

**Education and Labor Cabinet**  
**Kentucky Office of Vocational Rehabilitation**

**Vendor Manual**



EDUCATION AND  
LABOR CABINET

Revised May 2026

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## INTRODUCTION

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This manual provides vendors with the resources 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 OVR Vendor Registration at [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).

OVR shall only utilize vendors that meet the standards for vendor qualifications established by federal and state law, national certification boards, applicable licensure boards, and OVR standards. OVR shall not utilize vendors who are suspended or disbarred by the Federal government.

Vendor applications will be processed within thirty (30) calendar days of receiving all required documents unless OVR notifies the applicant that more time is necessary. OVR shall retain sole discretion to approve or deny vendor applications and shall notify the applicant in writing of the decision.

Vendors shall review this manual annually before signing the OVR Vendor Agreement. As needed, OVR reserves the right to revise this manual without prior notice. When this occurs, OVR shall redistribute the updated manual, and vendors shall sign the updated agreement and return within two weeks to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).

Vendors shall not provide any service for OVR until the final letter of approval from Grants Management Systems (GMS) Section is received. Providing a service before being approved as an active OVR vendor will result in a denial of payment for services rendered before approval date. Vendors should adhere to Service Fee Memorandum rates as established.

## BASIC VENDOR RESPONSIBILITIES

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### Vendors shall:

- **Only provide services pre-authorized by an OVR counselor, assigned vocational rehabilitation staff, and Pre-Employment Transition Services (Pre-ETS) Coordinators.** OVR will refuse payment to vendor for any services provided without preauthorization. If a vendor chooses to provide a service without preauthorization, the vendor shall not bill the individual.

- Only provide services approved by OVR. Only designated OVR staff have authority to pre-authorize services..
- Keep all licensure, certifications, and other credentials current and submit documentation upon application and upon annual renewal.
- Submit complete and accurate invoices within designated timeframes.
- Ensure all written reports are thorough and submitted timely.
- Provide reasonable disability accommodations to allow individuals to fully participate in the service.
- Adhere to the highest professional standards and treat OVR professionals and mutually served individuals with respect.
- Report to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov) if any conflict arises between individual and vendor. Individuals and vendors are expected to adhere to the highest ethical behavior.
- Not discriminate based on basis of sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity, citizenship, pregnancy or veteran status, or any other status protected by applicable law.

## MEMORANDUMS OF UNDERSTANDING (MOUs)

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Vendors providing any services in the following service categories must complete the MOUs for each corresponding service. Those services include any Community Rehabilitation Program (CRP) and Pre-Employment Transition services (Pre-ETS).

### Vendor Agrees to the Following Terms:

- Vendor Program Requirements:** Vendor shall follow all program requirements as set forth in the Vendor Manual.
- Accessibility of Programs:** All programs shall be fully accessible to all participants as specified under the Americans with Disabilities Act of 1990 and section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794. If any services are commonly provided in a location operated by the vendor, that building must meet the requirements of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12181, and regulatory ADA Standards for Accessible Design, 28 CFR Part 36 (July 1, 2005).

- c. **Affirmative Action:** Vendors shall take affirmative action to employ and advance in employment qualified individuals with disabilities, pursuant to the standards applied under Title I of the Americans with Disabilities Act of 1990, 42 U.S.C. 12111 et seq., and the provisions of sections 501 through 504, and 510 of the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12201-12204 and 12210, as such sections relate to employment.
- d. **Health and Safety:** If the Vendor regularly provides services in a location operated by the Vendor, that location must be in compliance with all applicable state, local and federal OSHA regulations regarding the health, safety and welfare of employees and persons served.
- e. **Monitoring:** Upon request, Vendor shall give OVR access to and the right to examine all records, books, papers or documents related to the services provided to OVR individuals with advance notice of no less than seven (7) days.
- f. **Confidentiality:** Any individual information disclosed by OVR to Vendor pursuant to this agreement is confidential pursuant to 34 CFR 361.38, KRS 61.931 et. seq., and all other applicable federal and state statutes and regulations. Vendor shall not release confidential information without the informed written consent of the program participant, except as allowed or authorized under applicable state or federal law. Any request or demand by a third party for OVR records and information in the possession of Contractor shall be forwarded to OVR before the information is released. Unauthorized disclosure of any individual information to any party may result in immediate termination of this agreement in addition to all other relevant and applicable penalties and sanctions to the disclosing party. Vendor shall bear any, and all costs associated with an unauthorized disclosure of individual information caused by the Vendor, its employees, or agents.
- g. **Choice of Law and Forum:** Vendor shall comply with all federal, state, and local laws. The laws of the Commonwealth of Kentucky shall govern all questions as to the execution, validity, interpretation, and performance of this Agreement. Furthermore, the parties agree that any legal action brought on the basis of this Agreement shall be filed in the Franklin Circuit Court of the Commonwealth of Kentucky.
- h. **Termination:** Either party may terminate this Agreement for convenience with thirty (30) days written notice to the other party. OVR may terminate this Agreement without notice if it determines Vendor has breached this Agreement or if OVR determines the Vendor poses a risk to the health or



