



Community Rehabilitation Program (CRP) Manual

Program Year 2023 – 2024

Revised May 2024

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Introduction

This manual provides Community Rehabilitation Program (CRP) vendors with the information needed to conduct business with the Kentucky Office of Vocational Rehabilitation (OVR). If you have any questions regarding the information outlined in this manual, please contact the CRP Branch at OVRCRP@ky.gov

CRP is defined in 34 CFR 361.5(c)(7) as:

a program that provides directly or facilitates the provision of one or more of the following [vocational rehabilitation](#) services to individuals with disabilities to enable those individuals to maximize their opportunities for employment, including career advancement:

- (A) Medical, psychiatric, psychological, social, and vocational services that are provided under one management.
- (B) Testing, fitting, or training in the use of prosthetic and orthotic devices.
- (C) Recreational therapy.
- (D) Physical and occupational therapy.
- (E) Speech, language, and hearing therapy.
- (F) Psychiatric, psychological, and social services, including positive behavior management.
- (G) Assessment for determining eligibility and [vocational rehabilitation](#) needs.
- (H) [Rehabilitation technology](#).
- (I) Job development, placement, and retention services.
- (J) Evaluation or control of specific disabilities.
- (K) Orientation and mobility services for individuals who are blind.
- (L) [Extended employment](#).
- (M) Psychosocial rehabilitation services.
- (N) [Supported employment services](#) and [extended services](#).
- (O) Customized employment.
- (P) Services to family members if necessary to enable the applicant or eligible individual to achieve an [employment outcome](#).
- (Q) [Personal assistance services](#).

(R) Services similar to the services described in paragraphs (c)(7)(i)(A) through (Q) of this section.

(ii) For the purposes of this definition, **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.

CRP shall review this manual annually before executing the CRP Memorandum of Agreement.

Applicants who are approved as a Community Rehabilitation Program shall comply with the terms outlined in the Vendor Manual and this CRP Manual.

CRPs shall only provide services that are authorized in advance by OVR.

The CRP shall ensure that employment outcomes meet the federal definition of "[Competitive Integrated Employment](#)" as defined in 34 CFR 361.5(c)(9), which states:

Competitive integrated employment means work that

- (i) Is performed on a full-time or part-time basis (including self-employment) and for which an individual is compensated at a rate that—
 - (A) Is not less than the higher of the rate specified in section 6(a)(1) of the [Fair Labor Standards Act of 1938 \(29 U.S.C. 206\(a\)\(1\)\)](#) or the rate required under the applicable [State](#) or local minimum wage law for the place of employment;
 - (B) Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; and
 - (C) In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and
 - (D) Is eligible for the level of benefits provided to other employees; and
- (ii) Is at a location—

- (A)** Typically found in the community; and
 - (B)** Where the employee with a disability interacts for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (e.g., customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons; and
- (iii)** Presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

Application

Any agency, organization, or institution shall submit the following:

1. OVR Vendor Application
2. Proof of Business ID or LLC/Corporation paperwork
3. Proof of Consumer Use Tax Account with KY Department of Revenue
4. Articles of Incorporation (if applicable)
5. Agency Policy and Procedures
6. Agency Bylaws if applicable
7. Organizational Structure
8. Liability Insurance/Certificate of Insurance
9. List of Board of Directors (if applicable)
10. Proof of Workers Compensation
11. CARF Survey Report (if applicable)
12. Agency hiring procedures
13. Education requirements
14. Samples of Agency Documentation (i.e., Referral Form, Invoice, Evaluations, Curriculums, Notes).

Denied Applicant

If an applicant does not meet all aspects of the CRP definition set forth in 34 CFR 361.5(c)(7), OVR will provide a denial in writing. The applicant must be informed of appeal rights and may complete the Consumer Appeal Rights Form under the [OVR website, OVR Forms](#).

Approved Applicant

Any agency, organization, or institution that has been approved by OVR to provide services as a CRP shall:

1. Register in the Commonwealth's Vendor Self Service portal.
 - a. To register, contact OVRVendors@ky.gov
2. Sign a Memorandum of Agreement.

3. Complete a CRP Application Addendum and submit to OVRCRP@ky.gov when:
 - a. Adding a service
 - b. Discontinuing a service
 - c. Change of name, tax ID number, address, phone, or email
 - d. Staff updates, new employees and employees who no longer work with agency
 - e. Change in geographic service area
4. Organizations that are certified by a national organization should include with this application a copy of their current certification.

Assessment

To see more information regarding Assessments and Credentialing, please see [OVR Policies and Procedures](#).

For an individual to provide and be reimbursed for Vocational Evaluation services for the Kentucky Office of Vocational Rehabilitation, the evaluator must be employed by a provider who is an approved CRP and meet one of the following criteria:

1. Current certification with the Registry of Professional Vocational Evaluators.
2. Current listing as a Certified Vocational Evaluator (currently maintained by Commission on Rehabilitation Counselor Certification, previously Commission on Certification of Work Adjustment and Vocational Evaluation Specialists).
3. Vocational Evaluation Program currently accredited by Commission on Accreditation of Rehabilitation Facilities.
4. Certified Rehabilitation Counselor.
5. Master's degree in vocational evaluation or rehabilitation counseling, or related field and one year of full- time experience in conducting vocational evaluations of persons with disabilities. *
6. Bachelor's degree in rehabilitation counseling, psychology, sociology, or related field with coursework that includes a primary focus (at least one-third) in four of the five following content areas and two years of full-time employment conducting evaluations of persons with disabilities. *

Assessments must include the following elements as identified in the Vocational Evaluator Credentialing Requirements Service Fee Memorandum:

- **Principles of Vocational Evaluation** to include philosophy, delivery modes, behavior observations and ethical issues and standards of practice.
- **Standardized Assessment** to include administration and interpretation of standardized tests and instruments including principles of measurement such as norms, validity, and reliability.
- **Occupational Information** to include assessment of work environments, job demands, and labor market research and analysis as well as techniques to facilitate job accommodations and placement.

