



# Community Rehabilitation Program (CRP) Manual

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Program Year 2024 – 2025

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## Introduction

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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](mailto:OVRCRP@ky.gov)

## Federal Definitions

### *Community Rehabilitation Program Definition from 34 CFR 361.5(c)(7)*

- (i) **Community rehabilitation program** means 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.

***Competitive Integrated Employment Definition from 34 CFR 361.5(c)(9)***

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.

## **Supported Employment**

### ***34 CFR 361.5 (c)(53)***

- (i) Supported employment means 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—
- (ii) 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
- (iii) 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.
- (iv) 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**

### ***34 CFR 361.5(c) (54)***

Supported employment services means 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**

### ***34 CFR 361.5(c)(19)***

Extended services means 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.

## Youth with a Disability

### *34 CFR 361.5(c)(58)*

- (i) Youth with a disability means 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.

## Application

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Any agency, organization, or institution applying to be a CRP, must submit the following documents.

- OVR Vendor Application.
- Education Credentials, as prescribed based on services identified in the application.
- Proof of Business ID or LLC/Corporation paperwork.
- Proof of Consumer Use Tax Account with Kentucky Department of Revenue
- Agency Policy and Procedures
- Organizational Structure
- Liability Insurance/Certificate of Insurance

Any agency, organization, or institution applying to be a CRP, shall submit the following documents, if applicable based on the identified requirements in the OVR Vendor and CRP Vendor Manuals. For additional guidance, please contact [OVRCRP@ky.gov](mailto:OVRCRP@ky.gov)

1. Articles of Incorporation
2. Agency Bylaws
3. List of Board of Directors
4. Proof of Workers Compensation
5. CARF Survey Report or other Accreditations or Credentials
6. Agency hiring procedures (ex: educational requirements, , as required)
7. Samples of Agency Documentation (i.e., Referral Form, Invoice, Evaluations, Curriculum, Notes).

### **Denied Applicant**

Applicants and documentation must meet all aspects of the CRP definition set forth in 34 CFR 361.5(c)(7), and the requirements outlined in the OVR Vendor Manual and the OVR CRP Vendor Manual. Not meeting these requirements in whole or in part will result in a vendor application denial. The denial will be provided in writing.

### **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. This is required to process payments to the vendor.
  - a. To register, contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov)
2. Sign a Memorandum of Agreement. This is required to do business with the state agency.
3. Organizations that are certified by a national organization should include with this application a copy of their current certification.

### ***When Changes Occur to Original Applications***

Complete a CRP Application Addendum and submit to [OVRCRP@ky.gov](mailto:OVRCRP@ky.gov) when:

1. Adding a service

2. Discontinuing a service
3. Change of name, tax ID number, address, phone, or email
4. Staff updates, new employees and employees who no longer work with agency.
5. Change in geographic service area.
6. The attainment of certification has occurred (i.e., CRC, CESP, customized employment, etc.) or the Lapse of certifications or credentials on which application is approved (i.e.: CRC lapse)

## Expectations for a CRP

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### Review and Compliance with OVR Manuals

- The CRP shall review and comply with the OVR and CRP manuals annually before executing the CRP Memorandum of Agreement.
- CRP vendors shall ensure that all CRP staff who serve VR consumers have received a copy of, or have reviewed, the CRP manual.

### Payment for Authorized Services

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

### Ethical Standards

- The Association for Persons Supporting Employment First (APSE) Ethical Guidelines for Professionals in Supported Employment are considered best practice when providing supported employment (SE) services. These ethical guidelines are presented as part of the SETP training through UK HDI and can be found at [APSE Ethical Guidelines for Professional in Supported Employment](#).
- Any CRP employee who retains a Certification in Rehabilitation Counseling (CRC) must adhere to the [CRC Code of Professional Ethics](#).

### Referral Expectations

- The CRP shall contact new referrals as soon as possible. Best practice is that they would be contacted within 5 business days of referral to set up an appointment.
- The CRP shall not accept a consumer in Supported Employment, or provide supported employment services to the consumer, until the referral to OVR has

been appropriately assessed for supported employment eligibility and an authorization has been generated and obtained by the CRP.