safety of an individual.

- i. **Authorization of Goods/Services:** 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 Memoranda found on the [OVR website](#). The Vendor shall return the Authorization to the counselor within ten (10) business days if Vendor elects not to accept the Authorization. OVR shall then notify the individual that OVR will not pay for services provided by Vendor.
- j. **Fees:** Pursuant to state law, 781 KAR 1:020 § 5, a vendor providing any service authorized by OVR is prohibited from, and shall not charge or accept from the applicant/individual or his/her family any payment for such service, unless the amount of such charge or payment is previously known to and, where applicable, approved in writing by OVR.
- k. **Audits:** Vendors are subject to audits by OVR, which may include a review of Vendor records. Failure to cooperate with an audit may result in termination of this Agreement.
- l. **Program Improvement Plans:** Vendors that violate the terms of this Agreement or have audit results that reveal the Vendor does not meet OVR standards, may be placed on a Program Improvement Plan (PIP). Failure to make sufficient improvements as set forth in the PIP may result in penalties up to and including termination of this Agreement.
- m. **OVR is Payer of Last Resort:** In accordance with 34 CFR § 361.53, full consideration must be given to any comparable benefits available to the individual under any other programs to meet, in whole or in part, the cost of vocational rehabilitation services. Such comparable benefits include, but are not limited to, Medicaid, Medicare, private insurance and/or any other health insurance and all forms of federal, state, and private post-secondary financial aid. Vendor shall only bill OVR as the payer of last resort.
- n. **Payments:** Payments for goods and/or services will be in accordance with federal and state law and policy. Vendor shall only be paid for goods and/or services for which an Authorization was issued. Vendor shall only be paid for goods and/or services delivered in accordance with the specifications of the Authorization. Vendor shall not bill for or accept payment more than once for the same service or portion of the service to the same participant. The Vendor shall submit itemized invoices and required documentation. Failure to provide

these documents may result in payment delays. If satisfactory documentation is not received within 30 calendar days, the vendor may be put on a Program Improvement Plan (PIP).

- o. **Overpayments:** Vendor shall reimburse any overpayment within 30 days of notification of the overpayment.
- p. **U.S. Treasury Reciprocity:** The Commonwealth of Kentucky has a Reciprocity Agreement with the U.S. Treasury. Therefore, payments may be intercepted if the vendor owes funds to the Commonwealth or the U.S. government.
- q. **Debarment:** Vendor certifies by signature below that neither it nor its principal(s) are presently debarred, suspended, or proposed for debarment, by any federal or state department or agency. Applicant further certifies that if it should become debarred it will let OVR know of such debarment within 72 hours of learning of the debarment.
- r. **Certifications/Credentials:** Vendor shall ensure all staff maintain current certifications, licenses, permits, or other credentials as required. Proof of renewal shall be submitted to OVR within thirty (30) calendar days. Any suspension or revocation of a required credential shall be reported to OVR within three (3) business days. OVR may terminate this agreement without notice if Vendor fails to ensure staff maintain required credentials.
- s. **Litigation Reporting:** Vendor shall notify OVR in writing within ten (10) days after being served with any pleading in a legal action filed with a court or administrative agency.
- t. **Human Trafficking:** Vendor shall comply with state and Federal requirements and guidance regarding human trafficking, including, but not limited to The Trafficking Victims Protection Act of 2000 (TVPA), as amended, 22 U.S.C. § 7104(g), 2 C.F.R. part 175, and Executive Order 13627.
- u. **Subcontractors:** The vendor agrees that it will not subcontract any work done pursuant to this Agreement without the express, written consent of OVR. If said consent is given, the vendor agrees that all requirements of the Agreement shall also be applicable to Subcontractors and that the subcontractors shall be required to report to the vendor in a manner that will meet the vendor's reporting requirements to OVR. In no event shall any provision of this Section be construed as relieving the vendor of the responsibility for ensuring that the performances rendered under all

subcontracts comply with all of this Agreement's terms as if the vendor rendered such performances rendered.

