



## **VR PROVIDER MANUAL**

(Effective 10/01/17)

### **INTRODUCTION**

The VR Provider Manual offers Providers guidance from Opportunities for Ohioans with Disabilities (OOD) about service delivery rates and requirements as defined in OAC 3304-2-52 Appendix A, as well as technical assistance and other non-service and/or rate requirements. The VR Provider Manual is updated periodically to address trends as identified by OOD and to respond to questions from Providers, VR Staff, and/or VR Contractors. Updates to the VR Provider Manual will be posted to the Provider Section of OOD's website ([www.ood.ohio.gov](http://www.ood.ohio.gov)) and announced through the eGov Delivery (also known as Granicus) email distribution list. Updates will be effective thirty (30) days from the date posted on the website, unless specifically noted otherwise. It is implied by Providers by continuing to offer services to the VR Program that Providers accept the changes. Providers who do not wish to accept the updates to the VR Provider Manual may request to be removed from the approved VR Provider list by emailing [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov).

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# **TECHNICAL ASSISTANCE**

## **CRPVENDOR MAILBOX**

The CRPVendor is a monitored email mail account. The mailbox often receives a large volume of email especially during periods of transition, during the summer, etc. OOD Staff check messages periodically and attempt to respond within three (3) business days. In some cases, OOD staff may be out of the Office and there may be a delayed response. If you do not receive a response within three business days you may contact either James Gears at 419.861.8844 or Renee Kimbell at 614.438.1784.

## **PROVIDER MANAGEMENT PROGRAM ACCOUNTS**

Providers may designate one individual to manage their information (e.g. contacts, services, and service delivery areas) in the Provider Management Program (PMP). New Providers who need access to PMP or existing Providers that need to change account access must email [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov). The email should include the Provider's name, full name of the account holder, telephone number, and email address. They will be sent a link from [agencyidservice@ohio.gov](mailto:agencyidservice@ohio.gov) to set up a username and password. New Providers may use this username and password to login into PMP (**SEE BELOW**) to complete their initial application. Existing Providers should send the new account holder's username (**NOT PASSWORD**) to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov). The account access will then be transferred and the individual will be notified via email.

If an account holder forgets their password, they may use the "Forgot Password" option on the login screen to reset it. OOD does not have access to Provider's PMP passwords and cannot reset them. If the account holder forgets their username they can email [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) and OOD can retrieve that as long as the initial application has been approved.

Providers shall not share usernames or passwords for PMP. Sharing of either usernames or passwords is a violation of the security affidavit that Providers electronically sign as part of their Provider application. Violations of this requirement may result in suspension or revocation of Provider access.

Providers should access the Provider Management Program from the Opportunities for Ohioans with Disabilities (OOD) website ([www.ood.ohio.gov](http://www.ood.ohio.gov)) under the Provider Services tab within the Provider Section.

## **PROVIDER APPLICATIONS**

Providers and specific services offered through Providers must be approved through the Provider Management Program (PMP). Provider applications will be processed within forty-five (45) days. If more time is necessary to approve an application, OOD will notify the Provider and give an estimated date of completion of the approval process.

Providers submitting an application for a waiver of OAC 3304-1-12 Community Rehabilitation Program Standards are processed on the 15<sup>TH</sup> of the month in October, January, April, and July. Waiver applications will be processed within forty-five (45) days of these dates.

OOD, at its discretion, may approve and/or deny applications and services. OOD's determination is final. OOD will send Providers a written verification of approval or denial of applications and/or services.

## **PROVIDER CONTACTS**

Providers should ensure that they maintain updated and accurate contacts in the Provider Management Program (PMP). Changes should be made in PMP within thirty (30) days.

## **E-GOV DELIVERY DISTRIBUTION LIST (GRANICUS)**

Provider Staff may register for VR Provider updates through the subscriptions option on OOD's website ([www.ood.ohio.gov](http://www.ood.ohio.gov).)

## **CONFIDENTIALITY**

Opportunities for Ohioans with Disabilities (OOD) shares confidential information about Individuals with Providers in order to ensure quality and effective services. Confidential information includes, but is not limited to: Individual's full name, address, Social Security Number, copies of identification, e.g. driver's license, disability/medical history, or any combination of information that could potentially identify a specific Individual. This information and information created by Providers as part of service delivery remains the responsibility of OOD. Providers must develop internal policies and procedures to ensure that this information is kept in a secure and confidential manner. Providers should develop policies and procedures in regards to the following areas:

- Storage of information, in either paper or electronic format, when not in use, e.g. locked in a file cabinet/office, not left unattended, visible on a desk when not being used, etc.
- Storage of information on electronic media, e.g. secure and encrypted on computers and other mobile devices such as phones; encrypted storage devices ("jump drives"), etc. OOD does not recommend, but does not prohibit, the use of "jump drives" to store Individual's information.
- Transportation and use of data outside of the office, e.g. store information in the trunk of the vehicle or non-visible from the outside, policies against leaving information in vehicles overnight, etc.
- Restrict access to Individual's information, e.g. access must be for business related needs, Provider Staff should not be able to access records for family members/significant others, etc.
- Electronic communications email or fax, to unintended recipients, e.g. information sent to the wrong fax number, emails containing Individual's information sent to the wrong individual, etc.
- Other areas as identified and required by accrediting, certification, or State/Federal agencies, e.g. Commission on Accreditation of Rehabilitation Facilities (CARF), Academy for Certification of Rehabilitation & Education Professionals (ACVREP), or Department of Developmental Disabilities (DODD), etc.

Upon request Providers shall share a copy of their confidentiality policies and procedures with OOD.

Breaches or loss of confidential information is of significant concern. Providers must notify OOD as soon as possible, but within one (1) business day, of any breaches or loss of confidential information. Providers shall report the incident in writing by emailing [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) using the subject line of "Confidentiality Incident." The email shall include the following information: date of the incident, name(s) of the impacted Individual(s), description of what data was lost or accessed without authorization, and Provider's response e.g. law enforcement reports, etc.

Both OOD and the Provider shall provide a written notification to impacted Individuals with a description of the incident.

Providers shall be responsible for providing identity protection and/or monitoring for twelve (12) months from the time of the loss or breach of data. Failure to provide identity protection/monitoring may result in the removal from OOD's approved Provider list.

## **ETHICS**

Providers agree and understand that their business interactions with Opportunities for Ohioans with Disabilities (OOD) are governed by the Ohio Ethics Law (Ohio Revised Code §102) and any Executive Orders issued by the Governor of the State of Ohio in regards to State purchasing or doing business with the State of Ohio. Providers who would like more information on the Ohio Ethics Law and/or Executive Orders should contact the Ohio Ethics Commission, [www.ethics.ohio.gov](http://www.ethics.ohio.gov).

## **CONFLICTS OF INTEREST**

Provider's Staff may not work directly with or directly supervise Staff who will work directly with Individuals whom they may have a potential conflict of interest. Provider Staff may not work directly with immediate family members (including in-laws and step-relatives). Individuals may elect to work with a Provider where their family members work as long as the Provider has developed a procedure to maintain confidentiality and ensure that family members may not access records.

If a Provider has a question about a potential conflict of interest the Provider may email [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) for guidance.

## **ELECTRONIC COMMUNICATIONS**

Providers shall use ZixMail or secure fax to communicate with VR Staff and/or VR Contractors. Provider Staff may request ZixMail access by emailing their name and email address to the [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov) mailbox. This is a courtesy access to ZixMail based on interaction with OOD. Providers will not be able to email or "CC" other individuals outside of OOD through ZixMail. Providers are encouraged to use other secure email systems when contacting Individuals or other entities, e.g.

County Boards of DD, mental health centers, etc. ZixMail messages are also maintained for thirty (30) days and then deleted by the system. Once deleted the messages are not retrievable. If the Provider needs to keep a record of the communication they should either print the message or make a screenshot of the "Sent" folder as documentation. ZixMail messages involving authorizations should include the authorization number in the subject line.

In cases where OOD is made aware that electronic communications are not sent via ZixMail or secure fax, OOD will notify the impacted Individual that the Provider has not followed OOD's procedure for secure electronic communications. OOD, at its discretion, may also place the Provider on a Corrective Action Plan (CAP).

## SIGNATURES

Forms completed and submitted by Providers become part of the official case record and at times are used during appeals. Copies may be provided to Individuals upon request. Therefore, forms that must be signed by both the Participant and Guardian, if applicable, must provide an original hand written signature. This can be accomplished by printing the form and having the Participant sign the hard copy and/or having him/her sign their signature electronically via a signature/touch pad device.

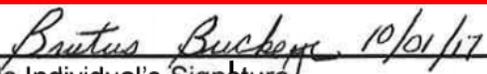
Signatures should include a handwritten date. **(SEE EXAMPLE)** The date fields on forms may still be typed.

Providers must collect a signature each time a form is signed. Providers may not "save" an Individual's signature and apply it to future documents.

Handwritten forms completed and signed in the field, then typed into a form are acceptable as long as the whole handwritten form is attached to the typed report.

Signatures that appear to be altered (e.g. cut and pasted onto forms) shall be considered falsification and will result in a Corrective Action Plan (CAP).

Signature Example

 Eligible Individual's Signature	10.01.17 Date
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## MARKETING MATERIALS & ACTIVITIES

Opportunities for Ohioans with Disabilities (OOD) is not a potential funding source for services or programs offered through Providers. OOD shall not be listed as a funding source in any marketing materials or on Providers' websites. Provider services must be approved by OOD prior to purchasing.

OOD is an eligibility-based program designed to assist Individuals with disabilities obtain, maintain, regain, or advance in competitive and integrated community employment. Services must be necessary, as determined by VR Staff and/or VR Contractors, to assist the individual to reach the employment goal as identified on the signed Individual Plan for Employment (IPE). Services may not be purchased unless they are listed on the approved IPE.

If Providers have recommendations for services they should be made to VR Staff and/or VR Contractors. VR Staff and/or VR Contractors will consider the service and, if appropriate discuss it with the Individual and add it to the IPE, as applicable. Providers should not discuss services with Individuals and refer them back to their assigned VR Staff and/or VR Contractor. This is potentially disruptive to the vocational counseling process.

Providers should not directly market services to potential referral sources if OOD will be funding services. Only VR Staff and/or VR Contractors may determine eligibility for VR services, determine vocational goals and services, enter into an Individualized Plan for Employment (IPE) with an eligible Individual, and authorize the purchase of services.

Providers should direct marketing materials and activities through the VR or Contract Supervisors. New and current Providers may request to attend a staff meeting to familiarize VR Staff and/or VR Contractors with the services that they offer or to introduce new services. Providers should not market directly to individual VR Staff and/or VR Contractors.