- **Implications of Disability** to include medical, psychiatric, and psychosocial aspects of disabilities.
- **Professional Communications** to include professional interactions, counseling, and interviewing skills as well as report development and preparation.

Note: Transcripts must be provided if selecting options five or six.

*Must complete a minimum of 100 hours of continuing education hours over a five (5) year period.

If the CRP is required to travel more than 25 miles to conduct the assessment, then the mobile assessment fee may be applicable. The eligibility for the mobile assessment fee shall be determined by the consumer, counselor, and CRP and authorized in advance. Please see [Transportation Services](#) for more information.

Comprehensive Vocational Evaluation

The Comprehensive Vocational Evaluation (CVE) is a tool to assist in determining eligibility and/or researching vocational potential to plan a program for rehabilitation services that shall maximize a positive employment outcome.

A CVE shall be utilized for an individual for who OVR does not have enough existing information to determine eligibility for OVR services or someone who has yet to determine an appropriate vocational goal. The CVE provides insight into the individual's vocational interests and capacities, as well as provides suggestions for vocational goals.

The Comprehensive Vocational Evaluation:

1. Shall not be conducted until prior authorization is received from OVR
2. Shall be individualized
3. Shall be conducted timely after prior authorization received

The Comprehensive Vocational Evaluation shall include:

1. Physical and psychomotor capacities
2. Intellectual capacities
3. Work-related behavior
4. Interests, attitudes, and knowledge of occupational information
5. Personal, social, and work history

6. Aptitudes
7. Educational and vocational achievements
8. Work skills, transferable work skills, and work tolerance
9. Job seeking skills
10. Identification of work and non- work- related needs
11. Possible employment objectives
12. Information enabling the Individual to learn about oneself
13. Environmental work conditions:
 - a. Heights, extreme temperatures, smells, sounds
14. Accommodations or adaptive equipment/tool needs
15. Learning style:
 - a. The ability to understand, recall, and respond to various types of instruction

The CVE data shall be supplemented by personal interviews and behavioral observations. As well as the CRP CVE Evaluator should assess the consumer for job fitness based on interests and capabilities, opportunities in geographical labor market, and information obtained by OVR.

The CVE Evaluator shall provide:

1. A written report with interpretation of results of any assessment data obtained and how information relates to vocational goal of consumer.

The CRP CVE Evaluator shall review results with counselor and consumer, allowing the consumer the opportunity to ask questions or receive clarification.

NOTE: The CRP CVE Evaluator shall provide standardized assessment tools in accessible formats, when requested.

The CRP shall provide a written report, including test results, a summary as it relates to consumer's vocational potential, any requested information from OVR, and invoice to OVR.

OVR will pay the CRP once a written report, summary, and invoice is received and approved.

Vocational Assessment Services

The Vocational Assessment is an individualized process that reflects the consumer's mental and emotional needs. This is typically a tool utilized for consumers who do not receive a comprehensive vocational evaluation.

The Vocational Assessment shall include:

1. A Vocational Interest Assessment- the administration of an interest inventory, and/or compilation of behavioral observations of consumer.
2. An Individual Vocational Interview- which includes, but is not limited to, questions regarding past work experience, educational history, physical capacities, vocational interest areas, and perception of abilities.
3. An Academic Assessment- which includes, but is not limited to, testing in both reading and arithmetic.
4. An Aptitudes Assessment- which provides the ability to obtain a profile of aptitudes, as designed by the [Dictionary of Occupational Titles \(DOT\)](#).

The CRP shall provide a written report, including test results, a summary as it relates to consumer's vocational potential, any requested information from OVR, and invoice to OVR.

OVR will pay the CRP once a written report, summary, and invoice is received and approved.

Supported Employment Services

The Kentucky Office of Vocational Rehabilitation (OVR) continues to establish and implement supported employment services in the Commonwealth. The OVR assists many individuals with disabilities in achieving competitive integrated employment through collaborative efforts with other state agencies, organizations, and stakeholders.

Supported Employment is defined in 34 CFR 361.5 (c)(53) as:

- (i) competitive integrated employment, including customized employment, or employment in an integrated work setting in which an [individual with a most significant disability](#), including a youth with a most significant disability, is working on a short-term basis toward competitive integrated employment that is individualized, and customized, consistent with the unique strengths, abilities, interests, and informed choice of the individual, including with ongoing support services for individuals with the most significant disabilities—
 - (A) For whom competitive integrated employment has not historically occurred, or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and
 - (B) Who, because of the nature and severity of their disabilities, need intensive [supported employment services](#) and [extended services](#) after the transition from support provided by the designated [State](#) unit, in order to perform this work.
- (ii) For purposes of this part, an [individual with a most significant disability](#), whose [supported employment](#) in an [integrated setting](#) does not satisfy the criteria of competitive integrated employment, as defined in [paragraph \(c\)\(9\)](#) of this section is considered to be working on a short-term basis toward competitive integrated employment so long as the individual can reasonably anticipate achieving competitive integrated employment—
 - (A) Within six months of achieving a supported [employment outcome](#); or

- (B) In limited circumstances, within a period not to exceed 12 months from the achievement of the supported [employment outcome](#), if a longer period is necessary based on the needs of the individual, and the individual has demonstrated progress toward competitive earnings based on information contained in the service record.

