

# Opportunities for Ohioans with Disabilities Vocational Rehabilitation (VR) Procedure Manual

80-VR-00

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## OOD Overview

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**Topics in this overview apply to all chapters and sections throughout this manual.**

The purpose of this procedural manual is to document for VR Staff and VR Contractors the actions required by OOD for providing vocational rehabilitation (VR) services in accordance with appropriate federal (e.g., Code of Federal Regulations [C.F.R.]) and state law (i.e., Ohio Revised Code [R.C.], Ohio Administrative Code [Ohio Adm.Code]), Governor directives and executive orders, other governing agency (e.g., DAS, OBM) policy or guidance, and/or Director expectations.

**Associated policies shall be reviewed and followed prior to continuing with direction in this procedure manual.** A link to the appropriate policy is provided at the beginning of each reference in the chapters.

All Vocational Rehabilitation policies, other OOD policies and procedures, and all associated forms and attachments can be found by accessing the [“Policies”](#) webpage or in links provided throughout this document.

All definitions for vocational rehabilitation definitions can be found by accessing “Vocational Rehabilitation Definitions” (80-VR-99.A) on the [“Policies”](#) webpage.

Legal references, and historical information for sections in this manual may be found in the “VR Resource Guide” (80-VR-00.A).

VR policies and this manual shall be reviewed as outlined on the “VR Quarterly Review Chart.” This chart may be provided upon request.

## Funding

Refer to “Standard Expectations and Funding Information for Vocational Rehabilitation Policies and Procedures” (80-VR-98) for Information on OOD’s federal grant funding amounts and percentages awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS).

## Consent

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If, at any time during the VR process, an individual, or if applicable, their parent or legal guardian, wishes for a person or entity, other than their parent or legal guardian, to take part in any step of the process or if additional records and/or assessments are needed (e.g., medical records), a “Consent to Obtain and Release Information” form (80-VR-14.A) must be completed and signed as required in “Confidentiality in the Vocational Rehabilitation Program” (80-VR-14).

If, at any time during the VR process, an individual, or if applicable, their parent or legal guardian, wishes to withdraw consent from any person or entity listed on their application or who completed a consent form, it is preferred a “Withdrawal of Consent” form (80-VR-14.B) be completed and signed.

If an individual and/or their parent or legal guardian, is not able to complete the “Withdrawal of Consent” form at the time of the request, they may withdraw consent verbally.

VR Staff or VR Contractor shall ensure the verbal request is documented in an AWARE Case Note.

## CRC Disclosure

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If any VR Staff or VR Contractor are a Certified Rehabilitation Counselor (CRC) and will be directly involved with an individual’s case, they shall complete the “Professional Disclosure Statement” (80-VR-98.A).

VR Staff or VR Contractors who are not a CRC are exempt from this requirement.

Once completed, the “Professional Disclosure Statement” shall be reviewed and signed by the individual and, if applicable, their parent or legal guardian, and the CRC.

Once signed, the statement shall be scanned into the AWARE Participant Module, as a Case Note, with the category “Professional Disclosure Statement” and summary title “Signed.”

## Appropriate Modes of Communication

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

## AWARE Updates and Approvals

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AWARE shall be updated with pertinent conversations, recommendations, justifications, approvals and/or other actions taken in relation to all policies and procedures.

If a specific Case Note category is required, it shall be documented in the appropriate policy or this manual.

If supervisory or management approval is required during the VR process, VR Staff or VR Contractor shall, via a “Custom Activity Due” in AWARE, request approval which shall include a written justification. The supervisor or manager shall consider the VR Staff or VR Contractors’ justification and document their approval or denial within the “Activity Due” as detailed below. Approval is based on the written justification, the supervisor/manager shall enter “Approved” in the “Comments” and

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change the activity status to “Completed.”

If approval is based on the written justification but additional conditions/ requirements need to be addressed before VR Staff or VR Contractor can act on the approval; the supervisor/manager shall enter “Approved with Conditions” and document the conditions/requirements in the “Comments” and change the activity status to “Completed.”

If denied but the supervisor/manager does not agree with the justification, they shall enter the words “Request Denied,” and document the reason(s) for denial in the “Comments” and change the activity status to “Completed.”

## Chapter 1 - Application

### Application and Intake

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-01-01)

[Policy: Application and Intake \(80-VR-01\)](#)

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#### A. General

1. For application and intake of a youth with a disability or student with a disability, refer to the “Transition Services” section in this Procedure Manual for additional guidance and direction.
2. If the application received is for the Independent Living and Older Blind Program (ILOB), the application shall be forwarded, via email, to [ILProgram@ood.ohio.gov](mailto:ILProgram@ood.ohio.gov).
3. If the application received is for the Personal Care Assistance (PCA) Program, the application shall be forwarded, via email, to [PCA@ood.ohio.gov](mailto:PCA@ood.ohio.gov)
4. All necessary documentation requiring a signature, or initials shall be completed with an acceptable signature and/or initials.
  - a. An acceptable signature and/or initials includes:
    - i. handwritten signature/initials applied to a piece of paper; or
    - ii. electronically captured handwritten signature/initials applied to a tangible medium (e.g., AWARE Sign, computer touch screen).
  - b. The typing of the VR Staff or VR Contractor and the individual’s name/initials, and if applicable, their parent or legal guardian’s name, in the signature areas does not meet the requirements of an acceptable signature.

## Application and Intake

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5. If at any time, an individual and/or, if applicable, their parent or legal guardian, decide they do not wish to apply for VR services, information and referral to other community service agencies shall be provided, as appropriate. Refer to the “Vocational Rehabilitation Services” policy (80-VR-11) and the “Information and Referral” section of this manual for additional guidance and direction.
  - a. If an individual chooses not to apply and they are not already entered into the AWARE Referral Module, entry does not need to be completed.
6. If an individual and/or, if applicable, their parent or legal guardian, require an interpreter to participate in an intake appointment, prior to the completion of a “Participant Information/ Application for Vocational Rehabilitation Services, (80-VR-01.A)”, VR Staff or VR Contractor shall follow the direction in the “Interpreter, Reader and Personal Assistance Services (PAS)” section in this Procedure Manual for additional guidance and direction.
7. The VR Fast Track Process assists an individual with a disability who is expected to require a few VR services over a short period of time with rapid engagement in services and achieving their employment outcome.
  - a. VR Staff or VR Contractor may review the “Points of Consideration for Fast Track” (80-VR-01-01.F) to determine if the applicant could benefit from the VR Fast Track Process.

### B. Expressing an Interest in VR Services

1. When an individual (or someone on their behalf) expresses an interest in VR services, VR Staff or VR Contractor shall determine if the individual has an open VR case prior to entering the information into the AWARE Referral Module.
  - a. An individual with an open case shall be referred to their assigned VR Staff or VR Contractor.
  - b. If an individual does not have an open case, VR Staff or VR Contractor shall proceed with the referral.
2. Expressing Interest via VR Portal, Email, US Mail, or Fax
  - a. VR Staff shall conduct a daily review of the AWARE Referral Module’s Portal layout to check for applications received and assign them as appropriate. The assignment shall be completed within one (1) business day of receipt.
  - b. If an application is received via email, US mail, or fax, VR Staff or VR Contractor shall enter information into the AWARE Referral Module, no later than three (3) business days after receipt.

## Application and Intake

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- i. VR Staff or VR Contractor shall attach the application to an AWARE Case Note using the category selection of “Referral Attachment” and summary title, “Application for Services” and then delete the email or fax.
  - c. VR Staff or VR Contractor shall contact the individual within three (3) business days of the assignment.
    - i. If the individual would like to continue with services, VR Staff or VR Contractor shall proceed to Section B.3.a.
  - d. If the individual does not want to proceed with VR services, VR Staff or VR Contractor shall follow the guidance and direction in “Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual to close the applicant’s referral in the AWARE Referral Module as “Closed-Other.”
  - e. In situations when VR Staff or VR Contractor is unable to reach the individual (e.g., the individual does not answer, the number was not provided or is no longer in service), VR Staff or VR Contractor shall send the “Request to Contact for Intake Appointment” letter (80-VR-01-01.C) within three (3) business days of the attempted contact.
    - i. If the individual and/or, if applicable, their parent or legal guardian responds to the letter, VR Staff or VR Contractor shall proceed to Section B.3.a.
    - ii. If the individual, and/or, if applicable, their parent or legal guardian, does not respond to the letter within seven (7) business days (beginning the day after the date of the letter), VR Staff or VR Contractor shall follow the guidance and direction in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual to close the applicant’s referral in the AWARE Referral Module as “Closed – Other.”
- 3. Expressing Interest via Walk-in or by Phone
  - a. When an individual phones or is a walk-in to OOD or another entry point and expresses an interest in VR services, VR Staff or VR Contractor shall proceed as detailed below.
    - i. Review the “Points of Consideration for Fast Track” (80-VR-01-01.F).
      - a) VR Staff or VR Contractor shall determine if the individual’s services should be fast tracked or if the individual requires the traditional VR process to achieve their employment outcome.
    - ii. Determine if the appropriate VR Staff or VR Contractor is available, and if the individual is able to complete an intake at that time.



- a) If the intake can be completed, proceed to Section E.
- b) If the intake is unable to be completed, VR Staff or VR Contractor shall enter the individual's information directly in the AWARE Referral Module, if not previously completed, and schedule an intake appointment.
  - 1) Provide the individual (either in person, electronically, or through US mail) the documents listed in Section E.3 a.- i. and proceed to Section C.
    - 1.1 VR Staff or VR Contractor shall inform the individual to bring all necessary records/documentation to the intake appointment.

### C. Scheduling an Intake Appointment

- 1. The application and intake process may include more than one (1) appointment with the first appointment typically being the intake appointment.
- 2. OOD's preferred timeline for completing an intake appointment is within five (5) business days of an initial contact.
  - a. If an intake appointment cannot be conducted within five (5) business days of initial contact, VR Staff or VR Contractor should document the reason in the AWARE Referral Module as a Case Note.
  - b. VR Staff or VR Contractor shall proceed with the traditional VR process if the intake for a fast-tracked individual cannot be conducted within five (5) business days of initial contact.
  - c. An intake appointment must take place within thirty (30) calendar days of initial contact.
    - i. VR Staff or VR Contractor may close the referral if the individual and, if applicable, their parent or legal guardian, cannot commit to scheduling and attending the intake appointment within thirty (30) calendar days.
      - a) VR Staff or VR Contractor shall close the case in the AWARE Referral Module as "Closed – Other" and document the reason in a Referral Note, including the method of notification of the closure.
      - b) VR Staff or VR Contractor shall notify the individual and/or, if applicable, their parent or legal guardian, of the case closure and how to re-apply at a later time.
- 3. VR Staff or VR Contractor shall schedule the intake appointment (in-person, phone, virtual [e.g., Teams]) to occur at a later date.

## Application and Intake

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- a. VR Staff or VR Contractor shall update the “Outcome” of the referral to “Appointment Pending” on the Referral Information Page, in the AWARE Referral Module once the appointment has been scheduled.
4. VR Staff or VR Contractor shall send a “Standardized Intake Appointment Letter” (80-VR-01-01.B) to the individual, within one (1) business day, if time permits (i.e., if they will receive the letter prior to the appointment).
5. VR Staff or VR Contractor shall remind individuals being fast tracked to bring the following to the intake appointment:
  - a. all completed OOD forms which were sent to them; and
  - b. any necessary records needed to determine eligibility .

### D. Failure to Attend the Intake Appointment

1. If an individual fails to attend the scheduled intake appointment and does not call to reschedule their appointment, VR Staff or VR Contractor shall contact the applicant within (3) business days after appointment date to reschedule.
2. If contact is not made within (3) business days or the appointment could not be rescheduled, VR Staff or VR Contractor should close the individual’s referral in the AWARE Referral Module as “Closed – Other.”

### E. Completing the Application and Intake Process

1. During the intake appointment, VR Staff or VR Contractor should review the forms submitted by the individual and, if applicable, their parent or legal guardian, for accuracy and completeness.
  - a. The VR Staff or VR Contractor shall complete any unfinished or remaining forms on behalf of the individual by:
    - i. entering information directly into the AWARE Participant Module at the time of the intake appointment, whenever possible, or at a maximum within two (2) business days of the appointment; and
    - ii. obtaining a signature from the individual and if applicable, their parent or legal guardian (per Section A.3).
2. When the VR Fast Track Process is determined appropriate, VR Staff or VR Contractor shall enter a Case Note in AWARE, using the category selection “Fast Track.”

## Application and Intake

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- a. The Case Note should contain justification, including the criteria used for determining the VR Fast Track Process for VR services were appropriate.
  - b. If at any time it is determined that the VR Fast Track Process for VR services is no longer appropriate for the individual, the individual needs to be transitioned to traditional VR services, VR Staff or VR Contractor shall enter a Case Note in AWARE, using the category selection of “Fast Track End”, and include justification for the termination of the individual being fast tracked.
3. VR Staff or VR Contractor shall ensure that the forms listed below have been reviewed, completed, and signed by all required individuals.
- a. “Participant Information/Application for VR Services” (80-VR-01.A).
    - i. VR Staff or VR Contractor shall explain that by signing the application, the individual grants permission for OOD to obtain and release confidential personal information (CPI) during the VR process to various entities as listed and/or described on the application.
    - ii. VR Staff or VR Contractor shall review the application to ensure all items are completed appropriately.
      - a) If all items mentioned on the application are completed and the application has all required signatures (including dates), the appropriate VR Staff or VR Contractor shall initial and date the bottom of the application to validate that the form is complete.
        - 1) The application is considered a referral until all required signatures (and dates) have been obtained and appropriate VR Staff or VR Contractor has initialed and dated it.
          - 1.1 The date the application is initialed/dated, following guidelines for an acceptable signature in Section A.3.a., by the appropriate VR Staff or VR Contractor shall match the application date entered into AWARE.
            - 1.1.1 VR Staff or VR Contractor shall verify the accuracy and entry of the correct Social Security Number in AWARE prior to entering the application date.
          - 1.2 The signed application shall be scanned into the AWARE Participant Module as a Case Note with the category “Application for Services” and the summary title “Signed Application”.

- b) If the individual's parent or legal guardian is not in attendance at the intake appointment, VR Staff or VR Contractor shall ensure the application is forwarded for signature.
- 1) The parent or legal guardian's signature must be obtained prior to adding the case into the AWARE Participant Module.
  - 1.1. The parent or guardian has up to 30 calendar days after the intake appointment to sign the application or the referral should be closed.
    - 1.1.1. For an individual to remain in the VR Fast Track Process, the parent or legal guardian's signature shall be obtained no later than the second appointment.
      - 1.1.1.1. If the parent or legal guardian's signature is not obtained by the second appointment, the case shall proceed using the traditional VR process to achieve their employment outcome.
- b. "VR Program Overview" (80-VR-01.B).
- c. "Applicants and Eligible Individual Rights" (80-VR-01.D).
- d. "Participant Acknowledgement" (80-VR-01.C).
  - i. Request the individual and, if applicable, their parent or legal guardian, sign the "Participant Acknowledgement" form to indicate that they understand and agree to adhere to its requirements.
    - a) Once signed, the acknowledgement shall be saved in the AWARE Participant Module, as a Case Note, with the category "Participant Acknowledgement" and the summary title "Signed."
    - b) If the individual and/or, if applicable, their parent or legal guardian, chooses not to sign the "Participant Acknowledgement" proceed as detailed below.
      - 1) The "Participant Acknowledgement" shall be saved in the AWARE Participant Module, as a Case Note, with the category "Participant Acknowledgement" and the summary title "Declined Signature."
      - 2) The individual and, if applicable, their parent or legal guardian, shall be provided with a copy of the acknowledgement and informed that expectations outlined in the acknowledgement shall still be followed by OOD.

- e. “Rights of a Person with a Developmental Disability” (80-VR-01.F).
  - i. If appropriate, VR Staff or VR Contractor shall review the “Rights of a Person with a Developmental Disability” form with the individual and, if applicable, their parent or legal guardian, if the individual has a known developmental disability as defined in R.C. 5123.01 (Q) and per R.C. 5123.63 and Ohio Adm.Code 3304-2-51 and obtain all required signatures.
    - a) Once signed, the form shall be saved into the AWARE Participant Module, as a Case Note, with the category “DODD Rights” and the summary title “Signed”.
- f. “Health Assessment Questionnaire” (80-VR-01-01.E).
- g. “Consent to Obtain and Release Information” (80-VR-14.A).
  - i. During the intake appointment, VR Staff or VR Contractor, the individual, and if applicable their parent or legal guardian, shall discuss the need for records (e.g., medical, psychological, educational).
    - a) VR Staff or VR Contractors shall explain that such records are often needed to determine eligibility and functional limitations for order of selection.
  - ii. VR Staff or VR Contractor shall scan all relevant records into the AWARE Participant Module as a Case Note if the individual, or the individual's parent or legal guardian, brings them to the intake appointment.
    - a) Once scanned, VR Staff or VR Contractor shall return the records to the individual prior to their departure from the intake appointment.
  - iii. If the records are not available during the intake appointment but are dropped off or received via US mail, fax or email, the VR Staff or VR Contractor shall scan or attach all relevant records into the AWARE Participant Module as a Case Note, preferably within one (1) business day, or as soon as AWARE is available.
    - a) Based upon the individuals, and/or their parent or legal guardian’s request, VR Staff or VR Contractor should either return, via US mail to them or shred the records within three (3) business days of entry into AWARE or as soon as the capacity to shred is available.
      - 1) An appropriate VR Staff or VR Contractor should notify the individual, and/or, if applicable, their parent or legal guardian, of the receipt of the records and inform them that the originals have either been mailed or shredded as requested.

- iv. VR Staff or VR Contractor shall request any additional and necessary records within three (3) business days following the intake appointment using the “Consent to Obtain and Release Information” (80-VR-14.A) form.
- h. Provide copies of all signed OOD forms completed as part of the intake appointment, to the individual and, if applicable, their parent or legal guardian.
  - i. In the event that the appropriate VR Staff or VR Contractor does not have access to copy, scan, and/or print the signed documents during an intake appointment, they shall proceed as detailed below.
    - a) Once VR Staff or VR Contractor has access to AWARE, they shall scan all relevant documents into the appropriate AWARE module as a Case Note.
      - 1) Documents shall be sent to the individual, and if applicable, their parent or legal guardian, for their signature within one (1) business day of the intake appointment.
    - ii. Copies of the signed, required documents should be sent to the individual, for their record, within three (3) business days of the intake appointment.
- i. VR Staff or VR Contractor shall inform the individual that if they are not a registered voter, or if they are registered and would like to update their voter registration information, they can complete a voter registration form (refer to “Voter Registration” [10- ADM-02 and 10-ADM-02-01] for guidelines and direction).
  - i. VR Staff or VR Contractor shall notify the individual that any information provided regarding voter registration shall not affect their eligibility or receipt of VR services.
- j. Once the intake has been completed, the case shall be assigned to the appropriate VR Staff or VR Contractor.
  - i. If the case was assigned prior to the intake, and the VR Staff or VR Contractor determines that the assignment was not appropriate, the case shall be reassigned to the appropriate VR Staff or VR Contractor.
- k. VR Staff or VR Contractor shall use the information identified through discussion of the “Points of Consideration for Fast Track” (80-VR-01-01.F) to determine if the individual is ready to immediately begin the VR eligibility and order of selection process.
  - i. The individual shall be scheduled for a second appointment if the VR Staff or VR Contractor does not begin the eligibility and order of selection process at that time.

- ii. If at the second appointment, it is determined that the eligibility and order of selection process is still not appropriate to begin, the VR Fast Track Process will likely not be recommended, and the VR Staff or VR Contractor shall proceed with providing traditional VR services and required process(es).

#### F. Completing the Initial Interview

1. VR Staff or VR Contractor should use the “Health Assessment Questionnaire” (80-VR-01- 01.E) to assist with guiding the initial interview.
2. Information to be obtained, reviewed or provided during the initial interview includes, but is not limited to, the items listed below.
  - a. Presented information (e.g., reason for referral, individual's perception of disability).
  - b. Location/date of interview.
  - c. Entities involved.
  - d. If applicable, a review of previous case(s) information (e.g., records documenting current disabilities and/or functional limitations, reason for case closure), discussion of changes which have occurred since the previous case closure and the items below with the individual and if applicable, their parent or legal guardian.
    - i. Providers the individual is connected with, and services received.
    - ii. Vocational barriers (e.g., access to transportation, childcare, legal history).
    - iii. Impact of disability with their ability to work.
    - iv. VR Staff or VR Contractor observations/impressions.
  - e. Provide community resources that pertain to the individual's needs, as appropriate (e.g., food pantries, shelters).
  - f. If during the initial interview additional documentation (e.g., medical, psychological, educational) needs to be obtained, VR Staff or VR Contractor shall complete the “Consent to Obtain and Release Information” (80-VR-14.A).
3. VR Staff or VR Contractor shall document a summary of information obtained, reviewed, and/or discussed during the initial interview on the “Application Documentation” page in AWARE in the “Other participant information or comments” box.
  - a. If the VR Staff or VR Contractor does not have access to AWARE or the use of AWARE is not conducive to the needs of the individual and, if applicable their parent or legal

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guardian, the “Initial Interview Form” (80-VR-01-01.D) shall be completed in addition to the requirements outlined in Section E.3.

- i. The “Initial Interview Form” is a guide used to collect required information needed during the intake process.
    - a) This form shall be scanned into the AWARE Participant Module as a Case Note with the category “Initial Interview” and the summary title “Initial Interview Form.”
  - b. VR Staff or VR Contractor shall enter the initial interview in AWARE within two (2) business day of completing.
4. Determination of eligibility shall occur when the VR Staff of VR Contractor is able to:
  - a. verify the individual’s receipt of SSI/SSDI (i.e., presumptive eligibility); or
  - b. use records, made available during the initial interview, that are sufficient to make the determination.
    - i. Refer to “Vocational Rehabilitation (VR) Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual for additional guidance and direction.

#### G. Need for Assessments

1. If VR Staff or VR Contractor determines that assessments are necessary to document the individual’s disability and/or functional limitations, they shall follow direction in the “Assessment Services” section of this manual.
2. VR Staff or VR Contractor shall provide information regarding providers to the individual, and if applicable, their parent or legal guardian, so that the individual may exercise informed choice as required in the “Vocational Rehabilitation (VR) Informed Choice” policy (80-VR-07) and the “Informed Choice” section of this manual.
  - a. VR Staff or VR Contractor should complete all referrals to community rehabilitation partners or other providers, within three (3) business days following the initial interview appointment.
    - i. VR Staff or VR Contractor should contact relevant medical, psychological, or other providers, to schedule assessments, prior to the end of the initial interview appointment.



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## Informed Choice

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-07-01)

[Policy: Informed Choice \(80-VR-07\)](#)

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### A. Facilitating Informed Choice

1. VR Staff or VR Contractor shall inform individuals and, as applicable, their representative, about opportunities to exercise informed choice, including the availability of support services for those who require assistance in exercising informed choice.
2. VR Staff or VR Contractor shall assist individuals and, as applicable, their representative, in acquiring information that enables them to exercise informed choice throughout the VR process; including but not limited to the items listed below.
  - a. Choosing assessment services.
    - i. VR Staff or VR Contractor shall refer to “Assessment Services” section of this manual for additional direction on the documentation of informed choice for assessment services.
  - b. Determining VR services and providers/suppliers, including:
    - i. the setting in which VR services will be provided; and
    - ii. the available methods used to procure services (e.g., OOD-provided, comparable benefits, individual contribution, provider services).
  - c. Selecting an employment outcome in a competitive integrated setting.
  - d. Developing and implementing an IPE and any subsequent amendments.
3. VR Staff and VR Contractors shall provide information in a fair and equitable manner and shall not interject personal bias into the informed choice discussion.

### B. Documenting Informed Choice

1. VR Staff or VR Contractor shall document informed choice in the AWARE case record throughout the VR process.
  - a. Informed choice documentation shall include the following components:
    - i. information and resources provided;

- ii. specific options discussed;
- iii. the individual's and, as applicable, the individual's representative, input, and response; and
- iv. outcome of the discussion, including the reason (s) an option was selected

#### C. Selecting a Competitive Integrated Employment (CIE) Outcome

1. VR Staff or VR Contractor shall support the individual in exercising informed choice in the selection of a CIE outcome and desired employment setting.
  - a. VR Staff or VR Contractor should use a variety of data-driven information, resources, and practical experiences to assist individuals, and as applicable, their representative(s), with exercising their informed choice for a CIE outcome. The information, resources, and experiences can include, but are not limited to:
    - i. community-based assessment;
    - ii. work incentives counseling (e.g., benefit analysis); and
    - iii. career exploration activities (e.g., informational interview[s], job shadowing).
  - b. VR Staff or VR Contractor shall discuss local and/or state labor market information with the individual, and, as applicable, their representative. This discussion shall include exploration of:
    - i. jobs which may yield the greatest opportunity for a successful CIE outcome; and
    - ii. jobs that are in demand within the state of Ohio – which may come from resources like Ohio LMI, Ohio Means Jobs, or other reputable sources.
      - 1) In areas where local and/or state labor market information is not readily available, local want ads or other materials may be utilized.
  - c. If VR Staff or VR Contractor, using the AWARE Case Record data and their professional judgment, determines the individual's proposed CIE outcome is unrealistic or inappropriate; they shall provide an informed choice discussion that includes:
    - i. the reason(s) the proposed CIE outcome cannot be supported;
    - ii. the opportunity to explore alternative CIE outcomes that are acceptable to all parties; and

- iii. the consequences of choosing an inappropriate CIE outcome including case closure.

- a) If, after guidance and counseling, it is determined that case closure is the most appropriate action, VR Staff or VR Contractor shall refer to the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and “Case Closure” section of this manual.

#### D. Identifying and Selecting Services and Providers/Suppliers

- 1. To assist an individual, and as applicable, their representative, with exercising their informed choice about services and potential providers/suppliers; VR Staff or VR Contractor shall discuss available options about:
  - a. VR and ancillary services, as appropriate, that will help them achieve their chosen employment outcome; and
  - b. available suppliers and approved providers of those services.
    - i. VR Staff or VR Contractors shall provide information about available suppliers for Medical, Psychological, and/or Dental (MPD) services, via the [“MPD Supplier List”](#), when appropriate, to meet the individual’s needs.
    - ii. VR Staff or VR Contractor shall assist the individual, and, as applicable, their representative, explore options when choosing an approved VR service provider (i.e., provider of services on the VR Fee Schedule).
      - a) VR Staff or VR Contractor shall provide and review the “Vocational Rehabilitation Selection of a Provider Information Sheet” (80-VR-07-01.A) with the individual and, as applicable, their representative.
      - b) Other resources to assist the individual in choosing an approved VR service provider may come from the items listed below.
        - 1) Provider Search through the OOD website.
          - 1.1 VR Staff or VR Contractor shall provide guidance on how to perform a Provider Search to obtain a list of all approved VR service providers that meet the individual’s needs.
        - 2) Provider Scorecard.
        - 3) Individual provider websites.
        - 4) The individual’s current or previous relationship experience with provider, if applicable; and/or

## Custody, Guardianship, and Power of Attorney

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### 5) Speaking directly to the provider.

5.1 VR Staff or VR Contractor should encourage the individual to directly contact potential providers when appropriate and may assist the individual with this contact, when needed.

c) VR Staff or VR Contractor may also share additional information about their experience with providers and may include:

- 1) knowledge of provider and their services (e.g., provider satisfaction surveys, reports of satisfaction from other program participants, timeframes/waitlist for services, convenience of location);
- 2) qualifications of potential service providers (e.g., accreditation, length of time in business, volume of service provided to individuals served by OOD, experience in working with individuals with disabilities, expertise in working with specific disability or demographic groups);
- 3) types of services offered by the potential providers (e.g., supported employment services, evidenced based practice models, bilingual staff);
- 4) outcomes achieved by individuals working with service providers (e.g., placement rates, average wage and hours, length of time to placement and other metrics as outlined on the Provider Scorecards);
- 5) cost (including the use of comparable benefits);
- 6) accessibility; and/or
- 7) duration of potential services

## Custody, Guardianship, and Power of Attorney

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-19-01)

[Policy: Custody, Guardianship, and Power of  
Attorney \(80-VR-19\)](#)

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### A. General

1. To facilitate a person-centered approach to services, VR Staff or VR Contractor shall ensure the applicant or eligible individual is available to participate in VR services and be present for all VR related meetings.

## Custody, Guardianship, and Power of Attorney

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- a. If an applicant or eligible individual has a representative who possesses the legal authority to sign on an individual's behalf (e.g., power of attorney, guardian, custodian), then required documents shall be signed by both the representative and the individual.
  - b. If the representative's legal authority to sign on an individual's behalf changes (e.g., new representative, or self), VR Staff or VR Contractor shall update any documents that are necessary to continue with the provision of VR services (e.g., IPE, consents) by obtaining signatures from the new representative, when appropriate, and the applicant or eligible individual's signature.
2. VR Staff or VR Contractor shall ensure the individual actively participates in the VR process at all times.

### B. Notification and Required Action

1. VR Staff or VR Contractor shall request a copy of the legal documentation when they are notified that a representative has been granted legal rights (e.g., guardianship, custody, power of attorney) over an individual or the individual has been emancipated.
  - a. VR Staff or VR Contractor shall request a copy of a divorce decree, shared parenting plan and any other court documents specifying parental rights in the following situations:
    - i. the representative is one (or both) of the divorced parent(s);
    - ii. the individual is a minor (i.e., under the age of 18); and
    - iii. there is a question about who has the authority to sign with or for the minor.
  - b. Once the legal documentation is obtained, VR Staff or VR Contractor shall complete the items below.
    - i. Review documentation and if there are questions regarding the extent of rights awarded, they shall request written clarification from the issuing entity.
      - a) VR Staff or VR Contractor may consult with the Division of Legal Services (DLS) when documentation requires additional clarification.
    - ii. Follow limitations in the documentation with regards to custody, guardianship or power of attorney.
      - a) VR Staff or VR Contractor shall not extend courtesies beyond what is granted in the legal documentation.
  - c. VR Staff or VR Contractors shall not recognize the person's right to make decisions on behalf of the participant unless appropriate legal documentation is received.

## Eligibility Determination

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- i. At any point in the case that legal documentation is provided, the requirements outlined in the documentation shall be followed.
- a) VR Staff or VR Contractor shall ensure that all required documents are signed after legal documentation is received.

### C. Custody

1. When there are questions regarding legal documentation describing custody, from a court of law, VR Staff or VR Contractor shall contact DLS to obtain clarification if there are any questions regarding the custody order.

### D. Legal Guardianship

1. If appropriate legal documentation is provided for guardianship, the legal guardian is authorized by a court of law to make decisions on behalf of the participant and must sign all required documents after legal documentation is received.

### E. Power of Attorney (POA)

1. VR Staff or VR Contractor shall ensure the individual participates in the VR process regardless of any legal documentation that is provided for the POA.
  - a. VR Staff or VR Contractor shall consider a representative to have been granted the right to represent the individual in some capacity only after appropriate documentation has been provided.
  - b. A POA does not supersede the requirements for the individual to be present at all meetings and participate in the VR process.
  - c. If the individual provides documentation or information contrary to the POA, then the individual's intent overrides the POA.
    - i. A POA has authority to make decisions for the individual as specified in the POA until a revocation occurs.

## Chapter 2 - Eligibility

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### Eligibility Determination

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-06-01)

[Policy: Eligibility and Order of Selection \(80-VR-06\)](#)

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#### A. General

## Eligibility Determination

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1. The "Transition Services" section of this manual shall be followed for additional guidance and direction regarding application and intake for students with a disability enrolled in a secondary educational institution.
2. The decision to determine if an individual is eligible for VR services from OOD is a non-delegable function that can only be performed by Qualified Rehabilitation Personnel (QRP) and shall be completed in a timely manner.

### B. Eligibility Determination

1. QRP shall not determine eligibility based on:
  - a. duration of state residency, per "Residency/Immigration" (80-VR-21);
  - b. type of disability;
  - c. race, color, religion, national origin/ancestry, disability, age (40 years or older), sexual orientation, gender or sex, veteran, or military status, and/or genetic information or in any manner prohibited by law;
  - d. type of expected employment outcome;
  - e. source of referral;
  - f. particular service needs or anticipated cost of services required by an individual, or income level of the individual or their family;
  - g. employment history or current employment status; or
  - h. educational status or current educational credential.
2. After the application and intake process has been completed, QRP shall make an eligibility determination.
  1. Per federal requirements, an eligibility determination shall be made within 60 calendar days after completion of the "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A).
    - i. OOD's targeted timeline for eligibility determinations is 30 calendar days or less.
    - ii. VR Staff or VR Contractor may extend the 60-day timeframe in situations of exceptional and/or unforeseen circumstances beyond OOD's control and/or for the provision of trial work experiences, if needed.
      - i. If a time extension is warranted, VR Staff or VR Contractor shall complete the items below.
        - 1) Contact the individual, and if applicable, parent or legal guardian, prior to the end of the 60-day deadline, to explain why a determination cannot be

made in order to obtain agreement to a specific extension date.

- 2) Complete the “Eligibility Determination Extension” page in AWARE and send the “Time Extension for Eligibility Determination” letter (80-VR-06-01.A).
  - 3) If the initial extension is not completed prior to the 60-day deadline, VR Staff or VR Contractor shall:
    - 3.1 enter the eligibility extension date to approve the extension in AWARE; and
    - 3.2 send the “Time Extension for Eligibility Determination” (80-VR-06-01.A) letter; and
    - 3.3 if the extension is not completed prior to the 60-day deadline, VR Staff or VR Contractor shall create an AWARE Case Note documenting the reason and enter the extension date in AWARE.
  - 4) If multiple time extensions are needed, VR Staff or VR Contractor shall:
    - 4.1 prior to the originally agreed upon extension date, contact the individual to explain why a determination still cannot be made in order to obtain agreement to a new extension date; and
    - 4.2 complete the “Eligibility Determination Extension” page in AWARE and send the “Revised Time Extension for Eligibility Determination” (80-VR-06-01.B) letter.
  - 5) If the individual and, if applicable, their parent or legal guardian, do not agree to the extension, VR Staff shall make an eligibility or ineligibility determination based on the available information.
2. Presumptive Eligibility for VR services applies to individuals who receive benefits under Title II or Title XVI of the Social Security Act, because of their own disability and as long as they express the intent to work.
- i. An individual’s completion of the application and intake process for VR services is sufficient evidence of their intent to achieve a competitive integrated employment (CIE) outcome.
  - ii. To determine if an individual is presumptively eligible, VR Staff or VR Contractor shall verify the benefits reported as follows:
    - i. obtaining from the individual or family member, documentation of benefits issued by the Social Security Administration (i.e., SSDI/SSI award letter or Benefits Planning Query);



Eligibility Determination

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- ii. assisting the individual in logging onto the SSA website to obtain verification; and/or
  - iii. sharing electronic data from the State Verification and Exchange System (SVES) match, performed in AWARE.
  - iii. If an individual is determined presumptively eligible, they are considered, at a minimum, to have a Significant Disability (SD).
- 3. An individual shall be considered eligible for VR services by QRP when all four (4) of the criteria below have been met.
  - a. Criterion 1: A determination by qualified personnel that the individual has a physical, cognitive, and/or mental impairment.
    - i. The existence of impairment shall be determined without regard to any medication or assistive device that the individual may use.
    - ii. The physical, cognitive, and/or mental impairment is expected to last at least one (1) year.
    - iii. If the individual has a physical, cognitive, and/or mental impairment, the first criterion is met. If not, the individual is ineligible (proceed to Section C).
      - a) When possible, VR Staff or VR Contractor shall utilize observation, self-report from the individual and/or their family member, and/or existing records available at the time of intake to determine if Criterion 1 is met.
      - b) VR Staff or VR Contractor may utilize another agency's documentation that establishes a physical, cognitive and/or mental impairment exists as long as OOD determines the agency's criteria are appropriate and consistent with OOD's eligibility requirements to determine if Criterion 1 is met.
  - 1) In order to document Criterion 1, listed below is accepted documentation of another agency's determination criteria.
    - 1.1 Verbal confirmation from another agency of an individual's disability which shall be documented on the "Eligibility Determination" page in AWARE.
    - 1.2 An award letter for disability benefits from the State Teachers Retirement System (STRS) or from the Public Employees Retirement System (PERS).
    - 1.3 The following forms from a County Board of Developmental Disabilities:

Eligibility Determination

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- 1.3.1 Ohio Eligibility Determination Instrument (OEDI);
- 1.3.2 Children's Ohio Eligibility Determination Instrument (COEDI);
- 1.3.3 Children's Form of Eligibility Determination" (CFED);
- 1.3.4 Form for Eligibility Determination (FED) sheet; or
- 1.3.5 Individual Service Plan (ISP).
- 1.4 An Evaluation Team Report (ETR) from an educational institution with any disability category checked to substantiate a physical, cognitive, or mental impairment.
- 1.5 The most recent Individual Educational Plan (IEP) may be used, regardless of the individual's age.
- 1.6 Most recent 504 plan.
- c) VR Staff or VR Contractor should use the most up to date information available to determine if the individual meets Criterion 1, however they may consider utilizing older information for individuals with conditions that are chronic and/or progressive in nature.
  - 1) For acute conditions, if the records are over two (2) years old, VR Staff or VR Contractor judgement should be used to determine if the available information is sufficient.
  - 2) For conditions that are chronic and/or progressive in nature, VR Staff or VR Contractor may consider using any available records, regardless of the age, along with the information provided by the individual, their family members, or other representatives about the current status of the condition which may include older school records, behavioral health evaluations, and/or medical records.
- iv. VR Staff or VR Contractor may utilize information from agencies, agency personnel, and/or referral sources that are practicing in their field of expertise.
  - a) Such additional information or documentation is acceptable without a signature.
  - b) Qualified personnel include professionals speaking on behalf of an agency that is qualified to diagnose.
  - c) When a consent to request records is not received, VR Staff or VR Contractor shall document how the information was obtained in an AWARE Case Note with the attachment.

Eligibility Determination

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- v. If VR Staff or VR Contractors determine an assessment is necessary, they shall follow direction in “Vocational Rehabilitation (VR) Assessment Services” (80-VR-11-01) when authorizing assessments for eligibility determination when existing records or information are not sufficient
  - b. Criterion 2: A determination by qualified personnel that the individual’s physical, cognitive, and/or mental impairment constitutes or results in a substantial impediment to employment.
    - i. VR Staff or VR Contractor shall consider a substantial impediment to employment as a physical and/or mental impairment hindering an individual from preparing for, securing, retaining, advancing in, or regaining CIE consistent with the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
    - ii. VR Staff or VR Contractor shall consider the following functional capacity areas when determining whether an impairment results in a substantial impediment to employment:
      - a) communication;
      - b) interpersonal skills;
      - c) Mobility;
      - d) self-care;
      - e) self-direction;
      - f) work skills; and
      - g) work tolerance.
    - iii. VR Staff or VR Contractor may utilize IQ scores to document Criterion 2 when the individual was 16 or older at the time of testing.
    - iv. VR Staff or Contractor may utilize observation, counseling skills and judgment, self-report from the individual and/or their family members, and/or existing records to document and determine if Criterion 2 has been met.
    - v. If a substantial impediment to employment exists, Criterion 2 has been met. If not, then the individual is ineligible (proceed to Section C.).
  - c. Criterion 3: A presumption by QRP that the individual can benefit in terms of an employment outcome from the provision of VR services.
    - i. VR Staff or VR Contractor shall presume that an individual who meets the 1st and 2nd eligibility criteria can benefit from VR services in terms of an employment outcome.
      - a)
    - ii. Prior to determining that an individual cannot benefit from VR services, in terms of an employment outcome, due to the severity of the disability, VR Staff or VR Contractor should use the following items to document clear and convincing

evidence of that (refer to "Note to 34 C.F.R. 361.42") determination:

- a) information obtained during the application and intake process, as outlined above in Section B.3.; and
- b) additional information requested from individual and/or other relevant sources, if available, as outlined above in Section B.3.a.;
- c) additional information purchased for the individual (e.g., psychological testing, functional capacity evaluation), if available; and
- d) an exploration of the individual's abilities, capabilities, and capacity to perform in competitive integrated work situations via the individual's participation in trial work experience(s).
  - 1) VR Staff or VR Contractor shall ensure that trial work experience(s) are provided in competitive integrative settings to the maximum extent possible, consistent with informed choice.
  - 2) VR Staff or VR Contractor shall provide appropriate support (e.g., assistive devices and services, personal assistance) to accommodate the individual's needs during trial work experience(s).
  - 3) VR Staff or VR Contractor shall ensure trial work experience(s) are provided over a period of time to adequately assess the capacity to perform in realistic work settings.
    - 3.1 This period of time may differ for each individual and should be considered on a case-by-case basis.
    - 3.2 If observations or assessments are conducted in a non-integrated setting due to constraints of an individual's disability, VR Staff or VR Contractor shall document the reason(s):
      - 3.2.1 for conducting the observations or assessment in a non-integrated setting; and
      - 3.2.2 the individual would be incapable of participating in VR services (e.g., productivity, behaviors, supervisory input).
- d. Criterion 4: A determination by a QRP that the individual requires VR services to prepare for, secure, retain, advance in, or regain CIE consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
  - i. If a QRP determines that the individual requires VR services to prepare for, secure, retain, advance in, or regain CIE, Criterion 4 is met.

Eligibility Determination

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- a) Employed Individuals
  - 1) VR Staff and VR Contractor shall only consider seriously limiting functional capacities when determining eligibility for an employed individual.
  - 2) When necessary and applicable, and with the individual's written consent, VR Staff or VR Contractor may:
    - 2.1 obtain/utilize information about the individual's current employment (e.g., position description, performance evaluation); and
    - 2.2 have a discussion with individual's employer to determine if/how the individual's physical, cognitive, and/or mental impairment constitutes or results in a substantial impediment to employment.
  - 3) VR Staff or VR Contractor shall have a discussion with the individual to determine if individual's current position should be reevaluated.
    - 3.1 A position should be reevaluated when, due to a disability, the individual is:
    - 3.2 at risk of losing employment;
    - 3.3 working an adverse position (i.e., a position that negatively impacts the individual's disability);
    - 3.4 unable to advance in employment without VR services ; or
    - 3.5 unable to obtain (change jobs) employment.
- ii. If an individual makes an informed choice not to pursue CIE, Criterion 4 is not met, and VR Staff or VR Contractor shall follow guidance and direction in the "Vocational Rehabilitation Case Closure" (80-VR-02) policy and "Case Closure" section of this manual.
  - a) In addition, VR Staff or VR Contractor shall follow direction in "Subminimum Wage Employment" section of this manual to assist the youth with a disability (YWD) to make an informed choice to pursue employment making subminimum wage.
- iii. Individuals must be legally able to work in the U.S. to meet the requirements in Criterion 4.
  - a) To be legally able to work, the individual shall have a U.S. issued Social Security card, a Permanent Resident Card (i.e., Green Card), or an Employment Authorization Document or Visa.

- 1) Each document must include a unique number validating the individual can work and ties their wages to the Internal Revenue Service (IRS).
  - b) Applicants who are not U.S. citizens or non-citizen nationals shall provide documentation that they are lawfully admitted and legally authorized to work in the U.S., as required in “Residence and Immigration” policy (80-VR-21) and also in the Residency and Immigration section of this manual.
  - c) If an individual is legally permitted to work in the U.S. and needs VR services to prepare for, secure, retain, advance in, or regain CIE, then this portion of Criterion 4 has been met.
  - d) If the individual is not legally able to work in the US, VR services would not assist them in preparing for, securing, retaining, advancing or regaining CIP, then Criterion 4 is not met.
4. VR Staff and VR Contractors shall document the eligibility determination (e.g., how the individual meets the above four (4) criteria, existence of the SSA Title II or Title XVI award letter) in the “Disability Priority” and “Eligibility Determination” pages in AWARE.
  - a. When utilizing QRP observation and/or information provided by the participant and/or family, documentation on the “Eligibility Determination” pages in AWARE shall “clearly state:
    - i. details of physical or behavioral observations;
    - ii. specific functional capacity areas that are affected by impediment(s);
    - iii. frequency, intensity, and duration of any functional capacity limitations; and
    - iv. the source of the information obtained.
5. Finalizing eligibility requires completion of the items listed below.
  - a. VR Contractors shall create an Eligibility and Order of Selection “Activity Due” in AWARE and assign it to an OOD QRP.
  - b. The OOD QRP shall review all information and, if approved, enter the date of the eligibility and OOS determination decision in AWARE.
6. Once the eligibility determination has been made, VR Staff or VR Contractor shall follow direction in the “Vocational Rehabilitation (VR) Order of Selection and Statewide Wait List” section of this manual, which includes direction for notification to the individual.

### C. Ineligibility Determination

## Order of Selection and Statewide Waitlist

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1. When an individual is determined ineligible for VR services, while the case is in application status (i.e., does not meet one [1] or more of the eligibility criterion), proceed as detailed below.
  1. VR Staff shall complete the following requirements:
    - i. assign an “Activity Due” to their VR Supervisor to approve and enter the date the individual was determined to be ineligible for services in the “Eligibility Determination” page in AWARE; and
    - ii. refer to “Vocational Rehabilitation Case Closure” (80-VR-02) policy and “Case Closure” section of this manual) for consultation, case closure, and post-closure responsibilities.
  2. VR Contractors shall complete the requirements listed below.
    - i. Document the ineligibility determination in the “Eligibility Determination” page in AWARE.
    - ii. Create an ineligibility “Activity Due” in AWARE and assign it to an OOD QRP.
    - iii. The OOD QRP shall enter the date the individual was determined to be ineligible for services in AWARE.
      - i. Refer to “Vocational Rehabilitation Case Closure” (80-VR-02) policy and “Case Closure” section of this manual.
2. When an individual is determined ineligible for VR services, after an eligibility decision, VR Staff or VR Contractor shall refer to the “Vocational Rehabilitation Case Closure” (80-VR-02) policy and “Case Closure” section of this manual.

## Order of Selection and Statewide Waitlist

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[Commonly Used Resources](#)

(80-VR-06-02)

[Policy: Eligibility and Order of Selection \(80-VR-06\)](#)

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### A. General

2. “Vocational Rehabilitation Services” policy (80-VR-11) and the “Transition Services” section of this manual shall be followed for additional guidance and direction regarding eligibility and order of selection (OOS) for students with a disability enrolled in a secondary educational institution.

## Order of Selection and Statewide Waitlist

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3. The decision to determine eligibility and Order of Selection (OOS) are non-delegable functions that can only be performed by Qualified Rehabilitation Personnel (QRP) and shall be completed in a timely manner.

### B. Order of Selection

2. OOD shall use an OOS in the event that fiscal and personnel resources are projected to be inadequate to meet the service needs for all individuals in the next fiscal year. Regardless of whether or not OOD is operating under an OOS, a QRP shall determine and document the individual's priority category for VR services.
  - a. The priority categories under an OOS are:
    - i. Individual with a most significant disability (MSD) - individuals in this category shall be served first.
    - ii. Individual with a significant disability (SD) - individuals in this category shall receive VR services only after individuals with MSD are served and sufficient resources are still available.
    - iii. Individual with a disability (D) - individuals in this category shall receive VR services only after individuals with MSD and SD are served and sufficient resources are still available.
3. VR Staff or VR Contractor shall not base the priority category under OOS on the following:
  - a. duration of state residency, per "Residency/Immigration" section of this manual.
  - b. type of disability;
  - c. race, color, religion, national origin/ancestry, disability, age (40 years or older), sexual orientation, gender or sex, veteran, or military status, and/or genetic information or in any manner prohibited by law;
  - d. source of referral;
  - e. type of expected employment outcome;
  - f. particular service needs or anticipated cost of services required by an individual; or income level of the individual or their family
  - g. employment history or current employment status; and
  - h. educational status or current educational credential.
4. OOD staff shall assess all individuals who are determined eligible for VR services to determine their functional limitations and then assign each to one (1) of three (3) priority categories under OOS.



a. Presumptive Eligibility

- i. To determine if an individual is presumptively eligible, VR Staff or VR Contractor shall follow guidance and direction in the “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual.
  - ii. If there is enough information to determine eligibility, regardless of their receipt of benefits under Title II and/or XVI of the Social Security Act, proceed to Section B. 5.
  - iii. When an individual is presumed eligible solely based on their receipt of benefits, due to their own disability, under Title II and/or XVI of the Social Security Act, they shall be considered to have at least a Significant Disability (SD) priority category under Order of Selection (OOS).
    - a) VR Staff or VR Contractor shall select one (1) functional limitation in the “Disability Priority” screen in AWARE by reviewing and assessing available information/reports including information provided by the individual and/or, if applicable, their parent or legal guardian and by VR Staff or VR Contractor observation.
    - b) VR Staff or VR Contractor shall not populate the “Estimated Number of VR services” or the “Estimated Months of VR services” fields in the “Disability Priority” screen in AWARE, at this time (i.e., both should be left “0”).
    - c) VR Staff or VR Contractor shall complete required fields in the “Eligibility Determination” page in AWARE.
- b. After an individual has been determined eligible for VR services, as outlined in “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual, functional capacity areas shall be assessed. A determination of whether or not multiple VR services over an extended period of time shall be required in terms of an employment outcome. The individual shall then be assigned to one (1) of three (3) priority categories under OOS as detailed in B.1.a.
- i. VR Staff or VR Contractor shall determine whether an individual’s functional capacities is/are seriously limited, in terms of an employment outcome, by reviewing and assessing available information/reports (including information provided by the individual and, if applicable, their parent or legal guardian, and by VR Staff or VR Contractor observation).
    - a) VR Staff or VR Contractors shall only consider functional capacity areas that are tied to a documented diagnosis(es) validated by qualified personnel.
  - ii. VR Staff or VR Contractor shall consider the frequency, intensity, and duration of the following elements when determining whether an impairment seriously limits a

functional capacity area in terms of an employment outcome.

a) Communication

- 1) Individuals with serious limitations in the functional capacity area of communication have difficulty transmitting and/or receiving information through spoken, written, or other non-verbal means and are dependent upon a person, service, device, or other mode and/or augmentation in order to communicate. Emphasis is placed on disability-related communication difficulty, rather than communication problems due to native language or cultural differences.
- 2) To determine if an individual has functional limitations in the area of communication, VR Staff or VR Contractor shall consider the following:
  - 2.1 ability to participate in conversation without speech/reading, sign language or other visual clues (language board, written aids);
  - 2.2 need for customized rehabilitation technology, including assistive technology;
  - 2.3 ability to receive communication without extreme difficulty;
  - 2.4 need for a format other than standard print for written information; and
  - 2.5 ability to utilize expressive communication that is intelligible to the public.
    - 2.5.1 Communication such as echolalia, word salad, and word finding difficulties would be included in this functional capacity area so long as it is severe enough to seriously limit the individual's expressive communication.

b) Interpersonal Skills

- 1) Individuals with serious limitations in the functional capacity area of interpersonal skills have difficulty with establishing and maintaining relationships (as they affect job performance), exhibiting behaviors which are socially unacceptable, accepting instructions, and/or responding appropriately to criticism.
- 2) To determine if an individual has a functional limitation in interpersonal skills, VR Staff or VR Contractor shall consider the following:
  - 2.1 inability to routinely participate in typical job preparation or work tasks due to social isolation/withdrawal or rejection by others;

Order of Selection and Statewide Waitlist

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- 2.2 ability to understand acceptable levels and types of personal interaction;
- 2.3 ability to avoid conflict with fellow workers, supervisors or others;
- 2.4 ability to interpret and respond appropriately to the behavior and communications of others;
- 2.5 ability to respond to situations without extreme hostility/anger or violence in work settings; and
- 2.6 the extent to which the individual demonstrates extreme fear/anxiety during interaction with others.

