

Services & Standards

VR Provider Manual

Service and Standards Guide for Providers, OOD Staff and VR Contractors
October 2022

The Vocational Rehabilitation (VR) Provider Manual offers Providers, OOD Staff and VR Contractors information and guidance from Opportunities for Ohioans with Disabilities (OOD) about service delivery rates and requirements, as defined in OAC 3304-2-52 Appendix A “VR Fee Schedule Rates and Descriptions”, as well as technical assistance and other non-service and/or rate requirements.

The manual is updated periodically to address trends, as identified by OOD, and to respond to questions from Providers, VR Staff, and VR Contractors. Updates to the manual will be posted to the “Information for Providers” section of OOD’s website (www.ood.ohio.gov) and announced through the eGov Delivery email distribution list, also known as Granicus. Updates will be effective no less than 30 days from the date posted on the website, unless specifically noted otherwise.

It is implied, by Providers continuing to accept authorizations and offering services to the VR Program, that Providers accept and will adhere to the updates. Providers who do not wish to accept the updates may request to be removed from the approved VR Provider list by emailing OOD’s Provider and Contract Management Unit (PCMU) at pcmu@ood.ohio.gov.

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Introduction

Providers, VR Staff, and VR Contractors can often find answers to questions within this manual; however, sometimes you may need some additional help finding or interpreting the guidance. If so, please follow the process outlined below.

Support for VR Staff & VR Contractors

1. Consult the VR Policy & Procedure Manual; if questions remain, then
2. consult VR Provider Manual; if questions still remain, then
3. consult with a VR Supervisor; if questions still remain, then
4. the VR Supervisor will forward the question to PCMU, via email at pcmu@ood.ohio.gov and copy the assigned VR Staff/ Contractor.

Support for Providers

1. Consult VR Provider Manual; if questions remain, then
2. consult with OOD Provider Liaison; if questions still remain, then
3. the OOD Provider Liaison will forward question to PCMU, via email at pcmu@ood.ohio.gov and copy the Provider.
4. Providers should initially consult with the VR Staff or VR Contractor for any authorization or case questions.
5. Providers should initially consult with an OOD Accountant Examiner 2 (AE2) for any billing questions.
6. Providers may consult with OOD Provider Liaisons if questions cannot be resolved after initial consultation with VR Staff or VR Contractor or the AE2.

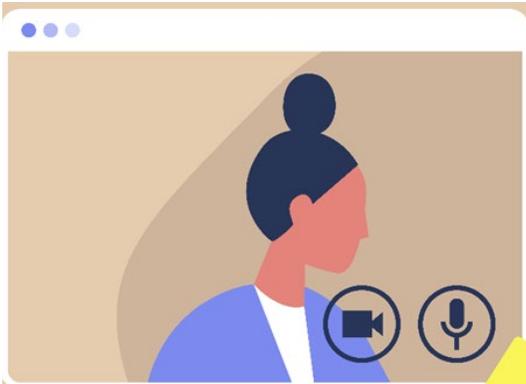
PCMU@OOD.OHIO.GOV MAILBOX

Providers should use this mailbox for all of their business dealings with OOD unless this manual requires submission through the Provider Management Portal (PMP) or requires contact with a VR Staff person or VR Contractor.

This email account is continually monitored by OOD's PCMU Staff and every attempt is made to respond within three (3) business days. However, this mailbox often receives a large volume of emails which may delay a response. In addition, PCMU Staff may be out of the office which also may delay a response. If you do not receive a response within five (5) days, you may contact the PCMU Supervisor (refer to Appendix B).

