



# VR Provider Manual

(Revised November 23, 2015)

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## VR Provider Manual Change Log Summary

The following Sections of the VR Provider Manual have been updated to reflect changes in the current procedures and practices. Changes will go into effective thirty (30) days after the update unless otherwise noted. Please note that this is a summary of changes, Providers are responsible for reading and following requirements of the VR Provider Manual.

### November 24, 2015 Change Log

(Effective Date: January 1, 2016 unless otherwise noted.)

- **Confidentiality & Protected Information**
  1. Information must be sent via ZixMail or Fax
  2. Outlines actions if procedure is not followed
- **Marketing**
  1. Providers should not market OOD programs and services to potential referral sources. OOD should be the primary contact for referral development and marketing with referral sources.
- **Invoices**
  1. Incorporates changes to invoices to include: date of actual services, invoice date, total billed, etc.
- **Timelines for Submitting Invoices**
  1. Clarifies when the ninety days begins to submit an invoice.
- **Submission of Invoices**
  1. Changes how invoices should be submitted per new VR Accounts Payable Procedure
- **Template – Service Crosswalk**
- **OOD Regional Office Contact List**
- **Contracts Office Contact List**
- **VR Supervisor Assignments & Contact List**

# Providers Code of Conduct

## Ethics

Providers must conduct themselves in a transparent and ethical manner. Providers are bound by the Ohio Ethics Law (Ohio Revised Code § 102) and any Executive Orders regarding businesses that conduct business with the State of Ohio. The Ohio Ethics Commission administers and enforces the provisions of Ohio's Ethics Law. For more information please contact Ohio Ethics Commission at (614) 466-7090 or visit their website at [www.ethics.ohio.gov](http://www.ethics.ohio.gov).

## Dual Relationships

Providers should avoid dual relationships which may impact their ability to impartially deliver vocational rehabilitation (VR) services.

Dual relationships would prohibit staff from providing direct services or supervising direct services to family members. Family members are defined as spouses, sons/daughters/dependents, parents, siblings, nieces/nephews, aunts/uncles, and grandparents including those relationships by marriage. Provider staff may also not provide direct services to anyone involved in a romantic relationship with themselves or a family member.

Provider staff should also avoid other situations where an imbalance of power may exist, i.e. direct and/or indirect employer-employee relationships.

Casual relationships do not automatically preclude a provider staff person from delivering services to an individual as long as the potential for an imbalance of power does not exist.

Examples of a causal relationship may include:

- Providing services to someone who attends the same Church as you.
- Providing services to the parent of another child who attends your children's school.
- Providing services who is a member of the same social organization that you belong, i.e. Kiwanis, Optimists, etc.

Provider staff should disclose any potential dual-relationships and/or conflicts of interest in writing to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) to request guidance and technical assistance. Opportunities for Ohioans with Disabilities (OOD) will make the final determination if a dual relationship exists.

## Confidentiality & Protected Information (PI)

In facilitate the vocational rehabilitation process VR must share confidential information about individuals with providers. Providers must insure that the information provided by VR or obtained by the provider in the course of services purchased by VR is kept confidential.

Confidential Protected Information (CPI) includes any information, whether alone or in combination with other readily available information, that leads to the identification of a specific individual.

Examples of CPI include, but are not limited to:

- Individual's Name
- Parent's/Legal Guardian's Name
- Social Security Number
- Individual's Physical Address
- Medical/Psychological Information

Providers should develop internal confidentiality policies. Upon request providers shall provide a copy of their confidentiality policies to OOD. Providers should ensure, at a minimum, that their policies address the following topics:

- Discussion of confidentiality and its limitations with individuals served (**This should take place during the Intake or first VR service, whichever occurs first.**)
- Procedures for removing and transporting of confidential records outside the office
- Secure storage of confidential information, both in paper and electronic format, when not in use
- Unauthorized or non-business related access to confidential information
- Use of secure electronic communications (**Providers shall only send information to VR through ZixMail or Fax**)
- Return of confidential information from individual staff upon separation of employment

Providers must immediately notify, within one business day, OOD of any potential breaches or loss confidentiality information provided by VR or obtained through services purchased by the VR program. Notification should be made in writing to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) and include the name of the individual(s) impacted, the nature of the breach or loss, and corrective actions undertaken by the provider.

First violation will include notification of the participant and letter being placed in the provider's file.

Second violation will include notification of the participant and corrective action plan signed by Provider's Executive Director and training by provider of their staff. Provider will make copies of the training materials available to OOD with a copy of the sign in sheet.

## Marketing

VR recognizes that new and current providers want to make VR staff aware of the programs and services that they can offer to individuals. Marketing activities should be coordinated through the

VR supervisors. Providers should not market services (regardless of method, i.e. promotional items, email, telephone calls, visits, etc.) directly to individual VR staff.

Providers may not contact individual VR staff or “stop in” at VR offices in an attempt to solicit referrals.

If providers would like to market their programs, services, and availability to accept new referrals they should contact the VR supervisor and request a time to come in and do a brief presentation to VR staff during a regularly scheduled meeting.

Providers may also develop marketing fact sheets to distribute to VR staff through the VR supervisors. Marketing fact sheets may include additional information on how providers may offer services, whether it is a primary VR service included on the Fee Schedule or an auxiliary service. Providers should also send a copy of marketing fact sheets to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) for review in case there are questions in the Field Office.

Providers should not directly market OOD programs and services to referral sources. OOD should be the primary point of contact with referral sources and the public about the services and programs offered by OOD. Providers may participate in transition fairs, vendor selection programs, etc.

## **Provider Accreditation & Standing**

Providers must provide VR a copy of their accreditation award letter and findings report upon initial accreditation or renewal. Providers who are certified through the Academy for Certification of Vision Rehabilitation & Educational Professionals (ACVREP) must also submit a copy of their liability insurance coverage upon initial acceptance as a provider and at the time of the insurance policy renewal. Providers who fail to submit the information within thirty (30) days will be removed from the VR case management system.

Providers must also notify OOD of any removal, suspension, denial of accreditation status, or disbarment from any licensing, accrediting, regulatory agency, or funding source within ten (10) business days. This applies even if the situation does not involve an individual referred through the VR program. Providers should submit a summary of the issue and the name of the licensing, accrediting, regulatory, or funding source involved. Information should be submitted in writing to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov). OOD will review these situations on a case by case basis and determine an appropriate course of action. Failure to comply with this requirement may result in revocation of the organizations Provider Agreement.

For situations that are not specifically addressed in these procedures, providers should consult with VR to receive guidance before proceeding. Providers may request an opinion by contacting [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov).

# Fiscal Procedures

## Proper Invoices

Effective December 1, 2015, Providers must submit proper invoices for VR services in a timely manner.

Proper invoices are defined as an itemized list of charges and supporting documentation, i.e. a VR report, sales receipt, etc.

Providers may submit the itemized charges in one of the following formats:

- Completed and signed “Original VR Authorization/Billing” with actual date of services.
- Invoice on the provider’s letter head containing the following information, as listed in the VR case management system:
  - I. Invoice Date
  - II. VR Original Authorization/Billing Number
  - III. Provider’s Invoice # (This is assigned by the Provider)
  - IV. Name of the Provider
  - V. Provider Tax Identification Number (Optional)
  - VI. Providers Mailing Address & Telephone
  - VII. Name of Consumer
  - VIII. Dates of Service (Actual Begin & End Date of Service)
  - IX. Description (Name) of Service(s)
  - X. Itemized List of Charges per Service(s)
  - XI. Invoice Total
- Invoice portion of the VR report template

Providers should only submit one of the three approved invoice options for payment. If multiple versions of the invoice are received i.e. the Original VR Authorization/Billing and an invoice on the provider’s letter head, the payment request may be rejected.

## Timeline for Invoices

The VR Fee Schedule requires providers submit a proper invoice within fifteen (15) days of the last date of service or end of the service identified on the Original VR Authorization/Billing, whichever occurs first. Service is defined as a billable direct contact. VR Reports are not considered direct services.

