

Worker Guide: In-Home Hours authorization

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Summary of Changes

- Removed sections and processes for transitioning from the retired assessment tools
- Added **Hearings** section

Purpose

This guide is to provide support to case managers to authorize in-home hour allocations within the Oregon Needs Assessment (ONA) service group (SG) framework.

All in-home hour allocations must be based on the ONA service group or have an ODDS approved exception. All school-aged children must have summer and school hour allocations based on the ONA service group or have an ODDS approved exception.

Applicability

This guide is for case management entity (CME) staff that authorize in-home hour allocations.

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.

Procedures that apply

Planning within a range of hours

The Oregon Needs Assessment (ONA) is used to allocate attendant care hours to people using in-home services.

The ONA results in a range of hours available based on the person's service group. That range of hours can meet most people's needs in that service group. Not everyone needs all the hours available within the range of hours. Individual Support Plans (ISPs) do not need to authorize the maximum hours available in the service group.

The ISP should consider the person's full life and authorize the right number of hours to meet their needs and achieve their desired outcomes.

People new to in-home services

People new to in-home services or people reentering in-home services after a period of accessing residential 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 [in-home hours service group letter](#) found on the [In-home Supports: Resources for I/DD Case Management Entities webpage](#).

ONA reassessments

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 [In-home Supports: Resources for I/DD Case Management Entities webpage](#).
- [In-Home Exceptions Flyer](#) find the translations on the [In-home Supports: Resources for I/DD Case Management Entities 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.

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.

Change forms that only change the hour allocation do **not** require a signature.

ONA service group reductions

When an ONA results in an ONA service level that is below the hour allocation currently authorized their ISP, including by ODDS approved exception, 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 **18th** 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 [In-home Supports: Resources for I/DD Case Management Entities 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. Change forms that only change the hour allocation do **not** require a signature.
- 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



