

<b>Topic:</b>	Employment Services II.a. Job Coaching Requirements
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## Overview

This Worker's Guide describes the requirements for ODDS Job Coaching services, including Initial, Ongoing, and Maintenance Job Coaching.

ODDS Job Coaching rates for provider agencies are based on the time that a person works, rather than the hours of direct support provided by the job coach. This outcome rate is designed to increase the hours the person works independently by incentivizing the provider to support the person to work more hours while the job coach fades and facilitates the person to become more independent or replacement of paid supports with naturally occurring supports within the workplace. The PSW Job Coaching rates require direct contact for all hours billed. PSW Job Coaching rates and requirements are outlined in the Collective Bargaining Agreement and can be found in the Expenditure Guidelines.

## Procedure(s) that apply:

### **1. Definition for Job Coaching Services**

Job Coaching is defined under OAR 411-345 and the ODDS expenditure guidelines: Job Coaching includes, initial, ongoing, or maintenance support to maintain and advance in an individualized job in a competitive integrated employment setting in the general workforce for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

The agency rate for ODDS Job Coaching pays based on the hours the person works. ODDS-funded Employment Service provider is expected to meet the person's job coaching and attendant or personal care support needs on the job within the Job Coaching rate. Personal care or attendant care provided as an incidental part of job coaching is considered a component part of the employment service and should be considered as a job coaching expectation. Attendant care delivered as part of Job Coaching services includes: attendant care support with ADL/IADL or health related tasks through hands-on assistance, supervision, cuing, etc. This might also include supporting the person by implementing a Behavior Support Plan.

## **2. Items specifically excluded from the ODDS agency Job Coaching rate**

ODDS agency rates for Job Coaching are based on the hours the person works. Job Coaching may therefore not be billed for times the person does not work, even if the employer pays them for those hours. Examples include sick/vacation time, maternity leave, funeral leave and jury time.

## **3. Determining the level of Job Coaching (Initial, Ongoing, or Maintenance)**

ODDS Job Coaching services are time-limited. Generally, initial Job Coaching may only be authorized and provided for up to six-months (to include time authorized under Vocational Rehabilitation programs), while Ongoing Job Coaching may be authorized for up to 18 months following the completion of Initial Job Coaching. Maintenance Rate Job Coaching may then be approved, if required, for up to 365 days following the completion of Ongoing Job Coaching. Maintenance Rate Job Coaching may be reevaluated and reapproved annually based upon the needs of the individual but, efforts towards fading the individual from these supports must be clearly demonstrated.

### **a. Initial Job Coaching**

The Initial Job Coaching rate paid through ODDS is valid for the first six-months in which an individual receives job coaching at a Community Integrated Job. This time includes any job coaching already provided through Vocational Rehabilitation (VR). For example, if an individual receives job-coaching supports through VR for the first two months of their job, the Initial Job Coaching rate would only be applicable for an additional four months. In this scenario, a Services Coordinator (SC) or Personal Agent (PA) would only authorize four-months of Initial Job Coaching in Plan of Care.

### **b. Ongoing Job Coaching**

The Ongoing Job Coaching rate paid through ODDS is valid for up to an additional 18 months following the completion of the Initial Job Coaching period. If the person does not need the level of support required by the Ongoing Job Coaching rate, after discussion with the person and the provider, the SC or PA should consider approving Maintenance Rate if continued job coaching supports are needed. There is no need to wait until a person uses the full 18 months available in Ongoing Job Coaching prior to considering a transition to Maintenance Job Coaching.

### **c. Maintenance**

Maintenance Job Coaching is designed to further enhance the transfer to natural supports and enable the person to work independently to the greatest extent possible.

The need for Maintenance Job Coaching must be evaluated annually by the ISP team. A Maintenance Rate Request Form should first be completed by the provider and submitted to the Brokerage or CDDP at least 60 days prior to the requested start date. The Maintenance Request Form can be found here:

<https://www.oregon.gov/odhs/idd/Documents/maintenance-job-coaching-request-form.docx>

The ISP team will work together to complete the Maintenance Request Form. Beginning this process early or as part of the planning process should help facilitate this conversation. The following information must document the need for Maintenance Job Coaching in the Maintenance Request Form:

- Name of the business where the person is working.
- The person's job title and job description.
- The name of the employer paying the person's wages.
- The person's support needs and why continued job coaching continues to be necessary.
- A description of the steps previously taken to fade job coaching, and also the related outcomes.
- Documentation of the plan to fade job coaching during the upcoming year.

