

Crisis Support Program Outline

Updated: March 18, 2026

1. Purpose

- To provide one-time funding to resolve an urgent need for consumers establishing or maintaining in-home plans.
- To enable an individual's service plan stability.

2. Eligibility

- Eligible for LTSS services as described in OAR [411-015](#).
- The individual is maintaining or establishing an in-home service plan.
- The individual has an assessed high or medium risk as defined in current APD policy unless APD grants an exception to this requirement.

3. Eligible Types of Crisis Support Services

- The need must be short term and immediate.
- The need cannot be met by other resources, including insurance, community resources, or natural supports.
- The proposed expenditure is cost effective and is necessary to prevent or resolve the crisis.
- The proposed expenditure will stabilize the in-home service plan.

- The proposed expenditure is typically not covered by insurance or another medical benefit (exceptions may be considered).
- Examples include one-time rent or mortgage payment; home repairs (if individual owns the home); temporary hotel stays; clothing; furniture; or surgery for a service animal. This is not an all-inclusive list.

4. Ineligible Types of Crisis Support Assistance

- When the proposed payment will not resolve the crises situation.
- When the payment is ongoing.
- When the consumer lives in a CBC setting.

5. How to Make a Request

- Ensure narration and the risk assessment are current in Oregon ACCESS.
- Complete the CSP request form.
- Email to apd.crisissupport@odhsoha.oregon.gov
- Multiple bids may be necessary.
- Mark “urgent” if a response is needed in 3 days or less.
- All requests must be preauthorized by Central Office.

6. Denials

- No hearing rights are associated with this program.
- Do not send the 540.
- Central Office will provide denial language to the case manager.

- The individual may request reconsideration within 45 days if additional information is available.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or [503-945-5600](tel:503-945-5600). We accept all relay calls.



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