

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

Vendor Manual



EDUCATION AND
LABOR CABINET

Revised April 2025

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Introduction

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.

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.

OVR will accept vendor applications on a rolling basis. 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. OVR reserves the right to revise, without prior notice, this manual, as needed. When this occurs, OVR shall redistribute the updated manual, and vendors shall sign the updated agreement and return within two weeks maximum to OVRVendors@ky.gov.

Vendors shall not provide any service for OVR until the final letter of approval from OVR staff 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

Vendors shall:

- **Only provide services pre-authorized by an OVR counselor.** 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 consumer.

- Only provide services approved by OVR. Consumers do not 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. OVR shall not pay vendor for services invoiced after a grant is closed.
- Ensure all written reports are thorough and submitted timely.
- Provide reasonable disability accommodations to allow consumer to fully participate in the service.
- Adhere to the highest professional standards and treat OVR professionals and consumers with respect.
- Report to OVRVendors@ky.gov if any conflict arises between consumer and vendor. Consumers 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.

Vendor Agrees to the Following Terms:

- a. Vendor Program Requirements: Vendor shall follow all program requirements as set forth in the Vendor Manual.
- b. 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 Occupational Safety and Health Administration (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 consumers with advance notice of no less than seven (7) days.
- f. Confidentiality: Any consumer information disclosed by OVR to Vendor pursuant to this agreement is confidential pursuant to 34 C.F.R. 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 consumer 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 consumer 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 a consumer.

- 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 consumer 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/consumer 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 C.F.R. § 361.53, full consideration must be given to any comparable benefits available to the consumer 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 consumer, affected party shall contact 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 a consumer, or a consumer files a complaint against a vendor, the OVR Field Services Manager shall facilitate a meeting with pertinent staff, the vendor and the consumer 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.
- 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

Applicants shall review and submit the qualification requirements listed below under [Vendor Service Qualification Requirements](#) for the applicable service

type(s), beginning on page ten (10). 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. 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
- b. Mail: ATTN: Vendor Review
Office of Vocational Rehabilitation
500 Mero Street
1st Floor SE
Frankfort, KY 40601

Vendor Renewal

OVR requires vendors to annually review the Vendor Manual and sign the OVR 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 OVR Vendor Agreement.

Vendor Self-Service Account Maintenance

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 informing about the updates. Vendors should contact OVRVendors@ky.gov with any questions or issues within 30 business days of any updates or changes.

Required Reports

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

Community Rehabilitation Program (CRP)

Please reference the OVR [Community Rehabilitation Program Manual](#) (CRP Manual) for reporting requirements.

Program Audits

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 Vendor Agreement.

Consumer Cost Sharing

In the event OVR makes the decision to implement consumer cost sharing, this agreement will be listed in detail on the received authorization. The authorization will read "The consumer 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 consumer.” OVR will not be held responsible for any outstanding or unpaid balance from the service listed on any authorization indicating consumer cost sharing.

Program Improvement Plan

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 Vendor Agreement.

Vendor Credentials

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, 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, 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.

Vendor Service Qualification Requirements

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.

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 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](#) 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 consumers 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 consumer 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 consumer, 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 consumers 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 consumer.

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 a consumer (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 consumers including relaying visual and environmental information, acting as sighted guides, and facilitating communication using the consumer's preferred language and communication mode.

Qualification Requirements

- Certificate of completion from American Association of Deaf-Blind Support Service Provider training.
- Letter of recommendation from coordinator of the Support Service Provider training program.
- Resume including experience, other training, and confirmation of some level of proficiency in American Sign Language.
- Verification of 150 hours of related experience/volunteer 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.
- 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 consumers 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.