- v. **Notification of Complaint:** In the event of dispute between vendor and individual, affected party shall contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov) with details outlining the occurrence. OVR vendor staff member will contact the Field Services Branch Manager, who will then make contact with affected individuals to gather details of the complaint before moving to the “complaint resolution process”.
- w. **Complaint Resolution Process:** In the event that a dispute arises between a vendor and an individual, or an individual files a complaint against a vendor, the OVR Field Services Manager shall facilitate a meeting with pertinent staff, the vendor and the individual to develop a resolution. If no satisfactory resolution is achieved, the OVR Regional Manager will submit a recommended resolution to the Division Director of Fields Services. The Division Director, in conjunction with the OVR Executive Director, will determine if others need to be involved in the resolution process including, but not limited to, the Client Assistant Program, Education and Labor Cabinet personnel and legal staff, and will work to issue a final decision within thirty (30) days. Referrals may continue to the vendor during the resolution process.
- x. **Notifications:** Notifications required under the terms of this Agreement shall be made to OVR Vendor Registration at [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).
- y. **Indemnification:** To the extent permitted by Kentucky law, Vendor agrees to hold OVR harmless and to indemnify OVR from and against any and all claims, demands, and causes of action of every kind and character that may be asserted by any party occurring or in any way incident to, arising out of or in connection with the services to be performed by Vendor or its subcontractors, if any, pursuant to this Agreement.
- z. **Community Rehabilitation Programs:** Vendors who are approved as a Community Rehabilitation Program shall comply with the terms outlined in the Vendor Manual and the CRP Manual.

## NEW VENDOR APPLICATION PROCESS

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Applicants shall review and submit the qualification requirements listed below the applicable service type. Submit only one (1) Vendor Application Form even if applying

to provide for more than one (1) service.

**NOTE:** The entire application shall be submitted to OVR, even if Vendor does not utilize every page. Failure to submit all pages will result in process delays and possible denial. An addendum must be completed and submitted for approval if the Vendor chooses to add or remove services after initial approval.

If an applicant's credential(s) meet OVR's requirements, OVR will contact the applicant with confirmation of approval, enclosing instructions on how to self- register in the Commonwealth's Vendor Self Service portal. If the applicant has issues using the Vendor Self Service portal, the applicant may choose to complete the EZ Vendor Registration Application and submit it to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov). OVR staff will forward the application to the Finance Cabinet to generate the applicant's vendor number.

Applicants will also be required to review and sign the OVR Vendor Agreement. If credentials are required to provide a service not specified in this manual, vendor will contact OVR with further instruction. Failure to submit all required or requested documentation will result in process delays and possible denial.

Full applications should be submitted via one of the following methods:

- a. Email: [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov)
- b. Mail: ATTN: Vendor Review  
Office of Vocational Rehabilitation  
500 Mero Street  
1<sup>st</sup> Floor SE  
Frankfort, KY 40601

## VENDOR RENEWAL

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OVR requires vendors to annually review the Vendor Manual and sign their vendor agreement. OVR will begin to contact pertinent vendors by April to begin the renewal process. Any updated information, such as OVR Vendor Agreement, certification, credentials, contact information changes, MUST be returned by June 15 to remain active for the new fiscal year starting July 1 for a seamless continuation of contract. If the June 15 deadline is not met, OVR cannot guarantee vendor may begin providing services on July 1. As a reminder, no services are permitted to be provided without a signed agreement.

## **VENDOR SELF-SERVICE ACCOUNT MAINTENANCE**

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Vendors must maintain up-to-date account information. Vendors must first make updates in the Vendor Self-Service Account and then submit an email to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov) informing about the updates. Vendors should contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov) with any questions or issues within 30 business days.

## **REQUIRED REPORTS**

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Vendors shall adhere to all reporting requirements and follow all Service Fee Memorandums as they pertain to the service they are approved to provide. If questions about reporting arise, contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).

## **COMMUNITY REHABILITATION PROGRAM (CRP):**

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Please reference the OVR Community Rehabilitation Program Manual for reporting requirements.

## **PROGRAM AUDITS**

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All vendors will be subject to monitoring the first year when becoming an OVR vendor.