Supported Employment Services is defined in 34 CFR 361.5(c) (54) as:

ongoing support services, including customized employment, and other appropriate services needed to support and maintain an [individual with a most significant disability](#), including a youth with a most significant disability, in [supported employment](#) that are—

- (i) Organized and made available, singly or in combination, in such a way as to assist an eligible individual to achieve competitive integrated employment;
- (ii) Based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment;
- (iii) Provided by the designated [State](#) unit for a period of time not to exceed 24 months, unless under special circumstances the eligible individual and the rehabilitation counselor jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment; and
- (iv) Following transition, as [post-employment services](#) that are unavailable from an [extended services](#) provider and that are necessary to maintain or regain the job placement or advance in employment.

Extended Services is defined in 34 CFR 361.5(c)(19) as:

ongoing support services and other appropriate services that are—

- (i) Needed to support and maintain an [individual with a most significant disability](#) including a youth with a most significant disability, in [supported employment](#);
- (ii) Organized or made available, singly or in combination, in such a way as to assist an eligible individual in maintaining [supported employment](#);
- (iii) Based on the needs of an eligible individual, as specified in an individualized plan for employment;

- (iv) Provided by a [State](#) agency, a private nonprofit organization, employer, or any other appropriate resource, after an individual has made the transition from support from the designated [State](#) unit; and
- (v) Provided to a youth with a most significant disability by the designated [State](#) unit in accordance with requirements set forth in this part and part 363 for a period not to exceed four years, or at such time that a youth reaches age 25 and no longer meets the definition of a youth with a disability under paragraph (c)(58) of this section, whichever occurs first. The designated [State](#) unit may not provide [extended services](#) to an [individual with a most significant disability](#) who is not a youth with a most significant disability.

Simply, extended services are often referred to as long-term support, follow-up, or follow along. These are the support services that the Employment Specialist provides to the consumer after Vocational Rehabilitation has paid the 90-Day Outcome Milestone to ensure that the consumer maintains competitive integrated employment. The Employment Specialist is required to have at least two onsite face-to-face contacts per month while providing extended services.

Youth with a Disability is defined in 34 CFR 361.5(c)(58) as “(i) ...an individual with a disability who is not— (A) Younger than 14 years of age; and (B) Older than 24 years of age. (ii) Youth with disabilities means more than one youth with a disability.”

General Expectations for a CRP

- Any CRP providing supported employment (SE) services must adhere to the [Association for Persons Supporting Employment First \(APSE\)](#) ethical standards.
- Any CRP employee who retains a Certification in Rehabilitation Counseling (CRC) must adhere to the [CRC Code of Professional Ethics](#).
- The CRP shall contact new referrals as soon as possible. Best practice is that they would be contacted within one week of referral to set up an appointment. If you feel that the referral is not appropriate for your program, then the referring OVR counselor should be notified within one week so that a referral to another agency can be made.
- The CRP shall accept and serve annually, under normal circumstances, a minimum of five (5) new VR consumers. If a vendor is unable to reach this requirement, the CRP shall communicate with the CRP Branch in

effort to develop a resolution. If there are questions regarding the definition of a "served consumer" contact CRP Branch staff.

- The CRP may refer potential consumers to OVR or OVR may refer consumers to CRP. If a referral is from the CRP to OVR, that does not guarantee approval for services. A referral form must be completed by the CRP and sent to OVR, or the potential consumer must have had a referral document completed by OVR. Instructing the potential consumer to contact OVR does not qualify as a referral.
- The CRP shall provide services within an authorized timeframe. The CRP Branch Consultant will be notified by the OVR Counselor if services are not completed within authorization time frame. If an extension is needed, a written request shall be submitted to the counselor. The request shall explain the need for an extension and include an expected service completion date.
- The CRP shall submit a progress note to the OVR Counselor when no services are provided for the month. Progress note should document why no services were provided.
- The CRP shall develop a Long-Term Support Plan for each consumer as defined in 34 CFR 361 and 363. The CRP must have a minimum of two (2) contacts per month with each consumer throughout the consumer's term of employment. Both contacts must be at the worksite and face-to-face. If a request is made by the consumer and/or guardian for twice a month offsite contact, then the above requirement doesn't apply. After one (1) year of stable employment, the CRP when appropriate, may institute a Step-Down Support Plan. A Step-Down Support Plan is defined as one that allows for the provision of extended services (long-term support) less than the two required face-to-face contacts per month. Such request should include detailed information of appropriate natural supports. A request that is submitted prior to one-year must be initiated by the consumer and/or guardian. The CRP must submit a completed Step-down Support Plan to their respective OVR CRP Consultant for review and approval prior to implementation.
- The CRP shall provide individualized extended services for each consumer 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 CRP shall communicate with OVR Counselor to make sure Extended Services for youth are authorized.
- The CRP shall continue to complete and maintain documentation of services provided after VR case closure and throughout the consumer's

term of employment or until the CRP discontinues services which should be reflected on the approved Step- Down Support Plan.

The Kentucky Office of Vocational Rehabilitation (OVR) utilizes 3 models of Supported Employment:

1. Traditional
2. Individual Placement and Support (IPS)
3. Customized Employment

Traditional Supported Employment

Traditional Supported Employment is for a consumer with most significant disabilities and requires initial and extended support services throughout their term of employment.

Expectations of CRP providing Traditional Supported Employment

CRPs approved to provide Traditional Supported Employment services must provide specific documentation.

This documentation can be found on the OVR Website under [Traditional Required Documents](#).