## c) Mobility

- 1) Individuals with serious limitations in the functional capacity area of mobility have difficulty with the ability to move to and from home and work, or within a work environment, access and use of transportation, and use of spatial and perceptual relationships. They may also have difficulty traveling in terms of distance and/or terrain.
- 2) To determine if an individual has a functional limitation in the area of mobility, VR Staff or VR Contractor shall consider the following:
  - 2.1 ability to ambulate unassisted (e.g., requires wheelchair, attendant, prosthesis, sighted guide);
  - 2.2 ability to utilize public transportation unassisted;
  - 2.3 ability to travel and/or drive unassisted in unfamiliar places;
  - 2.4 need for adaptive equipment;
  - 2.5 need for modifications and/or accommodations (not typically required by others) to move about the community; and
  - 2.6 need for orientation and/or other mobility training;

## d) Self-Care

- 1) Individuals with serious limitations in the functional capacity area of self-care have difficulty independently performing activities of daily living, as related to training or work-related activities, and are dependent on others and/or require extensive services or devices to complete these activities.
- 2) To determine if an individual has functional limitations in the area of self-care, VR Staff or VR Contractor shall consider the following:
  - 2.1 need for personal assistance on the job;

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- 2.2 need for extra monitoring or attention to prevent accident or injury;
- 2.3 ability to handle money or manage financial affairs; and
- 2.4 need for routine assistance with medication and/or medical treatment compliance.

### e) Self-Direction

- 1) Individuals with serious limitations in the functional capacity area of self-direction have difficulty with independent planning, task initiation, problem solving, or organization of goal directed activities. They require frequent supervision and/or customized technology accommodation in order to remember or understand instructions.
- 2) To determine if an individual has limitations in the functional capacity area of self-direction, VR Staff or VR Contractor shall consider the following:
  - 2.1 need for frequent supervision;
  - 2.2 need for constant supervision due to confusion or disorientation;
  - 2.3 attention span and/or ability to concentrate on work;
  - 2.4 ability to shift focus from one activity or task to another;
  - 2.5 awareness of consequences or behavior;
  - 2.6 ability to adjust own behavior appropriately; and
  - 2.7 ability to independently problem solve during job preparation and/or job performance.

### f) Work Skills

- 1) Individuals with serious limitations in the functional capacity area of work skills have difficulty with performing specific tasks required to carry out job functions and/or benefiting from training in the necessary job skills. They also require more training and supervision (not typically given to other trainees) in order to obtain/maintain work skills.
- 2) To determine if an individual has limitations in the functional capacity area of work skills, VR Staff or VR Contractor shall consider the following:
  - 2.1 ability to learn work tasks;
  - 2.2 level of need for single step instructions to perform work tasks;
  - 2.3 ability to learn tasks that are routine and repetitive;

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- 2.4 need for accommodations or rehabilitation technology, including assistive technology, to participate in training to develop work skills;
- 2.5 ability to perform work tasks at the level of speed and/or quality expected of other workers;
- 2.6 the ability to transfer work skills;
- 2.7 ability to obtain or maintain employment normally available to persons of equivalent age and education; and
- 2.8 possession of skills that could readily be used on a job, which exists in the local labor market, resulting in, limited vocational options.

### g) Work Tolerance

- 1) Individuals with serious limitations in the functional capacity area of work tolerance have difficulty with fulfilling the demands of the workplace regardless of the work skills already possessed. Limitations may be due to physical disability, stamina, fatigue, effects of medication, or psychological factors in terms of capacity or endurance for employment.
- 2) To determine if an individual has limitations in the functional capacity area of work tolerance, VR Staff or VR Contractor shall consider the following:
  - 2.1 ability to sustain the required level of work function regardless of physical or psychological restrictions;
  - 2.2 need for modifications, adaptive technology and/or accommodations (not typically made for other workers) to perform work tasks;
  - 2.3 need for assistance to determine which accommodations are appropriate;
  - 2.4 environmental restrictions that significantly limit the types of employment to be considered; and
  - 2.5 ability to build stamina to prepare for employment.
- 5. VR Staff or VR Contractor shall complete the “Disability Priority” page in AWARE to document the number of functional limitations, an estimate of the duration of VR services, and calculate the priority category.
- 6. All eligible individuals shall be assigned an OOS priority category; however, it shall only be utilized to determine priority for receiving VR services when there is a wait list.

### C. Updating the Priority Category Under OOS

Order of Selection and Statewide Waitlist

1. For individuals who are presumptively eligible (PE), VR Staff or VR Contractor shall request, obtain, and evaluate relevant documentation and then, if applicable, a QRP shall determine if the SD priority category should be updated.
  - a. If the individual was determined eligible for benefits under Title II and/or XVI of the Social Security Act anytime within two (2) years prior to the VR application date and additional medical information is needed to re-evaluate the priority category, VR Staff or VR Contractor should complete the "Social Security Request for Medical Information (80-VR-06-02.B) and send to the local Social Security Office.
    - i. All required signatures shall be obtained prior to sending the "Social Security Request for Medical Information (80-VR-06-02.B) to the local Social Security Office.
    - ii. VR Staff or VR Contractor should not complete the "Social Security Administration Consent for Release Form" (SSA-3288) for this request.
3. If, at any point during an individual's case, VR Staff or VR Contractor receives new information and/or documentation, then, if applicable, a QRP shall determine if the SD priority category should be updated.
4. If information is received that documents additional functional limitations, VR Staff or VR Contractor shall update "Eligibility Determination" and "Disability Priority" (i.e., move the individual to the appropriate category under OOS, if applicable) pages in AWARE.

D. OOS Statewide Wait List

2. Consistent with the Vocational Rehabilitation Services Portion of the Combined State Plan, OOD may establish a Statewide Wait List when resources (e.g., fiscal, personnel) are inadequate to meet the service needs of all individuals in the current or next federal fiscal year.
3. In the event that a Statewide Wait List is necessary, individuals are prioritized for services based first upon the assignment of their priority category under OOS and then based upon their application date, as shown in AWARE.
  - a. VR Staff or VR Contractor may continue to authorize Pre-Employment Transition Services (Pre-ETS), using the case type "PE", if a student with a disability began Pre-ETS prior to being determined eligible and placed on the Statewide Wait List, regardless of the student's priority category. These services may include already initiated Pre-ETS as well as new Pre-ETS while they remain on the Wait List.
    - i. If a student with a disability did not begin any Pre-ETS prior to being determined eligible and placed on the Statewide Wait List, they shall not receive Pre-ETS until removed from the Wait List.
  - b. Individuals who have begun to receive services under an Individualized Plan for Employment (IPE), prior to the effective date of the Statewide Wait List, shall continue

## Order of Selection and Statewide Waitlist

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to receive services regardless of the priority category assigned under OOS.

- c. If an individual's priority category under OOS is amended and they are still on the Statewide Wait List, their placement shall be reprioritized or, if applicable, they shall be served immediately.
- d. Individuals who are placed on the Statewide Wait List shall be provided information and referral to other local programs as required in "Vocational Rehabilitation Services" policy (80-VR-11) and the "Information and Referral" section of this manual.

### 4. Statewide Wait List Release Schedule

- a. The Executive Director, or designee, shall establish a Statewide Wait List release schedule based upon OOD's ability to serve additional individuals (i.e., personnel and/or fiscal resources become available).
- b. Prior to each release date, a determination shall be made by the Bureau of Vocational Rehabilitation (BVR) Deputy Director, or designee, regarding the number of individuals that are to be released.
- c. OOD shall release individuals from the Statewide Wait List in the following order:
  - i. by their priority category under OOS;
  - ii. by their application date; and
  - iii. alphabetically by last name.

### 5. Statewide Wait List Termination

- a. A Statewide Wait List shall end when the Executive Director, or designee, determines that adequate resources are available to provide services to all individuals who meet the eligibility criteria.

## E. Notifications

- 1. VR Staff or VR Contractor shall notify the individual and if applicable, their parent or legal guardian, of their eligibility by sending the "Eligibility Determination" letter (80-VR-06-02.A).
  - a. If an individual is found to be ineligible for services, VR Staff or VR Contractor shall send the "Case Closure Without an Employment Outcome" letter (80-VR-02-01.E ) and provide them with information and referral to other programs as required in "Information and Referral" section of this manual.
- 2. If Ohio is under an order of selection, or within 30 days after Ohio establishes an order of selection, individuals shall be appropriately notified, in writing, of their assignment to a priority category under OOS, and, if applicable, their placement on a Statewide Waiting List.
  - a. After the initial letter, VR Staff or VR Contractor shall verbally communicate (e.g., telephone, face-to-face) with individuals who were placed on the Statewide Wait List at

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least once every six (6) months to determine if they wish to remain on the list. Note: If verbal communication is not possible, communication shall be made via email or U.S. mail.

- i. When an individual is released from the Statewide Wait List, a “Statewide Waiting List Release” letter (80-VR-06-02.C) shall be sent to the individual.
  - ii. If the individual indicates that they are no longer interested in remaining on the wait list (i.e., pursuing VR services), VR Staff or VR Contractor shall follow guidance and direction in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
3. Notifications of an eligibility determination and, if applicable, assignment to a priority category under OOS or placement on a statewide waitlist shall include appeal rights as required in “Vocational Rehabilitation Appeals” policy (80-VR-12).

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[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-21-01)

[Policy: Residency and Immigration \(80-VR-21\)](#)

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### A. General

1. In addition to the requirements below, VR Staff or VR Contractor shall follow guidance and direction in the “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual.
2. VR Staff or VR Contractors working with applicants interested in receiving VR services shall confirm applicants:
  - a. have a presence in Ohio (refer to Section B.); and
  - b. are lawfully admitted to the U.S with legal authorization to work according to the Department of Homeland Security, Citizenship and Immigration Services.
3. VR Staff or VR Contractors shall not provide services to individuals who do not have a presence in Ohio or are not legally permitted to work in the U.S.

### B. Demonstrating Presence in Ohio

1. Maintaining an Ohio residence (resides or owns property).
  - a. Street addresses provided at referral and/or application are sufficient to establish that the individual resides in Ohio.



- b. A P.O. Box is not sufficient to establish an Ohio presence.
- 2. Other examples of having a presence in Ohio include the items listed below.
  - a. Being employed in Ohio.
    - i. If working remotely, the individual's remote work location must be physically located in Ohio to meet the requirement of having a presence in Ohio.
  - b. Attending an Ohio School.
    - i. An individual remotely attending an Ohio postsecondary institution from another state is not considered to have a presence in Ohio.
  - c. Referral to OOD from an Ohio referral source (e.g., DDD, Schools).

#### C. Citizenship or Legal Entrance into the U.S.

- 1. VR Staff or VR Contractor shall verify that applicants included their citizenship or immigration status on their "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A).
- 2. VR Staff or VR Contractor shall obtain documentation from applicants who are not U.S. citizens or non-citizen nationals to demonstrate they are lawfully admitted and legally authorized to work in the U.S, these documents may include any of the items below.
  - a. A copy of the applicant's Alien Registration Number (A-Number)/USCIS Number or if not yet received, their Admission Number on Form I-94; and the expiration date of their employment authorization. If unavailable, any one of the following documents can be used as an acceptable alternate for employment authorization:
    - i. "Permanent Resident Card" or "Alien Registration Receipt Card" (Form I-551);
    - ii. foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa; or
    - iii. "Employment Authorization Document" (Card) that contains a photograph (Form I-766).
  - b. A copy of the student's F-1 Visa which permits an individual to be in the US legally and allows them to work while attending an Ohio postsecondary institution.
  - c. VR Staff or VR Contractor shall scan a copy of the documentation into AWARE but if not available, the information entered into AWARE must include, at a minimum, the name of the document, identification number and any expiration date.

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## Chapter 3 - Comprehensive Assessment and IPE Development

### Comprehensive Assessment

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-04-01)

[Policy: Comprehensive Assessment \(80-VR-04\)](#)

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#### A. General

1. The “Transition Services” section of this manual shall be followed for additional guidance and direction regarding the Comprehensive Assessment (CA) process and development of the Individualized Plan for Employment (IPE) for students with a disability (SWD) enrolled in a secondary educational institution
2. Refer to “Business Relations - Job and Candidate Sourcing” (30-BR-01 and 30-BR-01-01) for guidance and direction on job ready individuals for whom the Job and Candidate Sourcing Process may be appropriate.

#### B. Purpose of the Comprehensive Assessment (CA) Process

1. The purpose of the CA process is to determine an appropriate competitive integrated employment outcome (herein referred to as “employment outcome”) and the nature and scope of VR Services to be included in the IPE.
  - a. The CA process builds upon information obtained during eligibility determination and is limited to gathering additional information necessary to identify the individual’s VR needs and develop the IPE.
2. VR Staff or VR Contractor shall complete the CA process after an individual is determined eligible to determine their employment outcome and nature and scope of VR Services related to their:
  - a. unique strengths (e.g., works well in a team, proficient with computers);
  - b. resources (e.g., transportation, childcare);
  - c. priorities (e.g., insurance, full-/part-time employment);
  - d. concerns (e.g., criminal background, homelessness);
  - e. abilities/capabilities (e.g., education, transferable skills);

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- f. interests (e.g., hobbies, leisure activities);
- g. informed choice;
- h. VR needs (e.g., resources, tools), including the need for supported employment; and
- i. appropriateness for the Job and Candidate Sourcing Process.

### C. Review of Existing Information

1. During the CA process, and to the extent possible, VR Staff or VR Contractor shall review existing information to determine the VR implications in Section B.2.a. - i. and re-evaluate the individual's functional limitations to assess potential employment impacts.
2. This review and re-evaluation may include information:
  - a. available from other programs and providers, particularly information used by education officials, the Ohio Department of Mental Health and Addiction Services, the Ohio Department of Developmental Disabilities, and the Social Security Administration;
  - b. provided by the individual and the individual's family (if applicable);
  - c. gathered and/or observed by the VR Staff or VR Contractor through vocational guidance and counseling;
  - d. regarding an individual's entitlement to benefits under Title II or XVI (SSI/SSDI) of the Social Security Act; and
  - e. available in pertinent records from a previously closed case that reflect the individual's current functional limitations.

### D. Obtaining Additional Information

1. If, after reviewing existing information, it is deemed necessary to obtain additional information (e.g., records, assessments) to complete the CA process, VR Staff or VR Contractor should:
  - a. request additional diagnostic information from a treatment source (e.g., medical, psychological, educational, vocational records); and/or
  - b. conduct interviews with the individual, family members, other authorized representatives and/or support persons (e.g., case managers, teachers) as needed.
2. If additional information is necessary, VR Staff or VR Contractor may:
  - a. purchase medical, dental, or psychological evaluations in accordance with the "Vocational Rehabilitation Fee Schedules" policy (80-VR-10) and the "Medical,

Psychological and Dental (MPD) Services” section of this manual; and

- b. purchase assessment(s) (e.g., community work experience, vocational evaluation background check) in accordance with the “Assessment Services” section of this manual for additional guidance and direction.
  - i. VR Staff or VR Contractor shall document Informed Choice in AWARE when purchasing assessments.

#### E. Counseling and Guidance

1. VR Staff or VR Contractor shall discuss the information gathered during the CA process with the individual and, if applicable, their parent or legal guardian, and provide vocational counseling and guidance regarding how (in the VR Staff or VR Contractor’s professional judgment) the information gathered impacts the employability of the individual.
2. VR Staff or VR Contractor shall provide general information on additional support and assistance for individuals with disabilities desiring to enter the workforce, including assistance with benefits planning for individuals entitled to benefits under Title II or XVI (SSI/SSDI) of the Social Security Act on the basis of the significance of a disabling condition.

#### F. Selecting and Determining the Viability of an Employment Outcome

1. When assisting an individual, and if appropriate, the individual’s representative, in selecting an employment outcome, utilizing informed choice; VR Staff or VR Contractor shall conduct career exploration-related activities directly with the individual, whenever possible, to provide information about:
  - a. employer partner opportunities, if appropriate;
  - b. occupations that are in high demand in the geographical area that the individual intends to seek employment;
  - c. preparation that would be needed for the individual to obtain various types of jobs, expected wages, career path potential, and employment projections; and
  - d. information needed to ensure that the individual is making an informed choice in their selection of an employment outcome.
2. To assist an individual in determining the viability of an employment outcome, VR Staff or VR Contractor shall consider whether:
  - a. the individual has reasonable potential to achieve the employment outcome given the information obtained through the CA process;
  - b. the employment outcome meets the definition of competitive integrated employment; and

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- c. the outcome is supported by current local and/or state labor market information (LMI); meaning there is sufficient availability of employment opportunities for the employment outcome in the geographical location that the individual intends to seek employment.
  - i. VR Staff or VR Contractor should use LMI data to augment observations and/or provider recommendations.
    - a) LMI data may be obtained from O\*NET, Ohio Labor Market Information, OhioMeansJobs, The Career Index Plus (TCI+), Top Jobs, or other reputable resources.
  - ii. In instances where LMI might not be available for a particular outcome or community, documentation should include resources such as local want ads or reference letters with a guarantee to hire.
- 3. Once an employment outcome is determined to be viable, VR Staff or VR Contractor shall proceed to Section I. for documentation requirements.
- 4. If the employment outcome is not determined to be viable, VR Staff or VR Contractor shall provide additional counseling and guidance outlining alternative employment outcomes that OOD could support.
  - a. VR Staff or VR Contractor shall not support industries prohibited by federal law, including the growth, processing, distribution, and sale of marijuana.
    - i. The sale of marijuana includes products containing marijuana plant derivatives; including, but not limited to, cannabidiol (CBD), tetrahydrocannabinol (THC), or hemp.
  - b. If, after further vocational counseling and guidance has been provided, the individual wishes to proceed with an employment outcome not supported by OOD; VR Staff or VR Contractor shall refer to guidance and direction in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.

**G. Need for Supported Employment**

- 1. VR Staff or VR Contractor shall discuss with the individual and, if applicable, their parent or legal guardian, the need for supported employment services to assist the individual to maintain employment.
- 2. If it is determined that supported employment is appropriate, VR Staff or VR Contractor shall refer to the “Supported Employment Services” section of this manual for direction.
  - a. VR Staff or VR Contractor shall consider whether on-going support services will be possible in the employment outcome setting.
  - b. VR Staff or VR Contractor shall also consider the sources that will provide those ongoing supports.

## H. Service and Provider Selection

1. Once an employment outcome has been identified and agreed upon, VR Staff or VR Contractor shall provide additional vocational guidance and counseling to assist in the selection of VR services and providers.
  - a. VR Staff or VR Contractor shall discuss informed choice with the individual, and if applicable, the individual's representative, and follow requirements in "Vocational Rehabilitation (VR) Informed Choice" policy (80-VR-07) and the "Informed Choice" section of this manual.
2. VR Staff or VR Contractors shall only support VR services that are necessary to achieve the selected employment outcome and document in AWARE as indicated in Section I. below.

## I. Documentation of the CA Process

1. VR Staff or VR Contractor shall document the information obtained through the CA Process in the appropriate sections in AWARE as outlined below.
  - a. IPE Page
    - i. The information below shall be obtained through the CA process and documented, as appropriate, on the IPE in AWARE.
      - a) Current local and/or state labor market information shall be documented in the "Employment Goal Reason Narrative" section of the IPE to support the viability of the individual's selected employment outcome.
        - 1) VR Staff or VR Contractor shall utilize the "Employment Goal Reason Narrative" text box, to document discussion with the individual and, if applicable, their parent or legal guardian, about the selected employment outcome (including for an amended employment outcome), its viability, and the preferred employment setting.
        - 2) Documentation shall, at a minimum, include the items listed below.
          - 2.1 The reason(s) the selected employment outcome and employment setting is most appropriate for the individual, considering their unique strengths, abilities, priorities, resources, concerns, and limitations.
            - 2.1.1 When working with students with a disability, VR Staff or VR Contractor are not required to document how each area is consistent for the employment outcome of "vocational exploration of (name of employment outcome)".

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- 2.2 How the individual's career interest(s) match the selected employment outcome.
  - 2.3 Other employment outcomes that were explored.
  - 2.4 Details of the discussion regarding the individual's ability/in-ability to contribute.
  - 2.5 How local and/or state LMI supports the viability of the employment outcome.
    - 2.5.1 When working with students with a disability, VR Staff or VR Contractor are not required to provide LMI for the employment outcome of "vocational exploration of [name of employment outcome)".
  - 2.6 The need for supported employment.
    - 2.6.1 If it is determined that supported employment is necessary and appropriate, VR Staff or VR Contractor shall justify the need in the designated textbox.
  - a) VR Staff or VR Contractor shall document the information listed below on the "Planned Services" grid for each service, including services the individual may already be participating in and services added via amendment.
    - 1) Documentation for the service selection process shall include, at a minimum:
      - 3. how the selected services will address the individual's VR needs;
      - 4. justification for the provision of services in a non-integrated setting, when applicable; and
      - 5. the method(s) used to procure services.
    - 2) Documentation for the provider selection process shall include, at a minimum:
      - 2.1 the reason(s) the provider(s) was/were selected;
      - 2.2 other providers considered; and
      - 2.3 what resources or tools (e.g., OOD Provider Search, Selection of provider information sheet) were used to aid in the selection.

#### J. On-going process

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1. VR Staff or VR Contractor shall continue the CA process throughout the case by monitoring the individual's progress and reassessing their VR needs.
  - a. At a minimum, VR Staff or VR Contractor shall maintain an ongoing relationship with the individual by contacting them via telephone or in a face-to-face meeting as required by the "Individualized Plan for Employment (IPE)" policy (80-VR-08) and the "Individualized Plan for Employment" section of this manual and document the contact in an AWARE Case Note.

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[Policy](#)

(80-VR-16-01)

[Policy: Self-Employment \(80-VR-16\)](#)

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### A. Appropriateness of Self-employment

1. Self-employment services may be supported for an individual to attain their employment outcome when it is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. The determination of appropriateness for self-employment should include but is not limited to the requirements listed below.
  - a. The selection of an agreed upon employment outcome and an expressed interest in self-employment.
2. To determine appropriateness of self-employment, individuals shall complete the following:
  - a. A legal and fiscal review, as outlined in Section B., of the individual and if applicable, the business partner and/or existing business.
    - i. If the individual is purchasing or expanding an existing business, a fiscal and legal review of the business and any business partner may also be necessary, if applicable.
  - b. The completion of the introductory course "Small Business Orientation" from the Small Business Development Center or other approved online training  
<https://clients.ohiosbdc.ohio.gov/events.aspx>.
    - i. If the individual already has an existing business, completion of an introductory course may not be required.
  - c. The completion of "Exploration of Self-employment" (80-VR-16-01.A) to assist in the provision of counseling and guidance detailing the advantages and disadvantages of self-employment to ensure informed choice.



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- i. If the individual already has an existing business, the completion of “Exploration of Self-employment” (80- VR-16-01.A) may not be required.
- ii. The “Exploration of Self-employment” (80-VR-16-01.A) shall be signed and dated by the individual and the VR Staff or VR Contractor then scanned into an AWARE Case Note.
  - a) The AWARE Case Note should also include pertinent VR Staff or VR Contractor observations made during the discussion of exploration.
- iii. After the completion of the fiscal and legal review and the “Exploration of Self-employment” (80-VR-16-01.A), VR Staff or VR Contractor shall determine if the individual understands the advantages and disadvantages of self-employment and if they are still interested in pursuing self-employment.
- iv. If the individual demonstrates continued interest, VR Staff or VR Contractor shall perform the tasks detailed below.
  - a) Provide the individual with the “Self-employment Readiness Questionnaire” (80-VR-16-01.B) and the “Personal Finances Worksheet for Self-employment” (80-VR-16-01.C) which are to be completed independently (i.e., without VR Staff or VR Contractor’s assistance).
    - 1) The Self-employment Readiness Questionnaire is not applicable for individuals pursuing Business Enterprise Program (BE).
    - 2) If the individual already has an existing business, the completion of the “Self-employment Readiness Questionnaire” (80-VR-16-01.B) may not be required.
    - 3) Completed forms shall be scanned into an AWARE Case Note.
  - b) Identify potential assets and barriers to self-employment.
  - c) Ensure that the business location is in compliance with all federal, state, and local laws (e.g., zoned for the type of business).
- d. Once the above have been completed and the individual continues to express interest in self-employment, VR Staff or VR Contractor shall ensure that the individual completes three (3) informational interviews (refer to Section C.1.c.).
3. Items of Section A.2.a. through e. are not required for individuals pursuing an employment outcome of a barber or cosmetologist.
4. Independent contractors, who are not barbers or cosmetologists, are only required to complete the following when determining the appropriateness of OOD’s support of a self-employment outcome:

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- a. a self-employment introductory course;
  - b. the “Exploration of Self-Employment” form;
  - c. the “Self-Employment Readiness Questionnaire” form;
  - d. the “Personal Finances Worksheet for Self-Employment”; and
  - e. three (3) informational interviews.
5. Self-employment shall not be supported for individuals who:
- a. are not intending to pursue self-employment in a manner that meets the definition of competitive integrated employment (CIE) (i.e., making minimum wage or more);
  - b. are proposing to develop a non-profit business;
  - c. do not have the skills, abilities or stamina to operate their own business (i.e., needs assistance to complete the basic tasks necessary to operate and sustain the proposed business) or there are other priorities or concerns (e.g., criminal background that precludes owning a daycare) as mentioned in “Comprehensive Assessment” policy (80-VR-04) policy and “Comprehensive Assessment” section of the VR Procedure Manual (80-VR-00), that may prevent success in this field;
  - d. are not going to be the majority owner (51% or greater ownership) of the proposed business;
  - e. cannot document access or the ability to access the capital needed for the start-up of the business and ongoing access to working capital to handle unforeseen circumstances and/or slow periods within the business;
  - f. intend to start marijuana-related businesses, including those that grow, produce, process, distribute, or sell marijuana or marijuana products, edibles, or derivatives, because federal law prohibits the distribution and sale of marijuana and OOD uses federal dollars to provide services;
  - g. intend to sell products for known multi-level marketing (MLM) direct sales companies (e.g., Avon, Pampered Chef, LuLaRoe) or purchase used supplies for resale within another business (e.g., eBay, Facebook Marketplace);
  - h. intend to start a business for a secondary form of income (i.e., the business proceeds will not be the primary source of income once the business is established);
  - i. intend to start or maintain an illegal or “under the table” business;
  - j. have unpaid liens or overdue taxes owed by the individual or the existing business; and/or

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- k. operate a business in a location prohibited by federal, state, or local laws (e.g., property is not zoned for business).
- 6. If determined necessary, VR Staff or VR Contractor may authorize for “Self-employment Business Concept” services. This service would assist OOD in determining if the individual and the business concept is appropriate to move forward.
  - a. Results of the services shall be placed in an AWARE Case Note

### B. Legal and Fiscal Review

- 1. VR Staff or VR Contractor shall ensure a legal and fiscal review is conducted on all individuals seeking OOD support in self-employment unless they are independent contractors who meet certain criteria.
  - a. The criteria are as follows:
    - i. perform services within a single business as a non-employee;
    - ii. do not employ staff; and
    - iii. do not own or rent a physical building/office (e.g., barbers renting chairs, Contracted Direct Support Professionals (DSPs) staff with a single customer, farmhands, independent delivery service drivers, and functional employees of a business who by practice receive payment in conjunction with a 1099-MISC).
  - b. Although exempted from the legal and fiscal review, their employment outcome must still meet competitive integrated employment (CIE).
  - c. OOD’s financial support for a start-up or an existing business shall be contingent upon the satisfactory results of a legal and fiscal review.
- 2. Legal Review
  - a. VR Staff or VR Contractor shall work with their supervisor to consult with OOD’s Division of Legal Services (DLS) for assistance with the legal review of the individual, and if applicable, their business partner, and/or the existing business.
    - i. An email shall be sent to [ood.legalservices@ood.ohio.gov](mailto:ood.legalservices@ood.ohio.gov) with the subject line “Self-employment” to request a consultation with DLS. The email shall include the Participant ID number of the AWARE Case Record.
  - b. The legal review of an individual and if applicable, their business partner and/or existing business, shall include researching any pending litigation, outstanding judgements, and liens on property, filed with the appropriate clerk of courts or a county auditor’s office against any of these entities.

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- i. This review may also include a review of an existing company or organization's business structure, such as its articles or organization.
- c. Upon the completion of the legal review, DLS shall provide a written explanation, via email, of its findings, any conclusions that could be garnered from those findings, and a recommendation of whether or not the consideration of self-employment should proceed.
  - i. VR Staff or VR Contractor shall include the information, conclusion(s) and recommendation in an AWARE Case Note.

### 3. Fiscal Review

- a. VR Staff or VR Contractor shall complete a fiscal review of the individual and if applicable, their business partner and/or an existing business.
  - i. The review shall include the items below.
    - a) At a minimum, the individual's most recent year's tax return (i.e., Form 1040 including all schedules and statements) and if applicable, a business partner's and/or existing business tax returns (e.g., Form 1065 including all schedules and statements).
    - b) In cases where the individual has an existing business, they may need to submit their schedule of days worked and a list of work activities to calculate an hourly wage and rate of income to help determine if the requirements of CIE are being met.
    - c) An individual's personal credit report which is free and easily accessible at the following link: <https://consumer.ftc.gov/articles/free-credit-reports>
      - 1) VR Staff or VR Contractor may authorize payment for the report if there is a cost to obtain the report.
      - 2) Credit reports showing multiple delinquencies, poor debt-to-income ratio, and/or poor or low credit scores are indicators that moving forward with self-employment may not be appropriate at this time.
- b. Once the documentation is obtained, VR Staff or VR Contractor shall place the documentation in an AWARE Case Note and request a review of Case Record by sending an email, with the subject line, "Self-employment," to the Provider and Contract Management Unit (PCMU) at [pcmu@ood.ohio.gov](mailto:pcmu@ood.ohio.gov).
  - i. The email shall include the Participant ID number of the AWARE Case Record to be reviewed.
- c. PCMU shall review the AWARE Case Record documentation and may request additional information. PCMU shall make a recommendation based on this and/or

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pursuing an alternate employment outcome.

- i. Individuals involved in bankruptcy or other legal proceedings that directly impact business planning shall have resolution prior to engaging in self-employment.
- ii. Indicators such as poor credit, financial default, bankruptcies, and poor management of money may preclude OOD from supporting a self-employment track.
  - a) In instances where the financial review demonstrates poor fiscal management, VR Staff or VR Contractor shall refer the individual to community resources which may include, but not be limited to, the following:
    - 1) Ohio Small Business Development Centers;  
<https://clients.ohiosbdc.ohio.gov/>
    - 2) Ohio Small Business Women's Accelerator;  
<https://www.wsbaohio.org/find-a-business-mentor>
    - 3) Ohio 1<sup>st</sup> Stop Business Connection;  
<https://ohio.gov/wps/portal/gov/site/jobs/resources/business-first-stop>
    - 4) Starting and Growing Your Minority Business in Ohio;  
<https://development.ohio.gov/business/minority-business>
    - 5) U.S. Small Business Administration, and/or  
<https://www.sba.gov/> .
    - 6) The Ohio Chamber of Commerce's Business Academy.  
<https://ohiochamber.com/business-academy/>

### C. Continuation of Review Process

1. If after the completion and approval of the legal and fiscal review, VR determines that OOD should proceed with exploring self-employment and the individual continues to express an interest in self-employment, VR Staff or VR Contractor shall perform the steps below to ensure informed choice has been followed.
  - a. Schedule a follow-up meeting with the individual to review and discuss all the forms and information no later than (4) weeks from the date the questionnaire and worksheets, referenced in Section A.1. d.iv.a), were provided to the individual.
    - i. At the follow-up meeting, review the "Self-employment Readiness Questionnaire" (80-VR-16-01.B) and the "Personal Finances Worksheet for Self-employment" (80-VR-16-01.C).

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- b. Authorize and schedule a targeted Community Based Assessment if supportive documentation related to the individual's ability to perform a job function or to assess their skill level, is needed. A work sample may also be requested.
- c. Ensure the individual conducts a minimum of (3) three informational interviews with individuals who operate their own businesses, selling and/or producing a product similar to the individual's proposed self-employment. These informational interviews should include, but not be limited to risks of the business, opportunities for growth, success strategies, required licenses, and required supplies.
  - i. If the individual already has an existing business, the completion of the informational interviews may not be required.
  - ii. If BE is being considered, VR Staff or VR Contractor shall contact the BE Training Manager to obtain BE Operator/Employer interview contacts.
    - a. Informational interviews, for individuals considering BE, shall be conducted using the "Business Enterprise Program Informational Interview Questionnaire" (80-VR-16-01.F).
- d. Recommend additional online resources that the individual may review (e.g., Small Business Learning Center at [www.sba.gov/tools/sba-learning-center/search/training](http://www.sba.gov/tools/sba-learning-center/search/training)).
- e. Request the individual sign a "Consent to Obtain and Release Information" form (80-VR-01.G) and authorize OOD to:
  - i. complete a criminal background check if the proposed area of self-employment warrants a check to be completed (e.g., child/adult day-care, financial planner, professions that require bonding); and
  - ii. share information with and/or obtain information from the business partner if the individual is seeking assistance with developing or maintaining their business as a partnership.
- f. Schedule subsequent meetings to review information obtained, and any additional information submitted, to determine whether the individual should continue to pursue self-employment.
  - i. If there are barriers that need to be addressed prior to moving forward, VR Staff or VR Contractor shall discuss the concerns, with the individual, at the subsequent meetings.
  - ii. If the individual is being referred to BE proceed to Section D
  - iii. If the individual is an independent contractor that meets all of the criteria in Section B.1, proceed to Section F.
- g. If it is determined appropriate to continue assessing self-employment, VR Staff or VR Contractor shall refer the individual to the local Ohio Small Business Development

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Center (SBDC) via [https://development.ohio.gov/bs/bs\\_sbdc.htm](https://development.ohio.gov/bs/bs_sbdc.htm) or Service Corps of Retired Executives (SCORE) office via <https://www.score.org/find-location> as a comparable benefit.

- i. If the comparable benefit is not available for services within the procedural timeframes, VR Staff or VR Contractor shall authorize, as detailed in “Vocational Rehabilitation Purchases” (40-FIN-01-06), for a business consultant listed in the Provider Management Program (PMP), to conduct a feasibility study.
  - a) VR Staff or VR Contractor may authorize the selected business consultant to complete the “Feasibility Study Requirements for Self-employment” (Form 19) which is available on the [“Provider Forms” page on OOD’s webpage](#).
    - 1) VR Staff or VR Contractor shall inform the business consultant that the feasibility study is due no more than 45 calendar days from the date of the authorization for service.
  - b) Schedule a meeting, within 30 calendar days of receipt of the feasibility study, with the individual, the business partner (if applicable), the business consultant, and VR Staff/VR Supervisor or VR Contractor/OOD Contract Liaison Supervisor to discuss the study.

### D. BE Referrals

1. Individuals who are legally blind, have an employment outcome of food services worker or manager, and are interested in self-employment may be appropriate for BE.
  - a. To determine appropriateness for BE, VR Staff or VR Contractor shall:
    - i. administer the National Council on Economic Education’s “How Entrepreneurial Are You?” (80-VR-16-01.J);
    - ii. discuss the program with the individual by reviewing the “Business Enterprise Program Operator Position Description” (80-VR-16-01.G) and the individual’s personal finances; and
    - iii. document any pertinent observations during the discussion, in an AWARE Case Note.
  - b. VR Staff or VR Contractor shall score “How Entrepreneurial Are You?” (80-VR-16-01.J); and review the “Business Enterprise Program Operator Position Description” (80-VR-16-01.G) to determine if the individual should be referred to BE.
    - i. If it is determined a referral is appropriate, VR Staff or VR Contractor shall schedule a meeting with the individual and the BE Training Manager.
    - ii. The BE Training Manager shall conduct an interview with the individual and VR Staff or VR Contractor to determine if the individual is appropriate for BE.

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- a. If, after completion of the interview, VR Staff or VR Contractor and the BE Training Manager determine the individual meets the criteria and they are still interested, VR Staff or VR Contractor and the BE Training Manager shall proceed as detailed below.
  - 1) The BE Training Manager shall:
    - 1.1 explain the “Business Enterprise Program Acknowledgement” (80-VR-16-01.H) to the individual and VR Staff or VR Contractor; and
    - 1.2 schedule or administer a math test for the individual.  
the individual for a computer assessment to determine if there is a need for specific adaptive technology and if there are computer training needs (e.g., using a web browser, electronic mail, word processing)
  - 2) VR Staff or VR Contractor shall:
    - 2.1 schedule software if determined necessary; and
    - 2.2 submit the following documentation/information to the BE Training Manager:
      - 2.2.1 “Business Enterprise Training Program Application” (80-VR-16-01.I) completed electronically by the individual;
      - 2.2.2 proof of legal blindness;
      - 2.2.3 criminal background check, if necessary;
      - 2.2.4 proof of citizenship;
      - 2.2.5 drug test;
      - 2.2.6 proof of GED or High School Diploma;
      - 2.2.7 birth certificate or state ID or other forms of government documentation to verify age;
      - 2.2.8 credit report;
      - 2.2.9 results of computer assessment, if applicable; and
      - 2.2.10 signed “Business Enterprise Program Acknowledgement Form” (80-VR-16-01.H).
- iii. After reviewing all the documentation/information, VR Staff or VR Contractor shall work with the BE Training Manager to facilitate the individual’s review of online basic business fundamental course(s) as approved by BE.
  - a) The chosen business course(s) shall be completed within ten (10) calendar days from the date of the assignment.
  - b) If the business course(s) are not completed within ten (10) calendar days, VR Staff or VR Contractor may obtain supervisory approval to extend the deadline for up to an additional five (5) calendar days.



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- c) If the course(s) are not successfully completed, VR Staff or VR Contractor and the individual shall discuss other employment outcomes.
  - iv. Once the business course(s) are successfully completed, VR Staff or VR Contractor shall:
    - a) work with the BE Training Manager to facilitate the scheduling of a Community Based Assessment (CBA) with up to two (2) BE operators and a Job Coach;
    - b) forward the CBA findings to the BE Training Manager; and
    - c) request VR Supervisor approval for the individual to pursue participation in BE training and proceed to Section F.
- c. If at any time in the process, it is determined that the individual does not meet the criteria, or the individual indicates they are no longer interested in BE, VR Staff or VR Contractor may explore other types of self-employment by referring to Section A.2.

### E. Business Plan Development, Review, and Approval Process

#### 1. Development and Review

- a. A business plan is required for anyone requesting assistance in a business start-up or requesting additional assets for a business expansion.
  - i. If an individual does not request start-up assistance, the purchase of any assets or other support for the business, a business plan is not required.
  - ii. If the individual is considered an independent contractor as described in Section B.1, a business plan is not required.
  - iii. If requesting additional business assets or seeking business expansion, VR Staff or VR Contractor shall request a copy of the individual's existing business plan, if available.
- b. If the VR Staff or VR Contractor, their supervisor, and the individual agree to move forward with self-employment following the results of the feasibility study, the steps outlined below shall be completed.
  - i. VR Staff or VR Contractor shall provide the individual a copy of the "Business Plan Development Guide for Self-employment" (80-VR-16-01.E).
  - ii. VR Staff or VR Contractor shall refer the individual to the SBDC, SCORE, or another comparable benefit for business plan development.
    - a) If a comparable benefit is not available, VR Staff or VR Contractor shall authorize an OOD approved business consultant listed in the PMP.

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- 1) VR Staff or VR Contractor shall provide the selected business consultant with a copy of the “Business Plan Development Guide for Self-employment” (80-VR-16-01.E).
  - 2) The individual and business partner, if applicable, with the assistance of the business consultant, if needed and available, shall be responsible for completing the business plan and submitting it to the VR Staff or VR Contractor within 60 calendar days of receipt of the authorization for the business consultant’s services.
    - 2.1 If unable to meet the 60-day timeline, VR Staff or VR Contractor shall meet with the individual and business consultant to discuss the circumstances of the delay and if appropriate, set a date when the business plan will be finalized and submitted.
    - 2.2 If the delay is due to a lack of participation or follow through by the individual, VR Staff or VR Contractor shall give the individual 30 additional calendar days to work with the business consultant to complete the business plan.
    - 2.3 If after the additional 30 calendar days, the report is still not complete, VR Staff or VR Contractor shall request a copy of the unfinished business plan and shall document the barriers, in an AWARE Case Note, and indicate why self-employment is not a feasible option.
      - 2.3.1 VR Staff or VR Contractor shall meet with the individual, and if necessary, the business consultant, to discuss why self-employment is no longer a viable option. The individual should be provided with other opportunities to explore placement services or other employment outcome options.
  - c. Upon receipt of the business plan, VR Staff or VR Contractor shall review the plan.
  - d. Within 30 calendar days of receipt, schedule a meeting with all parties (i.e., individual, business partner, if applicable, business consultant, VR Staff or VR Contractor and the VR Staff or VR Contractor’s supervisor) to review and discuss.
    - i. At the close of the meeting, the individual and business consultant, if applicable, shall be informed that they shall be notified within ten (10) business days of OOD’s decision on whether the business plan is approved, denied or needs modifications.
2. Business Plan – Required Modifications, Approval, or Denial
- a. Business plans shall be approved by VR Staff/VR Supervisor or VR Contractor/OOD Contract Liaison Supervisor if the amount requested is less than \$10,000.

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- i. If the amount requested is \$10,000 or more, the business plan shall also be approved by the Area Manager (AM)
- b. Modifications Required
  - i. If after the initial review is complete, there is a reasonable expectation that, with modifications, the business plan could be approved, VR Staff or VR Contractor may suggest that the individual consult with SBDC or SCORE to revise the plan.
    - a) If a business consultant was authorized to assist with the business plan, they should be contacted to assist with the revisions.
  - ii. The revised business plan shall be re-submitted to VR Staff or VR Contractor within 30 calendar days of the initial decision to request modifications.
  - iii. Within ten (10) business days of receipt of the modified business plan, VR Staff or VR Contractor and their supervisor shall review to ensure the modifications were made.
    - a) Prior to notifying the individual, VR Staff or VR Contractor shall forward to the appropriate AM or Associate Area Manager (AAM) for review, if a business plan has total business-related costs of \$10,000 or more.
- c. Approval
  - i. Upon approval of the business plan, VR Staff or VR Contractor, shall notify the individual and business consultant, if applicable, of approval.
  - ii. If, after final approval, any changes to a business plan occur it shall be resubmitted to VR Staff or VR Contractor for re-approval.
    - a) If the changes are supported by VR Staff or VR Contractor, the business plan shall be re-submitted to the VRS and/or AM, as appropriate, for final approval.
    - b) After final re-approval, the VRS or AM shall document the approval in an AWARE Case Note.
- d. If at any time during the approval process, the business plan is not approved, other vocational services (e.g., job search assistance services) should be explored with the individual.

## F. Individualized Plan for Employment (IPE) Development

1. VR Staff or VR Contractor shall draft the IPE following the direction in “Individualized Plan for Employment (IPE)” (80-VR-08) and “Individualized Plan for Employment” section of this manual.

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2. In addition, at a minimum, VR Staff or VR Contractor shall ensure the IPE also addresses the items listed below.
  - a. In the section about self-employment, indicate “Yes” where it asks if the individual is pursuing an employment outcome that is part of a self-employment plan.
  - b. If the individual is considering self-employment but has not yet decided, the IPE may be written as if the individual plans to work for an employer.
    - i. If the individual later chooses to pursue self-employment, the IPE can be amended (i.e., an individual has selected barber as their employment outcome, initially the plan may be written as if they were going to work for another person or company but later, the individual chooses to pursue self-employment, VR Staff or VR Contractor shall amend the IPE).
      - a) An amendment to include self-employment on the IPE shall only be added after the individual completes all of the self-employment requirements as outlined in this section.
  - c. Include an employment outcome (self-employment is not considered an employment outcome).
    - i. In order to participate in BE, the individual's employment outcome on the IPE shall be Food Service Worker or Manager (BE Operator is not considered an employment outcome).
  - d. Ensure that the individual's list of responsibilities includes the requirement to follow the approved business plan, if applicable.
  - e. Include all services required to reach the employment outcome and any associated business start-up services.
  - f. Include business start-up expenses (e.g., supplies, services [for BE start-up, costs may include certifications, training, transportation]).
  - g. As stated in Ohio Adm.Code 3304-2-59, business start-up expenses shall not include:
    - i. working capital (funds for day-to-day operation);
    - ii. weapons (e.g., firearms, ammunition, explosives); a
    - iii. alcohol or tobacco products;
    - iv. the purchase of buildings, land, vehicles and/or other structures;
    - v. reinstatement of licensure;
    - vi. experimental items;

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- vii. vehicles; and/or
    - viii. combustibles and flammables.
  - h. Business start-up expenses shall also not include:
    - i. work-related personal VR needs (e.g., hearing aids, ergonomic workstation) which, although may be supported by OOD through the IPE, shall not be considered a business start-up expense;
    - ii. reimbursement or paid wages for permanent, full-time or part-time employees or for the salary or benefits of the individual or business partner;
    - iii. payment of franchise fees for any new or existing business; and
    - iv. funding to support marijuana-related businesses, including those that grow, produce, process, distribute, or sell marijuana or marijuana products, edibles, or derivatives, because federal law prohibits the distribution and sale of marijuana and OOD uses federal dollars to provide services.
  - i. Include plans for continued funding addressed in the business plan.
    - i. OOD's business support shall not exceed six (6) months from the first business related authorization.
    - ii. OOD's support for rent shall not exceed three (3) months.
    - iii. VR Staff or VR Contractor shall amend the IPE if the individual requests additional start-up supplies, services or financial support, if approved.
- 3. If approved changes to the business plan occur after IPE development, VR Staff or VR Contractor shall amend (i.e., clone) the IPE and follow the direction in "Individualized Plan for Employment (IPE)" (80-VR-08) and the "Individualized Plan for Employment" section of this manual.

### G. IPE Implementation and Monitoring

- 1. VR Staff or VR Contractor shall work with the individual and if applicable, the business consultant to implement the IPE, following the approved business plan.
- 2. VR Staff or VR Contractor shall follow the direction in "Vocational Rehabilitation Purchases" ([40-FIN-01-06]) when authorizing supplies included in the IPE.
  - a. The business consultant, if applicable, should assist VR Staff or VR Contractor to coordinate the acquisition of the supplies and for the business as well as assist with the marketing strategies outlined in the approved business plan.

## Individualized Plan for Employment

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- b. The individual shall, upon request, provide a copy of the business insurance, licenses, signed contracts, and any other relevant documentation in support of the business for which OOD funds were used.
  3. VR Staff or VR Contractor shall request that the business consultant, if applicable, provide monthly progress reports regarding the implementation of the business plan and the continued viability of the business. This is not applicable for participants in BE.
    - a. VR Staff or VR Contractor shall request that the business consultant, if applicable, report any issues so they can be addressed immediately.
  4. VR Staff or VR Contractor may authorize the business consultant, to provide technical assistance for ongoing support to the individual through case closure.

### H. Self-employment Case Closure

1. When closing a self-employment case, VR Staff or VR Contractor shall follow the direction in “Vocational Rehabilitation Case Closure” (80-VR-02) and the “Case Closure” section of this manual including identifying community resources and supports.
2. VR Staff or VR Contractor and the individual should work together to calculate the wage and hours, and both shall sign the “Job Placement and Tier III Invoice and Report” (Form 05) available at the following link:  
<https://ood.ohio.gov/wps/portal/gov/ood/information-for-providers/provider-resources/provider-forms>
  - a. The hourly wage for self-employed individuals is calculated by taking the business’ gross income minus the business expenses, then dividing by the actual hours worked (i.e., Hourly Wage = [Gross Business Income-Expenses]/Actual Hours Worked).

## Individualized Plan for Employment

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-08-01)

[Policy: Individualized Plan for Employment \(IPE\)](#)

[Back to TOC](#)

### A. General

1. The “Vocational Rehabilitation Services” policy (80-VR-11) and the “Transition Services” section of this manual shall be followed for additional guidance and direction regarding the comprehensive assessment (CA) process and development of the Individualized Plan for Employment (IPE) for students with a disability (SWD) enrolled in a secondary educational institution.

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2. The decision to approve an (IPE) is a non-delegable function that can only be performed by Qualified Rehabilitation Personnel (QRP) and shall be completed in a timely manner.
3. An IPE is not a contract or in any way contractually binding between the individual or OOD.
4. The IPE shall include documentation of the CA process, when appropriate.
5. If the IPE or services outlined on the IPE violate any OOD policies, procedures, state or federal laws or regulations the IPE or services may be considered void.
6. An overview of the requirements for an IPE is provided in the “Vocational Rehabilitation (VR) Program Overview” (80-VR-01.B).

**B. Timeframes for the Development of the IPE**

1. VR Staff or VR Contractor shall use the information identified through discussion of the “Points of Consideration for Fast Track” (80-VR-01-01.F), to determine if the individual is ready to immediately begin the IPE process.
  - a. If it is determined that “Fast Track” is not likely to be recommended, VR Staff or VR Contractors shall proceed with traditional VR services and processes.
2. VR Staff or VR Contractor shall develop an IPE for each eligible individual with an open case as soon as possible after eligibility determination has been completed, but no later than 90 days after the date of eligibility determination or the date released from a statewide wait list, in the event that OOD is under an Order of Selection (OOS).
3. An extension may be added to the 90-day time frame in situations of exceptional and/or unforeseen circumstances beyond OOD’s control. VR Staff or VR Contractor shall complete the items below when an extension is determined necessary.
  - a. Contact the individual and, if applicable, their parent or legal guardian prior to the end of the 90-day deadline to explain why the IPE cannot be completed and request their agreement to a specific extension date.
  - b. Complete the “Plan Development Extension” page in AWARE and send the “Time Extension for IPE Development” letter (80-VR-08-01.A) to the individual.
    - i. The reason for the extension and deadline (i.e., specific date) for developing the IPE shall be clearly documented in the letter.
    - ii. If the extension is not completed prior to the 90-day deadline, VR Staff or VR Contractor shall create an AWARE Case Note documenting the reason and enter the extension date in AWARE.
      - a) If subsequent extensions are needed, VR Staff or VR Contractor shall contact the individual prior to the end of the previous extension date and follow the

requirements above in Section B.3.

- b) If the individual requires multiple time extensions, VR Staff or VR Contractor shall evaluate the individual's progress with services and if appropriate, follow guidance and direction in "Vocational Rehabilitation Case Closure" policy (80-VR-02) and the "Case Closure" section of this manual.
- c. If the individual is unreachable after a minimum of two (2) documented contact attempts in the individual's preferred mode of communication that are at least five (5) business days apart, VR Staff or VR Contractor should follow guidance and direction in "Vocational Rehabilitation Case Closure" policy (80-VR-02) and the "Case Closure" section of this manual.

### C. IPE Development

1. VR Staff or VR Contractor shall ensure an IPE is developed and implemented for each eligible individual with an open case.
  - a. Individuals may develop their IPE:
    - i. independently, without assistance from VR Staff, VR Contractor, or other entity; or
    - ii. with assistance:
      - a) by a VR Staff or VR Contractor;
      - b) by an authorized representative as appropriate;
      - c) by a qualified VR counselor who is not employed by OOD;
      - d) by a disability advocacy organization; and/or
      - e) by other resources.
2. VR Staff or VR Contractor shall complete the CA process, to assist with the development of the IPE, to determine the nature and scope of the individual's VR needs, and to assist with the selection of an employment outcome, as required in the "Comprehensive Assessment" policy (80-VR-04) and the CA section of this manual.
  - a. If it is determined that the individual is appropriate for the Fast Track process, VR Staff or VR Contractor shall complete a justification in an AWARE Case Note using the category "Fast Track".
  - b. VR Staff or VR Contractor shall not support the selection of an employment outcome in the marijuana industry.
3. In addition to the direction provided in the "Comprehensive Assessment" policy (80-VR-04) and the "Comprehensive Assessment" section of this manual, VR Staff or VR Contractor shall document the discussion of the individual's ability or inability to contribute to the services



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listed in the “Employment Goal Reason Narrative” field on the IPE.

