




Title:	Maintenance Services
Procedure #:	80-VR-11-02
Policy Reference:	80-VR-11
Legal Reference:	ORC §3304.15, 34 CFR 361.5 (34), 361.48; OAC 3304-2-59
Effective Date:	May 20, 2019
Approved:	Kevin L. Miller, Executive Director 
Origin:	Bureau of Vocational Rehabilitation and Bureau of Services for the Visually Impaired
Supersedes:	80-VR-11-02 (2/19/2018)
History:	Portions of VRP-1520 (Reviewed 12-31-06); (Revised 1-2-07); (Revised 3-5-07)
Review/Implementation	Begin Review – 11/02/20 Implement Revisions By – 05/03/21

I. PURPOSE

The purpose of this procedure is to provide direction for the provision of maintenance services in accordance with appropriate federal (e.g. Code of Federal Regulations [CFR]) and state law (i.e. Ohio Revised Code [ORC], Ohio Administrative Code [OAC]) Governor directives and executive orders, other governing agency (e.g. DAS, OBM) policy or guidance, and/or Executive Director expectations.

Refer to the AWARE Manual for more detailed instructions regarding the management of cases in AWARE.

II. APPLICABILITY

This procedure applies to VR Staff and VR Contractors.

III. DEFINITIONS

Refer to “Vocational Rehabilitation Definitions” (80-VR-99.A).

IV. PROCEDURES

A. General

1. OOD shall provide information to individuals and if applicable, their parent or legal guardian, throughout the Vocational Rehabilitation (VR) process as required by law (e.g. rights and duties). This information shall be provided, in writing, and when appropriate, in the individual’s native language or through an appropriate mode of communication.

2. AWARE shall be updated with pertinent conversations, recommendations, justifications, approvals and/or other actions taken in relation to this procedure.
 - a. If supervisory or management approval is required during the VR process, VR Staff or VR Contractor shall, via a "Custom Activity Due" in AWARE, request approval which shall include a written justification.
 - b. The supervisor or manager shall consider the VR Staff or VR Contractors' justification and document his/her approval or denial within the "Activity Due" as detailed below.
 - i. If approval is based on the written justification, the supervisor/manager shall enter "Approved" in the "Comments" and change the activity status to "Completed."
 - ii. If approval is based on the written justification but additional conditions/requirements need to be addressed before VR Staff or VR Contractor can take action on the approval; the supervisor/manager shall enter "Approved with Conditions" and document the conditions/requirements in the "Comments" and change the activity status to "Completed".
 - iii. If denied, and the supervisor/manager does not agree with the justification, he/she shall enter the words "Request Denied," and document the reason(s) for denial in the "Comments" and change the activity status to "Completed."
3. If VR Staff or VR Contractor are a Certified Rehabilitation Counselor (CRC-certified) and will be directly involved with an individual's case, he/she shall complete the "Professional Disclosure Statement" (80-VR-01.E).
 - a. VR Staff or VR Contractors who are not a Certified Rehabilitation Counselor (CRC-certified) are exempt from this requirement.
 - b. Once completed, the "Professional Disclosure Statement" shall be reviewed and signed by the individual and, if applicable, his/her parent or legal guardian, and the CRC-certified VR Staff or VR Contractor.
 - i. Once signed, the statement shall be scanned into the AWARE Participant Module, as a Case Note, with the category "Professional Disclosure Statement" and summary title "Signed."
4. If, at any time during the VR process, an individual, or if applicable, his/her parent or legal guardian, wishes for someone other than his/her parent or legal guardian to take part in any step of the process or if additional records and/or assessments are needed (e.g. medical records), a "Consent and Release of Information" form (80-VR-01.G) must be completed and signed for each person/entity and submitted to OOD.
 - a. If, at any time during the VR process, an individual, or if applicable, his/her parent or legal guardian, wishes to withdrawal consent from any person or entity listed on his/her application or a completed consent, a "Withdrawal of Consent" form (80-VR-01.H) must be completed, signed and submitted to OOD.

5. Transition Services” (80-VR-11-12) shall be followed for additional guidance and direction regarding maintenance services for students with a disability enrolled in a secondary educational institution.

