

Lilia Teninty

Authorized signature

Number: APD-AR-15-025

Issue date: 4/27/2015

Topic: Developmental Disabilities

Due date: May 29, 2015

Subject: Employment Outcomes System Report (EOS) Due May 29, 2015

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental
Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive
In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's
Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Brokerage
Directors; Providers who support
individuals in an employment setting |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

To complete the Employment Outcomes System (EOS) report for March 2015:

1. Review attached "User Manual." This manual will also be posted to the ODDS "Provider Tools" web page.
2. Gather outcome data for the Period of: March 1 – March 31, 2015.
3. Submit EOS data for March 2015 no later than May 29, 2015.
4. Submit data here: <https://spdweb.hr.state.or.us/EOS/Account/Login.aspx>

Technical assistance will be available via phone and video conference on the following dates:

Tuesday May 5, 2015, from 11:00AM-12:00PM

1-888-808-6929

Access Code: 2349190

<https://global.gotomeeting.com/join/789336509>

Wednesday May 20, 2015, from 1:00PM-2:00PM

1-888-808-6929

Access Code: 2349190

<https://global.gotomeeting.com/join/374855037>

Other Information:

EOS utilizes client prior authorizations and billing data from Plan of Care to prefill sections. Billing data entered in Plan of Care by April 25 will be prefilled in EOS, and therefore reduce the need to manually enter billing information.

Please also note that the EOS functions best in a Firefox web browser. It may not work in other browsers.

Reason for action:

The Employment Outcomes System (EOS) is a semi-annual report that has been collected since 2003. The data gathered is used to inform and monitor policy.

Completing the EOS report is required under the terms of your provider agreement.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Allison Enriquez - policy and rationale Tim Ho - data collection		
Phone:	Allison Enriquez - (503) 569-1710 Tim Ho - (503) 945-5904	Fax:	(503) 373-7274
Email:	allison.enriquez@state.or.us timothy.n.ho@state.or.us		

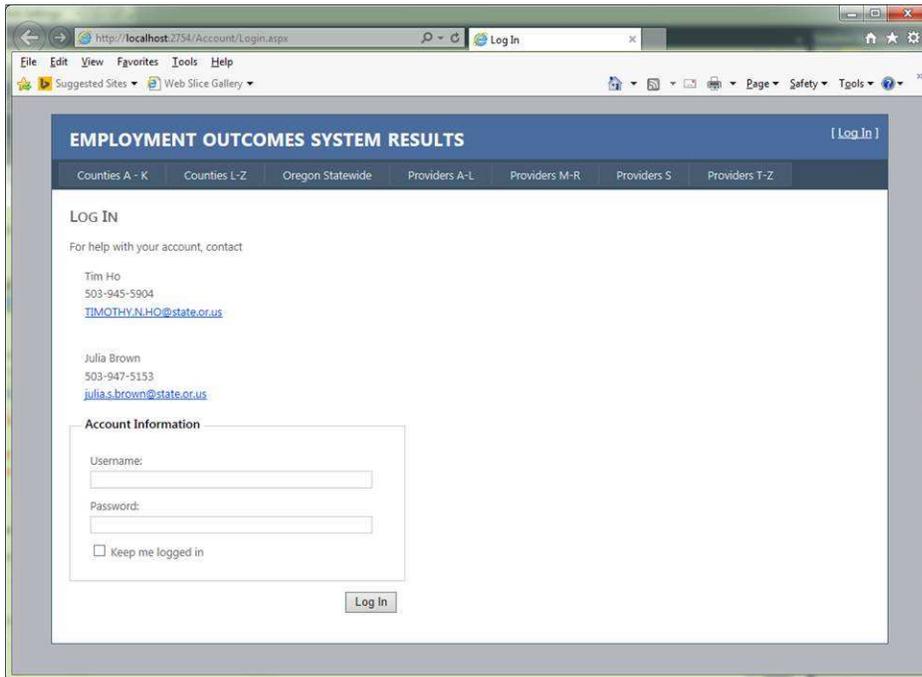
EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Logging In

1. You can go to this URL directly (note that Firefox is the best web browser. The EOS tool may not work in other browsers):