- The CRP must only serve consumers as noted on their approved Vendor Agreement. Acceptance of referrals based on perceived ease of placement and support is not acceptable.
- The CRP shall accept and serve annually a minimum of five (5) new VR consumers unless provided an exception by the CRP Branch Manager.
- The CRP may refer potential consumers to OVR or OVR may refer consumers to a CRP. If a referral is from the CRP to OVR, that does not guarantee approval for services. A referral must be submitted by the CRP 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.

## **Referrals Not Accepted**

If the referral is not accepted by the CRP, then the CRP will provide denial justification to the referring counselor within 5 business days of denial decision.

## **Timeliness of Services to Consumers**

The CRP shall provide services within an authorized timeframe. If an extension is needed, a written request shall be submitted to the counselor for approval at least 2 weeks prior to the end of the authorization. The request shall explain the need for an extension and include an expected service completion date.

## **Consumer Vocational Goal Change**

CRPs 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. CRPs must communicate regularly with counselors to ensure approval has been issued before moving forward. OVR is not required to pay for unapproved job development activities leading to employment not consistent with the IPE or IPE Amendment. Exceptions to this policy require justification in writing and must be approved by the OVR Division Director of Field Services. Once the consumer is placed on an appropriate job, the CRP Employment Specialist will provide support necessary for consumer success.

## Reporting Requirement - Progress Note

- The CRP will submit required reporting documentation in accordance with OVR CRP Manual requirements.
- During months when no services occur, the CRP is still expected to submit a progress note to the OVR Counselor document why services were not provided.

## CRP Vendor Staff Training Requirements

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All Community Rehabilitation Programs shall ensure all employees complete the continuing education requirements required, including those specific to services provided. Compliance failures may result in a CRP being placed on a Performance Improvement Plan (PIP) up to and including the vendor being placed in “refund only” status until findings are resolved.

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

## 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**

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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**

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The OVR CRP Branch reserves the right to conduct random and/or scheduled audits to ensure CRP compliance as outlined in the OVR Vendor and CRP Manuals. The assigned OVR CRP Branch Consultant is the designated staff responsible for conducting audits/reviews. It is expected that each CRP vendor will have a formal audit/review conducted by the OVR staff 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.

## **Extended Services Defined**

### ***Extended Services/Long-Term Support/Follow-Up/Follow Along***

Extended services are often referred to as long-term support, follow-up, or follow along. These are the support services that the CRP Employment Specialist provides to the consumer after intensive supported employment services have been provided and stability on the job has been obtained. The CRP Employment Specialist is required to

have at least two onsite face-to-face contacts per month while providing extended services.

- The CRP shall develop an Extended Services Plan for each consumer as defined in 34 CFR 361.5 (19) 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.
- To qualify for Step-Down Support Services, the individual must be employed in the same job for at least 12 months and have transitioned to Extended Services.
  - 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 pursue VR funding for extended services for youth.
- 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.



## Supported Employment

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

## Kentucky OVR has 3 Models of Supported Employment

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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 as listed on the OVR Website under [Community Rehabilitation Program Forms and Documents](#).

### *Traditional SE Services and Expectations*

#### Person-Centered Employment Plan (PCEP) Activities

#### **PCEP (Discovery) Activity**

- The CRP must receive an authorization from the designated OVR Staff for Discovery activities prior to starting the service. These activities lead to the PCEP. The supported employment provider must submit monthly PCEP Activity Notes along with an invoice for the time spent in the activities.
- PCEP Activity Notes are completed on each activity. PCEPs are a compilation of activities that include, but not limited to communicating with the consumer, interviewing multiple people who know the person well and observing consumer

experiences in the community. Such PCEP activities should be common practice during the development of every PCEP.

- These services are authorized using an hourly rate. Documentation must include a minimum of 10 hours, but can be up to 20 hours, spent with the consumer and/or an individual who knows the consumer well. The OVR counselor will review the documentation for quality of content. Upon counselor approval of the documentation the invoice will be processed for payment.
- PCEP Activity Notes should be submitted to OVR Counselor by the fifth (5th) of the subsequent month.

