



EDUCATION and WORKFORCE DEVELOPMENT CABINET
Department of Workforce Investment

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Secretary

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Deputy Secretary

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Commissioner

To: Office of Vocational Rehabilitation Vendors and Service Providers

From: Cora McNabb, Executive Director, Office of Vocational Rehabilitation

Date: March 27, 2020

RE: Remote Services

Due to the outbreak of the COVID-19 virus, the Kentucky Office of Vocational Rehabilitation (OVR) has been instructed to cease all in-person services. Additionally, we are not currently authorizing Office of Vocational Rehabilitation providers to provide in-person services either. Our primary concern is the health and safety of our consumers, staff, and partners.

We understand it may be possible to provide some services to consumers remotely and we want to help providers to continue assisting our consumers while also observing the safety measures implemented by Governor Beshear. Therefore, the Office of Vocational Rehabilitation is developing some temporary procedures to address the needs of our consumers during the current crisis.

If you are a service provider who wishes to provide services to the Office of Vocational Rehabilitation consumers remotely, you should contact your local office or an Office of Vocational Rehabilitation Administrator to explain your methods of providing remote services. Once approved, any service provided will still require prior authorization, unless your agency currently has a contract with the Office of Vocational Rehabilitation. All invoices for services should include the following information:

- 1. Specific consumer name**
- 2. Specific service provided**
- 3. Date of service provision**
- 4. Timeframe of the services delivered**

If you are a provider of Pre-Employment Transition Services, you may contact Dorothy.Jenkins@ky.gov to request approval of the content and methods of providing Pre-Employment Transition Services remotely.

If you are a Community Rehabilitation Provider or Supported Employment provider, you may contact RonnieL.O'Hair@ky.gov to request approval of the content and methods of providing your services remotely.

Although most staff are telecommuting, calls are being re-routed appropriately. To find the number for your local office, please use this [directory](#) or visit the Kentucky Office of Vocational Rehabilitation website under the [About Us section](#).

Please understand that most Office of Vocational Rehabilitation staff are now working from home and that email may be the most efficient means of communication until staff are able to return to their offices.

We appreciate your patience during this global crisis. We will get through this together.