

# Community Rehabilitation Program Manual



## **Introduction to Community Rehabilitation Program Services**

### **What is a Community Rehabilitation Program?**

The definition of a 'Community Rehabilitation Program' contained in the Rehabilitation Act of 1973, as amended, contains the following:

“(ii) For the purposes of this definition, the word program means an agency, organization, or institution, or unit of an agency, organization, or institution, that provides directly or facilitates the provision of vocational rehabilitation services as one of its major functions.”

A Community Rehabilitation Program may be defined as a for-profit or not-for-profit entity. In accordance with CFR Part 361.5 (17) the establishment of, or improvement to a Community Rehabilitation Program may only include programs that are public or nonprofit community rehabilitation programs. Both types of entities can provide services within the agency's Community Rehabilitation Program fee schedule. Nonprofit, means a Community Rehabilitation Program controlled or owned by a corporation or association. No part of the net earnings benefits any private shareholder or individual and the income of which is exempt from taxation under section 501(c)(3) of the Internal Revenue Code of 1986 (361.5 (37)).

OVR will not consider a sole proprietorship as a Community Rehabilitation Program.

To be approved as an Office of Vocational Rehabilitation CRP Vendor, an agency must complete and submit the Office of Vocational Rehabilitation Vendor Application. OVR maintains a separate budget (BUN 6719) to pay for non-supported employment consumer services and in order for an agency to qualify for payment under the OVR CRP budget, it must meet the requirement found in the federal regulations governing the state vocational rehabilitation programs (34 CFR Part 361.5(9)(ii)).

Once approved, the Office of Vocational Rehabilitation will preauthorize vocational rehabilitation services according to either a schedule of fees set by OVR or a special negotiated fee for an individual service. The outcomes and services purchased from a CRP should be appropriate and consistent with the informed choice of the consumer.

An individual or entity that does not meet all aspects of the CRP definition but still wishes to provide services to OVR consumers can do so. The fee will not be paid from the OVR CRP budget, but will be paid by the individual vocational rehabilitation counselor who authorized the service, using his or her caseload budget. Under these circumstances, the fee will be established by the service fee coordinator.

Under the Rehab Act of 1973, as amended, the Office of Vocational Rehabilitation does have the

ability to provide establishment grants to Community Rehabilitation Programs. Any such agreement will be initiated by the Office of Vocational Rehabilitation.

## **Ethical Standards**

Community Rehabilitation Programs providing Supported Employment services must adhere to the Association for Persons Supporting Employment First (APSE) ethical standards. These standards can be found on the Office of Vocational Rehabilitation's website [here](#). Employees hired by Community Rehabilitation Programs who have obtained a Certification in Rehabilitation Counseling must adhere to the Code of Professional Ethics associated with this certification. Enforceable standards can be found [here](#).

## **Comprehensive Vocational Evaluation**

The comprehensive vocational evaluation is a useful tool for Rehabilitation Counselors and consumers to assist in determining eligibility and/or researching vocational potential in order to plan a program of rehabilitation services that will maximize a positive employment outcome.

### **Who should be referred for a Comprehensive Vocational Evaluation?**

A vocational evaluation should be utilized for an individual who does not have enough existing information to determine eligibility for OVR services, OR someone who has yet to determine an appropriate vocational goal. The evaluation provides insight into an individual's vocational interests and capacities and often provides suggestions for appropriate vocational goals.

### **Responsibility of the Community Rehabilitation Program**

The Evaluation must be individualized and timely, where the consumer and the CRP evaluator identify potential vocational goals.

The evaluation should not be conducted until the CRP has received prior authorization from the Office of Vocational Rehabilitation.

The range of services provided by the CRP should be comprehensive to assess and obtain the following information concerning the consumer served:

- Physical and psychomotor capacities
- Intellectual capacities
- Work related behavior
- Interests, attitudes and knowledge of occupational information
- Personal, social and work history
- Aptitudes
- Educational and vocational achievements
- Work skills, transferable work skills and work tolerance

Job seeking skills

Identification of work and non-work related needs

Environmental work conditions (i.e. heights, extremes of temperatures, smells)

Need for job site modifications or adaptive equipment/tools

Learning style, including the ability to understand, recall and respond to various types of instruction

Comprehensive assessment data should be supplemented by personal interviews and behavioral observations. The consumer evaluated should be assessed for job fit based on their interests and capabilities, opportunities in their geographical labor market, and information obtained by the Rehabilitation Counselor.

Standardized assessment tools utilized by the CRP evaluator must be provided in accessible formats if requested by the consumer. Only those evaluators qualified according to standardized testing requirements, state law and/or regulation may administer assessment tools. Screening tools may be administered to assist the evaluator in selecting appropriate assessment tools or in making appropriate referrals for further medical or psychological testing, *but should not be utilized to report an individual's level of functioning.*

Overall, a comprehensive vocational evaluation will include a written report and interpretation of the results of any assessment data obtained and how this relates to the vocational goal. It is anticipated that the evaluator will review the results with the counselor and consumer. This will give the consumer the opportunity to ask questions and perhaps learn more about themselves and their vocational options. Upon receipt of the written report and invoice from the CRP, the OVR counselor will pay for the Comprehensive Vocational Evaluation.

### **Responsibility of the OVR Counselor**

The counselor will furnish any existing pertinent medical and/or other information owned by OVR and in compliance with HIPPA standards to the CRP evaluator at the time of referral and only with written consent of the consumer. Any other existing information needed by the CRP, must be provided by the consumer.

The counselor should inform the CRP evaluator of any specific questions that need to be addressed in the evaluation. The results should be discussed with the consumer and used in preparation of the IPE.

