



VR PROVIDER MANUAL

(Revision 4 – Effective 10/15/19)

INTRODUCTION

The VR Provider Manual offers VR Counselors, VR Contractors, VR Support Staff, and Providers guidance from Opportunities for Ohioans with Disabilities (OOD) about service delivery rates and requirements as defined in OAC 3304-2-52, 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) and announced through the eGov Delivery email distribution list, also known as Granicus. Updates will be effective no less than thirty (30) days from the date posted on the website, unless specifically noted otherwise. It is implied by Providers continuing to accept authorizations and offering services to the VR Program that Providers accept and will adhere to 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.

Thank you.

Provider & Contract Management Unit

NOTE: The last page of the VR Provider Manual contains a “Change Log” that summarizes the topics that were updated from the previous version.

TABLE OF CONTENTS

You may press “Control” + Topic to go directly to that page. When finished you may select the “Control” + “Table of Contents” to be returned to this section.

TOPIC	PAGE
CRPVENDOR Mailbox	5
Provider Management Program Accounts	5
Provider Applications	8
Provider Accreditation & Standing	8
Provider Contacts	8
Provider Distribution List (Granicus)	9
Confidentiality	9
Significant Incident Reports	10
Ethics	10
Conflicts of Interest	11
Electronic Communications	11
Signatures	11
Marketing Materials & Activities	12
VR Original Authorizations & Billings (OOD-0020)	14
Electronic Submissions Of Reports & Invoices	14
Invoices & Report Forms	15
Service Requirements (Billable Definitions)	16
Service Requirements (Non-Billable Definitions)	17
Table 1: OAC 3304-2-52 Appendix - Individual Rates	19
Table 1: OAC 3304-2-52 Appendix - Per Person Rates	22
Table 3: OAC 3304-2-52 Appendix - Group Service Rates	23
Fiscal Definitions	24
Vocational Services	27
<ul style="list-style-type: none"> • Bilingual Supplement 	27
<ul style="list-style-type: none"> • Service Area Modifier 	27
Auxiliary Services	28
<ul style="list-style-type: none"> • Intake 	28
<ul style="list-style-type: none"> • Interpreter Services 	29
<ul style="list-style-type: none"> • Site Coordination 	29
<ul style="list-style-type: none"> • Site Development 	30

TOPIC	PAGE
• <u>Transportation</u>	31
• <u>Vocational Training Stipend</u>	31
<u>Diagnostic & Assessment Services</u>	33
• <u>Work Incentives Planning</u>	33
• <u>Work Incentives Coordination</u>	34
• <u>Community Based Assessment</u>	35
• <u>Community Based Assessment – Rapid Engagement</u>	36
• <u>Community Based Assessment – Placement Premium</u>	37
• <u>Vocational Evaluation</u>	37
• <u>Vocational Consultation</u>	38
• <u>Career Exploration</u>	39
<u>Disability & Augmentative Skills Training</u>	41
• <u>Activities Of Daily Living</u>	41
• <u>Orientation & Mobility</u>	42
• <u>Orientation Mobility – Site Development</u>	43
• <u>Travel Training</u>	44
<u>Job Readiness Services</u>	45
• <u>Job Readiness Training</u>	46
• <u>Summer Youth (Work Experience & Career Exploration)</u>	49
• <u>Work Adjustment</u>	52
• <u>Work Adjustment Placement Premium</u>	53
<u>Job Related Services</u>	55
• <u>Job Seeking Skills Training</u>	56
• <u>Job Development</u>	57
• <u>Supported Employment Job Development</u>	60
• <u>Placement Premiums</u>	64
• <u>On-The-Job Supports</u>	64
• <u>OTJS – Shift Differential</u>	66
<u>Rehabilitation Technology</u>	67
<u>Pre-Employment Transition Services</u>	69
• <u>Counseling On Post-Secondary Options</u>	69
• <u>Instruction in Self-Advocacy</u>	70
• <u>Job Exploration Counseling</u>	71
• <u>Work Based Learning</u>	72
• <u>Work Readiness Training</u>	73

TOPIC	PAGE
<u>Provider & Contracts Management Unit (PCMU)</u>	75
<u>Provider Management Procedure</u>	76
<u>VR Provider Quarterly Meetings</u>	86
<u>School Based Job Readiness Training Protocol</u>	88
<u>Change Log</u>	91

TECHNICAL ASSISTANCE

CRPVENDOR@OOD.OHIO.GOV MAILBOX

This is a monitored email account. The mailbox often receives a large volume of emails 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. Providers should use this mailbox for all OOD business regarding the provision of fee schedule services. If you do not receive a response within five days you may contact Jay Burns at 614-438-1321 or jay.burns@ood.ohio.gov.

[TABLE OF CONTENTS](#)

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). PMP will use an OH|ID to identify you in the system. OH|ID and passwords are issued to specific individuals and you may not share either the username and/or password. Sharing account information is a violation of the security affidavit process any may result in your access being revoked.

Providers should access the Provider Management Program from the Opportunities for Ohioans with Disabilities (OOD) website (www.ood.ohio.gov) under the Provider Services tab within the Provider Section. Providers should not bookmark the link as there are periodic updates.

If you have issues with Provider Management Program (PMP) you need to email crpvendor@ood.ohio.gov or contact your Regional Program Specialist. DODD does not provide direct assistance to Providers.

New Providers

May enroll by creating a new account from the Provider Management Program (PMP) login screen which is located on OOD's website, www.ood.ohio.gov under the Provider Section and Provider Services tab. On the login screen just to the right of the picture of the lock is a link to "Create New Account." Follow the instructions on the pages to create your account. You need to make sure that you select that you are affiliated with "Opportunities for Ohioans with Disabilities" when you select your account type. If you do not select "Opportunities for Ohioans with Disabilities" as your affiliation you will not be able to create an application. You will be asked to verify your information and will receive an email to verify your information. You then may log into PMP and enter your Provider application.

Existing Providers

If you need to change who holds their account access should follow the process outlined above, with the exception, once your username has been set you will need to email the new username to the crpvendor@ood.ohio.gov. You will not be able to log into the PMP system until OOD has transferred your account access.

Forgot Username or Password

Use the “Forgot username/password?” link on the login screen to reset it.

OOD does not have access to passwords and cannot reset them.

Expired Accounts

If your account says that your Role is “Expired” you must complete a new online security affidavit follow the instructions below to complete the form.

1. Go to DODD’s website, dodd.ohio.gov
2. Locate the DODD Rules & Forms tab at the top of the webpage and select it
3. The forms section will open up, select the “Online Security Request”
4. Complete the form using the information below:
 - a. Account Type: Select Independent or Agency Provider
 - b. Request Type: Renew
 - c. Provider Type: Agency (OOD does not have Independent Providers – You either work for an agency or you are the agency)
 - d. Contract #: If you do not know your OOD Contract # you need to email crpvendor@ood.ohio.gov to request it.
 - e. Existing User Name: Name you use to log into OOD’s PMP system
5. You must print and sign the form and email a scanned copy to crpvendor@ood.ohio.gov. **DO NOT send it to DODD ITS Call Center**
 - a. OOD needs to verify your Provider status and will send it to DODD.
 - b. If you send it to DODD directly it will delay the issue.
6. Providers will be notified when the issue is resolved.

Logging In

When a Provider logs in you will need to select MyDODD applications under the My Apps option (SEE BELOW)

My Apps

You are currently subscribed to the apps below - clicking the "X" on the app tile will unsubscribe you from the app and reinstating your subscription may require additional approval.



The system will then confirm that you wish to enter the Opportunities for Ohioans with Disabilities (OOD) site. You should make sure that your Account Type is “Opportunities for Ohioans,” and that your Role is Provider. (SEE BELOW – The only difference is

yours will say “Provider” instead of “Staff.”) Once you have confirmed this information is correct you should select the red “Continue” button at the bottom of the screen.

Continue with Logged In User Account
[Account Type: Opportunities for Ohioans, Role: Staff]

Continue with Another Existing Account

Switch to one of your other accounts ▼

Create an additional New Account

If the “Continued with Logged in User Account” does not say Opportunities for Ohioans with Disabilities you will need to change it. Select the second radio button, “Continue with Another Existing Account” and find your OOD account in the drop down box that says “Switch to one of your other accounts.”

Application Statuses

Upon submission of the application you will receive a Ticket number, e.g. #1559, to track your application. If you do not get a numeric Ticket number, or a Ticket number of #-1, you will need to email crpvendor@ood.ohio.gov for assistance.

If your application status is “**Pending**” or you are asked to navigate to your ending application that means that your application has not been successfully submitted to OOD for review and/or approval.

If you have difficulties with the PMP system you should email the crpvendor@ood.ohio.gov.

[TABLE OF CONTENTS](#)

PROVIDER APPLICATIONS

Providers and specific services offered through Providers must be approved through the Provider Management Program (PMP). Provider applications will be processed within **thirty (30) 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.

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.

Providers will be required to attend training on VR services prior to services being authorized.

[TABLE OF CONTENTS](#)

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 from 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. 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.

[TABLE OF CONTENTS](#)

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.

[TABLE OF CONTENTS](#)

PROVIDER DISTRIBUTION LIST (GRANICUS)

Provider Staff should register for VR Provider updates through the subscriptions option on OOD's website (www.ood.ohio.gov.) To sign up locate the "Stay Connected" button on the left side, midway down the page, select it and then follow the instructions to add your email. Providers can sign up for different publications but should make sure to sign up for the Vocational Rehabilitation (VR) Providers list. Providers are responsible for maintaining and updating their current contact information through the e-Gov distribution list. OOD sends all updates and notices to Providers from this list. If your organization is not signed up you may miss updates and potential opportunities.

[TABLE OF CONTENTS](#)

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 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.

[TABLE OF CONTENTS](#)

SIGNIFICANT INCIDENT REPORTS

Providers are required to notify OOD when an Individual is involved in an unusual incident that potentially impacts their health and safety. Providers should follow the steps below to report an incident:

1. Take immediate steps to ensure the Individuals health and safety, e.g. call 9-1-1, provide first aid, etc.
2. Providers must immediately notify the assigned VR Counselor/Contractor via telephone. Providers may not leave messages and if the Counselor/Contractor is not available ask for their Supervisor or another VR Supervisor.
3. Providers must follow up the telephone call with a written copy of the SIF (Provider Form 16). The SIF should be sent to the VR Counselor/Contractor and CC: the crpvendor@ood.ohio.gov mailbox.
4. Depending on the nature of the issue Providers may be required to notify other agencies, such as the local County Board of DD, children's services, or law enforcement.
5. Failure to follow this process may result in the Provider being suspended and/or a Corrective Action Plan (CAP) at the discretion of OOD.

[TABLE OF CONTENTS](#)

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.

[TABLE OF CONTENTS](#)

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 for guidance.

[TABLE OF CONTENTS](#)

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 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).

[TABLE OF CONTENTS](#)

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.

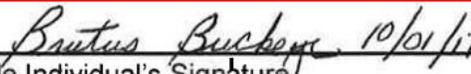
OOD requests that individuals handwrite the date behind their signature in order to ensure that it is an original signature. **(SEE EXAMPLE)** The date fields on forms may be typed.

Providers must collect a new 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
--	------------------

[TABLE OF CONTENTS](#)

MARKETING MATERIALS & ACTIVITIES

Opportunities for Ohioans with Disabilities (OOD) is not a potential funding source for services or programs offered through Providers. OOD’s name or the OOD logo shall not be listed as a funding source in any marketing materials or on Providers’ websites as a potential funding source.

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 meetings 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.

[TABLE OF CONTENTS](#)

QUESTIONS?

For questions about situations not addressed in the VR Provider Manual, Providers should email crpvendor@ood.ohio.gov.

[TABLE OF CONTENTS](#)

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 Counselor 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/or 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 Contractor 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, prior to the start of the next month of service.

If Providers know that they will not be providing a service during the month, or at all, the Provider should email the VR Counselor and/or Contractor to notify them that the authorization may be cancelled. Cancellations should be made within thirty (30) days.

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.

[TABLE OF CONTENTS](#)

ELECTRONIC SUBMISSIONS OF REPORTS & INVOICES

Providers shall submit a proper invoice and report via secure email (ZixMail) or secure fax. Proper invoices are defined as including an invoice and report that is free of errors and provides all required documentation in order for the payment to be released. Providers should submit the report and invoice to the respective mailbox for the Region that the VR Office is located.

Providers should only submit one invoice with an accompanying report, e.g. if there is a report form with invoice Providers should only submit that. Providers should not submit the report

invoice, the VR Authorization, and/or their invoice with the report. Multiple invoices can result in a denial and/or delay payment.