Ohio Administrative Code (OAC) §3304-1-13 “Deadline for submitting a bill to OOD for payment.” requires that the proper must be submitted within ninety (90) days of the date of last service in order to be paid. Invoices received after the ninety (90) day period may not be paid.

Example:

Last date of service is March 10, 2014. The end date for the service on the authorization is March 31, 2014. (Service does not include the report fee.)

Per the VR Fee Schedule (OAC 3304-2-52 Appendix A) the invoice is due on March 25, 2014 which is fifteen (15) days. Per OAC 3304-1-13 VR will still pay the invoice up until June 9, 2014, which is ninety (90) days after the last date of service.

If a provider knows that they will be unable to submit a proper invoice within ninety days they may request an extension. The extension must be submitted in writing to the Executive Director at least thirty (30) days before the invoice is due. The extension request should provide an explanation of the delay and provide an updated timeframe for the invoice to be submitted.

## Submission of Invoices

Beginning December 1, 2015 Providers must submit VR invoices electronically, either via fax or secure ZixMail. (SEE APPENDIX A for Regional Office and Contract Contacts)

Providers may set-up a ZixMail account for staff by following the instructions at <https://web1.zixmail.net/s/login?b=oit>. The secure email account will only allow providers to send secure email to VR staff with an @ood.ohio.gov email account. Providers will not be able to send email to or CC: anyone outside of the State's email system.

### Secure Email Procedure

- 1) Login into the ZixMail system.
- 2) Compose an email to the designated OOD Regional or Contract Office mailbox (SEE APPENDIX A for a list and contact information for OOD's Field Offices).
- 3) It is recommended that Providers include the authorization numbers of the subject line
- 4) Providers should use the following naming convention for individual reports,  
Participant's Last Name – Service Abbreviation – First Three Letters of Month – Authorization #

Example: Smith – JD – MAR #123456789

Example: Jones – CBA – NOV #987654321

<b>Service Name</b>	<b>Service Description (Abbreviation)</b>
Community Based Assessment	CBA
Vocational Evaluation/Testing	VE/VT
Career Exploration	CX
Personal Adjustment	PA

ADL Self Skills Training	ADL
Orientation & Mobility	OM
Travel Training	TT
Work Adjustment	WA
Job Readiness Training	JRT
Summer Youth	SY
Job Coaching	JC
Job Retention	RET
Job Seeking Skills Training	JSST
Job Development	JD
Customized Employment	CE
Benefits Analysis/Consultation	BA/BC
Rehabilitation Technology	RT
Low Vision Services	LVS
Interpreting	INT

- 5) Providers are encouraged to submit individual invoices per email, though providers may attach up to five (5) invoices per email depending on file size. Reports and invoices should be combined into one document and/or file.
- 6) Providers should take a “print screen” their sent folder periodically as documentation of submission. ZixMail only maintains copies of sent email for thirty (30) days.

### **Fax Procedure**

- 1) Providers should list the participant’s last name and authorization # of reports included in each fax on the cover page.
- 2) Providers are encouraged to fax individual invoices at one time, but may submit up to five (5) reports or a maximum of thirty (30) pages per fax
- 3) Providers should retain a copy of the fax confirmation as documentation of submission

## Template – Service Crosswalk

SERVICES	SERVICES	REVISED
ADL (Self) Training (Rehabilitation Teaching)	3	11/13/15
Benefits Analysis (Consultation)	3	11/13/15
Benefits Analysis (Initial Evaluation)	4	11/09/15
Career Exploration	5	11/09/15
Community Based Assessment	2	11/09/15
Customized Employment (Discovery)	DSR	
Intake	6	11/13/15
Job Coaching	2	11/09/15
Job Development (UOS, Performance Based, & Customized Employment)	1	11/09/15
Job Readiness Training	2	11/09/15
Job Retention (UOS, Performance Based, Employment First, & Customized Employment)	1	11/09/15
Job Seeking Skills Training	3	11/13/15
Low Vision Services	3	11/13/15
Orientation & Mobility	3	11/13/15
Personal Adjustment	3	11/13/15
Rehabilitation Technology	3	11/13/15
Summer Youth	2	11/09/15
Travel Training	3	11/13/15
Vocational Testing	5	11/09/15
Work Adjustment	2	11/09/15

# VR Purchasing Procedures

These procedures shall apply to the purchase of VR services and Addendum Services included on the Provider Agreement. The purchasing procedures also apply to any subsequent additions and modifications to the Provider Agreement, both VR and Addendum Services, made at the request of the provider. VR may periodically review and modify this purchasing guidance. Changes will be effective thirty (30) days after the modifications have been incorporated into the VR Provider Manual posted to Opportunities for Ohioans with Disabilities (OOD) website, [www.ood.ohio.gov](http://www.ood.ohio.gov), and a written copy of the changes are sent to the provider's designated VR Contact.

- Services must be provided on a one-to-one basis unless there is a defined group rate for the service. Not all services will have an allowable group rate. If there is no defined group rate identified then provider staff may only charge for providing service to one individual at a time.
- Provider staff must be actively providing a direct service to the individual for the time to be considered billable, examples of active direct services include:
  - I. Communications between the provider and the individual receiving the service, the individual's support persons as defined by VR staff (i.e. parent), potential employers, and VR staff. Communication is defined as successful telephone contacts (including messages), sending email and traditional mail, and face-to-face discussions. Text messages may only be allowed to accommodate an individual's disability related need and are charged as 1 Unit of Service (UOS) for every five texts originating from the provider. Providers may not use social media to communicate with Consumers.
  - II. Providers may charge for a case staffing if it has been requested or approved by VR staff, regardless of whether the individual is present or not. Providers may not charge for meetings scheduled or requested by other agencies unless specifically approved by VR staff.
  - III. Instruction and/or demonstrations on how to perform a task.
  - IV. Direct observation of an individual completing a task in order to assess their knowledge, independence, observation of work behaviors, and/or how the individual functions without direct supervision.
  - V. Completion of a resume and/or job application on behalf of an individual, regardless of whether the individual is present or not.
  - VI. Online job searches are billable within reason. The majority of job development should involve way communications between the job developer and the potential employer.

- VII. Travel time may be billed if the individual receiving the service is present, i.e. travel time may be billable if the Job Developer is taking an individual for a job interview. Travel time may not be billed if the individual is not present. Mileage may be billed as part of the service even if the individual is not present.
- Provider staff may not charge for indirect or undelivered services, examples of indirect or undelivered services include:
    - I. Providers may not charge for missed appointments. Providers may still charge for the mileage driven to travel to the appointment. The exception is that interpreters (and bilingual staff who are acting as an interpreter) may charge a maximum of two hours for missed appointments. There is no late cancellation or minimum charges if the appointment is cancelled prior to the day of the scheduled appointment.
    - II. Checking telephone messages and/or reading emails.
    - III. Internal communications, discussions (including staffing), fiscal, or program audits.
    - IV. Review of referral and collateral information to prepare for service delivery.
    - V. Time spent developing programs and reproducing materials related to service delivery.
    - VI. Contacts for the purpose of managing authorizations, referrals, invoices, and payments i.e. calling to request an increase, checking on the status of a payment, etc.
  - Providers may not charge surcharges or administrative fees for purchasing items such as gas cards, clothing, etc. for individuals. Expenses will be reimbursed based on actual expenses including sales tax on the receipt. (Providers shall not issue provide cash or cash equivalents to individuals. Cash equivalents include checks made out to the Consumer and pre-paid credit or debit cards.)
  - VR may not purchase case management and/or coordination services. VR may purchase services under Benefits Consultation (BC) in accordance to the VR Fee Schedule to help individuals access other benefits such as food stamps, housing assistance, Medicaid Buy In for People with Disabilities (MBIPWD) as long as the individual is not eligible to receive case management or this type of assistance from other sources such as mental health, Board of Developmental Disabilities, etc.
  - Providers may not charge for services that take place outside the range of dates on an authorization or after the VR case has been closed. Providers should receive a written authorization prior to providing services.
  - VR may not purchase items from providers that conduct an evaluation, whether VR pays for the evaluation or not, and makes a specific product recommendation for an item that they are a retailer/distributor unless the purchase is awarded under a competitive bid process.

