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GOVERNOR

## EDUCATION AND LABOR CABINET

Kentucky Office of Vocational Rehabilitation

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### SERVICE FEE MEMORANDUM

#### Deaf-Blind Support Service Provider

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**TO:** Office of Vocational Rehabilitation Staff  
Client Assistance Program Administrator

**FROM:** Executive Director  
Office of Vocational Rehabilitation

**THROUGH:** Blind Services Division Director  
Office of Vocational Rehabilitation

**DATE:** Effective: August 1, 2024

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#### Support Service Provider

A Support Service Provider, or SSP, assists individuals who are Deaf-Blind with access to the community by acting as their human guide to facilitate communication with others through visual and environmental information. The skillset possessed by the SSP allows a person who is Deaf-Blind to effectively engage in their right to make decisions for themselves through informed choice as the SSP conveys visual, environmental, and social information in their preferred communication language.

#### Support Service Provider Application Process

Support Service Provider qualifications are subject to review and approval by the state and OVR Grants & System Support Staff for vendor processes. To apply, Support Service Providers will need to comply with the Office of Vocational Rehabilitation Vendor processes and submit the following in addition to the OVR Vendor Application:

- Certificate of successful completion of the Helen Keller Provider training.
- Resume' that includes relevant experience, additional continuing education completed beyond the Helen Keller Provider training, and level of language proficiencies relevant to this work.

## Support Service Provider Services

Services may include (Note: these services are not subject to cost participation):

- After hours, or instructor/classroom support services related to social engagement, classroom engagement, and activities while at Carl D Perkins Training Center, the Charles McDowell Center, or other Office of Vocational Rehabilitation sponsored training setting or location.
- Initial orientation to a job site, work environment to facilitate communication and engagement between the employer, coworkers, job coach, and other pertinent work relationships.

## Fee Schedule

Procedure	Expenditure Code	Allowable Rate	Budget
Support Service Provider for Deaf-Blind Consumer	90Q	\$45 per hour plus portal-to-portal	Consumer Services Budget

## Allowable Services

The amount of Support Service Provider hours available per consumer will be individualized but should not exceed 100 total hours without the approval of a rehabilitation manager.

A fee of \$45.00 per hour will be allowed for the following:

- Rehabilitation/Training Centers maximum of 10 hours daily
- Employment related activities maximum of 8 hours daily
- Other Services at the Counselor's discretion.

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## Report

The report must include a summary of supports provided, and how the supports assisted the consumer to achieve their employment or training goals. Barriers encountered during the support service(s), and what strategies were implemented to resolve issues. Recommendations for additional supports with a justification if needed.

## Portal Time

- Portal-to-portal time will be paid by the hourly rate and/or in 15-minute increments.
- If multiple assignments are scheduled on the same day in the same area, portal charges will be split between the assignments.
- Pay authorization must be issued in advance and should specify projected expenses, such as hours, approved rate, travel time, lodging, meals, parking fees, etc. that are anticipated and must be approved prior to confirmation of the assignment.
- Travel forms are located on the Finance and Administration website underneath the heading titled “Travel Forms” and must be submitted to the Office of Vocational Rehabilitation Case Counselor for reimbursement of expenses.

## Billing/Payment Terms

- Invoices with required report are mailed/emailed to the OVR Case Counselor by the 5<sup>th</sup> day of the month following services.
- Payment will be rendered within 30 business days upon the OVR Case Counselor acceptance of receipt.
- Payment of services will be in accordance with KRS 45.451 – KRS 45.458.
- The invoice should reflect the name, date, hours, and services provided for the assignment.
- Invoices for multiple consumers must be billed separately for record keeping and confidentiality purposes.
- If invoices are lacking the above information, it will result in a delay of payment at no penalty to the Office of Vocational Rehabilitation.