

General Support Needs Score	General Support Needs Medical Score	General Support Needs Behavior Score	Service Group	Two to One	Enhanced
62	4(N)	3(N)	High - 4	Yes	No

General Support Needs Score	Medical Support Score	Behavior Support Score	Age Cohort	Service Group
62	No	No	Adult	4 - High

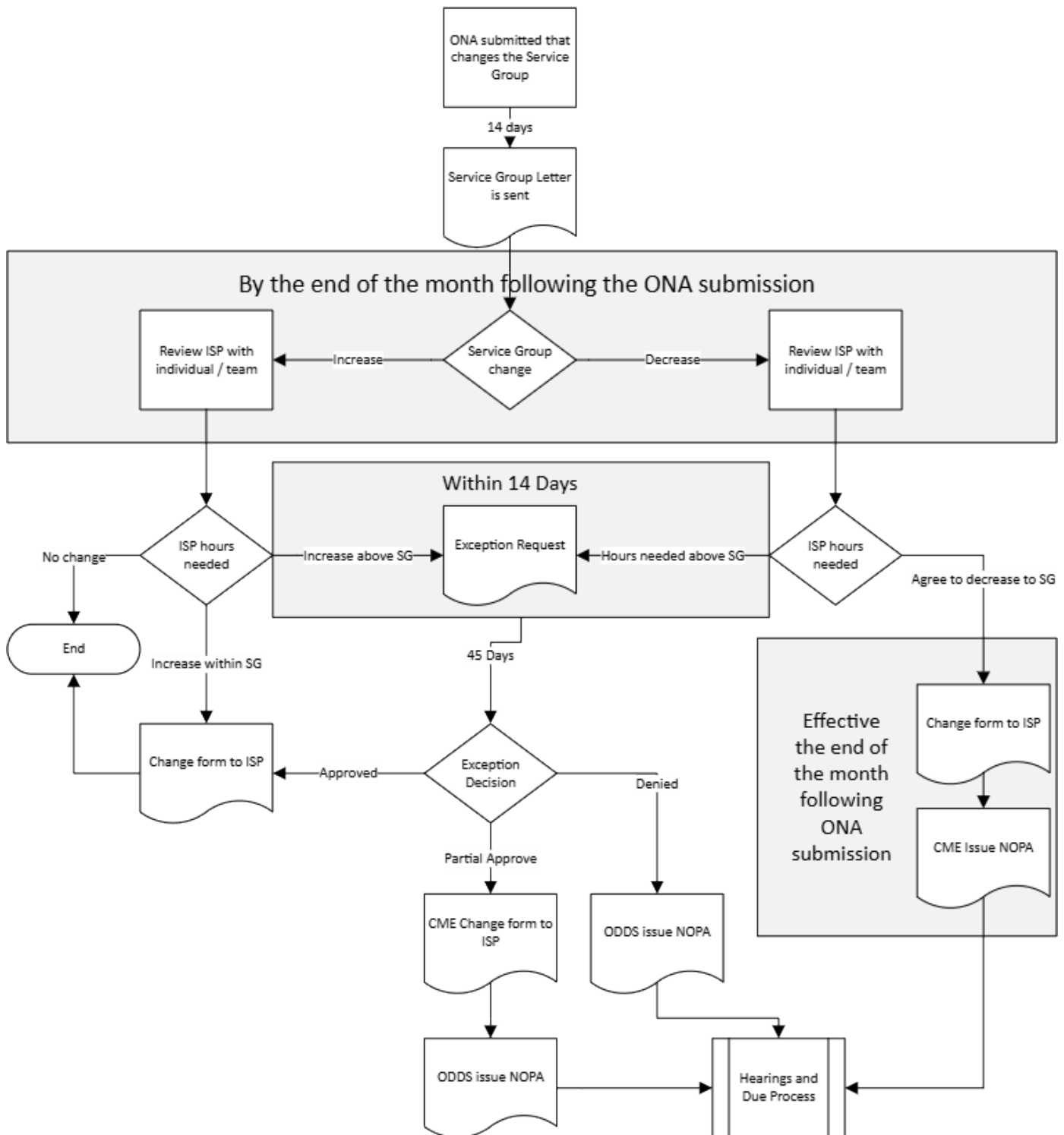
  


**\* Report:**

- Select the ONA Reports button
- Select *Comparative Service Group Report* from the Report drop down
  - Enter the PRIME to search for all completed ONAs
  - Select two ONAs to compare (usually the two most recently completed)
- From the Main eXPRS page
  - Left-hand Menu > Client > ONA Reports
    - Enter the PRIME to search for all completed ONAs
    - Select two ONAs to compare (usually the two most recently completed)

When the Comparative service group report needs translation, submit to ODDS using the process in the [Language Access for CDDPs and Brokerages](#) Worker Guide.

## ONA reassessment that changes a service group flowchart



## Notices of Planned Action (NOPAs)

CMEs will only issue NOPAs when a person agrees to a reduction of hours included in their plan. CMEs will only issue a NOPA when there is no requested exception. When sending the NOPA include the [In-Home Exceptions Flyer](#).

Anytime a person does not agree with a reduction to their Service Group amount, CMEs must submit an [In-Home Hours Exception Request](#). ODDS will issue all NOPAs related to exception request denials.

NOPAs must be sent timely and be written in plain language.

### NOPAs for ANA/CNA to ONA reductions

When a person agrees with a reduction due to the transition to the ONA, the CME should select **reduction** from the NOPA drop down.

#### Example reason for action:

The number of hours in your individual service plan (ISP) that ends on XX/XX/XXXX were based on the Adult Needs Assessment. Oregon is no longer using the Adult Needs Assessment to set the number of hours in ISPs. Oregon is now using the Oregon Needs Assessment.