Providers who do not follow these guidelines may be placed on a Corrective Action Plan (CAP) and/or removed from the approved list of Providers.

## **PROVIDER ACCREDITATION & STANDING**

Per OAC 3304-1-12 "Community Rehabilitation Program Standards," specific services may require accreditation or certification from professional organizations. Providers are required to update their accreditation status through the Provider Management Program (PMP). If a Provider's accreditation/certification lapses, the system will remove the Provider from the approved Provider list posted to OOD's website. OOD may also set its case management software, AWARE, to prevent new authorizations being issued until the accreditation status has been updated.

Providers who have been notified that their accreditation, certification, or licensure has been revoked or suspended by an accrediting or certifying body or another State/Federal authority shall notify OOD in writing to [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov). This includes situations that do not involve OOD Individuals. OOD will review the information and may request additional information and determine the next step. OOD, at its discretion, may temporarily suspend referrals and/or authorizations until the issue is

resolved. Failure to notify OOD of an issue shall result in suspension from the OOD-approved Provider list until the issue has been resolved.

### **QUESTIONS?**

For questions about situations not addressed in the VR Provider Manual, Providers should email [crpvendor@ood.ohio.gov](mailto:crpvendor@ood.ohio.gov).

# **PURCHASING SERVICES & FISCAL CYCLE**

## **VR ORIGINAL AUTHORIZATIONS & BILLINGS (OOD-0020)**

Providers shall not deliver services until an authorization number has been issued as a part of a VR Original Authorization & Billing (OOD-0020). The authorization acts as a purchase order and defines what service is being purchased, how much of the service is being purchased, and the dates that the service must occur within.

VR Original Authorization & Billing (OOD-0020) forms will be sent to the Provider's designated Fiscal Contact fax or email, as defined in the Provider Management Program (PMP).

Providers need to request and receive an approval from the assigned VR Counselor and/or VR Contractor for any increases in either the amount of the service (units) authorized or the dates of service. Requests for increases in Units and/or extension of service dates must be approved in advance by the VR and/or VR Contractor. Providers must plan accordingly if they are nearing the end of the dates or approaching the limit of Units. OOD will issue and send the Provider an amended copy of the authorization with the new service amounts and dates.

For services authorized on a monthly basis, Providers should communicate their requests for units for the next month to VR Staff and/or VR Counselors at least ten days before the end of the month to ensure that there is sufficient time to create, issue, and send a copy of the authorization to the Provider.

OOD will not issue authorizations for services for more than two (2) months at a time. Providers must submit the report and invoice for the prior month before making a request for the following month.

## **ELECTRONIC SUBMISSIONS OF REPORTS & INVOICES**

Providers shall submit a proper invoice and report via secure email (ZixMail) or secure fax. Providers should submit the report and invoice to the respective mailbox for the Region that the VR Office is located.

Providers who opt to email invoices should include the authorization number for all the reports as part of the email subject line. Each email message may contain up to five (5) reports.

Providers who opt to fax should include a cover sheet with the list of authorizations contained in the fax. Each fax may contain up to five (5) reports or a maximum of twenty-five (25) pages, whichever is less.

The preferred method of invoice and report submission is via secure email in its electronic format, e.g. Word or Excel document. Providers may convert Word and Excel documents into first generation PDF files. Providers should avoid printing/scanning documents, unless necessary e.g. form requires a signature, as scanned copies are converted to images and are typically not accessible.

CONTACT INFORMATION	VR OFFICES
<b>NORTHEAST REGION</b> <a href="mailto:ood.neinvoicingfax@ood.ohio.gov">ood.neinvoicingfax@ood.ohio.gov</a> 614.985.9390 (FAX)	Akron Regional Office Cleveland Regional Office Youngstown Regional Office
<b>NORTHWEST REGION</b> <a href="mailto:ood.nwinvoicingfax@ood.ohio.gov">ood.nwinvoicingfax@ood.ohio.gov</a> 614.985.9794 (FAX)	Defiance Regional Office Lima Regional Office Mansfield Regional Office Toledo Regional Office
<b>SOUTHEAST REGION</b> <a href="mailto:ood.seinvoicingfax@ood.ohio.gov">ood.seinvoicingfax@ood.ohio.gov</a> 614.985.9806 (FAX)	Athens Regional Office Canton Regional Office Columbus Regional Office Zanesville Regional Office
<b>SOUTHWEST REGION</b> <a href="mailto:ood.swinvoicingfax@ood.ohio.gov">ood.swinvoicingfax@ood.ohio.gov</a> 614.985. 6982 (FAX)	Cincinnati Regional Office Dayton Regional Office Wheelersburg Regional Office
<b>INDEPENDENT LIVING OLDER BLIND</b> <a href="mailto:ILProgram@ood.ohio.gov">ILProgram@ood.ohio.gov</a> 614.985.7914 (FAX)	STATEWIDE

## INVOICES & REPORT FORMS

Providers shall use the report forms and invoices, as developed, by OOD. Providers may incorporate the report forms into their own case management systems or use third party software as long as the final document looks the same as OOD's form. Providers are not permitted to make changes to OOD's report forms.

# **SERVICE REQUIREMENTS**

This section defines when Providers may charge for services. These requirements apply to services defined in the VR Fee Schedule and/or approved as a VR Addendum or Miscellaneous Training service.

1. Provider Staff must be on-site and actively providing direct services to Individuals in order to charge for the service. If Provider Staff are not on-site or actively providing direct services OOD shall not pay for the service.

## **EXAMPLES OF DIRECT SERVICES (BILLABLE)**

- Successful telephone contacts and messages, left by Provider Staff, to Individuals, including Parents/Legal Guardians, VR Counselors/VR Contractors, or potential Employers;
- Correspondence, electronic and paper, created and sent by Provider Staff to Individuals, including Parents/Legal Guardians, VR Counselors/Contractors, or potential Employers;
- Text messages created and sent by Provider Staff to Participants, including Parents/Legal Guardians, VR Counselors/Contractors, or potential Employers. **(NOTE: This is only permitted as a reasonable accommodation based on a disability related need, e.g. deaf/hard of hearing, speech impairments, or other disability related needs as documented in AWARE by the VR Counselor/VR Contractor.)**
- In person contacts/meetings with Participants and VR Counselors/VR Contractors, or potential Employers;
- Instruction on how to perform job tasks, appropriate workplace behaviors, or to assist in the adjustment to the job site;
- On-site observation of how the Participant is performing job tasks or has adjusted to the environment;
- Completion and submitting employment applications, paper or online, on behalf of an Individual, regardless of whether the Individual is present. **(NOTE: If the application includes any pre-employment tests the Individual must be present and answer questions themselves; however, Providers may assist in entering responses as need. Providers may not complete pre-employment tests on behalf of Individuals.)**
- Online job searches, regardless of whether the Individual is present or not. **(NOTE: VR Counselors and/or VR Contractors may specify in the Referral to Facility their preferences on whether or how much time should be spent on online job searches.)**

## **EXAMPLES OF INDIRECT SERVICES (NON-BILLABLE)**

- Missed appointments, except as allowed for Interpreters per Ohio Administrative Code;
- Listening to telephone messages and reading correspondence, electronic or paper, received by Provider Staff;
- Telephone, correspondence, or in person contacts with third parties, unless specifically authorized in advance by VR Counselor/VR Contractor;
- Review of referral and collateral information to prepare for service delivery;
- Provider internal communications, discussions (including staffing), fiscal, or program reviews;

- Time spent developing programs and preparing materials, e.g. setting up classrooms, making copies of handouts, etc.;
  - Contacts for the purpose of managing authorizations, referrals, invoices, and payments e.g. calling to request an increase, checking on the status of a payment, etc.; and
  - Case management activities e.g. coordinating and scheduling services with third parties.
2. Providers may not charge administrative surcharges for pass through authorizations, e.g. purchase of fuel cards. (**NOTE:** *If the Provider pays sales tax or shipping/handling charges, VR can reimburse them for those expenses as long as they are itemized on the receipt.*)
  3. Providers may not charge for services in excess of the amount authorized, that take place outside the range of dates on an authorization, or after the VR case has been closed. Providers shall receive an amended authorization if a VR Counselor/VR Contractor approves an increase or date extension.
  4. VR Counselors/VR Contractors may not purchase equipment or supplies from Providers that perform evaluations and sell the recommended equipment or supplies, unless the purchase is awarded through a competitive bid process. (**Exception:** *Providers who sell hearing aids and eyeglasses.*)

# VR FEE SCHEDULE

**TABLE 1: INDIVIDUAL FEE SCHEDULE RATES**

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLMENT	SERVICE RATE + 10%	VARIABLE
SERVICE AREA MODIFIER – LEVEL I	\$36.50 (UP TO 35 MILES ONE WAY)	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II	\$52.00 (36 – 50 MILES ONE WAY)	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III	\$73.00 (OVER 50 MILES ONE WAY)	FLAT FEE
INTAKE	\$111.75	FLAT FEE
INTERPRETER SERVICES (FOREIGN & SIGN LANGUAGE)	\$5.75	6 MINUTES
SITE DEVELOPMENT	\$6.50	6 MINUTES
TRANSPORTATION	\$5.00	6 MINUTES
VOCATIONAL TRAINING STIPEND	OHIO MINIMUM WAGE + 15%	6 MINUTES
WORK INCENTIVES PLANNING (NON-CREDENTIAL)	\$292.00	FLAT FEE
WORK INCENTIVES PLANNING (CREDENTIAL)	\$321.25	FLAT FEE
WORK INCENTIVES COORDINATION (NON-CREDENTIAL)	\$6.50	6 MINUTES
WORK INCENTIVES COORDINATION (CREDENTIAL)	\$7.00	6 MINUTES
COMMUNITY BASED ASSESSMENT	\$240.00 (HALF DAY)	FLAT FEE
COMMUNITY BASED ASSESSMENT	\$420.00 (FULL DAY)	FLAT FEE
VOCATIONAL EVALUATION	\$1,016.75	FLAT FEE
VOCATIONAL CONSULTATION	\$6.50	6 MINUTES
CAREER EXPLORATION	\$6.75	6 MINUTES
TRAVEL TRAINING	\$6.00	6 MINUTES
JOB READINESS TRAINING (SCHOOL BASED)	\$54.50 (HALF DAY)	FLAT FEE
JOB READINESS TRAINING (SCHOOL BASED)	\$87.50 (FULL DAY))	FLAT FEE
JOB READINESS TRAINING (NON-SCHOOL BASED)	\$87.50 (HALF DAY)	FLAT FEE
JOB READINESS TRAINING	\$153.00 (FULL DAY)	FLAT FEE

