



Education and Workforce Development Cabinet

Office of Vocational Rehabilitation

Policy and Procedures

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Introduction

Policies are the organization's stated position on a particular internal or external issue. Policies provide the written basis for an organization's operations and are in tandem with federal and state regulations. Policy frameworks are influenced by the strategic direction of the organization and by:

1. External factors such as the law; and
2. Internal factors such as the views of stakeholders such as the governing body, service users and the historic values of the organization

Effective written policies provide staff with a clear understanding of what constitutes appropriate, acceptable, and lawful agency behavior.

Procedures are the staff instructions for implementing policies. Procedures are essential to an organization's ability to achieve the agency's objectives.

Procedures:

1. Increase consistency, reliability, and fairness.
2. Save on time and effort.
3. Ensure an effective method is used by capturing whatever has evolved as best practice; and

4. Enable less experienced, less skilled, or temporary staff or volunteers to learn quickly and contribute more.

Procedure

All Office of Vocational Rehabilitation (OVR) policies and procedures are formally adopted, disseminated, and maintained in an accessible format by OVR in a shared drive. Individuals responsible for formulating, implementing, and maintaining office policies must comply with the requirements outlined in this document for drafting, vetting, approving, amendments, or retirements of policies.

New Policy and Procedures

If an OVR employee determines a need for a new policy and/or procedure, the following steps shall be taken:

1. The OVR employee shall gather any pertinent information pertaining to the explanation of need and provide to next-line supervisor.
2. The next-line supervisor shall follow division guidelines on chain-of-command process to get information and request to Division Director (i.e., supervisor to branch manager, branch manager to regional manager).

NOTE: During the chain-of-command process, a subject matter expert (SME) should be identified and available for questions or clarification from PPS staff.

3. The Division Director (or appointed designee) shall provide pertinent information (i.e., current policy, forms) and policy and/or procedure request to the OVRPolicy@ky.gov web box.
 - a. The web box is overseen by a designated staff member of the Program Policy and Support (PPS) Branch.
 - b. The Division Director (or appointed designee) shall continue to monitor progress during the policy and/or procedure process.
 - c. The Division Director (or appointed designee) shall determine if the State Council on Vocational Rehabilitation (SCVR) should be involved.
 - i. If the SCVR needs to be involved, the PPS Branch staff member shall advise the Vocational Rehabilitation Administrator (VRA) who oversees the SCVR.

1. The VRA shall notify the SCVR Chair.
2. SCVR Chair determines SCVR involvement.
 - a. This does not need to be determined at a board meeting.
3. SCVR Chair notifies VRA of involvement level and designee to represent SCVR.
4. VRA notifies Division Director (or appointed designee) and the PPS Branch staff member.
4. Once the policy and/or procedure request is received the designated PPS Branch staff member shall review provided information within ten (10) business days. The PPS Branch staff member should prepare an initial draft and/or questions in regard to the request.
5. The PPS Branch staff member shall notify the accessibility expert and copy the Division Director (or appointed designee) and provide any initial draft.
 - a. The accessibility expert will determine following steps regarding accessibility and needed involvement.
6. The PPS Branch staff member shall determine if a meeting is needed for additional information or clarification.
 - a. If a meeting is not deemed necessary, the PPS Branch staff member shall move to step #9.
7. The PPS Branch staff member shall request a meeting time with the designated SME or SME group and copy the Division Director (or appointed designee).
8. The PPS Branch staff member and designated SME/SME group shall meet to discuss further information needs or clarification.
 - a. This meeting could occur multiple times depending on subject and needs.
9. The PPS Branch staff member should take information provided by SME/SME group and begin the “determining rates” process as established in the PPS Branch Service Fee Memorandum Procedures.
 - a. The PPS Branch staff member shall also determine if legal advice is needed at this point. If so, the staff member will work with legal.

- b. The PPS Branch staff member shall ensure the Division Director (or appointed designee) is aware of how the rates were determined and if legal involvement is needed.
- 10. The PPS Branch staff member shall provide a final draft policy and/or procedure to the PPS Branch Manager.
- 11. The PPS Branch Manager shall review final draft POLICY AND/OR PROCEDURE.
 - a. If any corrections needed, this draft policy and/or procedure shall be returned to the PPS Branch staff member.
 - b. If no corrections needed, go to step #12.
- 12. The PPS Branch Manager shall communicate with Division Director (or appointed designee) with draft policy and/or procedure ready for review.
- 13. The Division Director (or appointed designee) shall review the draft policy and/or procedure to ensure clarity and accurateness.
 - a. If any corrections needed, this draft policy and/or procedure shall be returned to the PPS Branch Manager with comments.
- 14. The Division Director (or appointed designee) shall forward final draft to the Executive Staff Advisor to be put onto Executive Leadership Team (ELT) agenda.
 - a. The Division Director (or appointed designee) shall present final draft SFM to the ELT at the next available meeting.
- 15. ELT determines if approved or denied.
 - a. If denied, ELT should provide additional requests/concerns to Division Director (or appointed designee) and that information should be passed back to the PPS Branch staff member.
 - b. If approved, move to step #16.
- 16. ELT shall determine if training is needed and subsequent implementation date.
 - a. If training is identified, the Division Director (or appointed designee) shall initiate training efforts with the Executive Staff Advisor.
 - i. OVR has determined best practice is to have pertinent staff trained prior to implementation date.