- The CRP shall receive an authorization from the OVR Counselor for Person-Centered Job Selection fee prior to the start of this service. This process leads to the development of the Person-Centered Employment Plan (PCEP). The authorization time frame should be no longer than seventy-five (75) days.
- The CRP shall submit monthly PCEP Activity Notes during the person-centered job selection process. These notes are sent to the counselor by the fifth (5th) of each month. Person-Centered Job Selection Activity Notes are completed on each activity. PCEPs are not to be completed solely by communicating only with the consumer. Interviews with multiple people who know the person best should be conducted. Also, observational experiences in the community are necessary and expected PCEP activities and should be common practice during the development of every PCEP. The PCEP must consist of a minimum of 10 hours. The PCEP should be submitted to the OVR counselor within fourteen (14) days of the final PCEP activity.
- If the PCEP is approved, then the OVR counselor will submit for payment. If the PCEP is not approved, it will be returned to the Employment

Specialist to redo. Once the PCEP is approved the counselor will meet with the consumer and develop the OVR Individual Plan for Employment (IPE). Best practice is to have the Employment Specialist at this meeting if possible.

- CRP shall receive an authorization from OVR Counselor for the Job Development fee once the IPE is signed by consumer and counselor, and prior to the start of this service. Authorizations should be done on a quarterly basis but should not exceed six (6) months.
- CRP shall use JD Activity Notes and Work Summary documentation. CRP shall submit Job Development Notes to the OVR counselor by the fifth (5th) of each month. The Employment Specialist will complete Job Development (JD) Activity Notes on every JD activity. It is expected that the Employment Specialist will meet with each consumer on a weekly basis.
- CRP shall submit a Work Summary once an appropriate job is obtained. Job must be competitive integrated employment (CIE) and a suitable job that has been specified on the PCEP.
- CRP shall obtain OVR Counselor approval before seeking and obtaining employment that is not listed on the consumer's Individualized Plan for Employment (IPE). The Counselor is required to amend the vocational goal on the IPE prior to Job Development in a different career path. Therefore, CRPs should communicate regularly with counselors to ensure approval has been issued. OVR is not required to pay for unapproved job development activities leading to employment not consistent with the IPE or IPE Amendment. Once the consumer is placed on an appropriate job, the Employment Specialist will provide support necessary for the consumer to be successful on the job.
- CRP shall receive an authorization from the OVR Counselor for the 30-day Stable Employment Outcome after the individual has obtained competitive integrated employment and maintained it for 30 days and prior to the beginning of each subsequent milestone (i.e., 60 days, 90 days).
- CRP shall submit, along with the invoices, 30-, 60-, and 90-day Stable Employment Activity Notes and Stable Employment Summary. The Stable Employment Activity Notes and Stable Employment Summary shall be submitted to the OVR counselor by the fifth (5th) of each month. The CRP Shall submit a Long-Term Support Plan after 90 days of stable employment.
- CRP will be required to provide the counselor with 120-day, 150-day and 180-day Summary Reports.

Individual Placement and Support

Individual Placement and Support (IPS) assists individuals with serious mental illness and/or substance use disorders work in competitive integrated employment settings of their choosing. The consumer must meet OVR eligibility standards with a diagnosis of serious mental illness or substance use diagnosis and requires extended services. Through the utilization of Establishment Contracts, the Office of Vocational Rehabilitation may implement IPS for the purpose of serving individuals with intellectual and developmental disabilities.

IPS is an evidence-based practice 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 eight (8) primary principles:

- 1) Competitive Employment
 - a) Jobs anyone can apply for, pay at least minimum wage/same pay as coworkers with similar duties, and have no artificial time limits imposed by the Social Security Administration.
- 2) Systematic Job Development
 - a) Employment Specialists systematically visit employers, who are selected based on the job seeker's preferences, to learn about their business needs and hiring preferences.
- 3) Rapid Job Search
 - a) IPS programs use a rapid job search approach to help job seekers obtain jobs rather than assessments, training, & counseling. The first face to face contact with the employer occurs within 30 days.
- 4) Integrated Services
 - a) IPS programs are integrated with mental health treatment teams. Employment Specialists attach to 1 or 2 mental health treatment teams, which discuss their caseload.
- 5) Benefits Planning
 - a) Employment Specialists help people obtain personalized, understandable, and accurate information about their Social Security, Medicaid, and other government entitlements.
- 6) Zero Exclusion

- a) People are not excluded based on readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, homelessness, level of disability, or legal system involvement.
- 7) Time-Unlimited Supports
 - a) Job supports are individualized and continue for as long as each worker wants and needs the support. Employment Specialist have face to face contact at least monthly.
- 8) Work Preferences
 - a) IPS program services are based on each job seeker's preferences and choices rather than the Employment Specialist's and supervisor's judgments.

Expectations of CRP providing Individual Placement Services (IPS)

CRPs approved to provide IPS SE services must provide specific documentation.

Documentation can be found on the OVR Website under [Individual Placement and Support Required Documents](#).

- The CRP shall receive an authorization from the OVR Counselor for the Career Profile fee prior to the start of this service. This authorization will be generated after it is mutually determined that IPS SE service is the appropriate service. The authorization should not exceed 30 days; however, the Career Profile is expected to be completed within 15 business days of authorization begin date.
- The CRP shall complete a Career Profile as the initial assessment (used for all individuals receiving IPS services). The Career Profile takes the place of the Person Center Employment Plan for individuals receiving IPS services. However, if the OVR counselor deems it necessary to complete a PCEP in addition to the Career Profile, then a detailed explanation for the request must be provided to the CRP Branch. If approval is given, then the same standards are to be followed as outlined in the Traditional Supported Employment section.
- If the Career Profile is approved, then the OVR counselor will submit for payment. If the Career Profile is not approved, it will be returned to the Employment Specialist to redo. Once the Career Profile is approved the counselor will meet with the consumer and develop the OVR Individual Plan for Employment (IPE). Best practice is to have the Employment Specialist at this meeting if possible.