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
<b>(NON-SCHOOL BASED)</b>		
<b>SUMMER YOUTH (CAREER EXPLORATION)</b>	<b>\$853.50 (WEEK)</b>	<b>FLAT FEE</b>
<b>SUMMER YOUTH (WORK EXPERIENCE)</b>	<b>\$1,138.00 (WEEK)</b>	<b>FLAT FEE</b>
<b>WORK ADJUSTMENT</b>	<b>\$230.00 (HALF DAY)</b>	<b>FLAT FEE</b>
<b>WORK ADJUSTMENT</b>	<b>\$402.50 (FULL DAY)</b>	<b>FLAT FEE</b>
<b>JOB SEEKING SKILLS TRAINING</b>	<b>\$6.00</b>	<b>6 MINUTES</b>
<b>JOB DEVELOPMENT (UOS)</b>	<b>\$6.50</b>	<b>6 MINUTES</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER I</b>	<b>\$1,167.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER II</b>	<b>\$1,110.25</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III</b>	<b>\$1,580.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM A (RAPID PLACEMENT)</b>	<b>\$1,980.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM B (SGA PLACEMENT)</b>	<b>\$1,980.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM C (RAPID &amp; SGA)</b>	<b>\$2,380.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT SUBSEQUENT PLACEMENT</b>	<b>\$339.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER I</b>	<b>\$1,459.25</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER II</b>	<b>\$1,387.75</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III</b>	<b>\$1,975.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A (RAPID PLACEMENT)</b>	<b>\$2,375.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B (SGA PLACEMENT)</b>	<b>\$2,375.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C (RAPID &amp; SGA PLACEMENT)</b>	<b>\$2,775.50</b>	<b>FLAT FEE</b>

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUPPORTED EMPLOYMENT SUBSEQUENT PLACEMENT	\$424.25	FLAT FEE
ON-THE-JOB SUPPORTS	\$6.00	6 MINUTES

**TABLE 2: GROUP FEE SCHEDULE RATES**

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (50%)	3 (37.1%)	4 (31.4%)	
TRAVEL TRAINING	\$3.00	\$2.23	\$1.88	6 MINUTES
SUMMER YOUTH CAREER EXPLORATION (WEEK)	\$426.75	\$316.65	\$268.00	FLAT FEE
SUMMER YOUTH WORK EXPERIENCE) (WEEK)	\$569.00	\$422.20	\$357.33	FLAT FEE
WORK ADJUSTMENT (HALF DAY)	\$115.00	\$85.33	\$72.22	FLAT FEE
WORK ADJUSTMENT (FULL DAY)	\$201.25	\$149.33	\$126.39	FLAT FEE
JOB SEEKING SKILLS TRAINING	\$3.00	\$2.23	\$1.88	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.00	\$2.23	\$1.88	6 MINUTES

**TABLE 3: CONTRACTED SERVICE RATES**

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
ACTIVITIES OF DAILY LIVING TRAINING	\$7.40	UOS
ORIENTATION & MOBILITY TRAINING	\$9.60	UOS
LOW VISION SERVICES	\$8.70	UOS
REHABILITATION TECHNOLOGY	\$9.50	UOS

# **FISCAL REQUIREMENTS**

## **FLAT FEES**

The duration of Flat Fees shall be defined as a specific amount of time or a specific outcome as identified in the service description of the VR Fee Schedule. Flat Fees include services authorized on a daily, weekly, or specific milestone/outcome basis.

## **INDIVIDUAL AND GROUP RATES**

When OOD authorizes for VR services at rates identified in TABLE 1: INDIVIDUAL FEE SCHEDULE RATES, providers shall deliver services to participants on a 1:1 basis. This means that the one (1) provider staff to one (1) participant ratio must be maintained for the entire duration of the provided service.

When OOD authorizes for VR services at rates identified in TABLE 2: GROUP FEE SCHEDULE RATES, providers may deliver services in a group setting. Groups are defined as a single provider staff person dividing their time amongst multiple service recipients regardless of funding source. Groups shall have a maximum staffing ratio of 4:1, four (4) participants to one (1) staff person. Individualized services provided in a group setting shall not be considered 1:1 and shall be paid at the group rate. When group services are authorized, the provider shall bill the service based upon the actual staff to participant ratio when the service was provided.

When a provider delivers services not defined in the VR Fee Schedule through an approved addendum, services shall be provided on a 1:1 basis, unless the provider specifically has requested and OOD has approved a group rate.

## **TECHNICAL GUIDANCE**

- Group sizes are based on the number of people that the Provider Staff is dividing their time and attention, regardless of the funding source. For example, if a Provider Staff works with three (3) people funded by DD and two (2) people funded by OOD, this would be a group of five (5) and the Provider would need two (2) Staff.
- Job Readiness Training, School Based and Non-School Based, is a group service by definition but is included in the Individual Rate Table due to the fact that the rate does not adjust with group size.

## **SERVICE DELIVERY CYCLE**

VR authorizations for services that are purchased as UOS or Daily (Flat Fee) rates shall be issued for one calendar month with an allowable variance of seven (7) days into the previous or following month, e.g. February 22 to March 31 or March 1 to April 7. VR authorizations for UOS or Daily rates shall not exceed a total of five (5) weeks. Service dates of VR authorizations for other Flat Fee services, e.g. Week or Outcome, shall be determined by VR Counselors or VR Contractors, based on the expected

date of completion, but shall not exceed the current Federal Fiscal Year (FFY). Providers may not bill for partial or incomplete services during the billing cycle.

### **UNITS OF SERVICE (UOS)**

Units of Service shall equal six (6) minutes increments. UOS shall be billed in accordance with the chart below. Providers may bill for time actively providing direct services to participants; for direct contacts with potential employers on behalf of specific participants; and for direct contacts with VR Counselors or VR Contractors on behalf of specific participants. Services can be billed for activities performed either in-person, via telephone, email, or other electronic media (such as completing an online electronic job application). Providers shall not bill for travel time between appointments. Provider staff must be physically present and/or actively performing a service for time to be billable. Providers may not bill for time providing indirect services which includes: reading email; listening to messages; internal communications between provider staff members; reading collateral documentation; conducting case/file reviews; and for the purpose of managing authorizations, invoices, and/or payments.

<b>MINUTES</b>	<b>UOS</b>
<b>UP TO 6</b>	<b>1</b>
<b>7 – 12</b>	<b>2</b>
<b>13 – 18</b>	<b>3</b>
<b>19 – 24</b>	<b>4</b>
<b>25 – 30</b>	<b>5</b>
<b>31 – 36</b>	<b>6</b>
<b>37 – 42</b>	<b>7</b>
<b>43 – 48</b>	<b>8</b>
<b>49 – 54</b>	<b>9</b>
<b>55 – 60</b>	<b>10</b>

### **VR AUTHORIZATIONS**

VR authorizations act as the agreement to purchase a maximum amount of a specific service within a specific range of dates and at what rate the provider will be compensated. Providers should not deliver services without a VR Original Authorization/Billing (OOD-0020) number or other OOD issued electronic version of the VR Original Authorization & Billing number. If there is a need to increase the amount of service or extend the dates of service from what has been authorized, the provider is responsible for contacting the assigned VR Counselor or VR Contractor to obtain approval of the increase or change of dates prior to delivering services. Providers will receive an amended authorization with the increase in the amount of service or extension of dates of service.

### **VR REPORTS & INVOICES**

Providers shall submit a written report, including the invoice, using the appropriate template for the specific service as defined in the VR Provider Manual. VR reports and invoices shall include all documentation and address all areas of the service definition and requirements section, even if previously submitted to VR Staff or VR Contractor (e.g. resume, placement report, etc.). VR Reports and invoices shall be submitted electronically within twenty-one (21) calendar days of the date of last service or the last day of the calendar month defined in the VR Original Authorization & Billing (OOD-0020), whichever comes first. The end of service shall be defined as the last direct contact with the participant and/or employer. OOD will not issue subsequent authorizations if the reports are not received within the 21 day timeframe. OOD shall return reports and invoices that contain errors and/or do not meet the requirements of the VR Fee Schedule. If returned, providers shall have twenty-one (21) calendar days from the date that the report and/or invoice was returned to the provider to make corrections and re-submit for payment.

#### **TECHNICAL GUIDANCE**

- The quality expectation is that Providers submit a correct and proper invoice/report within twenty-one (21) days of the end of services; however, OOD will release payments beyond the twenty-one days, as long as a correct and proper invoice/report are submitted within ninety (90) days of the end of service as required in OAC 3304-1-13. Providers who submit an invoice and/or report that is denied will have twenty-one (21) days to correct and re-submit the invoice, even if it falls outside of the ninety (90) days since the date of last service.

# VOCATIONAL SERVICES

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLMENT	SERVICE RATE + 10%	VARIABLE
SERVICE AREA MODIFIER – LEVEL I	\$36.50 (UP TO 35 MILES ONE WAY)	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II	\$52.00 (36 – 50 MILES ONE WAY)	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III	\$73.00 (OVER 50 MILES ONE WAY)	FLAT FEE

## **BILINGUAL SUPPLEMENT**

Providers with bilingual staff who have the ability to communicate with participants in their preferred mode of communication, either in foreign language or sign language, may charge an additional (10) percent supplement when utilizing those skills to provide vocational services. The bilingual supplement is applied to the specific service base rate as defined in the VR Fee Schedule. The bilingual supplement shall apply to all billing increments provided on behalf of the participant by the bilingual staff including contacts with VR Counselor or Contractors and businesses. The two (2) hour minimum for missed appointments for interpreting does not apply to the bilingual supplement. The supplement shall not be paid for Transportation.

## **SERVICE AREA MODIFIER (SAM)**

OOD may authorize the Service Area Modifier in situations where OOD specifically requests a provider to serve a participant outside of their designated service area. The SAM Fee shall only apply to services defined in the VR Fee Schedule. The SAM Fee shall be determined based upon the one way distance from the closest border of the Provider’s service delivery area to the participant’s residence. Service delivery areas are identified by County as indicated by Providers in the Provider Management Program (PMP). The SAM Fee may only be charged once per day by the Provider Staff Member. When serving more than one participant in a given day, the SAM Fee shall be determined based upon the mileage of the participant with the furthest residence from the Provider’s defined service delivery area. OOD shall establish the SAM Fee utilizing an electronic mapping tool, such as, navigation software or web based programs. OOD shall authorize the SAM Fee prior to service delivery.

# **AUXILIARY SERVICES**

These services are designed to complement the delivery of other services to ensure that participants may fully engage in diagnostic services or vocational services identified on their Individualized Plan for Employment (IPE).