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. Invoices and reports for the same service authorization should be submitted in one message and must contain all required documentation in order to release the payment.

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. Invoices and reports for the same service authorization should be submitted in one transmission and must contain all required documentation in order to release the payment.

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
VR (BVR & BSVI) INVOICES OOD.BVRBSVIINVOICINGFAX@OOD.OHIO.GOV 614.985.8315 (FAX)	STATEWIDE
INDEPENDENT LIVING OLDER BLIND ILPROGRAM@OOD.OHIO.GOV 614.985.7914 (FAX)	STATEWIDE
PRE-EMPLOYMENT TRANSITION SERVICES OOD.PREEMPLOYMENTINVOICINGFAX@OOD.OHIO.GOV 614-985-9720	STATEWIDE

[TABLE OF CONTENTS](#)

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 is the same as OOD's form. Providers are not permitted to make changes to OOD's report forms.

Providers using their own case management or third party billing systems are responsible for the accuracy of invoices.

[TABLE OF CONTENTS](#)

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 in the same area) and actively providing direct services to Individuals in order to charge for the service. If Provider Staff are not on-site and/or actively providing direct services the time does not count towards the billable services and 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. Each five (5) texts created/sent by Provider Staff per day equals one (1) Unit of Service. **(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 is adjusting to the work environment;
- Completion and submission of 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.);** and
- 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 not and how much time should be spent on online job searches.)

TABLE OF CONTENTS

EXAMPLES OF INDIRECT SERVICES (NON-BILLABLE)

- Missed appointments (except as allowed for Interpreters per Ohio Administrative Code §3304-2-52 (E));
 - Unpaid meal periods are not counted for the purpose of determining billable service time;
 - Listening to telephone messages and reading correspondence, electronic or paper, received by Provider Staff;
 - Telephone, correspondence, or in person contacts with third parties, other than potential employers, 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.*)

[TABLE OF CONTENTS](#)

VR FEE SCHEDULE RATES & DESCRIPTIONS

TABLE 1: INDIVIDUAL FEE SCHEDULE RATES

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLEMENT	SERVICE RATE + 10%	VARIABLE
SERVICE AREA MODIFIER – LEVEL I (UP TO 35 MILES ONE WAY)	\$39.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II (36 – 50 MILES ONE WAY)	\$56.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III (OVER 50 MILES ONE WAY)	\$78.00	FLAT FEE
INTAKE	\$120.00	FLAT FEE
INTERPRETER SERVICES (FOREIGN & SIGN LANGUAGE)	\$6.20	6 MINUTES
SITE COORDINATION	\$140.00	FLAT FEE
SITE DEVELOPMENT	\$7.00	6 MINUTES
TRANSPORTATION	\$5.40	6 MINUTES
VOCATIONAL TRAINING STIPEND	OHIO MINIMUM WAGE + 15%	6 MINUTES
WORK INCENTIVES PLANNING	\$343.00	FLAT FEE
WORK INCENTIVES COORDINATION	\$7.50	6 MINUTES
COMMUNITY BASED ASSESSMENT (HALF DAY: 4 OR LESS HOURS)	\$256.00	FLAT FEE (DAY)
COMMUNITY BASED ASSESSMENT (FULL DAY: OVER 4 HOURS)	\$448.00	FLAT FEE (DAY)
COMMUNITY BASED ASSESSMENT – RAPID ENGAGEMENT	\$400.00	FLAT FEE
COMMUNITY BASED ASSESSMENT – PLACEMENT PREMIUM	\$1,251.00	FLAT FEE
VOCATIONAL EVALUATION	\$1,083.00	FLAT FEE
VOCATIONAL CONSULTATION	\$7.00	6 MINUTES
CAREER EXPLORATION	\$7.20	6 MINUTES
ACTIVITIES OF DAILY LIVING TRAINING (NON-CREDENTIAL)	\$10.40	6 MINUTES
ACTIVITIES OF DAILY LIVING TRAINING (CREDENTIAL)	\$11.40	6 MINUTES
ORIENTATION & MOBILITY TRAINING	\$12.80	6 MINUTES
O&M SITE DEVELOPMENT	\$175.00	FLAT FEE

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
TRAVEL TRAINING	\$6.40	6 MINUTES
SUMMER YOUTH CAREER EXPLORATION	\$909.00	FLAT FEE (WEEK)
SUMMER YOUTH WORK EXPERIENCE	\$1,212.00	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$245.00	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$429.00	FLAT FEE (DAY)
WORK ADJUSTMENT – PLACEMENT PREMIUM	\$1,251.00	FLAT FEE
JOB SEEKING SKILLS TRAINING	\$6.40	6 MINUTES
JOB DEVELOPMENT (UOS)	\$7.00	6 MINUTES
PERFORMANCE BASED JOB DEVELOPMENT TIER I	\$1,667.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER II	\$1,251	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 30 DAYS	\$417.00	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 60 DAYS	\$417.00	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS	\$417.00	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM A (RAPID PLACEMENT)	\$817.00	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM B (SGA PLACEMENT)	\$817.00	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM C (RAPID & SGA)	\$1217.00	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER I	\$2,084.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER II	\$1,563.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 30 DAYS	\$521.00	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III – 60 DAYS	\$521.00	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III –90 DAYS	\$521.00	FLAT FEE (30 DAYS)

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A – 90 DAYS (RAPID PLACEMENT)	\$921.00	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B – 90 DAYS (SGA PLACEMENT)	\$921.00	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C – 90 DAYS (RAPID & SGA PLACEMENT)	\$1,321.00	FLAT FEE (30 DAYS)
ON-THE-JOB SUPPORTS	\$6.40	6 MINUTES
ON-THE-JOB SUPPORTS + SHIFT DIFFERENTIAL	\$6.60	6 MINUTES
REHABILITATION TECHNOLOGY (NON-CREDENTIAL)	\$11.50	6 MINUTES
REHABILITATION TECHNOLOGY (CREDENTIAL)	\$12.70	6 MINUTES
COUNSELING ON POSTSECONDARY	\$6.20	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$6.20	6 MINUTES
JOB EXPLORATION COUNSELING	\$6.20	6 MINUTES
WORK BASED LEARNING	\$6.20	6 MINUTES
WORKPLACE READINESS TRAINING	\$6.20	6 MINUTES

[TABLE OF CONTENTS](#)

TABLE 2: GROUP FEE SCHEDULE RATES (PER INDIVIDUAL)

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB READINESS TRAINING (SCHOOL BASED) (HALF DAY: 2.5 OR LESS HOURS)	\$59.00	FLAT FEE (DAY)
JOB READINESS TRAINING (SCHOOL BASED) (FULL DAY: OVER 2.5 HOURS)	\$94.00	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (HALF DAY: 4 OR LESS HOURS)	\$94.00	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (FULL DAY: OVER 4 HOURS)	\$163.00	FLAT FEE (DAY)

[TABLE OF CONTENTS](#)

TABLE 3: GROUP FEE SCHEDULE RATES (BASED ON GROUP SIZE)

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
TRAVEL TRAINING	\$3.46	\$2.62	\$2.11	6 MINUTES
SUMMER YOUTH CAREER EXPLORATION	\$490.86	\$372.69	\$299.97	FLAT FEE (WEEK)
SUMMER YOUTH WORK EXPERIENCE	\$654.48	\$496.92	\$399.96	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$132.30	\$100.45	\$80.85	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$231.66	\$175.89	\$141.57	FLAT FEE (DAY)
JOB SEEKING SKILLS TRAINING	\$3.46	\$2.62	\$2.11	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.46	\$2.62	\$2.11	6 MINUTES
COUNSELING ON POSTSECONDARY	\$3.35	\$2.54	\$2.05	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$3.35	\$2.54	\$2.05	6 MINUTES
JOB EXPLORATION COUNSELING	\$3.35	\$2.54	\$2.05	6 MINUTES
WORK BASED LEARNING	\$3.35	\$2.54	\$2.05	6 MINUTES
WORKPLACE READINESS TRAINING	\$3.35	\$2.54	\$2.05	6 MINUTES

[TABLE OF CONTENTS](#)

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. Flat Fees are inclusive of all contacts required to provide and document the service, e.g. telephone contacts to set appointments, a case staffing, etc.

[TABLE OF CONTENTS](#)

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 a ratio of one (1) Provider staff person to one (1) Participant shall be maintained for the entire duration of the service, except for Community Based Assessments. Community Based Assessments shall not exceed one (1) Provider staff person to two (2) Participants and VR Counselor or VR Contractor must provide prior approval of the group service prior to the Community Based Assessment. In these cases each CBA would be authorized for each participant at the full individual rate for their 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 1:4, one (1) staff person to four (4) Participants. 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.

Example: Provider is serving three Participants, one funded through OOD and two through the DODD waiver. This shall be billed at the group rate even though the Provider is only providing services to one OOD Participant.

When a Provider delivers services not defined in the VR Fee Schedule through an approved Addendum and/or Miscellaneous Training Addendum, services shall be provided on an individual basis, one (1) Provider staff person to one (1) Participant, unless the Provider specifically has requested and OOD has approved a group rate on their approved Addendum and/or Miscellaneous Training Addendum, as posted in the Provider Management Program (PMP).

[TABLE OF CONTENTS](#)

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.

Exception: In cases where Site Development and a service have been requested together, the authorization shall be issued for ninety (90) days or up to September 30TH, whichever occurs first.

Service dates of VR authorizations for other Flat Fee services, e.g. Week or Outcome, shall be authorized until the end of the current Federal Fiscal Year. Providers shall complete the entire service prior to billing, with the exception of Summer Youth Career Exploration and/or Summer Youth Work Experiences, which may be billed up to twice during the service. Providers may not bill for partial or incomplete services during the billing cycle.

TABLE OF CONTENTS

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 shall be physically present and/or actively performing a service for time to be billable. Providers shall 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.

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

[TABLE OF CONTENTS](#)

VR AUTHORIZATIONS

VR authorizations act as the agreement to purchase a maximum amount of a specific service within a specific range of dates and the 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 originally authorized, the Provider is responsible for contacting the assigned VR Counselor or VR Contractor to obtain prior 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.

[TABLE OF CONTENTS](#)

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 date as defined on 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 reports are not received within the twenty-one (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. Final invoices, including corrections, shall be submitted to OOD no later than ninety (90) days of the date of last service for payment. Providers shall have a maximum of twenty-one (21) days to submit corrections, as long as the original invoice was submitted within ninety (90) days. Requests for payments after ninety (90) days, or after the twenty-one (21) day period to correct and resubmit the invoice and/or report, may be denied.

Example: Invoice was submitted on February 27, day eighty-nine (89), but it was returned to the Provider for corrections on March 3. Provider has until March 24 to submit the correction.

[TABLE OF CONTENTS](#)

VOCATIONAL SERVICES

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLEMENT	SERVICE RATE + 10%	VARIABLE
SERVICE AREA MODIFIER – LEVEL I (UP TO 35 MILES ONE WAY)	\$39.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II (36 – 50 MILES ONE WAY)	\$56.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III (OVER 50 MILES ONE WAY)	\$78.00	FLAT FEE

[TABLE OF CONTENTS](#)

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 ten (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 minimum service delivery requirement for missed appointments for interpreting does not apply to the bilingual supplement. The supplement shall not be paid for Transportation.

[TABLE OF CONTENTS](#)

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 rate 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.

[TABLE OF CONTENTS](#)

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).

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
INTAKE	\$120.00	FLAT FEE
INTERPRETER SERVICES (FOREIGN & SIGN LANGUAGE)	\$6.20	6 MINUTES
SITE COORDINATION	\$140.00	FLAT FEE
SITE DEVELOPMENT	\$7.00	6 MINUTES
TRANSPORTATION	\$5.40	6 MINUTES
VOCATIONAL TRAINING STIPEND	OHIO MINIMUM WAGE + 15%	6 MINUTES

[TABLE OF CONTENTS](#)

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:

- Provider is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), Joint Commission (JC) in the area of Behavioral Health, and/or the Association for the Education and Rehabilitation of the Blind and Visually Impaired (AER);
- Provider is initiating a service on the VR Fee Schedule that requires accreditation per OAC 3304-1-12;
- 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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

[TABLE OF CONTENTS](#)

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 or other individual, e.g. VR or Provider Staff, who participated as part of the meeting/service.
 - Exception: Signatures are not required for remote interpreting, e.g. telephone or internet. If a transcript is created as part of the service, it shall be submitted with the invoice.

Interpreters may charge up to a maximum of twenty (20) UOS per appointment or up to the actual time performing the service, whichever is higher, including for missed appointments or no shows in which the interpreter was not notified at least four (4) hours in advance of the cancellation.