- CRP shall receive an authorization from OVR Counselor for Job Development fee once IPE is signed by consumer and counselor, and prior to the start of this service. Authorizations should be done on a quarterly basis but should not exceed six (6) months.
- CRP shall use JD Activity Notes, Work Summary and Job Support Plan documentation. CRP shall submit Job Development notes to the OVR counselor by the fifth (5th) of each month. The Employment Specialist will complete Job Development (JD) Activity Notes on every JD activity. It is expected that the Employment Specialist will meet with each consumer on a weekly basis.
- CRP shall submit a Work Summary once an appropriate job is obtained. Job must be competitive integrated employment (CIE) and a suitable job that has been specified on the Career Profile.
- CRP shall obtain OVR Counselor approval before seeking and obtaining employment that is not listed on the consumer's Individualized Plan for Employment (IPE). The Counselor is required to amend the vocational goal on the IPE prior to Job Development in a different career path. Therefore, CRPs should communicate regularly with counselors to ensure approval has been issued. Payment to CRPs for unapproved job development activities leading to employment not consistent with the IPE or IPE Amendment are not to be expected. Once the consumer is placed on an appropriate job, the Employment Specialist will provide support necessary for the consumer to be successful on the job.
- CRP shall submit Job Support Plan after job is obtained.
- CRP shall receive an authorization from OVR Counselor for the 30-day Stable Employment Outcome once the individual has obtained competitive integrated employment and prior to the beginning of each subsequent milestone (i.e., 60, 90).
- CRP shall submit 30-, 60-, and 90-day Stable Employment Activity Notes and Stable Employment Summary. The Stable Employment Activity Notes and Stable Employment Summary shall be submitted to the OVR counselor by the fifth (5th) of each month. The CRP Shall submit a Long-Term Support Plan after 90 days of stable employment.
- CRP shall submit invoice, Stable Employment Activity Notes and Stable Employment Summary at the end of 30 and 60 days for payment. CRP shall submit invoice, Stable Employment Activity Notes and Long-Term Support Plan at the end of 90 days for payment.
- The CRP will be required to provide the counselor with a 120-day, 150-day and 180-day Summary Report.

Customized Employment

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

Expectations of CRP providing Customized Employment

CRPs approved to provide CE services must provide specific documentation. The list of required documents can be found on the OVR website under [Customized Required Documents](#).

The CRP shall be certified to do CE through Marc Gold and Associates. A list of qualified Employment Specialist can be found on the OVR website, under [Community Rehabilitation Program](#).

- The CRP shall receive an authorization from the OVR Counselor for the Customized Person-Centered Job Selection (Vocational Profile) fee prior to the start of this service. The authorization time frame should be no longer than 75 days.
- The CRP shall submit monthly activity notes during the Vocational Profile process. Vocational Profile Activity Notes are completed on each activity and sent to the OVR Counselor by the fifth (5th) of each month. Vocational Profiles are not to be completed solely by communicating with the consumer. Interviews with multiple people who know the person best should be conducted. Also, observational experience in the community is necessary and expected Vocational Profile activities and should be common practice during the development of the Vocational Profile. Vocational Profiles must consist of a minimum of 25 documented hours. The Vocational Profile should be submitted to the OVR Counselor within 14 days of the last Vocational Profile Activity Note.
- The CRP shall receive an authorization from OVR Counselor for the Visual Resume fee prior to the start of this service. Development of the Visual Resume is concurrent with the Vocational Profile. Images of completion and invoice should be submitted within five (5) business days of completion.
- The CRP shall receive an authorization for the Planning Meeting fee upon completion of the Vocational Profile. Multiple meetings may be necessary to accomplish the goal of identifying the unique features of a job to the consumer. However, only one authorization is to be utilized to cover subsequent meetings that ultimately make up the Planning Meeting.

Payment may be rendered once written report and invoice is submitted (within five (5) business days of completion) and approved by OVR Counselor. The authorization time frame should be no more than 90 days.

- The CRP shall receive an authorization for the Needs Analysis fee prior to the start of services. Needs Analysis is an important process used to identify specific needs of the employer that the job seeker may meet when hired. The authorization for Needs analysis should precede or accompany the Job Development authorization. The report and invoice should be provided within five (5) business days from the employment start date.
- CRP shall receive an authorization for Job Development fee once the Planning Meeting documentation is received, IPE is signed by consumer and counselor, and prior to the start of the service. Authorizations should be done on a quarterly basis but should not exceed six (6) months.
- CRP shall use JD Activity Notes and Work Summary documentation. CRP submit Job Development Notes to the OVR counselor by the fifth (5th) of each month. The Employment Specialist will complete Job Development (JD) Activity Notes on every JD activity. It is expected that the Employment Specialist will meet with each consumer on a weekly basis.
- CRP shall submit a Work Summary with invoice once an appropriate job is obtained. Job must be competitive integrated employment (CIE) and a suitable customized job that has been specified on the Vocational Profile.
- CRP shall obtain OVR Counselor approval before seeking and obtaining employment that is not listed on the consumer's Individualized Plan for Employment (IPE). The Counselor is required to amend the vocational goal on the IPE prior to Job Development in a different career path. Therefore, CRPs should communicate regularly with counselors to ensure approval has been issued. Payment to CRPs for unapproved job development activities leading to employment not consistent with the IPE or IPE Amendment are not to be expected. Once the consumer is placed on an appropriate job, the Employment Specialist will provide support necessary for the consumer to be successful on the job.
- CRP shall receive an authorization for Job Analysis from the OVR Counselor concurrently with the 30-day Stable Employment Outcome. This authorization should not exceed 30 days. A Systematic Instruction Job Analysis report must be submitted within five (5) days of the last analysis activity.
- CRP shall receive an authorization from the OVR Counselor 30-day Stable Employment Outcome once the individual has obtained competitive

integrated employment and prior to the beginning of each subsequent milestone (i.e., 60, 90).