### **Comprehensive Evaluation Billing**

10H--\$650

**Credentialing:** The Office of Vocational Rehabilitation requires that the evaluator have a Bachelor's Degree and evidence of at least 50 hours of experience in conducting comprehensive vocational evaluations to be granted autonomy status. If the evaluator does not have evidence of the required experience, then submitted evaluations must be submitted to the Community

Rehabilitation Program Branch for review and approval prior to receiving payment. Once the experience requirement is met, then the evaluator will receive autonomy status. This standard also applies to Vocational Assessment Services.

## **Vocational Assessment Services**

The Vocational Assessment is an individualized process that reflects the individual's physical, mental and emotional needs. This is a useful tool for consumers not needing a comprehensive assessment, but who can benefit from an explorative evaluation used to assist in determining viable vocational options.

### **Responsibility of the CRP:**

The Vocational Assessment will include:

Individual Vocational Interview: to include, but not limited to questions regarding past work experience, educational history, physical capacities, vocational interest areas and perception of abilities

Academic Assessment: to include but not limited to testing in both reading and arithmetic

Aptitudes Assessment: to obtain a profile of aptitudes such as those defined by the Dictionary of Occupational Titles (DOT)

Vocational Interest Assessment: to administrator interest inventory or equivalent

. Behavior observations of consumer.

A written report including the test results and brief summary related to the consumer's vocational potential must be furnished to the counselor, along with answered questions the referring OVR counselor may have requested, and a bill for service. Bills will not be paid until the written report is received and approved by the OVR Counselor.

### **Responsibility of the OVR Counselor:**

The counselor should furnish any existing pertinent medical and/or other information purchased by the Office of Vocational Rehabilitation and in compliance with HIPPA standards to the evaluator at the time of referral and only with written consent of the consumer.

The counselor should inform the evaluator of any specific questions that need to be addressed in the assessment. The results should be discussed with the consumer and used in preparation of the IPE. Based on individual need, the three components of this assessment may be authorized as individual services:

Academic Assessment Only (10P) = \$110.00

Aptitude Assessment Only (10P) = \$110.00

Interest Assessment Only (10P) = \$75.00

An additional fee may be charged, per each consumer, for a mobile assessment that takes

place in a location other than the CRP’s main location. In order to be considered for this fee, the assessment must be conducted at least 25 miles from the workstation established in the vendor agreement. This is to be utilized when an individual is not able to participate in the assessment at the primary facility. The mobile assessment should be determined jointly by the consumer, counselor and CRP and must be authorized in advance.

**Vocational Assessment Billing**

10P	Vocational Assessment	225.00
10P	Academic Assessment	110.00
10P	Aptitude Assessment	110.00
10P	Interest Assessment	75.00
10P	Mobile Assessment Fee	50.00

**Adjustment Services**

Adjustment services are appropriate for consumers who need to address employment related issues but who do not require job placement or employment follow-up services provided by the CRP. Adjustment services and the expected time frame for services are 30 to 90 days. This service should be authorized at the time of referral with an ending date no later than six months after the authorization date.

**Who should be referred?**

Consumers who need adjustment services to address a specific problem or issue that constitutes a barrier to employment and ARE **NOT** going directly into Placement Services after adjustment Services are provided.

Consumers expected to receive other major services such as vocational or academic education before employment can begin.

This service should be utilized when the immediate outcome is not competitive employment or when adjustment services are needed but no job placement services are required.

**Responsibility of CRP:**

The CRP is responsible for developing a written plan of services consistent with the purpose for which the consumer was referred, jointly with the consumer and the OVR counselor. A copy of this plan will be sent to the counselor within two weeks of the start date. The CRP will provide feedback to the counselor and consumer; furnish a written progress report on a monthly basis; and provide a final summary report when the service is completed.

**Responsibility of OVR Counselor:**

Communicate to the Community Rehabilitation Program the reason for the referral and the expected result of services provided by the CRP.

The OVR counselor will provide pertinent medical and other information to meet the admission requirements of the CRP. The reason for referral, and the expected results of services, will be provided to the consumer and the CRP. The counselor has the responsibility of maintaining contact with the consumer to provide necessary guidance and counseling and support throughout the rehabilitation program.

**Credentialing:**

Community Rehabilitation Program agencies approved to provide Supported Employment or Employment & Retention services are deemed qualified to provide Adjustment Services. Requests for implementation of this service must be clearly indicated on the Office of Vocational Rehabilitation Vendor Application and approved by the Community Rehabilitation Program branch within the Office of Vocational Rehabilitation. Agencies seeking to provide Adjustment services only, must provide documentation indicating that their respective staff have at least one year of experience in serving individuals with disabilities specific to employment related areas.

**Adjustment services Billing**

36B--\$1500.

## **Transportation Services**

**Who should be referred?**

This service is appropriate for consumers who are receiving Vocational Rehabilitation authorized services from a Community Rehabilitation Program and need transportation in order to receive these services. Transportation to and from a job may also be provided. However, this should be short in duration and be limited to the first 30 days of employment. The expectation is that the Community Rehabilitation Program will seek to acquire transportation assistance during the beginning stages of service delivery. Initial efforts to obtain transportation long after the delivery of services will be viewed as non-compliant and therefore would not meet the standard identified in this section. Any exceptions to this rule should be obtained through the Office of Vocational Rehabilitation's Community Rehabilitation Program Branch.

**Responsibility of the CRP:**

The CRP may provide transportation services directly or through another qualified transportation vendor. The transportation provider must meet all applicable state and local regulations, keep accurate records and charge only for preauthorized transportation services necessary for consumer participation.

**Responsibility of the Counselor:**

The counselor should plan for transportation to and from the CRP at the same time other CRP services are planned. An authorization for transportation services must be furnished to the CRP prior to beginning service and must only be for travel necessary for the consumer to participate in authorized services. Counselor budgets should be used when providing this service and not the Community Rehabilitation Program budget.

## **Skills Training**

Some CRP's provide specialized skill(s) training programs. The fee and terms of payment for courses of study are to be negotiated with each CRP. Contact the OVR CRP staff for more information about specific programs.