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
<b>INTAKE</b>	<b>\$111.75</b>	<b>FLAT FEE</b>
<b>INTERPRETER SERVICES (FOREIGN &amp; SIGN LANGUAGE)</b>	<b>\$5.75</b>	<b>6 MINUTES</b>
<b>SITE DEVELOPMENT</b>	<b>\$6.50</b>	<b>6 MINUTES</b>
<b>TRANSPORTATION</b>	<b>\$5.00</b>	<b>6 MINUTES</b>
<b>VOCATIONAL TRAINING STIPEND</b>	<b>OHIO MINIMUM WAGE + 15%</b>	<b>6 MINUTES</b>

## **INTAKE (I)**

Intakes are utilized to provide compensation for time associated with meeting accreditation requirements. Providers may charge the Intake fee when the following conditions are met:

- The provider is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission (JC) in the area of Behavioral Health, and/or the National Accreditation Council (NAC) for Blind and Low Vision Services;
- The provider is initiating a service on the VR Fee Schedule that requires accreditation per OAC 3304-1-12;
- The provider has not previously been paid an Intake fee for the participant, unless there has been a break of at least twelve (12) months since the date of last service provided to the participant.

## **REQUIREMENTS**

Provider shall ensure that the following components are addressed with the participant:

- Participant’s rights and responsibilities;
- Confidentiality, including limitations of confidentiality;
- Review of the referral information with the participant; and
- Providers shall notify VR Staff or VR Contractor of any updates and/or discrepancies to the referral information.

Providers shall submit the invoice and the Provider Services Acknowledgement, signed by the participant and if applicable his/her parent or legal guardian, within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

## **INTERPRETER SERVICES - FOREIGN LANGUAGE & SIGN LANGUAGE (INT)**

Interpreter Services are utilized to ensure effective communication for participants who are deaf, hard of hearing, deaf-blind, or speak English as a second language. Interpreting may be performed either in person, on the telephone, or online. Interpreting also includes similar services required to ensure effective communication such as Communication Access Real Time (CART), C-Print, etc. The outcome of the service is to provide effective communication assistance to deaf or hard of hearing participants and/or participants who are not fluent in English. Intake shall not be authorized with or as part of Interpreter Services

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Date(s) and times of the interpreting assignment(s); and
- Signature of the participant who received the service.

Interpreters should arrive or connect at a minimum of five (5) minutes before the appointment to ensure that things are in place before the appointment.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

## **SITE DEVELOPMENT (SD)**

Site Development services are utilized to secure a potential employment setting that may be used to help either assess or address a participant's vocational barriers. Site Development shall not be billed in situations that the provider utilizes a readily available work site to conduct the assessment, e.g. the provider's facility and/or a work crew (enclave) the provider operates within another business. Site Development may be authorized to secure an employment site for Community Based Assessments (CBA); school based internships, e.g. college internships; in cases where an individual needs an individualized site for Summer Youth (SY), not Summer Youth group sites; and Work Adjustment (WA). Service authorizations will not be issued until after the provider has notified the VR Counselor or VR Contractor of the dates and time of the service, e.g. CBA will not be authorized until after the provider has notified the VR Counselor or VR Contractor of the dates and times of the assessment. Site Development ends once the site has been secured and the dates and times of the assessment are determined.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with the participant, his/her parent or legal guardian, VR Counselors or VR Contractors, and businesses contacted on behalf of the participant and outcome of the contacts; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

### **TRANSPORTATION (T)**

Transportation services are utilized when providers transport participants to and from appointments for the following services: Community Based Assessment, Work Adjustment, On-The-Job Supports, Summer Youth, and for other services not included within the VR Fee Schedule, e.g. transportation to a psychological evaluation or medical appointment to determine eligibility. Providers may begin billing Transportation once the participant has been picked up and should end billing once the participants have been dropped off. Providers shall not bill wait time associated with Transportation. Providers shall divide the total amount of time for transportation, from the point when the first participant is picked up and the last participant is dropped off, amongst the total number of participants receiving transportation for the trip regardless of funding sources. The Bilingual Supplement shall not apply to Transportation. Intake shall not be authorized with or as part of Interpreter Services

#### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Date and times of transportation including address of pick-up and drop-off locations, as well as the number of participants transported.

Providers shall submit the invoice and report within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

#### **TECHNICAL GUIDANCE**

- Transportation may be utilized to reimburse Provider Staff time to purchase items for Individual's to be able to successfully participate in VR services e.g. clothes, work related equipment, etc., with the exception of Performance Based Job Development/Supported Employment Job Development. Performance Based Job Development/Supported Employment Job Development are inclusive of all activities required to achieve the milestone. Individual must be present in order for the service to be billable.
- Transportation is based on Provider Staff time and is inclusive of all Individuals in the vehicle and should be divided amongst the number of Individuals being transported during the trip, regardless of funding source.

### **VOCATIONAL TRAINING STIPEND (VTS)**

Providers should compensate participants for vocationally related work experiences (e.g. Community Based Assessment, Work Adjustment, Summer Youth work experiences, and non-school based Job Readiness Training services) at a rate equivalent to the current Ohio State Minimum Wage. OOD shall reimburse providers at a rate equivalent to the State of Ohio

Minimum Wage plus an additional fifteen (15) percent (%) to include additional costs such as Worker's Compensation, Federal Insurance Contributions (FICA), Medicare, and administrative costs.

Providers shall provide at least one fifteen (15) minute break for every four (4) hours of scheduled service. Providers shall provide an unpaid thirty (30) minute lunch period after six (6) hours of scheduled service. If a participant needs additional breaks, providers should provide as a reasonable accommodation but the time shall not be paid.

Participants are not intended to substitute for employees of a host business. Participants may request to waive the Vocational Training Stipend, the VR Counselor or VR Contract Liaison will make the final decision whether or not to authorize for the stipend.

### **REQUIREMENTS**

- Providers shall submit a participant log that has been signed by the participant that documents dates and start and end time of work performed and the start and end times of breaks.

Providers shall be required to cover participants under their Worker's Compensation insurance policy.

Providers shall submit the invoice and participant log within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

## **DIAGNOSTIC & ASSESSMENT SERVICES**

Services provided and activities performed to determine a participant’s eligibility for vocational rehabilitation services, to assign an individual to an Order of Selection priority, and/or to determine the nature and scope of services to be included in the Individualized Plan for Employment (IPE). Services may also include assistance to a participant that is interested in becoming employed, but is uncertain of the impact work income will have on benefits and/or is not aware of benefits, such as access to healthcare, that might be available to support any work efforts.

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
<b>WORK INCENTIVES PLANNING (NON-CREDENTIAL)</b>	<b>\$292.00</b>	<b>FLAT FEE</b>
<b>WORK INCENTIVES PLANNING (CREDENTIAL)</b>	<b>\$321.25</b>	<b>FLAT FEE</b>
<b>WORK INCENTIVES COORDINATION (NON-CREDENTIAL)</b>	<b>\$6.50</b>	<b>6 MINUTES</b>
<b>WORK INCENTIVES COORDINATION (CREDENTIAL)</b>	<b>\$7.00</b>	<b>6 MINUTES</b>
<b>COMMUNITY BASED ASSESSMENT</b>	<b>\$240.00 (HALF DAY)</b>	<b>FLAT FEE</b>
<b>COMMUNITY BASED ASSESSMENT</b>	<b>\$420.00 (FULL DAY)</b>	<b>FLAT FEE</b>
<b>VOCATIONAL EVALUATION</b>	<b>\$1,016.75</b>	<b>FLAT FEE</b>
<b>VOCATIONAL CONSULTATION</b>	<b>\$6.50</b>	<b>6 MINUTES</b>
<b>CAREER EXPLORATION</b>	<b>\$6.75</b>	<b>6 MINUTES</b>

### **WORK INCENTIVES PLANNING (WIP)**

Work Incentives Planning services are utilized to provide information on how participating in vocational rehabilitation services and returning to work can positively impact the participants earning potential. The Flat Fee shall include the time interviewing the participant, verifying benefits, analyzing data, and a review of the written report with the participant, his/her parent or legal guardian, and/or representative payee. WIP takes into consideration current 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. WIP services also provide participants information on work incentives such as: the Ticket to Work, Impairment Related Work Expenses (IRWE), Trial Work Periods (TWP), Student Earned Income Exclusions (SEIE), and Plan for Achieving Self-Sufficiency (PASS) plans. The outcome of the service is to give a participant a comprehensive overview of how working affects benefits and how work incentives can be utilized to maximize earnings. Intake shall not be authorized with or as part of Work Incentive Planning.

## **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with the participant, his/her parent or legal guardian, and/or representative payee; Social Security Administration; Department of Jobs & Family Services; or other organizations;
- Verification of benefits received by participants and/or household members, e.g. SSI/SSDI (through written copy of the BPQY), medical, housing, cash assistance, and amounts the source organization, such as Social Security, Jobs & Family Services, Metropolitan Housing, etc.;
- Demonstration of how returning to work may positively impact the participant's overall income, including illustrations of how working can potentially increase earnings, e.g. SSI calculation sheets comparing current situation to at least two comparison points with different earnings;
- Information about specific work incentives that the participant may be eligible to utilize, including a brief explanation of how the participant would implement the incentive; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Provider shall review the report and BPQY, in a manner that is understandable, with the participant, his/her parent or legal guardian, and/or representative payee. VR Staff or VR Contractor may request to be present during the review of the report.

Provider shall provide the participant, his/her parent or legal guardian, and/or representative payee with a written copy of the report and BPQY.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

## **TECHNICAL GUIDANCE**

- Providers must only submit the invoice/report for the Work Incentives Plan once it has been completed. Providers do not need to submit a monthly report for this service.