# VR Fee Schedule Rates & Descriptions

**Table 1: Fee Schedule Rates**

SERVICE TYPE	FEE	UNIT OF SERVICE (UOS)
PAID WORK EXPERIENCE ADD-ON	PER FEE SCHEDULE FORMULA	6 MINUTES
BILINGUAL PAY SUPPLEMENT	10% OF BASE SERVICE FEE	6 MINUTES
INTAKE	\$120.00	FLAT
VOCATIONAL TESTING	\$925.00	FLAT
VOCATIONAL CONSULTATION	\$7.40/UOS	6 MINUTES
BENEFIT ANALYSIS	\$285.00/INITIAL ASSESSMENT	FLAT
BENEFIT'S COORDINATION	\$5.70/UOS	6 MINUTES
COMMUNITY BASED ASSESSMENT	\$4.90/UOS	6 MINUTES
CAREER EXPLORATION	\$6.60/UOS	6 MINUTES
JOB COACHING – INDIVIDUAL	\$5.10/UOS	6 MINUTES
JOB COACHING - GROUP	\$2.55/UOS	6 MINUTES (PER CONSUMER)
JOB SEEKING SKILLS TRAINING - INDIVIDUAL	\$6.00/UOS	6 MINUTES
JOB SEEKING SKILLS TRAINING – GROUP	\$3.00/UOS	6 MINUTES (PER CONSUMER)
JOB RETENTION	\$5.30/UOS	6 MINUTES
JOB DEVELOPMENT	\$7.00/UOS	6 MINUTES
JOB DEVELOPMENT – PERFORMANCE BASED TIER I (30% TOTAL PACKAGE)	\$1,353.00	FLAT
JOB DEVELOPMENT – PERFORMANCE BASED TIER II (30% TOTAL PACKAGE)	\$1,353.00	FLAT
JOB DEVELOPMENT – PERFORMANCE BASED	\$1,804.00	FLAT

TIER III (40% TOTAL PACKAGE)		
JOB DEVELOPMENT – PERFORMANCE BASED SECOND PLACEMENT	\$451.00	FLAT
CUSTOMIZED EMPLOYMENT – DISCOVERY	\$7.00/UOS	6 MINUTES
CUSTOMIZED EMPLOYMENT – JOB DEVELOPMENT	\$7.00/UOS	6 MINUTES
CUSTOMIZED EMPLOYMENT – JOB RETENTION	\$5.30/UOS	6 MINUTES
INTERPRETER SERVICES	\$4.70/UOS	6 MINUTES (2 HOUR MINIMUM)
REHABILITATION TECHNOLOGY	\$9.50/UOS	6 MINUTES
LOW VISION SERVICES	\$8.70/UOS	6 MINUTES
WORK ADJUSTMENT – INDIVIDUAL	\$5.10/UOS	6 MINUTES
WORK ADJUSTMENT – GROUP	\$2.55/UOS	6 MINUTES (PER CONSUMER)
PERSONAL ADJUSTMENT – INDIVIDUAL	\$5.10/UOS	6 MINUTES
PERSONAL ADJUSTMENT – GROUP	\$2.55/UOS	6 MINUTES (PER CONSUMER)
TRAVEL TRAINING	\$5.10/UOS	6 MINUTES
TRAVEL TRAINING - GROUP	\$2.55/UOS	6 MINUTES (PER CONSUMER)
JOB READINESS TRAINING	\$218.75/UOS	WEEKLY
ORIENTATION & MOBILITY – INDIVIDUAL	\$9.60/UOS	6 MINUTES
ORIENTATION & MOBILITY – GROUP	\$4.80/UOS	6 MINUTES (PER CONSUMER)
ADL (SELF) TRAINING – INDIVIDUAL	\$7.40/UOS	6 MINUTES
ADL (SELF) TRAINING – GROUP	\$3.70/UOS	6 MINUTES (PER CONSUMER)
SUMMER YOUTH – CAREER EXPLORATION	PER FEE SCHEDULE FORMULA	WEEKLY
SUMMER YOUTH WORK EXPERIENCE	PER FEE SCHEDULE FORMULA	WEEKLY + WAGE ADD-ON FOR WORK ACTIVITY

# GENERAL SERVICE DEFINITIONS

## **BILINGUAL SUPPLEMENT**

Providers may include an additional 10% of the base fee in situations where the staff providing the service is providing sign language or foreign language interpreting services in conjunction with VR service. The bilingual pay supplement will only be paid when the staff person is required to use their skills to ensure effective communication for the individual. If a provider does not have bilingual staff then the individual interpreting rate will be used to provide effective communication.

## **PROCEDURAL GUIDANCE**

1. Provider Staff acting as both an interpreter and direct service provider they may charge up to the maximum of two (2) hours for a missed appointment. This only applies to missed appointments; if the service is scheduled for less than two (2) hours then the service is charged for the actual time.

## **INDIVIDUAL AND GROUP RATES**

Services purchased by VR shall be provided on a one-to-one basis unless a specific group rate is provided. Group rates will apply to situations where one provider staff member is assigned to work with multiple individuals.

## **PROCEDURAL GUIDANCE**

1. VR and Addendum Services must be provided on a 1:1 basis unless a group rate is set for the service. Not all services have an allowed group rate.
2. Group rates apply when the Provider's Staff are dividing their time and attention among multiple people, regardless of the funding source

## **MILEAGE**

Providers may bill the actual mileage driven while providing services for a specific individual. Mileage will start from the provider's staff headquarters office or home, whichever is closest to the location of their first meeting with an employer or individual. Billing of mileage expenses incurred is authorized at a rate up to the Internal Revenue Service's business standard mileage rate, within the discretion of the Director of the Office of Budget and Management. The billing rate for mileage expenses incurred may not fall below forty-five cents per mile, unless the Internal Revenue Service's business standard mileage rate falls below forty-five cents per mile, in which case the Director of the Office of Budget and Management may lower the reimbursement rate below forty-five cents per mile. The Director of the Office of Budget and Management will review the appropriate reimbursement rate on a quarterly basis.

## **PROCEDURAL GUIDANCE**

1. Mileage should be billed to the person who the Provider Staff are going to meet or working directly on behalf of (i.e. individual they are making an employer contact for), with the exception that mileage back to their Headquarters Office which should be charged to the last Consumer served.

2. Provider Staff may charge mileage whether the individual is present in the car or not.
3. Provider Staff may charge mileage for travel incurred for an appointment even if the Consumer does not attend.

### **PAID WORK EXPERIENCE ADD-ON**

Providers will pay individuals participating in services the rate of the established Paid Work Add-On when the individual is performing work activities. The Paid Work Experience Add-On may be waived in situations where it is determined that it is not in the best interest of the individual based on a benefits analysis. The benefits analysis should consider implementing potential work incentives to maintain the individual's eligibility for the other program prior to waiving the Paid Work Experience Add-On. The decision to waive the Paid Work Experience Add-On must be approved by the VR staff responsible for managing the case and the individual.

In cases where a provider pays the consumer for a work experience the provider may bill for the work experience using the following calculation, percentage calculations are based on the hourly wage earned:

The State of Ohio Minimum Wage,  
3% Municipal Tax Rate,  
4.109% Income Tax Rate,  
7.6% Unemployment Insurance Tax Rate,  
3% Worker's Compensation Rate  
6.2% Federal Insurance Contributions Act (FICA)  
1.45% Medicare, and  
\$.04 add-on per hourly wage to cover miscellaneous costs

### **PROCEDURAL GUIDANCE**

1. Paid Wage Add-On is considered an auxiliary service, i.e. it does not exist outside a specific VR service, and does not need to be included on the Individualized Plan for Employment (IPE).
2. Paid Wage Add-On may occasionally be more than the actual amount authorized for the service, this would occur when the Job Coach may only be present during a portion of the service; however, the individual worked the entire time.
3. Providers must pay at least the equivalent to the Ohio minimum wage during work activities. The Provider shall determine if it is a stipend on wage.
4. VR Staff may waive the Wage Add-On if it were to have a negative effect on the individual, i.e. cause the loss of another benefit or service.