Existing, non-skills training Service Fee Memorandums may also be utilized to access skills training services. For example, the Work Based Learning Experience portion of the Pre-Employment Transition Services Service Fee Memorandum may be able to be utilized to for some skills training programs. Guidance should be sought through the Community Rehabilitation Program Branch for such determination.

## **Pre-Employment Transition Services (Pre-ETS)**

**Continuing Education requirements: All Community Rehabilitation Programs approved to provide Pre-Employment Transition Services are required to have at least 5 hours of Continuing Education Units (CEU's) annually. Approvals must be obtained through the Office of Vocational Rehabilitation's Community Rehabilitation Program Branch.**

The Pre-ETS program is part of the Work Innovation and Opportunity Act (WIOA). The goal of Pre-ETS is to increase the student's capacity in vocational and social community-based settings.

The Pre-Employment Transition has 2 options for services; individual or group sessions.

The program may be provided to individuals (1 on 1) or groups. A group consists of at least 2 individuals and no more than 15.

Proposals are not required for individual Pre-Employment Transition Services. Individual services will be approved and monitored by the Office of Vocational Rehabilitation counselor. Review of the group proposal will include representatives from the Office of Vocational Rehabilitation Community Rehabilitation Program branch, Transition program staff and the local Vocational Rehabilitation Branch Manager and/or counselor.

### **Who should be referred for the Pre-ETS program?**

Students, between the ages of 14 and 21, who desire to gain pre-employment skills necessary to better prepare them for entering the workforce.

If the CRP wants to provide group services, they must provide a proposal for Pre-ETS group services to the CRP branch no less than 3 months prior to start date. All proposals must be reviewed and approved prior to implementation of services. The team will offer approval or recommendation for improvement in writing within 30 days.



Pre-ETS as outlined in the Workforce Innovation and Opportunity Act (WIOA) must correlate with one or more of the following activities:

- . Job exploration counseling
- . Work based learning experiences
- . Post-secondary counseling
- . Workplace readiness training
- . Self-advocacy instruction

**Responsibility of the CRP:**

The CRP is responsible for implementing the plan of services from OVR, addressing at least one or all five activities mentioned above.

The CRP is responsible for documenting all the services and submit monthly reports to the OVR counselor.

The CRP is responsible for submitting billing to OVR in timely manner.

The CRP is to have open communication with OVR counselor.

**Responsibility of the Counselor:**

Approval of the program will be based on the eligibility criteria.

Once the program has been approved, Counselors may refer students to CRP staff and authorize them to provide the service.

Prior to beginning either program students must be at least an applicant of OVR services and therefore all the data elements required for Pre-ETS services should already be in the OVR Case Management System

If an individual does not meet the WIOA definition for Pre-ETS services, or the

**Billing for Pre-ETS**

GROUP PROGRAM

\$35.00 per hour per student.

Not to exceed \$2,100 per student within 2 programmatic quarters

Maximum \$4,200 in 12 months

Billable per student

Groups consists of 2 or more students and no more than 15

Individual authorization should be sent for the established number of hours for the approved prog

Prorated at \$35 per hour should the student be unable to complete program

Payable upon counselor receipt of the Pre-ETS Quarterly Invoice and Pre-Employment Transition Form provided by the CRP

INDIVIDUAL SERVICE

\$35.00 per hour per student.

Not to exceed \$2,100 per student within 2 programmatic quarters.

Maximum \$4,200 in 12 months

Payable upon counselor receipt of the Pre-ETS Quarterly Invoice and Pre-Employment Transition Services Report Form provide by the CRP.

Authorizations to be done quarterly or monthly, if necessary

Required Documentation: Community Rehabilitation Programs that are approved to provide Pre-Employment Transition Services must provide a completed Pre-Employment Transition Services Report Form accompanied by the Pre-ETS Quarterly Invoice. These forms can be found at [here](#).

## **Supported Employment**

1. Vendor may provide Supported Employment (SE) services for individuals with the most significant disabilities who are eligible for SE services based on their need for ongoing support services in order to maintain employment. These services will include person-centered job selection, job development, and individualized placement services (no enclaves, work crews, or other group placements), on and off job site training and support, and all services necessary to assist the individual in maintaining employment.
2. Employment goals shall be determined and the Individualized Plan for Employment (IPE) signed by mutual agreement between the rehabilitation counselor and supported employment participant. The Counselor shall issue an Authorization for those services necessary to support the goals. Vendor shall provide the services in the authorized time frame. An extension may be requested in writing to the Counselor. The request shall state why an extension is needed and a time frame of when the service will be completed.
3. Case progress notes describing in detail each service provided to the consumer must be submitted to the Kentucky Office of Vocational Rehabilitation counselor by the 5th of each month.
4. Vendor will be responsible for submitting the signed Authorization with invoice showing the service was completed on or before the Authorization end date, along with a copy of the case notes or other appropriate documentation of the services provided. After reviewing all information and ensuring that the services delivered are in line with the individual's goals, the rehabilitation counselor will finalize payment procedures. If the services are not in line with the individual's goals set forth in the Individualized Plan of Employment, payment procedures may be delayed or deferred until those goals are met.
5. Providers will serve individuals with the most significant disabilities (eligibility

determined by OVR), i.e., persons who require ongoing, extended services such as persons presently enrolled in, or eligible for programs such as work activity or day activity centers. Under normal circumstances, a minimum of five (5) new Vocational Rehabilitation consumers should be accepted and served annually. Consumers deemed as "served" is not contingent on services leading to outcomes. For example, discontinuation of services prompted by the consumer, guardian, Vocational Rehabilitation, etc. prior to the achievement of a specific outcome (i.e. Person Centered Employment Plan, job acquisition or successful employment outcome) does not disqualify the provider from meeting this goal. Issues leading to the inability to reach this goal should be communicated to the appropriate OVR Community Rehabilitation Program consultant.