### **Person Center Employment Plan (PCEP)**

- The Discovery process leads to the collection of information that makes up the body of the PCEP. Once the CRP Employment Specialist spends a minimum of 10 and no more than 20 hours of individualized and documented time learning about the consumer, the Employment Specialist may submit the PCEP and invoice to OVR Counselor.
- Upon submission and counselor approval, OVR will render payment. If the PCEP is not approved, it will be returned to the CRP Employment Specialist for revisions. Once the PCEP is approved the counselor will meet with the consumer and develop the OVR Individual Plan for Employment (IPE).
- The expectation is that the PCEP will be successfully completed within 75 days of the original authorization. Therefore, the authorization timeframe should not exceed 75 days. Standard formats for the PCEP Activity Notes and the PCEP Report have been developed and must be used by all providers. The PCEP should be submitted to the OVR Counselor within 14 calendar days of the final PCEP activity.
- PCEPs that are submitted and approved within 45 days of the PCEP Authorization will be eligible for the higher fee indicated in the [Service Fee Memorandum](#)

### **Job Development Services**

- CRP shall receive an authorization from the designated OVR staff for job development activities upon receipt of an approved Person-Centered Employment Plan and after the Individualized Plan for Employment (IPE) has been signed by the consumer.
- Authorizations for job development activities are based on an hourly rate and should not exceed 90 days and no more than 30 hours.

- Job Development Notes will be submitted to the OVR Counselor by the 5th of the subsequent month. The expectation is that a job will be acquired within 90 days of the original authorization date.
- The CRP Employment Specialist will complete Job Development (JD) Activity Notes on every Job Development activity. Combining multiple dates of service on one JD Activity is not permitted. During the job development phase, it is expected that weekly communication occurs with consumer to provide and acquire status updates.

### **Job Acquisition Report**

- Job Development Services end with the consumer securing employment.
- Payment to the CRP will occur when the Job Acquisition Report and invoice is submitted and approved. The Job Acquisition Report must clearly reflect detailed information about the job that was acquired because of the efforts of the CRP.
- The acquired job must meet the definition of Competitive Integrated Employment (CIE) and be consistent with what is on the individual's Individualized Plan for Employment (IPE) or IPE Amendment.
- Job Acquisition Reports are due no later than the close of business, the same day of completion.
- Job Acquisition Reports submitted and approved within 60 days of Job Development authorization date will be eligible for the higher fee indicated in the [Service Fee Memorandum](#)

### **Supported Employment Services**

- Once the individual has secured competitive integrated employment, Supported Employment Services will begin. Supported Employment Services are the intensive ongoing supports necessary for the individual with the most significant impact of disability to achieve stability on the job. The Vocational Rehabilitation counselor will authorize for these ongoing support services using an hourly rate based on the employment support needs of the individual. Collaboration between consumer, counselor, and CRP employment specialist will determine the number of hours needed to achieve stable employment. Authorizations must be generated prior to the start of these services.
- The CRP Employment Specialist must provide a minimum of 30 (calendar) days of intensive supported employment services, but to the extent needed (up to 24

months under ordinary circumstances) for the individual to achieve stable employment.

- Supported employment services may include the following: job skill training (coaching), social skills training, regular observation or supervision, follow-up (i.e., employee, employer, family members, parents, etc.), development of natural supports, and assistance with advancement within the workplace.
- The CRP Employment Specialist must document the support needs of the individual and over time will indicate progress towards achieving stable employment.
- Once the consumer has achieved stable employment, the CRP Employment Specialist must submit the Employment Stability Assessment, Supported Employment Service Notes, and the Extended Services Plan along with invoice for supported employment services rendered. Submission of this Plan signifies the need to move to extended services.
- The CRP may begin the extended services period after the VR Counselor has reviewed, approved, and provided the effective start date on the Extended Services Plan.
- Supported Employment Services notes and the Employment Stability Assessment must be submitted to the VR counselor by the 5th of the subsequent month, or by the date of the completion of the Extended Services Plan. If the individual transitions to extended services earlier in the month, then Supported Employment Services notes and the Employment Stability Assessment will accompany the Extended Services Plan and be submitted by close of business the following business day.