### **WRITTEN REPORT FEE**

Providers may charge a standard fee for the time to complete written VR reports.

The written report fee for Community Based Assessment (CBA), Job Coaching (JC), and Vocational/Work Adjustment (WA) shall be set at \$75.00 per each billing cycle. The billing cycle shall be one calendar month with an allowable variance of 7 days before and after the calendar month.

The written report fee for all other VR services defined in Table 1: Fee Schedule Rates (SEE ABOVE) shall have an established rate, as defined in the Table above, shall be set at \$50.00 per each billing cycle. The billing cycle shall be one calendar month with an allowable variance of 7 days before and after the calendar month.

There shall not be a separate Written Report Fee for Intake (I), Vocational Testing (VT), Summer Youth (SY), Job Readiness Training (JRT), Performance Based Job Development, Benefits Analysis (BA), Paid Wage Add-On, and Interpreter Services (Sign Language & Foreign Language).

There is no written report fee for any other services not defined on the VR, Psychological, Medical, or Dental Fee Schedules.

**PROCEDURAL GUIDANCE**

1. If multiple Provider Staff work on an individual’s case, Providers must make sure that it is clear on the report who is providing what services and when, for example Providers should include the initials of the Staff in the documentation of the report. Providers should ensure that it is defined who the initials belong to in the report.
2. If a service does not have a standardized report then the Provider is allowed to develop their own. VR reserves the right to add additional report templates at a later date.

**UNITS OF SERVICE (UOS)**

The established billing unit will be six (6) minutes. Providers may bill for time providing direct services to individuals and for direct contacts with potential employers for specific individuals. Providers shall not bill for travel time between appointments and businesses. Services can be billed for activities performed either in-person, via telephone, email, or other electronic media (such as internet job search). Billing increments per unit of service shall be in accordance with the below chart:

MINUTES	UNIT(S) OF SERVICE
Up to 6	1
7 – 12	2
13 – 18	3
19 – 24	4
25 – 30	5
31 – 36	6
37 – 42	7
43 – 48	8
49 – 54	9
55 – 60	10

# VOCATIONAL SERVICE DEFINITIONS

## **INTAKE (I)**

The purpose of the Intake is to allow the provider to collect basic demographic information and complete documents as required by their accrediting body. The Intake should be completed in conjunction with the individual being served and include information on how the service(s) will be provided and requirements for continued participation in the program. The Intake should account for the individual's personal preferences, interests, expected outcomes, and individual medical and psychological history. The Intake should address the consumers' rights and confidentiality. The Intake should establish objective measurable outcomes and indicate who is responsible for action items.

The provider should submit a signed copy of the Intake as documentation for the service. Providers may charge one intake fee per individual regardless of the number of services that the provider delivers to the individual. Only providers that are accredited by CARF, NAC, of the JC may charge an Intake fee.

## **REQUIREMENTS**

1. Providers should submit a copy of the Intake to VR staff within five business days of completion.

## **PROCEDURAL GUIDANCE**

1. The individual receiving the service and/or their guardian must sign the Intake form.
2. VR Staff and Providers may agree to waive the Intake for single services, such as Vocational Testing, Benefits Analysis, etc. If the Provider waives the Intake for these services, VR Staff should issue an authorization for the Intake for subsequent services.
3. VR Staff may issue another Intake to a Provider if there has been a break of at least twelve (12) months since the date of last service with the Provider or for a new VR case (i.e. the previous case was closed and a new Individualized Plan for Employment (IPE) has been approved).

## **VOCATIONAL TESTING (VT)**

Vocational Testing is utilized to help evaluate and identify an individual's vocational strengths, aptitudes, abilities, capabilities, interests, and academic skill levels to select a viable employment goal. VT may include interviews with the individual, standardized test batteries, simulated work samples, and an analysis of the local labor market. Provider staff will select and utilize testing instruments from an approved list based on their interview with the individual. The outcome of the service is to identify viable employment goals that the individual and VR staff may discuss as part of the vocational counseling process.

The written report should include specific information on the individual's current and projected function based on the individual's abilities, interest, capabilities, aptitudes, academic functioning, and benefit from vocational rehabilitation services. The report should also provide evidence supporting the viability of the vocational goal based on current local labor market analysis.

VT may be utilized to assist in making eligibility and order of selection decisions or to assist in identifying a vocational goal.

## **REQUIREMENTS**

- Fee for VT includes the time involved in administering vocational tests, report writing, and staffing with VR staff upon completion of the service as requested.
- Written report that includes the identification of a realistic and viable employment goal(s) based on the individual's geographic location and labor market analysis.
- Report should provide justification and explanation of why the identified vocational goals would be a suitable match for the individual based on their unique strengths, resources, capabilities, interests, and aptitudes.
- Identification of potential strengths and barriers and suggest accommodations that may mitigate barriers.
- Provider will submit the written report within fifteen (15) business days of the completion of the service. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section

## **PROCEDURAL GUIDANCE**

1. VR Staff should provide a list of specific questions to be addressed and/or answered as part of the Vocational Test.
2. Vocational Testing should include a summary of the individual's academics, interests, abilities, aptitudes, work skills, and work behaviors. Providers may select their own testing instruments to measure the areas, unless specific tests are requested by the VR Staff.
3. Vocational Consultation (UOS) may be authorized to establish basic computer skills. The assessment should not exceed than forty (40) UOS. This should not be done in lieu of Vocational Testing to determine if the individual is appropriate for a career in a clerical field.
4. Vocational Consultation may also be used to review a previous Vocational Test conducted by the same or another Provider to ensure that the identified goals are supported by the local labor market analysis.
5. VR Staff should issue a report fee with Vocational Consultation.
6. VR Staff should use "Vocational Testing – Mileage" for both Vocational Testing and Vocational Consultations.

## **BENEFITS ANALYSIS (BA)**

Benefits Analysis provides individuals with information on how participating in vocational rehabilitation services and returning to work may impact their benefits. BA takes into consideration benefits such as: Social Security Disability Insurance/Supplemental Income, Medicaid/Medicare coverage, Veteran's benefits, housing assistance, Medicaid Buy-In for People with Disabilities, food stamps, and other public assistance programs. BA also provides individuals information on work incentives such as: the Ticket to Work, Impairment Related Work Expenses, Trial Work Periods, Student Earned Income Exclusions, and PASS plans. The outcome of the service is to give an individual a comprehensive overview of how working affects benefits and how work incentives can be utilized to maximize earnings.

## **REQUIREMENTS**

- Benefits planners should verify information provided by the individual with the source organization, such as Social Security.
- The benefits planner needs to demonstrate how returning to work may impact the individual's overall budget, for example, costs associated with returning to work such as gas or transportation to and from work.
- The benefits planner should include information on specific work incentives that the beneficiary may be eligible to utilize and provide a brief explanation how the beneficiary would implement the incentive.
- The benefits planner needs to provide a written copy of the report and review the information contained in the report with the beneficiary.
- Provider will submit a written narrative report within fifteen (15) business days of the completion of the service.

## **PROCEDURAL GUIDANCE**

1. VR Staff should provide a summary of the individual's known benefits with the Referral to Facility.
2. VR staff, when possible, should include a signed Social Security release of information (SSAS-3288) with the referral.
3. VR staff may attend the review (staffing) of the Benefits Analysis with the individual as part the service.