D. Required Contents of the IPE

1. VR Staff or VR Contractor shall complete the “Plan Page” in AWARE and ensure that the items listed below are included.
  - a. The competitive integrated employment (CIE) outcome, identified during the CA process, consistent with the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice including the need for supported employment, if applicable, of the individual (in the most integrated setting possible consistent with the informed choice of the individual) and is appropriate given the current local and/or state labor market.
    - i. Student with a Disability (SWD) – VR Staff or VR Contractor may list “Vocational Exploration of [name of employment outcome(s)]” as a projected employment outcome when a specific employment outcome has not been identified. Refer to the “Vocational Rehabilitation Services” policy (80-VR-11) and the “Transition Services” section of this manual for additional guidance and direction.
    - ii. Youth with a Disability (YWD) – VR Staff or VR Contractor may list “Vocational Exploration of [name of employment outcome(s)]” when the individual is enrolled in a two-year or four-year accredited, postsecondary institution but has not declared a major. Refer to the “Vocational Rehabilitation Services” policy (80-VR-11) and the “Postsecondary” section of this manual).
      - a) In order to avoid an excessive period of time in a “Vocational Exploration of [name of employment outcome(s)]” plan, VR Staff or VR Contractor shall amend the YWD’s IPE to indicate a specific employment outcome as soon as possible, but at minimum prior to the:
        - 1) YWD completing more than half of the program requirements (i.e., prior to entering second academic year of a two-year program, prior to entering third academic year of a four-year program); or
        - 2) YWD’s 25<sup>th</sup> birthday, whichever occurs first.
      - 2.1 When a YWD reaches their 25<sup>th</sup> birthday, they are no longer eligible to receive services under the IPE listing “Vocational Exploration of [name of employment outcome]”. In this instance, VR Staff or VR Contractor shall interrupt services until a specific employment outcome is identified and listed on the IPE.
    - b) When a YWD is unable to identify a specific employment outcome, as required above, VR Staff or VR Contractor shall meet with the YWD to discuss, at minimum, the following:

Individualized Plan for Employment

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- 1) the appropriateness of postsecondary education/training, per the “Vocational Rehabilitation Services” policy (80-VR-11) and the “Postsecondary Training” section of this manual;
  - 2) alternative vocational or service options per, the “Vocational Rehabilitation Services” policy (80-VR-11) and subsequent sections in this manual; and/or
  - 3) if appropriate, case closure, per the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
- iii. For an individual pursuing an employment outcome that is a part of a self-employment plan, VR Staff or VR Contractor shall follow the guidance and direction in the “Self-Employment” policy (80-VR-16) and the “Self-Employment” section of this manual prior to the completion of the IPE.
- a) When financial support of an individual’s business is not requested, VR Staff or VR Contractor shall not check the box indicating “Self-Employment” on the IPE.
- iv. For an employment outcome of supported employment, VR Staff or VR Contractor shall follow the guidance and direction provided below and in the “Vocational Rehabilitation Services” policy (80-VR-11) and the “Supported Employment” section of this manual prior to the completion of the IPE.
- a) VR Staff or VR Contractor shall check the box indicating “Supported Employment” on the IPE in AWARE and justify the need in the designated textbox.
- b. Current local and/or state labor market information shall be documented in the “Employment Goal Reason Narrative” section of the IPE to support the viability of the individual’s selected employment outcome.
- i. Labor market information (LMI) may come from O\*NET, Ohio Labor Market Information, Ohio Means Jobs, Employer Partner Job Posting List, or other reputable resources. Refer to the “Vocational Rehabilitation (VR) Informed Choice” policy (80-VR-07) and the “Informed Choice” section of this manual for further guidance and direction.
- c. Services necessary for the individual to prepare for, secure, retain, advance in, and/or regain their employment outcome.
- i. VR Staff or VR Contractor shall include necessary services on the IPE grid, in Section 2, which includes the items listed below.
  - a) Job search assistance services, community work experience (internship) and/or community work experience (adjustment).

Individualized Plan for Employment

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- b) Services provided through comparable benefit(s) (e.g., medical/psychological treatment, medication, tuition, educational institution).
- c) Services provided through individual contribution.
  - 1) If an individual is under 18 years of age, family contributions will be included on the IPE as individual contribution.
- d) Maintenance services (e.g., clothing, transportation) needed for the individual to participate in services.
- e) Counseling and guidance.
- f) Referral and other services.
- g) On-going support services for individuals in supported employment as required in the “Supported Employment” section of this manual.
- h) Rehabilitation technology, including assistive technology, and/or personal assistance services, and training in the management of these services, if appropriate.
- ii. When listing pre-employment transition services (Pre-ETS) on the IPE, VR Staff or VR Contractor shall include each service and the sub-category separately in the description on the plan.
- iii. VR Staff or VR Contractor shall also document they have informed individuals that services will be delivered in an integrated setting and will be consistent with the informed choice of the individual unless a specific justification is otherwise provided.
- iv. VR Staff or VR Contractor shall discuss possible employment outcomes available from the “Employer Partner Jobs List” list, as appropriate.
- d. Timelines for the achievement of the employment outcome.
- e. Timelines which clearly designate when services are expected to begin as well as the anticipated end date.
  - i. VR Contractor shall follow the “Contracts Tasking Protocol” regarding priority time sensitive tasks.
- f. Providers/suppliers, for each service, shall be selected by the individual and, if applicable, their parent or legal guardian in collaboration with the VR Staff or VR Contractor.
  - i. For services subject to the VR Fee Schedule, VR Staff or VR Contractor shall only use approved service providers (identified in the Provider Management Program

[PMP]) and only for services the provider is approved to provide, as applicable.

- a) VR Staff or VR Contractor shall not indicate a service provider as “to be determined (TBD)” in the IPE.
- b) VR Staff or VR Contractor may use “Various; Based on available, qualified providers” when the providers are unknown at the time the plan is written, for the following:
  - 1) interpreting services;
  - 2) transportation services
  - 3) transition services (e.g., Pre-Employment Transition Services [Pre-ETS], Summer Youth Work Experience/Career Exploration [SY], refer to the “Transition Services” section of this manual);
  - 4) maintenance services;
  - 5) rehabilitation technology, including assistive technology, which includes but is not limited to, computer access equipment and blind and low vision equipment;
  - 6) books and supplies for post-secondary students; and
  - 7) any VR Fee Schedule services that are not expected to be needed within 12 months from the signature date on the IPE (e.g., Job Search Assistance, Job Coaching).
- c) With the exception of interpreting services, transportation services, and books and supplies for post-secondary students, once a provider has been selected, VR Staff or VR Contractor shall amend the plan as directed in Section H.
  - 1) The completion of an amendment to indicate a specific service provider for SY and Pre-ETS shall not interrupt or delay the provision of services, as long as the agreed upon service remains unchanged.
    - 1.1 When a specific provider for SY and Pre-ETS is unable to be documented on the IPE prior to the provision of services, VR Staff or VR Contractor shall document the individual’s and, if applicable, their parent or legal guardian’s agreement in the AWARE Case Record.
    - 1.2 An amendment to the IPE designating a specific service provider for SWD and YWD shall be completed no later than the next annual review.

g. The methods used to procure services.



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- h. A comprehensive justification for the employment outcome, services, providers, and informed choice.
- i. Estimated costs for services to be provided and the parties responsible for payment.
  - i. VR Staff or VR Contractor shall document the estimated cost for each service and who is financially responsible. This includes services:
    - a) being purchased by OOD;
    - b) provided by VR Staff or VR Contractors;
    - c) provided through comparable services and benefits; and/or
    - d) provided through an individual's contribution.
  - ii. VR Staff or VR Contractor shall follow "Vocational Rehabilitation Purchases" (40-FIN-01-06) for the authorization and payment of all services.
- j. A description of the criteria that shall be used to evaluate progress toward achievement of the employment outcome.
- k. Responsibilities of each party involved with the implementation of the IPE.
  - i. VR Staff or VR Contractors shall check the appropriate boxes in the "Participant Responsibilities" sections of AWARE and document their responsibilities in addition to the roles/responsibilities of:
    - a) each service provider/supplier;
    - b) the individual and, if applicable, their parent or legal guardian;
    - c) parties responsible for payment; and
    - d) any other entity that will assist the individual in achieving their employment outcome.
- l. Confirmation of informed choice of employment outcome, services, setting in which services shall be provided, the employment setting, the methods of providing such services, timelines, parties responsible for payment, and service providers/suppliers.
  - i. VR Staff or VR Contractor shall provide the "Vocational Rehabilitation (VR) Selection of a Provider Information Sheet" (80-VR-07-01.A) and document how the individual was provided informed choice as required in "Vocational Rehabilitation (VR) Informed Choice" policy (80-VR-07) and the "Informed Choice" section of this

manual.

- ii. To document the confirmation, VR Staff or VR Contractor should check the informed choice boxes located on the IPE page in AWARE titled “Consumer Choice and Involvement.”
  - m. A statement of the individual’s rights, methods of appeal, and availability of the Client Assistance Program (CAP).
  - n. The need for Supported Employment services (refer to the “Supported Employment” section of this manual).
  - o. Insert “Post Employment Services were included in the IPE” in the section that asks about the need for post-employment services .
2. For SWD’s, the IPE shall be coordinated with the “Individualized Education Program (IEP)” or 504 Education Plan service as applicable. For additional direction refer to the “Transition Services” section of this manual.

#### E. Approval of the IPE

1. If an individual is working directly with VR Staff to develop the IPE, the steps below shall be completed to obtain approval.
  - a. VR Staff shall review the draft with the individual and, if applicable, their parent or legal guardian.
  - b. Upon completion of the review, VR Staff shall obtain the individual’s and, if applicable, their parent’s or legal guardian’s signature(s) (including the date) on the draft IPE to indicate their approval.
    - i. If AwareSign is utilized for sending and signing the IPE, VR Staff will add the names, titles, and email addresses for all required signers in AwareSign.
      - a) The required signers include a Qualified Rehabilitation Professional (QRP), the individual and if applicable, their parent or legal guardian’s signature(s).
      - b) Upon receipt of the email, the QRP shall immediately sign the IPE document in AwareSign.
      - c) The QRP shall monitor the document for completion by all other required signers.
      - d) After the appropriate signatures/dates have been completed in AwareSign, the QRP shall enter the “Signature Start Date” on the IPE in AWARE.
        - 1) The date of the last signature (i.e., completed date) on the IPE in AwareSign shall be the “Signature Start Date” entered into the IPE in AWARE.

- e) Proceed to Section F.
- ii. If AwareSign is not used (i.e., other methods [e.g., secure email, US mail, fax] are used) for sending the IPE to the individual and, if applicable, their parent or legal guardian, the QRP shall not sign prior to sending the document.
  - a) The QRP shall only sign and date the IPE after obtaining the signature(s) of the individual, and if applicable, their parent or legal guardian. The QRP must be the final person to sign and date the IPE.
  - b) The QRP shall enter the date they signed the IPE as the “Signature Start Date” on the IPE in AWARE attaching the entire signed IPE in an AWARE Case Note using the category “IPE Signed.”
  - c) Proceed to Section F.
- 2. If the individual is working with a VR Contractor to develop their IPE, the steps below shall be completed.
  - a. Upon completion of the draft IPE in AWARE, the VR Contractor shall create an “Activity Due” in AWARE, with the title “IPE Draft Review,” and assign it to the “TaskList, Contracts Liaison.”
    - i. VR Contractor shall not sign or date the draft IPE at this time.
  - b. The OOD Liaison Counselor, who is a QRP, shall review the submitted draft IPE.
    - i. If approved, the OOD Liaison Counselor shall save an unsigned copy as a PDF attached to an AWARE Case Note using the category of “IPE Worksheet” with a summary title “Liaison Reviewed Draft IPE.”
    - ii. If not approved, the OOD Liaison Counselor shall identify the items to be corrected within the activity due comments section and re-assign the activity due back to the VR Contractor.
      - a) The VR Contractor shall correct the identified items and re-assign the “IPE Draft Review” activity due to “TaskList, Contracts Liaison”.
      - b) Once the corrections have been completed the OOD Liaison Counselor shall approve the draft IPE.
  - c. Once the initial approval of the draft IPE is obtained from the OOD Liaison Counselor, the VR Contractor shall review the draft IPE with the individual and, if applicable, their parent or legal guardian.
    - i. If the IPE is sent using AwareSign, VR Contractor shall add the names, titles, and email addresses for all required signers in AwareSign and then monitor the IPE for signatures to be applied.

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- a) The required signers include the VR Contractor, the individual, and if applicable, their parent's or legal guardian, and the OOD Liaison Counselor.
  - b) Upon receipt of the email, VR Contractor and the OOD Liaison Counselor shall immediately sign the IPE in AwareSign.
  - c) Upon completion of all signatures, the VR Contractor shall create an "Activity Due" in AWARE using the title "IPE Approval" and assign it to the "TaskList, Contracts Liaison."
  - d) The OOD Liaison Counselor shall enter the "Signature Start Date" on the IPE in AWARE.
    - 1) The last signature date on the IPE (or the date completed in AwareSign) shall be the "Signature Start Date" entered on the IPE in AWARE.
  - e) Proceed to Section F.
- ii. If AwareSign is not used, other methods (e.g., secure email, US mail, fax) shall be used for sending the IPE to the individual and, if applicable, their parent or legal guardian.
- a) Upon return of the appropriately signed IPE, the VR Contractor shall:
    - 1) sign and date the IPE;
    - 2) attach the signed and dated draft IPE to an AWARE Case Note using the category "IPE Worksheet" and summary title, "Final Signed IPE"; and
    - 3) create an "Activity Due" in AWARE using the title "IPE Approval" and assign it to the "TaskList, Contracts Liaison."
  - b) The OOD Liaison Counselor shall complete the steps indicated below.
    - 1) If not approved, identify the items to be corrected within the "Comments" section of the "Activity Due" and re-assign to the VR Contractor.
    - 2) If approved, sign and date the IPE.
      - 2.1 The OOD Liaison Counselor shall be the last person to approve the IPE by affixing their signature and date.
    - 3) Enter the date the signed the IPE as the "Signature Start Date" on the IPE in AWARE attaching the entire signed IPE to an AWARE Case Note using the category of "IPE Signed" and summary "QRP Final Signature".
- iii. Once the "Signature Start Date" has been added to the IPE in AWARE , copies of the IPE shall be provided to the individual and if applicable, their parent or legal





guardian.

3. The IPE shall be considered valid and complete (i.e., approved) when all required individuals have signed and dated the IPE.

#### F. Implementation of the IPE

1. Once all required signatures and dates are obtained on the IPE, indicating approval, implementation may begin.
2. VR Staff or VR Contractor shall only authorize services listed on the IPE.
  - a. Assessment services, and ancillary services to support assessment services, shall be authorized using guidance and direction in the “Assessment Services” section of this manual.
  - b. All other services shall be authorized using direction provided in “Vocational Rehabilitation Purchases” (40-FIN-01-06).

#### G. IPE Evaluation

1. VR Staff or VR Contractor shall evaluate the individual’s IPE progress periodically to ensure satisfactory progress toward their employment outcome.
  - a. If areas of concern are identified during the evaluation, VR Staff or VR Contractor shall contact the individual and, if applicable, their parent or legal guardian, to discuss further and then document the discussion in an AWARE Case Note.
2. In instances where the individual is not making satisfactory progress toward their employment outcome, VR Staff or VR Contractor should consider whether closure of an individual’s case is warranted.
  - a. Counseling to identify and remove identified barriers, problem solving and/or other appropriate supports are to be provided prior to considering case closure.
3. If an individual is unable to participate in services listed in the IPE for a period of up to 120 calendar days, VR Staff or VR Contractor should place the individual in an interrupted status (“Service-I”) and document (in the “Service Interrupted” layout in AWARE) how the following additional criterion has been met:
  - a. interruption is due to specific unforeseen circumstances;
  - b. the individual has a plan to resolve the reason for the interruption; and
  - c. the individual intends to resume VR services following the interruption and has a timeframe to do so which does not exceed 120 calendar days.
  - d. During the time a case is in Service-I status, VR Staff or VR Contractor shall, at a minimum, contact the individual monthly, to discuss the continued need for the

interruption.

- e. If the case remains in Service-I beyond 120 calendar days, VR Staff or VR Contractor shall document the reason in the “Service Interrupted” layout in AWARE.
  - f. If the individual is unable to participate in the services listed in the IPE for a period exceeding 120 calendar days, VR Staff or VR Contractor should consider closing the case. Refer to guidance and direction in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
4. In cases where another procedure addresses evaluation of the IPE progress (e.g., the “Postsecondary Training” and the “Transition Services” sections in this manual), the direction provided in the applicable section of this manual shall take precedence.

#### H. Amending (Cloning) the IPE

1. VR Staff or VR Contractor shall work with the individual and, if applicable, their parent or legal guardian, to jointly amend (i.e., clone) the IPE when there are substantive changes to any of the following items:
  - a. the employment outcome when the first two (2) digits of the Standard Occupational Classification (SOC) which was listed on the initial IPE;
  - b. VR services as defined in Ohio Adm.Code 3304-2-59;
  - c. service providers/suppliers;
  - d. financial responsibility of OOD and/or the individual and if applicable, their parent or legal guardian;
  - e. the need for supported employment services as required in the “Supported Employment Services” section of this manual; and
  - f. expected plan end date.
    - i. If the employment outcome is not achieved prior to the expected plan end date, VR Staff or VR Contractor shall amend the plan to extend the expected plan end date and, as appropriate, individual service dates.
      - a) Modifying the expected plan end date in AWARE does not circumvent the requirement to amend the plan.
2. The amendment shall be considered valid when all required individuals have signed and dated it, which must occur before plan expiration.
3. VR Staff or VR Contractor shall complete an IPE amendment when closing a case when there are substantive changes as described above and as required in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this



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manual.

- a. VR Staff or VR Contractor shall not remove the services that were previously provided.
  - b. VR Staff or VR Contractor should always select the “Clone Previous Plan” option in AWARE to make additions and/or corrections and to keep previously provided services intact.
4. VR Staff or VR Contractor shall follow Section E. to approve an IPE amendment prior to any changes being implemented.
- a. Justification for all IPE amendments shall be documented, along with informed choice, in the section of the IPE titled “Other comments not printed on plan”.
  - b. VR Staff or VR Contractor may determine an emergency (e.g., immediate job-related need) necessitates an exception to the approval process for an IPE amendment.
    - i. In such a situation, the amendment shall be agreed upon verbally with the individual and, if applicable, their parent or legal guardian, documented in AWARE, and signed as soon as reasonably possible.

### I. Annual Review of the IPE

1. VR Staff or VR Contractor shall review the IPE at least annually with the individual and, if applicable, their parent or legal guardian, in order to determine the individual’s progress toward achieving the identified employment outcome.
2. An annual review of the IPE shall, at a minimum, be completed by VR Staff or VR Contractor, preferably face-to-face, no later than 30 days after the initial IPE approval date or anniversary date of the IPE.
  - a. Reviews may be completed any time prior to the timeline above if determined appropriate (e.g., in conjunction with an IEP meeting, start of academic year, completion of amendments).
    - i. If a review outside the timeline is completed, the date of this review shall become the new anniversary date for future annual reviews.
  - b. An annual review is considered complete when the following items have been completed.
    - i. Amendment of the IPE during the annual review if substantive changes as listed above in Section H.1.a. through f. have been identified.
    - ii. Completion of the “Plan Review” page in AWARE including the items listed below.
      - a) A brief summary of the services and progress made towards the employment outcome during the past year.

- b) Next steps and incremental goals for the remainder of services and/or the upcoming year.
  - c) The individual's and, if applicable, their parent's or legal guardian's opinion(s) and the VR Staff or VR Contractor's observations regarding whether progress is sufficient and/or if there needs to be any changes.
- b. Sending of the "Annual Review Letter for IPE" (80-VR-08-01.B) to the individual, and if applicable, to their parent or legal guardian.

## Chapter 4 - Provision of VR Services

### Assessment Services

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-01)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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#### A. General

- 1. Refer to "Vocational Rehabilitation Purchases" (40-FIN-01-06) for additional direction regarding the purchase of assessment services.
- 2. Assessment services are not required to be on the IPE.
- 3. VR Staff and VR Contractors shall document assessment services in an AWARE Case Note using the category "Assessment Services-Informed Choice". This Case Note shall include the following:
  - a. vocational guidance and counseling;
  - b. justification of all assessment services (including ancillary services);
  - c. the "Informed Choice" discussion regarding services and service providers; and
  - d. any necessary extension beyond the maximum number of units of service (UOS) for that service.

#### B. Provision of Assessment Services

- 1. Assessment services may be provided to facilitate the VR Staff or VR Contractor's determination of:
  - a. eligibility for VR services;

## Assessment Services

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- b. priority category under Order of Selection (OOS);
  - c. readiness for employment;
  - d. an appropriate employment outcome; and/or
  - e. VR services needed to reach the employment outcome.
2. VR Staff or VR Contractors are not required to explore comparable benefits for assessment services used to determine eligibility and/or VR service needs.
3. VR Staff or VR Contractors shall use Ohio Adm.Code 3304-2-52, "Least cost, use of comparable benefits, participant contribution, and fees for services," Appendix B for Assessment Services rates.
  - a. Rates for Assessment Services that have CPT or HCSPCS codes and are not included in Ohio Adm.Code 3304-2-52 "Least cost, use of comparable benefits, participant contribution, and fees for services," Appendix B shall be based on the Ohio Department of Medicaid (ODM) Fee Schedules' maximum fees (herein referred to as "ODM max fees").
4. Prior to the purchase of any assessment service, VR Staff or VR Contractors shall utilize observation, vocational counseling and guidance skills, professional judgement, and information gathered during intake and/or the initial interview to substantiate the need for the service; which may include, but not limited to:
  - a. a review of previous case information in AWARE, if applicable;
  - b. a review of records from known treatment and/or service providers; and
  - c. observation of diagnosis.
5. VR Staff or VR Contractors shall refer the individual for the assessment service(s) within three (3) business days of provider selection.
6. VR Staff or VR Contractor shall ensure the necessary assessment service(s) are provided as detailed below.
  - a. In the most integrated setting possible.
  - b. Consistent with the individual's needs and informed choice.
  - c. By means of comparable benefits and/or by no or low-cost service providers.
    - i. Though not required, an individual and if applicable, their parent or legal guardian, may choose, through informed choice, to utilize a comparable benefit to meet, in whole or part, the cost of services if it will not delay the provision of the intended service(s).

## Assessment Services

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- d. Where applicable, by individuals who are licensed or certified to provide the needed service(s).
7. VR Staff or VR Contractor may provide appropriate supports (e.g., assistive technology devices/services, personal assistance services, transportation) to accommodate the rehabilitation needs of the individual during the completion of assessment services.
8. VR Staff and VR Contractors may provide maintenance services by following the direction in the “Maintenance Services” section of this manual, to the extent that they are necessary, for the participation in assessment services.
  - a. Wherever possible, maintenance services shall be arranged for and funded by the individual and if applicable, their parent or legal guardian, as part of their contribution to their VR program.
  - b. Maintenance services are not required to be included on an IPE when provided in association with an assessment service.

### C. Assessment Services Prior to IPE Development

1. VR Staff or VR Contractors are limited to providing assessment services that are necessary to determine eligibility and priority category under OOS when an individual is in “Application” status and when the needed information cannot be obtained from other sources. For additional information, refer to “Eligibility and Order of Selection” policy (80-VR-06) and the “Eligibility Determination” and “Order of Selection and Statewide Wait List” sections in this manual. These services may include, but are not limited to:
  - a. medical evaluation to determine the presence of a physical impairment;
  - b. psychological evaluation to determine the presence of an intellectual, psychosocial, or cognitive impairment, including neuropsychological evaluations, when appropriate;
  - c. vision evaluation to determine the presence of a visual impairment;
  - d. audiology evaluation to determine the presence of a hearing impairment; and/or
  - e. speech evaluation to determine the presence of a communication impairment.
2. To identify necessary VR services or an appropriate employment outcome.
  - a. Once an individual has been determined eligible, VR Staff or VR Contractors shall only provide assessment services necessary to assist in the facilitation of the comprehensive assessment (CA) process, in accordance with the “Comprehensive Assessment” (80-VR-04) policy, the “Comprehensive Assessment” section of this manual, and the development and implementation of the IPE as outlined in “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual.

## Assessment Services

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- b. VR Staff or VR Contractors shall refer to the “Services & Standards Guide” (VR Provider Manual) for service descriptions and further guidance for assessment services.
  - i. Assessment services may include, but are not limited to, those listed below.
    - a) Vocational Evaluation
      - 1) During a vocational evaluation, VR Staff or VR Contractor shall consider whether the individual would benefit from the use of paper/pencil tests and other assessment strategies utilized in a vocational evaluation given the nature of the individual’s impairment and functional limitations.
    - b) Community Work Experience (CWE) (Assessment)
      - 1) If, after providing two (2) weeks' worth of CWE (Assessment) services (i.e., 10 full or half days), the service needs of the individual are still in question, VR Staff or VR Contractor shall conduct a meeting with the service provider, the individual and, if applicable, their parent or legal guardian, to discuss the individual’s progress and next step(s).
      - 2) VR Staff or VR Contractor shall provide justification in an AWARE Case Note to extend CWE (Assessment) services beyond a 4-week timeframe regardless of the number of full or half days attended.
    - c) Career Exploration
      - 1. VR Staff or VR Contractor shall utilize vocational counseling and guidance skills, interviewing skills, professional judgement, and/or free or low-cost resources (e.g., Ohio Labor Market Information (LMI), OhioMeansJobs Locations, Career Index Plus, or other community agency resources) to support the individual in exploring multiple careers prior to purchasing career exploration services.
        - 1.1 If after a total of 150 units of service (UOS) (i.e., 15 hours) services have not resulted in the identification of an appropriate employment outcome, VR Staff or VR Contractors shall conduct a meeting with the service provider, the individual and if applicable, their parent or legal guardian to discuss barriers and determine if additional UOS or alternative assessments are needed.
    - d) Work Incentives Planning
      - 1) VR Staff or VR Contractor shall follow the direction in the “Work Incentives Planning and Coordination” section of this manual when an individual is receiving SSI/SSDI.

## D. Assessment Services After IPE Development

## Maintenance Services

1. VR Staff or VR Contractor may provide assessment services after the implementation of the IPE, to the extent they are necessary to evaluate:
  - a. changes in the individual's impairment and subsequent functional limitations; and/or
  - b. the need for adjustments to the employment outcome or VR needs of the individual.
2. If the results of the assessment constitute substantive change(s) VR Staff or VR Contractors shall amend (i.e., clone) the IPE as required in the "Individualized Plan for Employment (IPE)" policy (80-VR-08) and the "Individualized Plan for Employment" section of this manual.

## Maintenance Services

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-02)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. Individual rehabilitation needs should be prioritized over cost to eliminate disparities in the provision of services and to improve employment outcomes.

### B. Provision of Maintenance Services

1. Maintenance services may be provided to support an individual during their participation in VR services.
2. VR Staff or VR Contractor may provide maintenance services when they are vocationally relevant and connected to a designated VR service(s). These services may include, but are not limited to, the items listed below.
  - a. Cost of uniforms or other suitable clothing required for an individual's job placement or job seeking activities.
  - b. Cost of short-term expenses (e.g., food, shelter) that are required for an individual to participate in assessment or vocational training at a site that is not within commuting distance of an individual's home.
    - i. VR Staff or VR Contractor shall refer to "Vocational Rehabilitation Services" policy (80-VR-11) and the "Postsecondary Training" section of this manual for guidance and direction on long term costs.
  - c. Initial one-time costs (e.g., security deposits, initiation charges for utilities) that are required for an individual to relocate for a job placement as permitted in the "Transportation Services" section of this manual.



## Maintenance Services

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- i. VR Staff or VR Contractor shall also refer to “Transportation Services” for specific direction on allowances of these costs.
3. VR Staff or VR Contractor and the individual, and if applicable, their parent or legal guardian, should discuss a strategy for addressing the individual’s future maintenance needs when OOD will no longer contribute to those needs.

### C. Limits on Maintenance Services

1. Maintenance services shall not be provided for the general financial support of an individual.
2. VR Staff or VR Contractor shall not:
  - a. approve an IPE when a maintenance service(s) is/are the only service(s) listed;
  - b. close a case with an employment outcome when maintenance is the only service provided;
  - c. keep a case open solely for the purpose of continuing maintenance services once the requirements for case closure have been met;
  - d. authorize maintenance services for ordinary and customary food or clothing expenses that do not occur as a direct consequence of the provision of VR services or to enhance an individual’s standard of living;
  - e. authorize maintenance services for any ongoing costs of sustaining a home (e.g., utility costs, home improvements, mortgage/rent payments);
    - i. VR Staff or VR Contractor shall refer to the “Postsecondary” section of this manual for authorization of educational expenses.
  - f. authorize maintenance services to compensate an individual or their family member(s) for work earnings that may be lost because of participation in VR services; and
  - g. authorize maintenance services after the first 30 calendar days of employment.
    - i. VR Staff or VR Contractor shall provide justification in AWARE when maintenance services are required after the first 30 calendar days of employment and acquire supervisory approval to authorize beyond 90 calendar days of employment.
    - ii. Individuals with emergency relief or ongoing assistance needs should be referred to appropriate public assistance agencies. (refer to the “Information and Referral” section of this manual).

### D. Authorization of Maintenance Services

1. VR Staff or VR Contractor shall utilize comparable benefits and an individual’s contribution, when possible, to cover all or a portion of maintenance service cost(s).

2. VR Staff or VR Contractor shall document efforts to ensure the lowest, most responsive price (i.e., least cost) for maintenance services, as required in the “Vocational Rehabilitation Purchases” procedure (40-FIN-01-06).
3. VR Staff or VR Contractor shall not authorize maintenance services beyond the timeframe of the designated VR service it supports.
4. When an individual is in “Service-I” (i.e., interrupted) status in AWARE, VR Staff or VR Contractor shall discontinue authorizing for maintenance services until the individual returns to an active participation status.

## Supported Employment

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-03)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. The “Transition Services” section of this manual shall be followed for additional guidance and direction regarding Supported Employment for students with a disability enrolled in a secondary educational institution.

### B. Supported Employment Requirements

1. VR Staff or VR Contractors may consider Supported Employment (Non-Credentialed and Credentialed) in competitive integrated employment (CIE) for individuals when:
  - a. the individual has a most significant disability (MSD), including a youth with an MSD;
  - b. CIE has not historically occurred, or for individuals whose CIE has been interrupted or intermittent as a result of an MSD; and
  - c. the nature and severity of the disability creates a need for one (1) or more of the following services to maintain an employment outcome .
    - i. Intensive supported employment services:
      - a) Job Search Assistance (JSA) - Supported Employment (Non-Credentialed);
      - b) (JSA) - Supported Employment (Credentialed); and/or
      - c) Job Coaching.
    - ii. Extended services after the transition from support provided by OOD to:

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- a) a county board of Developmental Disabilities (DD);
  - b) a behavioral healthcare provider;
  - c) a traumatic brain injury (TBI) network; or
  - d) a community center for the deaf (CCD).
2. As early as possible and on an on-going basis, VR Staff or VR Contractor shall discuss the need for supported employment, including extended services (i.e., long-term, follow-along services). Results of the discussion shall be documented at intake, IPE development, kick-off meeting for job search services, subsequent meetings, and Job Search Assistance (JSA) - Supported Employment (Non-Credentialed) or Job Search Assistance (JSA) Supported Employment (Credentialed).

### C. Comprehensive Assessment (CA) and Individualized Plan for Employment (IPE)

1. VR Staff and VR Contractors shall follow guidance and direction in the “Comprehensive Assessment” policy (80-VR-04) and the “Comprehensive Assessment” section of this manual.
2. VR Staff or VR Contractor should coordinate and discuss, with the individual, their person-centered planning team and if applicable, their parent or legal guardian, how services referenced in Section B.2. will be delivered.
3. If Supported Employment in CIE has been determined to be appropriate, VR Staff or VR Contractor shall follow guidance and direction in the “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual. In addition, VR Staff or VR Contractor shall complete the requirements below.
  - a. Mark the “Supported Employment” checkbox on the IPE page in AWARE.
  - b. List the anticipated supported employment services (e.g., Job Coaching, JSA - Supported Employment), needed to prepare for, secure, retain, advance in, or regain a CIE outcome of “Supported Employment” in CIE on the IPE.
    - i. Prior to selection of a provider for JSA - Supported Employment, VR Staff or VR Contractors shall ensure the provider is identified in the Provider Search as a qualified JSA – Supported Employment provider.
    - ii. Whenever possible, the provider funded by OOD shall be the same entity that will provide the extended services, consistent with the informed choice of the individual and if applicable, the individual’s representative.
  - c. Document the following information on the IPE under “Justification for Supported Employment” :

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- i. why supported employment services are necessary to achieve CIE;
- ii. how services will be provided;
- iii. how services could benefit the individual's ability to prepare for, secure, retain, advance in, or regain CIE, consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;
- iv. how transportation will be arranged and provided once employment is obtained and after case closure; and
- v. what resource has been identified, or is reasonably expected, to provide extended services in a CIE setting.
  - a) Appropriate resources may include:
    - 1) another state agency;
    - 2) nonprofit organization; or
    - 3) any other appropriate resource and/or funding source.

## 2. Supported Employment Service Provision

- a. VR Staff or VR Contractors shall provide supported employment services consistent with "VR Fee Schedules" (80-VR-10).
  - i. VR Staff or VR Contractor may authorize Job Coaching for individuals with an MSD up to 24 months, to help the individual achieve the number of hours desired and consistent with their ability in CIE.
  - ii. VR Staff or VR Contractors may extend the time in Job Coaching, beyond 24 months, to achieve the employment outcome in the IPE, if the participant is in agreement.
  - iii. On a short-term basis (up to six [6] months) and consistent with the individual's informed choice, VR Staff or VR Contractors may authorize Job Coaching to support work in an integrated setting at less than competitive wages.
    - a) In limited circumstances, in order to achieve CIE, VR Staff or VR Contractors may extend Job Coaching up to an additional six (6) months (not to exceed a total of 12 months) when the individual has demonstrated progress (e.g., increase in pay, increase in performance, etc.) toward competitive wages as documented in AWARE. Supervisory approval is obtained and documented in AWARE.

**D. Supported Employment Job Placement**

1. Once the individual obtains CIE, VR Staff or VR Contractor shall:
  - a. confirm transportation arrangements and the plan for a seamless transition to extended services provided by another source with the individual, their person-centered planning team, if applicable, their parent or legal guardian, , and other applicable parties; and
  - b. select “Yes” in the “on-going supports required” drop down box on the AWARE “Employment Page.” This is only allowable when an individual has been determined MSD and the ‘Supported Employment’ box has been checked on the IPE.
2. VR Staff or VR Contractor shall move the case status to “Employed Stable” for individuals who are employed in CIE and who have transitioned to the same level of extended services they will be receiving at the time of case closure.
3. When an individual is working on a short-term basis towards CIE in an integrated setting but is being paid less than competitive wages, VR Staff or VR Contractors may move the case status to “Employed Stable” only after the individual begins earning competitive wages.

**F. Transition to Extended Services**

1. Prior to the transition to extended services, VR Staff or VR Contractor, in consultation with the individual and, if applicable, the individual’s representative, and the person-centered planning team shall complete the tasks listed below:
  - a. verify the individual has maintained job stability and extended services are coordinated to maintain CIE; and
  - b. confirm that the source of extended services is still available to minimize disruption in services.
2. For youth with a disability (YWD), age 14-24, with a Supported Employment outcome in CIE, if no other source of extended services is available, VR Staff or VR Contractor may do the following.
  - a. Provide extended services for YWD but shall not exceed four (4) years or age 25, whichever occurs first.
    - i. VR Staff or VR Contractor shall not transition the YWD to extended services until they have reached job stability and have met their employment goal.
  - b. If during this time other funding sources become available to provide these services, VR Staff or VR Contractor shall ensure the YWD is transitioned to those funding sources.
2. Move the YWD’s case into “Employed-Extended Services” (i.e., “Employed-X”) status when:

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- a. there is an active employment record;
  - b. the employment record has a stable date; and
  - c. the drop-down selection for “Ongoing Support Services Required” indicates “Yes, provided by the agency.”
3. Document the transition for Supported Employment to Extended Services in an AWARE Case Note.

### G. Case Closure

1. VR Staff or VR Contractors shall close the case in AWARE “Rehabilitated” with an employment outcome of “Supported Employment” in CIE when:
  - a. there is verification that extended services will continue after case closure;
  - b. the individual has achieved a CIE outcome;
  - c. the individual has been in “Employed Stable” status for a minimum of 90 days; and
  - d. all requirements in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual have been satisfied.
2. When an individual’s Supported Employment case is being closed “Other Than Rehabilitated” (e.g., without a CIE outcome, no resources available for extended services), VR Staff or VR Contractor shall select the appropriate closure reason and follow guidance and direction in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
3. If an individual has obtained employment in an integrated setting but has not achieved competitive wages within the six (6) month period, VR Staff or VR Contractor shall close the case “Extended Employment and Subminimum Wage” and follow guidance and direction in the “Requirements for Subminimum Wage Employment” section of this manual.

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(80-VR-11-05)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

[Back to TOC](#)

### A. General

1. For the purposes of this section, any reference herein to “individual’s needs” shall include disability, academic, and VR related needs required to complete postsecondary training 87/8891to reach the individual’s employment outcome as approved on the IPE.

[Forms and Attachments](#)  
[Commonly Used Resources](#)

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2. A separate “Consent to Obtain and Release Information” (80-VR-14.A) form is required for each training entity.
3. Comprehensive Transition Programs (CTPs) provided by accredited institutions are outside the scope of this section of the manual because, in general, they do not lead to an industry recognized credential (IRC).
  - a. VR Staff and VR Contractors may work with individuals participating in CTPs to provide VR services, as needed, as required by VR policy, sections in this manual, and the VR Fee Schedule.
  - b. The “CTP Fact Sheet” (80-VR-11-05.A) has information for individuals about CTP programs and VR services.

### B. Considerations for Postsecondary Training

1. OOD may support postsecondary training, which includes college, occupational, vocational, and job skills training, when it is required for an individual to obtain their employment outcome, including advancement in employment. As part of the VR guidance and counseling process VR Staff or VR Contractor shall engage the individual, and, if applicable, their parent or legal guardian, in making an informed decision about training which shall include, but not be limited to, the items listed below, if applicable to their employment outcome.
  - a. Benefits of training (e.g., increased wages, job stability).
  - b. OOD’s ability to support finding internships and permanent employment, as well as other supportive and rehabilitation technology, including assistive technology services, should they pursue training.
  - c. Availability of Pre-Employment Transition Services (Pre-ETS), when working with a student with a disability (SWD), to determine the need for counseling on training opportunities or other Pre-ETS as described in the “Pre-Employment Transition Services (Pre-ETS) Subcategories” section of this manual.
  - d. Results of vocational testing and/or assessments, previous training or education, degrees, certifications, and transferable skills gained from volunteer and/or work experience as well as opportunities for career exploration and VR guidance and counseling services to assist the individual in exploring training opportunities and navigating the application and enrollment process.
  - e. Functional limitations that may affect training participation and ways that OOD can assist in removing barriers to successful postsecondary training completion.
  - f. Ability to meet the financial obligations required for training and overall financial standing, which includes consideration of student loan history (e.g., default on previous student loans) as well as opportunities for financial aid, scholarships and

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OOD financial assistance for training costs.

- g. Personal circumstances, including both strengths/assets and/or employment barriers, that may impact successful completion of postsecondary training (e.g., delaying employment, family dynamics, transportation, childcare, criminal record) as well as resources to overcome any barriers to participation.
- h. Work related experiences and transferable skills.
- i. Gaps in employment history.
- j. Information acquired through informational interviewing as outlined the “Guide to Informational Interviewing” or other career exploration activities.
- k. Labor market information (LMI) to share information about career pathways to support the individual’s employment outcome and/or their career advancement. Sources of labor market information may include:
  - i. OhioMeansJobs, Occupational Information Network (ONET), and the Career Index +.
- l. Industry requirements (e.g., minimum qualifications) for the employment outcome.
  - i. The U.S. Bureau of Labor Statistics’ “[Occupational Outlook Handbook](#)” and [OhioMeansJobs](#) may be utilized for information regarding minimum qualifications.
- m. Opportunities for OOD to financially support postsecondary training.
  - i. OOD’s financial support for training may be subject to financial participation requirements (e.g., FAFSA [Free Application for Federal Student Aid] completion) and other limitations (e.g., least cost, comparable benefits) and may also be supported through OOD’s Education Support Fund, if available.

## 2. Training Program and Site Selection

- a. VR Staff or VR Contractor shall assist the individual, and if applicable, their parent or legal guardian, in making an informed choice (refer to “Vocational Rehabilitation (VR) Informed Choice” policy [80-VR-07]) about the selection of an appropriate training program by considering the criteria listed below.
  - i. Program’s accreditation.
  - ii. Program’s ability to offer the industry recognized or required credential for the selected employment outcome.
  - iii. Program’s availability of placement services and their placement rates (i.e., employment rates).



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- iv. Program's cost(s), both direct and indirect, as well as an individual's contribution and comparable benefits available to cover these cost(s), including the program's participation in the federal student aid program (e.g., accepts Pell Grant).
- v. Program's geographic location in relation to the individual's residence.
- vi. Program's length.
- vii. Program's academic, attendance, physical, mental, and/or cognitive requirements, specifically how the individual's functional limitation(s) may be affected.
  - a) The individual must maintain the grade/performance requirements established by the training program unless the program permits an adjustment to the requirements due to a disability related need.
- viii. Institution's ability to accommodate the individual's disability related needs.

**C. Application and Supportive Services**

1. Once a postsecondary training program is selected, VR Staff or VR Contractor shall provide VR guidance and counseling as detailed below.
  - a. Assist the individual with completing the application for admission (refer to Section E.1.c. for guidance regarding application fees).
  - b. As needed, encourage the individual to connect with the training program's supportive services (listed below) that may be available through their Office of Disability Services, Office of Accessibility Services, or other similar offices:
    - i. tutoring services;
    - ii. academic support services;
    - iii. career services;
    - iv. specialized disability and/or accessibility services;
    - v. other supportive services.
  - c. If it is determined that additional support/services are required to accommodate the individual's needs, funding of special disability support/services at the training program may be considered. If they are determined to be required, the following shall be documented in an AWARE Case Note:
    - i. the scope of support/services provided by the training program and OOD;

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- ii. the individual's needs that the training program or OOD does not provide sufficient support/service(s) for (e.g., accommodations);
- iii. how the specialized disability support/services will meet the individual's needs; and
- iv. the cost(s) associated, which shall be recorded on the "(A) Allowable Training Costs" tab of the "Training Contribution Worksheet" (80-VR-11-05.B).

### D. Postsecondary Training Requirements

#### 1. Participation and Attendance

- a. Full-time participation in postsecondary training is strongly encouraged.
  - i. For college/university training only, individuals shall complete one (1) academic year to advance class rank (e.g., freshman to sophomore, consistent with the accredited institution's rules and requirements) within 18 consecutive months.
- b. If part-time attendance is allowed for a postsecondary training program and is necessary due to personal circumstances or an individual's needs, VR Staff or VR Contractor may authorize part-time attendance, when the following are met:
  - i. the individual demonstrates progress to stay on track with the completion of the industry recognized credential ;
  - ii. for postsecondary training programs that participate in federal financial aid, the individual shall maintain eligibility requirements; and
  - iii. for college/university training only, the individual shall complete one (1) academic year within 24 months to advance class rank (e.g., freshman to sophomore, consistent with the accredited institution's rules and requirements).
- c. VR Staff or VR Contractor shall notify individuals of the above requirements to continue to receive OOD support and/or funding for postsecondary training.

#### 2. Financial

- a. If the individual chooses not to pursue OOD's financial support for postsecondary training costs, but would like to receive VR services, VR Staff or VR Contractor shall keep their case open and document their decision in AWARE on the IPE.
  - i. In this circumstance, the individual does not have to complete the FAFSA and VR Staff or VR Contractor do not have to complete the "Training Contribution Worksheet (80-VR-11-05.B)."
- b. Federal Financial Aid/FAFSA

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- i. If the individual is pursuing OOD financial support for postsecondary training programs that accept federal financial aid, VR Staff or VR Contractor shall inform the individual they are:
  - a) required to annually apply for the aid by completing FAFSA and submitting a copy of the resulting FAFSA Submission Summary or other submission documentation to OOD;
  - b) subject to financial needs testing via completion of the “Training Contribution Worksheet” (80-VR-11-05.B); and
  - c) required to meet all requirements in this section of the manual.
- c. Exploration of Comparable Benefits and Scholarships
  - i. VR Staff or VR Contractor shall work with the individual and if applicable, their parent or legal guardian, to identify comparable benefits and scholarships available to the individual.
  - ii. If received, comparable benefits will decrease the amount of allowable costs to which OOD can contribute. These benefits may include, but are not limited to, the following items:
    - a) grants (e.g., Pell);
    - b) programs through the Office of Disability Services, Office of Accessibility Services, or other similar offices (e.g., accommodations, placement services); and
    - c) programs available through other entities (e.g., ODJFS/OMJ, VA).
  - iii. Scholarships
    - a) VR Staff or VR Contractors shall encourage individuals to explore the availability of scholarships as they may be used to meet their Student Aid Index (SAI) or other financial indexes and therefore they should apply for as many as possible.
    - b) Only the amount of these scholarships that exceed the SAI will affect (i.e., decrease) OOD’s contribution.
- d. VR Staff or VR Contractor shall not authorize more than what is owed toward educational expenses.
- e. Completion of Training Contribution Worksheet (80-VR-11.05 B)

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- i. Once the FASFA is complete and the FAFSA Submission Summary is received, VR Staff or VR Contractor shall, at a minimum, annually complete the “Training Contribution Worksheet” (80-VR-11-05.B) prior to the beginning of the academic or program year. It is recommended, however, that the worksheet be updated prior to each term/semester to ensure actual amounts are reflected.
  - a) The worksheet computes OOD’s contribution to allowable training costs.
    - 1) If the worksheet is only being completed for one (1) term, rather than for the academic year, ensure that the SAI and other annual amounts are being adjusted and applied over the correct amount of time (i.e., number of terms).
- ii. The items listed below are needed to complete the worksheet and should be provided by the individual.
  - a) The FAFSA Submission Summary.
    - 1) If an accredited institution(s) is not listed on the FAFSA Submission Summary, refer to section D.2.f. for information on determining the least cost.
    - 2) In cases where the individual is unable to obtain a FAFSA Submission Summary, VR Staff or VR Contractor shall request the individual obtain an “Institutional Student Information Report” (ISIR) which is generated by the institution’s financial aid department.
  - b) The “Postsecondary Training Contribution Worksheet Tool” (80-VR-11-05.C) provides additional guidance and tips on completing the “Training Contribution Worksheet” (80-VR-11.05.B) .
  - c) Comparable benefits (refer to Section D.2.c. and the “(B) Comp Benefits & Sch” tab on the worksheet).
  - d) An individual’s SAI as designated on the FAFSA Submission Summary, unless exempt due to the receipt of Social Security Administration’s Supplemental Security Income (SSI) (Title II) or Social Security Disability Insurance (SSDI) (Title XVI)].
    - 1) Individuals who receive SSI or SSDI are exempt from having to apply their SAI towards training costs and from being required to contribute towards training costs.
      - 1.1 VR Staff or VR Contractor shall verify the receipt of SSI/SSDI prior to waiving the requirement of financial contribution.
      - 1.2 This exemption does not exclude the individual from the requirement of completing the FAFSA for postsecondary training programs which

participate in/accept federal financial aid which is used for purposes of comparable benefits (e.g., grants) and other requirements as noted in this section of the manual (e.g., attendance, participation, grades).

- 1.3 If the individual is exempt from SAI, VR Staff or VR Contractor shall discuss with the individual, and if applicable, their parent or legal guardian, their ability to contribute to training costs (e.g., college savings accounts).

- 1.3.1 If an agreement is made for the individual, and/or if applicable, their parent or legal guardian, to contribute to the training costs, VR Staff or VR Contractor shall include the amount on the worksheet on the “(B) Comp Benefits & Sch” tab.

- 2) If the SAI is a negative number, VRC shall put a 0 (zero) in the SAI box on the worksheet.

- e) If applicable, the amount of “OOD Education Support Funds” that are available.

- 1) If available, the Division of Fiscal Management (DFM) shall notify VR Staff or VR Contractors about the amount of available funds and the terms of distribution prior to each academic or program term in order for the information to be shared with the individuals, and if applicable, their parent or legal guardian.

f. Least Cost

- i. When applying least cost for four-year, graduate, or junior/community/two-year college/university training, any Ohio Public Institution of Higher Education (as listed on the [Ohio's Campuses page of the Ohio Department of Higher Education](#)) that the student chooses to attend will be considered least cost.

- a) If an individual chooses not to attend an Ohio Public Institution of Higher Education (e.g., chooses out-of-state or a private college/university), VR Staff or VR Contractor shall only authorize up to the amount of tuition it would cost to attend the closest (to their residence) accredited Ohio Public Institution of Higher Education that meets the individual's needs and is consistent with the training requirements of their employment outcome.
- b) If an Ohio Public Institution of Higher Education does not meet the individual's needs, then an alternate institution shall be considered least cost when determining OOD's financial support and the following shall be documented in an AWARE Case Note:

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- 1) the individual's needs that an Ohio Public Institution of Higher Education does not meet; and
      - 2) the name, allowable training costs, and description of how the alternate institution meets the individual's needs in alignment with their employment outcome (e.g., educational history, pertinent disability related barrier(s), assessments, items provided by the alternate institution).
    - ii. When applying least cost for postsecondary training, refer to "Vocational Rehabilitation Purchases" procedure (40-FIN-01-06) (i.e., lowest, most responsive price that meets the *individual's needs*).
  - g. VR Staff or VR Contractor may refer the individual to the institution's financial aid office for assistance with financial situations that arise (e.g., to obtain an amended FAFSA Submission Summary, financial situation changes, to obtain an ISIR).
3. Additional Requirements for College/University Attendance
- a. After acceptance and prior to authorization the items listed below shall be provided by the individual or completed by VR Staff or VR Contractor.
    - i. Per Academic Year
      - a) The individual shall provide:
        - 1) the curriculum plan or updated degree audit information from the accredited institution that outlines the remaining coursework and timelines necessary to complete the program;
        - 2) a copy of the entire FAFSA Submission Summary or the ISIR when the FAFSA Submission Summary is not available; and
        - 3) an award letter detailing the amount of financial aid the individual will be receiving from the designated institution.
      - b) VR Staff or VR Contractor shall verify that the individual is eligible for federal educational grants (e.g., Pell Grant) through information contained in the FAFSA Submission Summary, (regardless of whether a grant was awarded) prior to authorizing for training costs.
    - ii. Per Term
      - a) The individual shall provide the items listed below.
        - 1) If this is not the individual's first term, a grade report from previous term.

## 1.1 Grade Requirements

1.1.1 To receive OOD support, an individual is required to maintain a cumulative Grade Point Average (GPA) of 2.0 or higher.

1.1.1.1 If the required cumulative GPA established by the college/university training program is higher than 2.0, an individual shall maintain the cumulative GPA required for their designated program.