6. Acceptable employment outcomes must meet the federal definition of Competitive Integrated Employment. The following criteria must be met to qualify: Employment must be found in typical community settings, wages earned must be competitive, and advancement opportunities must be available to the same degree as individuals without disabilities working in the same or similar positions. Employment opportunities developed by Community Rehabilitation Programs for the purpose of employing individuals with a disability do not meet these criteria.
7. Wage rates for individuals enrolled in supported employment programs shall be at least minimum wage made in accordance with the Fair Labor Standards Act.
8. Long Term Support Plans shall be developed for each supported employment participant. All participants served will have an Individualized Plan for Employment (IPE) developed by the Office of Vocational Rehabilitation. It is required that each Supported Employment Provider will have a minimum of two (2) contacts per month with each consumer throughout the consumer's term of employment. After one year of stable employment the Supported Employment provider, when appropriate, may institute a Step Down Support Plan.
9. Documentation will be submitted to OVR per requirements set forth in the Vendor Manual.
10. It is required that all staff delivering SE services will participate in the Supported Employment Training Project (SETP) offered through the University of Kentucky, Human Development Institute. Additionally, each Employment Specialist, not holding a certification (i.e. CRC, CESP, ACRE, Marc Gold & Associates), will be required to acquire fifteen (15) hours of continuing education units annually. Documentation must be maintained by the provider and must accompany the Vendor Agreement. Additionally, the Kentucky Office of Vocational Rehabilitation Continued Education Submittal Form must accompany any certifications or any other verifying documents supporting

continuing education experiences.

11. Vendor shall provide individualized extended services for each supported employment participant using the following sources of funds: state general funds, agency resources, Medicaid Waiver funds based on eligibility, PASS/IRWE, and/or other individually-determined resources. The consumer, guardian, or family members shall not be held responsible for payment of supported employment services.

### **Required Training**

All staff working in Supported Employment are required to participate and complete the Supported Employment Training Project Core Training. The training is conducted through online activities. All participants will be required to take and pass quizzes to successfully complete the required training. Registration can be found online [here](#). This training must be completed within **6 months of your hire date**. The first 2 days of training are designed for managers/owners of agencies and are required. All other staff are required to complete all of the training. See the HDI website for more information on the required training. Additional trainings are offered throughout the year. The core training is the only required training, unless otherwise stated. Each year it is required that every staff person in Supported Employment accrue 15 hours of continuing education credits from July 1 to June 30. **At least 4 hours must be specific to serving individuals who are deaf, blind or deaf/blind.** There will be many opportunities to attain these hours. Some opportunities include: Passing the CESP, obtaining a CRC, Certification in Discovery, Job Development and/or Systematic Instruction with Marc Gold and Associates, or completion of the SETP Core training. OVR will inform CRP's of various training opportunities as they become available.

As of July 1 2017, every CRP is required to work with 5 NEW OVR cases every year. Your area consultant will monitor this closely.

If your agency fails to meet these criteria each year, a Program Improvement Plan may be implemented, which may result in probation or termination of the vendor agreement.

Supported employment focuses on assisting the consumer in finding community employment in a position suitably challenging for his/her skill level and interest. Job-site training and/or ongoing follow-up and support are also provided so the consumer can be successful.

Supported Employment is the intensive, long term and flexible support designed for the eligible individual with the most significant disability. Supported employment services are designed to identify the individual's strengths, abilities and interests, as well as meet specific and unique needs of the consumer to facilitate competitive and integrated employment while supporting the business needs of the employer. Each service is tailored to specific need. Individuals are offered choices in the selection and maintenance of jobs. Extended, ongoing support services are provided by supported employment personnel, and will vary based on the amount,

intensity, and kind of support needed by each consumer.

The Kentucky Office of Vocational Rehabilitation OVR utilizes 3 models of Supported employment:

Traditional Supported Employment  
Individual Placement and Support (IPS)  
Customized Supported Employment

### **Traditional Supported Employment (SE)**

**Continuing Education requirements: All Community Rehabilitation Programs approved to provide Traditional Supported Employment Services are required to have at least fifteen (15) hours of Continuing Education Units (CEU's) annually. Four (4) of the fifteen (15) must pertain to serving individuals who are deaf, blind or deaf/blind. Approvals must be obtained through the Office of Vocational Rehabilitation's Community Rehabilitation Program Branch.**

#### **Who should be referred for Traditional Supported Employment services?**

A consumer who has the most significant impact of disability, and requires initial and extended support services throughout their term of employment.

#### **Responsibility of the CRP:**

Person Centered Activities and Employment Plan

Complete PCEP by day 75 from authorization.

Submit monthly (by the 5<sup>th</sup> of each month) activity notes while the PCEP is in process.

Job Development

Assure that all job development activities are based on the PCEP.

Submit Job Development activity notes to the OVR Counselor by the 5<sup>th</sup> each month.

Placement / Employed

Services are not limited to skills training by an Employment Specialist only, but should be individually tailored based on the needs of the particular person.

Submit monthly documentation at appropriate times.

Example: 30, 60, 90, 120, 150, 180 day summaries and billings-submit on the respective monthly anniversary dates.

All activity notes—by 5<sup>th</sup> each month

Submit a Long Term Support Plan on day 90 of consumer's stable work.

Successful completion of the service means:

the individual has been employed at least 90 calendar days and is stable in their job or jobs consistent with the PCEP;

is satisfied with the job, and has a satisfactory number of hours of work scheduled each week; and has extended services in place after OVR closes the case.

The CRP is responsible for provision of extended services throughout the consumer’s term of employment. The supported employment agency will use funds other than OVR dollars to cover the cost of these services

**Long Term Supports**

Meet the guidelines and requirements of individual Medicaid waivers for long term support services with the individual.

Access additional internal or external resources to fund extended services.

