



**EDUCATION and WORKFORCE DEVELOPMENT CABINET**  
**Department of Workforce Investment**

**Andy Beshear**  
Governor

**Jacqueline Coleman**  
Lieutenant Governor  
and Secretary

Office of Vocational Rehabilitation  
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**Josh Benton**  
Deputy Secretary

**Marty Hammons**  
Commissioner

**SERVICE FEE MEMORANDUM**

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

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

**THROUGH:** Chad Hunt  
Deaf-Blind Coordinator  
Office of Vocational Rehabilitation

Amanda Friend  
Deaf and Hard of Hearing Services Branch Manager  
Office of Vocational Rehabilitation

**DATE:** Updated May 26, 2020

**RE:** Deaf-Blind Support Service Provider

Support Service Providers (SSP's) are specially trained professionals who enable people who have combined hearing and vision losses to access their environment and facilitate informed decisions. Support Service Providers relay visual and environmental information, act as sighted guides, and facilitate communication for people who are deaf-blind using their preferred language and communication mode. Support Service Providers enable the individual to access and connect with other people, reduce communication barriers that otherwise would result in social isolation, improve the potential to live independently, and increase the ability to participate in social or work related environments. Support Service Providers are not interpreters, independent living specialist,

attendants, job placement specialist, life skills coaches, or transportation providers but may be provided in conjunction with those services as needed.

**Support Service Provider Application Process:**

Support Service Provider qualifications are subject to review and approval by the state Deaf-Blind Coordinator. To apply, Support Service Providers will need to submit the following:

- Certificate of completion from American Association of Deaf-Blind Support Service Provider training.
- Letter of recommendation from coordinator of the Support Service Provider training program.
- Resume to include experience, other training, and confirm some level of proficiency in American Sign Language.
- 150 hours of related experience / volunteer work.
- Office of Vocational Rehabilitation Support Service Provider Application.

**Support Service Provider Services (may include):**

(This service is not subject to cost participation)

- After hours, or instructor / classroom time 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, employer and co-workers (not meant to replace training for performance of specific job related tasks)

**Fee Schedule and Invoicing:**

<b>Exp. Code</b>	<b>Procedure</b>	<b>Allowable Rate</b>
90Q	Support Service Provider for Deaf-Blind Consumers	\$35.00 per hour plus portal to portal (Consumer Services Budget)

The amount of Support Service Provider hours available per consumer will be individualized but should not exceed 100 total hours without Office of Vocational Rehabilitation Branch Manager's approval. Each pay authorization should be issued in advance of the service provision and should specify the actual hours needed. The Support Service Provider will be provided an Expectations

Referral form. Progress reports must accompany itemized bills. The bills must include accurate documentation of the hours provided and summary of service. Invoice and reports must be received no later than the 5<sup>th</sup> day of the month following the service.

A fee of \$35.00 per hour will be allowed for this service with the following guidelines:

- Rehabilitation / training Centers max of 5 hours daily
- Employment related orientation max of 8 hours daily
- Other Services at the Counselor's discretion

An Office of Vocational Rehabilitation 9, Agreement for Services, must be completed before the provision of services begins.

### Travel

The hourly rate will include travel time. The Support Service Provider should be expected to give an estimate of the travel time (paid at the same hourly rate). Transportation for the consumer will not be provided by the Support Service Provider but will be facilitated through regular transportation options available to consumers.