B. Provision of Maintenance Services

1. Maintenance services shall not be provided for the general support of an individual, but to support the provision of one (1) or more VR services in which an individual is participating when added costs are in excess of the individual’s normal expenses.
2. VR Staff or VR Contractor may provide maintenance services when they are vocationally relevant. These services may include, but are not limited to, the items listed below.
 - a. Cost of uniforms or other suitable clothing required for an individual’s job placement or job seeking activities.
 - b. Cost of short-term expenses (e.g. food, shelter) that are required in order for an individual to participate in assessment or vocational training at a site that is not within commuting distance of an individual’s home.
 - i. VR Staff or VR Contractor shall refer to Post-Secondary (80-VR-11-05) for direction on providing room and board, when the individual, chooses to attend a school that is not within commuting distance.
 - c. Initial one-time costs (e.g. security deposits, initiation charges for utilities) that are required in order for an individual to relocate for a job placement as permitted in “Transportation” (80-VR-11-11).
3. VR Staff or VR Contractor and the individual should discuss a strategy for addressing the individual’s future maintenance needs once OOD will no longer contribute to those needs.

C. Limits on Maintenance Services

1. VR Staff or Contractor shall not:
 - a. approve an IPE when a maintenance service(s) is/are the only service(s) listed;
 - b. close a case successfully when maintenance is the only service provided;
 - c. keep a case open solely for the purpose of continuing maintenance services once the requirements for case closure have been met;
 - d. authorize maintenance services for food and clothing costs or include ordinary, usual, and customary food or clothing expenses that do not occur as a direct consequence of the provision of VR services;
 - e. authorize maintenance services for any ongoing costs of sustaining a home (e.g. utility costs, home improvements, mortgage/rent payments);
 - f. authorize maintenance services to alleviate an individual’s poverty or to enhance an individual’s standard of living;

- g. authorize maintenance services to compensate an individual or his/her family member(s) for work earnings that may be lost because of participation in VR services; and
- h. authorize maintenance services after an individual receives his/her first paycheck or after the first 30 days of self-employment.
- i. Individuals with emergency relief of ongoing assistance needs should be referred to appropriate public assistance agencies (refer to "Information and Referral" [80-VR-11-07]).

D. Authorization of Maintenance Services

1. VR Staff or Contractor shall utilize comparable benefits and an individual's contribution, when available, to cover all or a portion of maintenance service cost(s).
2. VR Staff or Contractor shall not authorize for maintenance services beyond the timeframe of the designated VR service it supports.
3. When an individual is in "Service-I" (i.e. interrupted) status in AWARE, VR Staff or VR Contractor shall discontinue authorizing for maintenance services until the individual returns to an active participation status in AWARE.
4. VR Staff or Contractor shall document efforts to ensure the lowest, most responsive price (i.e. least cost) for maintenance services, as required in "Vocational Rehabilitation Purchases" (40-FIN-01-06).

E. Violation

An employee who violates this procedure may be subject to discipline up to and including removal.

FORMS AND ATTACHMENTS

- N/A

RESOURCES

- Transition Services (80-VR-11-12)
- Post-Secondary Training (80-VR-11-05)
- Transportation (80-VR-11-11)
- Vocational Rehabilitation Purchases (40-FIN-01-06)
- Information and Referral (80-VR-11-07)

FUNDING

Programs provided by the Opportunities for Ohioans with Disabilities are funded, in whole or in part, with federal grants awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS).

For purposes of the Vocational Rehabilitation (VR) Program, including Pre-Employment Transition Services (Pre-ETS), OOD received 78.7% of its funding through the DOE VR grant. In Federal fiscal year (FFY) 2018, OOD received \$100,336,097 in federal funds. Funds appropriated by the State covered 21.3 % of the total costs, or \$27,155,767. Of these federal funds, \$15,050,415 is set aside for Pre-ETS.

For purposes of the Supported Employment Program, the DOE VR grant funded 100% of the costs for the Supported Employment for Youth with a Disability Program. In FFY 2018, OOD received \$303,725. The grant also funded 95% of the Supported Employment Program (non-Youth). In FFY 2018, OOD received \$303,725 and the State appropriated funds paid the remaining 5% or \$33,747 of the total costs.

REVIEW

It is the responsibility of the Deputy Director, or designee, to review this procedure, on or before, the date listed in the header and if applicable, make any necessary revisions. The Deputy Director or designee shall document the I review as required in "Policy and Procedure Development, Review, Dissemination and Acknowledgement" (10-ADM-01).