The SC/PA must upload the Maintenance Job Coaching form into Plan of Care in eXPRS. While not required, this will simplify the review process by enabling the random review of documentation without the further need to involve the SC/PA in obtaining these documents.

If a Brokerage or CDDP receives a request for Maintenance Job Coaching and is unsure whether the request meets the necessary requirements for approval, it is recommended that they forward the request to the Regional ODDS Employment Specialist for technical assistance.

As referenced below, a person may access ODDS-funded On the Job Attendant Care in Competitive Integrated Employment if the Job Coach has completely faded, and the person continues to need Attendant Care support on the job. "Attendant Care in Competitive Integrated Employment" may then be utilized.

#### **i. Maintenance Job Coaching at a Provider Site**

Any Maintenance Job Coaching Rate request for support to work in a provider owned, operated, or controlled location must be forwarded to ODDS Central Office prior to approval. Additional information will be required if the person is working for a provider, is paid by the provider, or is working under a contract paid by the provider. This request must also be forwarded to [employment.first@odhsoha.oregon.gov](mailto:employment.first@odhsoha.oregon.gov) for review prior to being approved. Please use the subject line "maintenance job coaching request." Request a secure email if needed.

A provider must complete a site self-assessment before services may be used for support to work in a setting that is owned, operated, or controlled by a provider. The provider can complete the initial self-assessment found on the provider site assessment website here: <https://www.oregon.gov/odhs/providers-partners/idd/Pages/site-assessment.aspx>.

The assessment will generate an initial determination. ODDS will review and may need to request more information before a final determination can be made.

## ii. Maintenance Denial and NOPA

If a request for Maintenance Job Coaching is not approved, the CDDP or Brokerage will issue a Notice of Planned Action (NOPA) to the person. This notice will include the reason for the denial and information regarding the person's right to request a hearing. ODDS will inform the case manager regarding the outcome of any subsequent hearing.

## iii. Maintenance Quality Assurance Reviews

Brokerages and CDDPs have authority to approve requests for Maintenance Job Coaching so long as the person is not working at a provider owned, operated, or controlled site. ODDS will conduct quality assurance reviews for Maintenance Job Coaching in lieu of requiring ODDS approval for Maintenance Job Coaching.

To ensure that these requests are being approved equitably across the state, ODDS will perform a random sampling and review of these approvals on an annual basis as follows:

- 10% of all first-year Maintenance Job Coaching approvals will be randomly reviewed by ODDS to evaluate the justification provided for service and to review the providers proposed fading plans for continuity across the state.
- 5% of all second or subsequent year Maintenance Job Coaching approvals will be randomly reviewed by ODDS to evaluate the continued need for services and adequacy of proposed fading plans.

## 4. Job Coaching Contact Requirements

Direct Contact Requirements	
Job Coach Stage	Minimum Monthly Contacts Required
Initial (Up to six months (less the amount of time job coaching was used through VR))	4
Ongoing (Up to 18 months)	2
Maintenance Job Coaching	Contact requirements specified in the ISP, CDP or service agreement

The agency rates for ODDS Job Coaching are based on the hours the supported individual works. In order to bill the Initial Job Coaching rate, the provider must provide at least four direct contacts per month. In order to bill the Ongoing Job Coaching rate, the provider must provide at least two direct contacts per month. In order to bill for Maintenance Rate Job Coaching, the provider must meet the direct contacts that have been established and approved by the individuals support team. Ideally, these contact requirements should also be specified in the persons Career Development Plan (CDP).

Direct contact may be made remotely based on the person's preferences and support needs. See the guidance regarding remote services here:

<https://www.oregon.gov/odhs/employment-first/Documents/wg-remote-employment.pdf>.

## **What if contact requirements are not met?**

Job Coaching must be provided as authorized in an individual's plan (ISP/CDP, Provider Implementation Strategies, Service Agreement, etc.). If the team determines that the individual wants and needs six-monthly direct contacts, and this is outlined in the individual's plan the provider must provide six-monthly direct contacts.

