

# Common Questions About Changes to In-Home Hours

## Questions and answers about using the Oregon Needs Assessment (ONA) and service groups to determine in-home supports

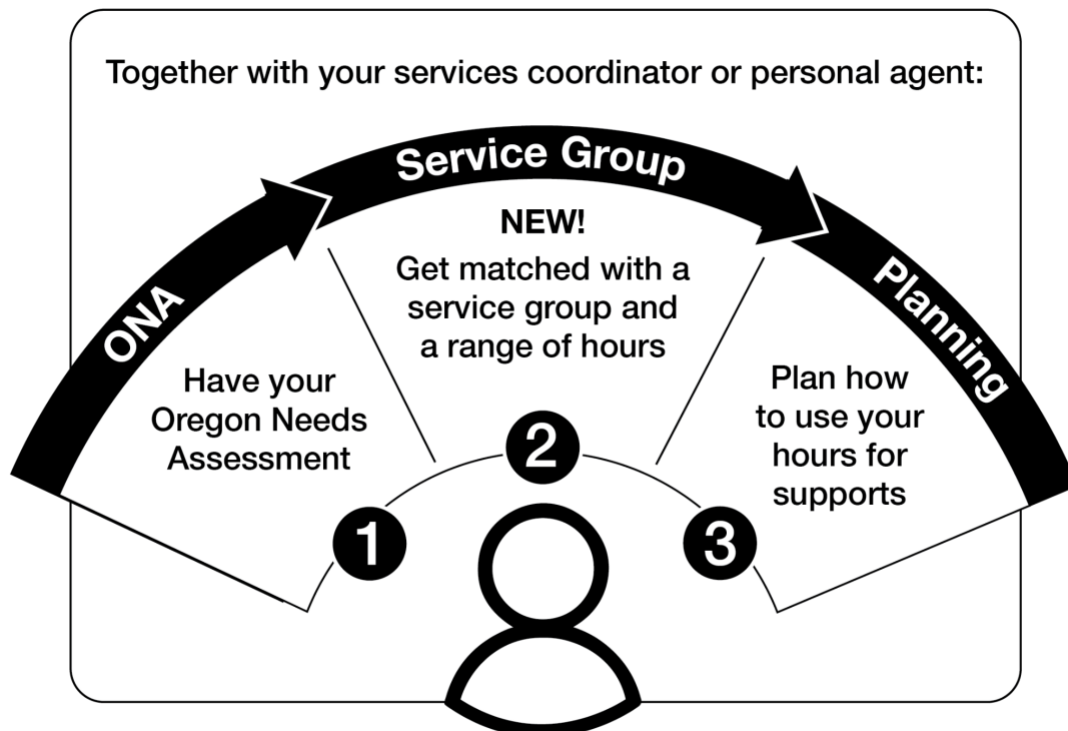
What are in-home hours?

In-home hours are the number of hours a month a service provider can be paid to help you in the home. They are determined by the service group you are in.

What are service groups?

Service groups are groups of people with similar support needs. Your Oregon Needs Assessment (ONA) matches you to a service group, based on your age and what you need. Each service group has a different range of hours you can decide how to use for supports.

How do I use service groups in my planning?



Why are things changing?

We are moving to using one assessment tool for all services. That is the Oregon Needs Assessment (ONA). This change means your support team (the people who help you as you make decisions about your life and your Individual Support Plan [ISP]) will work together better to help you plan for what you want in your life.

Will my hours be cut when I get my 2024 ISP?

No. If your Oregon Needs Assessment (ONA) matches you with fewer hours than what you already have, we will keep using the same number of hours.

Could my hours go up in 2024?

Maybe. If your Oregon Needs Assessment (ONA) matches you with a service group that has more hours for supports than what you have now, then you would have more hours to use in your 2024 Individual Support Plan (ISP).

Will my services and supports change?

No. The changes are about how the number of hours for support are figured out. The types of services and supports you get will not change unless you want to change them.

What do I need to do?

You do not need to do anything. This is just to keep you informed.

How will I know how many hours I have?

You will get a letter in the mail in late June from ODDS. The letter will let you know your service group and how many hours you have as

part of that group. If you do not have the letter, you can ask your services coordinator or personal agent. They can tell you.

How will I know what service group I am in?

You will get a letter in the mail in late June from ODDS. The letter will tell you your service group. It also talks about the changes in 2024 with in-home hours. Your services coordinator or personal agent will also know what service group you are in.

What if I disagree with my service group?

You can talk to your services coordinator or personal agent about how your Oregon Needs Assessment (ONA) was scored. You can ask for a new ONA. Your services coordinator or personal agent can also help you file a complaint with your Community Developmental Disabilities Program (CDDP) or brokerage, or with ODDS.

What if I think I need more hours for support?

Talk with your services coordinator or personal agent. They can ask for more hours through something called an “exception process.” They will need to show that you cannot have your needs met with the number of hours your service group has.

What if my needs change after my 2024 Individual Support Plan renews?  
Can my hours be cut back later?

Your needs may change many times in your life. That is why we review the Oregon Needs Assessment (ONA) every year. We want to make sure you have the support you need.

Can I keep my same provider?

Yes. You can still choose your service providers. Using service groups does not change that.

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