<https://spdweb.hr.state.or.us/EOS/Account/Login.aspx>

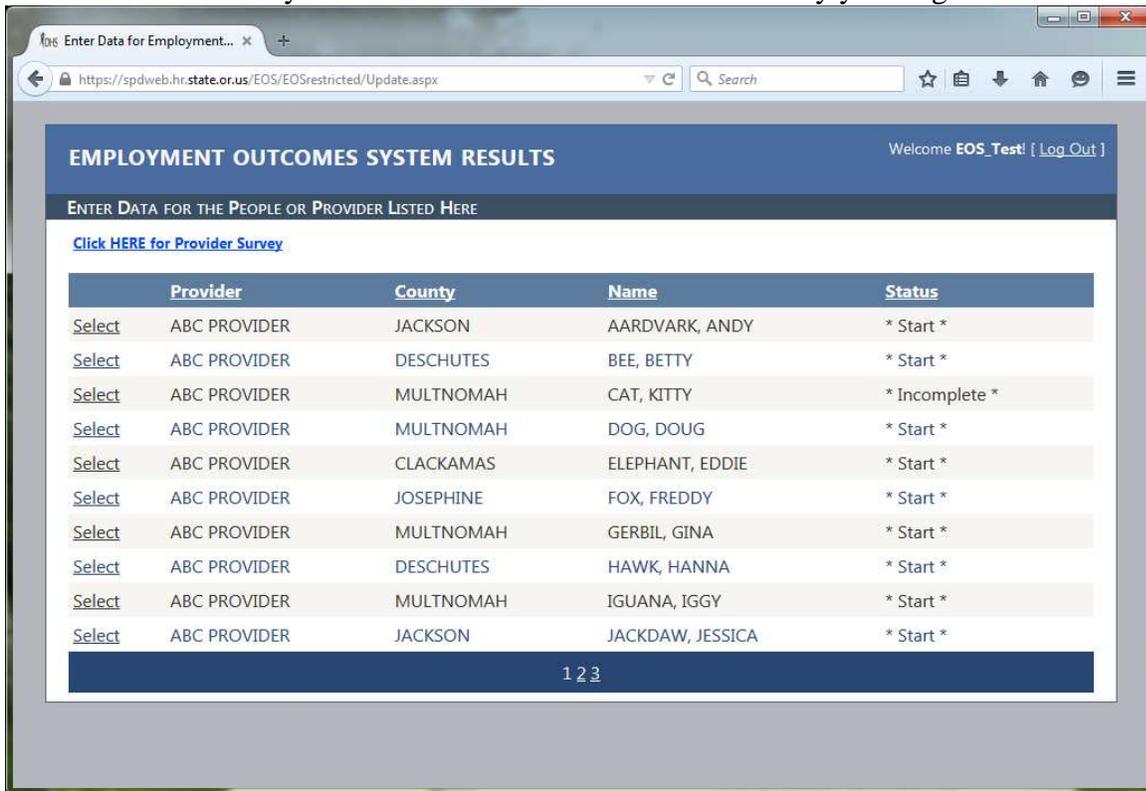
2. The Login Screen:



EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Survey List Screen

1. You will automatically be taken to a list of individuals served by your organization:



The screenshot shows a web browser window displaying the 'EMPLOYMENT OUTCOMES SYSTEM RESULTS' page. The page includes a navigation bar with the title and a user welcome message. Below the navigation bar, there is a section for entering data for the people or provider listed. A table lists ten individuals with columns for Provider, County, Name, and Status. Each row has a 'Select' link in the first column. The status for most individuals is '* Start *', while one individual, CAT, KITTY, has a status of '* Incomplete *'. A pagination bar at the bottom of the table shows '1 2 3'.