## **BENEFITS' COORDINATION (BC)**

Benefits' Coordination may be utilized prior to or after the Benefits Analysis to assist the consumer in coordinating and resolving benefits issues such as, but not limited to, reporting income, applying for and documenting work incentives, resolving over-payments, etc. BC may also be utilized to assist individuals with developing and managing a Plan for Achieving Self-Sufficiency (PASS). Benefits' Coordination may not be utilized to assist a person in applying for Social Security benefits or completing a Continuing Disability Review (CDR). BC may be used to assist individuals to access and apply for other benefits and services, including, but not limited to housing assistance, food stamps, Medicaid/Medicare, Medicaid Buy-In for People with Disabilities, Veteran's benefits, etc. that are necessary for the individual to participate in vocational rehabilitation services. BC should not be utilized to supplant case management services already provided by other agencies.

## **REQUIREMENTS**

- Benefits planners should verify information provided by the individual with the source organization.
- The benefits planner needs to provide a written copy and review the updated benefit information with the individual in an understandable manner.
- Provider will submit a written narrative report within fifteen (15) business days of the completion of the service.

## **COMMUNITY BASED ASSESSMENT (CBA)**

Community Based Assessments (CBA) are utilized to provide information on an individual's aptitudes, abilities, behaviors, and preferences or to determine if a specific employment opportunity would be an acceptable match. The purpose of the service is to assess an individual's strengths and needs and to make recommendations for future programming. CBAs are not intended to teach specific work skills, provide work experiences, or provide adjustment services. CBAs should not be standard practice for employers or used as a hiring incentive. Job Development (JD) should be authorized separately to locate and coordinate an appropriate assessment site. Job Development will not be authorized for facility based programs in which the provider is the employer or the provider operates a sheltered employment program within another employer. The provider shall pay consumers for work experience activities and provide Worker's Compensation coverage to the individual during the service

CBAs may be utilized to assist in making eligibility and order of selection decisions or to assist in identifying a vocational goal.

### **REQUIREMENTS**

- Includes information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.
- Includes an initial assessment of the individual's functioning at the beginning of the assessment and final assessment to demonstrate the individual's progress.
- Includes observations on the individual's behavioral and job task performance.
- Includes an explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their vocational preferences; their assessment of their physical and mental capabilities to do the job; and potential concerns.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **PROCEDURAL GUIDANCE**

1. The assessment should occur in a community-based integrated setting; however, with prior VR staff approval the assessment may occur in facility based environment to accommodate the needs of the individual.
2. VR staff should decide how often or long provider staff should be present with the individual. Provider staff may be required to be on-site with the individual all the time or they may be able to leave for periods of time to determine how the individual functions independently.
3. Providers may only charge for the time that provider staff are present and providing instruction or direct observation (direct service).

### **CAREER EXPLORATION (CX)**

Career Exploration is utilized to assist an individual in selecting an employment goal amongst several potential options. CX may be utilized when an individual has participated in VT and narrowed their employment goals to two or three options. CX is intended to provide the individual job seeker an opportunity to interact and observe with people in performing job tasks. CX involves the job seeker conducting informational interviews with individuals who are actually performing (not academic/college programs) the duties of the identified occupation. The job seeker may also have the opportunity job shadow to observe the other individual performing the job tasks associated with the identified occupation. If possible, the job seeker should be given an opportunity to attempt actual job tasks as well.

## **REQUIREMENTS**

- Written report that includes the identification of a realistic and viable employment goal(s) based on the individual's geographic location and labor market analysis.
- Report should provide justification and explanation of why the identified vocational goals would be a suitable match for the individual based on their unique strengths, resources, capabilities, interests, and aptitudes.
- Identification of potential strengths and barriers and suggest accommodations that may mitigate barriers.
- Report will include input from the individual on their experiences during the job shadowing activities.
- Provider will submit the written report within fifteen (15) business days of the completion of the service. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

## **PROCEDURAL GUIDANCE**

1. Site development should not be authorized separately to conduct informational interviews/job shadows. Individuals should make these contacts themselves, when appropriate, or be present when the Provider contacts potential Employers.

## **JOB COACHING (JC)**

Job Coaching provides one-on-one instruction to individuals who have been hired by an employer to help individuals learn job tasks, develop natural and peer supports, and to adjust to the work environment. Provider staff should perform a job task analysis and coaching plan that identifies specific qualitative and quantitative performance standards based on the employer's expectations and industry standards. The coaching plan should address a systematic withdrawal of supports as the individual learns job tasks and adjusts to the work environment. During job coaching the provider staff will act as the liaison between the individual, employer, and VR staff. Provider staff will notify VR staff immediately (within two business days) of any potential issues or areas of concern raised by the individual or employer. The outcome of the service is that the individual will be able to perform job tasks within the employer accepted quality and quantity standards and the individual has successfully adjusted to the work environment and peers.

## **REQUIREMENTS**

- Includes information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.

- Includes an initial assessment of the individual's functioning at the beginning of the coaching program and final assessment to demonstrate the individual's progress.
- Includes observations on the individual's behavioral and job task performance.
- Includes an explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified by the VR staff and individual at the start of the service.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **PROCEDURAL GUIDANCE**

1. VR staff should discuss their expectation with the provider as far as how often provider staff should be present with the individual. Provider staff may be required to be on-site with the individual all the time or they may be able to leave for periods of time to determine how the individual functions independently.
2. Job coaching services may occur either on or off site depending on the wishes of the individual, employer, and VR staff.

### **JOB SEEKING SKILLS TRAINING (JSST)**

Job Seeking Skills Training is designed to assist an individual to successfully identify and respond to potential job opportunities. The service may be provided on an individual basis or in a group setting with the approval of VR staff. The service should at a minimum address the following: how to locate job opportunities through the newspaper, online, job boards, and 'cold calling' techniques (i.e. telephone script); how to develop a job application template, resume, cover letter; how to follow up with employers after completing an application or interview; how to address potential barriers such as breaks in employment history, criminal convictions, and need for reasonable accommodations; how to handle difficult interview questions, and to teach consumers the importance of and how to manage their online profiles. The outcome of the service should be that the individual has the skills and resources to assist in their job search or conduct a new job search if necessary after case closure.

### **REQUIREMENTS**

- Provider will provide VR staff with a copy of the resume or job application template for review and approval prior to sending it to potential employers or giving a copy to the job seeker.
- Providers will register consumers and post a copy of the consumer's resume on the Ohio Means Jobs system.
- The report should document the techniques taught to the individual and the outcome as part of the service.
- Report should include input from the individual on their self-evaluation of their interviewing skills.

- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **PROCEDURAL GUIDANCE**

1. JSST may be authorized to assist Consumers prepare to independently conduct a job search.
2. Job Development should include basic interviewing skills. JSST may be authorized for two to three months prior to the start of JD to prepare Consumers to participate in their job search. The need for additional JSST beyond interviewing skills should be documented in the Comprehensive Assessment.

### **RETENTION (R)**

Job Retention is designed to provide less intensive job supports once the job coach has transitioned out of the job site. During the retention phase the provider staff will maintain contact with the employer, individual, and VR staff. Duration, frequency, and method of contact should be dictated by the individual and VR staff. The outcome of the service will be that the individual will successfully maintain employment.

### **REQUIREMENTS**

- Provider staff will notify VR staff of issues raised by the individual or employer within one business day so that the situation can be addressed. Includes observations on the individual's behavioral and job task performance.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified by the VR staff and individual.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **PROCEDURAL GUIDANCE**

1. Retention should not start until after the job coach has faded from the job site.
2. VR staff should discuss their expectation with the provider as far as how often provider staff should be in contact with the employer and employee. The minimum recommendation is once per week for the first thirty (30) days of employment and then bi-weekly after that. VR staff should also include their preference as to the method of contact, i.e. telephone, email, in person.

### **JOB DEVELOPMENT (JD)**

Job Development involves a systematic approach to identifying and contacting potential employers who may or may not have a posted position opening. Provider staff should work with the job seeker during the initial timeframe to develop a placement plan which identifies specific responsibilities for the job

developer and individual, lists specific positions and employers that the job seeker would like to pursue, and establishes the frequency and method of contact between the job developer and job seeker.