- CRP shall submit 30-, 60-, and 90-day Stable Employment Activity Notes and Stable Employment Summary. The Stable Employment Activity Notes and Stable Employment Summary shall be submitted to the OVR counselor by the fifth (5th) of each month. The CRP Shall submit a Long-Term Support Plan after 90 days of stable employment.
- CRP shall submit invoice, Stable Employment Activity Notes and Stable Employment Summary at the end of 30 and 60 days for payment. CRP shall submit invoice, Stable Employment Activity Notes and Long-Term Support Plan at the end of 90 days for payment.
- The CRP will be required to provide the counselor with a 120-day, 150-day and 180-day Summary.

Adjustment Services

Adjustment Services are for consumers who need to address employment- related issues. Consumers may or may not require job placement or employment follow-up services provided by the CRP. Adjustment Services shall not 90 days.

The Adjustment Service shall include:

- A written plan of services consistent with the purpose for which the consumer was referred.
- A monthly written progress report.
- A final summary report when service is completed.

A copy of the plan shall be sent to the OVR counselor within two (2) weeks of start date.

NOTE: CRP agencies approved to provide SE or E&R services are deemed qualified to provide adjustment services. Requests for implementation of these services must be clearly indicated to OVR on the vendor application and approved by the CRP branch. Agencies seeking to provide adjustment services only, must provide documentation indicating the respective staff have at least one (1) year of experience in serving individuals with disabilities specific to employment related areas.

OVR will pay the CRP once a written report, summary, and invoice is received and approved.

Transportation Services

Transportation services may be utilized to assist a consumer in participating in OVR approved rehabilitation services provided by the CRP. Specific guidelines can be found in the [OVR Policy and Procedure Manual](#) and [Service Fee Memorandum](#).

Skills Training

Some CRPs provide specialized skill(s) training programs. The fee and terms of payment for these courses shall be negotiated with each CRP. For additional information, please contact the [CRP Branch](#).

Existing, non-skill(s) training Service Fee Memorandums (SFM) may also be utilized to access skill(s) training services. For example, the [Pre-Vocational Service Fee Schedule](#) may be utilized to access skills training programs.

Community Work Transition Program

*Oversight of Community Work Transition Programs is provided by the OVRs Transition Services Branch.

“Community Work Transition Program” (CWTP) means the vocational rehabilitation program designed to assist OVR students who have identified work as a possible desired post-school outcome and have demonstrated a need for assistance to transition from high school to post-school activities, including employment. Students who may be considering work-sheltered facilities earning a sub-minimum wage post high school may also participate in CWTP for experiential work opportunities. The goal of this program and all services provided is community work exploration and competitive, integrated employment.

CWTP utilizes the unique services of a qualified Employment Specialist to provide:

1. Pre-ETS for students in their 9th and 10th grade year, in individual and/or group services (i.e., job exploration and counseling, work-based learning experiences, post-secondary counseling, workplace readiness training in the areas of social skills and independent living, and self-advocacy instruction).
2. Transition services, individually only (i.e., transition planning, career assessment, job development, job coaching, community job placement, and post-school follow-up services).

CWTP in conjunction with SE

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

When a student is in CWTP and needs supported employment services to maintain employment after graduation, the following guidelines apply:

1. The SE provider may become involved with the student during the last semester.
2. The Lead Job Developer will continue to be the CWTP staff person.
3. The SE provider may act as a consultant to work with CWTP.

4. The consultation fee may be authorized to cover such activities as planning meetings with the student, OVR, CWTP staff and others; record reviews; consultation regarding VR goal selection and job development; IEP/ITP meetings and other individualized services.
5. The SE provider and the CWTP staff shall work together to plan for a smooth transition for the student.

If a student leaves school with a job

The CWTP shall be eligible to receive the 60-day follow-up fee according to CWTP guidelines. During these 60 days, CWTP staff shall work with the SE provider to ensure a smooth transition to long-term supports. The SE provider is not eligible to receive a SE Job Development Fee but will be eligible to receive fees pertaining to the 30, 60, and 90-day outcome milestones.

If a student leaves school without a job

The SE provider is eligible to receive the appropriate SE Job Development Fee, followed by SE Outcome Fees, according to guidelines. Decisions for supplemental information, such as a Person-Centered Employment Plan or Career Profile, may be necessary and will be determined on an individualized basis.

If a student is still in school

When planning for SE services for a student still in school, all decisions should be individually determined. Exceptions to the above guidelines should be discussed with and approved by the Transition Services Branch Manager and the CRP Branch Manager.

OVR shall communicate to the CRP the reason for the referral and the expected result of services provided by the CRP.

OVR will pay the CRP once a written report, summary, and invoice is received and approved. These rates are as follows:

Pre-Vocational Services

“Pre-Vocational Services” refers to services available to OVR eligible adults who need, or could benefit from one (1) or more of the following:

1. Job Exploration Counseling
 - a. Interest inventories, career pathways, exploring in-demand occupations and interview skills.
2. Work-Based Learning Experiences
 - a. Job shadowing, touring companies, job training, internships, apprenticeships, short-term employment, on-the-job training, and learning about jobs.
3. Post-Secondary Counseling
 - a. Providing information on course offerings, career options, types of trainings available, advising on academic curriculum, application, and admission processes, completing the FAFSA and disability support services.
4. Workplace Readiness Training
 - a. Soft skills training, communication and interpersonal skills, financial literacy, travel training, job seeking skills, and employer expectations.
5. Self-Advocacy Instruction
 - a. Rights and responsibilities, requesting accommodations/services/supports, communicating needs, and information interviews.