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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

TECHNICAL ASSISTANCE

- In the section above the phrase “up to the actual time performing the service” means the actual time spent facilitating the communication between the parties. The maximum fee for a missed (“no show”) appointment or appointments not cancelled within four (4) hours shall be twenty (20) UOS.

[TABLE OF CONTENTS](#)

SITE COORDINATION (SC)

Site Coordination may be used by providers to facilitate a Community Based Assessment and/or Work Adjustment at a business that a Provider has an existing relationship. Site Coordination will include all contacts with the Participant, potential business, VR Counselor or

VR Contractor. Site Coordination may include an interview, site tour with the potential business, and/or staffing to discuss potential site and job duties. Site Coordination and the service authorization shall be issued at the same time and for ninety (90) days, or up until the end of the Federal Fiscal Year. Site Coordination ends once the site has been confirmed 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.

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

TECHNICAL ASSISTANCE

- OOD shall only authorize for either Site Development or Site Coordination
- Site Development/Site Coordination shall be authorized as part of the referral and authorization for the service.

Example: Counselor should send the authorization for the Intake, Site Development, and Community Based Assessment at the same time to allow for seamless transition of services.

[TABLE OF CONTENTS](#)

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 may be authorized to secure a new business location for Community Based Assessments (CBA); in cases where a Participant needs an individualized site for Summer Youth (SY), not Summer Youth group sites; and Work Adjustment (WA). Site Development and service authorizations shall be issued at the same time and up to ninety (90) days, or up until the end of the Federal Fiscal Year. 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.

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

TECHNICAL ASSISTANCE

- OOD shall only authorize for either Site Development or Site Coordination
- Site Development/Site Coordination shall be authorized as part of the referral and authorization for the service.

Example: Counselor should send the authorization for the Intake, Site Development, and Community Based Assessment at the same time to allow for seamless transition of services.

[TABLE OF CONTENTS](#)

TRANSPORTATION (T)

Transportation services are utilized when Providers transport Participants to and from appointments or worksites 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 Participant has been dropped off. Providers shall not bill wait time associated with Transportation. The Transportation service ends when the Participant gets to the service location, e.g. Community Based Assessment worksite. Providers shall divide the total amount of time for transportation, from the point when the first Participant is picked up and until 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 Transportation 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 twenty-one (21) calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Transportation for Summer Youth Participants shall not exceed 10 UOS (1 Hour) at the start and end of the service.

[TABLE OF CONTENTS](#)

VOCATIONAL TRAINING STIPEND (VTS)

Providers shall 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 State of Ohio Minimum Wage. OOD shall reimburse Providers at a rate equivalent to the State of Ohio

Minimum Wage plus an additional fifteen percent (15%) to include additional costs such as Worker's Compensation, Federal Insurance Contributions (FICA), Medicare, and administrative costs. Providers shall at a minimum provide Worker's Compensation for Participants during work experiences.

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. The unpaid meal periods are not a vocational service and are not counted as part of billable service delivery time. If a Participant needs additional breaks, Providers should provide it as a reasonable accommodation but the time shall not be paid.

Summer Youth Participants scheduled over the entirety of 11:00 A.M. – 1:30 P.M. or 4:30 P.M. – 6:30 P.M. shall be provided a thirty (30) minute unpaid meal period.

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 Vocational Training Stipend report that has been signed by the Participant at the end of each week that documents dates and start and end times of work performed and the start and end of unpaid time.
- The Vocational Training Stipend report shall be submitted with the associated service report and invoice, e.g. Community Based Assessment service.

Providers shall keep records to document the name of businesses, business addresses, occupations, number of hours worked by minors on each day of the week, the hours of beginning and ending work, the hours of beginning and ending meal periods, and the amount of wages paid each pay period to each minor. Records shall be kept for two (2) years. **(Source ORC §4109.11)** Providers are responsible to know and ensure compliance with the Ohio Minor Labor laws. OOD does not provide technical guidance and/or enforcement of the minor labor laws.

Providers shall submit the invoice and Vocational Training Stipend report within twenty-one (21) calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

[TABLE OF CONTENTS](#)

DIAGNOSTIC & ASSESSMENT SERVICES

Services provided and activities performed to determine a Participant’s eligibility for vocational rehabilitation services, to assign a Participant 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 who 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.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
WORK INCENTIVES PLANNING	\$343.00	FLAT FEE
WORK INCENTIVES COORDINATION	\$7.50	6 MINUTES
COMMUNITY BASED ASSESSMENT (HALF DAY: FOUR OR LESS HOURS)	\$256.00	FLAT FEE
COMMUNITY BASED ASSESSMENT (FULL DAY: OVER FOUR HOURS)	\$448.00	FLAT FEE
CBA – RAPID ENGAGEMENT	\$400.00	FLAT FEE
CBA – PLACEMENT PREMIUM	\$1,251.00	FLAT FEE
VOCATIONAL EVALUATION	\$1,083.00	FLAT FEE
VOCATIONAL CONSULTATION	\$7.00	6 MINUTES
CAREER EXPLORATION	\$7.20	6 MINUTES

[TABLE OF CONTENTS](#)

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 Participant’s 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 Participant’s 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:

- Verification from the source organization such as Social Security, Jobs & Family Services, etc. of the amount and type of benefits received by Participants and/or household members, e.g. SSI/SSDI, medical, housing, or cash assistance;
- 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 apply to the Participant's specific benefits and may be eligible to utilize, including a brief explanation of how the Participant would implement the work 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.

Provider Staff delivering this service shall be currently certified as a Certified Work Incentives Coordinator (CWIC) through Virginia Commonwealth University or Work Incentive Practitioner (WIP) through Cornell University and must complete follow up trainings as required to maintain their certification.

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

TABLE OF CONTENTS

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;
- Information shall be 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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

TABLE OF CONTENTS

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. CBAs shall be authorized either as a half day, four (4) hours or less, or a full day, over four (4) hours. VR Counselors or VR Contractors shall determine if the CBA is a half or full day and specify the option on the authorization for service. 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. CBAs 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 to make recommendations for future services.

Provider staff may assess up to two (2) Participants at the same time as part of the service with approval from each Participant's VR Counselors and/or VR Contractor.

REQUIREMENTS

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

- Dates of service, including any staffing, as well as dates of contact with VR Counselors or VR Contractors,
- 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;
- Observation of the Participant's behavioral and job task performance for each date of service;
- 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.

Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise youth at the worksite.

Providers shall immediately notify the VR Counselor or VR Contractor if the Participant 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.

The Vocational Training Stipend shall be authorized by VR Counselor or VR Contractor to compensate Participants for actual work performed during the CBA. VTS shall not be paid for breaks that last thirty (30) minutes or longer.

The Vocational Training Stipend report shall be submitted with the CBA report and invoice.

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

[TABLE OF CONTENTS](#)

CBA - RAPID ENGAGEMENT PREMIUM (CRE)

Providers who complete the Community Based Assessment and submit the report/invoice within thirty (30) days from the date of referral shall be entitled to charge a rapid engagement premium. The premium shall be calculated based on the date that the CBA/Site Development/Site Coordination authorization was issued to the date that the report/invoice for the CBA is received by OOD. If the report/invoice is denied and/or returned to the Provider, the Provider will need to make corrections and re-submit the amended invoice/report within the original thirty (30) day period in order to maintain eligibility for the premium. The authorization for the premium shall be issued by the VR Counselor or VR Contractor once the requirements have been fulfilled.

TECHNICAL ASSISTANCE

- Providers may complete the report and invoice the service prior to a staffing to avoid potential delays for the purposes of Rapid Engagement Premium.
- The Rapid Engagement Premium shall be requested by the Provider upon submission of the service report and verification by the VR Counselor/Coordinator.

TABLE OF CONTENTS

COMMUNITY BASED ASSESSMENT – PLACEMENT PREMIUM (CPP)

CBAs shall not be marketed to Participants or businesses as an incentive to hire a Participant. There are circumstances, however, where an employer may be interested in hiring a Participant following this service. If a Participant is hired at the business that hosted the CBA within four (4) weeks from the date of finishing the CBA, the Provider may charge the Community Based Assessment – Placement Premium. This service is for the coordination and facilitation of the Participant being hired by the employer following this service. Performance Based (PBJD) and Supported Employment (SEJD) Job Development shall not be authorized to facilitate the hiring of a Participant at the CBA site. CBA – Placement Premium shall not be paid if Job Development services have been authorized. If PBJD or SEJD have been authorized prior to the CBA, Providers may bill according to those service definitions. If the Participant needs additional support after the CBA, On-The-Job Supports (OJTS) may be authorized after the CBA – Placement Premium, as needed, to assist the Participant in continuing to learn job tasks, adjust to the work environment, and/or maintain employment.

TECHNICAL ASSISTANCE

- Four weeks shall be defined as twenty-eight (28) days.
- Example: Individual does a CBA at Fred's. Fred likes the Individual's performance and decides to offer the Individual a position three weeks after the CBA has been finished when a position opens up. Job Development has not been authorized for the Individual at this time. OOD would not authorize for Job Development because the position has already been located. However, Placement Premium may be authorized and would include all activities to finalize the hiring process, including, but not limited to, an interview, hiring paperwork, etc.
 - a. On-The-Job Supports (OTJS) may be authorized once the person has started the first day of paid work.

TABLE OF CONTENTS

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 scheduling, collecting information, 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, and 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:

- 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 to 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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

TABLE OF CONTENTS

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 forty (40) UOS.

VR Staff or VR Contractor may request specific test batteries to be included as part of the service.

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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

[TABLE OF CONTENTS](#)

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, and 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. Work samples may not last longer than one (1) hour for specific career clusters (e.g. retail, health, food service) and Providers may not complete more than two work samples per business for a total of twenty (20) UOS per business.

The use of videos as a method of providing career exploration are not permitted without prior specific approval of VR Counselors and/or VR Coordinators.

Travel to and from businesses for the purposes of informational interviews, job shadows, etc. may be billed as actual service (CX) for the time that the Participant is in the vehicle. Providers should maximize the amount of time of the service and ensure that travel is kept to a minimum. Providers should maximize the amount of time in service and ensure that travel is kept to a minimum.

Career Exploration may not be used to research academic (college) programs, complete college entrance applications, college visits, register for classes, etc. These activities are part

Pre-Employment Transition Services and/or the vocational planning process and the VR Counselor or VR Contractor should assist Participants with these activities.

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 Participant's 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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

[TABLE OF CONTENTS](#)

DISABILITY & AUGMENTATIVE SKILLS TRAINING

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
ACTIVITIES OF DAILY LIVING TRAINING (NON-CREDENTIAL)	\$10.40	6 MINUTES
ACTIVITIES OF DAILY LIVING TRAINING (CREDENTIAL)	\$11.40	6 MINUTES
ORIENTATION & MOBILITY TRAINING	\$12.80	6 MINUTES
ORIENTATION & MOBILITY SITE DEVELOPMENT	\$175.00	FLAT FEE
TRAVEL TRAINING	\$6.40	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
TRAVEL TRAINING	\$3.46	\$2.62	\$2.11	6 MINUTES

[TABLE OF CONTENTS](#)

ACTIVITIES OF DAILY LIVING TRAINING (ADL)

ADL Training, commonly referred to Rehabilitation Teaching, is utilized to teach Participants 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 Participant and make recommendations to VR Counselor or VR Contractor regarding which areas the Participant may have barriers as well as the Participant's strengths. Provider will develop a plan outlining benchmarks, specific goals, 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 Participant develops the skills and confidence to be able to live and manage their activities of daily living independently. The service may include the research and development of appropriate tools/equipment needed to achieve specific goals.

Services provided to Participants with vision loss must have specific accreditation or certification. These Providers shall be compensated at the certified rate. These accreditations or certifications shall include:

- Association for the Education and Rehabilitation of the Blind and Visually Impaired (AER), formerly the National Accrediting Council (NAC);
- Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation in Vision Rehabilitation Services;
- Academy for the Certification of Vision Rehabilitation and Education Professionals (ACVREP);
- Occupational Therapists with additional post graduate low vision certification
 - Examples: Low Vision Rehabilitation, Specialty Certification in Low Vision; or
- Teacher for the Visually Impaired (TVI), as licensed by the Ohio Department of Education

REQUIREMENTS:

The written VR Report shall at minimum address the following:

- Initial assessment of the Participant’s functioning at the beginning of the service and final assessment to demonstrate the Participant’s progress;
- Identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
- Itemized list of equipment recommendations with specific features necessary to meet the identified needs;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;
- Input from the Participant on their self-assessment and progress during the instructional period and potential concerns; and
- Questions posed by VR Counselors or VR Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Service shall only be authorized on an individual, 1 Staff: 1 Participant ratio. There shall not be a group rate for this service.
- Providers shall send OOD a current copy of their credential and if ACVREP certified, their liability insurance, prior to being approved for the credentialed rate. Providers shall submit a copy of their liability insurance to OOD upon annual renewal. The requirement for the submission of the insurance policy only applies to Providers who are only ACVREP.