Provider staff will submit a copy of the placement plan to the VR staff within five business days of the start of development. Job development may include the job developer updating the job seeker's resume (application template), sending out cover letters and resumes to potential employers, providing job leads to the job seeker to follow up on, review of the job seekers interview skills, follow up contacts with employers when applications have been submitted or when a job seeker has an interview, discussion of hiring incentives and tax credits with the business, and providing support in requesting and implementing reasonable accommodations. The outcome of the service is for the individual to obtain and successfully maintain permanent employment.

### **REQUIREMENTS (PURCHASING AS UNITS OF SERVICE UOS, 6 MINUTE INCREMENTS)**

- Provider will provide VR staff with a copy of the resume or job application template for review and approval prior to sending it to potential employers or giving a copy to the job seeker.
- Provider staff will provide the VR staff with of the placement plan within five (5) business days of the start of the service. Provider and VR staff will review the placement plan with the job seeker during a staffing at least every sixty days.
- Job developer and job seeker need to have contact at least once per week. The method of contact should be decided and included as part of the placement plan.
- Report should include input from the individual on their self-evaluation of their interviewing skills.
- Provider staff will provide VR staff with a placement report within five (5) business days of hire. The placement report will include: employer's name, address, telephone number, name of employer contact, title of employer contact, telephone # or email for employer contact, hire date, rate of pay, # of hours worked, medical coverage, and other benefits.
- Provider staff will immediately notify VR staff within two (2) business days of any issues so that they may be addressed and resolved.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **REQUIREMENTS (PURCHASING AS THE PERFORMANCE BASED OPTION)**

- The Performance Based Option (PBO) must include all the requirements in the UOS billing rate option, The three Tiers are billable upon completion of the following milestones:
  - Tier I: Job Readiness - Completion of the Placement Plan, resume or job application template, and basic job seeking skills such as interviewing skills
  - Tier II: Job Development - Upon the first day of work of the individual at an employer that the individual and VR staff have approved based upon a review of the position description.
  - Tier III: Retention - Payable upon 90 days of successful employment of the individual. This phase must include all requirements Job Retention as defined in the Fee Schedule.
  - Second Placement: Is paid when the person needs to go back into Job Development due to the fact that the job was not a successful match prior to all Tiers of the placement package being

provided. This is payable upon the first day of work of the subsequent placement and approved of the job by the VR staff and individual.

### **PROCEDURAL GUIDANCE**

1. Job Development should include interviewing skills in order to allow Consumers to participate in their job search. In specific circumstances, JSST may be authorized for two to three months prior to the start of Job Development. The need for more intensive JSST services should be documented in the Comprehensive Assessment.
2. Job Development may be purchased as a Unit of Service (UOS) or as part of a Performance Based Placement Package.
3. Job Development purchased on the UOS basis should not exceed the amount of the Performance Based Option (650 UOS or 65 hours). If a provider is not able to place an individual in that allotted time frame VR staff should begin the process of changing placement providers. In the event, that it is decided to be in the best interest that the individual remain with the same provider due to a disability related concern, the provider shall submit an action plan of how services will be provided in a different manner prior to authorizing for additional services. This action plan must be submitted every sixty (60) days before authorizing for additional services. VR staff should also staff the case with their supervisor to strategize new placement options.

### **CUSTOMIZED EMPLOYMENT (CE)**

Customized Employment is a unique job placement service that focuses on identifying the unique characteristics and interests of the job seeker and identifying or creating a position that would best suit the job seeker's profile. CE involves a formalized process called 'Discovery' which is an informal process of learning about the individual through a set of structured activities and interviews with the individual and other people of central importance to the job seeker such as teachers, friends, family, community leaders, etc. Discovery involves observing the individual in the community and at their home doing activities that they find enjoyable. From these observations and interviews a set of three vocational themes are developed. Each vocational theme is explored by participating in job shadowing and informational interview activities. Upon conclusion of the Discovery process one vocational theme should be selected as the employment goal. Job seekers may choose either traditional employment or a variation of self-employment, such as resource ownership, business within a business, or customized self-employment. The outcome of the service is that an employment goal that represents the unique individual is identified and then the individual progresses to other employment.

Provider staff providing 'Discovery' must either be certified by the Accreditation Council for Rehabilitation Educators or through the Ohio Rehabilitation Services Commission. Job Development, Job Coaching, and Retention components do not require that provider staff be certified.

### **REQUIREMENTS – DISCOVERY**

- Includes observations on the individual's behavioral and task performance in their home and within the community.
- Includes input from the Community Action Team (CAT) to gather suggestions on further case development and networking opportunities.

- Includes input from the individual on their vocational preferences and experiences during activities.
- Written report that includes the identification of a realistic and viable employment goal(s) based on the individual's geographic location and labor market analysis.
- Report should provide justification and explanation of why the identified vocational goals would be a suitable match for the individual based on their unique strengths, resources, capabilities, interests, and aptitudes.
- Identification of potential the three vocational themes as well as the individual's strengths and barriers including suggested accommodations that may mitigate barriers.
- Provider will submit an updated 'Discovery Staging Record' within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's functioning. The report will address all the components in the 'Requirements' section.

**REQUIREMENTS FOR CUSTOMIZED EMPLOYMENT JOB DEVELOPMENT AND RETENTION ARE DESCRIBED UNDER THEIR RESPECTED TITLES IN THE VR SERVICE DEFINITIONS**

**PROCEDURAL GUIDANCE**

1. Discovery ends upon the identification of the three themes and list of potential occupations.
2. Cases may either follow three tracks 1) self-employment/resource ownership or 2) customized job development services such as job carving, or 3) traditional job development services.
3. Self-employment/resource ownership cases must follow VR's self-employment policies.

**INTERPRETING (INT)**

Interpreting on the vocational rehabilitation fee schedule shall refer to sign language and foreign language interpretation. Interpreters will demonstrate their qualifications and ability to effectively communicate either using American Sign Language (ASL) or Signing Exact English (SEE) based on the preference of the individual. This service includes interpreting for deaf-blind individuals who need tactile interpreting and Communication Access Real Time (CART) services. The outcome of the service is to provide effective communication assistance to deaf and hard of hearing individuals.

**REQUIREMENTS**

- Interpreters may bill a minimum of two hours of service regardless of the actual time utilized.
- Interpreters may bill a maximum of two hours in the event of a missed appointment.
- Interpreters will submit a written invoice that includes mileage, dates and times of services of assignments within fifteen (15) business days of the completion of the service, but at a minimum once per month.

**PROCEDURAL GUIDANCE**

1. Interpreters should arrive to appointments fifteen minutes early in order to get situated prior to the meeting. Interpreters may begin charging at this time.

**REHABILITATION TECHNOLOGY (RT)**

Rehabilitation Technology is a systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, transportation, and independent living. RT includes both assessment and services. RT assessments may be utilized to assist in making eligibility and order of selection decisions or to assist in identifying a vocational goal. The service may consist of making home or employment site visits, measurements of the physical environment or equipment, developing technical drawings, researching potential modifications, fabrication and installation of modifications, computer programming to provide for accessibility. The service may also include training on utilization and maintenance of accommodations. The outcome of the service should be modifications to the physical environment or equipment that will enhance the individual's independence and employment options.

## **REQUIREMENTS**

- Rehabilitation Technology services the provider will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include input and feedback from the individual on the progress of the training.
- Provider will submit a written report including recommendations, technical specifications, drawings within fifteen (15) business days of the completion of the service, but at a minimum once per month.

## **PROCEDURAL GUIDANCE**

1. Provider will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
2. Providers may bill for the time spent researching potential modifications, fabrication and installation of modifications.
3. The written report will include input and feedback from the individual on the progress of the training.
4. Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum once per month.