1.1.1.2 If a student's cumulative GPA falls below the required level, due to extenuating circumstances (e.g., illness, death in the family, or other disability related circumstance), VR Staff or VR Contractor may continue to support educational expenses for one (1) additional term to provide the individual an opportunity to raise their cumulative GPA to a 2.0 or higher and meet the college/university training program requirements.

1.1.1.3 OOD's support for the next term following a GPA of less than 2.0 is limited to one (1) term only. Thereafter, the student shall maintain a cumulative GPA of 2.0 or higher or the minimum grade requirements for successful completion of their college/university training program.

1.1.2 Refer to Section I.1.b. for information on documentation that is acceptable to verify grades.

2) A copy of the schedule for the upcoming term.

3) A copy of an itemized bill for the upcoming term, if OOD will be contributing to the cost of the training costs.

4) If this is not the individual's first term of attendance, a copy of an itemized statement showing all charges and payments made for the previous term to verify all training costs were paid appropriately.

4.1 If the statement shows a credit to the individual's account, documentation that the funds were returned to OOD, when appropriate.

5) A list of required supplies including their estimated costs for the upcoming term.

## b. Graduate College/University Training

- i. VR Staff or VR Contractor may support graduate level college/university training when required to achieve the individual's employment outcome.
- ii. All items outlined in this section of the manual are to be applied towards the consideration for graduate school including:
  - a) documentation of attainment of a bachelor's level degree;
  - b) explanation of why bachelor's level education is not sufficient to meet the employment outcome;
  - c) appropriate LMI information;
  - d) least cost;
  - e) completion of the FAFSA; and
  - f) completion of the "Training Contribution Worksheet" (80-VR-11-05.B).

#### 4. Summer Term

- a. OOD shall decide each year whether there are funds available to support summer term tuition for college/university training. If OOD determines there is an availability of funds to support summer term, OOD shall notify VR Staff and VR Contractors who shall then share the information with individuals, and if applicable, their parent or legal guardian and encourage participation.
  - i. Directions for documenting and calculating OOD's contribution for Summer Term shall be attached to the communication sent to VR Staff and VR Contractors.
- b. VR Staff or VR Contractors shall work with individuals all year, but in particular during the summer, to connect them with internships and other employment opportunities.
  - i. If the individual decides to participate in classes during the summer term, VR staff or VR Contractors shall discuss the need to request the appropriate amount of student financial aid (e.g., subsidized, or unsubsidized loans, Pell Grants) for this term in addition to OOD financial support.

#### 5. Loan Default

- a. In cases where the individual is in default on student loans, VR Staff or VR Contractor shall not authorize financial support for postsecondary training.
  - i. An exception may be approved by VR Staff or VR Contractor when the individual demonstrates financial hardship or when they are taking necessary steps to resolve the issue(s).



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## E. IPE Development

1. During IPE development, VR Staff or VR Contractor shall follow the “Individualized Plan for Employment” (IPE) policy (80-VR-08), the “Individualized Plan for Employment” section of this manual, the “Vocational Rehabilitation Case Closure” policy (80-VR-02), and the “Case Closure” section of this manual, “and “Vocational Rehabilitation Purchases” (40-FIN-01-06).
  - a. VR Staff or VR Contractor shall include the training related items listed below on the IPE.
    - i. Training required to achieve their employment outcome.
    - ii. The individual’s responsibilities, including the requirement of completing the FAFSA and submitting the resulting FAFSA Submission Summary.
    - iii. Training costs related to postsecondary training that may be necessary due to an individual’s needs.
    - iv. Who will be responsible for payment of training costs.
  - b. VR Staff or VR Contractor shall complete the “TRN” checkboxes along with any other applicable responsibilities on the “Participant Responsibility Check Box List” on the IPE in AWARE.
  - c. VR Staff or VR Contractor may refer to the “Vocational Rehabilitation Purchases” (40-FIN-01-06) prior to authorizing the costs listed below which shall not be included on the “Training Contribution Worksheet” (80-VR-11-05.B).
    - i. Application fees.
    - ii. Rehabilitation technology, including assistive technology, needs.
      - a) VR Staff or VR Contractor shall follow Rehabilitation Technology” (80-VR-25) when considering appropriate assistive technology needs.
    - iii. Transportation, maintenance, and personal assistance services (PAS) needs.
      - a) VR Staff or VR Contractor shall follow:
        - 1) “Vocational Rehabilitation Services” policy (80-VR-11);
        - 2) “Transportation Services” section of this manual when considering appropriate transportation needs for training;
        - 3) “Maintenance Services” section of this manual when considering those types of services (i.e., internship and/or co-op support); and

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- 4) "VR Medical, Psychological, and Dental (MPD) Services and Personal Assistance Services (PAS)" section of this manual.

- iv. Other services

- a) VR Staff or VR Contractor may include membership fees for professional organizations and/or fees for conferences to "Other Services" on the IPE if determined that these services will assist with their professional development and the achievement of the employment outcome.
- d. VR Staff or VR Contractor shall refer to the "Vocational Rehabilitation Purchases" (40-FIN-01-06) for direction prior to authorizing for the costs listed below which, if applicable, shall be included on the "Training Contribution Worksheet" (80-VR-11-05.B).
  - i. Training Costs.
    - a) VR Staff or VR Contractor may include books and other school supplies (e.g., computer, connectivity, electronic devices) when required by the postsecondary training program.
    - b) On or Off-Campus Housing
      - 1) VR Staff or VR Contractor may include the cost of off-campus housing or on-campus room and board when the individual's needs require residing on or near campus.
      - 2) When determining the appropriateness of OOD's support for on or off-campus housing, VR Staff or VR Contractor shall consider the following:
        - 2.1 alternate options to maintain cost efficiency (e.g., para transit or other public transportation);
        - 2.2 impairments or combination of impairments that result in limited mobility or an inability to navigate independent transportation;
        - 2.3 impairment or combination of impairments that result in the individual not being able to independently travel to and/or from campus or that require living within close proximity to campus; and
        - 2.4 access to supportive services through the postsecondary training program which are needed for the success of the student.
      - 3) Upon recommendation from VR Staff or VR Contractor, a VR Supervisor shall provide an initial approval on authorizations for on or off-campus housing

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- 3.1 Each subsequent year, VR Staff or VR Contractor shall review and authorize for continued on or off-campus housing if determined necessary.
  - 4) Off-campus housing shall only be considered if it is the least cost option or if room and board on campus is not available.
  - c) Co-ops or Internships
    - 1) Expenses related to Co-ops or internships shall only be covered when course credit will be received which typically always occurs with Co-ops.
      - 1.1 Expenses related to internships when no course credit will be received may be covered but will not be listed on the “Training Contribution Worksheet.”
  - d) Study Abroad Assistance
    - 1) Expenses related to studying abroad shall only be covered when it is a program requirement (i.e., not when it is an elective).
    - 2)
- ii. Health Insurance
  - a) VR Staff or VR Contractor shall not include health insurance fees for an individual as an educational expense even if required by the accredited institution.
  - b) VR Staff or VR Contractor shall not consider these fees as part of an individual’s SAI.
  - c) Most accredited institutions exempt student health insurance costs if the individual can provide documentation of personal coverage.
- iii. Ancillary financial support shall be determined based on the individual’s needs. VR Staff or VR Contractor shall refer to “Vocational Rehabilitation Purchases” (40-FIN-01-06) for authorizing these purchases.

**F. Service Authorization**

- 1. As required in the “Individualized Plan for Employment” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual, once the IPE is developed and approved, VR Staff or VR Contractor shall:

## Postsecondary

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- a. utilize "Vocational Rehabilitation Purchases" (40-FIN-01-06) when drafting authorizations for training costs;
- b. authorize for tuition at the rate of the least cost accredited institution (refer to Section D.2.f.);
- c. authorize for tuition one (1) term at a time;
- d. submit authorizations for postsecondary training after the documentation listed in Section D.3. has been received;
- e. only authorize for coursework which is counted toward meeting the requirements of the postsecondary training program for the individual's employment outcome;
- f. not authorize payment for additional training costs (e.g., additional courses) once the level of OOD's contribution has been determined for an academic year; and
- g. inform individuals that they are required to notify their assigned VR Staff or VR Contractor about any refund they receive.
  - i. The VR Staff or VR Contractor shall then determine the amount, if any, that needs to be returned to OOD (i.e., training costs paid for by OOD).
    - a) If funds are to be returned to OOD, they shall be returned to OOD via check, to the Division of Fiscal Management (DFM), Finance. Refer to "Accounts Receivable" (40-FIN-04) for specific guidance.

### G. Monitoring Progress

1. VR Staff or VR Contractor shall contact the individual, regardless of OOD financial contribution, a minimum of once per term (e.g., semester) for monitoring progress and to provide additional VR guidance and counseling as needed.
  - a. If an individual notifies VR Staff or VR Contractor that they are withdrawing from a postsecondary training program, or any portion thereof (e.g., dropping a course), VR Staff or VR Contractor shall provide VR guidance and counseling to assist the student in identifying resources to support their successful completion of the postsecondary training program, where appropriate.
  - b. If the individual determines that they still plan to withdraw from the postsecondary training program, or any portion thereof, VR Staff or VR Contractor shall document the reason in an AWARE Case Note and discuss the items below with the individual, and if applicable, their parent or legal guardian.
    - i. The impact dropping a course may have on the individual's satisfactory progress in the training program.

## Postsecondary

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- ii. The impact withdrawing may have on the individual's ability to complete the postsecondary training program, or any portion thereof, in the agreed upon time frame (refer to Section D.1).
- iii. Financial responsibilities of re-taking a postsecondary training program, or any portion thereof (e.g., dropped course) if the withdrawal is after the deadline for a full refund.
  - a) If an individual withdraws from a postsecondary training program, or any portion thereof (e.g., a course), after the deadline to receive a full refund, VR Staff or VR Contractor shall not authorize to repeat the postsecondary training program, or any portion thereof, unless there is a justifiable, disability-related reason or significant personal circumstance (e.g., death in family, extended medical situation).
  - b) If there is a justifiable disability-related reason, VR Staff or VR Contractor shall document the reason in an AWARE Case Note prior to authorizing for the individual to repeat the postsecondary training program or any portion thereof (e.g., a course).
    - 1) In the event there is no justifiable, disability-related reason for withdrawing from the postsecondary training program, or any portion thereof, VR Staff or VR Contractor shall document the request and the denial reason.
- iv. The impact withdrawing may have on the individual's chosen employment outcome and if it is necessary to identify a new employment outcome.
- v. The feasibility of continuation with training.
- c. If after receiving appropriate VR guidance and counseling, the individual decides to withdraw from their postsecondary training program, VR Staff or VR Contractor shall update the AWARE "Education" page under "Educational Goal," select an "Outcome" of "Did Not Complete/Dropped Out" and enter the "Actual End Date".
  - i. VR Staff or VR Contractor also shall provide VR guidance and counseling to identify more appropriate postsecondary training and/or an employment outcome for the individual to continue with VR services.

## 2. Postsecondary Training Progress Requirement

- a. VR Staff or VR Contractor shall review the documentation listed in Section D.3.a. during the monitoring process to ensure appropriate progress is being made in the individual's postsecondary training program.
- b. In cases where the individual has not made "Satisfactory Academic Progress" (SAP) (as defined by their institution) towards completion of their postsecondary training program, they may be denied further eligibility for federal financial aid and if so, VR

## Postsecondary

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Staff or VR Contractor shall not authorize for postsecondary training (i.e., individual shall pay for postsecondary training until they regain eligibility for federal financial aid).

- c. If the individual changes their postsecondary training program, VR Staff or VR Contractor may support the change and shall amend the IPE, if necessary.
  - i. The individual shall consider all items previously noted, specifically Sections B., C., and D., prior to making a change.

### H. Educational Goal

1. VR Staff or VR Contractor shall complete all required fields on the AWARE “Education” page as well as the name of the school/institution, no later than three (3) business days after the date of occurrence of:
  - a. application;
  - b. the start of the postsecondary training program;
  - c. changes as they occur (refer to AWARE Manual as needed); and
  - d. the completion of the educational goal (enter the “Actual End Date”).

### I. Measurable Skill Gain (MSG)

1. Once the documentation listed below has been received for a MSG, VR Staff or VR Contractor shall review the information to determine whether the individual has made satisfactory progress.
  - a. On the AWARE “Education” page under the “Educational Goal,” VR Staff or VR Contractor shall make a choice based on the type of postsecondary training in which the individual is enrolled (e.g., Postsecondary training 1<sup>st</sup> year, 2<sup>nd</sup> year, Career Technical credential”).
  - b. VR Staff or VR Contractor shall document if the individual is making progress by completing the items listed below.
    - i. Creating an AWARE Case Note(s) for each educational goal for which MSG documentation has been received by selecting the category “MSG documentation” and in the “Summary” field enter a description of the documentation (e.g., transcripts) then attaching a copy of the documentation.
    - ii. Types of documentation include, but are not limited to:
      - 1) progress reports (e.g., transcripts, degree audit report) with evidence of satisfactory or better progress; industry or occupational competency assessment (e.g., HVAC, Carpenter, Plumbing);

Postsecondary

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- 2) completion of test necessary for obtaining IRCs (e.g., Barber/Cosmetology, Pharmacy Tech Certification, Real Estate Broker);
  - 3) obtainment of a certification (e.g., Automotive Service Excellence Certification [ASE]);
  - 4) obtainment of a licensure (e.g., Commercial Driver's License [CDL]);
  - 5) completion of an apprenticeship or journeyman (e.g., Journeyman Electrician);
  - 6) certifications obtained through participation in Job Corps or Youth Build; or
  - 7) college degrees.
- iii. Entering the MSG information by completing the items below for each educational goal leading to an IRC:
    - a) adding the date, the skill gain was achieved;
    - b) selecting the skill gain type from the drop down; and
    - c) adding a skill gain description (e.g., made satisfactory progress, completed grade level, received diploma, obtained license, obtained other IRCs).
2. If the individual is not making satisfactory progress, VR Staff or VR Contractor shall proceed as detailed below.
- a. Create an AWARE Case Note(s) based on documentation received by selecting the category "Case Note General" and in the "Summary" field enter "MSG not Attained" and a description of the documentation (e.g., report card, transcripts) then attach a copy of the documentation.
  - b. Shall not enter any MSG information until satisfactory progress is made. If unable to obtain any requested MSG documentation, VR Staff or VR Contractor:
    - i. shall document the attempt(s) in an AWARE Case Note by selecting category: "Case Note General" and in the "Summary" type "Attempt to Obtain MSG Documentation;"
    - ii. shall not enter any MSG information until documentation is received and satisfactory progress is made; and
    - iii. shall enter MSG information on the AWARE "Education" page under "Educational Goal", under the MSG area within five (5) business days after verification of documentation in Section I.1.b.ii.

J. Work Experience

1. Work Based Learning

Postsecondary

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- a. VR Staff or VR Contractor shall encourage and/or assist an individual in obtaining at least one (1) work experience, preferably related to the employment outcome and prior to obtaining their IRC. This may include the types of experiences listed below.
  - i. Internship or Co-op.
    - 1. Refer to the “Maintenance Services” section of this manual.
  - ii. Pre-apprenticeship or registered apprenticeship.
    - a) If an individual is interested in an industry in which pre-apprenticeship and/or registered apprenticeship is available and/or recommended, VR Staff or VR Contractor shall assist individual in finding and applying for these programs.
      - 1) VR Staff or VR Contractor may utilize <https://www.apprenticeship.gov/>, the Ohio Vocational Apprenticeship Program, or other registered apprenticeship programs.
    - b) Since apprenticeship programs generally do not have a cost affiliated with participation, the requirement of federal financial aid consideration does not apply.
    - c) VR Staff or VR Contractor may support related expenses (e.g., application fees, tools) when necessary to participate in an apprentice program.
  - iii. Independent job search.
  - iv. Utilization of other available resources (e.g., OhioMeansJobs Centers, accredited institution career services).
  - v. Non-permanent – job search assistance services, refer to the “Transition Services” section of this manual.

**K. Post-Graduation Services****1. Certification Testing**

- a. If there is a cost to obtaining an IRC (e.g., licensure, testing), VR Staff or VR Contractor may authorize for up to two (2) attempts if the IRC is required to achieve the individual’s employment outcome.
  - i. Prior to the authorization, VR Staff or VR Contractor shall work with the individual to explore the possibility for these costs to be covered by the individual’s contribution, if applicable.
- b. Once an individual has successfully attained their IRC, VR Staff or VR Contractor shall update the AWARE “Education” page under “Educational Goal,” the “Outcome,”



and “Actual End Date” fields.

- i. The “Actual End Date” shall only be entered once the individual has provided documentation to OOD that they attained the required IRC.

#### L. Placement Services

1. Once the individual receives their IRC, VR Staff or VR Contractor shall follow direction in the “Job Related Services” section of this manual to assist the individual in achieving their employment outcome.

## Information and Referral

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-07)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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#### A. General

1. Refer to “Vocational Rehabilitation (VR) Fee Schedules” (80-VR-10) for guidance regarding referrals to “Referral to Community Rehabilitation Programs (CRP)” (80-VR-10.A) and “Referral to Physical and Behavioral Health Services” (80-VR-10.B).
2. When providing Information and Referral Services, VR Staff or VR Contractor shall complete in its entirety, OOD’s “Information and Referral” form (80-VR-11-07.A), or the entity’s referral form.
  - a. VR Staff or VR Contractor shall complete a “Consent to Obtain and Release Information” (80-VR-14.A) with either referral that is used.

#### B. Information and Referral System when OOD is Unable to Provide Services

1. OOD’s information and referral system ensures individuals with disabilities, including those who are placed on a statewide waitlist, if OOD is operating under an order of selection (OOS), will be provided accurate VR information and guidance, using appropriate modes of communication, to assist individuals in preparing for, securing, retaining, advancing in, or regaining competitive integrated employment (CIE).
2. Providing Information and Referral Services
  - a. VR Staff and VR Contractors, after providing information and guidance regarding needed services and/or alternative programs, shall appropriately refer individuals to federal and/or state programs, including programs carried out by other entities of the statewide workforce development system (e.g., OhioMeansJobs Center, Veterans Administration, Ohio Department of Developmental Disabilities, the Ohio Department of Mental Health and Addiction Services), that are best suited to address the specific rehabilitation, independent living and employment needs of the individual with a disability.

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- b. VR Staff or VR Contractor shall provide information and referral services, including but not limited to the situations provided below.
    - i. An individual has been placed on a statewide waitlist, through the OOS process and will not receive VR services immediately.
      - a) When an individual is placed on the statewide wait list, the case shall remain open until they are removed from the wait list or the individual requests case closure.
    - ii. An individual has been determined ineligible for VR services.
    - iii. An individual chooses subminimum wage employment.
      - a) VR Staff or VR Contractor shall follow the direction in the “Requirements for Subminimum Wage Employment” section of this manual.
        - 1) Designated OOD Staff shall provide information and referral services every six (6) months for the first year of employment in sub-minimum wage and on an annual basis thereafter.
    - iv. An individual makes an informed choice not to pursue a CIE outcome.
      - a) Prior to making a referral for an individual who makes an informed choice not to pursue a CIE outcome, the individual shall be:
        - 1) informed that the purpose of VR services is to assist individuals in achieving a CIE outcome;
        - 2) provided with information regarding the availability of employment options, VR services, and achieving CIE;
        - 3) informed that VR services can be provided in an extended employment setting, if necessary, for the purposes of training or otherwise preparing for employment in an integrated setting;
        - 4) informed that if they chose not to pursue employment in an integrated setting, they may seek VR services at a later time, when they decide to pursue a CIE outcome; and
        - 5) referred, if appropriate, to the Social Security Administration or other appropriate service providers to obtain information regarding work incentives available when receiving disability benefits.

### 3. Making Referrals to Federal and/or State Programs

VR Therapy and Orientation & Mobility

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- a. VR Staff or VR Contractors shall perform the steps indicated below when making a referral to appropriate federal and/or state programs, including programs carried out by other entities of the statewide workforce development system.
  - i. Provide the individual, and if applicable, their representative, with the following:
    - a) notice that a referral is being made by OOD to the entity carrying out the program;
    - b) a specific point of contact within the referral entity; and
    - c) information and advice regarding the most suitable services to assist them to prepare for, secure, retain, advance in or regain CIE consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

#### 4. Case Closure

- a. VR Staff and VR Contractor shall follow the direction in “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual in addition to the direction below.
  - i. VR Staff or VR Contractor may keep the individual's case open for a maximum of 15 days after a referral is provided to allow for service coordination, if needed.

## VR Therapy and Orientation & Mobility

[Forms and Attachments](#)  
[Commonly Used Resources](#)  
[Policy](#)

(80-VR-11-09)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. VR and IL Staff or VR Contractor shall use the “Vocational Rehabilitation Fee Schedules” (80-VR-10) and the “Services and Standards Guides” (VR Provider Manual) for service requirements, rates, definitions, and technical guidance when considering Vocational Rehabilitation Therapy and Orientation & Mobility services for an individual.
2. The “Assessment Services” section of this manual shall be followed for additional direction regarding the provision of assessment services to determine the need for orientation and mobility (O&M) training and vision rehabilitation therapy (including activities of daily living (ADL) training for individuals with vision loss).

**B. Orientation & Mobility**

1. Orientation and mobility (O&M) services assist individuals with vision loss to learn and familiarize themselves with their environment and to learn to navigate independently.
2. VR Staff, IL Staff, or VR Contractor shall determine the need for an O&M assessment or training based on:
  - a. observation of the individual's ability to move independently, safely, and purposefully in the community environment, workplace, and/or home;
  - b. an individual and/or, if applicable, their parent or legal guardian's self-report; and
  - c. an individual's existing records (e.g., medical records, school records, previous evaluations by a certified orientation and mobility specialist).
3. In order to determine the need for O&M assessment or training, VR Staff, IL Staff, or VR Contractors may use the following indicators, which include, but are not limited, to difficulties with:
  - a. drop-offs (e.g., curbs, stairs);
  - b. changes in terrain and surface depth;
  - c. bumping into objects;
  - d. crossing streets;
  - e. visual field restrictions; and/or
  - f. travel to new, unfamiliar environments (e.g., for training in post-secondary education settings, work locations).
4. If it is determined that O&M training is necessary, VR Staff, IL Staff, or VR Contractor, should consider which of the following components to include in the training, which may be based on recommendations from an assessment by a certified O&M instructor:
  - a. concept development (i.e., motor skills needed for balance, posture, and gait);
  - b. sensory development (i.e., functioning of the various sensory systems);
  - c. residual vision stimulation and training;
  - d. techniques for travel (indoors and outdoors) including human guide technique, trailing, cane techniques, following directions, search techniques, using landmarks, route planning, techniques for crossing streets, use of public transportation;
  - e. recommendations and instruction in smart phone applications to supplement the traveler's skills and abilities; and/or
  - f. recommendations and instruction in the use of low vision devices.

**C. Vision Rehabilitation Therapy Including Activities of Daily Living**

VR Therapy and Orientation & Mobility

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1. Vision Rehabilitation Therapy instruction emphasizes the development and use of adaptive skills to assist the individual in adjusting to the demands of everyday life, specifically skills needed to prepare for, retain, advance in, or regain competitive integrated employment and live independently.
2. VR Staff, IL Staff, or VR Contractor shall determine the need for the assessment or provision of vision rehabilitation therapy based on:
  - a. observation of the individual's ability to complete activities of daily living;
  - b. an individual and/or, if applicable, their parent or legal guardian's self-report; and
  - c. an individual's existing records (e.g., medical records, school records, previous evaluations by a vision professional, such as certified vision rehabilitation therapist, teacher for the visually impaired, or certified low vision therapist).
  - d. In addition to the above, the following indicators may also determine the need for vision rehabilitation therapy:
    - i. difficulty with personal hygiene and grooming; and
    - ii. difficulty with home management (e.g., meal preparation, household cleaning, paying bills).
3. If it is determined that rehabilitation therapy is necessary, VR Staff, IL Staff, or VR Contractor, may consider which of the following components to include in the training, which may be based on recommendations by a qualified provider of vision rehabilitation therapy:
  - a. communication, which would include instruction in adaptive skills and alternative forms of reading, writing, and mathematical calculations;
  - b. braille skills;
  - c. personal management (e.g., personal hygiene, grooming, clothing care);
  - d. orientation and movement in familiar indoor environments;
  - e. home management (e.g., general home care, kitchen skills, home repairs, bookkeeping skills); and/or
  - f. recommendations and instruction in the use of low vision devices.

**D. O&M and/or Vision Rehabilitation Therapy Determined Necessary**

1. Services are time limited to the amount of time necessary for the employment outcome and/or independent living goals to be achieved.

## Transportation Services

2. VR Staff or VR Contractor shall follow “Comprehensive Assessment” policy (80-VR-04), the “Comprehensive Assessment” section of this manual, the “Individualized Plan for Employment (IPE)” policy (80-VR-08), and the “Individualized Plan for Employment” section of this manual to document the need for services and to authorize for them.
3. IL Staff shall follow “Independent Living Older Blind (ILOB) Independent Living Plan and Provision of Services and Equipment” (85-ILOB-01-03) to document the need for these services and to authorize for them.
4. VR Staff, IL Staff, or VR Contractor shall follow the “Assessment Services” section of this manual for how to document the need for diagnostic services.

## Transportation Services

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-11)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)  
[\(\(Back to TOC\)\)](#)

### A. General

1. VR Staff or VR Contractors may only authorize transportation services for an individual in the situations listed below.
  - a. To fully participate in the necessary assessments.
  - b. To fully participate in VR services listed on an approved individualized plan for employment (IPE).
  - c. For travel to and from their place of employment until:
    - i. receipt of their first paycheck, or until earnings from their paycheck are sufficient to cover the cost of transportation.
    - ii. the end of the first 30 days of self-employment; or
    - iii. the individual's comparable benefit identified in the IPE becomes available (e.g., waiver services).
      - a) VR Staff or VR Contractor shall work with the comparable benefit funding source to discuss the transition from OOD funding to the comparable benefit funding.
  - d. VR Staff or VR Contractor shall obtain supervisory approval when an exception is needed.

## Transportation Services

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3. VR Staff or VR Contractors shall not rent a passenger vehicle, purchase a vehicle, and/or reimburse an individual for renting or purchasing a vehicle.
4. VR Staff or VR Contractor shall follow the guidance and direction in the “Rehabilitation Technology” policy (80-VR-25) and the “Vehicle Modification” section of this manual if considering a vehicle modification and/or adaptive drivers’ training.

### B. Vocational Counseling and Guidance

1. Beginning at intake and throughout the VR process, VR Staff or VR Contractor shall provide vocational counseling and guidance in relation to transportation needs to each individual.
2. Transportation services are an auxiliary service and, if determined necessary by VR Staff or VR Contractor, shall be documented as necessary throughout the comprehensive assessment (CA) process and on the IPE.
3. General discussion of transportation services should include, but is not limited to, the following:
  - a. any disability-related transportation needs;
  - b. the individual’s current and past access to transportation;
  - c. the distance the individual is willing to travel for VR services and/or to their potential place of employment;
  - d. the feasibility of the individual in utilizing public transportation or paratransit independently or with travel training;
  - e. the individual’s willingness and ability to explore other reliable transportation options (e.g., friends, relatives, ride sharing, taxi, drivers, private transportation services) if cost effectiveness, reliability, sustainability, and their safety and well-being are taken into consideration;
  - f. the individual’s ability to obtain and secure long-term transportation; and
  - g. only for an individual who has been determined “eligible,” the feasibility of obtaining a driver’s license, if not already licensed, and insurance if they have or will have access to a vehicle to participate in VR services and employment.

### C. Comprehensive Assessment (CA) Process

1. VR Staff or VR Contractor shall document the CA process and determination of VR services by following the guidance and direction in the “Comprehensive Assessment” policy (80-VR-04) and the “Comprehensive Assessment” section of this manual.

Transportation Services

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2. VR Staff or VR Contractors shall assist individuals in identifying available least cost transportation options to meet their VR needs.
  - a. When deciding the least cost transportation option, VR Staff or VR Contractor shall determine the number of trips necessary to participate in VR services.
3. Transportation options may include but are not limited to the ones provided below.
  - a. Public Transportation and Paratransit
    - i. When determining the feasibility of public transportation (e.g., bus, Lyft, Uber), VR Staff or VR Contractor shall discuss with the individual, and if applicable, their parent or legal guardian, the operating hours of both services, compared to the location/time of the individual's VR services or potential work location/schedule. VR Staff or VR Contractor shall also discuss:
      - a) proximity and accessibility of the individual's residence to a bus line;
      - b) proximity and accessibility of the individual's VR service location and potential workplace to a bus line; and
      - c) exploration of reduced fares for individuals with disabilities for public transportation.
    - ii. When determining the feasibility of paratransit services, VR Staff or VR Contractor shall discuss:
      - a) the individual's ability to qualify for paratransit services; and
      - b) the availability and reliability of paratransit services.
  - b. Motor Vehicle
    - i. When considering the feasibility of an individual using a vehicle, VR Staff or VR Contractor shall consider the questions below.
      - a) Does the individual have a valid driver's license and insurance?
        - 1) OOD shall not pay (i.e., authorize) for items which include, but are not limited to insurance; traffic fines; and/or reinstatement fees for replacing a Driver's License due to warrant blocks.
          - 1.1. OOD shall not pay (i.e., authorize) for Remedial Driver's Training required for driver's license reinstatement.
      - b) If the individual doesn't have a valid driver's license, does the individual already have a temporary driver's permit, or will they need to obtain one?
      - c) Is there any medical condition prohibiting operation of a vehicle?



- d) By what means does the individual and if applicable, their parent or legal guardian, believe that the individual can safely and lawfully travel?
- e) Does the individual have access to a vehicle?
- ii. Temporary Permit Tutoring and Driver's Training
  - a) When determining an individual's need for permit tutoring and/or driver's training, VR Staff or VR Contractor shall apply the requirements of this section of the manual which shall supersede the "Transition Services" section of this manual.
  - b) When discussing permit tutoring and/or driver's training, VR Staff or VR Contractor, the individual and, if applicable their parent or legal guardian, shall consider the items below.
    - 1) Temporary Permit Tutoring
      - 1.1 VR Staff or VR Contractor may consider temporary permit tutoring for an individual, after all comparable benefits have been exhausted, when there is a reason based on their disability.
    - 2) Driver's Evaluation and Training
      - 2.1 VR Staff or VR Contractor may provide driver's training to an individual when they have access to a vehicle, and it is determined necessary and appropriate for a disability related reason.
      - 2.2 If there are concerns regarding the individual's cognitive and/or physical ability to drive independently, VR Staff or VR Contractor should follow the guidance and direction in the "Rehabilitation Technology" policy (80-VR-25) and the "Vehicle Modification" section of this manual and the requirements below to obtain a driver's evaluation.
        - 2.2.1 When considering an individual's need for a driver's evaluation, VR Staff or VR Contractor shall ensure:
          - 2.1.2.1 the individual has obtained their temporary driver's permit when required by law and/or a supplier to participate in the service;
          - 2.1.2.2 the individual is nearing job search assistance or post-secondary training, and the recommendations can be immediately implemented; and

2.1.2.3 the AWARE Case Record identifies the need and appropriate timing for services.

2.3 Driver's training shall be included on an approved IPE prior to the provision of the service.

4. VR Staff or VR Contractor shall discuss, with the individual and, if applicable their parent or legal guardian, the potential need for other forms of transportation assistance services which may include the items below.

a. Purchase of Fuel Card or Mileage Reimbursement.

i. When determined necessary, VR Staff or VR Contractor may purchase a fuel only card for the individual by following the requirements in "Purchasing Fuel Only Cards for Vocational Rehabilitation" procedure (40-FIN-01-07) .

a) If a fuel only card is not feasible, (e.g., when a speedway is over 20 miles from the individual's home or commute, or the individual needs fuel for a job that starts in three (3) days or less), VR Staff or VR Contractor may consider one of the alternatives listed below.

1) Mileage reimbursement.

2) Working with a Community Rehabilitation Provider (CRP) to purchase a fuel card when the individual is receiving services from the CRP.

2.1 Prior to reimbursement, VR Staff or VR Contractor shall ensure that the CRP submits a receipt for the purchase, the fuel card number, and a signed authorization

ii. Before authorizing for mileage or purchasing a fuel only card, VR Staff or VR Contractor shall:

a) discuss the individual's responsibility to ensure the driver is properly licensed and insured;

b) verify the individual has a driver's license and insurance by requesting they sign an attestation stating they or their designated driver has a valid driver's license and insurance; and

c) utilize the "Fuel Only Card Calculator" (40-FIN-01-07.A) to determine the potential cost for gasoline. The amount shown in the "Eligible Assistance Amount/Amount to Load or Replenish" field is the amount to be issued for purchase of gasoline.

1) VR Staff or VR Contractor shall attach a scanned copy of the "Fuel Only Card Calculator" sheet into an AWARE Case Note.

2) VR Staff or VR Contractor shall follow directions in “Purchasing Fuel Only Cards for Vocational Rehabilitation” (40-FIN-01-07) when providing fuel only cards

iii. If the individual is unable to drive, VR Staff or VR Contractor may provide a fuel only card or reimburse for mileage to the individual for an immediate family member or other person to provide transportation to the individual.

iv. VR Staff or VR Contractor shall only provide additional fuel only cards or mileage reimbursement following confirmation that the agreed upon transportation services have been completed.

b. Vehicle Repairs

i. VR Staff or VR Contractor may consider authorizing for a vehicle repair when it is considered necessary, cost effective, and/or more efficient than the purchase of public or any other mode of transportation.

a) VR Staff or VR Contractor shall only agree to the repair of a vehicle for an individual actively involved in receiving VR services or traveling to their place of employment.

b) VR Staff or VR Contractor shall follow the guidance and direction in the “Rehabilitation Technology” policy (80-VR-25) and the “Vehicle Modification” section of this manual when considering a repair to a component of a vehicle that has been previously modified.

c) When repairs are determined necessary, VR Staff or VR Contractor shall consider the items listed below prior to including vehicle repairs on an IPE.

1) Ownership of the Vehicle

1.1 Repairs shall only be considered when the vehicle is titled/registered or co-titled/co-registered to the individual (includes a Memorandum title) or an immediate family member who is providing said transportation to the individual. The vehicle ownership title/registration shall be scanned into AWARE.

1.1.1 Immediate family, as defined in Ohio Adm.Code 123:1-47-01 (A) (39), means an individual’s spouse or significant other (“significant other” as used in this definition means one who stands in place of a spouse and who resides with the employee), parents, children, grandparents, siblings, grandchildren, brother-in-law, sister-in-law, daughter-in-law, son-in-law, mother-in-law, father-in-law, step-parents, step-children, step-siblings, or a legal guardian or other person who stands in the place of a parent (in loco parentis).

- 1.1.2 When the individual is not the owner of the vehicle, a signed statement from the vehicle owner agreeing to said transportation of the individual shall be scanned into an AWARE Case Note.

- 2) Proof of Insurance and Valid Driver's License

- 2.1 Repairs shall only be considered when the individual, or the immediate family member who is providing transportation for the individual, is able to provide proof of insurance and a valid driver's license.
  - 2.2 a copy of both shall be scanned into an AWARE Case Note.

- 3) Value of the Vehicle

- 3.1 The Kelley Blue Book ([kbb.com](http://kbb.com)) shall be used to establish the value of a vehicle using the vehicle's year, make, model, and mileage.
    - 3.1.1 Select "My Car's Value" then select "Get Kelley Blue Book Values" and enter in the vehicle information and select "fair" for the condition to determine the value of the vehicle.
    - 3.1.2 A copy of the results shall be scanned into an AWARE Case Note.

- 4) Repair Cost

- 4.1 Repairs, which would exceed the Kelley Blue Book ([kbb.com](http://kbb.com)) value of the vehicle, shall require supervisory approval.
  - 4.2 VR Staff or VR Contractor shall obtain a minimum of two (2) quotes from Automotive Service Excellence (ASE) certified shops/mechanics for the needed repairs.
    - 4.2.1 The quotes must detail parts, labor, and the projected completion date.
    - 4.2.2 The ASE certified shop/mechanic's quote shall not be considered unless there is a minimum 30-day warranty or guarantee for the repair(s).
    - 4.2.3 If the individual does not wish to choose the least cost quote, they shall be responsible for the difference in cost.
    - 4.2.4 A copy of the quotes shall be scanned into an AWARE Case Note.

## d) Need for Ongoing Maintenance

- 1) VR Staff or VR Contractor should discuss strategies for addressing future repairs, handling on-going maintenance, and how the repair(s) may be paid for with the individual and if applicable, their parent or legal guardian.

## c. Transportation by an OOD Job Developer

- i. An OOD Job Developer is the only OOD Staff authorized to transport an individual, however, prior to doing so must meet, and continue to meet, the standards and requirements in “State Vehicle Use and State Fleet Card” (40-FAC-01).
  - a) Transportation by an OOD Job Developer who meets the standards and requirements may only occur when it makes good business sense which would include the following:
    - 1) providing job search assistance services, and/or
    - 2) attending an event to represent OOD.
- ii. Transportation by an OOD Job Developer shall only be provided when authorized by an OOD Supervisor and shall only be provided in a state vehicle.
  - a) A “Waiver of Liability for Transportation by an OOD Employee” (80-VR-11-11.A) shall be completed, and scanned into an AWARE Case Note, prior to an individual being transported.

## d. Relocation

- i. After exploring and considering all other transportation service options, VR Staff or VR Contractor may authorize for relocation expenses for an individual when the employment location is at least 75 miles or more, one way, from the individual's current residence.
  - a) An exception to the distance expectation may be made in rare circumstances, for disability related reasons with the Area Manager's approval.
- ii. Prior to the authorization of relocation expenses, VR Staff or VR Contractor shall:
  - a) determine availability of comparable benefits (e.g., employer paid relocation fees);
  - b) exhaust local employment options;
  - c) verify the need for relocation by obtaining a copy of the written employment offer;

- d) obtain supervisory approval;
- e) discuss accessibility of the individual's residence and transportation options to their place of employment; and
- f) complete an amendment (i.e., clone) to the IPE to include these expenses.
  - 1) VR Staff or VR Contractor shall follow guidance and direction in the "Individualized Plan for Employment (IPE)" policy (80-VR-08) and the "Individualized Plan for Employment section of this manual when amending (i.e., cloning) the IPE.
  - 2) VR Staff or VR Contractor shall explain to the individual, and if applicable their parent or legal guardian, that only one (1) relocation per lifetime of the individual may be authorized.
  - 3) VR Staff or VR Contractor shall include the following statement, "only one (1) relocation per lifetime of the individual may be authorized" on the service grid for all associated relocation expenses.
- iii. When authorizing relocation expenses, VR Staff or VR Contractors shall follow the guidance in "Vocational Rehabilitation Purchases" (40-FIN-01-06) and consider the items listed below.
  - a) Moving and insuring household goods.
    - 1) VR Staff or VR Contractor shall obtain three (3) estimates to determine least cost, since moving company rates may be competitive.
      - 1.1 VR Staff or VR Contractor should consider the timing of the move since moves at the beginning/end of the month and weekends may increase the cost.
  - b) Transportation expenses required as part of the move.
  - c) Maintenance services.
    - 1) VR Staff or VR Contractor shall follow direction below and in the "Maintenance Services" section of this manual.
      - 1.1 Initial one-time costs
        - 1.1.1 VR Staff or VR Contractor shall not authorize for:
          - 1.1.1.1 a higher security deposit required because of a pet unless it is a service animal; or
          - 1.1.1.2. past due fees or deposit that is required due to previous negligence.

1.2 VR Staff and VR Contractors may authorize for short-term expenses incurred when an individual is relocating for employment prior to securing a new residence.

iv. Only one (1) relocation per lifetime of the individual may be authorized.

a) An exception may be made in rare circumstances, on a case-by-case basis with the Area Manager's approval.

#### D. Implementation of the IPE

1. VR Staff or VR Contractor, the individual and, if applicable, their parent or legal guardian shall follow guidance and direction in "Individualized Plan for Employment (IPE)" policy (80-VR-08) and the IPE section of this manual. In addition, VR Staff or VR Contractor shall complete the items listed below.

a. Determine which transportation services best meet the individual's transportation needs utilizing the information gathered through the CA process.

i. VR Staff or VR Contractor shall not include transportation services on the IPE until comparable benefits and other resources have been considered.

#### E. Authorizing for Transportation Services

1. VR Staff or VR Contractor shall not authorize for transportation costs associated with daily living activities that are not related to receipt of VR services or travel to their place of employment.

2. When disability related, VR Staff or VR Contractor shall consult with OOD's designated PCA Staff prior to authorizing for travel related expenses for a personal care attendant or aid if the services are necessary to enable the individual to participate in VR services and/or travel to their place of employment

3. When authorizing transportation services, VR Staff or VR Contractor shall follow the direction in "Vocational Rehabilitation Purchases" (40-FIN-01-06).

a. When authorizing transportation services to an approved VR Provider, services shall be authorized in accordance with the VR Fee Schedule's rates and definitions.

i. VR Providers shall only be authorized for transportation services during the time the individual is in the VR Provider's vehicle.

b. When authorizing transportation services to a supplier (e.g., Uber, Public Transit Systems), VR Staff or VR Contractor shall authorize at the customary rate.

c. VR Staff or VR Contractor may authorize transportation services, not to exceed monthly increments.

- i. VR Staff or VR Contractor shall continuously re-evaluate the need for transportation services throughout the individual's participation in VR services.
- 4. Reauthorizing lost, stolen, or misused public transportation or paratransit passes.
  - a. VR Staff or VR Contractor shall notify the individual that these passes shall only be used for transportation to VR services or travel to their place of employment.
    - i. Passes used for transportation activities not listed above may result in the denial of future requests.
      - a) VR Staff or VR Contractor shall not re-authorize for lost, stolen or misused passes.
        - 1) VR Staff or VR Contractor shall notify the individual that continued participation in VR services or travel to their place of employment is expected even when a pass is lost, stolen, or misused.
        - 2) VR Staff or VR Contractor may make an exception to authorize for a pass replacement on a limited case-by-case basis.
- 5. If there is a clear pattern of abuse, VR Staff or VR Contractor shall have a discussion with the individual and may discontinue authorizing for transportation services.

## Transition Services

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-12)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

[Back to TOC](#)

### A. General

- 1. Student with a disability (herein referred to as "student") is an individual who:
  - a. is enrolled in an educational program including a postsecondary or other recognized education program;
  - b. is at least 14 years of age but has not yet reached their 22nd birthday; and
  - c. has a documented disability.
- 2. This section of the manual addresses students with disabilities beginning at age 14, who are enrolled in a secondary school, at the time of application.
  - a. A student who has withdrawn or otherwise exited from secondary school prior to application for services should be served in accordance with general VR policies and sections in this manual.



3. Refer to the “Pre-Employment Transition Services (Pre-ETS) Subcategories” section in this manual for further direction regarding Pre-ETS subcategories.
4. Refer to “Authorizing Pre-ETS Support Services” (80-VR-11-12.D) for further direction regarding authorizing for Pre-ETS Support Services.
5. VR Staff shall document actual time spent directly providing or arranging for the provision of any activity related to one (1) or more of the five (5) required pre-employment transition services (Pre-ETS). Refer to “VR Time and Attendance Expectations”.
6. VR Staff or VR Contractors should be an active member of the transition team for each student in order to facilitate person-centered planning from an agency-neutral perspective.
  - a. The transition team should include the student, and if applicable, their parent or legal guardian, school staff, and other community partners, as appropriate and should ensure the student has informed choice throughout the entire VR process.
7. In order to ensure progress towards an employment outcome, VR Staff or VR Contractors shall contact the student and if applicable, their parent or legal guardian, at least once during a semester and at least once over the summer.

#### B. Outreach

1. Supervisors shall assign VR Staff or VR Contractors as liaisons (herein referred to as “Transition Liaisons”) to local school districts and/or schools within their territory to conduct education and outreach.
2. Transition Liaisons shall conduct referral development and outreach to potential referral sources and students in order to provide information regarding the VR program and available transition services, including detailed information about Pre-ETS.
3. Outreach activities may include the items listed below.
  - a. Identifying and making introductions to appropriate personnel at referring entities, including but not limited to:
    - i. schools;
    - ii. county boards of developmental disabilities; and/or
    - iii. local behavioral health authorities.
  - b. Connecting with students, and if applicable, their parent or legal guardian, and other interested parties which may include:
    - i. attending transition fairs;

- ii. conducting group presentations;
  - iii. attending school-based meetings when appropriate; and/or
  - iv. conducting presentations at department head meetings.
- c. Provision of information during outreach activities.
- i. When conducting general outreach activities to interested parties throughout the year, the Transition Liaison should, at a minimum:
    - a) describe the purpose of the VR program;
    - b) discuss the application process;
    - c) discuss the “Request for Pre-employment Transition Services” form (80-VR-11-18.C) and process for potentially eligible students who are not interested in opening a VR case;
    - d) discuss and provide eligibility and order of selection (OOS) requirements;
    - e) describe the scope of services that may be provided;
    - f) provide information regarding specialized caseloads (e.g., vision, hearing); and
    - g) distribute “Transition Guidance” (80-VR-11-12.A), “Transition Specific Services” (80-VR-11-12.B) and “Connecting Students with Work” (80-VR-11-12.C) documents.

#### 4. Partnership Collaboration

- a. Between August 1<sup>st</sup> and October 31<sup>st</sup>, Transition Liaisons should hold initial meetings with school staff to discuss transition services. Discussion topics may include but are not limited to the items listed below.
  - i. Providing OOD updates.
  - ii. Projecting the number of new applicants which includes:
    - a) reviewing the application process and emphasizing the importance of obtaining school records needed for documentation of disability; and
    - b) expediting the eligibility and order of selection determinations;
  - iii. Projecting the number of potentially eligible students which includes:
    - a) reviewing the process for requesting Pre-ETS for those potentially eligible students; and

- b) assisting with the arrangement of Pre-ETS with the school and provider as needed.
  - iv. Projecting timelines for items including processing applications, provision of VR services, participating in various activities, and summer programs.
  - v. Developing referrals and connecting students to a specialized (e.g., visual or hearing impairment) caseload, when appropriate.
  - vi. Reviewing progress (e.g., updates on Pre-ETS, summer services, Job Search Assistance – Non-Permanent ) for students.
  - vii. Explaining measurable skill gain, why we track it, and why we need documentation for each student participating in VR services;
  - viii. Planning activities during the upcoming school year for students.
  - ix. Confirming the availability of meeting space in the schools.
- b. The Transition Liaison should continue to schedule meetings, as needed throughout the year, to coordinate services.

### C. Application and Intake Process

1. VR Staff or VR Contractors shall follow guidance and direction in the “Vocational Rehabilitation Application and Intake” policy (80-VR-01), and the “Application and Intake” section of this manual while working with designated school staff to start the application and intake process.
2. VR Staff or VR Contractor shall follow direction in the “Work Incentives Planning and Coordination” section of this manual to provide work incentives planning and coordination information to students and, if applicable, their parent or legal guardians, upon request and/or confirmation of Social Security benefits (e.g., SSA Benefits Verification letter, electronic data sharing [match] performed in AWARE, individual report).
  - a. VR Staff or VR Contractor shall provide “Work Incentives Fact Sheet” (80-VR-11-15.A) and “Youth with Disabilities Work Incentives” (80-VR-11-15.Q) to all students receiving Social Security benefits.
3. Once the application materials are received VR Staff or VR Contractors shall:
  - a. coordinate an intake appointment to include the student, and if applicable, their parent or legal guardian, and the transition team;
  - b. review school records (e.g., Individualized Education Plan [IEP], Evaluation Team Report [ETR]) and/or other records provided with the application to determine if

sufficient information is available to make an eligibility and order of selection determination;

- c. obtain any additional documentation needed to make an eligibility and order of selection determination; and
- d. ensure the application is signed and dated by the student and, if applicable, their parent or legal guardian, prior to considering the student an applicant.

**D. Educational Goal and Measurable Skill Gain (MSG)**

1. At the time of application and update throughout the VR process, VR Staff or VR Contractor shall complete all required fields, including the items listed below, on the Education Page in AWARE .
  - a. Education goals including begin date, expected end date, school(s) attending.
    - i. Once an educational goal has been completed, VR Staff or VR Contractor should enter the actual end date.
  - b. VR Staff or VR Contractor shall, for any student who has an active education goal and is working towards an industry recognized credential (e.g., high school diploma, college degree, occupational license, occupational certification, etc.) perform the items below.
    - i. If a student is deferring graduation, has met all their academic requirements, and is not working towards an industry recognized credential beyond their high school diploma, capture skill gain information only when the student exits with their signed diploma.
    - ii. Request documentation at least twice per school year (e.g., after first semester and again after second semester) for each educational goal leading to an industry recognized credential.
      - a) Documentation should be requested from the student and/or if applicable, their parent or legal guardian.
        - 1) If unable to obtain the documentation from the student and/or if applicable, their parent or legal guardian, other sources (e.g., school/training staff), may be contacted to obtain the documentation.
          - 1.1 An email from school personnel verifying progress and/or grade level completion may also serve as documentation.

- 1) Progress report.
    - 1.1 IEP and/or ETR cannot be used as documentation of progress.
  - 2) Grade report.
  - 3) Diploma or state recognized equivalent (e.g., GED).
  - 4) Transcripts.
- iii. Once documentation has been received, VR Staff or VR Contractor shall review the information to determine whether the student has made satisfactory progress.
- a) If the student has made satisfactory progress, VR Staff or VR Contractor shall complete the requirements below.
    - 1) Create an AWARE Case Note using the category “MSG documentation” and a summary title that describes the type of documentation (e.g., report card, transcripts) for each educational goal for which there was MSG documentation.
    - 2) Enter MSG information by completing the following for each educational goal leading to an industry recognized credential:
      - 2.1 enter the date the skill gain was achieved (e.g., received source documentation on June 10th for an individual who completed 11th grade on May 19th, enter May 19th as the date).
      - 2.2 select the skill gain type from the drop down; and
      - 2.3 add a skill gain description (e.g., made satisfactory progress, completed grade level, received diploma, obtained license, obtained credential)
  - b) If the student is not making satisfactory progress, VR Staff or VR Contractor:
    - 1) shall create an AWARE Case Note using the category “Case Note General” and the Summary title “MSG not Attained” with a description of the documentation (e.g., report card, transcripts); and
    - 2) shall NOT enter any MSG information until satisfactory progress is made.
  - c) If unable to obtain any requested MSG documentation, VR Staff or VR Contractor:
    - 1) shall document the attempt(s) in a case note by selecting category: ‘Case Note General’ and in the Summary type ‘Attempt to Obtain MSG Documentation; and

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- 2) shall NOT enter any MSG information until documentation is received and satisfactory progress is made.
  - iv. VR Staff or VR Contractor shall enter MSG information by the first of the following months: November, February, May, and August (aligns with federal reporting requirements).
    - a) If unable to obtain documentation by the above quarterly dates, MSG information should continue to be entered for that school year through August 1<sup>st</sup>.
    - b) Information collected after August 1<sup>st</sup> for the previous school year should be entered only in an AWARE Case Note as it can no longer be reported.

#### E. Determining Eligibility and Order of Selection (OOS)

1. To determine eligibility, VR Staff or VR Contractors shall follow the guidance and direction in this section of the manual and the requirements outlined in “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual.
2. In cases where the student is determined ineligible, VR Staff or VR Contractors shall provide counseling and guidance and refer the student to other community services as appropriate and follow the direction in “Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
  - a. Students determined ineligible, are, no longer considered “Potentially Eligible” and can no longer participate in Pre-ETS. Refer to the “Pre-Employment Transition Services (Pre-ETS) Subcategories” in this manual for further direction if needed.