**Responsibility of the Counselor:**

Pre-authorized for all services

Complete IPE

Review and approve all documentation submitted by the CRP for SE services prior to rendering payment for services.

Approve and pay billing submitted by the CRP within 30 days of submission of billing invoices.

The counselor is to be assured that the consumer is functioning well at the job and the consumer is satisfied with the employment.

Before closing the case file, the OVR counselor should talk with the individual, the Employment Specialist, and possibly with the employer to insure job satisfaction. If information from the employer cannot be obtained by the counselor, then documentation from the Community Rehabilitation Program should clearly reflect the opinions and evaluative replies from the employer.

**Traditional SE billing**

Exp	Traditional SE Service	Budget	Fee
10Q	Person Centered Job Selection	CRP Budget must	\$1,000
35E	Job Development	be used for all	\$1,000
35S	Stable Employment Outcome 30-Days	services	\$1,000
35T	Stable Employment Outcome 60-Days		\$2,000
35U	Stable Employment Outcome 90-Days		\$2,000
	Stable Employment Summary 120 Days		\$ 0
	Stable Employment Summary 150 Days		\$ 0
	Stable Employment Summary 180 Days		\$ 0
35G	Additional SE Services (approved by SE Branch)		\$50.00/hour

Required Documentation: Community Rehabilitation Programs approved to provide Traditional Supported Employment services must provide the following documentation. All required documentation can be found [here](#).

**Traditional Supported Employment Program and Documentation flow:**

Referral and authorization

Person Centered Employment Plan (PCEP) Activity Note

Person Centered Employment Plan (PCEP)

Job Development Note

Work summary  
Stable Employment Activity Note  
30-Day Stable Employment Summary w/invoice  
60-Day Stable Employment Summary w/invoice  
90-Day Stable Employment Summary (Long-Term Support Plan) w/invoice  
120-Day Stable Employment Summary  
150-Day Stable Employment Summary  
180-Day Stable Employment Summary

## **Individual Placement and Support (IPS)**

**Continuing Education requirements: All Community Rehabilitation Programs approved to provide Individual Placement and Support (IPS) Supported Employment Services are required to have at least fifteen (15) hours of Continuing Education Units (CEU's) annually. Four (4) of the fifteen (15) must pertain to serving individuals who are deaf, blind or deaf/blind. Approvals must be obtained through the Office of Vocational Rehabilitation's Community Rehabilitation Program Branch.**

IPS Supported Employment helps individuals with serious mental illness and substance abuse work competitive integrated employment settings of their choosing. IPS is an evidence based practice of supported employment.

The IPS Supported Employment program is much faster than Traditional SE. The individual is expected to be placed in employment in a minimal amount of time.

### **Characteristics of IPS Supported Employment**

Evidence based practice  
Focus on the client strengths  
Work promotes recovery and wellness  
Collaboration with OVR  
Multi-disciplinary team approach  
Services are individualized and long lasting  
Zero exclusion

### **Who should be referred for IPS Supported Employment?**

Anyone who meets eligibility of OVR with a diagnosis of serious mental illness or substance abuse diagnosis, and requires long-term support services throughout their term of employment.

### **Responsibility of the CRP:**

Complete and submit all documentation to OVR within the required time allowance  
Complete the career profile or Person Centered Employment Plan with in the given time frames  
Make employer contacts each week, network with local workforce

Job development and placement

Support individual as needed for successfully maintaining employment.

**Responsibility of the Counselor:**

Pre-authorize for all services

Complete IPE

Review and approve all documentation submitted by the CRP for SE services

Approve and pay billing submitted by the CRP within 30 days of submission of billing invoices.

The counselor is to be assured that the consumer is functioning well at the job and the consumer is satisfied with the employment.

Before closing the case file, the OVR counselor should talk with the individual, the supported employment specialist, and possibly with the employer to insure job satisfaction.

IPS is an evidenced-based model of supported employment for individuals with serious mental illness and/or substance abuse conditions. IPS supported employment assists individuals in obtaining and maintaining competitive integrated employment consistent with their personal preferences. The IPS model adheres to 8 primary principles: Competitive Employment, Systematic Job Development, Rapid Job Search, Integrated Services, Benefits Planning, Zero Exclusion, Time-Unlimited Supports & Work Preferences.

**Competitive Employment:** Competitive Employment is defined as a job that anyone can apply for, pays at least minimum wage, and it's consistent with what others make doing the same job.

**Systematic Job Development:** Employment Specialists develop relationships with employers, driven by consumer's needs and desires, to learn about the employer's environment and their work needs.

**Rapid Job Search:** Face to face contact with an employer occurs within the first 30 days. Extensive pre-employment assessments, training and counseling is not required before rapid job search can begin.

**Integrated Services:** Supported Employment staff are members of a multi-disciplinary team that meets regularly to review the consumer's progress.

**Benefits Planning:** The Employment Specialist helps the individual acquire relevant and accurate information pertaining to the impact employment has on Social Security, Medicaid and other government benefits.

**Zero Exclusion:** Everyone who wants to work has the opportunity to seek employment regardless of disability. Job seekers are not excluded based on current use of alcohol or drugs, history, diagnosis, symptoms, legal difficulties, or perceived readiness.

**Time-Unlimited Supports:** Supports are individualized and continue for as long as the consumer wants and needs. Face to face contact occurs at least monthly.

**Work Preferences:** Program services are based on the consumer's preferences and not



dictated by the employment specialist or other field professionals.

Fidelity reviews are conducted annually to IPS providers by Fidelity Review Monitors with Eastern Kentucky University through a contract with the Division of Behavioral Health. The Office of Vocational Rehabilitation works closely with fidelity monitors and IPS state trainers to ensure that quality IPS services are provided. A 25-item fidelity scale is a proven tool that is used to ensure programs follow standards outlined in the IPS model. High fidelity programs are expected to have greater effectiveness in their supported employment IPS program. Fidelity scale criterion consists of caseload size, employment staff, OVR involvement and cooperation, integrated mental health team, zero exclusion and competitive employment for the consumer.