Your Oregon Needs Assessment results placed you in AGEGROUP-XXXX service group. The highest number of hours in that service group is XXX. This is less than the YYY hours from your ANA. You said that XXX hours were enough to meet your needs at your ISP meeting on XX/XX/XXXX. Your new ISP will include XXX hours.

For NOPAs resulting from a reduction in hours based on a previously completed ANA/CNA and the transition to an ONA, the reason for action should reflect the end of the use of the ANA/CNA by ODDS as a valid tool. See the [Ending Maintenance of Effort training slides](#).

Summer hour reductions:

- Plans for children where their CNA summer hours were higher than

the ONA summer service level must explain in the **Reason for Action** a reduction for both the child's summer hours and school hours.

- Plans for children where their CNA summer hours were less than their ONA summer service level, but higher than their ONA school service level must explain in the **Reason for Action** a reduction for the child's school hours.

The following rules need to be included in the NOPA. Other rules might need to also be included if there are additional considerations specific to their situation.

**411-415-0070(1)(e); 411-450-0060(7)(b-f) and (7)(i); 411-450-0020(19), (24), (27), (38), (4) (if the person is an adult accessing DSA, include (12))**

The following documents must be reviewed and relied upon when issuing a NOPA. Other documents might also need to be included if there are additional considerations specific to their situation.

- Person's previous ISP
- Person's current ONA
- [Service Group Handbook for person's service group](#)
- [In-Home Hours Reduction's Letter](#) find translations on the [Compass Resources for Case Managers](#) web page.
- [In-Home Exception Flyer](#) find translations on the [Compass Resources for Case Managers](#) web page.

## NOPAs for ONA-to-ONA reductions

When a person agrees with a reduction from one ONA service group to a new lower ONA service group, the CME should select **reduction** from the NOPA drop down.

### Example reason for action:

You recently had a new Oregon Needs Assessment (ONA). The ONA results placed you in AGEGROUP-XXXX service group. The highest number of hours in that service group is XXX. This is less than the YYY hours that are currently in your ISP based on a previous ONA. Attached to this notice is a Comparative Service Group Report that shows you how the scoring on you ONA changed.

You said that XXX hours were enough to meet your needs when we reviewed your ISP on XX/XX/XXXX. Your ISP will include XXX hours effective XX/XX/XXXX.

The following rules need to be included in the NOPA. Other rules might need to also be included if there are additional considerations specific to their situation.

**411-415-0070(1)(e); 411-450-0060(7)(b-f), (7)(j), (7)(k), (7)(n); 411-450-0020(19), (24), (27), (38), (4) (if the person is an adult accessing DSA, include (12))**

The following documents must be reviewed and relied upon when issuing a NOPA. Other documents might also need to be included if there are additional considerations specific to their situation.

- Person's previous ISP
- Person's current ONA
- Person's previous ONA
- Person's ONA comparative service group report
- [Service Group Handbook for person's service group](#)
- [In-Home Exception Flyer](#) find translations on the [Compass Resources for Case Managers](#) web page.



## Existing hours and staffing ratio exceptions

### Staffing ratio exceptions

All staffing ratio exceptions (2:1 and above) will follow the process in the [In-Home Staffing Ratio and Hours Exceptions](#) using the ONA markers and rule criteria.

- Staffing ratio exceptions approved by ODDS prior to Jan. 1, 2024, or using the ANA/CNA 2:1 process must be renewed as the person's ISP renews on and after April 1, 2025.
- Staffing ratios exceptions approved by ODDS after Jan. 1, 2024, must be renewed as identified in the decision memo.
- Staffing ratios exceptions approved by CMEs must be renewed as described in the [In-Home Staffing Ratio and Hours Exceptions Worker Guide](#).

Plan ahead if an ODDS exception is needed. ODDS approval can take up to 45 days.

### Hour allocation exceptions

All hour allocation exceptions will follow the process in the [In-Home Staffing Ratio and Hours Exceptions](#) using the rule criteria.

- Hour allocation exceptions above the assessment results (ANA/CNA) approved by ODDS prior to Jan. 1, 2024, must be renewed as the person's ISP renews on and after Jan. 1, 2025.
- Hour allocation exceptions approved by ODDS after Jan. 1, 2024, must be renewed as identified in the decision memo.

## ANA/CNA reassessments

CMEs may not complete ANA or CNA reassessments for any person except those in Supported Living who have a change in need or who have never had an ANA.

The ANA will only continue to be used as part of the rate setting process for supported living.

## **Resources**

[Compass Project: Resources for Case Managers and Providers](#)

## **Contact**

Chrissy Fuchs, [chrissy.fuchs@odhs.oregon.gov](mailto:chrissy.fuchs@odhs.oregon.gov)

## Appendix A: Notes about eXPRS

Service Groups are best expressed using terms, rather than numbers: Infant/Toddler, Very Low, Low, Moderate, High, and Very High. However, eXPRS does associate those with a number. All infants and toddlers are (5). For children, Low and Very Low are grouped together and display as SG (3). A child in the moderate SG displays as SG (4). Finally, High and Very High are grouped together and display as SG (5).

For example, this is from the Find Oregon Needs Assessment page and is for a child in the Moderate SG:

ID	Status	Prime	Client Name	County	Service Setting	ONA Submit Date	Expiration Date	Assessor	Service Group	Enhanced	LOC	Risk Report
69591774-1	Approved	[REDACTED]	[REDACTED]	Multnomah	Children's In-Home Services (SE151)	6/29/2023	6/30/2024	Jennifer [REDACTED]	4 - Moderate	No	Approved	