### **Stable Employment Outcome**

- Stability on the job is defined as the following:
  - Competitive integrated employment is achieved.
  - The individual is satisfied with employment.
  - The acquired job is consistent with the individuals' strengths, abilities, interest, and informed choice.
  - The individual's job performance meets the expectations of the employer.
  - Natural supports are appropriate and in place.
  - All necessary accommodations are appropriate and in place.

- Once the individual has achieved stable employment and no longer requires intensive ongoing Supported Employment Services, the provider will request an authorization for Day 1 of Stable Employment Outcome, which is initiated by the submission of the Extended Services Plan and the Employment Stability Assessment. With the VR counselor approval, the transition to extended services will begin.
- The counselor will pay the Stable Employment Outcome fee for the first day of employment. Payments for Day 45 and 90 Stable Employment Outcomes should follow when the provider has submitted the Extended Services Plan, and invoice with counselor approval.
- Stable Employment Outcome payments are only provided during the extended services period.

### Extended Services

- Extended Services Reports are required to be submitted by the 5<sup>th</sup> of the subsequent month.
- CRPs are required to provide, at a minimum two face to face contacts at the employment site, unless otherwise requested by the consumer.
- CRPs are required to complete and submit Extended Services Reports throughout the extended services period regardless of the funding resource.
- Submission of the Extended Services Report is no longer required after the VR case is closed. CRPs are expected to continue to complete the document after VR closure and have it readily available for review during audit reviews.
- OVR is NOT permitted to pay for extended services for anyone 25 years of age or older. The Community Rehabilitation Program (CRP) provider must access additional resources to provide Extended Services for individuals 25 and older and access additional resources to provide Extended Services after the OVR Case has been closed.
- Community Rehabilitation Program (CRP) providers who were authorized and provided supported employment services to a youth with a disability are eligible to receive payment for providing Extended Services to those age 14 to 24 until VR case closure, which cannot occur until a minimum of 90 days after transitioning to extended services.

- These services are authorized using an hourly rate and payment of invoice provided based on submission of extended services report, counselor approval of documentation based on quality of content, and submission of invoice.

## **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 [Community Rehabilitation Program Forms and Documents.](#)

### ***Career Profile***

- The Career Profile is an assessment tool designed to explore and identify the person's interests, strengths, uniqueness, culture, and experiences. Information compiled in the Career Profile is used to complete the Job Search Plan.
- CRP shall receive an authorization for the Career Profile assessment process once it is mutually determined that Individual Placement and Support is the appropriate service. The authorization should not exceed a 30-day timeframe.
- An invoice for payment should accompany the Career Profile and the Job Search Plan, and payment should be made only when the assessment is deemed acceptable by the authorizing counselor. The Career Profile and Job Search Plan should be submitted within 15 business days from the date of the authorization.
- If the Career Profile is not approved, it will be returned to the CRP 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 CRP Employment Specialist this meeting if possible.

### ***Person Centered Employment Plan (PCEP)***

This method of assessment is not to be used in lieu of the Career Profile for individuals receiving Individual Placement and Support. However, if the Office of Vocational Rehabilitation Counselor deems it necessary to complete a Person-Centered Employment Plan in addition to the Career Profile, then a detailed explanation for the request must be provided to the OVR Community Rehabilitation Program Branch. If approval is given, then the same requirements are to be followed as outlined in the Traditional Supported Employment section.

### ***Job Development Services***

- CRP shall receive an authorization for job development upon receipt of an approved Career Profile, Job Search Plan and after the Individualized Plan for Employment (IPE) has been signed by the consumer.
- Authorizations for job development activities are based on an hourly rate and should not exceed 90 days and no more than 30 hours.
- Job Development Notes should be submitted to the OVR Counselor by the 5th of the subsequent month. The expectation is that a job will be acquired within 90 days of the original authorization.
- The CRP Employment Specialist will complete Job Development (JD) Activity Notes on every JD activity. Combining multiple dates of service on one JD Activity is not permitted. During the job development phase, it is expected that weekly communication occurs with consumer to provide and acquire status updates.