Vendors are subject to announced or unannounced audits by OVR, which may include a review of vendor records. Failure to cooperate with an audit may result in the termination of the OVR Agreement.

## **FINANCIAL PARTICIPATION**

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In the event OVR makes the decision to implement financial participation, this agreement will be listed in detail on the received authorization. The authorization will read "The individual has agreed to pay (amount) for this service. OVR will pay (amount) for this service. OVR will not pay any unpaid account balance for the individual."

Any authorization received with financial participation listed on it is treated like any other authorization, the difference is that OVR will not be held responsible for any outstanding or unpaid balance from the service listed on the authorization.

## PROGRAM IMPROVEMENT PLAN

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Any vendors deemed by OVR to be in violation of the standards set forth in this Manual, or that violate the terms of the OVR Vendor Agreement, may be placed on a Program Improvement Plan (PIP). The PIP shall identify the specific areas of concern and provide guidance to the vendor on how to improve performance. The PIP shall identify a timeline for expected improvements. Failure to meet the goals set forth in the PIP may result in penalties up to and including termination of the OVR Agreement.

## VENDOR CREDENTIALS

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Vendors are required to keep all required licensure and certification credentials for providers current and in good standing. Proof of renewal should be submitted within thirty (30) days of expiration to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov), including confirmation of vendor number (beginning with KS or KY) and legal business name.

The vendor under contract with OVR is responsible for maintaining their personnel's credentials as it pertains to the services that are approved by OVR to be provided under said agreement. If a provider's credential lapses, the vendor shall be removed from OVR's approved vendor list. In addition, payment shall not be made for services provided during any lapse in licensing or certification.

Vendors who have been notified that one of their provider's credential(s) has been revoked or suspended shall notify OVR in writing within three (3) business days to [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov), including confirmation of vendor number or Taxpayer Identification Number. OVR shall suspend referrals and/or authorizations until the issue is resolved. Failure to notify OVR of an issue may result in immediate termination of the OVR Vendor Agreement.

Vendors with less than ten (10) employees providing specialized services that have state or national credentialing, or that requires a professional license mandated by a state licensing agency, must include on the Vendor Application a list of all personnel that will be providing the service, attaching a copy of each personnel's credentials, including all subcontracted personnel.

## NEW VENDOR QUALIFICATION REQUIREMENTS

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The following services are listed in alphabetical order. If you have any questions regarding the services or qualification requirements outlined below, please contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).

If vendor is a business based in Kentucky, vendor is required to provide proof of current registration with Secretary of State.

### **Assistive Technology**

Any device, whether specially designed or commercially available, that enables a person with a disability to perform activities of daily living in a safer and more independent manner.

#### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)

### ***Medical Equipment (Home/Durable)***

The selling of medical equipment used for the specific purposes of diagnosis and treatment of disease or rehabilitation following disease or injury.

#### Qualification Requirements

- Copy of current licensure from the Kentucky Board of Durable Medical Equipment Suppliers.
- Approved OVR Vendor Application Form. (Sections A and D)

### **Audiology**

Providing diagnosis and treatment for disorders of the auditory and vestibular system portions of the ear.

#### Qualification Requirements

- Copy of current professional license from the Kentucky Board of Speech-Language Pathology.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Child Care**

Providing daycare services for children.

### Qualification Requirements

- Copy of current licensure, certification, or registration by the Division of Regulated Child Care. If you have any questions, contact the OVR staff member assisting you.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Community Rehabilitation Programs (CRP)**

A community rehabilitation program is defined as a nonprofit entity or governmental agency providing vocational rehabilitation services to disabled individuals to maximize the employment opportunities of such individuals.

Please see the CRP Vendor Manual for more information about the CRP.

### Qualification Requirements

- Review the Community Rehabilitation Program Manual within this document and submit the specified required credentials with application.
- Approved OVR Vendor Application Form. (Sections A, B, and D).

## **Chiropractic Services**

Providing diagnosis, treatment, and prevention of mechanical disorders of the musculoskeletal system, and the effects of these disorders on the function of the nervous system and general health.

### Qualification Requirements

- Copy of current licensure by the Kentucky Board of Chiropractic Examiners.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Comprehensive Vocational Evaluation**

See Vocational Evaluator Credentialing Requirements Service Fee Memorandum (SFM) for requirements and further details.