	Provider	County	Name	Status
Select	ABC PROVIDER	JACKSON	AARDVARK, ANDY	* Start *
Select	ABC PROVIDER	DESCHUTES	BEE, BETTY	* Start *
Select	ABC PROVIDER	MULTNOMAH	CAT, KITTY	* Incomplete *
Select	ABC PROVIDER	MULTNOMAH	DOG, DOUG	* Start *
Select	ABC PROVIDER	CLACKAMAS	ELEPHANT, EDDIE	* Start *
Select	ABC PROVIDER	JOSEPHINE	FOX, FREDDY	* Start *
Select	ABC PROVIDER	MULTNOMAH	GERBIL, GINA	* Start *
Select	ABC PROVIDER	DESCHUTES	HAWK, HANNA	* Start *
Select	ABC PROVIDER	MULTNOMAH	IGUANA, IGGY	* Start *
Select	ABC PROVIDER	JACKSON	JACKDAW, JESSICA	* Start *

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

2. Select the individual you wish to report on:

Enter Data for Employment... x +

https://spdweb.hr.state.or.us/EOS/EOSrestricted/Update.aspx

EMPLOYMENT OUTCOMES SYSTEM RESULTS

Welcome **EOS_Test!** [Log Out]

ENTER DATA FOR THE PEOPLE OR PROVIDER LISTED HERE

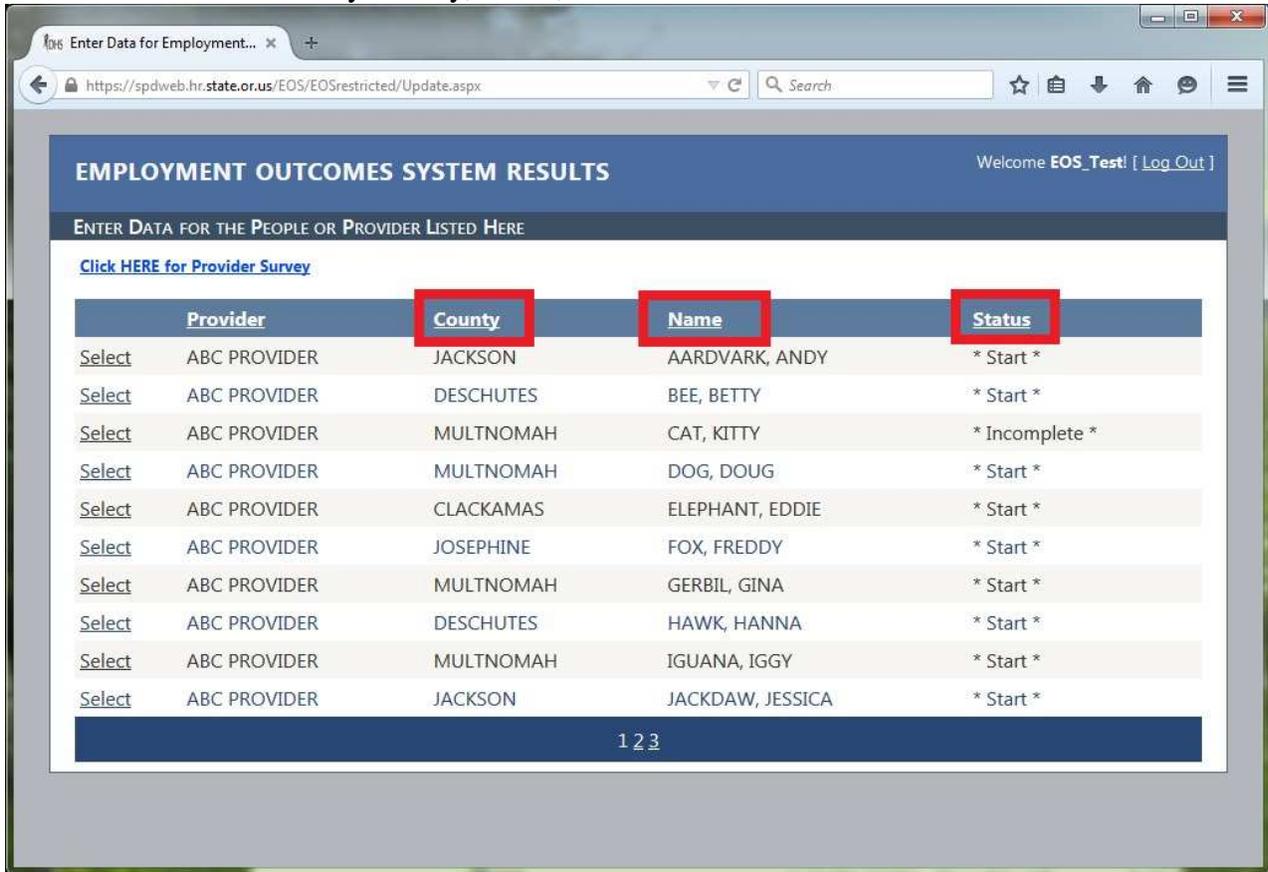
[Click HERE for Provider Survey](#)