### ***Job Acquisition Report***

- Job Development Services end with the consumer securing employment. Payment to the CRP will occur when the Job Acquisition Report is submitted and approved. The Job Acquisition Report must clearly reflect detailed information about the job that was acquired because of the efforts of the CRP.
- CRP shall submit Job Support Plan after job is obtained.
- The acquired job must meet the definition of Competitive Integrated Employment (CIE) and should be consistent with what's on the individual's Individualized Plan for Employment (IPE) or IPE Amendment.



- Job Acquisition Reports are due no later than the close of business, the same day of completion.
- Job Acquisition Reports submitted and approved within 60 days of Job Development authorization date will be eligible for the higher fee indicated in the Service Fee Memorandum

### *Supported Employment Services*

- Once the individual has secured competitive integrated employment, Supported Employment Services will begin. Supported Employment Services are the intensive ongoing supports necessary for the individual with the most significant impact of disability to achieve stability on the job. The Vocational Rehabilitation counselor will authorize for these ongoing support services using an hourly rate based on the employment support needs of the individual. Collaboration between consumer, counselor, and CRP employment specialist should determine the number of hours needed to achieve stable employment. Authorizations must be generated prior to the start of these services.
- The CRP Employment Specialist must provide a minimum of 30 (calendar) days of intensive supported employment services, but to the extent needed (up to 24 months under ordinary circumstances) for the individual to achieve stable employment.
- Supported employment services may include job skill training (coaching), social skills training, regular observation or supervision, follow-up (i.e., employee, employer, family members, parents, etc.), development of natural supports, and assistance with advancement within the workplace.
- The CRP Employment Specialist must document the support needs of the individual and over time should indicate progress towards achieving stable employment.
- Once the consumer has achieved stable employment, the CRP Employment Specialist must submit the Employment Stability Assessment, Supported Employment Service Notes, and the Extended Services Plan along with invoice for supported employment services rendered. Submission of this Plan signifies the need to move to extended services.
- The CRP may begin the extended services period after the VR Counselor has reviewed, approved, and provided the effective start date on the Extended Services Plan.

- Supported Employment Services notes and the Employment Stability Assessment must be submitted to the VR counselor by the 5th of the subsequent month, or by the date of the completion of the Extended Services Plan. If the individual transitions to extended services earlier in the month, then Supported Employment Services notes and the Employment Stability Assessment should accompany the Extended Services Plan and be submitted by close of business the following business day.

### ***Stable Employment Outcome***

- Stability on the job assumes the following: Competitive integrated employment is achieved. The individual is satisfied with employment. The acquired job is consistent with the individuals' strengths, abilities, interest, and informed choice. The individual's job performance meets the expectations of the employer. Natural supports are appropriate and in place. All necessary accommodations are appropriate and in place.
- Once the individual has achieved stable employment and no longer requires intensive ongoing Supported Employment Services, the provider should request an authorization for Day 1 of Stable Employment Outcome, which is initiated by the submission of the Extended Services Plan and the Employment Stability Assessment.-With VR counselor approval, the transition to extended services will begin.
- The counselor will pay the Stable Employment Outcome fee for the first day of employment. Payments for Day 45 and 90 Stable Employment Outcomes should follow when the provider has submitted the Extended Services Plan and invoice with counselor approval.
- Stable Employment Outcome payments are only provided during the extended services period.

### ***Extended Services***

- Extended Services Reports are required to be submitted by the 5<sup>th</sup> of the subsequent month.
- CRPs are required to provide, at a minimum two face to face contacts at the employment site, unless otherwise requested by the consumer.
- CRPs are required to complete and submit Extended Services Reports throughout the extended services period regardless of the funding resource.