[TABLE OF CONTENTS](#)

ORIENTATION & MOBILITY (OM)

Orientation & Mobility is utilized to assist Participants with visual impairments to familiarize themselves with their environment and to learn to navigate independently. Provider will assess the needs of the Participant and make recommendations to VR Counselor or VR Contractor

regarding which areas the Participant may have barriers as well as the Participant's strengths. Provider will develop a plan outlining benchmarks, specific goals, instructional techniques, and estimated timeframes to achieve learning objectives. Providers may use instructional techniques, such as sighted-guide, long 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 Participant develops the skills and confidence to navigate independently.

REQUIREMENTS:

The written VR Report shall at minimum address the following:

- Initial assessment of the Participant's functioning at the beginning of the service and final assessment to demonstrate the Participant's progress;
- Identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;
- Input from the Participant on their self-assessment and progress during the instructional period and potential concerns; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Service shall only be authorized on an individual, 1 Staff: 1 Participant ratio. There shall not be a group rate for this service.
- Providers shall send OOD a current copy of their credential and if ACVREP certified, their liability insurance, prior to being approved for the credentialed rate. Providers shall submit a copy of their liability insurance to OOD upon annual renewal. The requirement for the submission of the insurance policy only applies to Providers who are only ACVREP.

[TABLE OF CONTENTS](#)

O&M SITE DEVELOPMENT (OMSD)

Providers may charge a flat fee to conduct an environmental assessment for the purpose of safety and route planning in order to identify appropriate training environments, as requested by VR Counselor or VR Contractor. The Site Development fee shall be included on the first month's service report.

[TABLE OF CONTENTS](#)

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; and
- 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 twenty (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

[TABLE OF CONTENTS](#)

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).

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUMMER YOUTH (CAREER EXPLORATION)	\$909.00	FLAT FEE (WEEK)
SUMMER YOUTH (WORK EXPERIENCE)	\$1,212.00	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$245.00	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$429.00	FLAT FEE (DAY)
WORK ADJUSTMENT – PLACEMENT PREMIUM	\$1,251.00	FLAT FEE

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB READINESS TRAINING (SCHOOL BASED) (HALF DAY: 2.5 OR LESS HOURS)	\$59.00	FLAT FEE (DAY)
JOB READINESS TRAINING (SCHOOL BASED) (FULL DAY: OVER 2.5 HOURS)	\$94.00	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (HALF DAY: 4 OR LESS HOURS)	\$94.00	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (FULL DAY: OVER 4 HOURS)	\$163.00	FLAT FEE (DAY)

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
SUMMER YOUTH (CAREER EXPLORATION)	\$490.86	\$372.69	\$299.97	FLAT FEE (WEEK)
SUMMER YOUTH (WORK EXPERIENCE)	\$654.48	\$496.92	\$399.96	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$132.30	\$100.45	\$80.85	FLAT FEE (DAY)

WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$231.66	\$175.89	\$141.57	FLAT FEE (DAY)
---	-----------------	-----------------	-----------------	---------------------------

[TABLE OF CONTENTS](#)

JOB READINESS TRAINING (JRT)

Job Readiness Training is utilized to assist Participants with developing 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 learning 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 learn various job tasks. Providers shall conduct an assessment at the start of the service to identify training goals, develop benchmarks, and to establish a 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 soft skills training may be provided and/or funded through sources other than OOD, e.g. high schools, DD Boards, etc. The educational component may take place onsite at the host business or at an offsite location. Non-School Based JRT programs should include a staffing every two weeks to discuss progress, updated goals, and to establish new 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 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.

REQUIREMENTS FOR SCHOOL BASED PROGRAMS (JRT-SB)

School Based JRT is defined as work experience services provided in conjunction with a secondary educational track.

School based JRT shall be authorized either as a half day, two and a half (2.5) hours or less, or a full day, over two and a half (2.5) hours. VR Counselors or VR Contractors may request a modified schedule 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 in the academic year during the Participant's last year of school.

Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise youth at the worksite.

Providers shall immediately notify the VR Counselor or VR Contractor if the Participant misses more than two (2) days of the service during a week 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.

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

- Dates of service, including any staffing, as well as dates of contact with VR Counselors or VR Contractors;
- 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;
- Observation of 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; 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 twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

TECHNICAL ASSISTANCE

- Prior to establishing a new Job Readiness Training site OOD shall determine the need for an additional site and if sufficient referrals are available to support the site. OOD and the Business shall also meet to discuss job tasks and the Business's expectations.

Once OOD and the Business have decided to move forward with the JRT site. OOD will work with the local Team, which will consist of an ODE representative, the Business Partner, and other parties (such as Project Search, if applicable). OOD will direct the Team to review available Providers or share a list of potentially available Providers through some other mechanism (e.g. verbal discussion, list). OOD will ask the local Team what factors are most important to them in making a provider selection (i.e. specific industry experience, experience working with a specific target population, experience with similar JRT models, etc.).

OOD will direct the local Team to information available on the Provider SEARCH website, the Provider Scorecard, and other relevant information based on the needs identified by the Team. If the local Team desires, OOD will facilitate the coordination of Provider interviews and the final selection. OOD will notify the Provider of their selection and develop next steps based on the needs and nature of the Partnership.

- School Based Job Readiness Training services are expected to be scheduled two and a half (2 ½) hours for Half Day services and up to four (4) hours for Full Day services. Classroom time and unpaid meal periods do not count as service time for the calculation of the duration. Service time is intended to cover the job tasks typically associated as part of the On-The-Job Supports.

REQUIREMENTS FOR NON-SCHOOL BASED PROGRAMS (JRT-NSB)

Non-school based JRT shall be authorized in cases where Participants are not involved with an educational track either as a half day, four (4) hours or less, or a full day, over four (4) hours. VR Counselors or VR Contractors may request a modified schedule 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.

Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise youth at the worksite.

Providers shall immediately notify the VR Counselor or VR Contractor if the Participant misses more than two (2) days of the service during a week 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.

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 service, including any staffing, as well as dates of contact with VR Counselors or VR Contractors,
- 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;
- Observation of the Participant's behavioral and job task performance for each date of service;
- 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.

The Vocational Training Stipend shall be authorized by VR Counselor or VR Contractor to compensate Participants for actual work performed during Non-School Based Job Readiness Training. VTS shall not be paid for breaks that last thirty (30) minutes or longer.

The Vocational Training Stipend report shall be submitted with the JRT report and invoice.

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

TECHNICAL ASSISTANCE

- Unpaid meal periods and classroom activities do not count as service time for the calculation of the duration.
- Prior to establishing a new Job Readiness Training site OOD shall determine the need for an additional site and if sufficient referrals are available to support the site. OOD and the Business shall also meet to discuss job tasks and the Business's expectations.

OOD will direct the Business to review available Providers or share a list of potentially available Providers through some other mechanism (e.g. verbal discussion, list). OOD will ask the Business what factors are most important to them in making a Provider selection (i.e. specific industry experience, experience working with a specific target population, experience with similar JRT models, etc.).

OOD will direct the Business to information available on the Provider SEARCH website, the Provider Scorecard, and other relevant information based on the needs identified by the Team. If the Business desires, OOD will facilitate the coordination of Provider interviews and the final selection. OOD will notify the Provider of their selection and develop next steps based on the needs and nature of the Partnership.

TABLE OF CONTENTS

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.

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. Summer Youth Career Exploration shall consist of job shadows, informational, interviews, and work samples. Participants should be scheduled to visit a minimum of three employers per week that demonstrate different types of occupations. The use of videos as a method of providing career exploration are not permitted without prior specific approval of VR Counselors and/or VR Coordinators and should be at a minimum. Work samples may not last longer than one (1) hour for specific career clusters (e.g. retail, health, food service) and Providers may not complete more than two work samples per business for a total of twenty (20) UOS per business. 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 day of the work experience will be a day of onboarding which would replicate the first day of competitive employment and should include employee responsibilities, worksite safety guidelines, work tasks, key contacts, call-off procedures, and other essential information necessary for the duration of the work experience. Participants shall be paid during the first day of on-boarding. During this first day of onboarding, soft skills will be discussed and Provider can pull curriculums from "Skills to Pay the Bills" or other OOD approved curriculum as noted above. The first day of onboarding can occur either at the employment site, if space allows, or another location in the community, such as at a Provider's office. Participants may be scheduled up to a maximum of two (2) work sites during the five (5) week period. Site changes shall only occur at the end of the scheduled week.

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.; build upon communication and interpersonal skills; and/or address other potential vocational barriers.

Participants scheduled over the entirety of 11:00 A.M. – 1:30 P.M. or 4:30 P.M. – 6:30 P.M. during Summer Youth Career Exploration & Summer Youth Work Experience services shall be given a thirty (30) minute unpaid meal period. Unpaid meal periods are not counted as work or as part of a vocational rehabilitation service.

Transportation for Summer Youth services shall be limited to one (1) hour to get Participants from their homes to the worksite and one (1) hour in the afternoon back home from the worksite. Youth shall not be in the vehicle for more than two (2) hours per day.

Travel to and from businesses for the purposes of informational interviews, job shadows, etc. may be billed as actual service (CX) for the time that the Participant is in the vehicle. Providers should maximize the amount of time of the service and ensure that travel is kept to a minimum.

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;
 - Observation of 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;
1. Observation of the Participant's behavioral and job task performance for each date of service;
 - 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.

Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business should not be used to train or supervise youth at the worksite.

Providers shall immediately notify the VR Counselor or VR Contractor if the Participant misses more than two (2) days of the service during a week 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.

The Vocational Training Stipend shall be authorized by VR Counselor or VR Contractor to compensate Participants for actual work performed during Summer Youth Work Experiences. VTS shall not be paid for breaks that last thirty (30) minutes or longer.

The Vocational Training stipend report shall be submitted with the SYWE report and invoice.

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

TECHNICAL ASSISTANCE

- The first day orientation should be scheduled the same, e.g. same number of hours, same time, etc., as the work week.
- Providers may request that OOD review other curriculums to be used during the orientation. Proposed curriculums may be submitted to crpvendor@ood.ohio.gov and must be submitted prior to March 31ST of the current Fiscal Year.
- Providers who wish to offer Summer Youth services must send one agency representative to the annual Summer Youth service review and submit a list of sites to OOD for review by February 28TH.
- Direct service staff will also be required to attend a training session which will be scheduled prior to Summer Youth services beginning, typically in May.

TABLE OF CONTENTS

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 establishes timeframes for adjustment. The service plan shall be submitted to VR Staff or VR Contractor within two (2) 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 less, or a full day, more than four (4) hours. VR Counselors or VR Contractors may request a modified schedule 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.

Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise youth at the worksite.

Providers shall immediately notify the VR Counselor or VR Contractor if the Participant misses more than two (2) days of the service during a week 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.

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 of the Participant's behavioral and job task performance;
- 1. Explanation of instructional techniques and interventions that were used by Provider staff or employer to facilitate learning and progress;
- 2. Observation of the Participant's behavioral and job task performance for each date of service;
- 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.

The Vocational Training Stipend shall be authorized by VR Counselor or VR Contractor to compensate Participants for actual work performed during the WA. VTS shall not be paid for breaks that last thirty (30) minutes or longer.

The Vocational Training Stipend report shall be submitted with the WA report and invoice. Providers shall submit the invoice and report on the appropriate template within twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

TABLE OF CONTENTS

WORK ADJUSTMENT – PLACEMENT PREMIUM (WAPP)

WA shall not be marketed Participants or businesses as an incentive to hire a Participant. There are circumstances, however, where an employer may be interested in hiring a Participant following this service. If a Participant is hired at the business that hosted the WA within four (4) weeks from the date of finishing the WA, the Provider may charge the Work Adjustment – Placement Premium. This service is for the coordination and facilitation of the Participant being hired by the employer following this service. Performance Based (PBJD) and Supported Employment (SEJD) Job Development shall not be authorized to facilitate the hiring of a Participant at the WA site. WA – Placement Premium shall not be paid if Job

Development services have been authorized. If PBJD or SEJD have been authorized prior to the WA, Providers may bill according to those service definitions. If the Participant needs additional support after the WA, On-The-Job Supports (OJTS) may be authorized after the WA – Placement Premium, as needed, to assist the Participant in continuing to learn job tasks, adjust to the work environment, and/or maintain employment.