	Provider	County	Name	Status
Select	ABC PROVIDER	JACKSON	AARDVARK, ANDY	* Start *
Select	ABC PROVIDER	DESCHUTES	BEE, BETTY	* Start *
Select	ABC PROVIDER	MULTNOMAH	CAT, KITTY	* Incomplete *
Select	ABC PROVIDER	MULTNOMAH	DOG, DOUG	* Start *
Select	ABC PROVIDER	CLACKAMAS	ELEPHANT, EDDIE	* Start *
Select	ABC PROVIDER	JOSEPHINE	FOX, FREDDY	* Start *
Select	ABC PROVIDER	MULTNOMAH	GERBIL, GINA	* Start *
Select	ABC PROVIDER	DESCHUTES	HAWK, HANNA	* Start *
Select	ABC PROVIDER	MULTNOMAH	IGUANA, IGGY	* Start *
Select	ABC PROVIDER	JACKSON	JACKDAW, JESSICA	* Start *

1 2 3

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

3. Click the headers to sort by County, Name, or Status:



4. The Status field allows you to identify which individuals you still need to report on:

Status
* Incomplete *
Complete
Complete
* Start *

Complete – You have entered hour and wage information for all employment settings for that individual. **Note:** Please make sure you answer ALL questions.

Incomplete – You began a survey for that individual, but it is not finished.

Start – No one has yet begun answering survey questions for that individual.

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Survey Edit Screen

1. Upon selecting an individual, you will see an edit screen appear below the Survey List screen:

Enter Data for Employment... x

https://spdweb.hr.state.or.us/EOS/EOSrestricted/Update.aspx

CAT, KITTY County: Multnomah Can't Complete? Reason:

Enter data for March 2015 only! SE 54

Enter Hours & Wages for Month	Individual Supported Employment	Small Group Employment	Attendant Care	Employment Path Community	Employment Path Facility
Hours Authorized	176.00	110.00	0.00	0.00	0.00
Hours Billed	20.00	29.00	0.00	0.00	0.00
Paid Hours Worked	Same as billed	Same as billed			
Gross Wages Paid					
Who pays wage?					
Job Coach Hours On Site					
Attendant Care Hours during Integrated Employment On Site					
Date Employed	mm / yyyy				
Does client want to work more hours?					

Check Totals Save Record Cancel Changes

2. Enter hour and wage information in the empty boxes.
3. If you need information regarding the Employment Services, you can click on the column headings for more information. A "Hover Bubble" will appear with a definition of the Employment Service:

Enter Hours & Wages for Month	Individual Supported Employment	Small Group Employment	Attendant Care	Employment Path Community	Employment Path Facility
-------------------------------	---------------------------------	------------------------	----------------	---------------------------	--------------------------

Individual Employment Support – Job Coaching Close

- Support to maintain an individual integrated job in the general workforce.
- The individual interacts with people who do not have disabilities to the same extent that individuals who do not have disabilities, and are in comparable positions, interact with other persons.
- Does not occur in a setting in which a provider of ODDS services holds majority of the legal, fiscal, or operational authority.
- The supported individual is paid competitive wages and benefits (meaning, minimum wage or better, but no less than the customary wage and benefits paid to people who do not have disabilities); or will be on or before July 1, 2015.
- Does not include support in volunteer work, or in a group.

This definition does not necessarily outline all requirements under Oregon Administrative Rules and ODDS policy.