- Submission of the Extended Services Report is no longer required after the VR case is closed. CRPs are expected to continue to complete the document after VR closure and have it readily available for review during audit reviews.
- OVR is NOT permitted to pay for extended services for anyone 25 years of age or older. The Community Rehabilitation Program (CRP) provider must access additional resources to provide Extended Services for individuals 25 and older and access additional resources to provide Extended Services after the OVR Case has been closed.
- Community Rehabilitation Program (CRP) providers who were authorized and provided supported employment services to a youth with a disability are eligible to receive payment for providing Extended Services to those age 14 to 24 until VR case closure, which cannot occur until a minimum of 90 days after transitioning to extended services.
- These services are authorized using an hourly rate and with appropriate documentation and counselor approval, are invoiced and paid accordingly.

## **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 [Community Rehabilitation Program Forms and Documents.](#)

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

### ***Customized Employment***

- Customized Employment should include the following: specific job exploration and employer relations to facilitate placement, a customized job description, development of a specific set of job duties, work schedule, job arrangements to

include specific supervision, performance evaluation and review, as well as the determination of a job location.

- Enhance rates for Customized Employment can only be authorized and paid to Community Rehabilitation Programs whose Employment Specialists have successfully completed the Marc Gold and Associates certification process as provided through the University of Kentucky's Human Development Institute Leadership Series on Customized Employment.

### ***Discovery Activities-Vocational Profile***

- The CRP must receive an authorization from the designated OVR staff for the Discovery Activities (Vocational Profile) prior to starting the service.
- A minimum of 25 and no more than 40 hours of individualized, documented hours must be spent with the individual and/or people who know the person well for the Vocational Profile to be paid. The report must be developed according to the Marc Gold & Associates Vocational Profile Format, and the Marc Gold & Associates Customized Employment Activity Logs must be submitted.
- The Customized Person-Centered Job Selection authorization time frame should be 75 days. Payment should be made upon receiving acceptable Activity Logs, invoice, and only if the Vocational Profile is deemed acceptable and valid by the consumer and counselor. The Vocational Profile should be submitted within 14 calendar days of the last Vocational Profile Activity Note.
- 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 that are submitted and approved within 45 days of the Vocational Profile Authorization will be eligible for the higher fee indicated in the [Service Fee Memorandum](#)

### ***Visual Resume***

Development of the visual resume is concurrent with the Vocational Profile.

Preauthorization is required and images of completion should be submitted to the respective Vocational Rehabilitation Counselor within 5 business days of completion.

This can also be used as a consultation service by the Certified CRP Vendor Staff in conjunction with a Community Rehabilitation Program that may be providing one of the

other models of Supported Employment. This Fee can only be utilized by professionals who are certified in Discovery through Marc Gold & Associates.

### *Planning Meeting*

- The Planning Meeting is an extremely vital part of the customized employment process. 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.
- An invoice and a written report should be submitted within five business days from completion.
- The Vocational Rehabilitation Counselor should issue an authorization for the Planning Meeting upon completion of the Advanced Person-Centered Employment Plan-Vocational Profile. The authorization should be no longer than 90 days. This can also be used as a consultation service by the certified CRP vendor staff in conjunction with a Community Rehabilitation Program that may be providing one of the other models of supported employment.

### *Needs Analysis*

- The Needs Analysis report, specific to the acquired job, should be submitted to the Vocational Rehabilitation Counselor within 5 business days after job acquisition. The report must be developed according to the Marc Gold & Associates Format. This fee can only be utilized by professionals who are certified in Job Development through Marc Gold & Associates.
- This can also be used as a consultation service by the certified CRP vendor staff in conjunction with a Community Rehabilitation Program that may be providing one of the other models of Supported Employment. In instances where the certified CRP vendor staff is performing this service as a consultant to other Community Rehabilitation Programs, the payment is made upon completion of the service and submission of the report and is not contingent upon job acquisition.

### *Job Development Services*

- The CRP shall receive an authorization for job development activities upon receipt of an approved Vocational Profile and after the Individualized Plan for Employment has been signed by the consumer.

- Authorizations for job development activities are based on an hourly rate and should not exceed 90 days and no more than 30 hours.
- Job Development Notes should be submitted to the Office of Vocational Rehabilitation Counselor by the 5th of the subsequent month. The expectation is that a job will be acquired within 90 days of the original authorization date.
- The CRP Employment Specialist will complete Job Development (JD) Activity Notes on every JD activity. Combining multiple dates of service on one JD Activity is not permitted. During the job development phase, it is expected that weekly communication occurs with consumer to provide and acquire status updates.