#### F. Comprehensive Assessment (CA) Process and Individualized Plan for Employment (IPE)

1. VR Staff or VR Contractors shall follow guidance and direction in “Comprehensive Assessment” policy (80-VR-04), the “Comprehensive Assessment” section of this manual, “Individualized Plan for Employment (IPE)” policy (80-VR-08), the “Individualized Plan for Employment” section of this manual, and further direction provided in this section.
2. In cases where the student needs supported employment services after graduation, VR Staff or VR Contractors shall follow the direction in “Supported Employment” section of this manual and document the need for services on the IPE.
3. During the CA process, VR Staff or VR Contractors shall collaborate with the transition team to ensure the employment outcomes on the IPE and IEP are consistent.
  - a. VR Staff or VR Contractors shall work with the student, and if applicable, their parent or legal guardian, and the transition team to determine an expected graduation date in order to backward plan for services and accurately project a target date for

employment.

4. If a Community Work Experience (CWE) (Assessment) is determined necessary, VR Staff or VR Contractor shall refer to the “Assessment Services” section of this manual.
  - a. A CWE shall not be utilized as a general standard practice but may be utilized to:
    - i. provide information on the student’s aptitudes, abilities, behaviors, and preferences to determine if a specific employment opportunity would be an appropriate match when ready and existing information is not enough; and/or
    - ii. identify VR services needed to prepare the student for competitive integrated employment
5. During the CA process, VR Staff or VR Contractors shall ensure the items below are completed.
  - a. Include the student, and if applicable, their parent or legal guardian, and transition team in the CA process while ensuring the student has informed choice throughout the CA process.
  - b. Exploration of the use of technology to determine if it can be utilized as a method to enhance the employment outcome for students.
  - c. Collaboration with the transition team has occurred to ensure the employment outcomes on the IPE and IEP are consistent.
    - i. VR Staff or VR Contractors shall work with the student, and if applicable, their parent or legal guardian, and the transition team to determine an expected graduation date in order to backward plan for services and accurately project a target date for employment.
      - a. If the projected graduation date changes, VR Staff or VR Contractors shall update AWARE, including the Education Page, and if applicable, amend the IPE.
6. Selecting an Employment Outcome
  - a. When a specific employment outcome for the student can be identified, VR Staff or VR Contractors shall document the necessary information on the AWARE Plan Page in an AWARE Case Note using the category “Comprehensive Assessment” with a summary “CA Process Summary” as outlined in “Comprehensive Assessment” policy (80-VR-04), the “Comprehensive Assessment” section of this manual, the “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual.
    - i. When a specific employment outcome cannot be identified, VR Staff or VR Contractors shall include ongoing transition services on the IPE to assist in

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determining a specific employment outcome.

- ii. VR Staff or VR Contractors shall complete the “CA Process Summary” AWARE Case Note, justifying each employment outcome being explored.
- b. VR Staff or VR Contractor shall complete the “Employment Goal Reason Narrative” text box on the IPE Page in AWARE based upon baseline aptitude information.
  - i. VR Staff or VR Contractor are not required to provide labor market information (LMI) of the student’s “vocational exploration of [name of employment outcome(s)]” as there is no specific employment outcome to justify at this point in time.
    - a) In order to avoid an excessive period of time in a “vocational exploration of [name of employment outcome(s)]” plan, VR Staff or VR Contractors shall work with the student to identify a specific employment outcome as soon as they are able, at a minimum, prior to exiting school with a signed diploma.
  - 1) If there are extenuating circumstances and a specific employment outcome cannot be identified prior to the student exiting school, VR Staff or VR Contractors shall:
    - 1.1 within 90 days of exiting school, identify a specific employment outcome, amend the IPE, and document current LMI (e.g., OhioMeansJobs), in AWARE.
    - 1.2 VR Staff or VR Contractors shall ensure that the IPE has been completed within 90 days of an eligibility decision or prior to the student exiting school with a signed diploma whichever comes first.
    - 1.3 In cases where the IPE cannot be completed prior to exiting school, VR Staff or VR Contractors shall document the reason in an AWARE Case Note and complete an IPE time extension as required in the “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual.

#### G. Vocational Rehabilitation Services Listed on the IPE

1. VR Staff or VR Contractors shall determine the VR services to include in the IPE by referencing the “Vocational Rehabilitation Services” policy (80-VR-11), all subsequently related sections in this manual, and further direction provided in this section.
2. Providers/suppliers, for each service, shall be selected as outlined in the “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual. In addition, for students, VR Staff and VR Contractor may use “Various; Based on available, qualified providers” for additional



services (e.g., job search assistance ) when a provider is unknown at the time the plan is written.

- a. VR Staff or VR Contractor shall amend the IPE designating a specific service provider as soon as one is identified, at the latest, prior to authorizing the service.
  - i. VR Staff and VR Contractors shall not utilize “Community Work Experience (Adjustment)” in lieu of “Summer Youth - Work Experience” but may utilize it throughout the school year as needed and in accordance with “Community Work Experience (Internships and Adjustments)” section of this manual.
    - a) When including summer programs and/or Job Search Assistance he initial IPE, VR Staff or VR Contractors shall only include one (1) “Summer Youth - Work Experience”, and/or one (1) “Job Search Assistance”.
  - i. These services shall not be provided within the same summer.
  - ii. VR Staff or VR Contractors shall not authorize for “Summer Youth - Work Experience” programs during the summer prior to, or after, the participation in Project SEARCH or other comparable School-Based Community Work Experience Internships .
  - iii. VR Staff or VR Contractors may consider providing a single summer youth program as part of the IPE during the summer immediately following the receipt of their high school diploma (i.e., after graduation) for a youth with a disability who has not had previous or comparable work experiences.

#### H. Responsible Party

1. VR Staff or VR Contractors shall explore comparable benefits as required in “Vocational Rehabilitation Purchases,” (40-FIN-01-06).
2. VR Staff or VR Contractors shall adhere to the principles detailed below when determining the party responsible for payment of VR programs/services for students which shall be documented in the IPE.
  - a. When the purpose of the program, equipment, or service is designed to meet the educational needs and/or services which the school district is either customarily or required to provide, the educational institution shall be responsible for provision and payment of those services.
    - i. OOD payment for these services would be considered supplanting.
      - a) When the purpose of the service is outside of educational needs and necessary to assist students to achieve their employment outcome (e.g., summer youth work experience, job search assistance , on-the-job-supports), VR Staff or VR Contractors may support the provision and

payment of these services.

- ii. VR Staff or VR Contractors may work in collaboration with the educational institution in the provision of services (e.g., the educational institution funds job search assistance and OOD authorizes job coaching).
- iii. Services that are designed to assist with educational needs as well as VR needs (e.g., assessment activities, assistive technology, career exploration) may be funded by either organization. VR Staff or VR Contractors shall follow requirements in “Vocational Rehabilitation Purchases” (40-FIN-01-06).
  - a) If inventory items are to be purchased, when implemented, refer to “Asset Management” (40-FAC-02).
- iv. In addition, the following shall be completed prior to finalization of the IPE:
  - a) ensure that all VR services do not supplant, but are supplemental to, the existing services available through the educational institution;
  - b) ensure that family contributions (e.g., transportation, uniforms, lunch money) are discussed and included in the IPE;
  - c) work with the student and the transition team to solidify and clarify the expected graduation date in order to project a closure date more accurately; and
  - d) list any high school the student is attending as a service on the IPE.

#### I. Service Provision

1. VR Staff or VR Contractors should be an active member of the transition team for each student in order to facilitate person-centered planning from an agency-neutral perspective.
  - a. The transition team should include the student, and if applicable, their parent or legal guardian, school staff, and other community partners, as appropriate and should ensure the student has informed choice throughout the entire VR process.
2. VR Staff or VR Contractors should ensure services are person-centered and individualized based on the student’s career interests, interpersonal skills, intelligence and related functional capacities, educational achievements, personal and social adjustment, employment opportunities, and other pertinent data.
3. VR Staff or VR Contractors should coordinate services with the student, and if applicable, their parent or legal guardian, and transition team throughout the entire year, and beyond traditional summer services, whenever possible.

- a. VR Staff or VR Contractors should share and review results of services with the student, and if applicable, their parent or legal guardian, and transition team in order to better determine additional services to be provided by all entities throughout the school year.
- b. VR Staff or VR Contractors should request updates regarding work related activities and services students may have participated in through other entities (e.g., school, OMJ, county board).
- c. If a student needs short-term support to focus on overcoming an identified barrier to employment and/or enhancing engagement, refer to the “Services & Standards Guide” (VR Provider Manual) for further guidance on Bridge Support Services (BSS).
- d. If a student needs to gain a general understanding about employment, and/or needs help identifying career interests, VR Staff or VR Contractor should work with the student, and if applicable, their parent or legal guardian, and transition team to consider and coordinate the provision of the activities and services listed below.
  - i. Developmental activities are typically not an authorized service but may be utilized as part of a student’s basic skill development and shall be documented in AWARE whether provided by OOD or coordinated with others. Developmental activities may include, but are not limited to:
    - a) utilizing the K-12 backpack on [www.ohiomeansjobs.com](http://www.ohiomeansjobs.com);
    - b) utilizing the “Employment First Job Seekers Guide” on [www.ohioemploymentfirst.org](http://www.ohioemploymentfirst.org);
    - c) interviewing or job shadowing family or friends;
    - d) volunteering;
    - e) engaging in extra-curricular activities (e.g., clubs, sports); and
    - f) exploring activities available through school (e.g., job training, shadowing).
  - ii. Pre-Employment Transition Services (Pre-ETS) are typically the earliest set of services available to students in the continuum of authorized VR services designed to help students begin to identify career interests.
    - a) VR Staff or VR Contractor shall refer to “Pre-Employment Transition Services (Pre-ETS) Subcategories” section of this manual for further direction regarding Pre-ETS Coordination and Pre-ETS subcategories which include the following five (5) areas:
      - 1) Job Exploration Counseling;
      - 2) Work-based Learning Experiences;
      - 3) Counseling on Postsecondary;
      - 4) Workplace Readiness Training; and

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### 5) Instruction in Self Advocacy.

- e. If a student has basic work skills and a fundamental understanding about the world of employment, VR Staff or VR Contractors should work with the student, and if applicable, their parent or legal guardian, and transition team to identify paid work experiences that may assist the student in moving from dependent to independent experiences leading to competitive integrated employment.
  - i. Summer Youth - Work Experience – refer to the “Services & Standards Guide” (VR Provider Manual) for additional information.
    - a) Summer Youth-Work Experience is intended to be a group-based service; however, it may be provided on an individual 1:1 basis (i.e., one Provider staff to one Participant) when needed to accommodate disability related needs or based on a specific employment goal as identified by the VR Staff or VR Contractor.
      - 1) VR Staff or VR Contractor may authorize Site Development to secure a new business location for an individualized site for Summer Youth (SY), not Summer Youth group sites.
    - b) VR Staff or VR Contractors may utilize “Summer Youth – Work Experience” for a student who has basic work skills and a fundamental understanding of the world of employment
    - c) Upon completion of a “Summer Youth – Work Experience”, the student should meet the majority of the benchmarks described below.
      - 1) Career Awareness Benchmarks are as follows:
        - 1.1 identifies several vocational areas of interest; and
        - 1.2 possesses a general understanding of the job seeking process.
      - 2) Vocational Skills Benchmarks are as follows:
        - 2.1 demonstrates the ability to meet employer expectations (e.g., follow rules, be on time, maintain appropriate hygiene);
        - 2.2 can perform work with a decreased level of support, approaching competitiveness (e.g., ability to stay on task, ability to follow rules and safety regulations, ability to retain instructions); and
        - 2.3 demonstrates appropriate work behaviors approaching competitiveness (e.g., accepts constructive criticism, respects the rights of others and their property when unsupervised, ability to communicate, verbally and/or nonverbally, their needs).

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- 2.4 At conclusion of “Summer Youth – Work Experience”, VR Staff or VR Contractors should utilize information from the provider’s final report to assess progress in meeting the identified benchmarks.
  - a. VR Staff or VR Contractors shall review indicators that the student may not be prepared to progress towards a more independent work experience which may include, but not be limited to:
    - 1.1 refusal to work;
    - 1.2 aggressive behavior (physical and/or verbal);
    - 1.3 inability to accept redirection;
    - 1.4 needs constant one on one supervision;
    - 1.5 disregard for safety rules (leaving the area or stranger safety);
    - 1.6 inability to complete work assignments with a quantity and quality that is approaching competitiveness;
    - 1.7 lack of stamina;
    - 1.8 poor attendance and punctuality record;
    - 1.9 inability to communicate effectively (verbally and/or nonverbally) with accommodations in place; or
    - 1.10 inability to maintain personal hygiene.
  - b. If the student does not meet the majority of benchmarks, VR Staff or VR Contractors should meet with the student, and if applicable, their parent or legal guardian, and transition team in order to:
    - 2.1 review the student’s progress;
    - 2.2 identify what skills need improvement and who will help the student develop these skills; and
    - 2.3 determine whether another service or an additional “Summer Youth - Work Experience” may be needed.
      - 2.3.1 If it is determined that a second additional “Summer Youth – Work Experience” is needed, VR Staff or VR Contractors shall amend the IPE and enter a justification in an AWARE Case Note.

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- 2.3.2 In situations where a third “Summer Youth – Work Experience” is being considered, VR Staff or VR Contractors shall request supervisor approval prior to authorization.
- 3) When the student demonstrates the ability to meet the majority of the benchmarks from their “Summer Youth - Work Experience”, VR Staff or VR Contractors shall assist the student in planning for and engaging in more independent work activities which may include but are not limited to:
- 3.1 referral to a general community work program (e.g., OMJ);
  - 3.2 securing employment independently or with assistance from community and natural supports;
  - 3.3 permanent or job search assistance non-permanent supported by VR.
- ii. “Job Search Assistance – Non-Permanent” services may be utilized, anytime during the year, for the student who has met the majority of the benchmarks as detailed in Section G.3.e.i.c).
- a) Every effort shall be made to align with the projected employment outcome however, a non-permanent job does not have to be consistent with the employment outcome listed on the IPE as long as it is not contraindicated by their disability.
  - b) These services may be available to the student, who is not yet ready for permanent placement due to:
    - 1) the need for additional job training and continued job coaching ;
    - 2) the need to complete vocational training; and/or
    - 3) their academic schedule.
  - c) VR Staff or VR Contractors may utilize the list below to help determine if “Job Search Assistance - Non-Permanent” is appropriate for the student.
    - 1) All parties are in agreement that job coaching services will be provided in lieu of an alternative experience.
    - 2) How the expected graduation date impacts the timing of the service and whether or not permanent Job Search Assistance should be considered.
    - 3) Consideration of the number of times the student previously participated in “Job Search Assistance - Non-Permanent ”.

- 3.1 When a student has not secured employment and/or has participated in “Job Search Assistance - Non-Permanent ” twice, VR Staff or VR Contractors should meet with the student, and if applicable, their parent or legal guardian, and transition team in order to:
  - 3.1.1 review the student’s progress;
  - 3.1.2 identify what skills need improvement and who will help the student develop these skills;
  - 3.1.3 encourage the student to job search independently or with other supports (e.g., local school, natural support, OhioMeansJobs [OMJ]) when possible;
  - 3.1.4 discuss alternative services that may be needed to reach an employment goal; and
  - 3.1.5 determine whether an additional “Job Search Assistance - Non-Permanent ” is needed. If needed, VR Staff or VR Contractors shall request supervisor approval prior to authorization.
- 4) The majority of the benchmarks in this section of the manual have been met.
- 5) The availability of transportation to and from a potential place of employment, which may include assistance from OOD.
  - 5.1 VR Staff or VR Contractor shall follow direction in Section H. when considering the availability of transportation.
- 6) The demonstrated ability to balance employment with academic performance.
- 7) The availability in their schedule for job seeking and employment.
- 8) The availability of a position at the business where the student is completing their “Summer Youth - Work Experience” or any local business where they would like to apply.
- d) VR Staff or VR Contractors may initially authorize these services for a duration of up to six (6) months.
  - 1) If six (6) months have passed and the student has not obtained employment, VR Staff or VR Contractors shall reassess the appropriateness of providing “Job Search Assistance - Non-Permanent ”

through re-evaluation.

- 1.1 Re-evaluation shall include consultation with the student, and if applicable, their parent or legal guardian, and transition team.
- 1.2 Possibilities for change should be considered and may include, but are not limited to:
  - 1.2.1 change to another provider; and/or
  - 1.2.2 expansion of parameters of the job search.
- 2) If it is determined that “Job Search Assistance - Non-Permanent ” is to be continued past the six (6) months, up to an additional three (3) months may be authorized by VR Staff or VR Contractors.
- 3) If the student has not secured a job after a total of nine (9) months of “Job Search Assistance - Non-Permanent ”, VR Staff or VR Contractors shall meet with the student, and if applicable, their parent or legal guardian, and transition team to:
  - 3.1 review the student’s progress;
  - 3.2 identify skill(s) that may need improvement and who may help the student develop the skill(s);
  - 3.3 determine whether an extension of “Job Search Assistance - Non-Permanent ” may be authorized.
    - 3.3.1 Prior to authorization, VR Staff or VR Contractor shall request supervisor approval to proceed with the extension of “Job Search Assistance - Non-Permanent ”.
- e) The student should remain in “Service” status during “Job Search Assistance - Non-Permanent .”
- f) If the student does not secure employment through “Job Search Assistance - Non-Permanent”, VR Staff or VR Contractors should follow the requirements as outlined in Section G.3.e.2).
- iii. “Job Search Assistance ” – performance-based or other permanent job search assistance services may be used to assist the student who has demonstrated the potential to engage in permanent competitive integrated employment and has identified a specific employment outcome in their IPE (IPEs with “vocation exploration of [name of employment outcome(s)]” are not considered a “specific employment outcome”).



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- a) VR Staff or VR Contractors may make these services available to the student who has:
    - 1) met the majority of benchmarks in Section G.3.e.i.c).
    - 2) a long-term transportation plan for traveling to and from a potential place of employment;
    - 3) availability in their schedule for job seeking and employment;
    - 4) articulated an understanding that their case will be closed successfully after they have obtained and maintained employment;
    - 5) demonstrated the ability to balance employment with academic performance; and
    - 6) nearly completed their academic requirements and/or vocational training program (e.g., career center programs, Project SEARCH or other School-Based Community Work Experiences (Internships) ).
  - b) VR Staff or VR Contractors shall change the student's status to "Service J" in AWARE once they have entered permanent job search assistance and adhered to "Job Related Services" section of this manual.
    - 1) VR Staff or VR Contractors shall ensure a "vocational exploration of [name of employment outcome(s)]" plan has been amended with a specific employment outcome prior to moving to "Service J" status and document the justification, including LMI, in AWARE.
    - 2) VR Staff or VR Contractors shall adhere to the "Job Related Services" section of this manual to determine when to move the student into "Employed" status.
  - iv. "Job Coaching" – these services may be provided to the student who has obtained competitive integrated employment.
    - a) VR Staff or VR Contractors may make these services available to the student who has:
      - 1) met a majority of the benchmarks detailed in Section G.3.c.iii.; and
      - 2) available transportation to and from a potential place of employment, which may include assistance from OOD.
    - 2.1 VR Staff or VR Contractor shall follow the "Transportation Services" section of this manual when considering the availability of transportation.

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- b) VR Staff or VR Contractors may authorize these services for the student under the circumstances listed below.
    - 1) In the case of non-permanent employment, anytime throughout the year which is not contraindicated by the student's condition and when:
      - 1.1 non-permanent employment can be obtained independently, with community supports, or with assistance from OOD; and
      - 1.2 all parties are in agreement that job coaching services will be provided in lieu of an alternative experience.
    - 2) In the case of permanent employment, it matches their employment outcome listed in their IPE.

#### J. Transportation and Travel Training

1. VR Staff or VR Contractors shall follow the current direction in the "Transportation Services" section of this manual and further direction provided in this section.
2. VR Staff or VR Contractors should discuss any disability-related transportation needs during vocational planning with the student, and if applicable, their parent or legal guardian, and transition team prior to their participation in services.
3. VR Staff or VR Contractors shall assist the student in identifying available transportation options, which may include reviewing independent driving, public transportation, or private transportation options.
4. VR Staff or VR Contractors shall work with the student, and if applicable, their parent or legal guardian, and transition team to determine the feasibility of the student's ability to drive independently.
  - a. VR Staff or VR Contractors shall consider the questions below.
    - i. Does the student and if applicable, their parent or legal guardian, feel that the student has the ability to safely navigate intersections and follow traffic rules independently when they are traveling by foot or by other means?
    - ii. Does the student have an automobile available to drive?
    - iii. Does the student already have a temporary driver's license, or will they need to obtain one?
      - a) If the student does not have a temporary driver's license, VR Staff or VR Contractors may authorize temporary permit tutoring when:
        - 1) comparable benefits through the educational institution or other entities have been exhausted or are not available; and

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2) when there is a disability related reason.

- b. If there are concerns regarding the student's cognitive and/or physical ability to independently drive, after questions in 4.a.i. - iii. have been answered and they have obtained their temporary driver's license, prior to authorizing for a driver's evaluation, VR Staff or VR Contractors shall ensure that:
  - i. the student is nearing job search assistance or postsecondary training, and the recommendations can be immediately implemented; and
  - ii. the AWARE Case Record identifies the need and appropriate timing for services.

#### K. Postsecondary Planning

- 1. VR Staff or VR Contractors should consider Pre-ETS (e.g., Counseling on postsecondary) to help the student explore training options available after graduation.
- 2. VR Staff or VR Contractors shall follow guidance and direction in the "Vocational Rehabilitation Services" policy (80-VR-11) and the "Postsecondary Training" section of this manual, after the student exits high school or when it is known that the specific employment outcome requires a postsecondary degree, industry-recognized certificate, license or certification from an accredited institution.
- 3. VR Staff or VR Contractors should coordinate activities with the student's educational institution to prepare for postsecondary or occupational skills training by completing the following:
  - a. encouraging the student to take classes that would prepare the student for a college-level curriculum or an occupational skills training program;
  - b. encouraging the student is working with the educational institution's guidance counselor;
  - c. encouraging the student and if applicable, their parent or legal guardian, to visit college campuses or occupational skills training programs;
  - d. working with the student, and if applicable, their parent or legal guardian, and transition team to ensure all accommodations that are provided in school are also documented on the IEP;
  - e. working with the student's school to obtain updated testing information (e.g., recent IQ testing) when possible, which is often needed for determining eligibility for accommodations in a postsecondary setting; and
  - f. providing information to the student and if applicable, their parent or legal guardian, regarding the differences between accommodations in high school and those in a

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postsecondary or occupational skills training environment.

#### L. Case Closure

1. VR Staff or VR Contractors shall close a case by following the requirements as outlined in the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual and as further directed in this section.
  - a. In cases where the student achieves their employment outcome prior to graduation, VR Staff or VR Contractors may close the case with an outcome of competitive integrated employment when all of the following occur:
    - i. the student has been employed for 90 days or more;
    - ii. the student is stable in their position;
    - iii. the position is consistent with the employment outcome on the IPE;
    - iv. the student is working the number of hours consistent with their ability and the number of hours they plan to work once exiting school;
    - v. the student has completed or nearly completed their academic requirements and/or vocational training program; and
    - vi. employment is expected to continue after graduation.
  - b. When supported employment services are identified on the student’s IPE, VR Staff or VR Contractors shall ensure that extended services are in place prior to case closure.
  - c. When the student is seeking subminimum wage, Qualified Rehabilitation Professional (QRP) shall ensure the necessary steps are completed as required in the “Requirements for Subminimum Wage Employment” section of this manual and close the case in accordance with the “Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
  - d. In cases where the student obtains employment that is not consistent with their employment outcome on their IPE (i.e., not in the same major Standard Occupational Classification), prior to case closure, VR Staff or VR Contractors shall either:
    - i. continue to work with the student toward their agreed-upon employment outcome listed on their IPE; or
    - ii. amend their IPE if the employment outcome is not contraindicated by their disability.

## Community Work Experience (CWE) (Internships, and Adjustments)

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-13)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. The Transition Services” section of this manual shall be followed for additional guidance and direction regarding school-based CWE (Internships) for students with a disability enrolled in a secondary educational institution (e.g., high school).
2. VR Staff or VR Contractor shall refer to OOD’s “Vocational Rehabilitation Fee Schedules” policy (80-VR-10) which references [Ohio Administrative Code \(Ohio Adm.Code\) 3304-2-52](#), Appendix A “Vocational Rehabilitation Fee Schedule Rates and Descriptions” which establishes service descriptions and rates for various VR services. These descriptions and rates are also in the “Services & Standards Guide” (VR Provider Manual) along with additional information and requirements.
3. Neither Community Work Experience (CWE) (Internship) nor CWE (Adjustment) services shall be used as an assessment.
4. To ensure informed choice, VR Staff or VR Contractor shall follow the guidance and direction in the “Vocational Rehabilitation (VR) Informed Choice” policy (80-VR-07) and the “Informed Choice” section of this manual and discuss the need and duration of Community Work Experience (CWE) (Internship) or CWE (Adjustment) services and potential providers with the individual and, if applicable, the parent or legal guardian.
5. When an individual is being paid a vocational training stipend (VTS) and is a recipient of Social Security benefits (e.g., SSI), VR Staff or VR Contractor shall discuss the possible impact of earnings while participating in CWE (Internships) and CWE (Adjustment).
  - a. VR Staff or VR Contractor shall follow the direction of the “Work Incentives Planning and Coordination” section of this manual for additional information.

### B. CWE (Internships)

## Community Work Experience (CWE) (Internships, and Adjustments)

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1. CWE (Internships) should be designed to address employment barriers and include several short-term rotations or internships within a business.
2. The internship is provided as a group service to teach transferrable job skills as well as soft skills (if needed).
3. While the internship curriculum should not designate a specific duration, the actual length of the internship should be based upon the individual's need and progress.
4. The internship should support the employment outcome identified on the Individualized Plan for Employment (IPE).
  - a. For a student with a disability (hereafter referred to as a student) that has an employment outcome of "Vocational Exploration of [Name of Employment outcome]" the school based CWE selected should align with the student's specific areas of interest.
5. Types of CWE (Internships)
  - a. School Based CWE (Internships)
    - i. School based CWE (Internships) is for students eligible for VR services who are enrolled in a secondary school and are not expected to be job ready at graduation.
    - ii. A student may participate in a school based CWE (Internships) during their last year of high school eligibility.
      - a) VR Staff or VR Contractor shall work with the locally assigned transition services team to select students who are appropriate for school based CWE (Internships).
      - b) VR Staff or VR Contractors shall ensure that the student and, if applicable, their parent or legal guardian, understands that the work experience may be unpaid.
    - iii. In situations where school based CWE (Internships) services are not accessible or do not meet the student's needs, VR Staff or VR Contractor may consider non-school based CWE (Internships).
      - a) Prior to using a non-school based CWE (Internships) for a student, VR Staff or VR Contractor should discuss its appropriateness with their supervisor.
    - iv. School Based CWE (Internships) Meeting Requirements
      - a) VR Staff or VR Contractor shall participate, at a minimum, in quarterly meetings (face-to-face, when possible), with the provider, the student, and if applicable, their parent or legal guardian, to:
        - i. review progress;

## Community Work Experience (CWE) (Internships, and Adjustments)

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- ii. discuss the current and/or upcoming CWE (Internships) rotations; and
  - iii. explore the need for job search assistance when nearing the end of the CWE (Internships) if a job opportunity is not available with the host site.
- b. Non-School Based CWE (Internships)
  - i. Non-school based CWE (Internships) services are for individuals who are eligible for VR services and are no longer enrolled in a secondary school. These are individuals who typically have:
    - a) never worked and need to develop work skills in order to become job ready; or
    - b) an established work history but may have been out of the workforce for a significant period of time and need to develop or update work skills to become job ready.
  - ii. Non-School Based CWE (Internships) Meeting Requirements
    - a) VR Staff or VR Contractor shall participate, at a minimum, in monthly meetings (face-to-face, when possible), with the provider, the individual, and if applicable, their parent or legal guardian, to discuss the items listed in Section B.5.a.iv.

## 6. CWE (Internships) Outcomes School Based and Non School-Based

- a. VR Staff or VR Contractor may authorize Job Coaching services to facilitate the transition from CWE (Internships) services to employment when hired at the host site.
- b. When it becomes evident that the individual is not going to be hired at the CWE (Internships) host business, VR Staff or VR Contractors may refer the individual to job search assistance (JSA) services (e.g., performance-based [PBJSA]).
  - i. If recognized postsecondary credential or employment is obtained upon completion of the CWE (Internship), VR Staff or VR Contractor shall update the measurable skill gain under the educational goal in AWARE.
- c. When an individual in a CWE (Internships) is not able to make progress toward job readiness, VR Staff or VR Contractor shall meet with the provider, the individual, and if applicable, their parent or legal guardian to discuss:
  - i. what documented evidence demonstrates that the individual is not able to make progress;
  - ii. what barriers still exist;
  - iii. what interventions were used but did not work; and

## Community Work Experience (CWE) (Internships, and Adjustments)

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- iv. what needs to be accomplished by the individual to prepare for competitive integrated employment (CIE).
- d. When an individual is not job ready, other service options may be considered, if appropriate.

### C. CWE (Adjustment) Services

1. CWE (Adjustment) services are designed to be individualized and focus on specific work readiness skills, work habits, and retention skills, rather than specific occupational skills that an individual would typically learn through CWE (Internships) .
  - a. CWE (Adjustment) services are not intended to directly pertain to an individual's specific employment outcome, to get an individual hired, or to create a work history.
2. CWE (Adjustment) services:
  - a. are intended as a short-term service and should not be extended for the purpose of learning specific job skills although the services may be adjusted based on the individual's progress;
  - b. are not provided under an established curriculum; and
  - c. may be provided as an individual or group service in a CIE setting.
    - i. In limited circumstances, to meet the disability related needs of the individuals, CWE (Adjustment) services may be provided in an alternate setting.
3. CWE (Adjustment) Meeting Requirements
  - a. VR Staff or VR Contractor should participate in meetings, at a minimum, every two (2) weeks with the provider, the individual, and if applicable, their parent or legal guardian.
    - i. If the individual is not job-ready after four (4) weeks of CWE (Adjustment) , VR Staff or VR Contractor shall:
      - a) conduct a meeting (face-to-face, when possible) with the provider, individual, and if applicable, their parent or legal guardian to discuss the individual's progress and to identify specific barriers that still exist and how different strategies or techniques will be used to mitigate the barriers; and
      - b) if it has been determined that additional time is needed, VR Staff or VR Contractor shall ensure that the service is delivered in accordance with the VR Fee Schedule.

### 4. CWE (Adjustment) Outcomes



## Community Work Experience (CWE) (Internships, and Adjustments)

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- a. When an individual has reached their goals and/or is considered job ready, VR Staff or VR Contractor may refer the individual to JSA services (e.g., PBJSA ).
- b. Employers are not expected to hire an individual at the conclusion of CWE (Adjustment).
  - i. When an employer hires an individual as a result of participation in CWE (Adjustment) services, VR Staff or VR Contractors may authorize for CWE (Adjustment) Placement Premium (CWEPP) if it is determined that the requirements in the VR Fee Schedule and “Services & Standards Guide” (VR Provider Manual) are met in order to facilitate the transition from CWE (Adjustment) services to employment.
  - ii. If a job offer is extended, as a result of participating in CWE (Adjustment) services, VR Staff or VR Contractor shall ensure that the opportunity is consistent with the employment outcome listed on the IPE.
- c. When an individual is no longer making progress toward job readiness, other service options may be considered, if appropriate.

### 5. CWE (Adjustment) Host Site Development or Coordination

- a. VR Staff or VR Contractor shall explore established CWE (Adjustment) host sites that are accessible and available to the individual.
- b. VR Staff or VR Contractor shall authorize for site coordination services if there is an established CWE (Adjustment) host site.
- c. VR Staff or VR Contractor shall authorize for site development if it is determined to be needed.

## D. Individualized Plan for Employment (IPE) Development

1. In addition to direction provided below, when developing and/or amending the IPE, VR Staff or VR Contractor shall follow guidance and direction in the “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment (IPE)” section of this manual.
  - a. When a comparable benefit is covering the cost for the school-based CWE (Internships), the services shall be documented on the IPE, and VR Staff or VR Contractor shall follow the meeting and monitoring requirements within Section B.5.a.iv.1 - 3.
2. VR Staff or VR Contractor may only include one (1) of the following on the IPE:
  - a. school based CWE (Internships) (e.g., Project Search);
  - b. non-school based CWE (Internships); or
  - c. CWE (Adjustment) services.

## Community Work Experience (CWE) (Internships, and Adjustments)

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3. When it is determined that either service is needed subsequent to the other, VR Staff or VR Contractor shall provide justification in an AWARE Case Note and obtain supervisory approval prior to amending the IPE to include the additional service.

### E. Authorizing for CWE (Internships) and CWE (Adjustment)

1. In addition to the direction provided below, refer to “Vocational Rehabilitation Purchases” (40-FIN-01-06) for direction on creating and approving authorizations for CWE (Internships) or CWE (Adjustment) services.
  - a. CWE (Internships) or CWE (Adjustments) services shall not be authorized until the provider has supplied the following information:
    - i. location of host business (work site); and
    - ii. days and times for service provision.
  - b. Authorizing for CWE (Internships and Adjustment)
    - i. Authorizations shall be created as detailed below.
      - a) VR Staff or VR Contractor shall authorize for CWE in monthly increments, occurring from the beginning to the end of a calendar month (e.g., January 1 through January 31), with adjustments as needed (e.g., January 12 through January 31).
      - b) In the case of school based CWE (Internships), VR Staff or VR Contractor may authorize up to three (3) monthly increments on one (1) authorization.
      - c) In the case of non-school based CWE (Internships), VR Staff or VR Contractor may only authorize one (1) month at a time per authorization.
    - ii. Authorizing for CWE (Adjustment) Services
      - a) VR Staff or VR Contractor may authorize CWE (Adjustment) services in two (2) week increments.
        - 1) VR Staff or VR Contractor shall provide justification in AWARE and acquire supervisory approval to extend CWE (Adjustment) services beyond a two (2) week timeframe regardless of the number of full or half days attended.
      - b) If the service plan is not submitted within a two (2) week timeframe, VR Staff or VR Contractor shall not authorize for additional CWE (Adjustment) services until the plan is submitted.

### 2. Referral to Community Rehabilitation Provider (CRP)

## Job Related Services

- a. In addition to direction provided below, VR Staff or VR Contractor shall follow direction in “Vocational Rehabilitation Fee Schedules” (80-VR-10) when completing a “Referral to Community Rehabilitation Program (CRP)” form (80-VR-10.A).
  - i. VR Staff or VR Contractor shall use the “Referral to CRP” form (80-VR-10.A) for CWE (Internships) and CWE (Adjustment) services, including the site development or site coordination for a CWE (Adjustment) services site, in order to identify and document the items below.
    - 1) Specific barriers to work readiness.
    - 2) Specific behavioral barriers which may need to be addressed.
- a. Any accommodations that may be needed to participate in services and whether half or full day services are needed.

## Job Related Services

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-14)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. VR Staff or VR Contractor shall refer to OOD’s “Vocational Rehabilitation Fee Schedules” policy (80-VR-10) which references [Ohio Administrative Code \(Ohio Adm.Code\) 3304-2-52](#), Appendix A “Vocational Rehabilitation Fee Schedule Rates and Descriptions” which establishes service descriptions and rates for various services for individuals. These descriptions and rates are also in the “Services & Standards Guide” (VR Provider Manual) along with additional information and requirements.

### B. Identifying Job Search Assistance (JSA) Method

1. When it has been determined that an individual is ready to begin a job search, VR Staff or VR Contractor shall work with the individual to determine the most appropriate method to engage in the job search process.
  - a. JSA services provided by a provider (i.e., Community Rehabilitation Provider [CRP]).
    - i. VR Staff or VR Contractor shall determine the type and intensity of JSA services (e.g., Performance-Based JSA, Supported Employment JSA, Non-permanent JSA, Units of Service (UOS)) based on the individual’s needs using the descriptions of services listed in the “Services & Standards Guide” (VR Provider Manual).
  - b. JSA services provided by VR Staff or VR Contractor.

## Job Related Services

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- i. VR Staff or VR Contractor providing JSA services (e.g., Job Search Preparation (JSP) training, job retention) shall follow the same service requirements as providers and shall document them in AWARE as an “Actual Service.” Refer to the “Services & Standards Guide” (VR Provider Manual)
- ii. VR Staff or VR Contractor shall follow guidance and direction in “Business Relations - Job and Candidate Sourcing” policy and procedure” (30-BR-01 and 30-BR-01-01) to identify employer partners with current job openings.
- c. JSA services provided by comparable benefit sources, as appropriate.
  - i. VR Staff or VR Contractor should discuss options for placement assistance (e.g., Ohio Means Jobs [OMJ], staffing agencies, recruiters, college placement offices) with the individual, as appropriate.
- d. Independent job searches completed by the individual.

### C. JSP Training and Planning

- 1. VR Staff or VR Contractor shall ensure satisfactory completion of the requirements listed below in order for the individual to successfully progress through the job search preparation and planning process.
  - a. Job Search Preparation. (JSP).
  - b. A marketable resume and, if requested, a mock job application, prior to the initiation of the job search.
    - i. VR Staff or VR Contractor shall approve a resume (submitted in an editable format) in compliance with “OOD Resume Standards” (located on OOD’s website under “Provider” tab).
      - a) When VR Staff or VR Contractor are unable to approve a resume and/or mock application, they shall document the reason(s) why and return it to the originator for correction.
  - c. Registration with OhioMeansJobs (OMJ).
  - d. Participation in a “Kick-Off Meeting.”
    - i. VR Staff or VR Contractor shall participate in the “Kick-Off Meeting” with the individual and all other relevant parties (e.g., OOD JD, CRP JD, Talent Sourcing Coordinator [TSC]).
    - ii. The kick-off meeting shall include a discussion of roles and responsibilities and a review of the job search assistance plan.
      - a) The meeting may be conducted via the individual’s preferred method of face-to-face (including Microsoft Teams, Skype, FaceTime) or via phone call.

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- b) Documentation of the “Kick-Off Meeting” shall be included in a Case Note under category “Job Search Progress” with the Case Note summary titled “Kick-Off Meeting”.
  - ii. VR Staff or VR Contractor shall remind/inform the individual that they may have given permission (i.e., consent) for employers to be contacted on their behalf, but they may withdraw consent to any particular employer(s) at any given time.
    - a) If an individual chooses to withdraw their consent the “Withdrawal of Consent” (80-VR-14.B) form should be completed. Refer to “Confidentiality in the Vocational Rehabilitation Program” (80-VR-14).
- e. JSA Plan
  - i. VR Staff or VR Contractor shall ensure the job developer completes the JSA plan, in its entirety, as required in the “Services & Standards Guide” (VR Provider Manual).

### D. Job Ready

- 1. When all the requirements identified in [Section C.1.a. - e.](#) have been met; VR Staff or VR Contractor shall update the “Job Ready” page in AWARE.
  - a. Once the “Date Available” is entered into the “Job Ready” page, the case will move to “Service-J” status.

### E. Job Search Assistance Monitoring and Continuation

- 1. VR Staff or VR Contractor shall stay actively engaged (i.e., maintain regular contact via electronic, phone, and/or face-to-face communication) with the individual and all relevant parties throughout the JSA process. This contact shall include the requirements below.
  - a. VR Staff or VR Contractor shall monitor and share, with the job developer and the individual, OOD-identified job openings (including employer partner opportunities), as appropriate and consistent with the employment outcome.
  - b. Monthly Reporting
    - i. For individuals receiving JSA services through an OOD job developer or CRP, VR Staff or VR Contractor should expect to receive JSA reports as referenced in the “Services & Standards Guide” (VR Provider Manual) to ensure all areas of service are provided and issues are addressed as they occur.
    - a) VR Staff or VR Contractor shall review JSA reports and/or relevant information, and if applicable, follow up with the individual and/or job developer regarding any areas of concern.
    - 1) For individuals conducting an independent job search, VR Staff or VR Contractor shall have monthly contact, via the preferred method of

communication, with the individual to monitor and support their job search.

- ii. If, after three (3) months of an independent job search, the individual still does not have a job, VR Staff or VR Contractor shall have a discussion with them about other JSA options, including Performance-Based Job Search Assistance (PBJSA).
  - a) VR Staff or VR Contractor shall follow direction in the “Individualized Plan for Employment (IPE)” (80-VR-08) and the “Individualized Plan for Employment (IPE)” section of this manual to add JSA to the plan (via an amendment) if the individual decides to pursue another JSA option.

c. Incremental JSA Staffing Requirements.

- i. For individuals receiving JSA services through an OOD job developer or CRP, VR Staff or VR Contractor shall conduct meetings, via the preferred method of face-to-face (e.g., Microsoft Teams, Skype, FaceTime) or via phone call, with the individual and job developer, as needed; but, at a minimum, at three (3), six (6), and nine (9) month increments.
  - a) VR Staff or VR Contractor shall follow direction in the “Services & Standards Guide” (VR Provider Manual) and “Supported Employment” section of this manual for Supported Employment Job Search Assistance (SEJSA) staffing frequency and monitoring requirements.
    - 1) For individuals participating in SEJSA, VR Staff or VR Contractor shall discuss and complete all sections of the “Supported Employment Job Search Assistance Staffing Report” (80-VR-11-14.E)
- ii. For individuals participating in PBJSA; the three (3), six (6), and nine (9) month timeframe begins once the VR Staff or VR Contractor determines all of the requirements identified in Section C.1.a. - e. have been met and that the individual is Job Ready.
  - a) VR Staff or VR Contractor shall discuss and complete the three (3), six (6), and nine (9)-Month JSA Staffing reports (80-VR-11-14.B through D), in their entirety, at the associated staffing meeting when an individual is not employed.
    - 1) Three (3) Month JSA Staffing Meeting.
      - 1.1 If the individual has not had at least two (2) job interviews during this stage, the JSA Plan and strategies being used may be considered and revised.
    - 2) Six (6) Month JSA Staffing Meeting.
      - 2.1 If it is determined that JSA services are to be continued past six (6) months, VR Staff or VR Contractor may continue these services for up to an additional three (3) months.

3) Nine (9) Month JSA Staffing Meeting.

3.1 If it is determined that JSA services are to be continued past nine (9) months, VR Staff or VR Contractor shall provide justification in AWARE for each subsequent month of services.

3.1.1 VR Staff or VR Contractor shall discuss and complete the “9-Month JSA Staffing report (80-VR-11-14.D), in its entirety, at each subsequent staffing until the individual achieves job placement, or the case is closed.

F. Employment Opportunity/Job Placement

1. If an individual is employed prior to or obtains employment (during job search assistance services) that is not supported by the IPE, VR Staff or VR Contractor shall document the job information in an AWARE Case Note, but not on the “Employment” Page in AWARE.

a. VR Staff or VR Contractor shall not support job placement at industries prohibited by federal law, including the growth, processing, distribution, and sale of marijuana.

i. The sale of marijuana includes products containing marijuana plant derivatives; including, but not limited to, cannabidiol (CBD), tetrahydrocannabinol (THC), or hemp.

2. When an employment opportunity presents itself, VR Staff or VR Contractor shall review the employment information to complete the below listed items.

a. Determine if the employment opportunity meets the federal definition of competitive integrated employment (CIE).

i. If it is determined that further evaluation is needed, VR Contractors shall inform designated VR Staff, via email, that use of the “CIE Placement Evaluation Tool” (80-VR-11-14.F) is needed. Designated VR Staff shall proceed as detailed below.

a) VR Staff shall send the “CIE Placement Evaluation Tool” (80-VR-11-14.F) to the provider and request them to:

1) complete the first column; and

2) return within two (2) business days.

b) Once the tool is returned from the provider, VR Staff shall use the information in the first column to complete the second column.

1) If VR Staff are unable to complete the second column, they shall contact the provider to gather additional information and/or make a job site visit, if necessary.

2) Prior to determining if the employment opportunity meets the CIE definition, VR Staff shall consult with their supervisor before finalizing the



“CIE Placement Evaluation Tool” (80-VR-11-14.F).

- 3) Regardless of the CIE determination outcome, a copy of the finalized CIE Placement Evaluation Tool shall be given to the provider.
- c) Once it has been determined that the employment opportunity meets CIE, determine if the employment opportunity is appropriate for the individual (e.g., disability-appropriate, meets their needs).
- ii. If VR Staff or VR Contractor determines the employment opportunity is not appropriate (i.e., does not approve the job placement), they shall complete the items below.
  - a) Discuss the reason(s) why the employment opportunity is not approved by the individual, and if applicable, the job developer.
    - 1) If the individual chooses to accept the employment opportunity and is not interested in continuing with services to find appropriate job placement, VR Staff or VR Contractor shall close the case without an employment outcome. Refer to the “Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual.
      - 1.1 In the event that a CRP job developer placed an individual in a job placement that is not approved, VR Staff or VR Contractor shall not pay for Part II PBJSA services.
    - 2) If the individual chooses to accept the job placement (e.g., due to immediate financial need) but wants to continue with services to find an appropriate job placement; VR Staff or VR Contractor shall complete the items below.
      - 2.1 Have a discussion with the individual to determine if they have the capacity (e.g., stamina, time) to continue with job search assistance activities as outlined in the job search assistance plan.
        - 2.1.1 If it is determined that the job search should continue, VR Staff or VR Contractor shall resume monitoring the job search as outlined in Section E.
        - 2.1.2 If it is determined that the job search should not continue, VR Staff or VR Contractor shall close the case without an employment outcome.
- ii. If VR Staff or VR Contractor determines the employment opportunity is appropriate for job placement, they shall complete the requirements below.
  - a) Authorize for Part II services.
    - 1) Authorization for Part II services is independent of Part I payment.
  - b) Obtain information to complete the “Employment” page in AWARE.



- 1) If the individual was placed in employment by an OOD Job Developer or CRP, VR Staff or VR Contractor shall use information provided to complete the employment page in AWARE .
  - 1.1 VR Staff or VR Contractor shall ensure the job title entered on the employment page matches the job duties performed as identified on the placement report.
  - 1.2 VR Staff or VR Contractor shall follow guidance and direction in “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment” section of this manual to amend the IPE and change the employment outcome if there is a substantive change (i.e., change in the first two digits of the Standard Occupational Classification [SOC] code) between the actual job title on the placement report and the employment outcome listed on the IPE.
- 2) If there is not a job developer, VR Staff or VR Contractor shall complete the “Employment” page in AWARE and shall verify the individual’s employment ensuring the following items are present.
  - 2.1 Employment verification sources may include:
    - 2.1.1 copy of a pay stub; or
    - 2.1.2 information from the employer that documents the individual’s employment; or
    - 2.1.3 self-employment worksheets signed by the individual; or
    - 2.1.4 if employment information is obtained from the individual, and they have no formal documentation to verify employment, VR Staff or VR Contractor shall include justification, in an AWARE Case Note, for the individual not providing formal documentation.
  - 2.2 Employment start date (Note: Information on Employment page must reflect 1<sup>st</sup> day of employment).
  - 2.3 Verification of hourly earnings.
  - 2.4 Verification of hours worked.
- c) Release the Part II payment once all requirements of the “Services & Standards Guide” (VR Provider Manual) are met.
  - 1) Payment for Part II services is independent of the release of Part I payment.
- d) Assess the individual’s need for intensive Job Coaching.

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- 1) Intensive job coaching may be authorized, in Units of Service (UOS), to a CRP even if a CRP JD was not involved in the placement.
  - 2) VR Staff or VR Contractor should review and ensure that the support plan report includes timeframes for phasing out the job coaching service.
3. If an individual loses their job, VR Staff or VR Contractor shall enter the employment end date into AWARE which will move the case back to “Service” status.
  - a. VR Staff or VR Contractor shall use their judgement to determine the next steps including, but not limited to, one (1) of the items listed below.
    - i. Continue the job search.
      - a) VR Staff or VR Contractor shall enter a new “Date Available” on the “Job Ready Page” in AWARE which will return the case to “Service-J” status.
    - ii. Close the case without an employment outcome.

### G. Job Stabilization and Retention

1. To determine if an individual has reached job stabilization and Job Retention (category Job Coaching or as part of Part 3) should begin, VR Staff or VR Contractor shall consider the items listed below.
  - a. Intensive Job Coaching has significantly faded.
  - b. Disability-related accommodations (e.g., screen reading software and/or scripting, ergonomic modifications) have been provided and the individual is independently performing the essential functions of the job.
    - i. Rehabilitation technology, including assistive technology, (e.g., home modification, vehicle modification) that does not pertain to the essential job functions should not be considered when determining job stabilization.
  - c. Information about the individual’s job performance, which should be obtained through a discussion with the individual, job coach, and when feasible, the employer.
2. Once it is determined that the individual has achieved job stabilization, VR Staff or VR Contractor shall complete the items listed below.
  - a. Enter the “Stable Date” on the “Employment” page in AWARE.
    - i. The “Stable Date” marks the beginning of the 90-calendar day count and moves the case into “Employed” status.
  - b. VR Staff or VR Contractor shall notify the job developer, if applicable, when the individual’s case is moved into “Employed” status.
  - c. VR Staff or VR Contractor shall authorize Part III of PBJSA, which signifies the start of Job Retention services.

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- i. VR Staff or VR Contractor shall authorize Part III of PBJSA sequentially in 30, 60, and 90-calendar day increments (i.e., separate authorizations).
  - a) VR Staff or VR Contractor shall ensure monthly documentation of the interactive contact between the individual and the provider is present, as required in the “Services & Standards Guide” (VR Provider Manual), VR Fee Schedule Rates and Descriptions, prior to releasing each incremental payment.
  - b) Each incremental authorization for services is independent and does not require payment prior to issuing a subsequent authorization. (e.g., an authorization for 60-calendar day retention services can occur prior to payment for the 30-calendar day retention services).
  - c) Part III PBJSA shall not be authorized for individuals hired after participation in a Community Work Experience (CWE) (Assessment) or Community Work Experience (CWE) (Adjustment) when PBJSA services have not commenced.
    - 1) VR Staff or VR Contractor may authorize for Job Coaching in this instance, when necessary.
- ii. If the individual is placed in employment through OOD services (including independent job search) or comparable benefits/services, job retention services shall be provided by VR Staff or VR Contractor and documented as an “Actual Service” in AWARE.
- iii. Regardless of how the individual was placed in employment, the Job Retention contact schedule shall be conducted in accordance with the “Services & Standards Guide” (VR Provider Manual).
- iv. If authorizing the UOS fee, VR Staff or VR Contractor should consider the individual’s needs to determine the intensity of service provision and then authorize accordingly.

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(80-VR-11-15)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. VR Staff or VR Contractors shall provide general information concerning work incentives planning or coordination to those individuals receiving federal, state, and/or local public benefits including Social Security disability benefits.

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2. VR Staff or VR Contractors shall refer to the “Information and Referral” policy (80-VR-07) and the “Information and Referral” section of this manual for additional guidance and direction regarding the provision of referral information for Work Incentive Practitioner (WIP) and Work Incentives Coordinator (WIC) .
3. A WIC shall follow all rules, guidelines, and expectations as set forth in their “Community Work Incentives Coordinator” (CWIC) and/or WIP certification.