### **Referral**

Referrals for IPS supported employment services may originate from the CRP to OVR or from OVR to the CRP. It's important to note that a referral from the CRP to OVR does not guarantee approval for IPS services. Therefore, it's considered best practice to refer to OVR prior to acceptance into an IPS program. It's also considered best practice for the OVR counselor to expedite the OVR application process by meeting with and completing the OVR application within ten (10) business days from the referral.

### **Eligibility**

Individuals deemed as having a most significant disability resulting from a serious mental health or substance use condition are appropriate candidates for IPS services. Additionally, the condition must impede opportunities for obtaining and maintaining employment, the individual must be able to benefit from services in terms of employment outcome, and vocational rehabilitation services are needed to achieve suitable and sustainable employment.

Drug and alcohol free, job readiness, therapy participation, stable living arrangement, legal free history, and limited psychiatric hospitalizations are not prerequisites for acceptance and participation in IPS services.

The Rapid Job Search principal is an important part of this evidence-based model, which requires employment specialists to begin face to face job searches with employers within 30 days of referral. Therefore, it's considered best practice to complete the eligibility process within 10 business days from the date of the application.

### **Career Profile & Job Search Plan**

The Career Profile is the initial assessment that must be used for all individuals receiving IPS supported employment services. The Job Search Plan is the detailed plan to be followed based on information provided in the Career Profile. The Career Profile takes the place of the Person Centered Employment Plan (PCEP) for only those individuals receiving IPS. PCEP's may be utilized in addition to the Career Profile but CRP Branch approval must be granted prior to authorization.

The Career Profile and Job Search Plan should be completed by the CRP within 15 business days of the authorization. A completed report must be provided and approved by the OVR counselor before payment is rendered. Authorization for the Career Profile may occur prior to the completion of OVR eligibility determination. The OVR counselor may deem it appropriate to authorize for the assessment as a diagnostic service prior to eligibility if the counselor deems IPS services as highly probable. Otherwise, an authorization for the Career Profile should be generated on the same day as eligibility determination.

The CRP must provide Career Profile Activity Notes to the OVR counselor by the 5<sup>th</sup> of each month. Payment for the Career Profile should not occur until appropriate activity notes are provided, and only if the Career Profile and Job Search Plan have been approved by the authorizing counselor.

Counselors should explore, in detail, the individuals need for long-term supports. The identified supports may include needs that are on or off the job. For example, on the job supports may consist of extended training, employer education, and assistive technology. Off the job supports may include but not limited to money management, benefits analysis, housing and transportation.

### **Individualized Plan for Employment (IPE)**

Primary guidance for development of the IPE can be found in the main section of this manual and the Supported Employment sub-section. To parallel the evidence-based practice of IPS supported employment services, as it relates to Rapid Job Search, it's appropriate to expedite the IPE process. Therefore, it's concluded that best practice would be to complete the IPE within ten (10) business days from completion of the Career Profile and Job Search Plan, or the OVR eligibility determination, whichever is the latter.

### **Job Development Services**

An authorization for Job Development should occur upon completion of the IPE. The authorization time frame should not exceed six (6) months. If there is a need to reauthorize for job development services, then the respective OVR CRP Consultant should be notified.

The CRP must provide Job Development Notes to the authorizing counselor by the 5<sup>th</sup> of each month. A Work Summary must also be provided once a competitive integrated job is obtained and is deemed consistent with the vocational goal that's identified on the IPE.

### **IPS SE billing**

Exp	IPS Service	Budget Description	Fee
11D	Career Profile	CRP budget must	\$750
11C	Person Centered Job Selection (Approved by SE	be used for all	\$1,000
39A	Job Development	services.	\$1,000
39B	Stable Employment Outcome 30-Days		\$1,000
39C	Stable Employment Outcome 60-Days		\$2,000

39D	Stable Employment Outcome 90-Days		\$2,000
	Stable Employment Summary 120 Days		\$ 0
	Stable Employment Summary 150 Days		\$ 0
	Stable Employment Summary 180 Days		\$ 0
39E	Additional SE Services (Approved by SE Branch)		\$50/hour

**Required Documentation:** Community Rehabilitation Programs approved to provide supported employment services referred to as Individual Placement and Support must provide the following documentation. All required documentation can be found [here](#).

**Program and documentation flow:**

- Referral and authorization
- PCEP
- Job Development Activities
- Placement
- Case Closure
- Long Term Supports

**Customized Supported Employment (SCE)**

**Continuing Education requirements: All Community Rehabilitation Programs approved to provide Customized Supported Employment Services are required to have at least fifteen (15) hours of Continuing Education Units (CEU’s) annually. Four (4) of the fifteen (15) must pertain to serving individuals who are deaf, blind or deaf/blind. Approvals must be obtained through the Office of Vocational Rehabilitation’s Community Rehabilitation Program Branch.**

Customized employment is defined as competitive integrated employment, for an individual with a significant disability based on strengths, needs, and interests, designed to meet the specific abilities, and the business needs of the employer, and carried out through flexible strategies.

Customized Supported Employment will include representation by a professional to facilitate placement, and provide services and supports on the job location. Customized Supported Employment offers more intensive services than Supported Employment

**Who should be referred for Customized Supported Employment?**

Individuals referred for Customized Supported Employment should be individuals with severe disabilities who are in need of more supports than traditional Supported Employment can give. Supports are to be more intensive and structured to result in employment that is not of the normal work site jobs.

**Responsibility of the CRP:**

Be certified to do customized SE through the Marc Gold and Associates certification. As provided by the Leadership series on Customized Employment through HDI.

Complete the Expanded Person Centered Employment Plan or Vocational Profile within the given time frames.

Plan and attend planning meetings to accomplish goals such as identifying unique job features to the consumer.