### *Job Acquisition Report*

- Job Development Services end with the consumer securing employment. Payment to the CRP will occur when the Job Acquisition Report is submitted and approved. The Acquisition Report must clearly reflect detailed information about the job that was acquired because of the efforts of the CRP.
- The acquired job must meet the definition of Competitive Integrated Employment (CIE) and should be consistent with what's on the individual's Individualized Plan for Employment (IPE) or IPE Amendment.
- Job Acquisition Reports are due no later than the close of business, the same day of completion.
- Job Acquisition Reports submitted and approved within 60 days of Job Development authorization date will be eligible for the higher fee indicated in the Service Fee Memorandum

### *Job Analysis*

- Payment will be rendered after completion of acceptable service and the Systematic Instruction Job Analysis report is submitted to the Vocational Rehabilitation Counselor within 5 days of the last analysis activity.
- The authorization timeframe should not exceed 30 days. Authorization for this service should be generated concurrently with the 30-Day Stable Employment Outcome. This Fee can only be utilized by professionals who are certified in Systematic Instruction through Marc Gold & Associates. This can also be used as a consultation service by the certified CRP vendor staff in conjunction with a Community Rehabilitation Program that may be providing one of the other models of Supported Employment.

## *Supported Employment Services*

- Once the individual has secured customized employment in a competitive and integrated setting, Supported Employment Services will begin. Supported Employment Services are the intensive ongoing supports necessary for the individual with the most significant impact of disability to achieve stability on the job. The Vocational Rehabilitation counselor will authorize for these ongoing support services using an hourly rate based on the employment support needs of the individual. Collaboration between consumer, counselor, and CRP employment specialist should determine the number of hours needed to achieve stable employment. Authorizations must be generated prior to the start of these services.
- The CRP Employment Specialist must provide a minimum of 30 (calendar) days of intensive supported employment services, but to the extent needed (up to 24 months under ordinary circumstances) for the individual to achieve stable employment.
- Supported employment services may include job skill training (coaching), systematic instruction, social skills training, regular observation or supervision, follow-up (i.e., employee, employer, family members, parents, etc.), development of natural supports, and assistance with advancement within the workplace.
- The CRP Employment Specialist must document the support needs of the individual and over time should indicate progress towards achieving stable employment.
- Once the consumer has achieved stable employment, the CRP Employment Specialist must submit the Employment Stability Assessment, Supported Employment Service Notes, and the Extended Services Plan along with invoice for supported employment services rendered. Submission of this Plan signifies the need to move to extended services.
- The CRP may begin the extended services period after the VR Counselor has reviewed, approved, and provided the effective start date on the Extended Services Plan.
- Supported Employment Services notes and the Employment Stability Assessment must be submitted to the VR counselor by the 5th of the subsequent month, or by the date of the completion of the Extended Services Plan. If the individual transitions to extended services earlier in the month, then Supported Employment Services notes and the Employment Stability Assessment should

accompany the Extended Services Plan and be submitted by close of business the following business day.

### ***Stable Employment Outcome***

- Stability on the job assumes the following: Competitive integrated employment is achieved. The individual is satisfied with employment. The acquired job is consistent with the individuals' strengths, abilities, interest, and informed choice. The individuals job performance meets the expectations of the employer. Natural supports are appropriate and in place. All necessary accommodations are appropriate and in place.
- Once the individual has achieved stable employment and no longer requires intensive ongoing Supported Employment Services, the provider should request an authorization for Day 1 of Stable Employment Outcome, which is initiated by the submission of the Extended Services Plan and the Employment Stability Assessment. With counselor approval, the transition to extended services will begin.
- The counselor will pay the Stable Employment Outcome fee for the first day of employment. Payments for Day 45 and 90 Stable Employment Outcomes should follow when the provider has submitted the Extended Services Plan and invoice with counselor approval.
- Stable Employment Outcome payments are only provided during the extended services period.