### B. Facilitating Work Incentives Discussions Throughout the VR Process

1. Beginning at intake and throughout the VR process, VR Staff or VR Contractor shall review and document an individual’s benefits.. Based upon the benefits an individual is receiving, VR Staff and VR Contractors shall provide the appropriate fact sheets.
  - a. VR Staff or VR Contractor shall provide all individuals who are SSI and/or SSDI beneficiaries the “Work Incentives Fact Sheet” (80-VR-11-15.A) upon request or confirmation of benefits (e.g., SSA Benefits Verification letter, electronic data sharing [match] performed in AWARE, individual report).
    - i. VR Staff or VR Contractor shall document the provision of this fact sheet on the “Eligibility Determination Letter” (80-VR-06-02.A).
  - b. VR Staff or VR Contractors may also provide, when applicable, the following documents to individuals receiving SSI and/or SSDI benefits.
    - i. “Blind Work Expense (BWE) Fact Sheet and Calculator” (80-VR-11-15.B) (SSI only);
    - ii. “Medicaid Section 1619(b) Fact Sheet” (80-VR-11-15.C) (SSI only);
    - iii. “Student Earned Income Exclusion (SEIE) Fact Sheet” (80-VR-11-15.D) (SSI only);
    - iv. “Extended Period of Eligibility (EPE) Fact Sheet” (80-VR-11-15.E) (SSDI only);
    - v. “Trial Work Period (TWP) Fact Sheet (80-VR-11-15.F) (SSDI only);
    - vi. “Subsidies and Special Conditions Fact Sheet” (80-VR-11-15.G) (SSDI only);
    - vii. “Expedited Reinstatement (EXR) Fact Sheet” (80-VR-11-15.H) (SSI or SSDI);
    - viii. “Impairment Related Work Expense (IRWE) Fact Sheet” (80-VR-11-15.I) (SSI or SSDI);
    - ix. “Plan to Achieve Self-Support (PASS) Fact Sheet” (80-VR-11-15.J) (SSI or SSDI);
    - x. “STABLE Account Fact Sheet” (Office of the Ohio Treasurer) (disability onset prior to age 26);

- xi. “Continued Payment under VR Section 301 Fact Sheet” (80-VR-11-15.K) (SSI or SSDI);
    - xii. “Ticket to Work (TTW) Fact Sheet” (80-VR-11-15.L) (SSI or SSDI);
    - xiii. “Reporting Your Income Fact Sheet” (80-VR-11-15.M) (SSI or SSDI);
    - xiv. “Medicaid Buy In for Workers with Disabilities (MBIWD) Fact Sheet” (80-VR-11-15.N) (anyone potentially eligible for SSI or SSDI); and
    - xv. “Youth with Disabilities Work Incentives ” (80-VR-11-15.Q) (SSI or SSDI).
  - c. VR Staff or VR Contractor should assist individuals (if needed) with utilizing the Disability Benefits 101 website, <https://oh.db101.org/> to provide information about work incentives and how employment may impact their benefits.
  - d. VR Staff or VR Contractor should provide information to individuals (if appropriate) about STABLE Accounts (for disability onsets prior to age 26) to educate them about opportunities for financial security, savings, and investment solutions.
    - i. [The “STABLE Account Flyer”](#) may be provided via hard copy. In addition, provide the individual information on the Stable Account website ([www.stableaccount.com](http://www.stableaccount.com)) so they can have on-line access to all information about STABLE accounts.
  - e. Work Incentive Planning or Coordination Referral for Individuals Receiving SSI, SSDI, Medicare, Medicaid, and/or Other State/Local Benefits
    - i. Beginning at intake and throughout the VR process, when an individual is identified as an SSI, SSDI, Medicare, Medicaid, or other state/local beneficiary and expresses a desire to obtain employment, VR Staff or VR Contractor shall make recommendations for a referral to a WIP or a WIC to the individual, and if applicable, their parent or legal guardian.
  - f. VR Staff or VR Contractor shall utilize an OOD Work Incentives Consultant (WIC) for services and resources, and/or other comparable benefits when available, prior to referring to a CRP.
    - i. When referring to an OOD WIC, VR Staff or VR Contractor shall complete the following documents
      - a) OOD “Work Incentives Referral Form” (80-VR-11-15.P);
      - b) “Social Security Administration Consent for Release” (ssa-3288); and
      - c) OOD’s “Consent to Obtain and Release Information” form (80-VR-14.A) for other relevant benefits agencies (e.g., Job and Family Services, Veterans

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Administration, local housing authority, etc.);

- ii. Once completed, VR Staff or VR Contractor shall save the forms in an AWARE Case Note using the category “Benefits Information,” with the summary title of “Work Incentives Releases.”
- iii. When referring to an OOD WIC, VR Staff or VR Contractor shall create an Activity Due in AWARE titled “Work Incentives Planning Service” or “Work Incentives Coordination” and assign to their local OOD WIC with a due date 45 calendar days from the entry and set the reminder date as the date of the referral (the same date that the Activity Due is created).
  - a) VR Staff or VR Contractor may utilize a Work Incentive Planning and Assistance (WIPA) service when an OOD WIC is not available.
- iv. Since the WIPA is a comparable benefit, a Case Note in AWARE is not required.
- v. If an WIPA is not available VR Staff or VR Contractor may refer to a Community Rehabilitation Provider (CRP).
  - a) Justification for utilization of a CRP shall be documented in an AWARE Case Note.

### C. Work Incentives Coordinator (WIC) Report Development

1. Upon receiving an “Activity Due” in AWARE, the WIC shall document the individual’s information on the “Work Incentives Tracking Sheet” (80-VR-11-15.O).
  - a. The referral date shall be the date the “Activity Due” is generated in AWARE, and all appropriate consent and referral forms are completed.
  - b. The WIC shall continuously update the tracking sheet throughout the provision of work incentives planning and coordination.
2. WIC Staff shall contact the assigned VR Staff or VR Contractor, and the individual, and if applicable, their parent or legal guardian within seven (7) calendar days, to obtain signatures on the release forms listed below if they were not obtained prior to a referral.
  - a. OOD’s “Consent to Obtain and Release Information” (80-VR-14.A).
  - b. Social Security Administration Consent for Release” (ssa-3288).
  - c. Consents from other relevant benefits agencies (e.g., Job and Family Services, Veterans Administration), when applicable.

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3. Within seven (7) calendar days of obtaining completed consent forms, the WIC shall request verification of all public benefits the individual is receiving.
  - a. Utilizing the signed “SSA Consent for Release of Information,” the WIC shall request a Benefits Planning Query (BPQY) to verify receipt of Social Security benefit programs which include but may not be limited to the list below.
    - i. SSDI;
    - ii. SSI;
    - iii. State Supplement;
    - iv. Medicare;
    - v. Medicaid; and
    - vi. Trial Work Period.
  - b. Utilizing the OOD “Consent to Obtain and Release Information” (80-VR-14.A), or “Ohio Department of Job and Family Services Applicant/Recipient Authorization for Release of Information” (JFS 07341), the WIC shall request verification and details of all other benefits the individual is receiving which include but may not be limited to the ones listed below.
    - i. Department of Job and Family Services (JFS)
      - a) Food Assistance
      - b) Unemployment Insurance
    - ii. Local Housing Authority or entity that administers person’s housing program
      - a) Subsidized Housing Program
    - iii. Ohio Bureau of Workers’ Compensation
      - a) Temporary Total Compensation
    - iv. U.S. Department of Veterans Affairs
      - a) Veterans Pension
      - b) Disability Compensation
      - c) Dependency and Indemnity Compensation (DIC); and
      - d) Special Monthly Compensation (SMC)
    - v. U.S. Department of Labor
      - a) Black Lung Benefits
    - vi. U.S. Railroad Retirement Board
      - a) Retirement
      - b) Survivor

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- c) Disability
  - d) Unemployment
  - e) Sickness
- vii. For pending BPQY and JFS verification requests that have not been received, the WIC will follow up after 15 calendar days of the initial request, and if necessary, a second follow up after an additional 15 calendar days.
  - a) Upon receipt of all benefits verification documentation, the WIC shall:
    - b) review all information;
    - c) address discrepancies and/or inconsistencies;
    - d) identify any benefit issues that require immediate resolution;
    - e) identify relevant work incentives available to the individual; and
    - f) save the verification in an AWARE Case Note
- viii. During the Benefit Analysis process, the WIC shall provide the referring VR Staff with email updates at a minimum of 15 calendar days starting after the initial referral. Updates shall include progress on the receipt of benefits verifications and on the benefit analysis report. Email updates shall be saved to an AWARE Case Note.
- ix. The final Benefit Analysis report utilizing the recommended template from their certifying entity shall be completed within 45 calendar days of the original “Activity Due.”.
- x. Upon completion of the Benefit Analysis report, the WIC shall complete the items below in AWARE.
  - a) Create an actual service on the “Actual Service” page.
    - 1) The start date shall be the date the signed releases and referral is received (i.e., date the “Activity Due” was created by VR Staff); and
    - 2) The end date shall be the date the Benefit Analysis report is completed.
  - b) Complete the “Activity Due” using the date the Benefit Analysis report was completed.
- xi. Within 30 calendar days of the completion of the Benefit Analysis report, the WIC shall contact the referring VR Staff to schedule and conduct a meeting with the individual, and if applicable, their parent or legal guardian and/or payee, through their preferred mode of communication (e.g., telephone, virtual, or in person).
  - a) Meeting information shall be provided to all appropriate parties and documented in an AWARE Case Note.



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- b) When possible, VR Staff or VR Contractor shall attend the meeting.
- c) Prior to the meeting, the WIC shall provide the VR Staff, the individual, and if applicable, their parent or legal guardian,, with copies of:
  - 1) the Benefit Analysis report (e.g., email, U.S. mail);
  - 2) all verification documentation (e.g., BPQY); and
  - 3) an appointment letter (if applicable).
- d) The documents listed above shall be saved as an AWARE Case Note using the category “Benefits Information,” with the summary title “Benefits Analysis Report.”

### 4. Work Incentives and Employment

- a. Once an individual receiving SSI/SSDI is employed, VR Staff or VR Contractor shall provide them the OOD “Reporting Your Income Fact Sheet” (80-VR-11-15.M).
- b. If the individual prefers to report their income by calling, visiting, or writing to Social Security, VR Staff or VR Contractor should offer assistance to individuals in locating the address and phone number of their local Social Security office via the following link: (<https://secure.ssa.gov/ICON/main.jsp>).
- c. If the individual prefers to report their income electronically, VR Staff or VR Contractor should offer assistance to individuals in downloading the “SSI Mobile Wage Reporting” app and/or reporting online through the individuals “mySocialSecurity” web site via the following link: (<https://www.ssa.gov/myaccount/>).
- d. If the individual is eligible for Medicaid, VR Staff or VR Contractor should offer assistance by enrolling them in Ohio’s Medicaid Buy-In for Workers with Disabilities program (refer to OOD’s “Medicaid Buy-in for Workers with Disabilities (MBIWD) Fact Sheet” (80-VR-11-15.N) for assistance).
- e. If the individual needs additional assistance including applying for and documenting work incentives (e.g., benefit and salary estimation), VR Staff or VR Contractor should refer the individual for work incentives coordination to an appropriate provider (OOD WIC or external WIPA or CRP), following the referral direction in Section B.

## Interpreter and Reader Services

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(80-VR-11-16)

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### A. General

1. Interpreter or reader services may be provided to an individual's family member (i.e., relative, guardian, or someone living in the same household) to allow or increase the individual's opportunity to participate in VR services when interpreter or reader services, are not readily available through other agencies or resources (e.g., comparable benefits).
  - a. The family member must have a substantial interest in the well-being of the individual; and the family member's receipt of services must be necessary to enable the individual to reach their employment outcome.
2. VR Staff or VR Contractor shall follow the "Vision Rehabilitation Therapy and Orientation & Mobility" section of this manual for additional direction regarding the provision of vision rehabilitation therapy and orientation and mobility (O&M) services.

### B. Prior to Application – Providing Sign Language Interpreter Services

1. VR Staff or VR Contractor shall use the process outlined in this section to provide sign language interpreter services (e.g., ASL) prior to an individual becoming an applicant when it is necessary to participate in the intake process (i.e., pre-referral, referral, or pre-application).
2. If sign language interpreter services (e.g., ASL) are determined necessary prior to application, VR Staff or VR Contractor shall utilize sign language interpreters approved by OOD's Division of Human Resources (DHR), unless available through comparable benefits or services. Services from family members shall not be considered a comparable benefit.
3. Scheduling a Sign Language Interpreter (e.g., ASL) for an Intake Appointment
  - a. VR Staff or VR Contractor shall complete all required fields in the AWARE Referral Module and follow the guidance and direction in the "Vocational Rehabilitation Application and Intake" policy (80-VR-01) and the "Application and Intake" section of this manual to schedule an intake appointment unless otherwise indicated in this section.
    - i. Per the "Vocational Rehabilitation Application and Intake" policy (80-VR-01) and the "Application and Intake" section of this manual, OOD's preferred timeline for completing the intake appointment is within five (5) business days of the initial

contact; however, if sign language interpreter services are required, VR Staff or VR Contractor may have up to nine (9) business days to schedule the intake

- b. To schedule sign language interpreter services prior to application (e.g., for an intake appointment), VR Staff or VR Contractor shall complete the “Request for Interpreter or Captioning” form (50-EEO-02-01.D). The verbiage provided below shall be used for completing various fields on the form.
    - i. “Event Date”
      - a) Enter up to three (3) dates of availability for the intake appointment none of which are to exceed nine (9) business days after the initial contact with the individual.
    - ii. “OOD Contact”
      - a) Enter the name of the VR Staff or VR Contractor conducting the intake.
    - iii. “Event for”
      - a) Check the boxes “VR” and “Other.”
        - 1) Enter “Pre-Applicant” in the field by “Other”.
    - iv. “Type Of Service Being Requested”
      - a) Check the box “Interpreter”.
    - v. “Name(s) of Individual(s) Receiving Service”
      - a) Enter the name of the individual who requires the sign language services.- 4. The completed “Request for Interpreter or Captioning” form (50-EEO-02-01.D) shall be emailed to OOD Interpreting Services at [OOD.Interpretingservices@ood.ohio.gov](mailto:OOD.Interpretingservices@ood.ohio.gov)
  - a. In the subject line, enter “Pre-Applicant Interpreter Request”.
- 5. OOD Interpreting Services shall secure the sign language interpreter and coordinate the service with the VR Staff or VR Contractor making the request.
  - a. OOD Interpreting Services shall send an Outlook Calendar Invite to the appropriate VR Staff or VR Contractor that will include the name of the interpreter and their contact information as confirmation that the interpreter has been scheduled.
- 6. VR Staff or VR Contractor shall contact the individual needing the accommodation to confirm the intake appointment once confirmation is received from OOD Interpreting Services.
- 7. Cancellation of Scheduled Sign Language Interpreter



- a. VR Staff or VR Contractor shall provide notice of cancellation at least 24 hours prior to the scheduled appointment, if possible, to avoid cancellation charges.
  - b. VR Staff or VR Contractor shall complete one of the requirements listed below.
    - i. If the cancellation is within 48 hours prior, VR Staff or VR Contractor shall send an email to [OOD.Interpretingservices@ood.ohio.gov](mailto:OOD.Interpretingservices@ood.ohio.gov).
    - ii. If the cancellation is within 24 hours VR Staff or VR Contractor shall immediately call the interpreter, and send a follow-up email, copying [OOD.Interpretingservices@ood.ohio.gov](mailto:OOD.Interpretingservices@ood.ohio.gov).
      - a) If the sign language interpreter's contact information has not been received via an Outlook Calendar invite, VR Staff or VR Contractor shall send an email to [OOD.Interpretingservices@ood.ohio.gov](mailto:OOD.Interpretingservices@ood.ohio.gov) with cancellation details.
    - iii. Decline the Outlook Calendar invite to notify OOD Interpreting Services.
      - a) Include the following cancellation details:
        - 1) the individual initiating the cancellation (e.g., VR Staff, VR Contractor, or interpreter); and
        - 2) the reason for the cancellation (e.g., illness).
  - c. VR Staff or VR Contractor shall refer to Section B.3. to reschedule an interpreter for an intake appointment.
8. Documentation of Sign Language Interpreter Services
- a. When interpreting services are being provided by an external agency, VR Staff or VR Contractor shall provide them with OOD's "Reasonable Accommodation Contractual Services Sign In/Sign Out Log" (50-EEO-02-01.A). VR Staff or VR Contractor shall ensure that the log is completed entirely and submitted within three (3) business days of the intake appointment using the verbiage provided below.
    - i. "Meeting for"
      - a) Check the boxes "VR" and "Other"
      - b) Enter "Pre-Applicant" in the "Please Specify" field.
    - ii. "Type of Service Being Provided"
      - a) Check the "Interpreter" box

## iii. "Name(s) of OOD Employee(s) Receiving Service"

- a) Enter the name of the VR Staff or VR Contractor conducting intake.

## iv. "Hours Claimed"

- a) Indicate payable service hours, not counting time spent for lunch, travel, or breaks.

## v. "Reimbursable Mileage"

- a) Enter '0' as mileage is not reimbursable for any interpreter services.

## vi. Signatures

- a) VR Staff or VR Contractor shall ensure that the Interpreter and dates the form prior to forwarding for VR Staff or VR Contractor's review.
- b) VR Staff or VR Contractor shall then review the information on the form and affix their signature and date to indicate their approval of services.
- c) A VR Supervisor is then required to review the information on the form and affix their signature and date, indicating final approval for payment of services.

- b. Upon completion, the supervisor shall email the "Reasonable Accommodation Contractual Services Sign In/Sign Out Log" (50-EEO-02-01.A) to [OOD.Interpretingservices@ood.ohio.gov](mailto:OOD.Interpretingservices@ood.ohio.gov) for processing.

- i. In the subject line, enter "Pre-Applicant Interpreter Service Log."

## 9. Approval for Payment of Sign Language Interpreter Services Provided for Intake Appointments

- a. ODI, or ODI designee, shall approve payment of service and process for payment.
  - i. If there are any discrepancies between information submitted by the Interpreter and information provided by VR Staff or VR Contractor, the ODI, or ODI designee, may contact necessary individuals to resolve the issues.

C. Prior to an Application – Providing International Language Interpreter Services

- 1. International language interpreter services needed prior to "Application" status, shall be provided solely through the State of Ohio's Mandatory Use Contract for Translation and Interpretation Services issued by the Department of Administrative Services (DAS).
- 2. VR Staff or VR Contractor shall complete all required fields in the AWARE Referral Module and follow the guidance and direction in the "Vocational Rehabilitation



Application and Intake” policy (80-VR-01) and the “Application and Intake” section of this manual to schedule an intake appointment unless otherwise indicated in this section.

- a. Per this policy and section, OOD’s preferred timeline for completing the intake appointment is within five (5) business days of the initial contact; however, if interpreter services are required, VR Staff or VR Contractor may have up to nine (9) business days to schedule the intake appointment.
  - i. If international language interpreter services are needed to communicate with an individual to collect the required referral information, VR Staff or VR Contractor may schedule the intake without entering the information into the AWARE Referral Module.
    - a) VR Staff or VR Contractor shall obtain all needed information and complete the AWARE Referral module by the end of the intake appointment.
3. Prior to application, when requesting international language interpreter services VR Staff or VR Contractor shall access the electronic tool “[Request for Language Interpreter](#)” and respond to the questions appropriately.
  - a. VR Staff or VR Contractor may click on the link <http://languagecodes.info/> to identify the appropriate language code.

#### D. Provision of Interpreter and Reader Services After Application

1. Interpreter and reader services may be provided by OOD as time-limited service(s) only when they exceed normal daily needs and are necessary for an individual’s participation in VR services.
  - a. OOD shall not replace services or natural supports that are already being used by the individual unless the individual needs an increase to these services to participate in VR services.
    - i. VR Staff or VR Contractor may not supplant the provision of services when another public entity is responsible under law.
      - a) VR Staff or VR Contractor shall follow the direction of the “Transition Services” section of this manual regarding the supplanting of services for a student with a disability.
  - b. Services may be provided, if necessary, to support the individual’s participation in assessment services, including trial work experiences, for the purposes of determining eligibility.
    - i. VR Staff or VR Contractor shall follow direction in the “Assessment Services” section of this manual for the provision of assessment services.



2. VR Staff or VR Contractor shall work with an individual when they are receiving VR services to ensure that interpreting and reading services are available and/or provided to the extent that they are needed to ensure that the individual has equal access to VR services. VR Staff or VR Contractor may use the methods listed below to make this determination.
  - a. Observation of difficulty in completing tasks (e.g., ability to complete paperwork independently).
  - b. Review of documentation obtained during the eligibility and comprehensive assessment (CA) process, including but not limited to; medical, psychological and/or educational records (e.g., IEP, ETR, psychological report).
  - c. Self-report from the individual.
3. VR Staff or VR Contractor shall provide counseling and guidance to the individual, throughout the VR process, regarding a plan for the continuation of services once employed.
  - a. VR Staff or VR Contractor shall ensure the individual has access to self-advocacy development, including information about their rights and responsibilities, when it comes to accessing interpreter and reader services.
  - b. VR Staff or VR Contractor shall refer to Section G. "Case Closure" for additional information.

#### E. Identifying No Cost Providers and Suppliers After Application

1. VR Staff or VR Contractors shall follow the direction in the "Vocational Rehabilitation (VR) Informed Choice" policy (80-VR-07) and the "Informed Choice" section of this manual when identifying providers and/or suppliers to provide services.
2. If appropriate, VR Staff or VR Contractors, who meet with an individual may provide reader services.
  - a. Interpreter services should not be provided by VR Staff or VR Contractor.
3. When an individual is a recipient of Social Security benefits (e.g., SSI, SSDI), VR Staff or VR Contractor should follow the direction in the "Work Incentives Planning and Coordination" section of this manual to determine the availability of additional comparable benefits.



4. When services are unable to be provided through the means identified above, VR Staff or VR Contractor shall authorize for interpreter and reader services as outlined in Section F.

**F. Identifying Providers and Suppliers Requiring a Service Authorization After Application**

1. VR Staff or VR Contractors shall continue to follow the guidance in the “Vocational Rehabilitation (VR) Informed Choice” policy (80-VR-07), the “Informed Choice” section of this manual, and the “Vocational Rehabilitation Fee Schedules” policy (80-VR-10) when identifying a provider and/or supplier requiring a service authorization.
2. Interpreters
  - a. VR Staff or VR Contractor may only authorize an interpreter service approved via OOD’s “Provider Management Program” (PMP) and listed in the “Provider Search” utilizing rates from the VR Fee Schedule located in the “Services & Standards Guide” (VR Provider Manual).
  - b. VR Staff or VR Contractors shall use Propio for International Language Interpreter Services only.
    - i. To identify the appropriate language code click on the following link:  
<http://languagecodes.info/>
    - ii. VR Staff or VR Contractor shall complete the “Request for Scheduled Interpreter Services for Case Services” form (80-VR-11-16.A) and utilize the group authorization, created by the VR Data and Reporting Unit, to obtain services.
3. Readers
  - a. VR Staff or VR Contractor may work with the individual to identify a supplier for reader services.
  - b. Reader services authorized for individuals shall be provided at the customary rate established by the supplier.
    - i. VR Staff or VR Contractor shall authorize only when no comparable benefit is available.

**G. Case Closure**

1. Prior to case closure, VR Staff or VR Contractor should:
  - a. refer to Section E. to continue to support the individual in obtaining access to available resources, when appropriate and/or necessary; and



- b. review the availability of supports that an employer may provide to accommodate the individual's needs. and share with the individual.

## Requirements for Subminimum Wage Employment

[Forms and Attachments](#)  
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(80-VR-11-17)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. The "Transition Services" section of this manual shall be followed for additional direction regarding subminimum wage employment for students with a disability enrolled in a secondary educational institution.
2. Overview of Section 511 of the Workforce Innovation and Opportunity Act (WIOA) of 2014
  - a. Section 511 of WIOA places limitations on 14(c) Certificate Holders and the payment of subminimum wage to individuals with disabilities.
  - b. OOD's role under this section is to provide and document completion of certain activities and/or services (i.e., career counseling, information, and referral services) to individuals known to be seeking subminimum wage employment or to individuals currently in subminimum wage employment.
    - i. OOD's role is not to approve or disapprove an individual for subminimum wage employment.
  - c. Section 511 does not pertain to services or settings; but, rather, to wages paid. Therefore, the requirements of this section shall be met for any individual earning subminimum wage under a Section 14(c) Certificate regardless of the setting or type of employment.
4. If a VR Contractor receives a request for any document or services listed in this section for which they are not approved to provide, they shall create an "Activity Due" in AWARE with the title "Subminimum Wage" and assign it to "TaskList, Contracts Liaison."

### B. Youth with a Disability (herein referred to as "youth") Seeking Subminimum Wage Employment

1. If a youth (age 24 or younger) is seeking subminimum wage employment for the first time, proceed as follows.

## Requirements for Subminimum Wage Employment

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- a. If the youth has never applied for VR services, the Qualified Rehabilitation Personnel (QRP) shall complete the requirements below:
  - i. refer to “Application and Intake” policy (80-VR-01), the “Application and Intake” section of this manual, the “Eligibility and Order of Selection (OOS)” policy (80-VR-06), and its subsequently issued sections in this manual as the youth seeking subminimum wage employment shall apply for VR services;
  - ii. ensure all three (3) requirements listed below in Section B.1.c. are met prior to the completion of a “Documentation for Youth Seeking Subminimum Wage Employment” (80-VR-11-17. A) form; and
  - iii. inform the youth they may make the informed choice not to pursue competitive integrated employment (CIE) at any time during the VR process. If the youth should choose not to pursue CIE, complete the following:
    - a) ensure requirements in Section B.1.c.i. and iii., have been fulfilled; and
    - b) close the case “Ineligible” by following guidance outlined below in Section B.1.c.ii.
- b. If the youth had a previous VR case, a QRP shall review the closed case to determine if Section B.1.c.i. (Requirement 1) and B.1.c.ii. (Requirement 2) were met and then follow the guidance below.
  - i. If the closed case does not meet the requirements, inform the youth they may reapply for services and follow guidance in Section B.1.a. above.
  - ii. If the closed case meets the requirements, advise the youth that they can still choose to reapply for services if interested, though it is not required, and then proceed accordingly.
    - a) If a youth would like to re-apply for services and work towards CIE, guide them through the application process and follow guidance in Section B.1.a. above.
    - b) If a youth does not wish to reapply for services, provide career counseling by following Section B.1.c. iii. below (Requirement 3) and complete the “Documentation for Youth Seeking Subminimum Wage Employment” (80-VR-11-17. A) form (refer to Section B.2.).
- c. The QRP shall ensure all three (3) requirements listed below have been met prior to completing a “Documentation for Youth Seeking Subminimum Wage Employment” (80-VR-11-17. A) form.
  - i. Requirement 1: The youth has received either pre-employment transition services (Pre-ETS) as defined by WIOA and delivered by the VR agency or transition services as defined by the “Individual’s with Disabilities Education Act” (IDEA) and delivered by the Local Education Agency (LEA). Below is a description of each of

## Requirements for Subminimum Wage Employment

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these services and additional requirements.

a) Pre-ETS as defined by WIOA include:

- 1) job exploration counseling;
- 2) work-based learning experiences;
- 3) counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs;
- 4) workplace readiness training; and
- 5) instruction in self-advocacy.

b) Transition services as defined by IDEA include:

- 1) instruction;
- 2) related services;
- 3) community experiences;
- 4) development of employment and other post-school adult living objectives; and
- 5) acquisition of daily living skills and provision of functional vocational evaluation.

c) If documentation of one (1) of these services is not present in the youth's AWARE Case File, complete the "Request for Ohio Department of Education and Workforce's Documentation of Transition Services under IDEA" (80-VR-11-17.B) letter (which shall be saved as an AWARE Case Note) and send via email, fax, or US Mail to the LEA.

- 1) A signed "Consent to Obtain and Release Information" (80-VR-14.A) shall be included with the letter.

d) Upon receipt of OOD's request, the LEA is required by Section 511 of the Rehabilitation Act to provide Ohio Department of Education and Workforce's (DEW) "Documentation of Transition Services under IDEA" form and the youth's most recent Individualized Education Plan (IEP) containing a description of the transition services received.

- 1) The LEA is expected to send the documents as soon as possible, but no later than:

1.1 30 calendar days after completion of the transition services; or

1.2 60 calendar days after completion of the transition services, if additional time is necessary due to extenuating circumstances (e.g., unexpected lengthy absence due to illness or family emergency of the educational personnel); or

## Requirements for Subminimum Wage Employment

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- 1.3 five (5) calendar days after a youth has refused to participate in a required transition service.
- e) Scan the documentation received into an AWARE Case Note using the category “Subminimum Wage” and the summary “Documentation of Transition Services under IDEA.”
- f) If a youth did not receive transition services or there is no documentation available verifying this fact, and the youth did not receive Pre-ETS and is no longer eligible to receive Pre-ETS, then Requirement 1 is waived. Document in an AWARE Case Note that verification of transition services could not be obtained and/or youth is no longer eligible for Pre-ETS.
- ii. Requirement 2: The youth was either determined ineligible or determined eligible and closed without an employment outcome.
  - a) Refer to the “Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual, and/or the “Vocational Rehabilitation Case Closure” policy (80-VR-02) and the “Case Closure” section of this manual for further guidance and direction to select the appropriate closure reason when a youth is closed under one of the conditions below.
    - 1) Determined ineligible because the youth either:
      - 1.1 made an informed choice not to pursue CIE, at any time, and they are interested in subminimum wage or
      - 1.2 attempted CIE but their disability was too severe during application status.
    - 2) Determined eligible and participated in services on an approved Individualized Plan for Employment (IPE), which included reasonable accommodations and appropriate supports for a reasonable period of time but was unable to achieve an employment outcome.
- iii. Requirement 3: The youth has been provided career counseling and information and referral, per guidance and direction in “Vocational Rehabilitation (VR) Information and Referral” policy (80-VR-11) and the “Information and Referral” section of this manual, to public programs and other locally available resources that offer employment-related services and supports designed to attain CIE. These employment-related services may not include work compensated at subminimum wage or lead to employment in subminimum wage.
  - a) After verifying Requirement 1 and 2 have been met, career counseling shall be provided in a manner that facilitates informed choice and decision-making by the youth and/or if applicable, their parent or legal guardian. The counseling should be by direct contact, preferably a face-to-face meeting, and may include, but not be limited to, the following information:

## Requirements for Subminimum Wage Employment

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- 1) explanation of the youth's rights and duties and informed choice;
  - 2) discussion of Employment First, places on the path to community employment, CIE, supported employment services, in-demand jobs along with local labor market information, information about work incentives and benefits; and
  - 3) an overview of VR services and how to access services in the future.
- b) For a current case, provide career counseling and information and referral services within 30 calendar days of ineligibility determination or case closure.
  - c) For a previously closed case, provide career counseling and information and referral services, as soon as possible, but no longer than 30 calendar days of verifying that Requirement 1 and 2 have been met.
  - d) Once it has been verified that all the requirements in Section B.1. have been met, the items listed below shall be completed.
    - 1) Close the case in AWARE, following guidance and direction in the "Vocational Rehabilitation Case Closure" policy (80-VR-02) and the "Case Closure" section of this manual, prior to beginning the process below.
    - 2) Complete, sign and date the "Documentation for Youth Seeking Subminimum Wage Employment" (80-VR-11-17.A) form.
      - 2.1 The original form shall then be provided to the youth or if applicable, to their parent or legal guardian, as soon as possible but no later than 45 calendar days after completing the determination that the requirements listed in Section B.1. have been met.
    - 3) Retain and scan the signed copy of the "Documentation for Youth Seeking Subminimum Wage Employment" form (80-VR-11-17.A) into an AWARE Case Note using the category "Subminimum Wage" and the summary "Documentation for Youth Seeking Subminimum Wage."
2. If the youth refuses to participate in the requirements listed in Section B.1, the QRP shall:
    - a. inform the youth and/or if applicable, their parent or legal guardian, that their refusal to participate will prohibit them from working in subminimum wage employment; and
    - b. complete and obtain all appropriate signatures and dates on the "Refusal to Participate in Required Activities Prior to Subminimum Wage Employment for a Youth with a Disability" form (80-VR-11-17.C) within ten (10) calendar days of the refusal and proceed as detailed below.
      - i. If a youth has an open or closed case in AWARE, the form shall be scanned into an AWARE Case Note using the category "Subminimum Wage" and the summary

## Requirements for Subminimum Wage Employment

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“Refusal to Participate in Required Activities Prior to Subminimum Wage Employment”.

- ii. If a youth does not have an open or closed case in AWARE and/or does not want to become an applicant, proceed as detailed below:
  - a) consult with their supervisor to have designated VR Staff enter the information into a ‘SUB’ case type in AWARE; and
  - b) inform the youth and/or if applicable, their parent or legal guardian, of their right to apply for VR services in the future.

### C. Career Counseling and Information and Referral Services to Individuals in Subminimum Wage Employment Regardless of Age

- 1. Upon request from an entity (e.g., 14(c) Certificate Holder, individual), designated VR Staff shall provide individuals in subminimum wage employment career counseling and information and referral services, as outlined in “Information and Referral” section of this manual, to public programs and other locally available resources that offer employment-related services and supports designed to attain CIE.

- a. Career counseling shall be provided to individuals, regardless of age, annually for the duration of their participation in subminimum wage employment.
  - i. If the individual is entering subminimum wage employment for the first time, career counseling shall be provided to the individual every six (6) months for the first year and annually thereafter.

#### b. Individuals with an Open VR Case

- i. The requirement for career counseling and information and referral services’ is met for individuals with an open VR case therefore VR Staff may complete the appropriate “Career Counseling Documentation Form for Individuals in Subminimum Wage Employment” (80-VR-11-17.D) when requested.

- a) VR Staff shall scan the signed form into an AWARE Case Note and provide the original and a copy of the form to the individual and if applicable, a copy to the parent or legal guardian.

- 1) The individual is responsible for providing the signed form to the 14(c) Certificate Holder unless OOD has a signed “Consent to Obtain or Release Information” (80-VR-14.A) form for the 14(c) Certificate Holder.

#### b. Career Counseling and Information and Referral Services Provided via Request from a 14(c) Certificate Holder

## Requirements for Subminimum Wage Employment

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- i. Upon request from a 14(c) Certificate Holder, designated VR Staff should work with Certificate Holders to complete the items below.
  - a) Schedule group career counseling sessions, preferably at the 14(c) Certificate Holder's facility.
    - 1) It is preferred that each session consists of ten (10) to 12 participants but does not exceed 15 participants.
    - 2) Multiple sessions should be scheduled throughout the day to meet the individuals' needs and to utilize the designated VR Staffs' time efficiently.
    - 3) Sessions should be scheduled to allow time for questions and the completion of the appropriate "Career Counseling Documentation Form for Individuals in Subminimum Wage Employment" (80-VR-11-17.D), which verifies that the individual participated in career counseling and information and referral services.
- ii. Designated VR Staff shall request the 14(c) Certificate Holder perform the items listed below.
  - a) Identify the individuals in subminimum wage employment who require career counseling and information and referral services and the timeframe in which it shall be provided.
  - b) Assign the identified individuals to a career counseling and information and referral session.
    - 1) Upon request of an individual or if applicable, their parent or legal guardian, and/or the 14(c) Certificate Holder, designated VR Staff may provide career counseling and information and referral services in a smaller group or individually, to accommodate an individual's needs.
  - c) Complete a "Request for Career Counseling Services for Individuals in Subminimum Wage Employment" (80-VR-11-17.E) which OOD requires for each individual receiving subminimum wage, prior to their participation in career counseling.
    - 1) Prior to the beginning of each career counseling session, provide these forms to the designated VR Staff who will retain for entry into an AWARE Case Note.
- iii. Career counseling shall be provided in a manner that facilitates informed choice and decision-making by the individual and if applicable, their parent or legal guardian. The counseling should be by direct contact, preferably a face-to-face meeting, and may include, but not be limited to, the following information:



## Requirements for Subminimum Wage Employment

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- a) an explanation of the individual's rights and duties and informed choice;
  - b) a discussion of Employment First, places on the path to community employment, CIE, supported employment services, in-demand jobs along with local labor market information, information about work incentives and benefits;
  - c) an overview of VR services and how to access services in the future; and
  - d) upon receipt of the "Request for Career Counseling Services for Individuals in Subminimum Wage Employment" (80-VR-11-17.E ) from the 14 (c) Certificate Holders, as an entity, who employ fewer than 15 total employees, designated VR Staff shall also provide information about self-advocacy, self-determination, and peer mentoring training opportunities available in the individual's geographic area.
- 1) The training opportunities shared may not be provided by 14(c) Certificate Holders.
- iv. Once career counseling and information and referral services have been provided designated VR Staff shall complete the items below.
  - a) Complete, sign, and date the "Career Counseling Documentation Form for Individuals in Subminimum Employment" (80-VR-11-17.D).
    - 1) Provide the original form to the individual and if applicable, to their parent or legal guardian, and with permission, one (1) copy of the form to the person who sent the completed request.
      - 1.1 The form shall be sent immediately after the session or as soon as possible, but no later than 45 calendar days after the session.
    - 2) Retain a copy of the form for entry into an AWARE Case Note.
  - b) Document career counseling and information and referral services in AWARE, within a timeframe designated by the VR Staff's supervisor which shall not exceed five (5) business days of the career counseling session by performing the items listed below.
    - 1) Create a new 'SUB' case in the AWARE Participant Module for each new event of career counseling.
      - 1.1 When creating the 'SUB' case, AWARE should indicate if the individual has an open case.
      - 1.2 If the individual has an open case, designated VR Staff shall contact the assigned VR Staff to complete the documentation (Refer to C.1b)
    - 2) After entering the date that career counseling was provided, as indicated on the "Career Counseling Documentation Form for Individuals in

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## Requirements for Subminimum Wage Employment

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Subminimum Wage Employment” (80-VR-11-17.D), in the “Application Date” field in AWARE, designated VR Staff shall continue entering the data elements listed below.

- 2.1 Name of individual.
- 2.2 Social Security Number.
- 2.3 Date of birth.
- 2.4 Address, phone number and e-mail address, if applicable.
- 2.5 Name, address, phone number and contact name for the 14 (c) Certificate Holder.
- 2.6 Location of subminimum wage employment (enter in work history).

2.6.1 Work history shall be completed for each new case (even if it is the same subminimum wage employer as was entered previously). This shall be done prior to closing the case.

- 2.7 Date career counseling was provided shall be the date entered on the “Career Counseling Documentation Form for Individuals in Subminimum Wage Employment” (80-VR-11-17.D) and also be entered as the application date in AWARE (i.e., all three dates are the same).

- 3) Designated VR Staff shall scan the two (2) forms listed below into an AWARE Case Note using the category “Career Counseling Provided”.

- 3.1 “Request for Career Counseling Services” (80-VR-11-17.E); and
- 3.2 “Career Counseling Documentation Form for Individuals in Subminimum Wage” (80-VR-11-17.D).

Note: If an individual attends more than one career counseling session for the same event, (e.g., annual career counseling twice), designated VR Staff shall add an AWARE Case Note in the individual's previously closed ‘SUB’ case attaching the additional “Request for Career Counseling Services for Individuals in Subminimum Wage Employment” and the “Career Counseling Documentation Form for Individuals in Subminimum Wage Employment”.

- 4) Close the case in AWARE using the date that the career counseling was provided which shall match the “Application Date.”

- 4.1 To close the case, designated VR Staff shall select one of the following reasons for closure to match the request form:

- 4.1.1 Annual Career Counseling;
- 4.1.2 Initial 6-Month Career Counseling; or
- 4.1.3 Subsequent 6-Month Career Counseling

- c. Refusal to Participate in Career Counseling Services.

## Pre-Employment Transition Services (Pre-ETS) Subcategories

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- i. In the event an individual should refuse to participate in career counseling services, designated VR Staff shall complete the items below.
  - a) Inform the individual and/or, if applicable, their parent or legal guardian, that refusal to participate will prohibit them from working in subminimum wage employment .
  - b) Complete and obtain all appropriate signatures on the “Refusal to Participate in Career Counseling Prior to Subminimum Wage Employment for an Individual with a Disability” (80-VR-11-17.F) and scan into AWARE as a Case Note using the category “Career Counseling Refused”.
    - 1) Provide the original signed form to the individual, and if applicable to their parent or legal guardian, within 10 calendar days of refusal.
  - c) Close the case in AWARE using the date that the career counseling was refused.
    - 1) To close the case, designated VR Staff shall select “Career Counseling Refused” as the closure reason.

## Pre-Employment Transition Services (Pre-ETS) Subcategories

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-11-18)

[Policy: Vocational Rehabilitation Services \(80-VR-11\)](#)

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### A. General

1. The “Transition Services” in this manual shall be followed for additional direction for students with a disability enrolled in a secondary educational institution.
3. VR Staff shall refer to “Hours of Work and Attendance” (50-PAY-01) for specific guidance on documenting actual time spent directly providing or arranging for the provision of any activity related to the “PAR Tool.”

## Pre-Employment Transition Services (Pre-ETS) Subcategories

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4. Refer to “Submission, Review and Payment of AWARE Case Services Invoices” (40-FIN-02-02) for submission, receipt, review, and processing of invoice reports

### B. Pre-Employment Transition Services Subcategories

1. The “Pre-Employment Transition Services (Pre-ETS) Fact Sheet” (80-VR-11-18.A) provides an overview of Pre-ETS Subcategories, herein referred to as “Pre-ETS,” that will be purchased from approved providers on the VR Fee Schedule.
2. The “Pre-Employment Transition Services Subcategories Matrix” (80-VR-11-18.B) describes the five (5) types of Pre-ETS Subcategories (listed below) and includes the duration of services, activities to complete during services, and the expected outcomes.
  - a. Job Exploration Counseling.
  - b. Work-based Learning.
  - c. Counseling on Postsecondary Opportunities.
  - d. Workplace Readiness Training.
  - e. Instruction in Self-Advocacy.
3. Students with disabilities (herein referred to as “students”) may participate in Pre-ETS if they:
  - a. are in an educational program including a postsecondary training program;
  - b. are at least 14 years of age and have not yet reached their 22<sup>nd</sup> birthday;
  - c. have a documented disability; and
  - d. can benefit from one (1) or more Pre-ETS as determined by:
    - i. designated VR Staff, upon review of the “Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities” form (80-VR-11-18.C); or
    - ii. VR Staff or VR Contractors for students with open VR cases.

### C. Process for Potentially Eligible (PE) Students

1. Request for Pre-ETS
  - a. A “Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities” (80-VR-11-18.C) form is required for potentially eligible (PE) students with disabilities (i.e., do not currently have an open VR case). This form should be completed and signed by the referral source at the student’s school.
    - i. If the school is on an extended break (e.g., summer), the “Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities” form (80-VR-11-18.C) may be submitted by another source (e.g., County Board of

Pre-Employment Transition Services (Pre-ETS) Subcategories

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Developmental Disabilities) without the school staff's signature.

- a) Designated VR Staff shall obtain disability documentation listed in Section C.2.b.ii.c).3), and verify the individual is a student when the form is submitted without a school staff's signature.
  - b) The form serves as a valid release of information, permitting OOD to share the student's information with their school and the qualified provider of Pre-ETS once it is signed by the individual and, if applicable, their parent or legal guardian.
  - c) The completed, signed and dated form, including disability documentation identified on the form, should be sent, preferably via the secure email to [OOD.PreEmploymentRequestFax@ood.ohio.gov](mailto:OOD.PreEmploymentRequestFax@ood.ohio.gov) but can also be faxed to the Pre-ETS fax queue at 614-985-8435.
  - d) If forms are received via hard copy or through a personal OOD email account/fax, VR Staff or VR Contractor shall scan and/or forward to [OOD.PreEmploymentRequestFax@ood.ohio.gov](mailto:OOD.PreEmploymentRequestFax@ood.ohio.gov).
2. Receipt and Processing of "Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities" (80-VR-11-18.C) Forms
- b. Designated VR Staff shall:
    - i. access the fax queue daily and sort by oldest first;
    - ii. determine the student's county of residence; and
    - iii. categorize the form and any accompanying documentation by moving to the appropriate area inbox.
  - c. Once the form and accompanying documentation have been categorized, designated VR Staff shall process the requests within three (3) business days as detailed below.
    - i. Notify their supervisor if they cannot process the categorized request(s) within three (3) business days.
    - ii. Determine if the student has an open VR case or has been entered into the Referral Module in AWARE.
      - a) If there is an open VR case or active referral, a PE case shall not be opened, and the designated VR Staff shall complete the items below:
        - a. attach the request and any other documentation as an AWARE Case Note;

Pre-Employment Transition Services (Pre-ETS) Subcategories

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- b. create an “Activity Due” for the assigned VR Staff or VR Contractor indicating a request was received; and
  - c. email school staff or referral source and copy the assigned VR Staff or VR Contractor to notify them of the receipt of the request form and provide them the assigned VR Staff or VR Contractor’s contact information.
- b) If the VR case was “Closed-Other”, designated VR Staff shall review the closure reason.
  - 1) If the VR case is closed from Application status, VR Staff shall continue the process of opening a PE case.
  - 2) If the case was closed for one of the following reasons: “Ineligible-No disabling condition”; “Ineligible-No impediment to employment”; or “Ineligible-does not require VR services,” designated VR Staff shall:
    - 2.1 notify the referral source that because the student was previously found ineligible, they must now apply for VR services; and
    - 2.2 contact the liaison counselor for the school so they can follow up with the referral source to discuss VR services.
- c) If the student does not have an open VR case or active referral, designated VR Staff shall verify the request form is complete by ensuring all the items below have been filled out or attached.
  - a. All required fields have complete information;
  - b. All required signatures and dates have been obtained; and
  - c. One (1) or more of the disability documentation listed below is attached.
    - 3.1 Individualized Education Program (IEP)
    - 3.2 Evaluation Team Report (ETR)
    - 3.3 504 Plan
    - 3.4 SSI/SSDI Award Letter
    - 3.5 Form for Eligibility Determination / Children’s Form for Eligibility Determination (FED/CFED)
    - 3.6 Ohio Eligibility Determination Instrument / Children’s Ohio Eligibility Determination Instrument (OEDI/COEDI)
    - 3.7 Individual Service Plan (ISP)
    - 3.8 Psychological Evaluation
    - 3.9 Other pertinent disability information (e.g., audiogram)
- d) If the request is incomplete (i.e., missing required information or disability documentation), designated VR Staff shall complete the items below.

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- 1) Contact the referral source to request the necessary information be provided within three (3) business days.
  - 1.1 If unable to obtain needed information, return the request to the referral source, via OOD secure email and copy the [OOD.PreEmploymentRequestFax@ood.ohio.gov](mailto:OOD.PreEmploymentRequestFax@ood.ohio.gov) inbox. Information and attachments, must be submitted within 15 business days.
  - 1.2 Move the original email with the attached request and the response email to the appropriate folder (i.e., “Area – Incomplete Request”).
  - 1.3 Follow up with a phone call, if the requested information is not received within 15 business days of the email request.
  - 1.4 If the requested information is not received within five (5) days of the phone call, designated VR Staff shall delete the incomplete request from the designated Pre-ETS inbox.

### 4. Creating a PE Case in AWARE for Students

- a. Designated VR Staff shall complete the pages listed below in the AWARE Participant Module.
  - i. Personal Information.
  - ii. Education.
    - a) Educational Goal.
      - 1) Verify participant is marked “Student with Disability = Yes.”
    - b) School Information.
    - c) School Contact.
- b. Once the AWARE pages are complete and a referral is made to a qualified provider, the designated VR Staff shall email the school by accessing the “School Contact” screen in AWARE and selecting “Send an Email” to let them know the referral to the Pre-ETS provider has been made.
- c. The designated VR Staff shall save the completed “Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities” (80-VR-11-18.C) form and any additional documentation, including the email sent to the school, into an AWARE Case Note.
- d. Designated VR Staff shall notify the student and, if applicable, their parent or legal guardian, using the “Authorizing Pre-ETS Support Services for VR Cases” (80-VR-11-12.L) letter in AWARE to confirm the receipt of the request and provide appeal

rights information.

**D. Process for Students with an Open VR Case (No Open PE Case)**

1. If a Pre-ETS request form is received, VR Staff or VR Contractor shall notify the referral source that the request was received, and that the student has an open VR case with OOD.
  - a. VR Staff or VR Contractor may authorize Pre-ETS Subcategories for students in “Application” or “Eligible” status.
    - i. VR Staff or VR Contractor shall ensure the documentation listed in Section C.1.a.i.c). is in AWARE.
    - ii. If the required documentation is not present, VR Staff or VR Contractor shall request any missing items prior to authorizing for Pre-ETS Subcategories.
    - iii. Any Pre-ETS Subcategories authorized during application and eligibility are not required to be listed on the IPE as a service.
  - b. For students in “Service” status, VR Staff or VR Contractor shall ensure Pre-ETS Subcategories are included and listed separately on the IPE prior to authorizing for those services.
2. VR Staff or VR Contractor shall continue to ensure the student has an “Active Educational Goal” on the “Education” page in AWARE prior to receiving Pre-ETS.

**E. Opening a VR case from a PE case**

1. If a student who has an open PE case applies for VR Services and a VR case is opened, VR Staff or VR Contractor shall complete the requirements listed below.
  - a. “Link” the cases.
  - b. Request that the designated VR Staff “share” AWARE Case Notes from the open PE case.
    - i. The designated VR Staff shall select the “Share Note” on all AWARE Case Notes that are applicable (e.g., documentation, relevant conversations with the school).
  - c. Notify the designated VR Staff once an eligibility decision is made, informing them of the decision and date of the decision in order to close the PE case.
    - i. If a student is determined ineligible, they are no longer considered “potentially eligible” and shall not continue to participate in Pre-ETS. Refer to section G.4.b for additional guidance.

## Pre-Employment Transition Services (Pre-ETS) Subcategories

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- ii. In the situation where a student is determined eligible for VR, they may participate or continue to participate in Pre-ETS under VR Services.
  - a) Designated VR Staff shall work with the designated AE2 to sequence authorizations for Pre-ETS to continue under the VR case to close the PE case. Refer to section G.4.c for additional guidance.

### F. Arranging and Referring for Pre-ETS

1. For students with an open VR case, VR Staff or VR Contractor shall offer informed choice to discuss Pre-ETS and provider information with the student and, if applicable, their parent or legal guardian to determine which approved provider best meets the need of the student (e.g., geographical area, expertise in serving disability type). This may include approved providers in other counties.
2. For students with a PE case, designated VR Staff shall refer the student to the provider listed on the “Request for Pre-Employment Transition Services for Potentially Eligible Students with Disabilities” (80-VR-11-18.C) form.
3. Whether the case is an open PE case, or an open VR case, VR Staff or VR Contractor shall complete the “Referral for Pre-Employment Transition Services” form (80-VR-11-18.F) and include a list of all anticipated services for the individual.
4. Upon completion of coordination of Pre-ETS, VR Staff or VR Contractor shall communicate with the provider and ensure the following prior to drafting Pre-ETS subcategory authorization(s):
  - a. provider capacity and availability to provide the service(s);
  - b. which service(s) to authorize first;
  - c. when the service(s) will begin; and
  - d. timeline of services provided.

### G. Authorizations for Pre-ETS Subcategories

1. Whether a case is an open PE case or an open VR case, VR Staff or VR Contractor shall ensure that “Student with a Disability” is marked “Yes” on the AWARE “Education” page for the category of “Pre-Employment Transition Services” to show as “Service Category” option prior to drafting an authorization in AWARE.
2. Drafting Authorizations for Pre-ETS Subcategories
  - a. VR Staff or VR Contractor shall authorize Pre-ETS Subcategories by using the Service Category “Pre-Employment Transition Services” and then the appropriate Service Subcategory” (e.g., “Instruction in Self Advocacy”).