## **Dental Services**

Providing examination, diagnosis, treatment planning, and care of conditions within the human oral cavity and its adjacent tissues and structures. Performance or attempted performance of any dental operation, or oral or oral-maxillofacial surgery and any procedures adjunct thereto, including physical evaluation directly related to such operation or surgery.

### Qualification Requirements

- Copy of current licensure by the Kentucky Board of Dentistry.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Dietician Services**

Providing advisory services and assisting individuals or groups on appropriate nutrition intake by integrating information from the nutrition assessment.

### Qualification Requirements

- Copy of current licensure from The Kentucky Board of Licensure and Certification for Dietitians and Nutritionists.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Driver Rehab Program**

Driver Rehabilitation Services include driver education, driver's training, and extended driver evaluation used to teach an individual with a disability how to drive with or without vehicle modifications. Refer to Service Fee Memorandum for further details.

### Qualification Requirements

- Copy of Certification if a vehicle modification is required.
- Copy of Resume if no vehicle modification is required.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Hospitals (in and outpatient)**

Providing services for hospitalization, surgery and anesthesiologists. Hospitals and/or

corresponding facilities should ensure to maintain proper licensure and qualifications for staff completing the required services. Refer to Service Fee Memorandum for further details.

#### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)

### **Interpreting Services for the Deaf, Hard of Hearing, and Deaf-Blind**

Providing sign language interpreting for individuals who are deaf, hard of hearing, or deaf-blind.

#### Qualification Requirements

- Copy of Kentucky Temporary License or copy of Kentucky Licensure Certification.
- Approved OVR Vendor Application Form. (Sections A and D)

### **Job Coaching**

The provision of individual job coaching services results in a development of job skills and competencies to meet the individual and employer's work standards.

#### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)

### **Life Skills Coaching**

Providing coaching services to help individuals develop the skills needed to integrate into the community and achieve suitable employment and independence.

#### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)
- **Associate Life Skills Coach:** Proof of bachelor's degree in a related field and documentation of 100 hours of direct client coaching.
- **Professional Life Skills Coach:** Proof of bachelor's degree in a related field, documentation of 750 hours of direct client coaching, and a copy of certification

from completed accredited training program (either International Coach Federation or Center for Credentialing & Education).

- **Master Certified Life Skills Coach:** Proof of bachelor's degree in a related field, documentation of 2,500 hours of direct client coaching, documentation of 200 hours coaching a specific training, and a copy of certification from completed accredited training program (either International Coach Federation or Center for Credentialing & Education).

## **Medical Equipment (Home/Durable)**

Please see Assistive Technology for description and details.

## **Medical Services (not listed)**

Providing a medical service not specified in this manual.

### Qualification Requirements

- Copy of current medical license and/or other credential required to perform the medical service.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Mental Health Counseling**

Providing diagnosis and treatment of the cognitive, behavioral, and emotional aspects of mental health and substance use conditions.

### Qualification Requirements

- Copy of current license or certification, as well as any additional specific credentialing, from your corresponding professional certification or licensing board (Neuropsychological exam, Psychological Evaluations/Testing, etc.)
- Approved OVR Vendor Application Form. (Sections A and D)

## **Occupational Therapy**

Providing assessment, treatment, and education of or consultation with the individual, family, or other persons. Interventions directed toward developing daily living skills, work readiness or work performance, play skills or leisure capacities, or

enhancing educational performance skills.

#### Qualification Requirements

- Copy of current license from the Kentucky Board of Licensure for Occupational Therapy.
- Approved OVR Vendor Application Form. (Sections A and D)

### **Optometry Services**

Providing diagnosis, treatment, and prevention of diseases and conditions of the eye and visual system.

#### Qualification Requirements

- Copy of current licensure by the Kentucky Board of Optometric Examiners. If providing expanded therapeutic procedures, proof of license to do so.
- Approved OVR Vendor Application Form. (Sections A and D)

### **Orientation & Mobility**

Providing instruction in increasing the ability to travel within one's environment safely, efficiently, and gracefully with the understanding of relationship to objects within that environment.

#### Qualification Requirements

- Copy of certification through either the Academy for Certification of Vision Rehabilitation and Education Professionals (Certified Orientation & Mobility Specialist) or the National Blindness Professional Certification Board (National Orientation & Mobility Certification).
- Copy of liability insurance policy.
- Approved OVR Vendor Application Form. (Sections A and D)

### **Orthotics and Prosthetics**

Providing evaluation, fabrication and custom fitting of artificial limbs and orthopedic braces.

