# ONA DESK GUIDE FOR SERVICES COORDINATORS AND PERSONAL AGENTS

For additional ONA guidance:

Compass Project Case Managers' Toolkit

# Step 1 – Who will conduct the annual ONA?

Has there been a change in support needs, a five-year cycle adult ONA, or child's ONA age 3, 4, 5, 8, 12, 15, or 18?

**If Yes,** refer to Certified Assessor to complete the annual ONA.

**If No,**

➢ The SC/PA will complete the Annual ONA

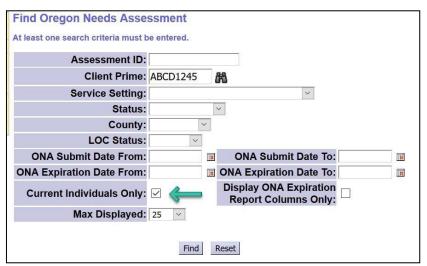| | |
|---|---|
| **Step 2 - Complete a File Review** | **Step 3 – Conduct face to-face and Interview**<br><br>**(Can occur at the same time)** |

**Step 4 – Fill out and submit ONA in eXPRS**

**Important:**

*In the event a significant change is discovered during the interview, and there is not enough time to have a certified assessor complete an assessment before it expires, the SC/PA will write a note on the demographics page in the 'additional comments related to case management entity' notes box stating: "Potential change in need noted in [specify area], referred to certified assessor.", and refer to a certified assessor for a Change in Need ONA.
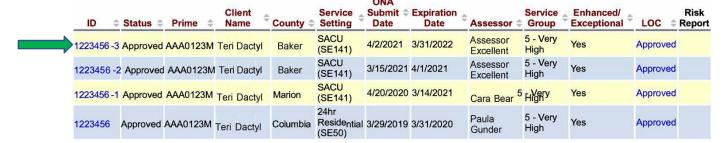
# Creating the Annual SC/PA Assessment

- **Log into eXPRS**



Search for the ONA by entering the person's prime number

If no ONAs are found, un-uncheck the 'Current Individuals Only' box and try again. If still no ONA is found, confirm your CME has a valid CPA for the person.
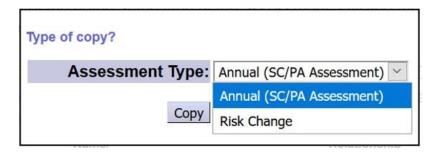
- **Open the most recent ONA in eXPRS**

| ID | Status | Prime | Client Name | County | Service Setting | ONA Submit Date | Expiration Date | Assessor | Service Group | Enhanced/ Exceptional | LOC | Risk Report |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1223456 -3 | Approved | AAA0123M | Teri Dactyl | Baker | SACU (SE141) | 4/2/2021 | 3/31/2022 | Assessor Excellent | 5 - Very High | Yes | Approved | |
| 1223456 -2 | Approved | AAA0123M | Teri Dactyl | Baker | SACU (SE141) | 3/15/2021 | 4/1/2021 | Assessor Excellent | 5 - Very High | Yes | Approved | |
| 1223456 -1 | Approved | AAA0123M | Teri Dactyl | Marion | SACU (SE141) | 4/20/2020 | 3/14/2021 | Cara Bear | 5 - Very High | Yes | Approved | |
| 1223456 | Approved | AAA0123M | Teri Dactyl | Columbia | 24hr Residential (SE50) | 3/29/2019 | 3/31/2020 | Paula Gunder | 5 - Very High | Yes | Approved | |

- **Scroll to the bottom of the demographics page and click on 'Copy'**
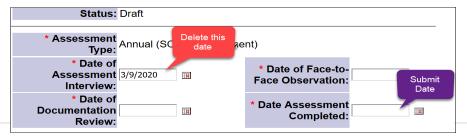


- **Choose 'Annual (SC/PA Assessment)' from the dropdown**



Click on 'copy' (The assessment type cannot be changed once you have created the copy.)
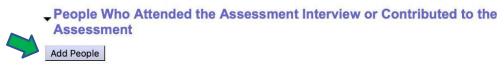
# Enter Demographics Information

- **Enter the dates of Assessment components**
  - Two of the most common errors for SC/PA Assessments are an incorrect "Date of Assessment Interview," and an incorrect "Date Assessment Completed".
- The tool auto populates "Date of Assessment Interview" with the date of the *original* interview.
  - Be sure to take out the original date and add the current date to this field.
- The "Date Assessment Completed" and the computer generated submitted date stamp should always match. The date the "submit" button was clicked should be the date entered in the "Date Assessment Completed" field.

- Write a note in the 'Describe the type of involvement." box

**\* Did the individual participate in the assessment?:** ◯ Yes ◯ No

Describe the type of involvement or why the individual was not able to participate: (0/2000)

> A note in this box is required whether the person participated in the interview or not. Helpful information to include - if/how the individual responds to your questions or presence, if/how the individual greets you, other information you would find helpful if you were trying to get to know this individual.