***Providers with staff persons who are or become certified by either Virginia Commonwealth University (VCU) as a Community Work Incentives Coordinator (CWIC) or through Cornell University as a Work Incentives Practitioner (WIP) shall be compensated at the certified rate when certified staff are providing the services. Providers who wish to charge the certified rate shall submit a copy of their certified staff person's certificate to OOD. Effective July 1, 2018, provider staff persons shall be certified as either a CWIC or WIP in order to be able to provide this service.***

## **WORK INCENTIVES COORDINATION (WIC)**

Work Incentives Coordination services are utilized to assist the participants in coordinating and resolving benefits issues such as, but not limited to, reporting income; applying for and documenting work incentives; applying for Medicaid Buy-In for People with Disabilities, resolving over-payments, etc. WIC may also be utilized to assist participants with developing and implementing a Plan for Achieving Self-Sufficiency (PASS). WIC services may not be utilized to assist a person in applying for Social Security benefits or completing a Continuing Disability Review (CDR). WIC services may not be utilized to supplant case management services already provided or available from other agencies. Intake shall not be authorized with or as part of Work Incentive Coordination.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with the participant, his/her parent or legal guardian, and/or representative payee, VR Counselors or VR Contractors, Social Security Administration, Department of Jobs & Family Services, or other organizations;
- How the information was provided to the participant, his/her parent or legal guardian, and/or representative payee in an understandable format; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

***Providers with staff persons who are or become certified by either Virginia Commonwealth University (VCU) as a Community Work Incentives Coordinator (CWIC) or through Cornell University as a Work Incentives Practitioner (WIP) shall be compensated at the certified rate when certified staff are providing the services. Providers who wish to charge the certified rate shall submit a copy of their certified staff person's certificate to OOD. Effective July 1, 2018, provider staff persons shall be certified as either a CWIC or WIP in order to be able to provide this service.***

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

Community Based Assessments (CBA) are utilized to assess the participant's job readiness and/or to provide information on an participant's aptitudes, abilities, behaviors, and preferences to determine if a specific employment opportunity would be an appropriate match. CBA's shall be authorized either as a half day, four (4) hours, or a full day, seven (7) hours. VR Counselors or VR Contractors may request a schedule a less than four (4) or seven (7) hours to accommodate a participant's disability related needs. VR Counselors or VR Contractors must specifically communicate this to the provider at the time of the authorization. The Flat Fee

includes provider staff time to assess the participant, any staffing that may be needed, and the report. CBA is not intended to teach specific work skills, provide work experience or adjustment services. CBA should not be standard practice for onboarding participants with disabilities or used as a hiring incentive in conjunction with or in lieu of Job Development services. CBA shall be conducted in competitive and integrated settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community. CBA provided in a non-integrated setting shall be transitioned to an integrated setting as soon as possible based upon the readiness of the participant. The outcome of the service is to assess the participant's job readiness and make recommendations for future services.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, host businesses, and service;
- Information about the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
- Initial assessment of the participant's functioning at the beginning of the assessment and final assessment to demonstrate the participant's progress including but not limited to the following areas: attendance, interpersonal skills, work behaviors, work tolerance, quality and quantity of work, ability to stay on task, and responsiveness to supervision, etc.;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress, including the effectiveness of the strategies in achieving desired results;
- Input from the employer on participant's performance and potential areas of concern;
- Input from the participant on his/her vocational preferences; his/her assessment of his/her physical and mental capabilities to do the job; and his/her concerns;
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers must be pre-authorized by VR Staff or VR Contractor to compensate participants for actual work performed utilizing the Vocational Training Stipend (VTS).

Providers shall submit a participant log that has been signed by the participant that documents dates of work performed, start and end times, and breaks 30 minutes or longer. VTS shall not be paid for breaks that last 30 minutes or longer.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

### **TECHNICAL GUIDANCE**

- Since service is a Flat Fee (Half- or Full-Day), providers do not need to document all contacts. Report only needs to document the activities delivered as part of the Half/Full Day of service.
- Providers shall immediately notify the VR Counselor and/or Contractor if the Individual misses more than two (2) days during the service and/or when sufficient information has been obtained to answer the referral questions. VR Counselors and/or VR Contractors will then determine if services should continue.
- Staffing is included in the service and when possible should be included on one of the last days of the service. It is encouraged that the staffing be scheduled after the site/dates/time have been identified and at the time of the authorization.

### **VOCATIONAL EVALUATION (VE)**

Vocational Evaluations are utilized to identify and evaluate a participant's current and projected vocational functioning. The Flat Fee shall include the time associated with administering and analyzing test results and current local labor market analysis based on Ohio Means Jobs and other labor market resources, the report, and a staffing at the request of VR Staff or VR Contractor. Providers shall at a minimum perform standardized test batteries and/or work samples to document a participant's abilities, interests, capabilities, aptitudes, and level of academic functioning. VE may include interviewing participants, family members, other involved service personnel (e.g. teachers, case managers, etc.). The outcome of the service is to identify and provide supporting data and documentation of viable employment options that the participant and VR Staff or VR Contractor may discuss as part of the vocational counseling process.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following areas:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, and service;
- Summary of the participant's abilities, interests, capabilities, aptitudes, and level of academic functioning;
- Identification of realistic and viable employment options;
- Justification and explanation of why the identified employment options would be a suitable match based on the testing results as well as the participant's unique strengths, resources, capabilities, interests, aptitudes, and informed choice;
- Current local labor market analysis based on Ohio Means Jobs and other labor market resources;
- Identification of potential strengths and barriers, including recommendations for possible accommodations that may mitigate barriers; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

VR Staff or VR Contractor may request specific test batteries be included in the service.

Providers shall use the most current version of test batteries that are currently supported by publishers and accepted by the professional community.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

### **VOCATIONAL CONSULTATION (VC)**

Vocational Consultations are utilized when the participant has identified a potential employment option but VR Staff or VR Contractor needs additional information to determine the feasibility and appropriateness of the potential employment goal. Providers may charge for the time associated with administering and analyzing test results and current local labor market information. VC may be utilized in the following situations:

- To administer specific test instruments such as academics, interests, etc.;
- To complete a current local labor market or transferable skills analysis based on Ohio Means Jobs and other labor market resources;
- To assess a participant's computer skills and knowledge of software applications such as Microsoft Office programs; or
- To review and update a previous vocational evaluation.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following areas:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, and service;
- Identification of potential strengths and barriers, including recommendations for possible accommodations that may mitigate barriers; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Computer skills and knowledge of software application assessments shall not exceed four (4) hours.

VR Staff or VR Contractor may request specific test batteries.

Providers shall use the most current version of testing batteries that are currently supported by publishers and accepted by the professional community.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

## **CAREER EXPLORATION (CX)**

Career Exploration is utilized to assist a participant in exploring specific employment option(s). CX involves the participant conducting informational interviews with individuals or employers who are actually performing the duties or hiring for the duties of the identified occupation (not academic/college programs) to ask questions about the job tasks, training required, salaries. The participant may also have the opportunity to job shadow and observe employees performing the job tasks associated with the identified occupation. If possible, the participant should be given an opportunity to attempt actual job tasks as well.

CX is also utilized for extended support planning and discovery activities in preparation for Supported Employment. Discovery activities may include activities such as interviewing participants, family members, other involved service personnel (e.g. teachers, case managers, etc.); observing participants in the community; and exploring participants interests, and identification of potential areas of vocational interest. Providers, at the request of VR Staff or VR Contractor, may participate in meetings to provide input on the development of the Individualized Plan for Employment (IPE), to determine supported employment services, and to determine benchmarks to transition services to the long term supported employment provider. Providers may be compensated up to a maximum of three (3) hours for these planning and discovery meetings.

The outcome of the service is to identify and provide supporting data and documentation of viable employment options that the participant and VR Staff or VR Contractor may discuss as part of the vocational counseling process.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, host businesses, and service;
- Identification of a realistic and viable employment option(s) based on the participant's geographic location and labor market analysis;
- Justification and explanation of why the identified employment options would be a suitable match for the participant based on his/her unique strengths, resources, capabilities, interests, and aptitudes;
- Identification of potential strengths and barriers and suggested accommodations that may mitigate barriers;
- Input from the participant on his/her experiences during the job shadowing activities; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

**TECHNICAL GUIDANCE**

- Travel between businesses for the purpose of job shadowing and/or informational interviews is billable as part of the service as long as the Individual is present.
- Individual's should be encouraged to make contacts with businesses with the support of Provider Staff; however, it is not required that the Individual is always present during contacts.
- Career Exploration should be interactive and involve speaking and asking questions of businesses and individuals doing the actual work. Providers should limit the use of videos and only after consulting with the VR Counselor and/or VR Contractor.
- Career Exploration may not be used to research academic (college) programs, complete college entrance applications, college visits, register for classes, etc. The activities are part of the vocational planning process and VR Counselor and/or VR Contractors should assist Individuals with these activities.

# **DISABILITY & AUGMENTATIVE SKILLS TRAINING**

Services provided to assist participants to utilizing or enhancing their current functioning levels to be able to full participate in vocational rehabilitation services, secure and maintain employment, and/or enhance independence.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
TRAVEL TRAINING	\$6.00	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (50%)	3 (37.1%)	4 (31.4%)	
TRAVEL TRAINING	\$3.00	\$2.23	\$1.88	6 MINUTES

## **TRAVEL TRAINING (TT)**

Travel Training is utilized to teach participants how to travel independently on public transportation or in the community in their own private vehicle. The provider shall assess the needs of the participant and make recommendations to VR staff regarding in which areas the participant may have barriers and strengths as well as the service needs of the participant. Instruction should 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 (e.g. a missed bus, getting off at the wrong stop, or using GPS to navigate). Provider staff may provide instruction by demonstrating how to ride public transportation with the job seeker until the participant is independent. The outcome of the service is that the participant will be confident and independent in his/her ability to work and travel around in the community.

## **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, and service;
- Evaluation of the participant’s functioning at the beginning of the service and at the end of each training period to document progress;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
- Input from the participant on his/her self-assessment and progress during the adjustment period; and potential concerns;
- Questions posed by VR Counselors or Contractors in the Referral to Community Rehabilitation Program.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

## **JOB READINESS SERVICES**

Services provided to prepare a participant for the world of work (e.g., appropriate work behaviors, getting to work on time, appropriate dress and grooming, increasing productivity).

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
JOB READINESS TRAINING (SCHOOL BASED)	\$54.50 (HALF DAY)	FLAT FEE
JOB READINESS TRAINING (SCHOOL BASED)	\$87.50 (FULL DAY))	FLAT FEE
JOB READINESS TRAINING (NON-SCHOOL BASED)	\$87.50 (HALF DAY)	FLAT FEE
JOB READINESS TRAINING (NON-SCHOOL BASED)	\$153.00 (FULL DAY)	FLAT FEE
SUMMER YOUTH (CAREER EXPLORATION)	\$853.50 (WEEK)	FLAT FEE
SUMMER YOUTH (WORK EXPERIENCE)	\$1,138.00 (WEEK)	FLAT FEE
WORK ADJUSTMENT	\$230.00 (HALF DAY)	FLAT FEE
WORK ADJUSTMENT	\$402.50 (FULL DAY)	FLAT FEE

<b>SERVICE DESCRIPTION</b>	<b>NUMBER IN GROUP (#)</b>			<b>UNIT (DURATION)</b>
	<b>2 (50%)</b>	<b>3 (37.1%)</b>	<b>4 (31.4%)</b>	
SUMMER YOUTH CAREER EXPLORATION (WEEK)	\$426.75	\$316.65	\$268.00	FLAT FEE
SUMMER YOUTH WORK EXPERIENCE) (WEEK)	\$569.00	\$422.20	\$357.33	FLAT FEE
WORK ADJUSTMENT (HALF DAY)	\$115.00	\$85.33	\$72.22	FLAT FEE
WORK ADJUSTMENT (FULL DAY)	\$201.25	\$149.33	\$126.39	FLAT FEE

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

Job Readiness Training is utilized to assist participants to develop the necessary skills and abilities to become successfully employed. JRT is a group based service in which OOD, the host business, and the provider have an established relationship which includes an OOD approved

training curriculum to address vocational barriers while at the same time learn transferable skills. The outcome of the service is to prepare participants to be job ready and to secure permanent employment. JRT should include several short term rotations, or internships, within the business to allow participants to try and learn various job tasks. Providers shall conduct an assessment at the start of the service to identify training goals, develop benchmarks, and establish timeline for successful completion of the service. The primary emphasis of JRT is to eliminate or reduce vocational barriers such as: work behaviors; communication and interpersonal skills; build stamina and endurance; address attendance and timeliness issues, etc. JRT services must include a soft skills educational component, approved by OOD (e.g. "Skills to Pay the Bills") to teach skills such as budgeting, time management, development of vocational interests, and job seeking skills training. The educational component may take place onsite at the host business or at an offsite location. Non-School Based JRT programs should include a bi-weekly staffing to discuss progress and additional updated goals. JRT should not be developed for a specific duration but should be based on participant's progress. JRT includes the provider facilitating a potential job placement within the business partner once the participant approaches job readiness. VR Counselors or VR Contractors may refer the participant on for job development for a position outside the JRT host site if there is not an opening or if the participant is not going to be hired at the JRT business partner. Provider staff must remain on site and provide direct instruction and observation with participants during the full duration of the service.