### ***Extended Services***

- Extended Services Report is required to be submitted by the 5<sup>th</sup> of the subsequent month.
- OVR is NOT permitted to pay for extended services for anyone 25 years of age or older. The Community Rehabilitation Program (CRP) provider must access additional resources to provide Extended Services for individuals 25 and older and access additional resources to provide Extended Services after the OVR Case has been closed.
- Community Rehabilitation Program (CRP) providers who were authorized and provided supported employment services to a youth with a disability are eligible to receive payment for providing Extended Services to those age 14 to 24 until VR case closure, which cannot occur until a minimum of 90 days after transitioning to extended services.



- These services are authorized using an hourly rate and with appropriate documentation and counselor approval, are invoiced and paid accordingly.

## Adjustment Services

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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 exceed 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 OVR CRP Branch. Agencies seeking to provide adjustment services only, must provide documentation indicating the respective CRP vendor 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

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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 the [Transportation Fee Schedule](#).

## Skills Training

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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 [OVR 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

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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 designated school 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 authorized services identified on the individual's IPE.

### ***If a student leaves school without a job***

The SE provider is eligible to receive the appropriate SE Job Development Fees, followed by Supported Employment Services and Extended Services 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 OVR Transition Services Branch Manager and the OVR 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.

## **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 [Community Rehabilitation Program Forms and Documents](#)

- CRP shall submit a CRP Application Addendum form requesting to provide Individual Pre-Vocational Services to OVR CRP Branch Consultant if not currently approved.

- CRP shall 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.
- CRP shall 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.
- CRP shall acquire the appropriate authorization prior to providing services.
- CRP shall not provide more than 30 hours of Pre-Vocational services without prior approval from Vocational Counselor.
- CRP shall submit monthly reports by the fifth (5th) of each month.
- CRP shall submit invoices quarterly by the fifth (5th) of each month.
- CRP shall submit exception request to respective OVR counselor.
- CRP shall ensure employees complete five (5) hours of CEU's annually.

## Employment and Retention

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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 (E&R)

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

The list of required documents can be found under [Community Rehabilitation Program Forms and 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 designated OVR staff 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.
- When services begin, the CRP shall submit the Employment and Retention Monthly Report by the 5<sup>th</sup> of subsequent month.
- After employment is obtained, in addition to the monthly report, the CRP must submit the Day 1, Day 45 and Day 90 Report.

## Bonus Payments

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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 documentation that criteria have been met to bill for bonus payment(s). Pre-Authorization is not required to request or 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 will still be paid to the CRP.

## Fee Schedules

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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 Memorandum](#) 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

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

### Service Fee Memorandums

[Service Fee Memorandums are located on the OVR Website](#)

- Supported Employment
- Adjustment Service
- Transportation Services
- Community Work Transition Program
- Pre-Vocational Services
- Pre-Employment Transition Services
- Employment & Retention
- Bonus Payments

## **OVR Community Rehabilitation Program Branch**

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For additional information or assistance, please contact:

### **Ron O’Hair, Branch Manager**

1225 U.S. 60 West, Suite 106  
Morehead, KY 40351  
Office: 502-764-2539  
Cell: 606-207-7233  
[RonnieL.OHair@ky.gov](mailto:RonnieL.OHair@ky.gov)

### **Gloria Gibson**

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

### **Eric Barth**

Consultant, Louisville  
8412 Westport Road  
Louisville, KY 40242  
Office: 502-420-5973  
Cell: 502-356-2802  
[Eric.Barth@ky.gov](mailto:Eric.Barth@ky.gov)



## **Ashley Taylor**

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

## **Mark Poston**

Consultant, Northern Region  
1225 US 60 West, Suite 106  
Morehead, KY 40351  
Office: 502-764-2540  
Cell: 606.207.9600  
[mark.poston@ky.gov](mailto:mark.poston@ky.gov)

## **Erin Gwin**

Administrative Specialist  
410 E. Mt. Vernon St. Suite 100  
Somerset, KY 42501  
606-677-4116  
[ErinR.Gwin@ky.gov](mailto:ErinR.Gwin@ky.gov)