- **Click the 'Add People' button**

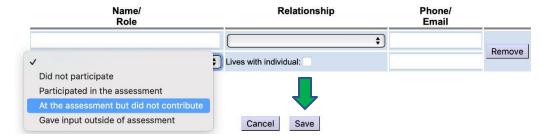  People Who Attended the Assessment Interview or Contributed to the Assessment

  [Add People]

  - Enter information about the person(s) interviewed, at least one person must be interviewed.

  - Be sure to enter all the information regarding participants. Also, remember to include anyone who provided information outside of the meeting/interview. If the only person spoken with was the individual, then list the individual in this section.

  People Who Attended the Assessment Interview or Contributed to the Assessment

  | Name/ Role | Relationship | Phone/ Email | |
  |---|---|---|---|
  | | ◆ | | Remove |
  | ◆ | Lives with individual: ☐ | | |

  [Add People]

- If an interpreter is used for the interview put (interpreter) behind their name and select 'At the assessment but did not contribute' from the dropdown.

  | Name/ Role | Relationship | Phone/ Email | |
  |---|---|---|---|
  | | ◆ | | Remove |
  | ◆ | Lives with individual: ☐ | | |

  ✓
  Did not participate
  Participated in the assessment
  At the assessment but did not contribute
  Gave input outside of assessment

  [Cancel] [Save]

- **Save your draft by clicking on 'Save' at the bottom of the page.**

- **Using the PROGRESS bar at the top of the page, click on the first blue rectangle to navigate from the demographic page to the communication section.**
  - The 'next' and 'previous' buttons or the progress bar may be used to move about the rest of the assessment.

# Complete the Remaining Sections

**For a one-page guide to which items, coding, and notes can be updated by SC/PAs, see:**

Changeable ONA Items for SCs and PAs

## Communication Section:

- Review all the coding and notes to ensure they are current.
- Update items as needed, including the notes.

## ADL/IADL Section:

- Review all the coding and notes to ensure they are current.
- Confirm that support needs captured on the ONA accurately reflect the person's current support needs.
  - During the interview, focus on the support needed as indicated in the notes, rather than the coding option chosen by the assessor.
    - **For example:** The assessment note may say, "Paula showers independently with verbal reminders beforehand." Instead of asking if she still needs 'setup/clean-up' (as coded) ask if she still only needs verbal reminders to take her shower.

- **Use caution when editing notes in the ADL/IADL section.**
  - Assessment notes should describe what contribution the individual makes, what a support person must do, when, how often, and why.

# Behavior Section:

- Review the coding and notes to ensure they are current.
- No updates can be made by SC/PAs to behavior items 18 thru 36.
  - Item 37, regarding mandated restrictions and item 38 regarding substance abuse are both able to be updated by SC/PAs.
- Item 39a-e cannot be changed, but item 39f is open to be updated as needed.
- Use item 39 notes box to identify non-significant changes to any items 18 thru 36.

**For example:** The ONA is marked as 'yes, present in past year' for item 18 self-injurious behavior. The following presenting behaviors are checked: head-banging, cutting self, and self-biting. This year they have also began to hit themselves, but there is no increase in intervention frequency. The SC/PA should write a note in the notes box of item 39 to indicate the individual also hits self now.
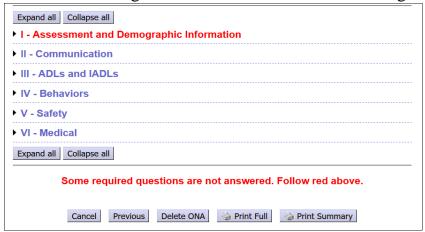
# Safety Section:

- Review the coding and notes to ensure they are current.

# Medical Section:

- Review the coding and notes to ensure they are current.
- If there is a change in the treatments and therapy item that would not warrant a Change in Need ONA, capture the information in the notes box of item 47 Medication Administration.
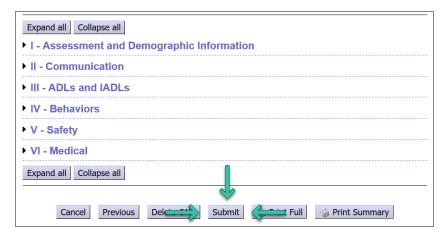
# Comprehensive Review Page:

If any required information is missing, the tool will display red font. Click on the red font and the tool will navigate to the section where the missing information can be filled out.



Once all the required information has been entered, the sections will all be displayed in blue and the submit button will appear.

**Note:** If there are sections in red caused by an un-coded item that cannot be changed by the SC/PA, contact a certified assessor to answer that question so the assessment can be submitted.



After clicking "Submit" the 'Assessment Status' should change from Draft to Approved.