### Qualification Requirements

- Copy of current licensure by the Kentucky Board of Prosthetics, Orthotics and Pedorthics.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Pharmacy**

Providing services specific to preparing, preserving, compounding, and dispensing medical medications and/or medical equipment.

### Qualification Requirements

- Copy of current permit from the Kentucky Board of Pharmacy.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Physical Therapy**

Providing evaluation, assessment, and treatment of individuals with limitations in functional mobility.

### Qualification Requirements

- Copy of current licensure by the Kentucky Board of Physical Therapy.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Post-Secondary Education**

Providing educational services following the completion of secondary education, which includes universities and colleges as well as trade and vocational schools.

### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)
- **Colleges/Universities:** proof of eligibility to participate in Title IV programs.
- **Business/Trade/Technical Schools:** proof of programs licensed by the state “proprietary education program” (or equivalent for that state) AND/OR licensure by the state’s applicable licensure agency.

- **Cosmetology Schools:** proof of approval by the Kentucky Board of Hairdressers and Cosmetologists (or equivalent for that state).
- **Barber Schools:** proof of approval by the Board of Barbering (or equivalent in that state).

## **Pre-Employment Transition Services (Pre-ETS)**

Pre-ETS are an early start to job exploration available statewide to students who are between the ages of 14 and 21, and who have an IEP (Individual Education Program), 504 Plan or documentation of a disability by a Licensed Medical Provider.

### Qualification Requirements

- Approved OVR Vendor Application Form (sections A, B and D)
- Contact Transition Services Branch staff for further requirements

## **Property Modifications**

### ***Construction/Housing Modifications***

Providing modification services as it adheres to the request of OVR and the needs of the individual.

### Qualification Requirements

- Approved OVR Vendor Application Form (sections A and D)
- Copy of specific license in reference to service being provided for any individual that will be conducting work for an individual (i.e., electrical, plumbing, HVAC, etc.)
- Proof of Liability Insurance Coverage.

## **Retail/Wholesale**

Selling goods as it relates to pre-approved authorized service (i.e., “prior approval”) from OVR.

### Qualification Requirements

- Approved OVR Vendor Application Form. (Sections A and D)

## **Speech Language Pathology**

Providing assessment and treatment of communication problems and speech disorders.

### Qualification Requirements

- Copy of current license from the Kentucky Board of Speech-Language Pathology.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Support Service Providers**

Providing communication and access to deaf-blind individuals including relaying visual and environmental information, acting as sighted guides, and facilitating communication using the individual's preferred language and communication mode.

### Qualification Requirements

- Certificate of completion of the Helen Keller Provider training.
- Resume including relevant experience, additional continuing education completed beyond the Helen Keller Provider training, and level of language proficiencies relevant to this work.
- Review, sign, and submit OVR's Support Service Provider Expectations.
- Approved OVR Vendor Application Form. (Sections A, C, and D)

## **Transportation Services**

Providing travel and related expenses necessary to enable an applicant or eligible individual to participate in a vocational rehabilitation service, including expenses for training in the use of public transportation.

### Qualification Requirements

- Copy of current Driver's License and proof of liability insurance AND/OR copy of Certificate through the Transportation Cabinet. \*Exceptions include federally funded businesses such as bus systems. If you have questions, please contact [OVRVendors@ky.gov](mailto:OVRVendors@ky.gov).

- Approved OVR Vendor Application Form. (Sections A and D)

## **Tutoring Services**

Providing instruction in a particular subject or skill.

### Qualification Requirements

- Copy of bachelor's degree or documentation of a minimum 15 semester hours in the specific subject matter.
- Approved OVR Vendor Application Form. (Sections A and D)

## **Vehicle Modifications**

Providing modifications to vehicles to fit the individualized needs as necessary for individuals by the request of OVR as dictated by prior approval.

### Qualification Requirements:

- Technical/Mechanic certification; credentials pertaining to operating on vehicles.
- Approved OVR Vendor Application Form. (Sections A and D)

## **\*Other Services (not listed)**

If applying to provide a service not listed in this manual, contact the OVR Vendor Program staff for further instructions.



# COMMUNITY REHABILITATION PROGRAM (CRP) MANUAL

## PROGRAM YEAR 2026-2027

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### Introduction

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 Definition from 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 Definition from 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) 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:
- (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 Definition from 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 Definition from 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**

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.
- Verification of filing and approval status with the KY Secretary of State.