OOD, as a source of funding, must approve Job Readiness Training programs in advance of the provider developing a program with a business partner. OOD should be engaged in all discussions with businesses partners about the design of potential programs. Providers must submit an educational curriculum to OOD for review and approval to demonstrate what and how soft skills training will be provided during the program.

#### **REQUIREMENTS FOR SCHOOL BASED PROGRAMS**

School based JRT shall be authorized either as a half day, two and a half (2.5) hours, or a full day, four (4) hours. VR Counselors or VR Contractors may request a schedule a less than two and a half (2.5) or four (4)) hours to accommodate a participant's disability related needs. VR Counselors or VR Contractors must specifically communicate this to the provider at the time of the authorization.

School based programs may occur for up to nine (9) months academic year during the participant's last year of school.

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, host businesses, and service;
- Information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
- Initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;

- Observations on the participant’s behavioral and job task performance;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
- Input from the employer on performance and potential areas of concern;
- Input from the participant on his/her self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR staff and participant at the start of the service; and
- Questions posed by VR Counselors or VR Contractors in the Referral to Community Rehabilitation Program.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

#### **TECHNICAL GUIDANCE**

- Since service is a Flat Fee (Half- or Full-Day), providers do not need to document all contacts. Report only needs to document the activities delivered as part of the Half/Full Day of service.
- Providers shall immediately notify the VR Counselor and/or Contractor if the Individual misses more than two (2) days during the service and/or when sufficient information has been obtained to answer the referral questions. VR Counselors and/or VR Contractors will then determine if services should continue.

#### **REQUIREMENTS FOR NON-SCHOOL BASED PROGRAMS**

Non-school based JRT shall be authorized either as a half day, four (4) hours, or a full day, seven (7) hours. VR Counselors or VR Contractors may request a schedule a less than four (4) or seven (7) hours to accommodate a participant’s disability related needs. VR Counselors or VR Contractors must specifically communicate this to the provider at the time of the authorization.

Non-school based programs may last as long as the participant is making progress towards achieving the specific goals as identified in their participant service plans. There is not a standard duration for non-school based programs. Participants should progress to other VR services (e.g. job development) as they approach completing their individualized plan goal and approach job readiness.

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, host businesses, and service;

- Information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
- Initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
- Observations on the participant's behavioral and job task performance;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
- Input from the employer on performance and potential areas of concern;
- Input from the participant on his/her self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR staff and participant at the start of the service; and
- Questions posed by VR Counselors or VR Contractor in the Referral to Community Rehabilitation Program.

Providers must be pre-authorized by VR Staff or VR Contractor to compensate participants for actual work performed utilizing the Vocational Training Stipend (VTS).

Providers shall submit a participant log that has been signed by the participant that documents dates of work performed, start and end times, and breaks 30 minutes or longer. VTS shall not be paid for breaks that last 30 minutes or longer.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

#### **TECHNICAL GUIDANCE**

- Since service is a Flat Fee (Half- or Full-Day), providers do not need to document all contacts. Report only needs to document the activities delivered as part of the Half/Full Day of service.
- Providers shall immediately notify the VR Counselor and/or Contractor if the Individual misses more than two (2) days during the service and/or when sufficient information has been obtained to answer the referral questions. VR Counselors and/or VR Contractors will then determine if services should continue.

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

Summer Youth Career Exploration and Work Experiences are intended to be group based services utilized to teach students and youth with disabilities vocational skills and appropriate work behaviors. SY services may be provided on an individual 1:1 (one provider staff to one participant) basis to accommodate disability related needs or based on a specific employment goal as identified by the VR Counselor or VR Contractor. The Flat Fee (Weekly) shall include all meetings with the participant or his/her parent or legal guardian prior to the service and

include a staffing with the VR Counselor or VR Contractor at the end of the service. Group sites are defined as locations that are hosting more than one SY participant during the summer. SY shall be conducted in competitive and integrated settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community.

Both Career Exploration and Work Experience services must include a soft skills educational component approved by OOD (e.g. "Skills to Pay the Bills," etc.) to teach independent living skills such as budgeting, time management, development of vocational interests, and job seeking skills training.

Career Exploration is designed for first-time or younger participants who have limited vocational experiences. CX shall be fifteen (15) hours per week for a total of three (3) weeks per summer. The soft skills educational component shall take place between two (2) to four (4) hours per week. The outcome of Summer Youth Career Exploration should be that the participant can articulate his/her desire to work; recognize different employment options through job shadowing, tours of businesses, discussion and presentations from employers, and informational interviewing; and awareness of his/her own personal strengths and weaknesses.

Work Experiences are designed for older participants or for participants who have successfully completed the Career Exploration track. Work Experiences shall be twenty (20) hours per week for a total of five (5) weeks. The first week shall be twenty (20) hours of soft skills education. The outcome of the service is that participants should be able to identify several vocational areas of interest; possess a general understanding of the job seeking process; the ability to meet employers expectations as far as quality and quantity of work, work behaviors, etc.; and; build upon communication and interpersonal skills; and/or address other potential vocational barriers.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.
- Initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
- Observations on the participant's behavioral and job task performance;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
- Input from the employer on performance and potential areas of concern;
- Input from the participant on his/her self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR staff and participant at the start of the service; and
- Questions posed by VR Counselors or VR Contractors in the Referral to Community Rehabilitation Program.

Providers must be pre-authorized by VR Staff or VR Contractor to compensate participants for actual work performed utilizing the Vocational Training Stipend (VTS).

Providers shall submit a participant log that has been signed by the participant that documents dates of work performed, start and end times, and breaks 30 minutes or longer. VTS shall not be paid for breaks that last 30 minutes or longer.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

### **TECHNICAL GUIDANCE**

- Since service is a Flat Fee ((Week) providers do not need to document all contacts. Report only needs to document the daily activities that take place during the service week.
- Providers shall immediately notify the VR Counselor and/or Contractor if the Individual misses more than two (2) days during the week. Individuals will not be allowed to participate in the following week until the Individual has discussed the situation with their VR Counselor and/or VR Contractor. Providers should interrupt/suspend services and the authorization until the Provider hears from the VR Counselor or VR Contractor.
- Summer Youth Work Experiences should be scheduled so that the Individual stays at the same job for the full day per week. Providers may change job duties once during the four (4) weeks in order to provide more job experiences. It is recommended that the jobs should be at least two (2) weeks.
- Summer Youth Career Exploration should include contacts with three businesses per week, preferably in different employment sectors.

### **WORK ADJUSTMENT (WA)**

Work Adjustment services are utilized to assist participants in preparing for employment by improving their job readiness. WA is successfully completed once participants are job ready at which point WA should end and participants should progress into other vocational services, e.g. Job Development. WA shall be conducted in competitive and integrated settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community. Providers shall create a service plan that outlines what steps are required to be able to transition the participant into a competitive integrated setting.

Provider staff will provide the participant with an assessment at the start of the service to develop an objective and measurable service plan that includes training goals and benchmarks,

outlines training techniques, and establish timeframes for adjustment. The service plan shall be submitted to VR Staff or VR Contractor within two weeks of the start of service. VR Staff and VR Contractor may not authorize additional time until the service plan has been received and reviewed. Providers should amend the service plan, as needed, with specific goals, modified instructional techniques, expected outcomes, and updated timeframes. Providers shall submit copies of updated plans to VR Staff and VR Contractor whenever they are updated. WA should not be used to teach position specific occupational or employer skills in order to get the participant hired or to develop a work history. The outcome of the service is to prepare the participant for permanent competitive integrated employment.

### **REQUIREMENTS**

WA shall be authorized either as a half day, four (4) hours, or a full day, seven (7) hours. VR Counselors or VR Contractors may request a schedule a less than four (4) or seven (7) hours to accommodate a participant's disability related needs. VR Counselors or VR Contractors must specifically communicate this to the provider at the time of the authorization.

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, host businesses, and service;
- Information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
- Initial assessment of the participant's functioning at the beginning of the service and at the end of each adjustment period to document progress;
- Observations on the participant's behavioral and job task performance;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
- Input from the employer on performance and potential areas of concern;
- Input from the participant on his/her vocational preferences; his/her self-assessment of his/her physical and mental capabilities to do the job; and potential concerns.
- Providers shall provide a participation log signed by the participant outlining dates, time started and ended, and any breaks, if applicable. And
- Questions posed by VR Counselors or Contractors in the Referral to Community Rehabilitation Program.

Providers must be pre-authorized by VR Staff or VR Contractor to compensate participants for actual work performed utilizing the Vocational Training Stipend (VTS).

Providers shall submit a participant log that has been signed by the participant that documents dates of work performed, start and end times, and breaks 30 minutes or longer. VTS shall not be paid for breaks that last 30 minutes or longer.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

**TECHNICAL GUIDANCE**

- Since service is a Flat Fee (Half- or Full-Day), providers do not need to document all contacts. Report only needs to document the activities delivered as part of the Half/Full Day of service.
- Providers shall immediately notify the VR Counselor and/or Contractor if the Individual misses more than two (2) days during the service and/or when sufficient information has been obtained to answer the referral questions. VR Counselors and/or VR Contractors will then determine if services should continue.

## **JOB RELATED SERVICES**

Services which support and assist a participant in searching for and securing an appropriate employment outcome. Job Related Services also includes services provided to a participant who has been placed in employment in order to stabilize the placement and enhance job retention. Services may include, but are not limited to activities such as: resume preparation, identifying appropriate job opportunities, developing interview skills, making contacts with companies on behalf of participants, on the job supports, etc.