- b. If training is not needed, move to step #17.
17. The approved final policy and/or procedure shall be provided by the PPS Branch staff member to the accessibility expert to be converted into accessible PDF.
18. Once accessible PDF is available, the accessibility expert shall provide back to the PPS Branch staff member, the PPS Branch staff member shall save the final policy and/or procedure on:
- a. OVR Share Drive
 - b. OVR website
 - c. Notify the Division Director (or appointed designee) that policy and/or procedure is available on Share Drive and website
19. The final accessible PDF policy and/or procedure shall be disseminated to all OVR staff via agency wide email through the Executive Director's Administrative Support.
20. The Division Director (or appointed designee) shall ensure to present approved policy and/or procedure at the next available SCVR Division report out.
21. The PPS Branch staff member shall update the internal tracking system for policy and/or procedures for a rotational review.

Policy and/or Procedure Revisions

Revision Found

If an OVR employee determines revisions are needed for a current policy and/or procedure, the following steps shall be taken:

1. The OVR employee shall gather any pertinent information pertaining to the explanation of need and provide to next-line supervisor.
2. The next-line supervisor shall follow division guidelines on chain-of-command process to get information and request to Division Director (i.e., supervisor to branch manager, branch manager to regional manager).

NOTE: During the chain-of-command process, a subject matter expert (SME) should be identified and available for questions or clarification from PPS staff.

3. The Division Director (or appointed designee) shall provide pertinent information and request to the OVRPolicy@ky.gov web box.
 - a. The web box is overseen by a designated staff member of the Program Policy and Support (PPS) Branch.
4. Once the request is received the designated PPS Branch staff member shall review provided information within ten (10) business days. The PPS Branch staff member should prepare an initial draft and/or questions in regards to the request.
5. The PPS Branch staff member shall determine if a meeting is needed for additional information or clarification.
 - a. If a meeting is not deemed necessary, the PPS Branch staff member shall move to step #8.
6. The PPS Branch staff member shall request a meeting time with the designated SME or SME group.
7. The PPS Branch staff member and designated SME/SME group shall meet to discuss further information needs or clarification.
 - a. This meeting could occur multiple times depending on subject and needs.
8. The PPS Branch staff member shall provide a final draft policy and/or procedure to the PPS Branch Manager.
9. The PPS Branch Manager shall communicate with Division Director/designee with draft policy and/or procedure ready for review.
10. The Division Director/designee shall review the draft policy and/or procedure to ensure clarity and accurateness.
 - a. If any corrections needed, this draft policy and/or procedure shall be returned to the PPS Branch Manager with comments.
11. The Division Director (or appointed designee) shall forward final draft to the Executive Staff Advisor to be put onto Executive Leadership Team (ELT) agenda.
 - a. The Division Director (or appointed designee) shall present final draft SFM to the ELT at the next available meeting.
12. ELT determines if approved or denied.

- a. If denied, ELT should provide additional requests/concerns to Division Director/designee and that information should be passed back to the PPS Branch staff member.
 - b. If approved, move to step #14.
13. ELT shall determine if training is needed and subsequent implementation date.
- a. If training is identified, the Division Director/designee shall initiate training efforts with the Executive Staff Advisor.
 - i. OVR has determined best practice is to have pertinent staff trained prior to implementation date.
 - b. If training is not needed, move to step #14.
14. The approved final policy and/or procedure shall be provided to accessibility expert to be converted into accessible PDF.
15. Once accessible PDF is available, the Final policy and/or procedure shall be saved on:
- a. OVR Share Drive
 - b. OVR website
16. The final accessible PDF shall be disseminated to all OVR staff via agency wide email via the Executive Director's Administrative Support.
17. The PPS Branch staff member shall update the internal tracking system for rotational review.

Rotational Review

If the designated PPS Branch staff member is reviewing a policy and/or procedure on the rotational review, the following steps should be taken:

1. The PPS Branch staff member shall review to ensure the policy and/or procedure is still appropriate.
 - a. If appropriate, move to step #2.
 - b. If inappropriate, the PPS Branch staff member shall review pertinent federal and/or state legislation to update agency policy/procedure accordingly.

2. The PPS Branch staff member shall contact the SME to determine if any additional revisions are needed.
 - a. If no revisions are needed, the PPS Branch staff member shall update the internal tracking spreadsheet with last and next revision date.
 - b. If revisions are needed, the PPS Branch staff member shall request to meet with the SME/SME group and move to step #3.
3. The PPS Branch staff member and designated SME/SME group shall meet to discuss further information needs or clarification.
 - a. This meeting could occur multiple times depending on subject and needs.
4. The PPS Branch staff member shall provide a final draft to the PPS Branch Manager.
5. The PPS Branch Manager shall communicate with Division Director/designee with draft ready for review.
6. The Division Director/designee shall review the draft policy and/or procedure to ensure clarity and accurateness.
 - a. If any corrections needed, this draft shall be returned to the PPS Branch Manager with comments.
7. The Division Director (or appointed designee) shall forward final draft to the Executive Staff Advisor to be put onto Executive Leadership Team (ELT) agenda.
 - a. The Division Director (or appointed designee) shall present final draft SFM to the ELT at the next available meeting.
8. ELT determines if approved or denied.
 - a. If denied, ELT should provide additional requests/concerns to Division Director/designee and that information should be passed back to the PPS Branch staff member.
 - b. If approved, move to step #9.
9. ELT shall determine if training is needed and subsequent implementation date.

- a. If training is identified, the Division Director/designee shall initiate training efforts with the Executive Staff Advisor.
 - i. OVR has determined best practice is to have pertinent staff trained prior to implementation date.
 - b. If training is not needed, move to step #10.
10. The approved final policy and/or procedure shall be provided to accessibility expert to be converted into accessible PDF.
11. Once accessible PDF is available, the Final policy and/or procedure shall be saved on:
- a. OVR Share Drive
 - b. OVR website
12. The final accessible PDF shall be disseminated to all OVR staff via agency wide email by the Executive Director's Administrative Support.
13. The PPS Branch staff member shall update the internal tracking system for rotational review.