Certificate of Existence/Authorization from the Kentucky Secretary of State.  
Proof of Individual 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, Curriculums, 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 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 a state agency.
3. Organizations that are certified by a national organization should include with this application a copy of their current certification.

When Updates or Change Requests are needed for Providers 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**

### ***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 individuals have reviewed and understand the contents of the CRP Manual 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. Providers will not receive payment for services not authorized in advance.

Enhanced rates of pay as outlined within agency [service fee memorandums](#) and identified within this document are based on specific certifications of the employee providing the service. For all other non-certified service delivery, the regular rate of pay applies.



## ***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 respond within five (5) business days to the referring counselor acknowledging acceptance or rejection of the referral.
- The CRP shall contact newly accepted 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 an individual in Supported Employment, or provide supported employment services to the individual, 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 individuals 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 individuals unless provided an exception by the CRP Branch Manager. Failure to do so may result in non-renewal of the CRP's Vendor Agreement.
- The CRP may refer potential individuals to OVR or OVR may refer individuals to a CRP. A referral from the CRP to OVR does not guarantee approval for provision of services. If a referral is from the CRP to OVR, that does guarantee approval for services. A referral must be submitted by the CRP to OVR, or the potential individual must have a referral document completed by OVR. Instructing the potential individual 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 Individuals***

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.

### ***Individual Vocational Goal Change***

CRPs shall obtain OVR Counselor approval before seeking and obtaining employment that is not listed on the individual'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. Written requests for exceptions to this policy must be submitted to and approved by the OVR Division Director of Field Services. Exceptions to this policy require justification in writing and must be approved by the OVR Division Director of Field Services. Once the individual is placed on an appropriate job, the CRP Employment Specialist will provide support necessary for individual 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 documenting why services were not provided.

### **CRP Vendor Staff Training Requirements**

All Community Rehabilitation Programs shall ensure all employees complete the

continuing education requirements, including those specific to services provided. Noncompliance may result in a CRP being placed on a Program 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 1<sup>st</sup>.

### ***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 begin within the first three (3) months of hire date and completed within six (6) months of hire date.

Employment Specialists not holding a certification as a Certified Rehabilitation Counselor (CRC), Certified Employment Support Professional (CESP), Employment Services, Customized Employment Basic or Professional through Association of Community Rehabilitation Educators (ACRE) or have successfully completed a certification process as provided through 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 as a Certified Rehabilitation Counselor (CRC), Certified Employment Support Professional (CESP), Employment Services, Customized Employment Basic or Professional through Association of Community Rehabilitation Educators (ACRE) or have successfully completed a certification process as provided through 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***

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**

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 mutually served individuals.

### **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 individual after intensive supported employment services have been provided and employment stability has been obtained. The CRP Employment Specialist is required to have at least two on-site face-to-face contacts per month while providing extended services.

- The CRP shall develop an Extended Services Plan for each individual.
- The CRP must have a minimum of two (2) contacts per month with each individual throughout the individual's term of employment. Both contacts must be

at the worksite and face-to-face. If a request is made by the individual 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 unless otherwise requested by the individual and/or guardian.
  - 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 requests should include detailed information of appropriate natural supports.
  - A request that is submitted prior to one-year must be initiated by the individual 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 individual 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 the 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 individual's term of employment, or until CRP services are discontinued, which should be reflected on the approved Step- Down Support Plan.

## **Supported Employment**

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:

1. Traditional
2. Individual Placement and Support (IPS)
3. Customized Employment

### ***Traditional Supported Employment (SE)***

Traditional SE is for an individual with most significant disabilities and requires initial and extended support services throughout their term of employment.

### **Expectations of CRP providing Traditional SE**

CRPs approved to provide Traditional SE 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 provision of discovery activities.
- Activities shall be noted individually on the date the activity occurred. PCEPs are a compilation of activities that include, but not limited to communicating with the individual, interviewing multiple people who know the person well and observing individual 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 individual and/or an individual who knows the individual 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 the 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 individual, 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 individual and develop the OVR Individualized 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 individual.
- Authorizations for job development activities are based on an hourly rate and should not exceed 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 the individual to provide and acquire status updates.

### Job Acquisition Report

- Job Development Services end with the individual 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

Activities shall be noted individually on the date the activity occurred. Combining multiple dates of services on one Supported Employment Services Note is not permitted.