## **LOW VISION SERVICES (LVS)**

Low Vision Services includes an assessment, recommendation, and training on the appropriate selection and utilization of low vision equipment such as magnifiers, optics, and CCTV to address the functional impairments associated with vision loss. LVS assessments may be utilized to assist in making eligibility and order of selection decisions or to assist in identifying a vocational goal. This may involve demonstrating and allowing individuals to use different types of equipment as part of the evaluation process. Provider may also provide recommendations on lighting to improve functional capabilities. Providers will also provide training to individuals on the proper care and maintenance of selected equipment. The outcome of the service is to provide assistive technology devices to improve vision to promote employability and independence.

## **REQUIREMENTS:**

- For functional and low vision training services the provider will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include input and feedback from the individual on the progress of the training.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum once per month.

## **PROCEDURAL GUIDANCE**

1. Providers may bill for the time spent researching potential modifications, fabrication and installation of modifications.

## **WORK ADJUSTMENT (WA)**

Work Adjustment is utilized to help teach an individual to improve their vocational skills and improve work behaviors. WA may be provided in a competitive integrated or simulated work experience. Provider staff will provide the participant with an assessment at the start of the service to develop benchmarks and identify training goals. Provider and VR staff in conjunction with the individual will develop an objective and measurable rehabilitation plan. The rehabilitation plan will include expectations and responsibilities of the individual. WA may be used to facilitate learning of work skills, improve work behaviors, build on communication and interpersonal skills, or other vocational areas as identified by VR staff. The outcome of the service is to prepare the individual for permanent competitive integrated employment.

## **REQUIREMENTS**

- Includes information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.
- Job Development (JD) should be authorized separately to locate and coordinate an appropriate assessment site. Job Development will not be authorized for facility based programs in which the provider is the employer or the provider operates a sheltered employment program within another employer.
- Includes an initial assessment of the individual's functioning at the beginning of the assessment and final assessment to demonstrate the individual's progress.
- Includes observations on the individual's behavioral and job task performance.
- Includes an explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their vocational preferences; their assessment of their physical and mental capabilities to do the job; and potential concerns.
- Provider will pay consumers for work experience activities and provide Worker's Compensation coverage to the individual during the service.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative

analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **PROCEDURAL GUIDANCE**

1. Training should occur in a community-based integrated setting whenever possible; however, with prior VR staff approval the training may occur in facility based environment to accommodate the needs of the individual.
2. VR staff should discuss their expectation with the provider as far as how often provider staff should be present with the individual. Provider staff may be required to be on-site with the individual all the time or they may be able to leave for periods of time to determine how the individual functions independently.

### **SUMMER YOUTH WORK EXPERIENCE (SY)**

Summer Youth Work Experiences are utilized to help teach transitional youth vocational skills and appropriate work behaviors. SY should be provided in a competitive integrated setting but may be provided as a non-competitive environment with VR staff approval. VR may provide two types of SY programs, Career Exploration and Work Experiences. Career Exploration programs are designed for first-time or younger participants who can benefit from job shadowing experiences. Work Experiences are designed for older participants to teach work skills and develop a work history. Both Career Exploration and Work Experience Programs must include an educational component to teach independent living skills such as budgeting, time management, development of vocational interests, and job seeking skills training. The outcome of the service is to prepare the individual for permanent competitive integrated employment and independence.

Career Exploration Programs should focus on activities such as tours of businesses, discussion and presentations from employers, job shadows, etc. Career Exploration Programs will be 15 hours per week, with at least two hours of that being an educational component and the rate shall be calculated as follows:

Group Weekly Rate = 150 UOS of Service per Week X Group Rate for Job Coaching

Individual Weekly Rate = 150 UOS of Service per Week X Individual Rate for Job Coaching

Work Experience Programs will focus on work activities and provider staff will provide the participant with an assessment at the start of the service to develop benchmarks and identify training goals. Provider and VR staff, in conjunction with the individual, will develop an objective and measurable rehabilitation plan. The rehabilitation plan will include expectations and responsibilities of the individual. SY may be used to facilitate learning of work skills, improve work behaviors, build on communication and interpersonal skills, or other vocational areas as identified by VR staff. Work Experience programs will be 20 hours per week. The first week of the program shall consist of a twenty (20) hour educational class. The rate shall be calculated as follows:

Group Weekly Rate = (200 UOS of Service per Week X Group Rate of Job Coaching)

Individual Weekly Rate = (200 UOS of Service per Week X Individual Rate of Job Coaching)

Wage Add-On shall be authorize and paid for actual hours worked by the Consumer.

## **REQUIREMENTS**

- Summer Youth Programs should be developed as a group experience. VR staff may authorize for individual services to accommodate specific vocational areas or disability needs of participants.
- Fee shall include the weekly service and all meetings prior to SY program and a staffing at the completion of the program at the request of VR staff.
- Includes information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.
- Job Development (JD) should be authorized separately to locate and coordinate an appropriate assessment site. Job Development should only be authorized if a specialized SY program is developed for an individual. Job Development will not be authorized for facility based programs in which the provider is the employer or the provider operates a sheltered employment program within another employer.
- Includes an initial assessment of the individual's functioning at the beginning of the adjustment program and final assessment to demonstrate the individual's progress.
- Includes observations on the individual's behavioral and job task performance.
- Includes an explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR staff and individual at the start of the service.
- Provider will pay consumer for work experience activities and will provide Worker's Compensation coverage to the individual during the service.
- VR staff may authorize transportation to Community Rehabilitation Programs at the Job Coaching rate of \$5.10 per UOS. The rate will cover transportation for all Consumers in the car. Travel time should be limited to a maximum of 20 UOS per day for each group.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

## **PROCEDURAL GUIDANCE**

1. The Career Exploration Track may be authorized for up to three (3) weeks.
2. The Work Experience Track may be authorized for up to five (5) weeks with the first week being the educational component and four (4) weeks of work activities.
3. Participants may only be authorized one Summer Youth Program each summer, i.e. they can do either one Career or Work Track, but not both. Participants may only be authorized for one Summer Youth Program each summer.

4. If providers do not scheduling Consumers to work on the 4<sup>TH</sup> of July, providers should prorate the week to actual hours scheduled or can modify the work schedule to account for the full 200 UOS during the week. VR cannot pay for time that the Consumer was not given the option to work. If the Consumer is scheduled and can work and chooses not to VR will not prorate the week.

### **PERSONAL ADJUSTMENT (PA)**

Personal Adjustment is a systematic, time-limited, approach to teach individuals life skills which will enhance their employability and independence. Provider staff will assess the needs of the individual and make recommendations to VR staff regarding in which areas the individual may have barriers as well as the individual's strengths. PA may be utilized to address issues, such as: work behavior, inter-personal skills, hygiene and grooming concerns, budgeting, childcare, time management, or other areas identified by the provider or VR staff. The outcome of PA is that the individual will learn new skills and coping mechanisms that will allow them to be successful on the job.

### **REQUIREMENTS**

- Provider staff will perform an assessment of the individual's initial performance level to benchmark performance.
- Provider staff will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include a comparison of current functioning benchmarked against the initial assessment.
- The written report will include input and feedback from the individual on the progress of the training.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **TRAVEL TRAINING (TT)**

Travel Training is utilized to teach individuals how to travel independently on public transportation. Provider will assess the needs of the individual and make recommendations to VR staff regarding in which areas the individual may have barriers as well as the individual's strengths. Instruction will include topics such as: learning how to schedule transportation requests with transportation providers, reading bus schedules, purchasing tokens/bus passes, training on the public transportation rules, and contingency planning in the event of an unexpected issue such as missed bus, getting off at the wrong stop, etc. Provider staff may provide instruction by demonstrating how to ride public transportation with the job seeker until the individual is independent. The outcome of the service is that the individual will be confident and independent in their ability to work and travel around in the community.

### **REQUIREMENTS**

- Provider staff will perform an assessment of the individual's initial performance level to benchmark performance.