TECHNICAL ASSISTANCE

- Four weeks shall be defined as twenty-eight (28) days.
- Example: Individual does a WA at Fred's. Fred likes the Individual's performance and decides to offer the Individual a position three weeks after the WA has been finished when a position opens up. Job Development has not been authorized for the Individual at this time. OOD would not authorize for Job Development because the position has already been located. However, Placement Premium may be authorized and would include all activities to finalize the hiring process, including, but not limited to, an interview, hiring paperwork, etc.
 - b. On-The-Job Supports (OTJS) may be authorized once the person has started the first day of paid work.

[TABLE OF CONTENTS](#)

JOB RELATED SERVICES

Job Related Services 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.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB SEEKING SKILLS TRAINING	\$6.40	6 MINUTES
JOB DEVELOPMENT (UOS)	\$7.00	6 MINUTES
PERFORMANCE BASED JOB DEVELOPMENT TIER I	\$1,667.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER II	\$1,251.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 30 DAYS	\$417.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 60 DAYS	\$417.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS	\$417.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM A (RAPID PLACEMENT)	\$817.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM B (SGA PLACEMENT)	\$817.00	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM C (RAPID & SGA)	\$1,217.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER I	\$2,084.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER II	\$1,563.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 30 DAYS	\$521.00	FLAT FEE

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUPPORTED EMPLOYMENT JD TIER III – 60 DAYS	\$521.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 90 DAYS	\$521.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A – 90 DAYS (RAPID PLACEMENT)	\$921.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B - 90 DAYS (SGA PLACEMENT)	\$921.00	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C - 90 DAYS (RAPID & SGA PLACEMENT)	\$1,321.00	FLAT FEE
ON-THE-JOB SUPPORTS	\$6.40	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
JOB SEEKING SKILLS TRAINING	\$3.46	\$2.62	\$2.11	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.46	\$2.62	\$2.11	6 MINUTES

[TABLE OF CONTENTS](#)

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 of 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;
- 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 editable electronic copy (e.g. Microsoft Word) of the resume with the first report and invoice. The resume shall follow OOD's Resume Standards which includes being professional in appearance and accurately reflecting Participant's information, work and educational histories, and being free of spelling and grammatical errors. VR Counselors or VR Contractors may request a sample mock application in addition to the resume. VR Counselors and VR Contractors shall review and approve the resume prior to being used for job development.

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 twenty-one (21) calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

TABLE OF CONTENTS

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 and mock application template, and cover letters; 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 and 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 inclusive of all job search activities including but not limited to activities involving contacting businesses, preparing for interviews, and attending interviews with Participants. The Tiers shall be paid upon the following deliverables:

- Tier I (Job Seeking Skills Training & Planning): Upon completion of 1) Job Seeking Skills Training (JSST), 2) approval of the resume, 3) approval of the mock application, if requested, 4) registration of the Participant with Ohio Means Jobs (OMJ), 5) completion of the Job Development Plan, and 6) the “kick off” meeting;
- 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. Providers shall submit a copy of the Employment Verification form signed by the Participant. The report shall be signed by the Participant on the first day of paid work or later. Tier II may be authorized more than once, as needed, for subsequent placements in which the Participant loses the previous position that they were placed in but prior to the final monthly Tier III payment;
- Tier III (Retention): Shall be paid in separate thirty (30) day increments after job stabilization. Job stabilization, as determined by the VR Counselor or VR Contractor, begins when the Participant is able to independently perform job tasks without the assistance of a Job Coach and has adjusted to the demands of the work environment. The deliverables for each monthly period shall be as follows:
 - First 30 Days: Provider shall have an interactive contact with the Participant and/or business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer;
 - Days 31 – 60: Provider shall have an interactive contact with the Participant and/or business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer. VR Counselor or VR Contractors may require more frequent contacts dependent on the needs of the Participant;
 - Days 61 – 90: Provider shall have an interactive contact with the Participant and/or business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer. VR Counselor or VR Contractors may require more frequent contacts dependent on the needs of the Participant. The final contact shall take place between the 83RD to 90TH day post job stabilization. Provider shall submit a new Employment Verification form as part of the final report and invoice.

Job Development UOS services may be utilized in situations such as to locate non-permanent placements for academic internships (paid or unpaid), summer or year round jobs for transition youth, to allow a Provider to pursue a specific employment lead for Participants who may be receiving job development services from another Provider, and/or on a case by case basis as determined by OOD.

The outcome of the service is for the Participant to receive 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 job search;
- 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 an editable electronic copy (e.g. Microsoft Word) of the resume with the first report and invoice. The resume shall follow OOD's Resume Standards which includes being professional in appearance and accurately reflecting Participant's information, work and educational histories, and being free of spelling and grammatical errors. VR Counselors or VR Contractors may request a sample mock application in addition to the resume. VR Counselors and VR Contractors shall review and approve the resume prior to being used for job development.

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 Tier I 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 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. 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 the name of the employer, the number hours worked, wages, and position description and/or summary of job duties to the VR Counselor or VR Contractor prior to OOD approving the placement.

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

TECHNICAL ASSISTANCE

- Guidance for issuing and paying invoices:

Service	When Authorized	When Paid
Tier I	<ul style="list-style-type: none"> • Initiates Job Development 	<ul style="list-style-type: none"> • Completion of interview skills • Completion of Job Development Plan & Monthly Placement forms (Form 4 & 5) • Completion and approval of resume (and mock application, if requested) • Registration with Ohio Means Jobs • Completion of “kick off” meeting
Tier II	<ul style="list-style-type: none"> • Provider sends VR Counselor/Contractor the position description and details about the job, e.g. wages, hours, benefits 	<ul style="list-style-type: none"> • Second day of paid employment • Provider must submit Job Start and Monthly Placement form (Forms 4 & 6) <ul style="list-style-type: none"> a. Job Start form must be signed by Individual
Tier III	<ul style="list-style-type: none"> • Each service (30, 60, & 90 Days, including 90 Day Premiums) will be issued one at a time as a single authorization 	<ul style="list-style-type: none"> • Monthly Placement & Final Employment Verification form (Form 4 & 7) <ul style="list-style-type: none"> a. Provider must document contact with the Individual and/or Employer every fourteen Days (2 Weeks) b. Invoice submitted every 30 Days (30, 60, & 90)

[TABLE OF CONTENTS](#)

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, support professionals, and involved other parties (e.g. family members, case managers, etc.) should meet as a team at a minimum of every sixty (60) days to review the supported employment/job development plan.

Providers shall be certified by the Department of Developmental Disabilities (DODD) in the areas of Career Planning and Individual Employment Supports or approved as an Individual Placement Supports (IPS) provider through the Ohio Department of Mental Health & Addiction Services (ODMHAS) in order to provide SE-JD services. Direct service staff members who work for organizations certified by DODD must also be currently Certified Employment Support Professionals (CESP) through the Association for People Supporting Employment First (APSE) or be a Certified Rehabilitation Counselor (CRC) through the Commission on Rehabilitation Counselor Certification (CRCC). Direct service staff working for certified IPS organizations do not need to be CESP.

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 1) Job Seeking Skills Training (JSST), 2) approval of the resume, 3) approval of the mock application, if requested, 4) registration of the Participant with Ohio Means Jobs (OMJ), 5) completion of the Job Development Plan and 6) the "kick off" meeting;
- 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): Provider Staff who do not hold the CESP or a CRC may provide Tier III services as long as they have completed the Employment First Partnership training. This requirement does not apply to IPS certified Providers. Service shall be paid in separate thirty (30) day increments after job stabilization. Job stabilization, as determined by the VR Counselor or VR Contractor, begins when the Participant is able to perform job tasks at the level required for long term supports, and has adjusted to the demands of the work environment. The deliverables for each monthly period shall be as follows:
- First 30 Days: Provider shall have an interactive contact with the Participant and/or business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer;
- Days 31 – 60: Provider shall have an interactive contact with the Participant and business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer.

VR Counselor or VR Contractors may require more frequent contacts dependent on the needs of the Participant;

- Days 61 – 90: Provider shall have an interactive contact with the Participant and/or business, e.g. speak with them via telephone or make a site visit at least once every two weeks, unless the Participant does not give the Provider permission to speak with their employer. VR Counselor or VR Contractors may require more frequent contacts dependent on the needs of the Participant. The final contact shall take place between the 83RD to 90TH day post job stabilization. Provider shall submit a new Employment Verification form as part of the final report and invoice.

The outcome of the service is for the Participant to receive 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 shall submit an editable electronic copy (e.g. Microsoft Word) of the resume with the first report and invoice. The resume shall follow OOD's Resume Standards which includes being professional in appearance and accurately reflecting Participant's information, work and educational histories, and being free of spelling and grammatical errors. VR Counselors or VR Contractors may request a sample mock application in addition to the resume. VR Counselors and VR Contractors shall review and approve the resume prior to being used for job development.

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 the name of the employer, the number hours worked, wages, and position description and/or summary of job duties to the VR Counselor or VR Contractor prior to OOD approving the placement.

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

TECHNICAL ASSISTANCE

- Guidance for issuing and paying invoices:

Service	When Authorized	When Paid
Tier I	<ul style="list-style-type: none"> • Initiates Job Development 	<ul style="list-style-type: none"> • Completion of interview skills • Completion of Job Development Plan & Monthly Placement forms (Form 4 & 5) • Completion and approval of resume (and mock application, if requested) • Registration with Ohio Means Jobs • Completion of “kick off” meeting
Tier II	<ul style="list-style-type: none"> • Provider sends VR Counselor/Contractor the position description and details about the job, e.g. wages, hours, benefits 	<ul style="list-style-type: none"> • Second day of paid employment • Provider must submit Job Start and Monthly Placement form (Forms 4 & 6) <ul style="list-style-type: none"> b. Job Start form must be signed by Individual
Tier III	<ul style="list-style-type: none"> • Each service (30, 60, & 90 Days, including 90 Day Premiums) will be issued one at a time as a single authorization 	<ul style="list-style-type: none"> • Monthly Placement & Final Employment Verification form (Form 4 & 7) <ul style="list-style-type: none"> c. Provider must document contact with the Individual and/or Employer every fourteen Days (2 Weeks) d. Invoice submitted every 30 Days (30, 60, & 90)

[TABLE OF CONTENTS](#)

PERFORMANCE BASED JOB DEVELOPMENT RETENTION PREMIUM RATES

The Tier III - 90 Day outcome rate 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 services.

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 search activities, defined as the first contact reported on the Tier I report; and
- Participant maintains a position with the same employer that they were placed through the first Tier II authorization and throughout the entire Tier III (Retention).

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 current Substantial Gainful Activity (SGA) rate established by the Social Security Administration (SSA) from the time of hire throughout the entire Tier III (Retention); Participant need not be eligible for SSDI/SSI benefits for Provider to be eligible for the SGA premium;
- Providers shall submit one of the following forms of verification at the time of the Tier III – 90 Day report:
 - Letter from the business documenting wage and hours of employment (Preferred); or
 - Copy of Participant's earnings statement (Preferred); or
 - Employment Verification report signed and dated by the Participant between day 83 to 90 day attesting to the wages and hours.

REQUIREMENTS: PREMIUM C (RAPID & SGA EARNINGS PLACEMENTS)

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

[TABLE OF CONTENTS](#)

ON-THE-JOB SUPPORTS (OTJS)

On-The-Job Supports (OJS) 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, examples 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. OTJS 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 90TH 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;
- Observation of 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; and
- Providers shall submit a copy of the support plan to the VR Counselor or VR Contractor within the first five (5) work days of OTJS.

Providers shall submit a written request for additional OJTS for the following month by the 20TH. The request shall provide a brief explanation of what tasks need to be trained on and or any adjustment issues. OOD shall not authorize for additional OJTS without a request.

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.

Provider Staff providing OTJS for Supported Employment cases must complete the Employment First Partnership training, if they do not hold a CESP. This requirement does not apply to IPS certified Providers.

Providers shall submit the invoice and report on the appropriate template within twenty-one (21) calendar days of the completion of service or the last date of service defined on the VR

authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

[TABLE OF CONTENTS](#)

ON-THE-JOB SUPPORTS (OTJS) SHIFT DIFFERENTIAL

Providers may charge an additional \$2.00 to the base service rate for On-The-Job Supports that are scheduled to start after 9:00 P.M. or before 5:30 A.M. Eligibility for the shift differential will be established by the service start time regardless when the service ends. The shift differential shall apply to the entire time of the service from start to end time for the service shift.

Example 1: Service starts at 10:00 P.M. and ends at 7:30 A.M., since the start time is after 9:00 P.M. the shift differential applies.

Example 2: Service starts at 8:30 P.M. and ends at 2:00 A.M., since the start time is before 9:00 P.M. the shift differential does not apply.

