

# In-Home Hours and Exceptions

for individuals and families

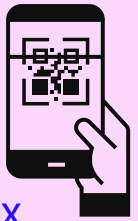
## Planning within your hours

Most people can meet their needs with the hours in their service group.

Your services coordinator or personal agent will help you plan how to meet your needs and live the life you want with the hours you have in your service group.



There are more resources for **In-Home Hours** on our website. You can also scan the QR code with a smart device to access the website.



[www.oregon.gov/odhs/compass/Pages/resources-individuals.aspx](http://www.oregon.gov/odhs/compass/Pages/resources-individuals.aspx)

## Asking for an Exception

Some people will need more hours than are in their service group.

If you cannot meet your needs with the hours in your service group, you can ask for an exception.



Your services coordinator or personal agent will help you ask for an exception within 14 days of your request.



ODDS will send you a letter with your decision within 45 days from when we get your request.



# In-Home Hour Exceptions

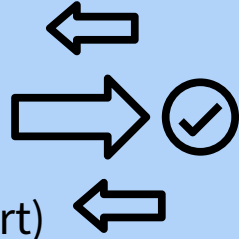
You can ask your services coordinator or personal agent to request an exception for you if you don't have enough hours in your service group to meet one of these needs.



## Intermittent needs

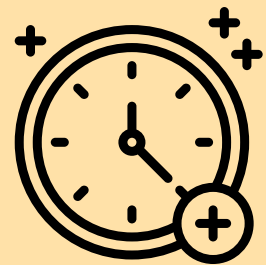
These are things you need a lot of help with that:

- happens throughout the day
- cannot be scheduled (you don't know when you will need support)
- and if this need is not met, you would probably get hurt or sick



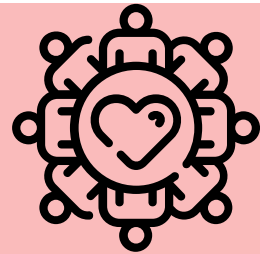
## Needs take longer than usual

- You have a need that takes longer to support than other people who have similar needs
- You cannot get all of your other needs met



## Social Isolation

- You need help going out into your community
- You are not able to go out into the community at least 20 hours a week to do errands, and other activities



## Questions?

You can email us at :

[odds.questions@odhsoha.oregon.gov](mailto:odds.questions@odhsoha.oregon.gov)



You can find detailed criteria for each exception on the In-Home Hours webpage:

[www.oregon.gov/odhs/compass/Pages/resources-individuals.aspx#exceptions](http://www.oregon.gov/odhs/compass/Pages/resources-individuals.aspx#exceptions)