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
<b>JOB SEEKING SKILLS TRAINING</b>	<b>\$6.00</b>	<b>6 MINUTES</b>
<b>JOB DEVELOPMENT (UOS)</b>	<b>\$6.50</b>	<b>6 MINUTES</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER I</b>	<b>\$1,167.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER II</b>	<b>\$1,110.25</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III</b>	<b>\$1,580.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM A (RAPID PLACEMENT)</b>	<b>\$1,980.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM B (SGA PLACEMENT)</b>	<b>\$1,980.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT TIER III PREMIUM C (RAPID &amp; SGA)</b>	<b>\$2,380.50</b>	<b>FLAT FEE</b>
<b>PERFORMANCE BASED JOB DEVELOPMENT SUBSEQUENT PLACEMENT</b>	<b>\$339.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER I</b>	<b>\$1,459.25</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER II</b>	<b>\$1,387.75</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III</b>	<b>\$1,975.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A (RAPID PLACEMENT)</b>	<b>\$2,375.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B (SGA PLACEMENT)</b>	<b>\$2,375.50</b>	<b>FLAT FEE</b>
<b>SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C</b>	<b>\$2,775.50</b>	<b>FLAT FEE</b>

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
(RAPID & SGA PLACEMENT)		
SUPPORTED EMPLOYMENT SUBSEQUENT PLACEMENT	\$424.25	FLAT FEE
ON-THE-JOB SUPPORTS	\$6.00	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (50%)	3 (37.1%)	4 (31.4%)	
JOB SEEKING SKILLS TRAINING	\$3.00	\$2.23	\$1.88	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.00	\$2.23	\$1.88	6 MINUTES

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

Job Seeking Skills Training is utilized to assist a participant to successfully identify and respond to potential job opportunities. JSST is a component of Job Development; however, JSST may be provided outside Job Development for participants who are preparing to conduct their own independent job search (e.g. not receiving Job Development). The service may include: how to locate job opportunities through the newspaper, online, job boards, and ‘cold calling’ techniques (i.e. telephone script); how to develop a 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, mock interviews, and to teach participants the importance of and how to manage their online/social media. The outcome of the service should be that the participant has the skills and resources to maximize his/her independence in conducting his/her own job search.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with participants, his/her parent or legal guardian, VR Counselors or VR Contractors, and service;
- Documentation of the topics and techniques used to teach the participant how to prepare for his/her independent job search;
- Include input from the participant on his/her self-evaluation of his/her interviewing skills; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers shall submit an electronic copy of the resume or mock application with the first report and invoice. The resume or mock application shall be professional in appearance and accurately reflect participant’s information, work and educational histories, and be free of spelling and grammatical errors.

Providers shall also assist the participant to register with Ohio Means Jobs (OMJ), if they are not already registered.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

#### **TECHNICAL GUIDANCE**

- VR Counselors and/or VR Contractors shall have five business days to review and approve the resume and/or mock application. Providers should follow up on the fifth (5<sup>TH</sup>) day and if there is no response, may assume that it has been approved. If an issue arises later, the Provider should work with the VR Counselor/VR Contractor, and Individual to make adjustments to the resume/mock application.

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

Job Development is utilized to prepare and assist participants to contact businesses, apply and interview with employers, and to secure employment. Job Development should include instruction and guidance about how to locate potential job opportunities (e.g. networking, use of OMJ and other electronic job boards, newspapers, online, and “cold” calling); development of a resume, cover letters and/or a mock application template; how to answer interview questions, including issues such as gaps in employment histories; requesting reasonable accommodations; addressing criminal histories; and managing online profiles/social media. This instruction and guidance should maximize the independence of the participant to conduct his/her own job search. Based upon the needs of the job seeker, Job Development may also include the job developer updating the job seeker’s resume/mock application, 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.

Performance Based (Tiers) is the preferred fee structure for job development and shall be paid upon the following deliverables:

- Tier I (Job Seeking Skills Training & Planning): Upon completion of job seeking skills training, acceptance of the resume/mock application by the VR Staff or VR Contractor, registration of the participant with Ohio Means Jobs (OMJ), and completion of the job development plan;
- Tier II (Job Search Assistance): VR Counselor or VR Contractor’s approval of a job that meets the participant’s agreed upon wage and hours as identified in the IPE, a review of the position description, and successful completion of the second day of work;

- Tier III (Retention): Upon 90 days and stabilization of employment after intensive On-The-Job Supports are removed as discussed and agreed upon by the VR Staff or VR Contractor and the provider; and
- Subsequent Placement: In situations where a participant loses his/her job after Tier II has been paid but before Tier III has been paid VR Counselors and VR Contractors may authorize for a Subsequent Placement to locate a new job. The Subsequent Placement shall be paid upon meeting the same requirements of Tier II.

Job Development UOS services may be utilized in situations such as to locate Temporary Summer Jobs for Transitional Youth, to allow a provider to pursue a specific employment lead for participants who may be receiving JD services from another provider, and/or on a case by case basis as determined by OOD.

Job Development shall not be provided in instances where a job offer is extended as a result of other vocational services unless the Job Development was authorized prior to the other services. Providers may use on-the-job supports to complete the hiring process in these situations.

The outcome of the service is for the participant to obtain necessary supports to successfully obtain and maintain permanent employment.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Include input from the participant on his/her self-evaluation of his/her interviewing skills;
- Dates of contacts with the participant, his/her parent or legal guardian, VR Counselors or VR Contractors, and businesses contacted on behalf of the participant and outcome of the contacts; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers and participants shall develop a Job Development plan that includes responsibilities for both the job developer and participant; identifies 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 participant. The Job Development plan must be submitted with the first month's report and invoice. The Job Development plan shall be reviewed each month and new goals and lists of potential positions/employers shall be updated and documented on the monthly report.

Providers shall submit an electronic copy of the resume or job application template for review and approval, by the VR Staff or VR Contractor, prior to sending it to potential employers or giving a copy to the participant;

Provider staff shall deliver services at an intensity as agreed upon in the job development plan and with sufficient attention to ensure the continued progress of the job seeker. Job Developers will be required to have weekly contact with the participant. The expectation is that the job developer and the participant are together regularly and actively job hunting together in the community, a minimal amount of time should be spent doing online job searches.

Providers shall assist participants to register with Ohio Means Jobs (OMJ), if they are not already registered.

Providers shall submit a placement report within five days of the job offer which includes, but not limited to, the job title, name of the employer, employer address, employer telephone, supervisor's name, start date, wage, number of hours, if insurance is available, and summary of other benefits, if applicable. The placement report should include the name of the provider, name of the staff who verified the information, and date.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

#### **TECHNICAL GUIDANCE**

- Performance Based Job Development includes all activities related securing employment for the Individual, including but not limited to, transporting Individuals to fill out applications and complete interviews; assisting Individuals in purchasing interview clothing, etc.
- Job Developers may assist individuals completing assessments, questionnaires, and surveys as part of the application and interview process e.g. person has difficulty using the computer the Job Developer can record the response. Participants must be present during the assessment, questionnaire, and/or survey and Job Developers may not complete them on behalf of the Participant.
- VR Counselors and/or VR Contractors shall have five business days to review and approve the resume and/or mock application. Providers should follow up on the fifth (5<sup>TH</sup>) day and if there is no response, may assume that it has been approved. If an issue arises later, the Provider should work with the VR Counselor/VR Contractor, and Individual to make adjustments to the resume/mock application.
- Job stabilization is determined by the VR Counselor and/or VR Contractor after the Individual has learned their job tasks and has successfully adjusted to the work environment to the point that the Individual can independently perform the job tasks. VR Counselor and VR Contractor should include the Individual and Provider in

the discussion about job stabilization. VR Counselors and/or VR Contracts shall notify the Provider once the Individual is placed in Employed Status (job stabilization date.)

- Final contact, between days eighty-three (83) and ninety (90) are required to be with the Individual. If the Provider has difficulty in contacting the Individual they should communicate that to the VR Counselor or VR Contractor.

### **SUPPORTED EMPLOYMENT - JOB DEVELOPMENT (SE-JD)**

Supported Employment services are intensive, ongoing support services (including Customized Employment, the IPS Model and Employment First Model) that are needed to assist an individual with the most significant disabilities to work in an integrated employment setting. Supported Employment Job Development should not be utilized to place participants into sheltered work environments. Supported Employment services should be more intensive with more frequent and substantial contacts with the participant and his/her person centered employment team. Participants should be involved and included in the job search process to the fullest extent possible.

The Supported Employment job developer will take on a more active role in securing employment opportunities including: contacting businesses on behalf of the participants; negotiating possible customized employment options; job carving; completing applications on behalf of participants or support participants completing their own applications for employment; discussion of hiring incentives and tax credits with the business; and providing support in requesting and implementing reasonable accommodations. Providers shall also register participants with Ohio Means Jobs (OMJ), if they are not already registered. Providers, participants, and support professionals, and members of the participant's person-centered planning team (e.g. family members, case managers, etc.) should develop a job development plan that includes vocational areas, or themes, for possible employment; specific employers where participants would like to apply; frequency and methods of communicating updates, but at a minimum of twice per week. Providers, participants, and support professionals, and involved other parties (e.g. family members, case managers, etc.) should meet as a team at a minimum of bi-monthly to review the supported employment/job development plan.

Performance Based (Tiers) is the preferred fee structure for Supported Employment Job Development and shall be paid upon the following deliverables:

- Tier I (Job Seeking Skills Training & Planning): Upon completion of job seeking skills training, acceptance of the resume/mock application by the VR Staff or VR Contractor, registration of the participant with Ohio Means Jobs (OMJ), and completion of the job development plan;
- Tier II (Job Search Assistance): VR Counselor or VR Contractor's approval of a job that meets the participant's agreed upon wage and hours as identified in the IPE, a review of the position description, and successful completion of the second day of work;

- Tier III (Retention): Upon 90 days and stabilization of employment after intensive On-The-Job Supports are removed as discussed and agreed upon by the VR Staff or VR Contractor and the provider; and
- Subsequent Placement: In situations where a participant loses his/her job after Tier II has been paid but before Tier III has been paid VR Counselors and VR Contractors may authorize for a Subsequent Placement to locate a new job. The Subsequent Placement shall be paid upon meeting the same requirements of Tier II.

Supported Job Development shall not be provided in instances where a job offer is extended as a result of other vocational services unless the job development was authorized prior to the other services. Providers may use On-The-Job Supports to complete the hiring process in these situations.