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

4. If you need more information on how to enter hours and wages, you can click on the row headings. A “Hover Bubble” will appear with more information:

**Enter Hours &
Wages for Month**

[Hours Authorized](#)

[Hours Billed](#)

[Paid Hours Worked](#)

[Gross Wages Paid](#)

[Who pays wage?](#)

[Job Coach Hours
On Site](#)

[Attendant Care Hours
during Integrated
Employment
On Site](#)

[Date Employed](#)

[Does client want to
work more hours?](#)

Attendant Care Hours during Integrated Employment Close

Means support with Activities of Daily Living (ADLs) in an individual integrated employment setting. ADLs include, but are not limited to, tasks such as eating, toileting, grooming, and transferring.

5. If you are unable to complete a survey for an individual, choose a reason from the “Can’t Complete? Reason” dropdown. The screen will correctly auto-fill the survey with zeros.

Can't Complete? Reason:

- No longer served
- Exited
- Absent (Sick/Vacation)
- Other

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Checking, Saving and Canceling Your Record

Checking Totals

IMPORTANT! Before you save your record, you'll want to check your totals.

Here's a sample of what you'll see with a GOOD record entry:

CAT, KITTY County: Multnomah Can't Complete? Reason:
Enter data for March 2015 only! SE 54

Enter Hours & Wages for Month	Individual Supported Employment	Small Group Employment	Attendant Care	Employment Path Community	Employment Path Facility
Hours Authorized	176.00	110.00	0.00	0.00	0.00
Hours Billed	<input type="text" value="20.00"/>	<input type="text" value="29.5"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Paid Hours Worked	Same as billed	Same as billed		<input type="text" value="0"/>	<input type="text" value="0"/>
Gross Wages Paid	<input type="text" value="300"/> \$15.00	<input type="text" value="290"/> \$9.83	<input type="text" value="0"/> \$0	<input type="text" value="0"/> \$0	<input type="text" value="0"/> \$0
Who pays wage?	Provider Organization	Third-Party Payer			
Job Coach Hours On Site	<input type="text" value="0"/>				
Attendant Care Hours during Integrated Employment On Site			<input type="text" value="0"/>		
Date Employed	mm / yyyy 02 / 2014				
Does client want to work more hours?	<input type="text" value="Yes"/>				

Total Hours: 49.50

You'll see a Wage Per Hour or OK for each employment setting if applicable. Use Wage Per Hour totals to make sure your hours and wages make sense for that individual. You'll also see the total hours reported on the bottom:

Total Hours: 49.50

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Here's a sample of what you'll see with a BAD record entry:

CAT, KITTY County: Can't Complete? Reason:
 Enter data for March 2015 only! SE 54

Enter Hours & Wages for Month	Individual Supported Employment	Small Group Employment	Attendant Care	Employment Path Community	Employment Path Facility
<u>Hours Authorized</u>	176.00	110.00	0.00	0.00	0.00
<u>Hours Billed</u>	<input type="text" value=""/> Enter billed hours!	<input type="text" value="50"/>	<input type="text" value="20"/> Over Authorization	<input type="text" value="5"/> Over Authorization	<input type="text" value="10"/> Over Authorization
<u>Paid Hours Worked</u>	Same as billed	Same as billed		<input type="text" value=""/> Enter hours	<input type="text" value=""/> Enter hours
<u>Gross Wages Paid</u>	<input type="text" value="300"/>	<input type="text" value="5"/> \$0.10	<input type="text" value="30"/>	<input type="text" value=""/> Enter Wages	<input type="text" value=""/> Enter Wages
<u>Who pays wage?</u>	<input type="text" value=""/> Enter Payor	<input type="text" value=""/> Enter Payor			
<u>Job Coach Hours On Site</u>	<input type="text" value=""/> Enter a number				
<u>Attendant Care Hours during Integrated Employment On Site</u>			<input type="text" value="0"/> Enter hours!		
<u>Date Employed</u>	mm / yyyy <input type="text" value=""/> Enter Date				
<u>Does client want to work more hours?</u>	<input type="text" value=""/> Answer				

Total Hours: 85

You'll see warnings in red that will help you correct entries. It will still try to calculate total hours:

Total Hours: 85

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Here's a sample of what you'll see if you've selected a "Can't Complete" reason:

CAT, KITTY
Enter data for March 2015 only

SE 54 County: Multnomah Can't Complete? Reason: Absent (Sick/Vacation)