Example 3: Service starts at 5:00 A.M. and ends at 12:00 P.M., since the start time is before 5:30 A.M. the shift differential does apply.

Example 4: Service starts at 6:00 A.M. and ends at 12:00 P.M., since the start time is after 5:30 A.M. the shift differential does not apply.

[TABLE OF CONTENTS](#)

REHABILITATION TECHNOLOGY

Rehabilitation Technology is a systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, Participants with disabilities in areas that include education, rehabilitation, employment, transportation, and independent living. It also includes the assessment, recommendation, and training on the appropriate selection and utilization of low vision equipment, assistive technologies, or lighting to address the functional impairments associated with vision loss. RT includes both assessment and services.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
REHABILITATION TECHNOLOGY (NON-CREDENTIAL)	\$11.50	6 MINUTES
REHABILITATION TECHNOLOGY (CREDENTIAL)	\$12.70	6 MINUTES

REHABILITATION TECHNOLOGY (RT)

Service should include home and/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 or technology solutions; fabrication and installation of modifications; and computer training to provide for accessibility (excluding JAWS scripting), research and design of a customized assistive technology solution to address the consumer's specific needs. Service may also include training on utilization, proper care of, and maintenance of accommodations. Provider will develop a plan outlining benchmarks, specific goals, instructional techniques, and estimated timeframes to achieve learning objectives. The outcome of the service should be modifications to the physical environment or equipment that will enhance the Participant's independence and employment options, or to provide assistive technology devices and services to promote employability and independence.

Services provided to Participants with vision loss must have specific accreditation or certification. These Providers shall be compensated at the certified rate. These accreditations or certifications shall include:

- Association for the Education and Rehabilitation of the Blind and Visually Impaired (AER), formerly the National Accrediting Council (NAC);
- Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation in Vision Rehabilitation Services;
- Academy for the Certification of Vision Rehabilitation and Education Professionals (ACVREP);
- Occupational Therapists with additional post graduate low vision certification.
 - Examples: Low Vision Rehabilitation, Specialty Certification in Low Vision; or
- Teacher for the Visually Impaired (TVI), as licensed by the Ohio Department of Education

Providers who obtained and maintain a current certification or licensure that demonstrates competence in analyzing the needs of individuals with disabilities shall be compensated at the certified rate. These accreditations or certifications shall include:

- Rehabilitation Engineering and Assistive Technology Society of North America (RESNA);
- Assistive Technology Professional (ATP);
- Licensed Professional Engineer;
- Board of Certification in Professional Ergonomics (CPE, CHFP, AEP, AFHP); or
- Certified Industrial Ergonomist (Oxford Research Institute)

REQUIREMENTS

The written VR Report shall at minimum address the following:

- Drawings and plans that clearly identify the current situation and proposed modifications. Drawings, including measurements and dimensions, shall be required for all proposed home modifications;
- Itemized list of equipment recommendations with specific features necessary to meet the identified needs;
- Identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
- Initial assessment of the Participant's functioning at the beginning of the service and final assessment to demonstrate the Participant's progress;
- Explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;
- Input from the Participant on their progress during the instructional period and potential concerns; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Providers who are licensed by the State of Ohio as a Doctor of Optometry (OD) or Optician may also charge the credentialed rate for Individuals with vision loss. Providers must submit a copy of their license prior to being approved for the credentialed rate.
- Providers who have been certified by Freedom Scientific, on the most current version of JAWS, may provide Rehabilitation Technology – Computer Access at the credentialed rate to Individuals with vision loss. Providers must update their certification whenever an updated version of JAWS is released and/or the certification examination has been updated. Providers must submit a copy of their certification prior to being approved for the credentialed rate.

[TABLE OF CONTENTS](#)

PRE-EMPLOYMENT TRANSITION SERVICES

Pre-Employment Transition Services are provided to students with disabilities (SWD) who have been determined eligible or are potentially eligible for Vocational Rehabilitation (VR) services. Services are used to improve the transition of students from school to postsecondary education and/or an employment outcome. Pre-Employment Transition Services include the following five (5) different sub-categories: 1) Counseling on Post-Secondary Opportunities, 2) Job Exploration Counseling, 3) Instruction in Self-Advocacy, 4) Work Based Learning, and 5) Work Place Readiness Training. The rates listed in the tables below shall be used for all five (5) service sub-categories.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
COUNSELING ON POSTSECONDARY	\$6.20	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$6.20	6 MINUTES
JOB EXPLORATION COUNSELING	\$6.20	6 MINUTES
WORK BASED LEARNING	\$6.20	6 MINUTES
WORKPLACE READINESS TRAINING	\$6.20	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
COUNSELING ON POSTSECONDARY	\$3.35	\$2.54	\$2.05	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$3.35	\$2.54	\$2.05	6 MINUTES
JOB EXPLORATION COUNSELING	\$3.35	\$2.54	\$2.05	6 MINUTES
WORK BASED LEARNING	\$3.35	\$2.54	\$2.05	6 MINUTES
WORKPLACE READINESS TRAINING	\$3.35	\$2.54	\$2.05	6 MINUTES

[TABLE OF CONTENTS](#)

COUNSELING ON POSTSECONDARY OPPORTUNITIES

Counseling of postsecondary opportunities includes the exploration of training options available after graduation. Service may be provided one-on-one or in a group setting. Group activities may include education on enrollment in comprehensive transition or postsecondary

educational programs at institutions of higher education such as: course offerings, career options, the types of academic and occupational training needed to succeed in the workplace, and post-secondary opportunities associated with career fields or pathways. Individual services may include advising students and parents or representatives on academic curricula, college application and admissions processes, completing the Free Application for Federal Student Aid (FAFSA), and resources that may be used to support individual student's success in education and training, which could include disability support services. Service is typically authorized for up to eighty (80) UOS. Intake shall not be authorized for this service.

REQUIREMENTS

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

- Completed self-evaluation to identify potential needs for training options available after graduation;
- Information about degrees and industry recognized credentials (e.g. certification, license, etc.) through training programs, community colleges and universities;
- Information provided about preparing for post-secondary training and how to succeed;
- Financial literacy, the Free Application for Federal Student Aid (FAFSA) application process and scholarship resources provided.; and
- How to access disability services or accommodations needed on campus; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Services must end prior to the Individual turning twenty-two (22) years of age.
- Service shall be authorized for up to ninety (90) days per authorization. Providers shall submit a written report and invoice every thirty (30) days. Providers should submit all group services at the same time.
- Invoices and reports for Pre-ETS should be submitted electronically to ood.preemploymentinvoicingfax@ood.ohio.gov or faxed to 614-985-9720

TABLE OF CONTENTS

INSTRUCTION IN SELF-ADVOCACY

Instruction in self-advocacy is utilized to assist students with disabilities to learn skills needed for greater independence. Service may be provided one-on-one or in a group setting. Group services may include generalized classroom lessons in which students learn about their rights, responsibilities, and how to request accommodations or services and supports needed during the transition from secondary to post-secondary education and/or employment. During these lessons, students may share their thoughts, concerns, and needs, in order to prepare them for peer mentoring opportunities with individuals working in the area(s) of their interest. Individual

opportunities may be arranged for students to conduct informational interviews or mentor with educational staff such as principals, nurses, teachers, or office staff; or they may mentor with individuals employed by or volunteering for employers, board associations, or organizations in integrated community settings. Students may also participate in youth leadership activities offered in educational or community settings. Service is typically authorized for up to forty (40) UOS. Intake shall not be authorized for this service.

REQUIREMENTS

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

- Self-evaluation of personal self-advocacy interests and activities to build independence and self-advocacy skills;
- Evaluation of student's awareness of their rights and responsibilities, including the decision if and how to disclose disability and how to request accommodations and ;
- Identify opportunities and to practice self-advocacy skills in various settings (e.g. at work, IEP and IPE meetings, requesting accommodations); and
- Student networking including the names of peer mentoring groups or community networks student is interested in or participated; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Services must end prior to the Individual turning twenty-two (22) years of age.
- Service shall be authorized for up to ninety (90) days per authorization. Providers shall submit a written report and invoice every thirty (30) days. Providers should submit all group services at the same time.
- Invoices and reports for Pre-ETS should be submitted electronically to ood.preemploymentinvoicingfax@ood.ohio.gov or faxed to 614-985-9720

TABLE OF CONTENTS

JOB EXPLORATION COUNSELING

Job Exploration Counseling is utilized to assist students with disabilities (SWD) and includes information regarding in-demand industry sectors and occupations, as well as non-traditional employment, labor market composition, administration of vocational interest inventories, and identification of career pathways of interest to the students. Service may be provided one-on-one or in a group setting in a classroom or community setting. Service may be provided in school or the community and shall include discussion of the student's vocational interest inventory results, in-demand occupations, career pathways, and local labor market information that applies to those particular interests. Service is typically authorized for up to eighty (80) UOS. Intake shall not be authorized for this service.

REQUIREMENTS

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

- Self-evaluation and assessment of student's knowledge of where they are in the career planning process;
- Copies of student's completed interest inventories identifying potential employment goals;
- Copies of the informational interviews completed with workers in-demand jobs;
- Research of in-demand jobs & local labor market information;
- Student's knowledge of in-demand jobs and career pathways;
- Resources and assessment activities provided to identify career pathways
- Include the date of registration with OhioMeansJobs and creation of the student's Backpack; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Services must end prior to the Individual turning twenty-two (22) years of age.
- Service shall be authorized for up to ninety (90) days per authorization. Providers shall submit a written report and invoice every thirty (30) days. Providers should submit all group services at the same time.
- Invoices and reports for Pre-ETS should be submitted electronically to ood.preemploymentinvoicingfax@ood.ohio.gov or faxed to 614-985-9720

TABLE OF CONTENTS

WORK BASED LEARNING

Work-Based Learning is utilized for a student with a disability to experience and gain knowledge about the workplace. These services are those that would be most beneficial to an individual in the early stages of employment exploration during the transition process from school to post-school activities, including employment. Service may be provided one-on-one or in a group setting in a classroom or community setting. Work-Based Learning experiences in a group setting may include coordinating school-based job training, informational interviews to research employers, work-site tours to learn about necessary job skills, job shadowing, and/or mentoring opportunities in the community. Individual services may include work experiences to explore the student's area of interest through paid and unpaid internships, apprenticeships, short-term employment, fellowships, or on-the-job training in the community. Service is typically authorized for up to eighty (80) UOS. Intake shall not be authorized for this service.

REQUIREMENTS

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

- Names of community business that students completed work site tours, job shadowing, informational interviewing and/or field trip experiences at community businesses;
- Names and roles of guest speakers or name of businesses performing presentations;
- Student's understanding and acknowledgement of appropriate work site behaviors; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Services must end prior to the Individual turning twenty-two (22) years of age.
- Service shall be authorized for up to ninety (90) days per authorization. Providers shall submit a written report and invoice every thirty (30) days. Providers should submit all group services at the same time.
- Invoices and reports for Pre-ETS should be submitted electronically to ood.preemploymentinvoicingfax@ood.ohio.gov or faxed to 614-985-9720

TABLE OF CONTENTS

WORKPLACE READINESS TRAINING

Workplace Readiness Training is utilized to improve social and independent living skills. Workplace readiness training may include programming to develop social skills and independent living, such as communication and interpersonal skills, financial literacy, orientation and mobility skills, job-seeking skills, understanding employer expectations for punctuality and performance, as well as other "soft skills" necessary for employment. Service shall include discussion of the following Conduct areas:

- Professional Skills: Workplace communication, written and verbal, with peers/supervisors, mean and how to demonstrate appropriate work ethics, teamwork, networking, health/safety, basic customer service, business organization/hierarchy, job seeking skills and understanding employer expectations;
 - Personal Skills: Social and inter-personal skills development, enthusiasm/attitude, integrity, personal responsibility, time management, self-management, and life-long learning;
 - Internet: Safety and self-representation online, social media and potential impact on job searches, how to conduct online job searches, filling out online applications, and telephone etiquette; and
 - Independent Living: Financial literacy and management, budgeting, hygiene/dress, community access, transportation, household management, Orientation & Mobility
- Service may be provided in a classroom setting or be tailored to an individual's needs in an education or community setting. Service is typically authorized for up to eighty (80) UOS. Intake shall not be authorized for this service.

REQUIREMENTS

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

- Pre- and post-evaluation to measure skill attainment;
- Summary of and feedback from mock interviews and observations from job fairs attended;
- Completion of (mock)applications, and resumes
- Summary of instruction for Conduct sessions addressing the four content areas referenced in the definition: professional skills, personal skills, the internet, and independent living; and
- Questions posed by VR Counselors or Coordinators in the Referral to Facility form.