- 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 individual, 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 individual 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 request 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:
  - Intensive supported employment services are no longer required for the individual to perform their work.
  - 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 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.
- Stable Employment Outcome payments are not to be paid for interim employment, but only for outcomes specific to the vocational goal that's on the Individualized Plan for Employment (IPE) or the IPE Amendment.

### Extended Services

- Extended Services Reports are required to be submitted by the 5th 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 individual.
- 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.

### ***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 individual 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 and Support (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.
- 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 of 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 individual and develop the OVR Individualized Plan for Employment (IPE). Best practice is to have the CRP Employment Specialist attend 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 individual.
- Authorizations for job development activities are based on an hourly rate and should not exceed 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 the individual to provide and acquire status updates.

### **Job Acquisition Report**

- Job Development Services end with the individual 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.
- 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**

- Services shall be noted individually on the date the activity occurred. Combining multiple dates of services on one Supported Employment Services Note is not permitted.

- 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 individual, 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 individual 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 is defined as the following:

- Intensive supported employment services are no longer required in order for the individual to perform their work.
- 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 5th 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 individual.
- 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 individual, 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](#).

Employment Specialists hired by CRP's must complete customized employment training through the University of Kentucky's Human Development Institute in order to access customized employment rates found in the Guidelines on the Purchase of Supported Employment Services Fee Memorandum.

Employment Specialists holding certifications from Marc Gold & Associates, Griffin-

Hammis, or TransCen, Inc may also qualify to provide this service.

### **Customized Employment Expectations**

- 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 achieved certifications through Marc Gold and Associates.

### **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.
- Payment should be made upon receiving acceptable Activity Logs, invoice, and only if the Vocational Profile is deemed acceptable and valid by the individual 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 individual. Interviews with multiple people who know the person best should be conducted. Also, observational experience in the community is necessary 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.

### 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 individual. 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 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 individual.

- Authorizations for job development activities are based on an hourly rate 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 individual to provide and acquire status updates.

### **Job Acquisition Report**

- Job Development Services end with the individual 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. 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

- Services shall be noted individually on the date the activity occurred. Combining multiple dates of service on one Supported Employment Services Note is not permitted.
- 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 individual, 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 individual 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 is defined as the following:

- Intensive supported employment services are no longer required in order for the individual to perform their work.
- 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 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 5th 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**

Adjustment Services are for individuals who need to address employment-related issues. Individuals 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 individual 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.

## **Skills Training**

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 at [ovrcrp@ky.gov](mailto:ovrcrp@ky.gov).

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**

Oversight of Community Work Transition Programs is provided by the OVRs Transition Services Branch.

The goal of the CWTP is to provide community work exploration and assist students in gaining competitive integrated employment prior to high school exit, known as Transition Services. Additionally, the program provides exposure and experiences in career and employment through Pre-Employment Transition Services.

Students who may be considering sheltered work facilities earning a sub-minimum wage post high school may also participate in CWTP for experiential work opportunities.

### ***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. It is recommended that the OVR counselor refer the student for SE employment no later than the third quarter of the student's year of exit. The SE provider can become involved sooner if all parties agree.
2. The designated school CWTP staff person will continue to be the primary lead Job Developer.
3. The SE provider may act as a consultant to work with CWTP.
4. The Supported Employment Consultation meeting facilitated by the VR Counselor for students that require the services. The meeting documentation includes expectations in relation to the services, steps to complete by the end of the student year of exit, plan for collaboration, and supports the student needs to transition from the CWTP Employment Specialist to the Community Rehabilitation Provider.
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**

It is the VR counselor's responsibility to review notes that may denote a need for SE as well as initiate the SE referral to the CRP prior to the student leaving school.

The CWTP shall communicate with the VR Counselor at least 3-6 months prior to the student leaving school to begin the collaboration process with the SE provider. The SE provider is not eligible to receive a SE Job Development Fee but will be eligible to receive fees pertaining to pre-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.

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 than 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**

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 an individual 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. Employment must be consistent with the individual'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 individual 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 Individualized 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 individual 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 monthly Employment and Retention Report by the 5th 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***

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:

- Individual 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 individual denies coverage, the bonus will still be paid to the CRP.

Bonus outcome payments are not to be made for interim employment.

## **Fee Schedules**

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 individual that OVR will not pay for services provided by Vendor.

Vocational Rehabilitation Counselors must pre-authorize specific services for each individual per guidelines as outlined in agency standards and procedures.

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, and include:

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