Enter Hours & Wages for Month	Individual Supported Employment	Small Group Employment	Attendant Care	Employment Path Community	Employment Path Facility
Hours Authorized	176.00	110.00	0.00	0.00	0.00
Hours Billed	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Paid Hours Worked	Same as billed	Same as billed		<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Gross Wages Paid	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Who pays wage?	<input type="text"/>	<input type="text"/>			
Job Coach Hours On Site	<input type="text" value="0.00"/>				
Attendant Care Hours during Integrated Employment On Site			<input type="text" value="0.00"/>		
Date Employed	mm / yyyy <input type="text" value=""/> / <input type="text" value=""/>				
Does client want to work more hours?	<input type="text"/>				

Total Hours: 0

- And that's OK!

Saving

Nothing will be retained by the survey unless you save. You'll be returned to the Survey List screen.

But before you save - !!!

Canceling

Don't want to save your changes? Click Cancel. You'll be returned to the Survey List screen.

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

Provider Section

1. Select the link that says “Click HERE for Provider Survey”:

The screenshot shows the 'EMPLOYMENT OUTCOMES SYSTEM RESULTS' page. At the top right, it says 'Welcome EOS_Test! [Log Out]'. Below the header is a dark bar with the text 'ENTER DATA FOR THE PEOPLE OR PROVIDER LISTED HERE'. A link '[Click HERE for Provider Survey](#)' is highlighted with a red arrow pointing to it. Below the link is a table with the following data:

	Provider	County	Name	Status
Select	ABC PROVIDER	JACKSON	AARDVARK, ANDY	* Incomplete *
Select	ABC PROVIDER	DESCHUTES	BEE, BETTY	* Start *
Select	ABC PROVIDER	MULTNOMAH	CAT, KITTY	Complete
Select	ABC PROVIDER	MULTNOMAH	DOG, DOUG	* Start *
Select	ABC PROVIDER	CLACKAMAS	ELEPHANT, EDDIE	* Start *
Select	ABC PROVIDER	JOSEPHINE	FOX, FREDDY	* Start *
Select	ABC PROVIDER	MULTNOMAH	GERBIL, GINA	* Start *
Select	ABC PROVIDER	DESCHUTES	HAWK, HANNA	* Start *
Select	ABC PROVIDER	MULTNOMAH	IGUANA, IGGY	* Incomplete *
Select	ABC PROVIDER	JACKSON	JACKDAW, JESSICA	* Start *

At the bottom of the table area, there are page numbers '1 2 3'.

2. Select “Edit” to enter information regarding the provider training and qualifications:

The screenshot shows the 'EMPLOYMENT OUTCOMES SYSTEM RESULTS' page. At the top right, it says 'Welcome EOS_Test! [Log Out]'. Below the header is a dark bar with the text 'ENTER DATA FOR THE PEOPLE OR PROVIDER LISTED HERE'. A link '[Click HERE to report Employment Outcomes for people served](#)' is visible. Below the link, the provider is identified as 'ABC Provider'. There are four questions (Q1-Q4) regarding employment professionals and training. At the bottom, the status is shown as '* Incomplete *' and a link '[Edit](#)' is highlighted with a red arrow pointing to it.

EMPLOYMENT OUTCOMES SURVEY USER MANUAL

3. Complete the open fields and select “Save”:

EMPLOYMENT OUTCOMES SYSTEM RESULTS Welcome EOS_Test! [[Log Out](#)]

ENTER DATA FOR THE PEOPLE OR PROVIDER LISTED HERE

[Click HERE to report Employment Outcomes for people served](#)

Provider: **ABC Provider**

Q1. How many qualified Employment Professionals, as defined in [OAR 411-345](#), are there within your organization who provide a direct ODDS employment service?

Q2. How many Employment Professionals within your organization have completed the competency-based training requirement?

Q3. Does at least one Employment Professional within your organization have an ODDS-approved certification (e.g., ACRE, APSE, or ODDS approved equivalent)?

Q4. How many Employment Professionals within your organization who provide Discovery are also qualified VR vendors who may provide Job Development?

[Save](#) [Cancel](#)

1 2 3