

<b>Topic:</b>	Monitoring Employment and DSA Service Settings	
	<b>Date Issued/Updated:</b>	July 1, 2024

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## Overview/Purpose

### I. Purpose

During the course of the year and the case management contacts, the case manager seeks to assure the following through service monitoring:

1. Be aware of ongoing needs or new issues for individuals.
2. Ensure individuals are supported to make progress towards their goals and that action plans are implemented.
3. To make necessary updates to the ISP, Career Development Plan, or other supporting documents.
4. Review and recommend updates to a provider's support documents, including:
  - a. Provider service implementation strategies (action plans), and
  - b. Provider risk mitigation strategies
5. Make any related necessary changes to supports and services.

The general purpose for the annual CDDP visit to provider sites for Employment Path or DSA is to ensure provider sites where services are delivered are healthy and safe.

### II. Specific Monitoring Requirements for Employment and DSA Services

Below are requirements for case managers and case management entities monitoring Employment services and DSA services.

Service monitoring for employment service and DSA service settings can be broken down into three basic types based on ODDS rule requirements:

1. Annual face to face contact with the person.
2. Quarterly contact (monthly for individuals with three or more significant health and safety risks, or if case manager determines necessary).

3. Every six months for employment path facility.

Additionally, there is also the following site monitoring requirement:

4. Annual CDDP visit to DSA at a provider site, or Employment Path at a provider site (community or facility when it occurs at a provider sites).

Monitoring visits may be combined, but all requirements must be satisfied (e.g., 6 month visit for employment path facility may be combined with a the annual visit to a provider site and a face to face conversation with the person using services).

If there are significant concerns, then this may give rise to trigger a licensing review or corrective action.

### **III. What information is reviewed?**

The SC/PA gathers information through various methods. Here are some possible examples:

1. Speak with the person.
2. Review the ISP, CDP, and supporting documentation, including:
  - a. provider implementation strategies/action plan,
  - b. provider risk mitigation strategies.
3. Review provider service progress notes.
4. Review any other available information.
5. For employment path facility, observe the person in the employment path setting.

### **IV. How is the information documented?**

Monitoring information may be documented in progress notes, the sample monitoring tool, or another tool.

### **V. Implementation Strategies/Action Plans and Monitoring Requirements**

When a provider is hired to deliver an ODDS-funded employment service, the provider must develop implementation strategies (e.g. action plans) describing how they will support the person to achieve their desired goal or employment outcome(s).<sup>1</sup>

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<sup>1</sup> For Discovery, the Discovery Agenda is the Implementation/Action Plan. For Benefits Planning, the following

Service Coordinators and Personal Agents (SC/PAs) have a responsibility to review implementation strategies and monitor progress toward the person's desired employment outcomes.

#### SC/PA Roles and Responsibilities:

- Develop a Desired Employment Outcome for each requested ODDS-funded Employment Service.
- It is your responsibility to monitor the implementation strategies when they are developed as well as throughout the ISP year.
- Check in periodically during the ISP year to ensure progress is being made as expected.
- Ensure any needed changes are made throughout the year.
- Re-evaluate the outcome and its implementation strategies if the person is not making progress as anticipated.

#### Provider Roles and Responsibilities:

- Be sure you clearly understand the person's Desired Employment Outcome. If you have questions, talk to the person and their SC/PA.
- Providers must develop at least one implementation strategy for each employment service.
- The implementation strategies must provide the staff with adequate guidance to know how to deliver the service to achieve the person's desired outcome
- Providers must give the implementation strategies to the SC/PA. When these strategies are updated, the provider must send them to the SC/PA immediately.
- When an outcome requires a person to learn a new skill, the provider must develop a training plan that includes measurable steps that will allow staff to develop the knowledge and resources to carry out the implementation strategies. For example, if Joe's employment outcome is "To communicate with his co-workers using the new communication app on his iPhone." His staff must be trained in how to use that app.
- Re-evaluate the implementation strategies if the person is not making progress as anticipated.
- Remember to document these changes using a Change Form.

### Forms/References

- Sample Employment and DSA Site Monitoring Tool:

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are considered Implementation Strategies/Action Plan: Level One: Information and Referral; Level Two: Work Incentive Summary (WIS) or a Benefits Summary and Analysis (BSA)

<https://www.oregon.gov/odhs/employment-first/Documents/sample-employment-dsa-site-monitoring.pdf>

- Sample Employment and DSA Service Monitoring Tool:  
<https://www.oregon.gov/odhs/employment-first/Documents/sample-employment-dsa-service-monitoring.pdf>
- Sample entry checklist: <https://www.oregon.gov/odhs/employment-first/Documents/odds-example-entry-checklist-employment-dsa.pdf>
- ODDS protocol templates:  
<https://apps.state.or.us/Forms/Served/de4120.pdf>
- Specific types of protocol templates, and other support documents:  
<https://oregonisp.org/forms/support-docs/>
- Example Financial Plan: <https://apps.state.or.us/Forms/Served/de4121.pdf>
- See OTAC webinar regarding Risk Identification and Risk Management Responsibilities for Provider Organizations (Sep. 30, 2015):  
[https://www.youtube.com/watch?v=Sljr\\_lvhhAU](https://www.youtube.com/watch?v=Sljr_lvhhAU)

## Contact(s)

**Name:** Regional Employment Specialists:

<https://www.oregon.gov/odhs/employment-first/Documents/map-odds-regional-employment-specialists.pdf>