Expectations of CRP providing Pre-Vocational Services:

CRPs approved to provide Pre-Vocational Services must provide specific documentation. The list of required documents can be found on the OVR website under [Pre-Vocational Services](#)

- Submit a CRP Application Addendum form requesting to provide Individual Pre-Vocational Services to OVR Consultant if not currently approved.
- Submit a proposal for approval to OVR prior to conducting group activities. A group is considered two (2) or more individual and shall not include more 15 without an approved exception.

- Provide a referral to designated OVR staff for Pre-Vocational Services. Guardian consent must be obtained for individuals who do not retain their own rights.
- Acquire the appropriate authorization prior to providing services.
- Submit monthly reports by the fifth (5th) of each month.
- Submit invoices quarterly by the fifth (5th) of each month.
- Submit exception request to respective OVR counselor.
- Ensure employees complete five (5) hours of CEU's annually.

Pre-Employment Transition Services

“Pre-Employment Transition Services” (Pre-ETS) means services available to students with a disability who are “eligible” or “potentially eligible” during their 9th and 10th grade year unless an exception is approved in advance by OVR. Services will focus on:

1. Exposure to local labor market opportunities
2. A variety of community settings; and,
3. Allow the student to explore and experience possible careers of interests.

“Pre-ETS activities”:

1. Job Exploration Counseling
 - a. I.e., interest inventories, career pathways, exploring in-demand occupations, and interview skills.
2. Work-Based Learning Experiences
 - a. I.e., job shadowing, touring companies, job training, internships, apprenticeships, short-term employment, on-the-job training, and learning about jobs.
3. Post-Secondary Counseling
 - a. I.e., providing information on course offerings, career options, types of trainings available, advising on academic curricula, application, and admission process, completing the FAFSA and disability support services.
4. Workplace Readiness Training
 - a. I.e., soft skills training, communication and interpersonal skills, financial literacy, travel training, job seeking skills, and employer expectations.
5. Self-Advocacy Instruction
 - a. I.e., rights and responsibilities, request accommodations/services/supports, communicate needs, and informational interviews.

Students may receive a maximum 15 hours per quarter. Hours may be a combination of group and individual services. Requests for exceptions to 15 hours maximum for Potentially Eligible students will be directed to the Transition Services

Branch Manager. Requests for exceptions to the 15-hour maximum for eligible students with an Individualized Plan for Employment will be directed to the Vocational Rehabilitation Counselor.

The CRP shall:

- a) Limit group sizes to a maximum of 20 students who have a disability. Groups of students with disabilities should be kept small to ensure students have the support they need to participate in services. However, there may be occasions where it is appropriate groups larger than 20 to participate in a Pre-ETS. This will require approval from the Transition Services Branch Manager.
- b) Seek written approval from OVR prior to conducting group activities with more than 20 students. All such proposals must ensure that all costs are necessary reasonable, allocable, and allowable under state and federal law.
- c) Providers will utilize the Pre-VR System for data exchange of Student Information including Referral Forms, Documentation of Disability, services provided, hours, group size, activity notes, and outcomes.
- d) Providers shall not begin services prior to student approval in the Pre-VR System. Services provided without prior approval will not be paid.
- e) Providers will submit service hours, activity notes and outcomes through the Pre-VR system by the fifth (5th) of the following month. Service hours cannot be entered after the fifth (5th) Example: Service provided in September are required by the fifth (5th) of October.
- f) Pre-ETS Coordinators will review hours, activity notes and outcomes by 15th of the month. Note: If activity notes and/or outcomes are insufficient, Coordinator may request additional information. If sufficient documentation is not received, service hours may not be approved.
- g) Approved services will appear on the Approved Services reports in the Pre-VR system after the 15 of each month.
- h) Provider will use the Approved Services reports to create invoices which must be submitted to OVR by the last day of the month. Invoices will be emailed to OVRInvoices@ky.gov.

Example: Services provided in September, approved in October, shall be invoiced by October 31st.

Employment and Retention

The Employment and Retention (E&R) program is designed for individuals needing assistance in acquiring competitive integrated employment but do not require long-term support.

For E&R, successful employment means a consumer has been placed in gainful employment consistent with IPE, satisfied with employment, has the expectation that employment will continue without further CRP services and has been working successfully on the job for at least 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 defined in the Rehabilitation Act as: "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 (i.e., employer-related health insurance). However, employment can be part-time if the consumer and OVR have determined that part-time employment is more appropriate.

Expectations of CRP providing Employment and Retention Services

CRPs approved to provide E & R services must provide specific documentation.

The list of required documents can be found under [Employment & Retention Required Documents](#).

- CRP shall assist in the development and implementation of agreed upon services outlined in the Individual Plan for Employment (IPE). It is best practice for a representative of the CRP to be involved in the IPE development to ensure all parties understand the services that are to be provided.
- CRP shall receive an authorization from the OVR Counselor for the Employment & Retention fee once the IPE is signed by the consumer and

- counselor, and prior to the start of this service. The authorization should be done on a quarterly basis but should not exceed six (6) months.
- CRP shall provide feedback to the OVR Counselor and furnish written progress notes monthly until consumer is employed. Once a consumer is employed, a progress note should be sent to the counselor after day 1, day 45 and day 90.

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 \$1,000.00 bonus payment, the following must be met:

- Consumer meeting a specific targeted wage
- The target wage is set at the beginning of each program year and issued after July 1 via service fee memorandum. This can be found on OVR's website under "[Service Fee Memorandums](#)".
- 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).

NOTE: Supplemental insurance does not meet the requirement for bonus payment.

CRPs shall submit adequate documentation that criteria have been met to bill for bonus payment(s). Pre-Authorization is not required to receive payment.