## Pre-Employment Transition Services (Pre-ETS) Subcategories

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- b. VR Staff or VR Contractor shall only draft an authorization for the service that will initially be provided, which may not be all the anticipated services listed on the referral.
  - i. VR Staff or VR Contractor shall draft a separate authorization for each Pre-ETS subcategory.
    - a) Authorizations shall not exceed the student's graduation date (i.e., exits with a signed diploma) unless the student is pursuing postsecondary education which includes training leading to an industry-recognized credential and/or the student's 22<sup>nd</sup> birthday, whichever comes first.
      - 1) If a student has an identified need or could benefit from additional time or needs to repeat a previously completed Pre-ETS subcategory, VR Staff or VR Contractor may authorize for additional Pre-ETS.
        - 1.1 Designated VR Staff for PE cases shall discuss the benefits of opening a VR Case with the student, and if, applicable, their parent or legal guardian, prior to authorizing for repeat Pre-ETS.
- c. Based on discussion with provider, VR Staff or VR Contractor shall document the type of service being requested, service begin date, and service end date in the "Other Comments – Not Printed on Authorization" box.
- d. For PE Cases ONLY, prior to the first time an authorization is drafted for Pre-ETS, VR Staff or VR Contractor shall create an "Actual Service" record by referring to "Actual Service, Arranging for Pre-ETS" (80-VR-11-18.I). Only one (1) "Actual Service" record shall be entered per case regardless of the number of authorizations created.
- e. Pre-ETS Support Services, if needed, shall be placed on a separate authorization.
  - i. For guidance regarding authorizing Pre-ETS Support Services for VR Cases, refer to the "Transition Services" section of this manual.
  - ii. For PE cases, designated VR Staff may only authorize reader or interpreter services.

### 3. Issuing Authorizations for Pre-ETS

- a. VR Staff shall follow guidance in "Vocational Rehabilitation Purchases" (40-FIN-01-06) and:
  - i. ensure the provider selected is approved to provide Pre-ETS; and
  - ii. forward the authorization(s) with the "Referral for Pre-ETS" (80-VR-11-18. F) form to the provider.

### 4. Amending or Cancelling Pre-ETS Authorizations

## Pre-Employment Transition Services (Pre-ETS) Subcategories

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- a. When no services have been provided during the authorization period, VR Staff or VR Contractors shall refer to “Vocational Rehabilitation Purchases” (40-FIN-01-06) and proceed as detailed below.
  - i. Discuss services and timelines with the provider, student, and if applicable, the student’s parent or legal guardian. If continuation of services is determined appropriate, VR Staff or VR Contractor shall amend the current authorization to align with service provision in accordance with Section G.2.d.
  - a) If a total of two (2) amendments have been issued and services have not been provided, VR Staff or VR Contractor shall determine if different provider(s) and/or different service(s) are needed.
  - b) If no further Pre-ETS will be authorized, designated VR Staff shall refer to Section I.
- b. When a student with a PE case is determined ineligible for VR services, assigned VR Staff or VR Contractor shall notify designated VR Staff working with the PE case, who shall work with Account Examiner (AE) Staff to complete the following:
  - i. notify any authorized Pre-ETS provider(s) and advise them to stop providing Pre-ETS immediately;
  - ii. correct authorization’s(s) end date to the ineligible date; and
  - iii. proceed to Section I. to close the PE case with a closure date that is the same as the date the individual was determined ineligible for the VR case.
- c. When a student with a PE case is determined eligible for VR services, assigned VR Staff or VR Contractor shall notify designated VR Staff working with the PE case and the designated VR Staff shall contact the current provider to determine if services have begun.
  - i. If services have begun, the current authorization under the PE case shall remain open and services will continue until they are finished.
    - a) Designated VR Staff shall monitor open authorizations for final payment.
    - b) Once services are completed, designated VR and Accountant Examiner Unit (AEU) Staff shall process the invoice according to “Submission, Review, and Payment of AWARE Case Services Invoices” (40-FIN-02-02).
  - c) Designated VR Staff shall close the PE case (refer to Section I.)
  - ii. If services have not begun, designated VR Staff shall cancel the current authorization under the PE case and inform VR Staff or VR Contractor that a new authorization needs to be issued under the VR case.

## Pre-Employment Transition Services (Pre-ETS) Subcategories

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### H. Transferring Inactive PE Cases

1. If a student is not participating in Pre-ETS, has not yet turned 22, but has an open VR case refer to Section E.1.
2. If a student is not participating in Pre-ETS, has not yet turned 22, and does not have an open VR case, the case will be transferred and remain open on the PE Statewide Holding caseload (PE-SW0-H1) until they reach age 22.
  - a. Prior to transferring to the “PE-SW0-H1” holding caseload, designated VR Staff shall:
    - i. ensure all authorizations are cancelled and/or billings are complete;
    - ii. enter an AWARE Case Note including the reason for transfer (e.g., no longer interested, completed services); and
    - iii. create an activity due for the Vocational Rehabilitation Supervisor (VRS) to transfer the case.
3. When an individual turns 22 or has a VR eligibility decision, the PE case will be administratively transferred back to the designated VR Staff’s PE caseload so they may close the PE case.
4. If the VR case is closed from Application status (i.e., prior to eligibility) the VR Staff or VR Contractor shall notify the designated VR Staff, and the PE case remains open.

### I. Closing PE Cases

1. Designated VR Staff shall ensure all authorizations are cancelled and/or billings are complete prior to case closure.
2. Designated VR Staff shall select the closure outcome of “Exited Program” in AWARE and utilize one (1) of the two (2) closure reasons below when closing a PE case.
  - a. Student Reached 22nd Birthday
    - i. If the individual does not have an open VR Case, send a “Conclusion of Pre-ETS Letter” (80-VR-11-18.J.) to the student and, if applicable, their parent or legal guardian, and:
      - a) email a copy of the letter to the referral source, [OOD.PreEmploymentRequestFax@ood.ohio.gov](mailto:OOD.PreEmploymentRequestFax@ood.ohio.gov); and
      - b) save the email in an AWARE Case Note.
  - b. Determined Eligible or Ineligible for VR Services

## Vehicle Modification

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- i. Designated VR Staff shall ensure the PE case remains open until a VR eligibility decision has been made.
- ii. If the student is determined eligible, the PE case shall be closed once all authorizations have been closed (i.e., services delivered, invoices paid). This may be after the date of eligibility and may result in a student having both a PE and VR case open in AWARE.
- iii. If the student is determined ineligible, designated VR Staff shall ensure the closure date is equal to the eligibility date.
  - a) Designated VR Staff shall submit service now tickets if closure date is unable to be entered.

## Vehicle Modification

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-25-01)

[Policy: Rehab Tech \(80-VR-25\)](#)

[Back to TOC](#)

### A. General

1. OOD shall not purchase a vehicle in whole or in part but may purchase automotive adaptive equipment and motor vehicle modifications in whole or part, for an individual as long as the vehicle is titled to the individual, parent or legal guardian, spouse, and/or sibling. In addition, the following conditions must be present:
  - a. personal transportation is required to meet the employment outcome specified on the individual's individualized plan for employment (IPE) (refer to "Individualized Plan for Employment" section of this manual); and
  - b. other modes of transportation (e.g., public transportation) that would enable the individual to effectively meet the employment outcome as stated in their IPE are not available.

### B. Requirements for Vehicles and Planning Discussions

1. OOD shall not purchase a new or used vehicle, in whole or in part, for an individual nor shall OOD pay for any required repairs on a vehicle purchased for the purpose of vehicle modification.
  - a. OOD will not purchase extra options that are not included with the vehicle (e.g., back-up camera, remote car starter).

## Vehicle Modification

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2. Vehicle modifications shall only be provided to an individual actively involved in VR services (i.e., either participating in services, ready for employment, or currently employed) and shall only be considered when it is more cost effective and/or more efficient than the purchase of public or any other mode of transportation per the “Transportation Services” section of this manual.
3. For the purpose of this section, vehicle modification only applies to passenger cars (i.e., car or van) and shall meet the parameters below.
  - a. The vehicle shall be one of the following:
    - i. Chrysler Pacifica;
    - ii. Dodge Caravan;
    - iii. Honda Odyssey;
    - iv. Toyota Sienna (2021 or newer hybrid models only); and
    - v. others, as allowed by OOD.
  - b. The vehicle may be new or if the vehicle is used it shall:
    - i. have mileage under 36,000;
    - ii. be less than 3 years old; and
    - iii. have a valid original manufacturer’s warranty.

Note: An exception may be granted to the mileage or year requirements, refer to Section G. for submission and processing.
  - c. Prior to authorizing for the modification of a used vehicle, an inspection report from an ASC certified mechanic, independent of the seller, shall be provided to OOD, by the individual.
    - i. The report by the ASC certified mechanic shall include a completed “Vehicle Inspection Form” (80-VR-25-01.A) indicating the vehicle is in “sound condition.”
  - d. Prior to authorizing for a vehicle modification, VR Staff or VR Contractor shall consult with the OOD Designee, via email, to [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov) with the required information and reports outlined in this section.
4. VR Staff or VR Contractors and the individual and, if applicable, their parent or legal guardian, spouse, and/or sibling shall discuss the vehicle modification process using the “Vehicle Modification Acknowledgement” (80-VR-25-01.B). The following, but not limited to items, shall be included in the discussion.
  - a. The individual and, if applicable, their parent or legal guardian, spouse, and/or sibling should not purchase a vehicle with the expectation that OOD will approve a modification prior to all requirements of this section of the manual being completed. This includes obtaining the modification quotation(s), awarding the project, and

completing/signing the “Vehicle Modification Agreement” (80-VR-25-01.C).

- i. The individual and, if applicable, their parent or legal guardian, spouse, and/or sibling, should check with the retail dealer awarded the project about acceptable trim packages and options prior to making a final purchase.
- b. If the individual and, if applicable, their parent or legal guardian, spouse, and/or sibling, wishes to purchase a used vehicle, VR Staff or VR Contractor shall ensure that they understand that the requirements provided in Section B.3.b. are met.
- c. The vehicle which the individual or, if applicable, their parent or legal guardian, spouse, and/or sibling, is planning on purchasing and the modifications that will be required.
- d. The available retail dealer that can make the modifications.
- e. The timeframe for completion of the modification.
- f. If, at any during the process, the individual and, if applicable, their parent or legal guardian, spouse, and/ or sibling, wants to change the approved vehicle, the VR Staff or VR Contractor must consult with the OOD Designee by sending an e-mail to [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov).

#### C. Adaptive Driver Evaluation and License and Driver Training

1. VR Staff or VR Contractor shall review all proposed vehicle modifications with their VR or Contract Supervisor prior to authorizing for a driver evaluation in AWARE.
2. If the VR or Contract Supervisor agrees to move forward with exploring the feasibility of a vehicle modification, a driver evaluation is required to document the individual’s needs and ability to operate a motor vehicle.
  - a. The driver evaluation may be conducted as part of the Comprehensive Assessment (CA) process as outlined in the “Comprehensive Assessment” policy (80-VR-04) and in the “Comprehensive Assessment” section of this manual or later in the VR process (e.g., as the individual is approaching readiness for the modification).
  - b. The evaluation shall be completed by a Certified Driver Rehabilitation Specialist (CDRS) or Driver Rehabilitation Specialist (DRS). A listing may be found on the Association of Driving Rehabilitation Specialist website (<https://www.aded.net/>) under the “Directory & Services” section.
    - i. Prior to the evaluation, VR Staff or VR Contractor shall contact the CDRS/DRS to determine if a prescription is needed from the individual’s treating physician for participation in the driver evaluation.
      - a) A prescription, if required, should include the relevant diagnosis and any other requirements deemed necessary by the CDRS/DRS.

## Vehicle Modification

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- b) If necessary, VR Staff or VR Contractor shall work with the individual and, if applicable, their parent or legal guardian and/or the treating physician to obtain the prescription.
    - ii. OOD may require the CDRS/DRS to utilize the “Vehicle Modification Specification” form (80-VR-25-01.D) to document their evaluation.
  - c. VR Staff or VR Contractor shall ask the CDRS/DRS if the individual requires a driver permit in order to complete the evaluation if they do not currently possess a valid driver license.
    - i. VR Staff or VR Contractor shall follow the “Transportation Services” section of this manual if the individual needs to obtain a driver permit to participate in a driver evaluation.
  - d. If the individual does not possess a valid driver license with the proper endorsements, the CDRS/DRS may recommend driver rehabilitation training (DRT) for the individual to obtain or update their driver license.
    - i. If DRT is recommended, the VR Staff or VR Contractor shall add DRT to the individual’s IPE which shall include an estimate of time for completion, based on recommendations from the CDRS.
  - e. The submission of the “Vehicle Modification Specification” by the CDRS/DRS certifies the individual’s driver competency that the individual possesses a valid driver license with proper endorsements.
    - i. The “Vehicle Modification Specification” certifies driver competency for 12 months.
  - f. If the CDRS/DRS does not recommend that the individual drive (and therefore does not recommend DRT), VR Staff or VR Contractor and the individual and, if applicable, their parent or legal guardian shall explore other transportation options. The Vehicle Modification process discussion stops at this point.
- D. Review of Proposed Modification(s), Obtaining Quotations, Award of the Project, Issuing Authorization, and Final Fitting (Refer to Section D. for Minor Modifications)
- 1. Once the discussion with the individual and, if applicable their parent or legal guardian, spouse, and/or sibling has been completed, VR Staff or VR Contractor shall request a review of all proposed modifications (including minor modifications, refer to Section E.) by sending an email to [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov) for review by the OOD Designee.
    - a. The email shall include details of the proposed modifications and the year, make and model of the proposed vehicle.
    - b. A copy of the email shall be placed in an AWARE Case Note.

Vehicle Modification

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- c. Vehicle modification information shall NOT be added to the IPE prior to award to the retail dealer.
  2. Once the OOD Designee reviews the email, determines all required information is documented in the AWARE Case Record, and all requirements are met, they shall proceed as detailed below.
    - a. Complete the “Vehicle Modification Request for Quotation” form (80-VR-25-01.E) and send to the three (3) qualified modification retail dealers selected by the individual and, if applicable their parent or legal guardian, spouse, or sibling.
      - i. Three (3) quotations are not required for minor vehicle modifications (refer to Section E.) per “Vocational Rehabilitation Purchases” (40-FIN-01-06). If this is the case, the individual and, if applicable, their parent or legal guardian, spouse, and/or sibling, shall choose a vehicle modification retail dealer and VR Staff or VR Contractor shall inform the OOD Designee which supplier was chosen, via email, at [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov).
    - b. Upon return of the quotations, review and award the modification based on the primary factor of lowest cost, but also secondary factors of shortest distance from the individual’s residence and fastest projected completion time.
    - c. The OOD Designee shall complete the “Vehicle Modification Bid Summary” (80-VR-25-01.F). Once completed:
      - i. scan into an AWARE Case Note;
      - ii. send, via email, to the VR Staff or VR Contractor who submitted the request; and
      - iii. send to the retail dealer(s) who submitted the quotation(s).
3. The VR Staff or VR Contractor shall proceed as detailed below.
  - a. Complete the “Vehicle Modification Agreement” (80-VR-25-01.C) and obtain the individual’s signature and date and, if applicable, the signature and date of their parent or legal guardian, spouse, and/or sibling.
  - b. Once the vehicle has been purchased, obtain copies of the following items and scan into an AWARE Case Note:
    - i. the individual’s proof of insurance for the vehicle being modified;
    - ii. the vehicle title or registration; and
    - iii. the individual’s driver license with endorsements.
  - c. Add the vehicle modification information to the IPE.



## Vehicle Modification

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- d. Create an AWARE authorization to the retail dealer who was awarded the project per instruction in “Vocational Rehabilitation Purchases (40-FIN-01-06).

- i. Payment shall not be released until the modification and final fitting are completed following guidance in “Submission, Review, and Payment of AWARE Case Services Invoices” (40-FIN-02-02).

4. The CDRS/DRS should, if at all possible, attend the final fitting of the vehicle.

### E. Minor Vehicle Modifications

1. Minor modifications shall be listed on the IPE prior to authorizing the services as stated in Section F.2.
2. “Vocational Rehabilitation Purchases” (40-FIN-01-06) shall be followed to determine if verbal or written quotations are required based on the proposed cost.
3. Minor modifications include:
  - a. manual hand/foot controls;
  - b. pedal guards;
  - c. left foot accelerator;
  - d. mirrors;
  - e. remote switches;
  - f. unoccupied wheelchair/scooter handling device;
  - g. spinner knobs;
  - h. simple extension modifications of secondary controls that allow an individual to grasp, pull, twist, or activate control functions, wheelchair carriers, pedal extensions, shift levers, park brake, turn signals, hazard lights, washer/wiper, ignition, lights, dimmer, seat adjustment, HVAC controls, and door locks; and
  - i. similar items which may be considered by the OOD Designee on a case-by-case basis.
4. OOD is not required to consider the age of the vehicle or mileage limits when an initial request is made for minor modifications to a vehicle.
5. The length of time between OOD authorizing for minor modifications follows the ten (10) years or after the vehicle accumulates 100,000 miles from the date the retail dealer submits the final invoice for payment to OOD, if previously modified.

**F. Replacement Vehicle Modifications**

1. An individual is eligible to receive a replacement vehicle modification provided by OOD ten (10) years from the date the retail dealer submits the final invoice for payment to OOD or after the vehicle accumulates 100,000 miles.
  - a. The replacement modification must be necessary to enable an individual to maintain the employment outcome as defined in the individual's IPE.
2. OOD may consider and grant exceptions to the time and accumulated miles requirements for replacement vehicle modifications addressed in Section F. in the following situations:
  - a. the individual is currently competitively employed; and
  - b. the individual experiences a deterioration of function due to a disability such that the individual is no longer able to safely drive or be transported with the provided level of adaptive driving technology; or
  - c. the individual experiences an additional disability, such that the individual is no longer able to safely drive or be transported using the provided modification; or
  - d. when the high-tech driving system manufacturer recommends a safety upgrade to the driving system and the high-tech integrated driving system is out of warranty and the warranty had been maintained through appropriate maintenance.

Note: Refer to Section G. for submission and processing of exceptions.

**G. Exceptions**

1. VR Staff shall make requests for exceptions, via email, to the OOD Designee at [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov) . The email shall include detailed justification for the request.
2. Upon receipt of an email, the OOD Designee shall review the exception request to verify all information is on file and that the request meets one (1) of the allowable reasons (as noted above).
3. Once the OOD Designee's review is complete and criteria is met, they shall forward on for review and approvals as listed below.
  - a. The OOD Designee shall forward to the appropriate Assistant Deputy Director (ADD).
  - b. The ADD shall forward to the Deputy Director
  - c. The Deputy Director shall forward to the Director for final approval.

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## Home Modifications

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### A. General

1. Home modifications shall only be provided if they are necessary to prepare for, secure, retain, advance in, or regain a competitive integrated employment outcome as identified on an approved Individualized Plan for Employment (IPE).
2. If the property owner is someone other than the individual, the owner shall be involved from the beginning of the process in order to acknowledge and consent to the home modifications.
  - a. A written agreement between the property owner and the individual shall be signed by both parties prior to beginning a home modification and shall outline future responsibilities of each party should the individual vacate the property.
    - i. A copy of the agreement shall be provided to OOD prior to authorization of any home modification(s) and placed in the AWARE Case Record.
5. VR Staff or VR Contractor shall inform the individual and if applicable, their parent or legal guardian that home modification shall not begin prior to all requirements of this section of the manual being met (e.g., assessment by Rehabilitation Technologist, obtaining and approving quotations for modifications, review by OOD Designee).

### B. Requirements for Home Modifications

1. Prior to moving forward with the home modification, VR Staff or VR Contractor shall justify the functional need for the home modification and obtain supervisory approval in AWARE.
2. After supervisory approval has been obtained, VR Staff or VR Contractor shall request that the individual and, if applicable, their parent or legal guardian or the property owner, if other than the individual, read, sign, and date the “Acknowledgement of Understanding and Approval for Home Modification(s)” (80-VR-25-02.A) form and scan the document into AWARE.
3. VR Staff and VR Contractors shall only authorize home modifications when they are necessary, functional adaptations to existing structures.
  - a. Home modifications are not considered home improvement projects, but rather to assist individuals in overcoming a disability-related barrier to employment, including preparing for, securing, retaining, advancing in, or regaining competitive integrated employment (CIE).

Home Modifications

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4. VR Staff or VR Contractor shall only authorize home modifications to an individual's primary residence (i.e., the home from which the individual would normally leave to go to work or in the case where they work from home) to enable the individual to engage in VR services and/or obtain their employment outcome. Modifications include, but may not be limited to:
  - a. structural alterations to make features of the home accessible (e.g., widening a doorway to access a bathroom); and
  - b. increasing safety for use of space (e.g., roll-in shower, grab bars, power/manual mobility tools/body lifts [Hoyer lift]) for the purpose of transferring in or out of a wheelchair).
  - c. A room addition shall only be considered when a cost analysis indicates such construction is more cost effective than other modifications or alterations to an existing structure.
5. VR Staff or VR Contractor shall make every attempt to authorize non-permanent structural alterations that would be portable if the individual lives in rental property or is planning to move.
  - a. When non-permanent structural alterations are not available or do not meet the individual's functional needs, VR Staff or VR Contractor may authorize structural modifications.
6. Prior to OOD authorizing for a home modification, the property owner or individual must provide a copy of a home inspection report conducted within the past calendar year to ensure the property meets all local and state building codes. The inspection shall have been or be completed by a licensed home inspector independent of the rehabilitation technology provider making recommendations regarding the needed home modification.
  - a. The property owner and/or individual shall be responsible for paying for the home inspection.
  - b. The home inspection report shall be reviewed by VR Staff or VR Contractor.
    - i. If the report contains the need for repairs, the property owner and/or individual shall be responsible for paying for the repairs. OOD shall not authorize (i.e., pay for) for any repairs.
    - ii. Home modifications shall not begin until all repairs are completed.
7. VR Staff or VR Contractor should authorize all approved, disability-related home modifications at the same time, when possible.
  - a. In rare circumstances, additional home modifications may be authorized at a later time only if required due to a functional need.
    - i. Area Manager approval must be obtained prior to authorization.

8. VR Staff or VR Contractor shall not authorize home modifications for the items and/or situations detailed below.
  - a. Modifications that are not required to meet the functional needs of the individual.
  - b. Modifications to a newly constructed home which has been built specifically for the individual.
    - i. “Specifically built for the individual” means a residence that the individual entered into a contract to have built for them and which did not previously have any other occupants.
  - c. The purchase of land or newly built structures.
  - d. Modifications that involve movement or construction of exterior walls.
  - e. Modifications if there is a lien against the property.
    - i. VR Staff or VR Contractor may use county court records to access this information as liens on properties are public record.
  - f. Home furnishings, appliances, and/or furniture.
  - g. Purchase or modifications of swimming pools, heated pools, Jacuzzis, whirlpool tubs, or saunas.
  - h. Restoration of property to its original state after modifications have been completed.
  - i. Installation of an elevator or a vertical platform lift.
    - i. Exception, OOD may purchase an exterior vertical platform lift for the purpose of entering the home from the outside if required and if it is the least cost alternative that safely meets the individual’s needs.
  - j. Whole house or portable backup generator.
  - k. Modifications to businesses with the exception of a modification to a room to allow an individual to work from home.

#### C. Comprehensive Assessment Process and Individualized Plan for Employment (IPE)

1. When assessing the functional need for home modifications, VR Staff or VR Contractor shall consider the items listed below.
  - a. Will the requested home modification(s) enable the individual to participate in VR services necessary to achieve the competitive integrated employment outcome listed

on the IPE?

- b. Who owns the property, the individual or another party?
  - i. VR Staff or VR Contractor shall obtain proof of ownership and document in the AWARE case record.
  - ii. Is the individual planning to move in the next two (2) years?
    - a) An individual considering a move to a new or different home may seek consultation on accessibility issues, but should not assume that OOD will modify an inaccessible house after the individual has moved in.
  - iii. Are the requested home modification(s) the least cost option(s).
    - a) Are there other alternatives that meet the functional needs of the individual (e.g., may rooms be re-arranged, may adaptive equipment or technology be used, if renting, the possibility of moving to an accessible place in lieu of a home modification).
  - iv. Has the home been previously modified?
    - a) Does the current modification(s) provide for one (1) entrance/exit, and/or an area to get ready for work?
      - 1) If the home currently has a modified entrance/exit or an area to get ready for work that is functional and meets safety standards, OOD will not authorize additional modifications.
  - v. How is the space currently used by the individual?
  - vi. What tasks will the room be used for after the proposed modification?
- 2. VR Staff or VR Contractor shall refer a Rehabilitation Technologist to perform a home accessibility evaluation.
  - a. To select a Rehabilitation Technologist, VR Staff or VR Contractor shall follow “Vocational Rehabilitation Fee Schedules” (80-VR-10), the “Vocational Rehabilitation Informed Choice” policy (80-VR-07) and the “Informed Choice” section of this manual.
    - i. Only rehabilitation technologists listed in the OOD Provider Management Program (PMP) shall be used when authorizing evaluations for home modifications.
  - b. Once selected, VR Staff or VR Contractor shall authorize for the Rehabilitation Technologist to perform a home accessibility evaluation which shall include a report identifying the necessary modifications, if any, before modifications are authorized in AWARE. The report shall include the items listed below.

## Home Modifications

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- i. If the residence and/or property requires upgrades to meet state or local building codes, it is the responsibility of the individual and/or the property owner to have the repairs made before OOD approves the home modification(s) or lists on the IPE.
    - ii. VR Staff or VR Contractor shall not move forward with the home modifications process until the supplier, which will be completing the repairs, provides the individual and OOD written documentation that the home and/or property now meet the state and local building codes.
    - iii. If the modification includes adaptive equipment covered under the Ohio Department of Medicaid (ODM) Fee Schedule VR Staff or VR Contractor may work with the Rehabilitation Technologist, if necessary, to identify suppliers who will take OOD authorizations and accept ODM maximum rates.
      - a) CPT Codes should be included in the recommendations, if known.
    - iv. Drawings/pictures, including measurements of the room and/or house to explain the modification needed, if appropriate.
    - v. Possible adaptive equipment or other accommodations that may be/were considered and might negate the need for structural changes to the home/dwelling.
      - a) This shall include re-purposing of current spaces that are accessible and would not require modifications. OOD will not modify an additional room if the current space is accessible.
  - c. If additional information is needed, VR Staff or VR Contractor shall follow up with the Rehabilitation Technologist who performed the evaluation.
3. Once the assessment has been completed, VR Staff or VR Contractor shall discuss the items listed below with the individual and if applicable, their parent or legal guardian and the property owner, if other than the individual.
  - a. The findings from the Rehabilitation Technologist's report. If appropriate, include the Rehabilitation Technologist in the discussion-
  - b. The availability of resources to assist with the cost of providing modifications and if appropriate the potential comparable benefits if available.
    - i. VR Staff or VR Contractor shall follow guidance in the "Rehabilitation Technology" (80-VR-25) policy when considering comparable benefits.
    - ii. Medicaid may be able to assist with the cost of the modification for individuals under 60, who are Ohio Medicaid recipients through the Ohio Home Care Waiver at <http://medicaid.ohio.gov/Portals/0/For%20Ohioans/Programs/HCBS/WaiverService>

[es-Logo%20.pdf](#)

- iii. For devices added to the modification that are considered durable medical equipment, VR Staff or VR Contractor may authorize up to the maximum rates established by the ODM Fee Schedule.
  - iv. Ask the property owner and/or the individual, if they are able to contribute to the cost of the modifications.
- c. That OOD shall only authorize for the least cost (see Section D. for quotation requirements) home modification options included in the Rehabilitation Technologist report.
- i. If the individual and if applicable, their parent or legal guardian or the property owner, if other than the individual, inquire about upgrades, VR Staff or VR Contractor shall inform them it would be at their own expense (e.g., ceramic tile versus linoleum, specific finishes).
    - a) VR Staff or VR Contractor shall not authorize for any upgrades.
    - b) The supplier should arrange, with the appropriate party, for the payment of any upgrades prior to starting the work.
  - d. Inquire as to any deed restrictions or homeowner association rules that might affect proposed modification(s).
  - e. The potential timelines, maintenance, repairs and replacement of modifications so the individual or the property owner, if other than the individual, understands their responsibilities.
    - i. VR Staff or VR Contractor shall inform the individual and if applicable, their parent or legal guardian that OOD shall not be responsible for:
      - a) any maintenance, repairs, damage replacement, or removal of modifications made (i.e., the property owner, and/or the individual shall be responsible for the maintenance and proper care of the modifications); or
      - b) restoring the property to its original state after modification(s) have been made.
4. VR Staff or VR Contractor shall determine which home modifications recommended are needed to remove barriers related to the individual preparing for, securing, retaining, advancing in, or regaining CIE.

#### D. Requesting Quotations and Selection of a Supplier

- 1. VR Staff or VR Contractor shall request a review of all proposed home modifications by sending an email to the OOD Designee, via email at [ood.rehabtech@ood.ohio.gov](mailto:ood.rehabtech@ood.ohio.gov).



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- a. This email shall include the following information and attachment:
  - i. Participant ID number of AWARE Case Record to be reviewed;
  - ii. information regarding the need for adaptive equipment related to disability needs, if applicable;
  - iii. the final report from the Rehabilitation Technologist including, but not limited to, recommendations regarding specific modifications and drawings/pictures of the house, if applicable;
  - iv. justification emails and or Case Notes that require VR Supervisor or Area Manager approval; and
  - v. The signed “Acknowledgement of Understanding and Approval for a Home Modification(s)” (80-VR-25-02.A) form.
- b. A copy of the email shall be placed in an AWARE Case Note.
2. Prior to award of the project, VR Staff or VR Contractor shall NOT add Home Modifications to an IPE.
3. Once the OOD Designee reviews the AWARE Case Record and determines all required information is documented and that all requirements are met, the Designee shall proceed as detailed below.
  - a. Request three (3) quotations from qualified modification suppliers using the “Home Modification Request for Quotation” (80-VR-25-02.B) (refer to Vocational Rehabilitation Purchases [40-FIN-01-06]. “Vocational Rehabilitation Informed Choice” policy (80-VR-07) and the “Informed Choice” section of this manual shall also be taken into consideration.
    - i. The Rehabilitation Technologist and/or the individual can assist in identifying potential home modification suppliers.
    - ii. The Rehabilitation Technologist who performed the home accessibility evaluation is prohibited from submitting a quotation on the projects they assessed.
  - b. Review the quotations and award the project based on the lowest, most responsive quotation.
  - c. Enter the quotation summaries into an AWARE Case Note.
  - d. Notify VR Staff or VR Contractor after the award is made and entered into AWARE.

## E. Completion of the IPE

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1. VR Staff or VR Contractor shall complete the IPE once the OOD Designee has awarded the project and made all required entries in AWARE.
  - a. VR Staff or VR Contractor shall follow direction in “Individualized Plan for Employment (IPE)” policy (80-VR-08) and the “Individualized Plan for Employment (IPE)” section of this manual to include the home modification(s) on the IPE.

### F. Completion of Home Modifications

1. Once the supplier is awarded the project and prior to beginning the home modifications, the supplier must:
  - a. develop a construction schedule with the individual and the property owner, if other than the individual;
  - b. provide a copy of the construction schedule to the VR Staff or VR Contractor, the individual and the property owner, if other than the individual;
  - c. obtain any required permits needed for the modifications;
  - d. begin the project within 30 days from receipt of the authorization; and
  - e. complete the project within 60 days, unless special arrangements are made with OOD.
2. The supplier shall provide a one (1) year warranty from the date of final completion of work against defective workmanship and shall guarantee that all materials/products/ appliances (installed or furnished) perform their advertised functions as required in the original quotation documents.
  - a. Additional warranties may be provided by the relevant manufacturers and the individual and the property owner, if other than the individual, shall be given copies of all warranties.
  - b. Copies of the supplier’s warranty and any manufacturers’ warranties shall also be placed in the AWARE case record.
3. VR Staff or VR Contractor shall have the supplier that has completed/overseen the work complete the “Supplier Attestation of Completion of Home Modification” (80-VR-25-02.C).
  - a. Once the form has been signed and dated by all required parties, OOD shall have no further responsibility for the maintenance, repair, replacement, or removal of any part of the home modification.

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## Chapter 5 - Closure and Extended Employment

### Case Closure

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[Commonly Used Resources](#)  
[Policy](#)

(80-VR-02-01)

[Policy: Case Closure \(80-VR-02\)](#)

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#### A. Case Closure With An Employment Outcome

1. VR Staff or VR Contractor shall only close the case of an individual with an employment outcome when the requirements listed below have been met.
  - a. VR Staff or VR Contractor and the individual agree that the employment outcome, as documented in their Individualized Plan for Employment (IPE) which is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, including the need for supported employment of the individual in the most integrated setting possible, has been achieved.
    - i. VR Staff or VR Contractor shall amend the IPE when the individual's employment outcome results in a change to the first two (2) digits of the Standard Occupational Classification (SOC) code listed on the IPE
  - b. Employment has been verified.
    - i. VR Staff or VR Contractor shall verify the individual's employment and ensure all source documentation is present in AWARE and matches information entered into AWARE **prior** to closing the case.
      - a) The following items of source documentation **shall be present**:
        - 1) employment verification (e.g., most recent pay stub retention report);
        - 2) employment start date (Note: Information on Employment page must reflect 1<sup>st</sup> day of employment. Example: Employment starts January 1<sup>st</sup>. AWARE and source documentation must reflect January 1<sup>st</sup>, not the date Tier II is paid);
        - 3) verification of hourly earnings at closure (Note: Information on Employment page must match **most recent** earnings. Example – starting wages \$15/hour versus wages at closure \$20/hour. AWARE and source documentation must reflect \$20/hr.); and
        - 4) verification of hours worked (Note: Information on Employment page must match **most recent** work schedule. Refer to examples above).

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- b) Employment is consistent with the definition of competitive integrated employment (CIE).
  - 1) VR Staff or VR Contractor may use the “Competitive Integrated Employment (CIE) Placement Evaluation Tool” (80-VR-11-14.F) to determine if an employment outcome meets the definition of CIE.
  - 2) CIE includes customized employment, self-employment, telecommuting, or business ownership when it meets all criterion outlined.
- c) All final employment documentation must be in the case prior to case closure and shall match the AWARE Employment Page.
- c. Services provided on the IPE (including direct services provided by VR Staff or VR Contractors) contributed to the achievement of the individual’s employment outcome.
  - i. VR Staff or VR Contractor shall enter services they provided or were provided by comparable benefit into AWARE as an actual service.
  - ii. If there were services listed on the IPE, but were not provided, VR Staff or VR Contractor shall check the box and list the services that were not provided on the “Case Closure” (with an employment outcome) letter (80-VR-02-01.A).
- d. The individual has maintained stable employment for no less than ninety (90) days (to ensure the stability of the employment outcome) and the individual no longer needs VR services.
- e. The individual and VR Staff or VR Contractor agree that the individual is performing the essential functions of the job independently (or with minimal supports).

### B. Case Closure Without An Employment Outcome

- 1. VR Staff or VR Contractor shall not close a case without an employment outcome prior to the eligibility (includes ineligibility) determination unless:
  - a. the individual declines to participate in an assessment for determining eligibility and priority for services; or
  - b. is unavailable to complete an assessment for determining eligibility, priority for services, and no other supporting documentation is available; and at least two (2) attempts to contact the individual and, if applicable, their individual representative, have been made and documented in AWARE.
- 2. When closing a case without an employment outcome for reasons unrelated to extended employment, VR Staff or VR Contractor shall use one of the closure codes listed below.
  - a. Death of Individual

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- i. When closure is due to the death of the individual, VR Staff or VR Contractor shall proceed to Section E.
- b. No Response After Repeated Attempts
  - i. The individual cannot be located or contacted after a reasonable number of attempts have been made to contact. This means that the individual has relocated (within or out of state) without a forwarding address or the individual has not responded to multiple attempts to contact the individual by U.S mail, telephone, text, or email.
    - a) VR Staff or VR Contractor shall document the repeated attempts, and the method(s) used, to contact the individual. At minimum, VR Staff or VR Contractor shall make two (2) documented attempts (using the individual's preferred method of correspondence), allowing for at least five (5) business days between/after attempts for the individual to respond.
      - 1) If the individual does not respond to the repeated attempts, VR Staff or VR Contractor shall complete and send the "Attempt to Contact Letter" (80-VR-02-01.B) requesting that contact be made within 15 business days.
        - 1.1 Example: 15 business day count begins the day after the date of the letter (e.g., letter date = Monday, 6/7/2021; so, contact must be made by close of business Tuesday, 6/28/2021).
      - 2) If the individual does not respond to the "Attempt to Contact Letter" by the deadline noted on the letter, VR Staff or VR Contractor shall proceed to section E. to close the case.
      - 3) Returned letter envelopes shall be scanned into an AWARE Case Note to document efforts to contact the individual. Once a letter has been returned, no further contact is necessary.
- c. Extended Services Not Available
  - i. The individual has received VR services under an IPE, but requires long-term support services (e.g., follow-along) for which no long-term source resources (e.g., DD board, mental health facility) is available to support an individual who has a most significant disability (MSD) in supported employment.
    - a) VR Staff or VR Contractor shall follow direction in the "Supported Employment" section of this policy prior to closing a case for a youth (ages 14-24) who has an MSD and who is receiving services under a supported employment plan.
- d. Health/Medical Difficulties

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- i. The individual's treatment for a health or medical condition prevents their ability to participate in VR services for a period of time exceeding 90 calendar days or entry into CIE. Includes an individual whose medical condition is rapidly deteriorating or terminal.
- e. Institutionalized (Not Prison or Jail)
  - i. The individual is unavailable for participation in VR services because they have been placed in or committed to the care of a specialized institution for 24 hours a day (e.g., hospital, nursing home).
- f. Incarceration
  - i. The individual is in a correctional institution and not able to participate in VR Services (e.g., prison, jail, reformatory, work farm, detention center).
- g. Ineligible – Not Interested or Unable to Get a Job
  - i. The individual made an informed choice not to pursue CIE – **after** an eligibility determination.
  - ii. The individual indicates that their disability is preventing them from being able to seek CIE – **after** an eligibility determination.
- h. Ineligible - Disability Too Severe/Unable to Benefit from Services
  - i. The individual is determined by VR Staff as being unable to benefit from VR services due to the severity of their disability and subsequent functional limitations - **prior to** an eligibility determination; VR Staff or VR Contractor shall follow direction in "Vocational Rehabilitation Eligibility and Order of Selection (OOS)" (80-VR-06) and the "Eligibility Determination" section of this manual including providing a Trial Work Experience in addition to utilizing this closure reason.
    - a) VR Staff or VR Contractor shall notify the individual and if applicable, their individual representative, in writing, of the individual's right to request an annual review of the ineligibility decision.
      - 1) This notification is not required in cases where the individual is no longer present in the State, the individual cannot be located, or the individual's medical condition is considered rapidly progressive or terminal.
- i. Ineligible - No Disabling Condition
  - i. The individual is determined as not having a physical or mental impairment - **prior to** an eligibility determination.

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- a) VR Staff or VR Contractor shall follow direction in “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” (80-VR-06) and “Eligibility Determination” section of this manual in addition to utilizing this closure reason.
- j. Ineligible - No Impediments (Barriers) to Employment
  - i. The individual is determined as having a physical or mental impairment that does not constitute a substantial barrier to employment - **prior to** an eligibility determination.
    - a) In addition to utilizing this closure reason, VR Staff or VR Contractor shall follow guidance and direction in the “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual.
- k. Ineligible - Does Not Require VR Services
  - i. The individual is determined as not requiring VR services to prepare for, enter into, engage in, retain, or advance in CIE that is consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, including the need for supported employment of the individual - **prior to** an eligibility determination.
    - a) In addition to utilizing this closure reason, VR Staff or VR Contractor shall follow guidance and direction in the “Vocational Rehabilitation Eligibility and Order of Selection (OOS)” policy (80-VR-06) and the “Eligibility Determination” section of this manual.
- l. No Longer Interested in Receiving Services or Further Services
  - i. The individual has made an informed choice not to participate or continue in their VR program.
    - a) VR Staff or VR Contractor shall communicate directly with the individual and, if applicable, their individual representative and document the discussion(s) in AWARE in order to use this code.
- m. Reserve Forces Called to Active Duty
  - i. An individual who is a member of the National Guard or other reserve military unit of the armed forces is called to active duty for at least 90 days.
- n. Transferred to Another Agency
  - i. An individual who needs services beyond the scope of OOD and may be better served through another entity, including another state agency.

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- a) VR Staff or VR Contractor shall follow direction in the “Information and Referral” section of this manual and only use this closure reason when the individual is being referred to an entity so they may obtain services that they were not previously involved.
- o. Transportation Not Available
  - i. An individual cannot accept or maintain employment because transportation is not feasible or not available.
  - ii. Prior to using this code, VR Staff or VR Contractor should explore alternative options for transportation and document in an AWARE Case Note.
- p. Unable to Make Progress
  - i. Using the criteria below in ii. and iii., the individual is determined to be unable or unwilling to make progress towards development of the IPE or the achievement of the employment outcome – **after** an eligibility determination.
  - ii. The individual’s actions (including aggressive and/or disruptive behavior) or inactions (e.g., repeated failures to keep appointments for assessment, counseling, or other services) make it impossible to begin or continue in the VR program.
    - a) When an individual is engaging in **aggressive** behavior (e.g., threatening to harm) the VR Staff or VR Contractor shall:
      - 1) inform the individual their behavior is unacceptable and therefore their case will be closed;
      - 2) notify supervisor of the threat;
      - 3) notify law enforcement, as appropriate;
      - 4) if appropriate, notify OOD’ Division of Human Resources if OOD Staff are involved (refer to “Workplace Violence” [50-LR-03-01]);
      - 5) if appropriate, discuss with OOD’s Division of Legal Services; and
      - 6) proceed to Section E.
    - b) When an individual is engaging in disruptive behavior (e.g., using profane language or raising one’s voice) towards VR Staff or VR Contractor, they shall:
      - 1) assist individual with resources to seek resolution to problems causing disruptive behavior, as appropriate;



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- 2) inform the individual that continued disruptive behavior could result in law enforcement involvement and VR case closure; and
  - 3) notify supervisor, as appropriate
- 3.1 If it is determined that the case should be closed, VR Staff or VR Contractor shall proceed to section D.
- c) VR Staff or VR Contractor shall document the circumstances of the aggressive and/or disruptive behavior in an AWARE Case Note titled “Alert” and include the following information:
    - 1) location;
    - 2) description;
    - 3) witnesses present, if any;
    - 4) injuries (including medical treatment, if given);
    - 5) other people involved;
    - 6) other notifications completed (e.g., law enforcement, VRS, HR, DLS); and
    - 7) add a Security Notification to case with “See Alert Case Note date xx/xx/xxxx”.
- iii. When an individual has been inactive, VR Staff or VR Contractor shall consult with the individual, when appropriate, to discuss barriers and/or impediments that resulted in their inaction, as well as explore and identify resolutions to increase cooperation and participation.
- a) During the consultation, VR Staff or VR Contractor should review the previously signed “Participant Acknowledgement” (80-VR-01.C) with the individual and counsel them regarding their inaction and the impact of their behavior on employability.
  - b) After the consultation, VR Staff or VR Contractor shall follow up, in writing, with the individual summarizing their discussion including, but not limited to:
    - 1) the nature of the inaction;
    - 2) the agreed upon resolutions; and
    - 3) continued failure to act shall result in case closure.

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- c) If after the above, the individual fails to make progress, the VR Staff or VR Contractor shall conclude that the individual is unable to move forward in the VR process towards an employment outcome and proceed to Section D.
  - iv. If the individual is determined unable to make progress after following Section C.2.p ii. or iii. above and they choose to enter or remain in extended employment; VR Staff or VR Contractor shall close the case using a closure reason in Section C.2, if appropriate.
- 3. VR Staff or VR Contractor shall use one of the closure codes listed below when the individual is being closed in extended employment, including extended employment making subminimum wage.
  - a. Ineligible –Youth: Interested in Subminimum Wage at Application
    - i. A youth with a disability (ages 14-24) makes the informed choice not to pursue CIE - **prior to** an eligibility determination – because they are interested in entering extended employment making subminimum wage for the first time. VR Staff or VR Contractor shall follow direction in the “Subminimum Wage” section of this manual in addition to utilizing this closure reason.
  - b. Ineligible – Youth: Interested in Subminimum Wage or Unable to Get a Job
    - i. A youth with a disability (ages 14-24) makes the informed choice not to pursue CIE - **after** an eligibility determination – because they are interested in entering extended employment making subminimum wage for the first time. VR Staff or VR Contractor shall follow direction in the “Subminimum Wage” section of this manual in addition to utilizing this closure reason.
    - ii. A youth with a disability (ages 14-24) was determined eligible and participated in services on an approved IPE but was unable to achieve an employment outcome or their disability prevented them from seeking CIE and they are interested in pursuing extended employment making subminimum wage for the first time. VR Staff or VR Contractor shall follow direction in the “Subminimum Wage” section of this manual in addition to utilizing this closure reason.
- c. Extended Employment
  - i. An individual who has received services and has made an informed choice to enter or remain employed in a non-integrated and/or non-competitive employment setting with a public or non-profit organization and is making **more** than subminimum wage.
    - a) When an individual chooses to enter into extended employment and a position is not readily available, VR Staff or VR Contractor shall use the “Ineligible – Not Interested or Unable to Obtain Job” closure reason.

d. Extended Employment and Subminimum Wage

- i. An individual who has received services and has made an informed choice to enter or remain employed in a non-integrated and/or non-competitive employment setting with a public or non-profit organization and **will** be earning subminimum wage.
  - a) When an individual chooses to enter into extended employment, making subminimum wage, and a position is not readily available. VR Staff or VR Contractor shall use “Ineligible – Not Interested or Unable to Get a Job ” closure reason.
  - b) When the individual is a youth with a disability (ages 14-24) and they are interested in entering extended employment making subminimum wage for the first time, VR Staff or VR Contractor shall use the most appropriate ineligible code listed above in Section C.3.a. or b.

C. Consultation Prior to Closing a Case Without an Employment Outcome

- 1. Once VR Staff or VR Contractor has determined a case should be closed without an employment outcome, they shall attempt to contact the individual and, if applicable, their individual representative to provide the opportunity for consultation.
  - a. VR Staff or VR Contractor shall provide information and referral services, including but not limited to; when an individual has been determined ineligible; chooses subminimum wage employment; or makes an informed choice not to pursue CIE. Refer to the “Information and Referral” section of this manual.
  - b. VR Staff or VR Contractor shall provide the individual and, if applicable, their individual representative, with the opportunity for consultation when the individual is considered ineligible.
    - i. VR Staff or VR Contractor shall follow the direction in the “Requirements for Subminimum Wage Employment” section of this manual for additional requirements for a youth with a disability closed ineligible due to making an informed choice to seek subminimum wage employment.
- 2. The offer of a consultation and the actual consultation, if desired by the individual, shall occur prior to case closure and documented in an AWARE Case Note.
  - a. Whether the offer of the consultation was ignored, declined, or accepted; VR Staff or VR Contractor shall include documentation of the offer on the closure letter.
    - i. If the consultation is ignored or declined, the following shall be documented:
      - a) date the consultation was offered; and
      - b) indication that the individual ignored or declined offer of consultation.

## Case Closure

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- ii. If the consultation occurs, the following shall be documented:
  - a) date of the consultation;
  - b) the applicant or eligible individual's input into the consultation discussion; and
  - c) the outcome of the consultation.

### D. Case Closure Responsibilities

1. Prior to case closure, VR Staff or VR Contractor shall:
  - a. ensure that all required data (e.g., personal data, education level, employment status) is updated and entered into the appropriate AWARE screen; and
  - b. verify/update an individual's contact information.
    - i. Every attempt shall be made to ensure an individual's contact information includes an email address, if the individual has one.
      - a) If available, the email address shall be added to the Personal Information Page in AWARE.
2. When closing a case, VR Staff or VR Contractor shall ensure any closure written communication contains information regarding the right to appeal the decision.
3. VR Staff or VR Contractor should contact all applicable providers to inform them that the case has been closed to prevent further services being provided and billed.
4. It is preferred that, prior to closing a case in AWARE, VR Staff and VR Contractors proceed as detailed below:
  - a. enter all outstanding invoices for payment;
  - b. cancel authorizations; and
  - c. review/release payments (refer to "Submission, Review, and Payment of AWARE Case Services Invoices" [40-FIN-02-02]).
5. VR Staff shall close the case in AWARE by completing the "Closure" page in AWARE.
  - a. The closing shall include:
    - i. the justification for closure;
    - ii. the individual's input, if applicable; and
    - iii. the closure date which shall be the date the case is closed in AWARE.

## Case Closure

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- b. VR Staff shall proceed to Section F.

### 6. VR Contractors' Process for Case Closure

- a. VR Contractors shall close the case in AWARE by completing the following on the "Closure" page:
  - i. justification for closure;
  - ii. individual's input, if applicable; and
  - iii. creating an "Activity Due" in AWARE assigned to "Task List, Contracts Liaison".
- b. OOD Liaison Counselor (i.e., QRP) shall review the case to ensure closure is appropriate.
  - i. If approved, enter the closure date on the "Closure" page in AWARE (note: the closure date shall match the date of review and indicates approval of the case closure); and mark the "Activity Due" as completed in AWARE.
  - ii. If not approved, the OOD Liaison Counselor should identify the items to be corrected within the task comments section beginning with the verbiage "Action Needed," and complete the task.
    - a) The VR Contractor shall correct the identified items and re-task to the OOD Liaison Counselor's task list.

### E. Post-Closure Responsibilities

- 1. Once the case is closed in AWARE, VR Staff or VR Contractor shall proceed as detailed below.
  - a. Complete (in its entirety) and send the appropriate closure letter, as detailed below, with the appeal rights included, to notify the individual that their case has been closed.
    - i. "Case Closure" (with an employment outcome) (80-VR-02-01.A) – this letter shall be used when an individual has completed VR services and the requirements for closure, as outlined in Section B., have been met.
    - ii. "Case Closure" (without an Employment Outcome (80-VR-02-01.C) – this letter shall be used when a case is closed without having met the requirements of an employment outcome as outlined in Section B.
      - a) The closure letter shall be completed to include the provision of referrals (i.e., yes, or no). If yes, referrals will be to local resources and include recommendations (e.g., substance abuse treatment, volunteer activities) that the individual should engage in prior to re-application for VR services.
      - b) If the case is closed due to the death of the individual, the closure letter should be generated in AWARE. It is not, however, to be sent to the

individual.

- c) If the case was closed, “Ineligible - Disability Too Severe/Unable to Benefit from Services,” VR Staff or VR Contractor shall include the following language in the text box following the closure reason, “You may request a review of your ineligibility determination within 12 months and annually thereafter by contacting your local OOD office.”
- d) The Closure letter also includes information on Extended Employment.
- b. Ensure that all outstanding invoices have been processed for payment, all authorizations have been cancelled (i.e., closed) after entry of a final payment(s) and all payments have been released (refer to “Accounts Payable [40-FIN-02] and “Submission, Review, and Payment of AWARE Case Services Invoices” [40-FIN-02-02].

## Chapter 6 - Fees for Service and Provider Management

### Provider Management

[Forms and Attachments](#)  
[Commonly Used Resources](#)

(80-VR-09-01)

[Policy: Provider Management \(80-VR-09\)](#)

[Back to TOC](#)

#### A. General

- 1. If any email or other document(s) pertaining to OOD Certification or provider status, is sent to providers through any means other than through the Provider Management Program (PMP), VR Staff or VR Contractors shall ensure a copy is uploaded to the PMP.