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

TECHNICAL ASSISTANCE

- Transportation shall not be authorized in conjunction with Pre-Employment Transition Services.
- Services must end prior to the Individual turning twenty-two (22) years of age.
- Service shall be authorized for up to ninety (90) days per authorization. Providers shall submit a written report and invoice every thirty (30) days. Providers should submit all group services at the same time.
- Invoices and reports for Pre-ETS should be submitted electronically to ood.preemploymentinvoicingfax@ood.ohio.gov or faxed to 614-985-9720

TABLE OF CONTENTS

APPENDIX A

PROVIDER & CONTRACTS MANAGEMENT UNIT (PCMU)

PCMU provides support and technical assistance to Providers and VR Staff for questions and issues involving the VR Fee Schedule and/or the Provider Management Program (PMP). There is an assigned Program Specialist for each Region (SEE BELOW). Providers are assigned to a Region based upon their primary business location, e.g. if the business headquarters is in Franklin County then the Provider would be assigned to the Southeast Program Specialist.

Providers may also email the crpvendor@ood.ohio.gov mailbox for assistance.

For issues involving PMP it is helpful to include screenshot of the issue.

REGION	CONTACT INFORMATION
Supervisor	Jay Burns jay.burns@ood.ohio.gov 614.438.1321
East Central	Melanie Seckler melanie.seckler@ood.ohio.gov 330.915.2019
Northeast	Ronna Woods ronna.woods@ood.ohio.gov 216.227.3284
Northwest	James Gears James.gears@ood.ohio.gov 419.861.8855
Southeast	Michael Kinney michael.kinney@ood.ohio.gov 614.438.1724
Southwest	

[TABLE OF CONTENTS](#)

APPENDIX B



PROCEDURE 80-VR-09-01
TITLE Vocational Rehabilitation Provider Management Procedure
EFFECTIVE May 8, 2017
REVIEW DATE 11-08-18

I. PURPOSE

The purpose of this procedure is to provide direction to ensure appropriate oversight and timely communication with vocational rehabilitation (VR) providers in accordance with appropriate federal (e.g. Code of Federal Regulations [CFR]) and state law (i.e. Ohio Revised Code, Ohio Administrative Code) governor directives and executive orders, other governing agency (e.g. DAS, OBM) policy or guidance, and/or executive director expectations.

II. APPLICABILITY

- 1) This procedure applies to VR Staff and VR Contractors.
- 2) In addition, it also applies as detailed below.
 - A. Individuals or entities who want to be considered to provide services listed in the VR Fee Schedule (OAC 3304-2-52 Appendix) or those who would like to offer specialized training (Refer to Section B).
 - B. Individuals or entities who want to be considered to provide medical, psychological and dental services shall follow all required guidance set forth in OOD's Medical, Psychological and Dental Fee Schedules

III. DEFINITIONS

Approved Provider – individuals and entities who have met the requirements established by OOD and have been approved to provide vocational rehabilitation services to OOD individuals

OOD Representative – for the purposes of this policy, VR Staff person(s) designated by the Executive Director, or designee, who will manage the Provider Management Program (PMP), the “Provider Search” tool and be responsible for oversight of the approved providers.

OOD Liaison – for the purposes of this policy, designated VR Staff person responsible for acting as an approved provider’s primary point of contact, their source of information and providing technical assistance.

Provider Management Program (PMP) – the electronic system that provides users to complete an application to be considered for the list of OOD’s approved providers or once approved, to make changes to their contact information, current services or service delivery areas.

Provider Search – an electronic search tool located on OOD’s website that allows VR Staff, VR Contractors and individuals with disabilities to access OOD approved provider information including, but not limited to, contact information, types of services offered, service delivery areas and areas of specialization.

Supply – goods or equipment.

Uniform Document System (UDS) – the system that is used to maintain individual provider records which includes, but is not limited to: accreditation award letters; insurance policies; quarterly review summaries; and scorecards.

VR Provider – individuals or entities that are approved by OOD to provide services defined in OOD fee schedules.

VR Provider Manual – a manual for OOD providers which contains OOD fee schedules, OOD policy and procedure and other information and requirements.

IV. PROCEDURES

A. General

1. OOD and its providers are required to provide information to individuals throughout the VR process as required by law (e.g. rights and duties). This information shall be provided to the individual and if applicable, the individual’s legal guardian, in writing and when appropriate, in their native language or through an appropriate mode of communication.
2. AWARE shall be updated, by VR Staff and VR Contractors, with pertinent conversations, recommendations, justifications, approvals and/or other actions taken in relation to this policy and subsequent procedures when appropriate.
3. OOD and approved providers shall not place an OOD individual in employment where they would be subject to a special wage certificate under the U.S. Department of Labor’s Fair Labor Standards Act (FLSA) which allows them to be employed at sub-minimum wage.
4. In order for individuals or entities to be placed on OOD’s approved provider list, (i.e. be able to provide services as listed on OOD’s Fee Schedules) they must meet at least one (1) of the criteria listed below:

- a. have the appropriate accreditation, certification or licensure as required by the State of Ohio; and/or
 - b. successful completion necessary information/documentation in the Provider Management Program (PMP), if applicable (refer to Section B.).
5. Placement on OOD's approved provider list does not:
- a. constitute a contractual relationship between OOD and the provider; or
 - b. guarantee utilization of any or all of the services the provider offers.
6. After a provider's placement on OOD's approved provider list, OOD shall provide oversight of VR providers including, but not limited to, quality assurance measures.
- a. OOD shall implement quality assurance measures to ensure quality VR services are being provided.
 - b. Quality assurance measures shall include, but not be limited to, monitoring the provider's process to protect an individual's confidential personal information (CPI), successful placement rates and duration of services until placement.
7. At any time (i.e. prior to approval or after becoming an Approved Provider), OOD may request completion of a background check on any Approved Provider employee who delivers direct services to OOD individuals.

B. Process to be Considered for Providing Services to OOD Individuals

1. Individuals or entities who would like to be considered for providing services to OOD individuals, via OOD fee schedules (e.g. VR, psychological, medical, dental), are subject to the following:
- a. provisions of the VR Provider Manual;
 - b. state and federal laws;
 - c. if applicable, completion of an application in OOD's Provider Management Program (PMP) (refer to ood.ohio.gov/Providers/Provider-Services); and
 - d. once approved by OOD, registering with Ohio Shared Services (OSS) prior to being able to provide services (refer to <http://obm.ohio.gov/suppliers.aspx> for information).
2. Prior to applying to become an approved provider, in addition to having appropriate State of Ohio accreditation, certification or licensure (if applicable), OOD requires potential providers to meet the following criteria:
- a. be accredited or certified as required by OAC 3304-1-12 "Community Rehabilitation Program Standards", or be granted a waiver of accreditation and/or certification by OOD's Executive Director; and
 - b. ensure that services will be provided in accordance with the definitions and requirements as outlined in the VR Provider Manual.

3. Once the above criteria have been met, potential providers may be required to complete one (1) of the applications listed below in OOD's PMP in order to be placed on OOD's approved list.

a. Traditional (Vocational Rehabilitation) Provider Application

i. Providers who would offer at least one (1) service defined in the VR Fee Schedule shall complete this application.

ii. Providers in this category shall be accredited or certified, as required, in specific areas as defined in OAC 3304-1-12 "Community Rehabilitation Program Standards" in order to provide:

- a) vocational evaluations;
- b) work adjustment;
- c) job placement;
- d) on-the-job supports;
- e) community based assessment;
- f) orientation & mobility; and
- g) rehabilitation technology/low vision services.

iii. Providers shall consult the VR Provider Manual for information on OOD's current accreditation standards (e.g. Commission on Accreditation of Rehabilitation Facilities [CARF], the Joint Commission (JC) in the area of Behavioral Health, the National Accrediting Council for Organizations Serving the Blind or Visually Impaired [NAC]).

b. Vision Services Provider Application

i. This application is to be completed by providers offering vision services and meeting the appropriate accreditation requirements (e.g. Academy for Certification for Vision Rehabilitation and Education Professionals [ACVREP], the National Blindness Professional Certification Board [NBPCB], the National Accrediting Council for Organizations Serving the Blind or Visually Impaired [NAC], as defined in OAC 3301-1-12 "Community Rehabilitation Program Standards").

c. Employment First Provider Application

i. Providers must be certified as required by Department of Developmental Disabilities (DODD) in the area of "Individual Employment Supports". (Refer to the Ohio Department of Developmental Disabilities (DODD) website, <http://dodd.ohio.gov/Providers/Pages/default.aspx> for current certification requirements).

- a) Providers in this category may request and be granted a waiver of OAC 3304-1-12 "Community Rehabilitation Program Standards" to provide services defined within the VR Fee Schedule (see d. below).

d. Waiver Provider Application

i. Providers who are not accredited or certified in accordance with OAC 3304-1-12 “Community Rehabilitation Program Standards” but would still like to be approved to provide services listed in the VR Fee Schedule shall complete the Waiver Provider Application in order to request a waiver from OOD’s Executive Director.

a) In order to be granted a waiver, providers must submit additional information about their qualifications and experience to provide VR services.

ii. An OOD Representative shall review the applications for waivers four (4) times per calendar year on the 15th day of January, April, July and October. If the 15th falls on a non-business day, the review will be completed on the next business day.

a) After review, the OOD Representative shall submit a recommendation to the Executive Director, or designee.

b) The Executive Director, or designee, may deny the waiver, in whole or in part, or conditionally grant a waiver of the accreditation or certification requirements.

1) The OOD Representative shall notify a provider of their waiver request within forty-five (45) days of the waiver review date (e.g. January 15th would be on or around March 1st).

iii. Providers who are granted a waiver are required to attend OOD’s training on fiscal requirements and service delivery.

e. Non-accredited Provider Application

i. Providers that are not offering services defined in OOD Fee Schedules (e.g. occupational skills training) and are not subject to OAC 3304-1-12 “Community Rehabilitation Program Standards” shall complete the Non-accredited Provider Application.

f. Subcontractor Application

i. Providers who wish to provide services under another provider’s accreditation (e.g. CARF) shall complete the Subcontractor Application. Note: The subcontractor must then be associated to the OOD approved Provider in the PMP in order to be used to provide services.

a) In order for an approved subcontractor to be associated with an approved provider, the provider must be certified in the services in which the subcontractor is approved to provide.

b) Providers may consult the VR Provider Manual for more information on subcontracting (refer to <http://www.ood.ohio.gov/Providers/ProviderServices/Provider-Manual>).

4. Providers will be required to attach proof of the criteria in Section B.2 to their application in the PMP or submit, via email, to crpvendor@ood.ohio.gov
5. Applications which are not “submitted” within 90 days shall be removed from the PMP.
6. Providers and subcontractors shall be responsible for keeping their information (i.e. contact info, services offered and service delivery areas) current in the PMP.
 - a. Changes to a provider’s tax identification number, legal name, the addition of new services, changes to service delivery areas and/or the addition of subcontractors will require additional OOD approval.

C. Provider Approval Process

1. An OOD Representative shall review, approve or disapprove provider applications, submitted via PMP, within 45 days of submission unless a waiver (refer to Section B.3.d.) is required which may take longer.
 - a. If a provider application is submitted and additional information is needed, the OOD Representative shall notify the provider.
 - i. If the provider does not submit the requested information within forty-five (45) days of this notification, the application shall be removed from the PMP.
 - a) The provider may re-apply by completing and submitting a new application, via the PMP, at a later date.
 - b. The OOD Representative shall perform the following when reviewing a provider application:
 - i. verification of required accreditation(s), certification(s) and/or licensure, if applicable;
 - ii. for vision services, ensure that a copy of their professional liability insurance is received; and
 - iii. review the provider’s experience in assisting individuals with disabilities in obtaining and maintaining competitive, integrated, community based employment.
 - c. Upon completion of review, the OOD Representative shall approve or disapprove the application and notify the provider.

D. Designation of OOD Area and Liaison

1. Approved providers shall be assigned to an OOD area based upon the location of their primary business (e.g. Northwest, Southeast).
2. Approved providers shall be assigned an OOD Liaison by the OOD Area Manager.

- a. An OOD AM may designate additional liaisons, as needed, for providers with service coverage territories that span multiple areas or contain satellite locations.

E. Meeting Requirements

1. Providers shall participate in any meetings determined necessary by OOD. If a provider is unable to attend due to an extenuating circumstance, they are still responsible for understanding and adhering to VR Provider Manual and any other OOD requirements and for any items which may have been discussed or disseminated at the meeting.

