

# Crisis Support Program Outline

## 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](mailto: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