Make employer contacts, develop jobs and place individual on worksite within 6 months of initial authorization.

Support individual as needed for successfully maintaining employment.

A minimum of 25 individualized, documented hours must be spent with the individual.

The supported employment agency is responsible for provision of all ongoing support services necessary to help the individual remain employed. The supported employment agency must use funds other than OVR dollars to cover the cost of these services.

**Responsibility of the Counselor:**

Pre-authorize for all services

Complete IPE

Review and approve all documentation submitted by the CRP for SE services

Approve and pay billing submitted by the CRP within 30 days of submission of billing invoices.

The counselor is to be assured that the consumer is functioning well at the job and the consumer is satisfied with the employment.

Before closing the case file, the OVR counselor should talk with the individual, the supported employment specialist, and possibly with the employer to insure job satisfaction.

**Successful completion of the service means:**

the individual has been employed at least 60 calendar days and is stable in a customized job that was identified in the Expanded PCEP/Vocational Profile;

is satisfied with the job, and has a satisfactory number of hours of work scheduled each week;

and has the extended services support in place to continue on after the case file is closed.

**Customized SE Billing**

Exp	Customized SE Service	BUN	Fee
11E	Customized Person Centered Job Selection	6760	\$1,750
39O	Visual Resume	6760	\$200
11F	Planning Meeting	6760	\$200
39M	Needs Analysis	6760	\$300
39H	Job Development	6760	\$1,900
39N	Job Analysis	6760	\$500

39I	Stable Employment Outcome 30-Days	6760	\$1,500
39J	Stable Employment Outcome 60-Days	6760	\$2,000
39K	Stable Employment Outcome 90-Days	6760	\$2,500
	Stable Employment Summary 120 Days		\$ 0
	Stable Employment Summary 150 Days		\$ 0
	Stable Employment Summary 180 Days		\$ 0
39L	Additional SE Services (approved by SE Branch)	6760	\$ 50.00 per hour

Required Documentation: Community Rehabilitation Programs approved to provide Customized Supported Employment services must provide the following documentation. All required documentation can be found [here](#).

**Program and documentation flow:**

- Referral and authorization
- PCEP
- Job Development
- Placement
- Case Closure
- Long Term Supports

**CWTP in conjunction with Supported Employment (SE)**

The Community Work Transition Program (CWTP) is a collaborative effort between OVR and KDE. This milestone/outcome based program allows OVR to authorize and purchase employment coordinator (job coach) services for eligible students from local school districts. The goal of the CWTP is for all participating students to leave high school with paid competitive integrated employment (including supported employment) in the most integrated setting reflective of their capacities, abilities and interests.

**Who should be referred?**

The CWTP is a pre-employment transition service designed to serve students with significant disabilities, who, traditionally have not been served, or have been under-served by OVR. This population includes, but is not limited to, persons with moderate and severe mental retardation, persons with severe emotional disorders, persons with severe long-term mental illness, and persons with severe multiple disabilities.

Students participating in this program must require specialized training, support, and follow-up that only the CWTP can provide (i.e. systematic, individualized community based vocational evaluation, career exploration, job placement, on-the-job training, and follow-up services.) The counselor must document the specific functional limitations that support the need for the CWTP.

When a student is in the CBWTP program and will need supported employment services to maintain employment after graduation, the following guidelines apply:

The Supported Employment Provider may become involved with the student during the last semester. The Lead Job Developer will continue to be the CBWTP Staff person. The Supported Employment Provider may act as a Consultant to work with the CBWTP program. The consultation fee may be authorized to cover such activities as planning meetings with the student, VR, CBWTP staff and others; records reviews; consultation regarding vocational goal selection and job development; IEP/ITP meetings and other individualized services. The Supported Employment Provider and the CBWTP staff will work together to plan for a smooth transition for the student.

If the student leaves school with a job, the CBWTP will be eligible to receive the 60-day follow-up fee according to CBWTP guidelines. During these 60 days the CBWTP staff will work with the SE Provider to effect a smooth transition to long term supports. The SE Provider in this case would not be eligible to receive the \$1,000 SE job development fee, but would be paid the respective Supported Employment Outcome fees, according to guidelines for that service.

If the student leaves school without a job, the Supported Employment Provider is eligible to receive the \$1,000 SE job development fee, - followed by the Supported Employment Outcome Fee, according to guidelines. Individual decisions will be necessary to determine if supplemental information is needed prior to beginning the job development process. If so, the Counselor may authorize \$1,000 for the completion of a Person Centered Employment Plan, according to guidelines. During the time the PCEP is being developed, PCJS activity notes must be used and submitted according to guidelines.

When planning for supported employment services for a student still in school, all decisions should be individually determined. Exceptions to the above guidelines should be discussed and approved by the Supported Employment Branch Manager.

Supported Employment Consultation in Conjunction with Community Work Transition Programs

35N--\$300

### **CWTP in conjunction with Supported Employment (SE)**

Involves one person at a time, not a group.

A discovery process.

Reflects job seeker interests and contributions

Occurs in regular workplaces in the community or in self-owned businesses.

Offers the flexibility and supports for the job seeker to pursue either competitive employment or customized employment to attain a meaningful job.

Involves a direct employment relationship with the employer, not a human service agency. Includes on-going, personally determined on job site and off job site supports, reasonable accommodations and rehabilitation technology, as needed.

Promotes the opportunity for typical interactions, supports and participation with others in the workplace.

Provides the opportunity for a living wage, advancement in wages and responsibilities, and a satisfying career.

Involves at least minimum wage, and is consistent with individuals without disabilities doing the same or similar jobs.