For Employment and Retention, requests, and supplemental documentation shall be provided with the 90 Day Report.

Supported Employment bonus requests may be submitted from the start of extended services up to VR case closure. In cases where the targeted wage has been modified due to changes in program year the benchmark should be the lesser targeted wage.

If an employer offers health insurance and the consumer denies coverage, the bonus payment should still be paid to the CRP.

Fee Schedules

An Authorization for Goods and/or Services form (“Authorization”) from OVR is a guarantee of a base payment to the vendor. The base rate is determined by fee schedules and Service Fee Memoranda found on the OVR website. The Vendor shall return the Authorization to the counselor within 10 business days if Vendor elects not to accept the Authorization. OVR shall then notify the consumer that OVR will not pay for services provided by Vendor.

Vocational Rehabilitation Counselors must pre-authorize specific services for each consumer per guidelines as outlined in [Office of Vocational Rehabilitation Policy and Procedures Manual](#).

No payments should be rendered until the appropriate documentation has been received and has been deemed acceptable by the Vocational Rehabilitation Counselor.

For more information regarding Services listed below, please see [OVR Policy and Procedures](#)

Assessments

- Comprehensive Vocational Evaluation
- Vocational Assessment
- Academic Assessment
- Aptitude Assessment
- Interest Assessment
- Mobile Assessment Fee

For information regarding authorization and payment for services, please refer to [Evaluations and Credentialing Service Fee Memorandum](#).

Supported Employment Services

- PCEP
- Job Development
- Stable Employment Outcome
- Additional Supported Employment

For information regarding authorization and payment for services, please refer to the [Supported Employment Service Fee Memorandum](#)

Note: The Additional Supported Employment Services fee is not to be utilized for the purpose of job development or PCEP activities. Job Development and PCEP services are instrumental in leading to the acquisition of a supported employment position but are not identified as supported employment services. Supported employment services are only identified as ongoing support services needed to assist a person with a most significant disability in maintaining employment.

Adjustment Services

For information regarding authorization and payment for services, please refer to the [Adjustment Services Service Fee Memorandum](#)

Transportation Services

For information regarding authorization and payment for services, please refer to the [Transportation Services Fee Schedule](#).

Community Work Transition Program

For information regarding authorization and payment for services, please refer to the [Community Work Transition Program Service Fee Memorandum](#)

Pre-Vocational Services

For information regarding authorization and payment for services, please refer to the [Pre-Vocational Services Fee Schedule](#).

Pre-Employment Transition Services

For information regarding authorization and payment for services, please refer to the [Pre-Employment Transition Services Free Schedule](#).

Employment and Retention

For information regarding authorization and payment for services, please refer to the [CRP Service Fee Memorandum](#).

Bonus Payments

For information regarding authorization and payment for services, please refer to the [Bonus Payments for Community Rehabilitation Program Outcomes](#).

Training Requirements

All Community Rehabilitation Programs shall ensure all employees complete the continuing education requirements.

The [OVR CRP CEU form](#) shall be completed, maintained by the provider, and submitted to OVRCRP@ky.gov by July 1st

Staff Conducting Comprehensive Vocational Evaluations/Assessments:

The CRP Evaluator shall complete a minimum of 100 hours of continuing education hours over a five (5) year period.

Staff Delivering Supported Employment Services:

The CRP Employment Specialist shall participate in the Supported Employment Training Project (SETP) offered through the [University of Kentucky Human Development Institute](#). This training is conducted through online activities. Participants must pass quizzes to successfully complete the required training. This training must be completed within six (6) months of hire date.

Any Employment Specialist not holding a certification (i.e., CRC, CESP, ACRE, Marc Gold & Associates) shall be required to acquire fifteen (15) hours of continuing education units (CEUs) annually, with at least four (4) hours specific to serving individuals who are deaf, blind, or DeafBlind.

Employment Specialists holding a certification (i.e., CRC, CESP, ACRE, Marc Gold & Associates) are required to obtain at least four (4) hours of CEUs specific to serving individuals who are deaf, blind, or DeafBlind.

Staff Delivering Pre-Vocational Services

Any Employment Specialist not holding a certification (i.e., CRC, CESP, ACRE, Marc Gold & Associates) and delivers Pre-Vocational Services shall be required to acquire five (5) hours of CEUs annually.

Staff Delivering Employment and Retention

Any Employment Specialist not holding a certification (i.e., CRC, CESP, ACRE, Marc Gold & Associates) shall be required to acquire fifteen (15) hours of CEUs annually, with at least four (4) hours specific to serving individuals who are deaf, blind, or DeafBlind.

Employment Specialists holding a certification (i.e., CRC, CESP, ACRE, Marc Gold & Associates) are required to obtain at least four (4) hours of CEUs specific to serving individuals who are deaf, blind, or DeafBlind.

Program Audits and Program Improvement Plan

The OVR CRP Branch reserves the right to conduct random and/or scheduled audits to ensure CRP compliance as outlined in the Vendor and CRP Manuals. The assigned CRP Branch Consultant is the designated staff responsible for conducting audits/reviews. It is expected that each CRP will have a formal audit/review at least once every three (3) years. Non-compliance findings may result in the development and implementation of a Program Improvement Plan (PIP), which is designed to address areas of focus and provide technical assistance strategies. If non-compliance remains consistent throughout the implementation of the PIP, then dissolution of the CRP Memorandum of Agreement (MOA) is possible. The intent of a PIP is to bring the CRP into compliance through technical assistance strategies that will lead to better services and outcomes for our mutual consumers.

Community Rehabilitation Program Branch

For additional information or assistance, please contact:

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*** CRPs shall ensure that all CRP staff who serve VR consumers have received a copy of, or have reviewed, the CRP manual.**