2. Local Meetings

- a. Providers shall participate in local meetings as scheduled by OOD Liaisons.
 - i. Providers, who received greater than \$100,000 in revenue during the previous Federal Fiscal Year (FFY), shall meet at least quarterly with their OOD Liaison during the current FFY.
 - ii. Providers who received less than \$100,000 in revenue, during the previous FFY shall participate in a minimum of two (2) meetings with their OOD Liaison during the current FFY.
 - iii. OOD Liaisons may require more frequent meetings with providers to address any issues (e.g. not following services as defined in the OOD Fee Schedules) that may arise during the course of providing services or, if applicable, as part of a Corrective Action Plan (CAP).
- b. Topics for local meetings should include, but are not limited to:
 - i. supervisor feedback;
 - ii. referrals (e.g. current referral numbers);
 - iii. provider updates;
 - iv. fiscal review (e.g. compliance with timeliness of invoice submissions, accuracy of invoices, vouchered rates);
 - v. service delivery (e.g. compliance with VR Fee Schedule, quality of services provided, outcomes and timeliness of services);
 - vi. VR updates and technical assistance (e.g. VR Fee Schedule updates, policy updates).
- c. The OOD Liaison shall document the meeting on the "Provider Meeting Summary" (80-VR-10-01.A).
 - i. The OOD Liaison shall provide a copy of the summary, within 10 days of the meeting, to the following:
 - a) provider;
 - b) OOD Area Manager;
 - c) VR Supervisors; and
 - d) the OOD Representative.
 - ii. The OOD Representative shall be responsible for storing the record in the Uniform Document System (UDS) for the purpose of records retention.

3. Statewide Meetings

a. The OOD Representative may conduct statewide meetings with all provider directors and stakeholders to provide an overview of the strategic direction of the VR program and updates on related projects and/or initiatives.

F. Incident/Issue Reporting and Management

1. The following incidents or issues fall under reporting requirements:
 - a. reports of abuse or neglect of an OOD individual;
 - b. issues that would have an impact on the safety, health, or welfare of an OOD individual;
 - c. issues of fiscal integrity, including but not limited to, charging for services not provided and charging multiple individuals for the same service/time; and
 - d. breaches of confidential personal information (CPI).
2. If an incident or issue involves the physical or emotional safety of an OOD individual, providers shall immediately take steps to ensure the OOD individual's safety, and then immediately provide notification to entities as required by law and OOD as detailed below.
 - a. Providers are required to immediately notify law enforcement, child protective services, county boards of developmental disabilities, or other agencies as required by law.
 - b. Contact, via telephone, and provide notification to the OOD, and if applicable a VR Contractor as detailed below.
 - i. Call the VR Staff or VR Contractor who handles the OOD individual's case, the designated OOD liaison, and the OOD Representative (in this order). The provider shall continue to attempt to reach all three (3) of the individuals until all are reached.
 - a) If none of these individuals are available, the provider shall contact an OOD VR Supervisor, Area Manager, or a VR Contractor's supervisor or the OOD VR Contracts Unit Staff.
 - b) Leaving a message (i.e. voice mail) is not acceptable, a provider shall speak directly to an individual or keep trying until an individual is reached.
 - c) If the incident or issue takes place during the evening, weekend, or holiday, providers shall make contact on the next business day.
 - ii. Follow up the telephone call with an email to the individuals listed in Section F.2.a and if contact was made to an individual in Section 2.a.i., copy him/her.
 - a) The email shall include, at a minimum, the following information:
 - 1) the OOD individual's name;

- 2) VR Staff or VR Contractor's name assigned the OOD individual's case;
- 3) date of the incident or issue;
- 4) detailed description of the incident or issue;
- 5) where the incident or issue took place;
- 6) who was involved;
- 7) who witnessed the incident or issue; and
- 8) what actions were taken.

3. The OOD Liaison shall be responsible for handling any incident or issued (e.g. performing an investigation, obtaining additional information or documentation from the OOD individual or the provider, development of a CAP) and sharing the information with the OOD Representative.

4. The OOD Representative will review and gather additional information, if necessary, and notify appropriate OOD management.

- a. A formal review may be initiated if warranted (refer to Section H.).

G. Questions, Concerns, Complaints, & Issues

1. Questions/concerns and minor issues with providers (e.g. correction of a report or invoice) should be handled by VR Staff or VR Contractors.

2. VR Staff and VR Contractors shall direct significant concerns, complaints and issues about providers to the OOD Liaison who will facilitate resolution.

a. Copy Requirements

i. VR Staff shall copy his/her VR supervisor.

ii. VR Contractors shall copy their supervisor and a VR Contracts Unit designee.

b. Reporting Requirements

i. When reporting a significant concern, complaint or issue, VR Staff or VR Contractor shall provide the following information:

a) the OOD individual's name;

b) VR authorization number (if related to an invoice):

c) type of service being provided; and

d) date(s) and description of the concern, complaint or issue.

c. Resolution Facilitation

i. The OOD Liaison shall facilitate resolution.

a) In cases where the OOD Liaison is unable to facilitate resolution, it shall be forwarded to his/her immediate supervisor/manager for resolution.

b) If resolution is still not able to be facilitated, it shall be forwarded to an OOD Representative for facilitation of final resolution.

3. The OOD Liaison shall review the information and documentation and discuss the issue with the provider and the Area Manager, if needed.
4. Necessary actions may be taken, if necessary, and may include, but are not limited to:
 - a. providing training and/or technical assistance to address the concern, complaint or issue;
 - b. developing a CAP; and/or
 - c. recommending that a formal review be completed by an OOD Representative.
 - i. All documentation pertaining to a review (e.g. records, reports, findings, outcomes) shall be submitted to the OOD Representative.
 - ii. The OOD Representative shall enter all in the Uniform Document System (UDS).
 - d. If the provider is unable to meet the requirements of the CAP or fails to continue to meet quality and/or compliance expectations after completion of the CAP, OOD may remove the provider from their list of approved providers

H. Formal Review

1. If a formal review is recommended, OOD's Monitoring & Compliance Unit (MCU), VR Program Administration, and/or Legal will review the facts and determine the scope of the review if deemed necessary.
2. VR Staff and VR Contractors shall refer to "Internal and External Controls for Contractors and Providers" (40-MCU-03) for the review guidance.

I. Violation

1. An employee who violates this procedure may be subject to discipline up to and including removal
2. Providers who violate this procedure may be removed from the list of approved providers.

REVIEW

It is the responsibility of the Deputy Director, or designee, to annually 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 annual review as required in OOD Policy 10-ADM-01 Policy and Procedure Development, Review, Dissemination and Acknowledgement".

[TABLE OF CONTENTS](#)

APPENDIX C

Providers and their assigned VR Liaisons should meet quarterly based on various factors, e.g. new Provider, number of Referrals and/or dollar amount of authorizations, and/or if potential service delivery concerns have been identified. Providers with revenue of less than a \$100,000 may be scheduled less frequently but at a minimum of twice per Federal Fiscal Year. The Provider Management Summary (BELOW) shall be completed by the assigned VR Liaison Supervisor and a copy of it shall be emailed to the Provider and crpvendor@ood.ohio.gov within ten (10) business days of the meeting.



Provider Management Summary

Review Date/Time: _____

Provider Name: _____

Provider's OOD-VR Contact Name: _____

OOD Liaison: _____

Attendee Names: _____

Provider Management Program (PMP) Review *(e.g. review of contacts, services, service areas)*

- | | |
|---|---|
| <input type="checkbox"/> No Changes Necessary | <input type="checkbox"/> Change in Contacts |
| <input type="checkbox"/> Change in Services | <input type="checkbox"/> Change in Counties |

Performance Review *(Includes, but is not limited to, review of Scorecard data [e.g. comparison to previous version], referral capacity, VR Fee Schedule requirements, timeliness of services, and quality of services/reports.)*

Fiscal Review *(Includes, but is not limited to, review of timeliness of invoices, number of and reason for denials, and cancellations.)*

Opportunities for Improvement *(Include objective and measurable goals that the Provider and/or OOD can work towards before next meeting.)*

Technical Assistance/Updates *(May include, but not be limited to, discussion of current policy initiatives, change in rules/policies/procedures, best practices, and general guidance.)*

Date/Time of Next Meeting: _____

APPENDIX D



School-Based Job Readiness Training Program Protocol

Initial Considerations of new School-Based Job Readiness Training Programs

The determination for the necessity of a School-Based Job Readiness Training program, (e.g. Project SEARCH, etc.), involves consideration of the following:

Is there a need for this program?

1. Do other transition programs that provide School-Based Job Readiness Training services (Project SEARCH or other) already exist in the area?
2. Is there an unmet need in the area for a new or additional School-Based Job Readiness Training program?
3. What is the potential number of students with disabilities who have an identified need for the intensity and duration of services offered by a School-Based Job Readiness Training program? Students who require such services include students who, based upon performance during the most recent summer work experience or other Pre-Employment Transition Services, are not expected to be job ready at graduation.

Is the host business an appropriate site for this program?

1. Does the identified host site have both the capacity and diversity of complex repetitive work tasks to accommodate multiple internship rotations?
2. Are there employment opportunities with the host site that are in alignment with the employment goals of students with disabilities?
3. Does OOD already have an existing relationship with the host business site? Is a Job Readiness Training program the most effective way to source candidates with disabilities to the host site?
4. What are the types of services and supports needed for the proposed host site?

When OOD staff are approached by a party (provider, business partner, etc.) interested in starting a Job Readiness Training program (staff should contact the OOD Supported Employment and Transition Unit supervisor to begin discussing the request with the Ohio Department of Education (ODE), Area Managers, Business Relations Specialists (BRSs) and local Vocational Rehabilitation Supervisor (VRS). If the initiation of a new School-Based Job Readiness Training site is deemed viable and appropriate by all parties, the OOD Area Manager identifies a VRS to take the lead with the interested party locally.

Local Team Development

If all parties determine that a School-Based Job Readiness Training program is needed in the area, OOD and ODE begin to assemble a local team. If the program is Project SEARCH, OOD and ODE would consult with Project SEARCH National, who can describe the licensing process and training requirements. This team includes:

- OOD Area Manager, VRS, Business Relations Specialist (BRS) and assigned Liaison Counselor
- Career Technical Planning District (CTPD) or school district
- County Board of Developmental Disabilities (CBDD)
- Business Partner
- Community Rehabilitation Program (CRP) who is selected by the OOD and Business Partner

Informed Choice of Provider Selection

OOD will assist the local team consisting of ODE representative, the Business Partner, and other parties (such as Project Search, if applicable). OOD will direct the team to review available providers or share all available providers through some other mechanism (e.g. verbal discussion, list). OOD will ask the local team what factors are most important to them in making a provider selection (i.e. specific industry experience, experience working with a specific target population, experience with similar JRT models, etc.).

OOD will direct the local team to information available on the Provider Search, the Provider Scorecard, provider websites, and other relevant information based on the needs identified by the team. If the local team desires, OOD will facilitate the coordination of provider interviews, and facilitate their final selection. OOD will notify the provider of their selection and develop next steps based on the needs and nature of the partnership.

Planning Timelines and Advisory Team

Ideally, it takes at least one year for the planning team to work together for a successful implementation. This means that planning for a new School-Based Job Readiness Training should begin no later than August/September in order to implement a new program to begin the following school year.

An ongoing Advisory Team should be identified and typically meets monthly while the School-Based Job Readiness Training program is being developed and implemented. Advisory Team members may be the same members as the initial local team, but should also include a family member, a young adult with a disability, and other community members such as the Workforce Investment Board, University Center for Excellence, etc.

OOD Quality Assurance

OOD remains part of the ongoing Advisory Team and typically participates in quarterly team meetings (as indicated in the OOD Provider Management Policy), monthly meetings to discuss participant

progress, open houses, etc. In addition, OOD must be involved in the student selection process to ensure that students need the service to meet their employment goal. The VRS assigned to each Job Readiness Training host site meets with the CRP quarterly to discuss the program, including internship rotations, timing of job development, performance, and addresses any issues or concerns. This will include a semi-annual review of the scorecard to ensure the program is meeting minimum standards for performance.

[TABLE OF CONTENTS](#)

CHANGE LOG (10/01/19)

- VR Fee Schedule
 - New Service Definitions'
 - New Service Rates
 - Updated Provider Management Program (PMP) Instructions
 - Updated Significant Incident Report Form Section
 - Updated Electronic Submissions Of Reports & Invoices
 - Updated PCMU Staff
 - Updated Provider Meeting Summary Section
 - Form Instructions Removed (Will be separate document)

CHANGE LOG (10/15/19)

- VR Fee Schedule
 - Updated Rehabilitation Technology credentials for vision loss (Page 68)
- Provider Management Policy & Procedure added
- School Based Job Readiness Training Protocol added

[TABLE OF CONTENTS](#)