If the provider does not make the required direct contacts during a month, they may not bill for job coaching service for that month. The provider may bill in the subsequent months without re-authorization as long as direct contact time requirements are satisfied. However, if no job coaching direct contact is made with an individual for **three consecutive months**, the provider organization must inform the SC or PA and initiate a team meeting to determine if these supports continue to be needed.

The support required by an individual may change more quickly than the maximum allowable time outlined above. For instance, an individual may only need six-months of Ongoing Job Coaching and then be working at a level that may require less frequent contacts. If this were the case, the authorized service should change from Ongoing Job Coaching to Maintenance Job Coaching in the individual's Career Development Plan (CDP) and Plan of Care (POC) if approved.

If during the team meeting it is determined that the individual continues to require Job Coaching, but with less frequent contact than is required by the job coaching guidelines, the SC or PA should authorize the Job coaching service which most appropriately matches the individuals support needs. For example, if the individual requires only two direct contacts per month rather than four, ongoing job coaching would be more appropriate than initial job coaching, so ongoing would be the more appropriate service. If the individual requires some contact, but perhaps not twice monthly, then Maintenance Job Coaching rate may be considered as well.

If it is determined during the ISP meeting or during any subsequent discussion, regarding the CDP and Job Coaching, that a step-down plan (or plan to fade) will be utilized this may be written into the plan. This can be done via the "key steps" portion of the CDP, or through Provider Implementation Strategies. Otherwise, if changes are made to the direct contact requirements, this update to the CDP may be made through an ISP change form.

Also, Job Coaching may be billed daily, weekly, or monthly as decided by the provider. If a provider bills daily at the start of a month, but does not meet the direct contact requirement prior to the end of the month, the billing must be reconciled. However, ODDS will verify through Plan of Care (POC), the Employment Outcome System (EOS) other means as needed to ensure direct contact is provided.

## **5. Requesting an Exception to the Presumed Level of Job Coaching**

An ODDS-approved exception is required where a higher level of job coaching is being requested but not because the person is taking on a new position or substantial changes to work responsibilities. The SC or PA may submit the exception request (FORM 0514DD) to ODDS.

If a person begins a new job or has a change in job position that results in substantial changes to their work responsibilities, Initial or Ongoing Job Coaching may be 'restarted' to align with that change. The person, with the CME, can decide if a higher level of a job coaching with more direct contact is needed. An exception request is not required. The reason for the phase change must be documented in the change form.

## **6. PSW Job Coaches for Individuals who use Agency Residential Services**

PSW job coaches may be used to support individuals who live in 24-hour residential, foster care, or supported living, with an ODDS-approved exception. The SC or PA may submit the exception request (FORM 0514DD) to ODDS.

These exceptions will be granted based on several factors including a demonstration that:

- The PSW is the best fit;
- The Individual has a file open with VR and support from a VRC; and
- The job meets requirements for competitive integrated employment.

## **7. Attendant Care in Competitive Integrated Employment when Job Coach has Completely Faded**

If the individual only needs attendant care or personal care to meet ADL/IADL needs then **"On the Job Attendant Care"** in competitive integrated employment should be authorized rather than the job coaching service. This might occur when a job coach has completely faded. For instance, if an individual is able to perform their job independently but requires some assistance with eating their lunch, support in the restroom, line of sight support, or any other personal care support need identified by the person, then attendant care may be authorized for support during lunch. See more information in the Worker's Guide on: "Attendant Care During VR Services."

### **Form(s) that apply:**

- Career Development Plan
- ODDS Maintenance Job Coaching Request Form: <https://www.oregon.gov/odhs/idd/Documents/maintenance-job-coaching-request-form.docx>
- Provider assessment (must be completed when Job Coaching occurs at a provider site): <https://www.oregon.gov/odhs/providers-partners/idd/Pages/site-assessment.aspx>.

### **Reference(s):**

- OAR 411-345
- OAR 411-450
- Expenditure guidelines
- PSW Collective Bargaining Agreement

**Contact(s):**

Regional Employment Specialist:

<https://www.oregon.gov/DHS/EMPLOYMENT/EMPLOYMENT-FIRST/Documents/Map-ODDS-Regional-Employment-Specialists.pdf>