The outcome of the service is for the participant to obtain necessary supports to successfully obtain and maintain permanent employment.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Dates of contacts with the participant, his/her parent or legal guardian, VR Counselors or VR Contractors, and businesses contacted on behalf of the participant and outcome of the contacts; and
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers and participants shall submit a job development plan that includes responsibilities for both the job developer and participant; identifies specific positions and employers that the participant would like to pursue, and establishes the frequency and method of contact between the job developer and participant. The job development plan must be submitted with the first month's report and invoice. The job development plan shall be reviewed each month and new goals and lists of potential positions/employers shall be updated and documented on the monthly report.

Provider staff shall deliver services at an intensity as agreed upon in the job development plan and with sufficient attention to ensure the continued progress of the participant. Job Developers will be required to have contact with the participants at least twice per week. The expectation is that the job developer and the participant are together regularly and actively job hunting together in the community, a minimal amount of time should be spent doing online job searches.

Providers shall assist participants in registering with Ohio Means Jobs (OMJ), if they are not already registered.

Providers shall submit a placement report within five days of the job offer which includes, but not limited to, the job title, name of the employer, employer address,

employer telephone, supervisor's name, start date, wage, number of hours, if insurance is available, and summary of other benefits, if applicable. The placement report should include the name of the provider, name of the staff who verified the information, and date.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

### **TECHNICAL GUIDANCE**

- Eligibility for the Supported Employment Job Development rate is determined by the VR Counselor or VR Contractor based on the unique factors of the case. Both Providers and Individuals must meet specific criteria in order for the case to be considered eligible for the Supported Employment rate. Supported Employment Job Development must be placed on the Individual Plan for Employment (IPE) before it may be authorized.
- Supported Employment Job Development includes all activities related securing employment for the Individual, including but not limited to, transporting Individuals to fill out applications and complete interviews; assisting Individuals in purchasing interview clothing, etc.
- Job Developers may assist individuals completing assessments, questionnaires, and surveys as part of the application and interview process e.g. person has difficulty using the computer the Job Developer can record the response. Participants must be present during the assessment, questionnaire, and/or survey and Job Developers may not complete them on behalf of the Participant.
- VR Counselors and/or VR Contractors shall have five business days to review and approve the resume and/or mock application. Providers should follow up on the fifth (5<sup>TH</sup>) day and if there is no response, may assume that it has been approved. If an issue arises later, the Provider should work with the VR Counselor/VR Contractor, and Individual to make adjustments to the resume/mock application.
- Job stabilization is determined by the VR Counselor and/or VR Contractor after the Individual has learned their job tasks and has successfully adjusted to the work environment to the point that the Individual can independently perform the job tasks. VR Counselor and VR Contractor should include the Individual and Provider in the discussion about job stabilization. VR Counselors and/or VR Contracts shall notify the Provider once the Individual is placed in Employed Status (job stabilization date.)

- Final contact, between days eighty-three (83) and ninety (90) are required to be with the Individual. If the Provider has difficulty in contacting the Individual they should communicate that to the VR Counselor or VR Contractor.

***Beginning in January 2019, providers that wish to offer Supported Employment Job Development services must use staff that have successfully passed the Certified Employment Support Professional (CESP) through the Association of People Supporting Employment First or are adhering with a high degree of fidelity to a professionally recognized evidence-based employment practice.***

### **PERFORMANCE BASED JOB DEVELOPMENT RETENTION PREMIUM RATES**

Tier III rates shall be paid based upon the nature of the outcome achieved. VR shall compensate providers for assisting participants in meeting specific job retention benchmarks. There shall be three job retention premium rates. Retention premium rates may be paid for Performance Based Job Development and Supported Employment Performance Based Job Development.

#### **REQUIREMENTS: PREMIUM A (RAPID PLACEMENT)**

- Participant is placed in an employment setting, in accordance with the requirements of Tier II, that matches their desired wages, hours, and employment goal as identified on their IPE within ninety (90) days of the start of job development activities; and
- Participant maintains a position within the same employer throughout Tier III (Retention).

#### **TECHNICAL GUIDANCE**

- Start of Job Development activities is defined as the first date of service on the Tier I/Job Development Monthly Tracking Report.

#### **REQUIREMENTS: PREMIUM B (SGA EARNINGS PLACEMENT)**

- Participant is placed in an employment setting, in accordance with the requirements of Tier II, that pays earnings above the Substantial Gainful Activity (SGA) rate established by the Social Security Administration (SSA) at the time placement; and
- Participant maintains a position above the SGA level throughout Tier III (Retention)

#### **TECHNICAL GUIDANCE**

- Provider must provide documentation from the Employer, either a letter or copy or their payroll records, demonstrating that the Individual is earning over SGA at the time of the Tier III outcome.
- Providers are eligible for the SGA Earnings enhancement regardless of whether the Individual receives Social Security benefits or not.

#### **REQUIREMENTS: PREMIUM C (RAPID & SGA EARNINGS PLACEMENTS)**

- Participant is placed in employment that meets the requirements of both Premium A & B.

### **ON-THE-JOB SUPPORTS (OJS)**

On-The-Job Supports (OJS) (formerly known as Job Coaching and Job Retention) are utilized to provide assistance, such as, instruction to learn job tasks; to develop natural and peer supports; and adjusting to the work environment. OJS may occur on-site or off-site, an example of off-site job supports could be contacts with the participant before or after work to problem solve possible concerns that may impact employment. Providers shall perform a job task analysis for newly hired participants and develop a support plan that identifies specific qualitative and quantitative performance standards based on the employer's expectations and industry standards. The plan should project a systematic decrease of the intensity of supports as the participant learns job tasks and adjusts to the work environment. OJS are also utilized to provide continued supports to the participant and/or employer after the participant has learned the job tasks and reached his/her expected level of independence to ensure stability of the placement and enhance retention. During the first month after job stabilization, at a minimum, the provider shall contact the participant and employer once per week; during the second month the contacts may decrease to bi-weekly; and during the third month, as needed. Providers must contact the participant within one week of the 90<sup>TH</sup> day after the job has been stabilized. The outcome of the service is that the participant will be able to perform job tasks within the employer's accepted quality and quantity standards and that the participant will have successfully learned the job tasks and adjusted to the work environment.

### **REQUIREMENTS**

The written VR Report shall at a minimum address the following:

- Information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.
- Initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress.
- Observations on the participant's behavioral and job task performance.
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Input from the employer on performance and potential areas of concern.
- Input from the participant on his/her self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified by the VR staff and participant at the start of the service.
- Questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

Providers shall notify VR Counselor or VR Contractors as soon as possible, but no more than two business days, of any potential issues or areas of concern raised by the participant or employer.

Providers shall submit the invoice and report, on the appropriate template, within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

**TECHNICAL GUIDANCE**

- Final contact, between days eighty-three (83) and ninety (90) are required to be with the Individual. If the Provider has difficulty in contacting the Individual they should communicate that to the VR Counselor or VR Contractor.

**TABLE 3: CONTRACTED SERVICE RATES**

<b>SERVICE DESCRIPTION</b>	<b>RATE PER UNIT</b>	<b>UNIT (DURATION)</b>
<b>ACTIVITIES OF DAILY LIVING TRAINING</b>	<b>\$7.40</b>	<b>UOS</b>
<b>ORIENTATION &amp; MOBILITY TRAINING</b>	<b>\$9.60</b>	<b>UOS</b>
<b>LOW VISION SERVICES</b>	<b>\$8.70</b>	<b>UOS</b>
<b>REHABILITATION TECHNOLOGY</b>	<b>\$9.50</b>	<b>UOS</b>

## **DISABILITY & AUGMENTATIVE SKILLS TRAINING**

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

ADL (Self) Training, commonly referred to as 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 Counselor or Coordinator regarding in which areas the individual may have barriers as well as the individual's strengths. Provider will develop a plan outlining benchmarks, instructional techniques, and estimated timeframes to achieve learning objectives. 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. Providers shall use the appropriate report template as defined in the VR Provider Manual. VR Report and invoice shall be submitted electronically within 15 (fifteen) days of the date of last service or the last day of the calendar month defined in the VR Original Authorization & Billing (OOD-0020), whichever comes first.

#### **REQUIREMENTS:**

The written VR Report shall at minimum address the following:

- Initial assessment of the individual's functioning at the beginning of the service and at the end of each adjustment period to document progress.
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Input from the individual on their self-assessment and progress during the adjustment period; and potential concerns.
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

### **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. Provider will assess the needs of the individual and make recommendations to VR Counselor or Coordinator regarding which areas the

individual may have barriers as well as the individual's strengths. Provider will develop a plan outlining benchmarks, instructional techniques, and estimated timeframes to achieve learning objectives. Providers may use instructional techniques, such as sighted-guide, cane, or use of service animals. 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. Providers shall use the appropriate report template as defined in the VR Provider Manual. VR Report and invoice shall be submitted electronically within 15 (fifteen) days of the date of last service or the last day of the calendar month defined in the VR Original Authorization & Billing (OOD-0020), whichever comes first.

### **REQUIREMENTS:**

The written VR Report shall at minimum address the following:

- Initial assessment of the individual's functioning at the beginning of the service and at the end of each adjustment period to document progress.
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress.
- Input from the individual on their self-assessment and progress during the adjustment period; and potential concerns.
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

## **REHABILITATION TECHNOLOGY**

### **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. The service should include home or employment site visits; measurements of the physical environment or equipment, developing technical drawings e.g. in the case of home modifications/physical accessibility modifications; researching potential modifications; fabrication and installation of modifications; and computer programming to provide for accessibility. Service may also include training on utilization and maintenance of accommodations. Providers should develop a plan for services that address the participant's needs, training recommendations with specific and measurable benchmarks, and projected timeframes. The outcome of the service should be modifications to the physical environment or equipment that will enhance the individual's independence and employment options. Providers shall use the appropriate report template as defined in the VR Provider Manual. VR Report and invoice shall be submitted electronically within 15 (fifteen) days of the date of last service or the last day of the calendar month defined in the VR Original Authorization & Billing (OOD-0020), whichever comes first.

### **REQUIREMENTS**

The written VR Report shall at minimum address the following:

- Questions posed by VR Counselors or Coordinators in the Referral to Facility Form.

- Drawings and plans that clearly identify the current situation and proposed modifications.
- Input and feedback from the individual on the progress of the training, as applicable.

### **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. 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 may also train individuals on the proper care and maintenance of selected equipment. The outcome of the service is to provide assistive technology devices and services to improve vision to promote employability and independence. Providers shall use the appropriate report template as defined in the VR Provider Manual. VR Report and invoice shall be submitted electronically within 15 (fifteen) days of the date of last service or the last day of the calendar month defined in the VR Original Authorization & Billing (OOD-0020), whichever comes first.

### **REQUIREMENTS**

The written VR Report shall at minimum address the following:

- Questions posed by VR Counselors or Coordinators in the Referral to Facility Form.
- Input and feedback from the individual on the progress of the training, as applicable.
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