#### B. Inquiry to Become an Approved Provider

- 1. When an individual or entity makes an inquiry about becoming a VR provider, Provider Contract Management Unit (PCMU) Staff (or other VR Staff) shall direct them to OOD’s “Become a VR Provider” webpage (and video) via the following link:
  - a. If the inquiry is verbal, Provider Contract Management Unit (PCMU) Staff shall provide an overview of the application and approval process.
- 2. If PCMU Staff have a discussion with the individual or provider, they shall provide an overview of the process which includes:
  - a. reviewing the required provider and individual staff qualifications;

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- b. discussing the relationship between OOD and providers;
  - c. explaining other requirements (e.g., attending the scheduled new provider orientation) that are necessary to become an OOD provider; and
  - d. explaining that placement on OOD's Provider Search:
    - i. does not constitute a contractual relationship between OOD and the provider; and
    - ii. does not guarantee utilization of any or all of the services the provider offers.
- 3. When VR Staff or PCMU Staff receives an inquiry from a vendor or supplier that is not related to services in the "VR Services and Standards Guide", VR Staff or PCMU staff shall refer the vendor or supplier to the local provider office.
  - a. VR Staff from the field office shall email the vendor's or supplier's W-9 to [OOD.finance@OOD.ohio.gov](mailto:OOD.finance@OOD.ohio.gov).
  - b. OOD Finance shall set up the vendor or supplier in AWARE which will allow the vendor or supplier to receive authorizations.
  - c. Services not referenced in the "VR Services and Standards Guide" may include, but not be limited to; the purchase of clothing and books; post-secondary training, background checks, car repairs, hearing aids, dental work, and a psychological assessment.
  - d. VR Staff or VR Contractors shall refer doctors and psychologists, requesting to provide medical examinations or medical reviews to individuals applying for Social Security benefits, to the DDD information page.

### C. Provider Registration and Application Process

- 1. If an individual or entity would like to become a VR Provider, they must complete the registration process (i.e., create an account) through the PMP via the link in Section B.1.
- 2. Once an account is created, the individual or entity shall complete an application in the PMP to become an OOD approved provider.
  - a. Only applications submitted through the PMP shall be considered for approval. No other form of application (e.g., letter, email) will be reviewed.
    - i. Upon receipt of an application in the PMP, the provider applicant shall receive a system generated notification informing them that OOD's review process has begun.

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3. Once an individual or entity begins an application in the PMP, they must complete and submit the application and all required materials within 90 calendar days or the PMP will move the application to an “inactive” status.
  - a. Thirty calendar days prior to inactivating the application, the PMP shall send a system generated notification to the provider applicant to inform them that they have 30 days to submit their application, or it will be inactivated.
  - b. Once an application is submitted, the 90-day count stops in the PMP.

**D. Application Review and Preliminary Approval**

1. Once an application and all required materials have been submitted through the PMP, PCMU shall change the status in the PMP to “Under Review” and preliminarily approve or deny an application within 30 calendar days of submission unless additional information is required which then may cause the 30 calendar days to be exceeded.
2. If the application has the necessary documentation to determine preliminary approval, proceed to Section F.2.
3. If an application is missing information needed to determine preliminary approval, PCMU Staff shall send an email to the provider applicant within three (3) business days of completion of the application review to request the missing information.
  - a. Provider applicants shall have 15 business days to submit the requested information through the PMP, unless PCMU grants an extension.
    - i. Once the required information is received, proceed to Section F.2.
  - b. If the information is not received within the allotted period of time, PCMU staff shall deny the application and notify the provider applicant of the denial via email.
    - i. PCMU Staff shall ensure the following is in the email:
      - a) an explanation of the reason for the denial; and
      - b) details on the information needed to allow them to request reconsideration; and
      - c) that the deadline for submission is 15 business days from receipt of the original denial.
    - ii. When information is received, PCMU Staff shall review to determine if the decision should be changed to approved.
      - a) If the decision is changed to approved, proceed to Section F.2.



- iii. If the information is not received or if the decision of denial stands, PCMU Staff shall notify the provider applicant, via email, that the denial decision is final for the PMP application.
      - a) Also included in the email should be that once the provider obtains the required documentation, they may reapply.
  4. In order to be considered for preliminary approval the provider applicant must complete Steps 1. through 5. on the [“Become a VR Provider” webpage](#).
  5. Once the provider applicant has completed criteria for preliminary approval, PCMU Staff shall change the status in the PMP to “Awaiting New Provider Orientation.” Once the status has been changed, the system will generate a notification to the provider applicant informing them they have been “preliminarily approved” and the steps required for final approval.

#### E. Waiver Requests.

1. If the minimum requirements of [Ohio Adm.Code 3304-2-53](#) are not met, a waiver of the rule may be requested by the provider applicant by sending a request, via email, to [pcmu@ood.ohio.gov](mailto:pcmu@ood.ohio.gov), outlining their or their organization’s staff credentials and experience in assisting individuals with disabilities finding competitive integrated employment (CIE).
2. Once a request is received, PCMU Staff shall review and recommend approval or denial of the waiver.
3. PCMU shall forward their recommendation to the Assistant Deputy Director for review and discussion with the BVR and/or BSVI Deputy Director, or designee, and the Director for a final decision.
  - a. If denied, the PCMU Staff shall prepare the “Denial of Waiver of Qualifications and Standards for Service Providers and Vendors” letter (80-VR-09-01.A) and submit to the BVR/BSVI Deputy Director and Director, for their signature.
    - i. PCMU Staff shall then forward the letter to the provider applicant and upload a copy to the PMP.
  - b. If approved, PCMU Staff shall complete the “Approval of Waiver of Qualifications and Standards for Service Providers and Vendors” letter (80-VR-09-01.B) and submit to the BVR/BVSI Deputy Director and Director, for their signature.
    - i. PCMU Staff shall then forward the letter to the provider applicant and upload a copy to the PMP.
  - c. Waivers shall be effective for two (2) years from the date of issuance, unless otherwise noted in the waiver.

- i. Once a waiver has been approved, a provider may request to extend their waiver by sending a request, via email, to [pmcu@ood.ohio.gov](mailto:pmcu@ood.ohio.gov) a minimum of 30 calendar days, but no more than 60 calendar days, prior to their waiver expiration.

#### F. Approval/Denial of Application

1. Once an application receives preliminary approval, PCMU Staff shall ensure the provider applicant has completed the items below prior to final approval.
  - a. Registered with Ohio Shared Services (OSS) (refer to <http://supplier.ohio.gov> for information).
  - b. Signed up for OOD provider communication (Granicus) through the OOD's website, [www.ood.ohio.gov](http://www.ood.ohio.gov), at the bottom of the page (i.e., "Subscribe to OOD Weekly Updates").
  - c. Watched the "Becoming an OOD Provider" and "Safe and Sound: Preventing, Addressing, and Reporting Significant Incidents" videos.
  - d. Attend the "Provider Orientation" training which outlines how to successfully get started as an OOD provider.
2. Once the requirements in Section F.1 have been met, PCMU Staff shall change the status in the PMP to "Processed" and complete the required fields.
  - a. After the status has been updated, the PMP sends a system generated notification of final approval to the provider applicant.
  - b. The notification includes the approved services, and the counties in which they may be provided, and if applicable, services which have been denied and the reason for the denial.
  - c. Once approved, the provider will automatically appear on the Provider Search within two (2) business days.
3. PCMU Staff shall notify the Area Manager, Associate Area Managers, and regional Supervisors that the provider has obtained final approval.
  - a. The Area Manager or Associate Area Manager shall assign an OOD Provider Liaison and inform PCMU Staff who has been assigned.
    - i. Providers that cover more than one area may be assigned an OOD Provider Liaison in each area.
  - b. Once assigned, the OOD Provider Liaison shall contact the provider to identify themselves as the liaison and schedule field meetings (refer to Section H.).

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4. Approved providers may request approval to add a subcontractor under their CARF, AER, or JC accreditation in the PMP as a change request.
  - a. Prior to approval of subcontractor, PCMU Staff shall verify that the provider is accredited in all the areas of services that the subcontractor will provide as required by [Ohio Adm.Code 3304-2-53](#).
  - b. Upon approval or denial, PCMU staff shall access the PMP, update the status to “Processed”, and complete either the approved or denied subcontractor information.
    - i. The PMP then sends a system generated email of the approval or denial.
5. If an application is denied, PCMU Staff shall change the status in the PMP to “Processed,” indicating the end date as the date of entry, the start date as one (1) day before and all requested services as denied with the same reason for all (e.g., application denied”).
  - a. The PMP then sends a system generated notification to the provider applicant.

### G. Expiration and Renewal of Provider Approval

1. The PMP shall send system generated notifications to providers 90, 60, and 30 calendar days prior to approval expiration.
2. An approved provider must apply for renewal through the PMP and once the application is submitted, PCMU shall begin the review process.
3. Once the review process is complete, PCMU shall change the status to “Processed” and the PMP then sends a system generated email of the approval or denial to the provider.

### H. Meetings with Approved Providers

1. The OOD Provider Liaison shall, upon being assigned to a provider and then annually, beginning October 1, schedule, at a minimum, quarterly or semi-annual regional meetings with the providers. The liaison will coordinate (e.g., determine the site, topics to be discussed) and be the meeting lead.
  - a. The purpose of these meetings is an overall service review of the partnership and provider performance.
  - b. The OOD Provider Liaison shall send the annual meeting schedule to the providers and other appropriate VR Staff.
    - i. PCMU Staff shall attend these meetings when necessary to assist with technical guidance, ongoing concerns, to provide observations from other OOD areas, or to follow up on a Corrective Action Plan (CAP).

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- ii. The OOD Accountant Examiner (AE) who assists the provider and VR Staff or VR Contractors should also attend the meetings for the discussion of specific initiatives and/or areas of concern.
  - c. These meetings are not intended to serve as a substitute for ongoing communication between VR Staff or VR Contractors and providers but are essential for maintaining communication throughout the year.
2. The regional meetings shall follow a regular schedule, based on the amount of revenue the provider receives from OOD (e.g., quarterly, semi-annually) and will be scheduled locally to the provider.
  - a. Providers who received greater than \$100,000 in revenue during the previous Federal Fiscal Year (FFY) shall be scheduled for quarterly meetings.
  - b. Providers who received less than \$100,000 in revenue during the previous FFY, shall be scheduled for semi-annual meetings (i.e., twice a year).
  - c. OOD Provider Liaisons may coordinate more frequent meetings with new providers, or to address any issues (e.g., not following services as defined in the Services and Standards Guide) that may arise during the course of providing services or, if applicable, as part of a Corrective Action Plan (CAP).
3. During the regional meetings, the OOD Provider Liaison shall discuss quality of services, reports and invoices (e.g., performance, accuracy, and timeliness of billing).
4. Topics for regional meetings may include, but are not limited to:
  - a. supervisor (local) feedback;
  - b. provider updates;
  - c. fiscal review (e.g., compliance with timeliness of invoice submissions, accuracy of invoices, vouchered rates);
  - d. service delivery (e.g., compliance with the Services and Standards Guide, quality of services provided, outcomes, timeliness of services, referrals, capacity, accuracy of the services and counties listed on the OOD Provider Search webpage including addendum and miscellaneous services);
  - e. VR updates and technical assistance (e.g., the Services and Standards Guide, policy updates); and
  - f. updates regarding any known observations or findings from OOD's Division of Fiscal Management's (DFM), Monitoring & Compliance Unit (MCU) or updates if the provider is on a Corrective Action Plan (CAP).

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5. The OOD Provider Liaison shall document regional meetings on the “Provider Meeting Summary” (80-VR-09-01.C) and follow-up with providers to resolve any action items discussed at the meetings.
  - a. The OOD Provider Liaison shall provide a copy of the summary, within ten (10) business days of the meeting, to the following:
    - i. provider representative;
    - ii. OOD Area Manager;
    - iii. OOD Associate Area Managers;
    - iv. regional VR Supervisors; and
    - v. PCMU Staff.
  - b. PCMU Staff shall review the “Provider Meeting Summary” for any issues that need to be addressed and upload the summary in the PMP for documentation.
6. If necessary, follow up on any action items shall be completed by the OOD Provider Liaison.
7. Additional meetings (e.g., statewide, local) may be scheduled with provider representatives and stakeholders by designated VR Staff or Accountant Examiner Unit (AEU) Staff to:
  - a. provide an overview of the strategic direction of the VR program;
  - b. to solicit various input and suggestions; and/or
  - c. to provide updates on related projects and/or initiatives.

### I. Incident/Issue Reporting and Management

1. Providers are required to report incidents/issues as detailed in the “Services and Standards Guide” (Provider Manual) and on the “Significant Incident Report Form (SIRF) (10-ADM-04.B).
  - a. These documents detail types of incidents/issues and the reporting requirements (e.g., how they are to be reported, to whom, timelines for reporting).
2. Once the VR Staff or VR Contractor is notified or becomes aware of an incident/issue they shall refer to guidance in the “Incident Reporting and Tracking” policy (10-ADM-04) for reporting requirements.

### J. Local Management of Provider Questions, Concerns Complaints, and Issues

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1. VR Staff or VR Contractor and if necessary, their supervisor, shall attempt to address questions/concerns and minor issues received from, or about, providers (e.g., customer service issues, correction of a report or invoice) with the provider.
  - a. Questions/concerns and minor issues may be addressed in various ways (e.g., telephone conversations, Microsoft Teams, email).
2. VR Staff and VR Contractors shall forward unresolved questions/concerns/minor issues and all significant concerns and ongoing issues, via email, to the OOD Provider Liaison who will work with other appropriate VR Supervisors and if necessary, the Area Manager or Associate Area Manager, to facilitate a resolution.
  - a. VR Staff or VR Contractor shall provide the following detailed information when forwarding to the OOD Provider Liaison:
    - i. the individual's name;
    - ii. VR authorization number (if related to an invoice);
    - iii. type of service being provided; and
    - iv. date(s) and description of the concern.
3. Concern or Issue Resolution Facilitation
  - a. In cases where the OOD Provider Liaison is unable to facilitate a resolution it shall be forwarded, via email, to PCMU Staff ([pcmu@ood.ohio.gov](mailto:pcmu@ood.ohio.gov)), copying the Area Manager and Associate Area Manager,, for resolution.
  - b. Central Office Provider Support
    - i. Upon receipt of an unresolved concern or issue, PCMU Staff shall review and may assist in a variety of ways, including those listed below.
    - ii. PCMU Staff may collaborate with local VR Staff, the OOD Provider Liaison, provider representative(s), MCU, and other necessary parties to collect pertinent background information to help resolve the concern or issue.
    - iii. PCMU Staff may take action(s), as appropriate, including, but not limited to:
      - a) providing training and/or technical assistance to address the concern or issue;
      - b) documenting the technical guidance provided (e.g., email, formal letter);
      - c) developing a CAP; and/or
      - d) recommending that a formal review or audit be completed by MCU.

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- 1) All relevant documentation pertaining to a review or audit (e.g., records, reports, findings, outcomes) shall be submitted to MCU with a provider background sheet.
- 2) MCU shall communicate with providers through the review or audit process. Communication may include emailing reviews, observations, and findings to the provider.
- 3) PCMU Staff shall enter relevant information into the PMP for purposes of records retention.

#### 4. Provider Verification Letters

- a. If VR Staff e.g., OOD Provider Liaisons), receive a request from an approved provider for a verification letter (sometimes requested as a “letter of support”), it shall be forwarded to the area PCMU Rehabilitation Program Specialist (RPS) or to [pcmu@ood.ohio.gov](mailto:pcmu@ood.ohio.gov) .
  - i. When requested, the area PCMU RPS may send a provider verification letter (rather than a support letter) which verifies the provider and what services they provide.
    - a) Requests from the provider shall be made at least ten (10) days prior to the date needed and shall include the name and address of where it should be sent.
    - b) Area PCMU RPSs shall not provide letters of support nor shall they endorse a specific provider in their pursuit of grants or other funding opportunities (as OOD does not review/approve grant proposals, and may not endorse one provider over another).
  - ii. If the provider is in active standing with OOD, the area PCMU RPS shall draft the provider verification letter on OOD letterhead.
  - iii. Once drafted, the letter shall be forwarded to the PCMU Manager for final review and signature.
  - iv. Upon completion, the PCMU Manager shall email the document to the provider contact and copy the area PCMU RPS, Area Manager, OOD Provider Liaison, and Assistant Deputy Director.
  - v. The area PCMU RPS shall save a copy of the letter in the PMP.
- b. When there are questions regarding the appropriateness of the provider verification letter, the PCMU Manager shall discuss any concerns with an Assistant Deputy Director.

**K. Management of Provider Management Program (PMP)**

1. Information in the PMP shall be kept up to date by approved providers and managed by PCMU.
  - a. When a change is needed, providers shall be responsible for submitting a request update, as soon as it is known, to their demographic information, services, counties of coverage and/or the use of a subcontractor, if needed.
    - i. On occasion, when, PCMU Staff notice a provider's information on the PMP needs updating, they shall notify the appropriate provider that an update and/or additional changes are needed and that they are to submit a PMP change request so the PMP can be updated.
  - b. After a change request has been submitted, PCMU shall review and approve or deny the change(s) within 30 calendar days of submission.
    - i. Upon completion of the review, PCMU shall change the status of the request to "Processed," and the system will automatically make the requested changes and send a system generated notification to the provider of OOD's decision.
2. PCMU Staff shall provide technical assistance to providers when issues occur within the PMP.
3. PCMU Staff shall review the PMP annually to ensure the providers' information is correct and that providers have completed the "Acknowledgement" screen in the PMP.

**L. Formal Review**

1. If a formal review or audit of an approved provider is determined necessary, OOD's DFM, MCU, VR Administration, and/or Division of Legal Services (DLS) shall review the facts and determine the scope of the review or audit.
  - a. Refer to "Risk Assessment and Monitoring Activities for Contractors and Providers" (40-MCU-03) and "Provider Risk Assessment and Monitoring Activities" (40-MCU-03-02) for direction on the review.

**M. Corrective Action Plan (CAP)**

1. When it is recommended by PCMU that a provider be placed on a CAP, the Assistant Deputy Director, shall discuss with the BVR and/or BSVI Deputy Director. If it is determined that a CAP will be implemented, PCMU shall draft notification to the provider and submit to the Assistant Deputy Director for review and approval by the BVR and/or BSVI Deputy Director.
2. Once notified, PCMU Staff shall meet with the provider to discuss the CAP and to answer any questions the provider may have.



3. After the meeting, PCMU Staff shall send a follow up email to the provider.
  - a. The email shall be sent within five (5) business days of the meeting and include the CAP document which outlines OOD's concerns and findings.
  - b. In addition, PCMU Staff shall:
    - i. inform the provider they have five (5) business days to complete their portion of the CAP; and
    - ii. request the provider submit action items which are "SMART" (specific, measurable, actionable, realistic, and timely) and have verifiable materials (e.g., training logs, documentation of billing oversight, revised staff procedures).
      - a) PCMU Staff shall work with the provider if their initial proposed action items are not sufficient.
  - c. Once a CAP is finalized, PCMU Staff shall complete the items below.
    - i. Update the PCMU CAP Management Tool during each step of the process.
    - ii. Make monthly contacts (e.g., phone calls, TEAMS meetings, emails) to each of the providers on a CAP to check on the status of the CAP items.
    - iii. Recommend when to successfully close the CAP to the PCMU Manager.
      - a) The recommendation will be forwarded to the Assistant Deputy Director and shall include all relevant documentation to verify the CAP items have been completed.
      - b) The Assistant Deputy Director will review and, if in agreement, shall forward the CAP Closure Letter to the BVR and/or BSVI Deputy Director for review and approval.
  - d. Additional Action if the Provider is not making Significant Progress on the CAP
    - i. If a provider is not making significant progress (e.g., completing agreed upon action steps, maintaining communication with PCMU Staff regarding progress, ensuring no repeated concerns in areas addressed by CAP) toward completing their CAP, PCMU Staff shall discuss additional actions with the PCMU Manager
    - ii. If necessary, the PCMU Manager shall discuss, with their Assistant Deputy Director and the BVR or BSVI Deputy Director, suspending or removing the provider from the list of approved providers 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.

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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### N. Suspension or Revocation of an Approved Provider

1. The Director, or designee, may suspend or revoke a provider's approval status based on situations or concerns which include, but are not limited to:
  - a. failure to provide requested documentation;
  - b. failure to implement appropriate corrective actions during intervention strategies;
  - c. past performance history;
  - d. the pervasiveness of the concern;
  - e. the impact on participant safety, health and/or welfare;
  - f. a provider not meeting the requirements of a CAP or being placed on repeated CAPs which do not result in resolution of the deficits; and
  - g. negative fiscal implications.

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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(80-VR-10-01)

[Policy: VR Fee Schedules \(80-VR-10\)](#)

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### A. General

1. VR Staff and VR Contractors shall use maximum fees for services in the OOD "Medical, Psychological, and Dental Fee Service Rates and Descriptions" as provided in [Ohio Administrative Code 3304-2-52](#), Appendix B.
2. Maximum fees for medical, psychological, and dental (MPD) services, **not** listed in Appendix B and paid wholly or in part by OOD, shall be based on Ohio Department of Medicaid (ODM) Fee Schedules' maximum fees or procured through the OOD or the State of Ohio procurement process . ODM fees may be found by clicking on the links below.
  - a. <https://medicaid.ohio.gov/resources-for-providers/billing/fee-schedule-and-rates/schedules-and-rates>

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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b. [Access the “MPD Supplier List” here.](#)

3. The maximum allowable fees for MPD services in OOD’s MPD Fee Schedule (Appendix B) and then ODM’s Fee Schedules shall herein be referred to as “OOD max fees”.
4. OOD max fees also apply to providers/suppliers that reside, are located, or incorporated outside of Ohio.

### B. Vocational Rehabilitation Need

1. VR Staff or VR Contractors shall only authorize for medical, psychological, or dental (MPD) services, including restoration services and personal assistant services (PAS), when it is necessary for the individual to prepare for, secure, retain, advance in, or regain competitive integrated employment (CIE).
  - a. To achieve an individual's employment outcome, these services may be provided to determine:
    - i. eligibility and/or order of selection (e.g., diagnostic services); and
    - ii. the nature and scope of VR services which will be placed in the Individualized Plan for Employment (IPE), (e.g., treatment services to remove/minimize vocational barriers).

### C. Restoration Services

1. Restoration services may only be authorized to diagnose, treat, and/or modify physical or behavioral conditions when these services are necessary for the individual to prepare for, secure, retain, advance in, or regain CIE.
  - a. Services shall be provided by providers/suppliers who hold active licensure within their professional scope of practice. VR Staff or VR Contractor may verify credentials (when needed) by utilizing the following website: [https://elicense.ohio.gov/oh\\_verifylicense](https://elicense.ohio.gov/oh_verifylicense) .
  - b. VR Staff or VR Contractors shall utilize the “Referral for Physical or Behavioral Health Services” (80-VR-10.B) to identify the nature and scope of VR services which will be placed in the IPE (e.g., treatment services to remove/minimize vocational barriers).
  - c. VR Staff or VR Contractors shall not authorize case management services.
2. VR Staff or VR Contractor may authorize for short-term or incidental restorative services when there are no comparable benefits available.
  - a. Prior to authorization, VR Staff or VR Contractor, the individual, and if applicable their parent or legal guardian, shall discuss the services as they pertain to their employment outcome and how they will transition to other financial sources, if necessary, once the authorized services have been completed.

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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- b. When services are needed for an extended period, VR Staff or VR Contractor should assist the individual, and if applicable, their parent or legal guardian, in identifying a longer-term payer source.
  3. Restoration services may only be provided when these services are necessary for the individual to prepare for, secure, retain, advance in, or regain CIE and may include those listed below.
    - a. Surgical Services
      - i. Corrective surgery or therapeutic treatment that is likely, within a reasonable period, to correct or substantially modify a stable or slowly progressive physical or behavioral impairment that constitutes a substantial impediment to employment.
    - b. Dental Services
      - i. Corrective surgery or therapeutic treatment that is likely, within a reasonable period, to correct or substantially modify a stable or slowly progressive physical or behavioral impairment that constitutes a substantial impediment to employment.
      - ii. Dental services are primarily provided to prevent the exacerbation or deterioration of a primary disability (e.g., cardiac conditions and diabetes).
      - iii. Dental services may be necessary when a cosmetic problem is severe enough to prevent an individual from preparing for, securing, retaining, advancing in, or regaining CIE in which the individual is providing direct services to the public.
      - iv. Preventative dental services shall not be provided unless they are related to dental treatment as listed above.
    - c. Behavioral Health Services
      - i. Behavioral Health services may be necessary for the diagnosis of, and treatment for, mental health and substance use disorders (excluding Case Management Services) by qualified personnel in accordance with State licensure laws.
      - ii. Psychotherapy may be provided to an individual up to a maximum of six (6) sessions if recommended by a qualified practitioner to prepare for, secure, retain, advance in, or regain CIE.
        - a) VR Staff or VR Contractors shall provide justification in AWARE and obtain supervisory approval to extend psychotherapy services beyond six (6) sessions.
    - d. Speech and Language
      - i. Speech and language services may be provided to an individual up to a maximum of six (6) sessions if recommended by a qualified practitioner (e.g., Licensed Speech-Language Pathologist) and is deemed necessary to prepare for, secure,

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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retain, advance in, or regain competitive integrated employment.

- a) VR Staff or VR Contractor shall provide justification in an AWARE Case Note and obtain supervisory approval to extend speech, and language services beyond six (6) sessions.

### e. Hearing Services

- i. If 90 days has passed from an initial fitting and the purchase of new equipment (hearing aid or related device) is required, VR Staff or VR Contractor may authorize a second fitting fee for the new equipment.

- a) When a second fitting is necessary, VR Staff or VR Contractor shall follow the requirements outlined in the MPD Fee Schedule.

### f. Various Medical and Related Services

- i. Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment or clinical services.

- ii. Nursing services.

- iii. Occupational therapy and/or physical therapy may each be provided to an individual up to a maximum of six (6) sessions.

- a) For state licensure laws see The Ohio Occupational Therapy, Physical Therapy, and Athletic Trainers Board via the following link: <https://otptat.ohio.gov/>

- b) VR Staff or VR Contractor shall provide justification in AWARE and obtain supervisory approval to extend occupational therapy beyond six (6) sessions.

### g. Podiatry services.

### h. Prescription drugs and supplies, excluding medical marijuana.

### i. Prosthetic and orthotic devices.

### j. Special services for the treatment of individuals with end-stage renal disease, including dialysis, transplantation, artificial kidneys, and supplies.

### k. Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and behavioral restoration services, or that are inherent in the condition under treatment.

### l. Other medical or medically related rehabilitation services.

## D. Provider/Supplier Selection

Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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1. VR Staff and VR Contractors should use the [“MPD Supplier List”](#) to assist in selecting a provider/supplier. The list is located on OOD’s Extranet Homepage and contains providers/suppliers who have agreed to accept OOD authorizations and/or OOD max fees as full payment from OOD.
  - a. The list also includes providers/suppliers who have not agreed to accept OOD authorizations and/or OOD max fees.
2. VR Staff or VR Contractors shall determine if the individual has an established relationship with a medical, psychological, and/or dental provider/supplier (which may include one from out-of-state).
  - a. When an individual has an established relationship with a provider/supplier (i.e., met with or spoken to), VR Staff or VR Contractors shall check OOD’s [“MPD Supplier List”](#) to verify that the provider/supplier accepts OOD authorizations and OOD max fees.
    - i. If listed on OOD’s “MPD Supplier List,” VR Staff or VR Contractors shall proceed to Section E.
    - ii. If not listed, VR Staff or VR Contractors shall contact the preferred provider/supplier to determine if they will accept OOD authorizations and the OOD max fees.
      - a) If the preferred supplier agrees to accept an OOD authorization and the OOD max fees, VR Staff or Contractors shall follow the requirements in Section D.2. a.iii below.
      - b) If the preferred provider/supplier accepts the OOD authorization but is not willing to accept the OOD max fees; the individual may elect to receive the service from the provider/supplier but will be responsible for any cost that exceeds these fees.
        - 1) If the individual is unwilling or is unable to pay the difference, VR Staff or VR Contractors shall follow the guidance for individuals who do not have an established relationship with a provider/supplier in Section D.2.b. below.
      - c) If the preferred provider/supplier will not accept an OOD authorization, VR Staff or VR Contractors shall follow the guidance in Section D.2.b. below.
    - iii. If the preferred provider/supplier (including out-of-state) is not on OOD’s [“MPD Supplier List”](#) and is willing to accept an OOD authorization and the OOD max fees, then:
      - a) the VR Staff or VR Contractors shall complete the “Request to Update MPD Supplier List” (80-VR-10-01.A) and forward to the designated Accountant Examiner (AE) subject matter expert (SME);
      - b) the SME shall contact the provider/supplier to verify the information then add the provider/supplier to the appropriate tab on OOD’s “MPD Supplier List”

- .”
- b. When an individual does not have an established relationship with a provider/supplier, VR Staff or VR Contractors should use OOD’s “MPD Supplier List,” and work with the individual to make an informed choice to select a local provider/supplier.
    - i. The following criteria should be taken into consideration when selecting a provider/supplier from OOD’s “MPD Supplier List”:
      - a) the location of the provider/supplier;
      - b) the provider/supplier’s availability for appointments; and
      - c) the frequency/duration of the service(s) (i.e., the number of appointments and length of time between appointments).
    - ii. If a provider/supplier, from the “MPD Supplier List”, is not available to meet the need, VR Staff or VR Contractors may contact other providers/suppliers, to provide the necessary service.
  - 3. In cases where a provider/supplier’s fees are lower than the OOD max fees, VR Staff or VR Contractor shall authorize the lesser amount.
  - 4. When options to identify a local provider/supplier willing to accept an OOD authorization and/or OOD max fees have been exhausted, VR Staff or VR Contractors shall work with the individual to select a provider/supplier closest to the individual’s residence from OOD’s “MPD Supplier List” who accepts OOD authorizations and OOD max fees.
    - a. When a local provider/supplier is not available, VR Staff or VR Contractors shall follow the “Transportation Services” section of this manual to assist the individual in overcoming transportation barriers for VR Services, if necessary.

#### E. Service Authorization

- 1. Prior to authorization, VR Staff or VR Contractor shall proceed as detailed below.
  - a. Work with the provider/supplier to identify the MPD service needed and then decide whether to use the OOD MPD Fee Schedule (Appendix B) or ODM Fee Schedules.
    - i. When a provider/supplier identifies an MPD service that is not in OOD’s MPD Fee Schedule (Appendix B) or does not have a CPT/HCPSC code when using the ODM Fee Schedules, VR Staff or VR Contractors shall not authorize for that service, however, they should determine if the individual’s service need:
      - a) may be addressed by a comparable MPD service that is in OOD’s MPD Fee Schedule (Appendix B) or has a CPT/HCPSC code assigned in ODM’s Fee Schedules; and/or



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- b) can be met using the OOD VR Fee Schedule or an OOD direct service contract (e.g., Orientation and Mobility Training, Life Skills Training, Rehabilitation Technology, Low Vision Services).
  - ii. Authorize the provider/supplier's customary fee for a service only in rare cases, where the service is not in the OOD MPD Fee Schedule (Appendix B), the CPT/HCPCS code listed in ODM's Fee Schedules does not have an ODM maximum fee, or if the supply or service is not procured through the OOD or State of Ohio procurement process.
  - iii. If information is needed related to eyeglass purchases, see section F.
  - iv. When there is a disability-related need for goods or services that are not listed in OOD's VR Fee Schedule (Appendix A), OOD's MPD Fee Schedule (Appendix B), or ODM's Fee Schedules VR Staff and VR Contractors shall document efforts to ensure the lowest, most responsive price (i.e., least cost) as required in "Vocational Rehabilitation Purchases" (40-FIN-01-06).
    - a) Whenever possible, VR Staff and VR Contractors should avoid routinely contacting the same providers/suppliers for quotes to ensure fair competition.
    - b) Price comparison shall be documented in an AWARE Case Note.
- b. Determine the availability of comparable benefits (e.g., private insurance, Ohio Medicaid, Medicare), at the time the services are needed.
  - i. If an individual has comparable benefits, VR Staff or VR Contractors should obtain documentation of coverage (e.g., insurance card, listing of coverage under insurance), if available and scan into an AWARE Case Note.
    - a) When an individual has access to their comparable benefit, the comparable benefit shall be used to obtain the necessary services or item unless the OOD contribution would cause OOD to contribute more than the OOD max rate.
  - ii. Comparable Benefits
    - a) Available Comparable Benefits
      - 1) If it is determined the individual has access to comparable benefits, VR Staff or VR Contractor shall work with the individual, and if applicable their parent or legal guardian, and the comparable benefit to determine if they will cover/pay for all, or a portion of, the service or item.
      - 2) If the comparable benefit will cover/pay for all, or a portion of, the service or item and the individual indicates the need for OOD's assistance with payment of their out-of-pocket expenses to access the comparable benefit, the following information (in regard to the service or item) shall be obtained from the comparable benefit:



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- 2.1 the estimated co-pay amount;
    - 2.2 the estimated deductible amount;
    - 2.3 the estimated co-insurance amount; and
    - 2.4 if they are willing to provide approval of coverage of the service or item.
  - b) Unavailable Comparable Benefits
    - 1) If VR Staff or VR Contractor determines that the individual does not have access to comparable benefits or the comparable benefit will not cover/pay for the service or item, thus jeopardizing the ultimate employment outcome, VR Staff or VR Contractor shall identify the least cost option with the fewest barriers to the individual.
      - 1.1 The reasonableness of access to the indicated provider/supplier (e.g., location [within 20 miles of the individual's residence], need for maintenance appointments, impact of existing relationship) shall be considered when identifying this option.
    - iii. Based upon the availability or non-availability of comparable benefits, VR Staff or VR Contractor shall use their determination to coordinate the most cost-effective option to purchase the service or item.
      - a) OOD shall not contribute more than the **OOD max** fee
2. When preparing an authorization for MPD services, VR Staff or VR Contractors shall include the information provided below.
  - a. The associated service in OOD's MPD Fee Schedule (Appendix B) or CPT/HCPCS code in the ODM Fee Schedule.
  - b. Comparable benefits which may include co-payment, deductible, and/or co-insurance, if applicable.
3. Once VR Staff or VR Contractor provides the authorization information listed above the Account Examiner Unit (AEU) staff shall verify the information provided below, on the authorization.
  - i. OOD max rate, as applicable.
    - a) In cases where MPD services are provided by a Federally Qualified or Rural Health Center (FQHC/RHC), indicate the "Prospective Payment System (PPS) location fee" as the OOD max rate.
    - b) In cases where there is a CPT/HCPCS code without an OOD max rate, indicate "No OOD max rate for this service"

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- ii. OOD contribution amount, if applicable, toward the cost.
- b. A co-payment, co-insurance, and/or deductible amount, if applicable.
- c. The following statement language, as applicable:
  - i. All MPD authorizations:

*“OOD has approved the above amount for this service. The supplier agrees that no additional payment for the goods or services listed on this authorization will be requested from the person named above or that person’s family unless the person previously agreed to pay an additional amount. If the supplier determines a need for additional goods or services to be paid for by OOD, they will not be conducted or added without OOD’s prior written approval. Please attach the explanation of benefits and/or medical claim form and HCFA’s CPT information at the time of billing.”*

- ii. Hearing aid authorizations:

*“For hearing services listed on the MPD Fee Schedule, OOD will submit payment after receiving a proper invoice and the required associated report. For hearing aids and equipment, OOD will coordinate payment after the thirty (30) day free trial period or negotiated terms. If, during the free trial period, the individual cannot adjust to the aid, refuses to use the aid, or the aid is not working properly, OOD shall only be charged for the cost of the ear mold.”*

- iii. Eye exam authorizations:

*“Please include the following information: Diagnosis, Acutities, and, if recommended, Prescription. [If eyeglasses are necessary, individual is to choose only from Medicaid-approved frames and [enter lab(s) from OOD’s [MPD Supplier List](#) here].”*

### F. Vision Services

1. Maximum fees for eye examinations and eyeglass fittings related to the purchase of eyeglasses paid wholly or in part by OOD, shall be based on ODM Fee Schedules’ maximum fees.
2. When purchasing eyeglasses, VR Staff or VR Contractors may find HCPCS codes with no ODM maximum fee. When this occurs, VR Staff or VR Contractors shall ensure the provider/supplier’s quote is the lowest rate available that meets the VR needs of the individual.
  - a. VR Staff or VR Contractor shall provide justification in an AWARE Case Note and obtain supervisory approval for any eyeglass purchases where the frames cost more than

## Medical, Psychological, and Dental (MPD) Services and Personal Assistance (PAS)

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\$150.00 and/or the total cost of the eyeglasses is more than \$500.00.

- a) Prior to supervisory approval, supervisor and VR Staff or VR Contractor shall discuss the questions listed below.
  - 1) Were insurance and comparable benefits used or considered?
  - 2) Were multiple quotes obtained? Are we using the least cost?
  - 3) Is there a single component that is impacting the cost?
  - 4) Is there a disability related reason for the cost (e.g., large frames to accommodate thicker lenses, progressive lenses)?
  - 5) Was there a least cost discussion with the retailers providing the quotes?
  - 6) Do additional quotes need to be obtained?

### G. Personal Assistance Services (PAS)

- 1. When authorizing for PAS services, VR Staff or VR Contractor shall follow processes outlined in Section E. and use ODM Fee Schedule (PAS is not listed in the OOD MPD Fee Schedule) to locate and identify the maximum fees which can be found by using the link below.

<https://medicaid.ohio.gov/resources-for-providers/billing/fee-schedule-and-rates/schedules-and-rates>

- 2. VR Staff or VR Contractor may only authorize PAS to the types of providers/suppliers listed below.
  - a. Individual operating within the scope of their state licensure (e.g., physical therapist).
  - b. An ODM approved home health agency.
  - c. An individual not affiliated with an agency, who possesses an approved ODM Provider Agreement that permits the provision of home care attendant services.
  - d. An approved Community Rehabilitation Provider (CRP), when they meet all of the following criteria:
    - i. has PAS listed on the provider's addendum in the Provider Search;
    - ii. the CRP and/or staff member(s) providing PAS meets one of the criteria described above in Section G.2.a-c.; and
    - iii. the CRP accepts the ODM rate as payment in full for the service.
  - e. An individual's natural supports (e.g., family, friends) can be approved as a provider/supplier when they meet the above criteria in Section G.2.a. through G.2.c., are willing to accept OOD authorizations, and accepts ODM maximum fees as payment in full.

## Vocational Rehabilitation Definitions

- i. If an individual receives OOD Personal Care Assistance (PCA) Program funding as of March 22, 2025, and has natural supports who provide PAS who do not meet the criteria in Section G.2.a. through G.2.c., they shall be paid a maximum hourly service rate of sixteen dollars, consistent with the rate established by the PCA Program.
    - a) In situations where the individual is no longer eligible for the PCA Program, Section G.1. and Section G.2.a. through G.2.c. apply.
3. Locating an ODM Approved Provider/Supplier for PAS
  - a. When determining if an agency or individual is approved to provide services, VR Staff or VR Contractor may either access:
    - i. the Ohio Department of Health's website to conduct a search via the following link [https://publicapps.odh.ohio.gov/eid/Provider\\_Search.aspx](https://publicapps.odh.ohio.gov/eid/Provider_Search.aspx) ;or
    - ii. the Ohio Department of Medicaid's website to search the directory for a list of possible providers via the following link: <https://www.ohiomh.com/home/findaprovider>.
4. Once an approved provider has been selected, VR Staff or VR Contractor shall request a copy of the provider/supplier's approved Medicaid Provider agreement and scan it into an AWARE Case Note.

## H. Prohibited Services

1. VR Staff or VR Contractors shall not authorize for the following medical services, as prohibited by Ohio Adm.Code 3304-2-59 or by the OOD Director:
  - a. abortion;
  - b. experimental surgery and/or medical equipment;
  - c. sterilization;
  - d. transplants of vital organs, other than kidneys;
  - e. gender affirming surgery or any auxiliary procedures associated with, or leading up to, such surgery; and
  - f. marijuana.

## Vocational Rehabilitation Definitions

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Refer to “Vocational Rehabilitation Definitions” (80-VR-99.A) on the “[Policies](#)” webpage.

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80-VR-01.A	<a href="#">Participant Information/Application for Vocational Rehabilitation Services – Large Print</a>
80-VR-01.A	<a href="#">Participant Information/Application for Vocational Rehabilitation Services - Spanish</a>
80-VR-01.B	<a href="#">Vocational Rehabilitation Program Overview</a>
80-VR-01.B	<a href="#">Vocational Rehabilitation Program Overview - Spanish</a>
80-VR-01.C	<a href="#">Participant Acknowledgement</a>
80-VR-01.C	<a href="#">Participant Acknowledgement – Large Print</a>
80-VR-01.C	<a href="#">Participant Acknowledgement - Spanish</a>
80-VR-01.D	<a href="#">Applicant and Eligible Individual Rights</a>
80-VR-01.D	<a href="#">Applicant and Eligible Individual Rights – Large Print</a>
80-VR-01.D	<a href="#">Applicant and Eligible Individual Rights - Spanish</a>
80-VR-01.F	<a href="#">Rights of a Person with a Developmental Disability</a>
80-VR-01.F	<a href="#">Rights of a Person with a Developmental Disability – Large Print</a>
80-VR-01.F	<a href="#">Rights of a Person with a Developmental Disability - Spanish</a>
80-VR-01-01.B	<a href="#">Standardized Intake Appointment Letter</a>
80-VR-01-01.B	<a href="#">Standardized Intake Appointment Letter – Large Print</a>
80-VR-01-01.B	<a href="#">Standardized Intake Appointment Letter - Spanish</a>
80-VR-01-01.C	<a href="#">Request to Contact for Intake Appointment Letter</a>
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80-VR-01-01.D	<a href="#">Initial Interview Form</a>
80-VR-01-01.D	<a href="#">Initial Interview Form – Large Print</a>
80-VR-01-01.E	<a href="#">Health Assessment Questionnaire</a>
80-VR-01-01.E	<a href="#">Health Assessment Questionnaire – Large Print</a>
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80-VR-02-01.B	<a href="#">Attempt to Contact Letter</a>
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80-VR-02-01.A	<a href="#">Case Closure Letter (with employment outcome)</a>
80-VR-02-01.A	<a href="#">Case Closure Letter (with employment outcome) – Large Print</a>
80-VR-02-01.A	<a href="#">Case Closure Letter (with employment outcome) – Spanish</a>
80-VR-02-01.C	<a href="#">Case Closure Letter (without employment outcome)</a>
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80-VR-02-01.C	<a href="#">Case Closure Letter (without employment outcome) – Spanish</a>
80-VR-06-01.A	<a href="#">Time Extension for Eligibility Determination</a>
80-VR-06-01.B	<a href="#">Revised Time Extension for Eligibility Determination</a>
80-VR-06-02.A	<a href="#">Eligibility and Order of Selection Determination Letter</a>
80-VR-06-02.B	<a href="#">Social Security Request for Medical Information Letter</a>
80-VR-06-02.C	<a href="#">Statewide Waiting List Release Letter</a>
80-VR-08-01.A	<a href="#">Selection of a Provider Informational Sheet</a>

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80-VR-08-01.A	<a href="#">Time Extension for IPE</a>
80-VR-08-01.B	<a href="#">Annual Review for IPE</a>
80-VR-09-01.C	<a href="#">OOD Provider Field Meeting Summary</a>
80-VR-10.A	<a href="#">Referral to Community Rehabilitation Program</a>
80-VR-10.B	<a href="#">Referral for Physical or Behavioural Health Services</a>
80-VR-11-05.A	<a href="#">CTP Fact Sheet</a>
80-VR-11-05.B	<a href="#">Postsecondary Training Contribution Worksheet</a>
80-VR-11-07.A	<a href="#">Information and Referral</a>
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80-VR-11-11.A	<a href="#">Waiver of Liability</a>
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80-VR-11-15	<a href="#">Stable Fact Sheet</a>
80-VR-11-15.A	<a href="#">What are Work Incentives? Fact Sheet</a>

## Forms and Attachments

80-VR-11-15.B	<a href="#">Blind Work Expense (BWE) Fact Sheet</a>
80-VR-11-15.C	<a href="#">Medicaid Section 1619 (b) Fact Sheet</a>
80-VR-11-15.D	<a href="#">Student Earned Income Exclusion (SEIE) Fact Sheet</a>
80-VR-11-15.E	<a href="#">Extended Period of Eligibility (EPE) Fact Sheet</a>
80-VR-11-15.F	<a href="#">Trial Work Period (TWP) Fact Sheet</a>
80-VR-11-15.G	<a href="#">Subsidies and Special Conditions Fact Sheet</a>
80-VR-11-15.H	<a href="#">Expedited Reinstatement (EXR) Fact Sheet</a>
80-VR-11-15.I	<a href="#">Impairment Related Work Expense (IRWE) Fact Sheet</a>
80-VR-11-15.J	<a href="#">Plan to Achieve Self-Support (PASS) Fact Sheet</a>
80-VR-11-15.K	<a href="#">Continued Payment Under Vocational Rehabilitation (Section 301) Fact Sheet</a>
80-VR-11-15.L	<a href="#">Ticket to Work (TTW) Fact Sheet</a>
80-VR-11-15.M	<a href="#">Reporting Your Income Fact Sheet</a>
80-VR-11-15.N	<a href="#">Medicaid Buy-in for Workers with Disabilities (MBIWD) Fact Sheet</a>
80-VR-11-15.O	<a href="#">Work Incentive Services Tracking Sheet</a>
80-VR-11-15.P	<a href="#">Work Incentive Services Referral Form</a>
80-VR-11-15.Q	<a href="#">Work Incentives Youth with Disabilities Work Incentives</a>
80-VR-11-17.A	<a href="#">Documentation for Youth Seeking Subminimum Wage</a>
80-VR-11-17.B	<a href="#">Request for Documentation of Transition Services under IDEA</a>
80-VR-11-17.C	<a href="#">Youth Refusal to Participate Prior to Subminimum Wage</a>
80-VR-11-17.E	<a href="#">Request for Career Counselling Services</a>
80-VR-11-17.F	<a href="#">Refusal of Career Counselling Documentation for Individuals in Subminimum Wage Employment</a>



## Forms and Attachments

80-VR-11-18.A	<a href="#">Pre-Employment Transition Services Fact Sheet</a>
80-VR-11-18.B	<a href="#">Pre-Employment Transition Services Matrix</a>
80-VR-11-18.C	<a href="#">Request for Pre-ETS for PE Students with Disabilities</a>
80-VR-11-18.D	<a href="#">Career Resources CA Regional Map</a>
80-VR-11-18.E	<a href="#">Pre-ETS Confirmation of Request</a>
80-VR-11-18.F	<a href="#">Referral for Pre-Employment Transition Services</a>
80-VR-11-18.I	<a href="#">Actual Service: Arranging for Pre-ETS</a>
80-VR-11-18.J	<a href="#">Conclusion of Pre-ETS Letter</a>
80-VR-12.A	<a href="#">Vocational Rehabilitation Appeal Form</a>
80-VR-12.B	<a href="#">Appeal Process Overview</a>
80-VR-12.C	<a href="#">Withdrawal of Appeal</a>
80-VR-14.A	<a href="#">Consent to Obtain and Release Information</a>
80-VR-14.A	<a href="#">Consent to Obtain and Release Information- Large Print</a>
80-VR-14.B	<a href="#">Withdrawal of Consent</a>
80-VR-14.B	<a href="#">Withdrawal of Consent- Large Print</a>
80-VR-16-01.A	<a href="#">Exploration of Self-Employment</a>
80-VR-16-01.B	<a href="#">Self-Employment Readiness Questionnaire</a>
80-VR-16-01.C	<a href="#">Personal Finances Sheet for Self-Employment</a>
80-VR-16-01.D	<a href="#">Feasibility Study Requirements for Self-Employment</a>
80-VR-16-01.E	<a href="#">Business Plan Development Guide for Self-Employment</a>
80-VR-16-01.F	<a href="#">Business Enterprise Program Informational Interview Questionnaire</a>

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80-VR-16-01.G	<a href="#">Business Enterprise Operator Position Description – Large Print</a>
80-VR-16-01.H	<a href="#">Business Enterprise Program Acknowledgement – Large Print</a>
80-VR-16-01.I	<a href="#">Business Enterprise Training Program Application – Large Print</a>
80-VR-16-01.J	<a href="#">How Entrepreneurial Are You?</a>
80-VR-25-01.C	<a href="#">Vehicle Modification Agreement</a>
80-VR-25-01.A	<a href="#">Vehicle Inspection Form</a>
80-VR-25-02.A	<a href="#">Acknowledgement of Understanding and Approval for Home Modifications</a>
80-VR-25-02.C	<a href="#">Supplier Affidavit of Completion of Home Modification</a>
80-VR-98.A	<a href="#">Certified Rehabilitation Counselor Professional Disclosure</a>
80-VR-98.A	<a href="#">Certified Rehabilitation Counselor Professional Disclosure-Large Print</a>
80-VR-99.A	<a href="#">Vocational Rehabilitation Definitions</a>

## Commonly Used Resources

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## List of VR Policies

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Number	Title
80-VR-01	<a href="#">Vocational Rehabilitation Application and Intake</a>
80-VR-02	<a href="#">Vocational Rehabilitation Case Closure</a>
80-VR-03	<a href="#">VR Case Handling Regarding Nepotism, Employee Anonymity, and Personal Relationships</a>

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80-VR-04	<a href="#">Vocational Rehabilitation Comprehensive Assessment</a>
80-VR-06	<a href="#">Vocational Rehabilitation Eligibility and Order of Selection (OOS)</a>
80-VR-07	<a href="#">Vocational Rehabilitation (VR) Informed Choice</a>
80-VR-08	<a href="#">Individualized Plan for Employment</a>
80-VR-09	<a href="#">Vocational Rehabilitation Provider Management</a>
80-VR-10	<a href="#">Vocational Rehabilitation Fee Schedules</a>
80-VR-11	<a href="#">Vocational Rehabilitation Services</a>
80-VR-12	<a href="#">Vocational Rehabilitation Appeals</a>
80-VR-14	<a href="#">Confidentiality in the Vocational Rehabilitation Program</a>
80-VR-16	<a href="#">Self-Employment</a>
80-VR-19	<a href="#">Custody, Guardianship, and Power of Attorney</a>
80-VR-21	<a href="#">Residency / Immigration</a>
80-VR-25	<a href="#">Rehabilitation Technology</a>
80-VR-98	<a href="#">Standard Expectations and Funding Information for VR Policies and Procedures</a>
80-VR-99	<a href="#">Establishment of Vocational Rehabilitation Definitions</a>

## List of Policies and Procedures Related to VR Case Management

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Number	Title
10-ADM-02	<a href="#">Voter Registration</a>

Related to VR Case Management

10-ADM-02-01	<a href="#">Voter Registration</a>
40-FAC-01	<a href="#">State Vehicle Use and Fuel Card</a>
40-FIN-01	<a href="#">Purchasing</a>
40-FIN-01-06	<a href="#">Vocational Rehabilitation Purchases</a>
40-FIN-02	<a href="#">Accounts Payable</a>
40-FIN-02-02	<a href="#">Submission, Review, and Payment of Case Service Invoices</a>
30-BR-01	<a href="#">Business Relations-Job and Candidate Sourcing</a>
30-BR-01-01	<a href="#">Business Relations - Job and Candidate Sourcing</a>
30-BR-02	<a href="#">On-the-Job Training (OJT)</a>
30-BR-02-01	<a href="#">On-the-Job Training (OJT)</a>
50-LR-15 50-LR-15.A	<a href="#">Discipline, Discipline Grid</a>

## Related Material

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<a href="#">All OOD Policies and Forms</a>
<a href="#">AWARE Manual</a>
<a href="#">MPD Supplier List</a>
<a href="#">Ohio Department of Medicaid (ODM) Fee Schedules</a>
<a href="#">OOD Extranet Page</a>
<a href="#">OOD Provider Forms</a>



Related to VR Case Management

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<a href="#">Services &amp; Standards VR Provider Manual</a>
<a href="#">Vocational Rehabilitation Provider Directory (PMP)</a>
<a href="#">Vocational Rehabilitation Training</a>