## **Employment & Retention (E&R)**

**Continuing Education requirements: All Community Rehabilitation Programs approved to provide Employment & Retention services are required to have at least fifteen (15) hours of Continuing Education Units (CEU's) annually. Four (4) of the fifteen (15) must pertain to serving individuals who are deaf, blind or deaf/blind. Approvals must be obtained through the Office of Vocational Rehabilitation's Community Rehabilitation Program Branch.**

The Employment and Retention program is designed for individuals needing assistance to enter into the workforce. They generally do not require long-term supports to maintain employment.

### **Who should be referred for E&R services?**

Vocational goal is competitive employment

Need services available from the CRP

Does not need long-term supports from the CRP to maintain employment.

### **Responsibility of the CRP:**

To provide needed services, in accordance with the OVR IPE, leading to placement in an appropriate job and provide needed services after placement in order for the consumer to retain employment. A variety of areas may be addressed during this time, including but not limited to:

Accepting constructive criticism

Socialization Skills

Proper relationships with co-workers

Accepting supervision

Time and attendance

Interviewing skills

Work ethic

Staying on task  
Following instruction  
Overcoming specific barriers

The CRP must provide written reports monthly to the OVR counselor. A successful employment outcome means a consumer has been placed in gainful employment consistent with IPE, satisfied with employment, have the expectation that employment will continue without further CRP services and has been working in that job for at least ninety (90) consecutive days. The employment must be consistent with the consumer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Employment must be in an integrated setting, as described in the Rehabilitation Act of 1973, as amended:

'a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.'

Optimally, employment should be full-time and should include fringe benefits, such as employer-related health insurance. However, employment can be part-time if the consumer and OVR counselor have determined that part-time employment is more appropriate.

**Responsibility of the OVR Counselor:**

The selection of the service and the service provider must be with the informed choice of the consumer and it is the responsibility of the OVR Counselor to discuss all viable service options with the consumer.

The CRP will only receive payment for the service upon successful placement resulting with a positive employment outcome.

It is the OVR counselor's responsibility to maintain contact with the consumer to provide necessary counseling and support for the total rehabilitation program. If it becomes obvious to the counselor and CRP that the consumer is unlikely to achieve the planned outcome, either has the option of suspending further services until the IPE is amended or, if appropriate, discharging the consumer at no cost to OVR.

OVR does not pay an employer for hiring its consumers.

**Employment & Retention Billing**

71B	Employment and Retention Pr 3 or 4	
71A	Completed 1 Day (one time only)	500.00
71B	Completed 45 Days (one time only)	1,000.00



35L	Completed 90 Days (one time only)	2,500.00
	Total	4,000.00
71B	Employment and Retention Pr 1 Or 2	
71A	Completed 1 Day (One time only)	500.00
71B	Completed 45 Days (One time only)	1,000.00
35L	Minimum of 90 Days (One time only)	3,000.00
	Total	4,500.00

**Program details, program and documentation flow:**

Faster engagement into workforce

Involves one person at a time

Reflects job seeker interests and contributions

Occurs in regular workplaces in the community or in self-owned businesses.

Involves a direct employment relationship with the employer, not a human service agency.

Promotes the opportunity for typical interactions, supports and participation with others in the workplace.

Provides the opportunity for a living wage, advancement in wages and responsibilities, and a satisfying career. (Involves pay of at least minimum wage)

Less supports, no long-term supports.

Required Documentation: Community Rehabilitation Programs approved to provide Employment & Retention services must provide the following documentation. All required documentation can be found [here](#).

Referral and authorization

Job Development

Placement

Tier 1

Tier 2

Tier 3

**Case closure**

**Bonus Payments**

CRPs can earn two (2) bonus payments from OVR. These fees were developed to increase the quality of employment outcomes for individuals receiving Competitive Employment outcomes OR Supported Employment outcomes and to improve the agency's performance related to quality employment outcomes.

To qualify for the \$1,000 bonus payment, the following must be met:

- Consumer meeting a specific targeted wage.
- The target wage is set at the beginning of each fiscal year and issued after October 1 via memorandum to OVR staff.

- Must work a minimum of 20 hours per week

To qualify for the \$500.00 bonus payment, the following must be met:

- Employer paid comprehensive health insurance, i.e., employer is paying 51% or above coverage premium. Supplemental insurance does not meet the requirement for bonus payment.

The Community Rehabilitation Programs Bonus Outcomes Service Fee Memorandum can be found at [here](#).

### **Criteria, Procedures and Restrictions**

The consumer must either receive Competitive Employment Outcome services or Supported Employment Outcome services from approved CRP.

CRP must submit adequate documentation that criteria has been met to bill for bonus payment(s).

If an employer offers health insurance and the consumer denies coverage, the bonus payment should still be paid to the CRP. Once the bill is received and criteria verified, the original authorization should be adjusted to reflect the bonus fee payment(s).

Information in this manual is generalized information. For detailed information, please see individual service fee memorandums.

For information or assistance, please contact:

**Ron O’Hair, Branch Manager**

1225 U.S. 60 West, Suite 106  
Morehead, KY 40351  
606-780-2287 office  
606-207-7233 cell  
[RonnieL.O’Hair@ky.gov](mailto:RonnieL.O’Hair@ky.gov)

**Gloria Gibson, Consultant**

1535 Shamrock Road Manchester, KY 40962  
606-280-1070 Cell  
[Gloria.Gibson@ky.gov](mailto:Gloria.Gibson@ky.gov)

**Ashley Taylor, Consultant**

92 Chestnut St, Murray, KY 42071  
502-292-8390 Cell  
[AshleyD.Taylor@ky.gov](mailto:AshleyD.Taylor@ky.gov)

**Kimberly Holsclaw, Consultant**

121 E. Broadway, Danville, KY 40422

859-209-1943 Cell

[Kimberly.holsclaw@ky.gov](mailto:Kimberly.holsclaw@ky.gov)

**Eric Barth, Consultant**

8412 Westport Road, Louisville, KY 40242

502-564-2345

[Eric.Barth@ky.gov](mailto:Eric.Barth@ky.gov)