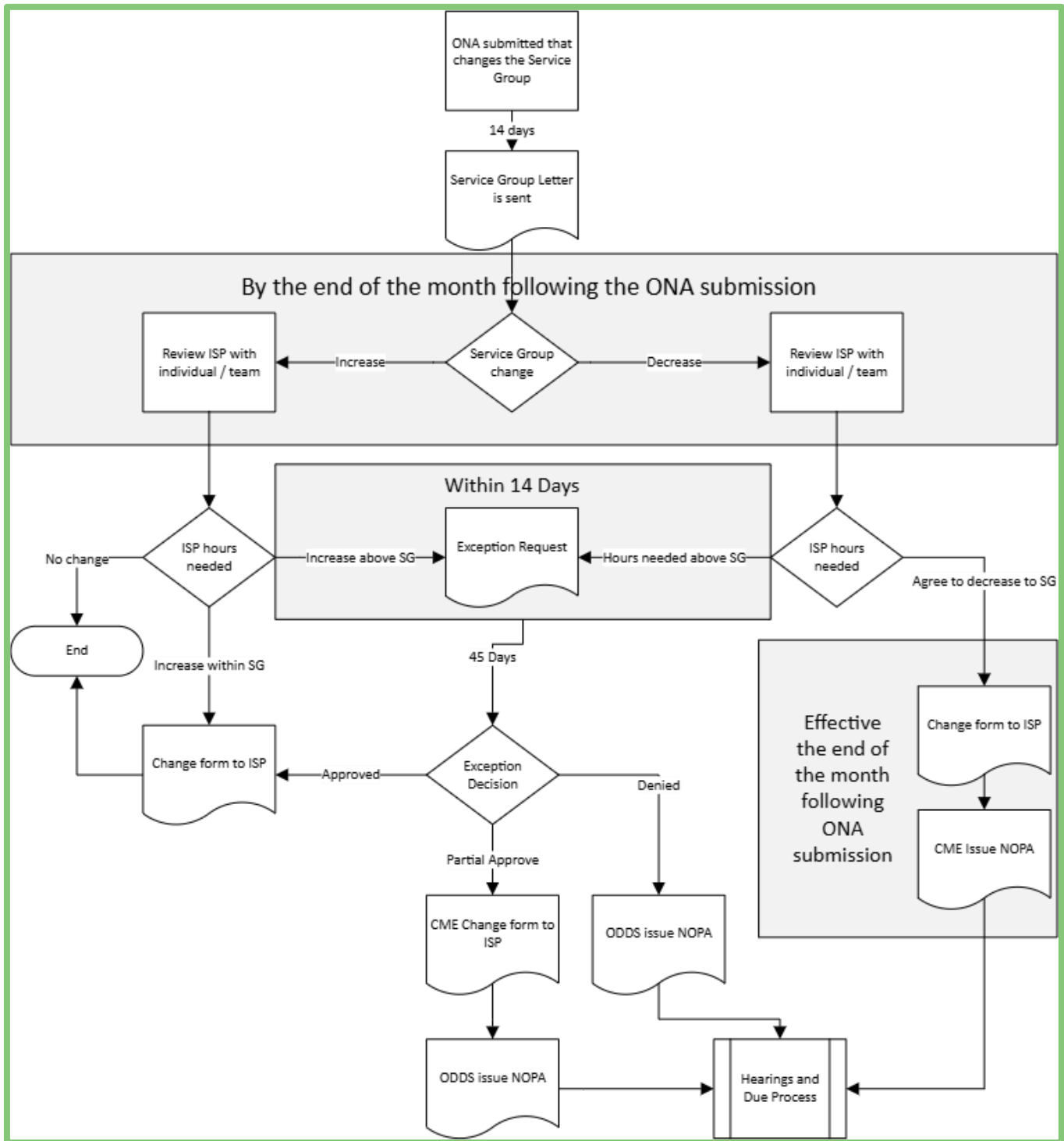
*** Report:**

Comparative Service Group 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 reassessments that change a service group flowchart



Plan renewals

ONAs may happen at any time during a person's ISP period. Changes to a person's ONA during the person's ISP requires a review of the ISP:

- to ensure that the needs identified in the ONA are reflected in the ISP,

- determine if the hour allocation is adequate or request an exception, and
- implement any SG changes

These changes are usually reflected in change forms.

At the ISP renewal, it is important to review the current ISP, including any adopted change forms, and through the person-centered planning process incorporate the support needs and hour allocations into the ISP.

Notifications 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.

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 find the handbooks on [In-home Supports: Resources for I/DD Case Management Entities webpage](#).
- [In-Home Exception Flyer](#) find translations on the [In-home Supports: Resources for I/DD Case Management Entities webpage](#).

Hours and staffing 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, or when an ONA is completed that changes the person's service group including age-range changes.
- 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 review 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 expire as identified in the decision memo, or when an ONA is completed that changes the person's service group including age-range changes.

NEW Hearings

If a person disagrees with a reduction of hours after receiving a NOPA, even if they previously agreed to a reduction, they can request a hearing.

A person can make a request for hearing verbally, in writing, or using the hearing request form. CMEs will support any person making a request for hearing to submit that request to ODDS.

After receiving a request for a hearing, ODDS will notify the CME of the request for hearing and any additional steps that the CME must take.

Frequently asked questions

Why are service groups identified by both a number and a name?

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).

Documents that apply

- [Reduction Letter Template](#) find the child letter and translations on the [Compass Resources for Case Managers](#) web page.
- [In-Home Exceptions Flyer](#) find the translations on the [Compass Resources for Case Managers](#) web page.
- [Comparative service group report cover letter](#) find the translations on the [Compass Resources for Case Managers](#) webpage.
- [In-Home Hours Exception Request](#)
- [Notice of Planned Action \(0947\)](#)

Contacts

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You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Office of Developmental Disabilities Services at dd.directorsoffice@odhs.oregon.gov or 503-945-5811 (voice/text). We accept all relay calls.



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