- Provider staff will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include a comparison of current functioning benchmarked against the initial assessment.
- The written report will include input and feedback from the individual on the progress of the training.
- The individual and VR staff will discuss and determine when the service has been completed successfully.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **JOB READINESS TRAINING (JRT)**

Job Readiness Training Programs are designed to provide transitional youth and adults with work experiences while at the same time developing work skills and work behavior. JRT programs tend to last longer than traditional WA services. JRT provides opportunities for participants to either try multiple jobs within one employer or similar jobs amongst multiple employers. Provider staff will provide the participant with an assessment at the start of the service to develop benchmarks and identify training goals. Provider and VR staff, in conjunction with the individual will develop an objective and measurable rehabilitation plan. The rehabilitation plan will include expectations and responsibilities of the individual. JRT may be used to facilitate learning of work skills, improve work behaviors, build on communication and interpersonal skills, to provide work experiences for individuals who have never or not worked in a prolonged period, or other vocational areas as identified by VR staff. In addition to the work experience, the program should include instruction on independent living skills such as budgeting, time management, development of vocational interests, and job seeking skills training. The outcome of the service is to prepare the individual for permanent competitive integrated employment and independence. Training occurs in a community-based integrated setting that has agreed to work with the local school system or provider (for adults) to provide educational and work experience opportunities to the students and adults that need transitional work experiences. VR staff should discuss their expectation with the provider as far as how often the provider staff should be present with the individual. Provider staff may be required to be on site with the individual all the time or they may be able to leave for periods of time to determine how the individual functions independently.

JRT programs should be developed to last the 9 month academic year. JRT for adults should last until the individual has been permanently placed or up to 12 months. Provider and VR staff should staff the service with the individual at the end of each academic term to help the individual recognize their progress and develop new vocational goals.

### **REQUIREMENTS**

- Includes information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.

- Includes an initial assessment of the individual's functioning at the beginning of the adjustment program and final assessment to demonstrate the individual's progress.
- Includes observations on the individual's behavioral and job task performance.
- Includes an explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Includes input from the employer on performance and potential areas of concern.
- Includes input from the individual on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR staff and individual at the start of the service.
- Job Development should only be authorized if the individual will need placement outside of the JRT site.
- Provider will provide Worker's Compensation coverage to the individual during the assessment.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **ORIENTATION & MOBILITY (OM)**

Orientation & Mobility is utilized to assist individuals with visual impairments to familiarize themselves with their environment and to learn to navigate independently. OM specialist will assess the needs of the individual and make recommendations to VR staff regarding in which areas the individual may have barriers as well as the individual's strengths. OM specialist may provide instruction techniques, such as sighted-guide, cane, or service animal techniques. The service may be provided in different settings, such as the workplace, home, educational setting, or the community-at-large. The outcome of the service is that the individual develops the skills and confidence to navigate independently.

### **REQUIREMENTS:**

- Provider staff will perform an assessment of the individual's initial performance level to benchmark performance.
- Provider staff will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include a comparison of current functioning benchmarked against the initial assessment.
- The written report will include input and feedback from the individual on the progress of the training.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

### **ACTIVITIES OF DAILY LIVING (SELF) TRAINING (ADL)**

ADL (Self) Training, more commonly referred to Rehabilitation Teaching, is utilized to teach individuals with visual impairments and other disabilities, such as cognitive disability or traumatic brain injury, to learn

activities of daily living to enhance safety, independence, and employability. Provider will assess the needs of the individual and make recommendations to VR staff regarding in which areas the individual may have barriers as well as the individual's strengths. Provider staff can provide training on topics such as: selecting and organizing clothing, preparing meals, budgeting and managing money, and maintaining hygiene. Instructional techniques can include one-on-one demonstration, repetition, and development of natural supports and cues. The outcome of the service is that the individual develops the skills and confidence to be able to live and manage their activities of daily living independently.

### **REQUIREMENTS:**

- Provider staff will perform an assessment of the individual's initial performance level to benchmark performance.
- Provider staff will develop and submit a written plan to VR staff within five business days of the start of the service that includes: measurable outcomes, description of the instruction method, and projected timeframes.
- The written report will include a comparison of current functioning benchmarked against the initial assessment.
- The written report will include input and feedback from the individual on the progress of the training.
- Provider will submit a written report within fifteen (15) business days of the completion of the service, but at a minimum at the end of each month. The report will include both narrative and quantitative analysis of the individual's performance. The report will address all the components in the 'Requirements' section.

## OOD Regional Office & Program Contact Information

Providers should submit only complete invoices and reports to the Invoice fax and email boxes.

Providers may submit other documentation, including medical records, referrals, etc. to the Medical/Referral boxes.

<b>Region</b>	<b>Fax</b>	<b>Email</b>
Northeast Invoice	614-985-9390	ood.neinvoicingfax@ood.ohio.gov
Northeast Medical/Referral	614-985-7840	ood.nemedicalfax@ood.ohio.gov
Northwest Invoice	614-985-9794	ood.nwinvoicingfax@ood.ohio.gov
Northwest Medical/Referral	614-985-9649	ood.nwmedicalfax@ood.ohio.gov
Southeast Invoice	614-985-9806	ood.seinvoicingfax@ood.ohio.gov
Southeast Medical/Referral	614-985-7918	ood.semedicalfax@ood.ohio.gov
Southwest Invoice	614-985-6982	ood.swinvoicingfax@ood.ohio.gov
Southwest Medical/Referral	614-985-8682	ood.swmedicalfax@ood.ohio.gov

<b>Independent Living Older Blind</b>		
Statewide	614-985-7914	ILProgram@ood.ohio.gov

## Contracts Office Contact Information

Contract	Fax	Email
Allen County DD	614-985-9847	OOD.AllenDDFax@ood.ohio.gov
Crawford-Marion ADAMHS	614-985-8480	OOD.CrawfordMarionADAMHSFax@ood.ohio.gov
Cuyahoga ADAMHS	614-985-7492	OOD.CuyahogaADAMHSFax@ood.ohio.gov
Cuyahoga County DD	614-985-7921	OOD.CuyahogaDDFax@ood.ohio.gov
Erie-Ottawa County ADAMHS	614-985-7760	OOD.ErieOttawaADAMHSFax@ood.ohio.gov
Franklin County DD	614-985-7855	OOD.FranklinDDFax@ood.ohio.gov
Hamilton County MHRS	614-985-7750	OOD.HamiltonMHRSFax@ood.ohio.gov
Lucas County MHRS	614-985-7894	OOD.LucasMHRSFax@ood.ohio.gov
Mahoning County ESC	614-985-8360	OOD.MahoningESCFax@ood.ohio.gov
Mahoning County MHRS	614-985-6975	OOD.MahoningMHRSFax@ood.ohio.gov
Medina County DD	614-985-6945	OOD.MedinaDDFax@ood.ohio.gov
Miami/Darke/Shelby County ADAMHS	614-985-7442	OOD.MiamiDarkeShelbyADAMHSFax@ood.ohio.gov
NEON	614-985-7934	OOD.NeonFax@ood.ohio.gov
Paint Valley ADAMHS	614-985-9737	OOD.PaintValleyADAMHSFax@ood.ohio.gov
Portage County MHRS	614-985-7845	OOD.PortageMHRSFax@ood.ohio.gov
Richland County DD	614-985-8395	OOD.RichlandDDFax@ood.ohio.gov
Richland County MHRS	614-985-9804	OOD.RichlandMHRSFax@ood.ohio.gov
Sandusky County DD	614-985-9072	OOD.SanduskyDDFax@ood.ohio.gov
Stark County DD	614-985-7959	OOD.StarkDDFax@ood.ohio.gov
Tuscarawas County DD	614-985-8370	OOD.TuscarawasDDFax@ood.ohio.gov
Washington County DD	614-985-9048	OOD.WashingtonDDFax@ood.ohio.gov
Wood County ADAMHS	614-985-8306	OOD.WoodADAMHSFax@ood.ohio.gov

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## Contracts Unit

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## Monitoring & Compliance Unit

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## Regional (Area) Managers

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## VR Northeast Supervisors

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## Northwest Region Supervisors

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## Southwest Region Supervisors

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# OOD SERVICE AREAS