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VOCATIONAL SERVICES



SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLEMENT	SERVICE RATE + 10%	VARIABLE
CRITICAL NEED RATE	\$100.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL I (UP TO 35 MILES ONE WAY)	\$40.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II (36 – 50 MILES ONE WAY)	\$57.40	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III (OVER 50 MILES ONE WAY)	\$79.90	FLAT FEE

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BILINGUAL SUPPLEMENT (BS)

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

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CRITICAL NEED RATE (CNR)

The Critical Need Rate (CNR) may be authorized in conjunction with VR Fee Schedule services to support service provision within Ohio where there are no service providers available (e.g., Orientation & Mobility, Rehabilitation Technology, Interpreting, Activities of Daily Living in rural counties). OOD shall create and maintain the list of underserved counties without local or nearby service providers and determine which counties and services qualify for the CNR to ensure adequate statewide service coverage. The CNR shall be authorized in addition to a Service Area Modifier (SAM) rate. The CNR may be charged once, per participant per day, by the provider. OOD shall authorize for the CNR prior to service delivery. CNR shall be authorized for in-person services only.

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SERVICE AREA MODIFIER (SAM)

OOD may authorize the Service Area Modifier (SAM) in situations where OOD specifically requests a provider to serve a participant outside of their designated service area. The SAM Fee shall only apply to services defined in the VR Fee Schedule.

The SAM Fee shall be determined based upon the one-way distance from the closest border of the provider's service delivery area to the participant's residence. Service delivery areas are identified by county as indicated by providers in the Provider Management Program (PMP). The SAM Fee may only be charged once per day by the provider staff member. When serving more than one participant in a given day, the SAM rate shall be determined based upon the mileage of the participant with the furthest residence from the provider's defined service delivery area. OOD shall establish the SAM Fee utilizing an electronic mapping tool, such as navigation software or web-based programs. OOD shall authorize the SAM Fee prior to service delivery. The SAM Fee shall not be allowed when providing remote services.

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AUXILIARY SERVICES

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BRIDGE SUPPORT SERVICES	\$6.60	UNIT OF SERVICE
INTAKE	\$122.90	FLAT FEE
INTERPRETER SERVICES (INTERNATIONAL & SIGN LANGUAGE)	\$6.40	6 MINUTES
SITE COORDINATION	\$143.40	FLAT FEE
SITE DEVELOPMENT	\$7.20	6 MINUTES
TRANSPORTATION	\$5.60	6 MINUTES
VOCATIONAL TRAINING STIPEND	OHIO MINIMUM WAGE + 15%	6 MINUTES

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BRIDGE SUPPORT SERVICES (BSS)

Bridge Support Services (BSS) are intended to enhance participant engagement and to focus directly on employment supports through short-term support to overcome significant barriers to employment. These services are not intended as ongoing services, or to mimic, duplicate, or supplement case management services that may be available from other sources (e.g., mental health and local county board of developmental disabilities services). BSS may be authorized for an initial 4 hours (40 UOS) in any category, with additional UOS authorized on an individual basis by the referring VR Staff or VR Contractor. Independent participant completion and comparable benefits should be considered ahead of authorizing for these services. Use of online resources are encouraged as part of these services.

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Bridge Support Services: Identification (ID) Obtainment/Replacement. BSS may be utilized to help a participant obtain an ID (e.g., driver’s license, State ID) needed for a paid work experience or employment. Consider using website services in conjunction with any needed visits to any government offices such as the Ohio Bureau of Motor Vehicles (<https://www.bmv.ohio.gov/>). This service may also be utilized to help a participant obtain a replacement ID or documents necessary for paid work experience or employment (e.g., social security card, driver’s license, I-9 documents). This service may not be used to fund the reinstatement fees for replacing IDs due to warrant blocks.

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Bridge Support Services: Work Clothing Assistance. This includes helping a participant choose and purchase appropriate interview or work clothing. Service time includes direct service with the participant including any transportation with the participant in the vehicle, time at any stores, and time transporting the participant back home.

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Bridge Support Services: Community Connections. This service includes connecting participants with resources in the community to address significant barriers (e.g., accessing childcare, addressing homelessness). Services in this subcategory include: assistance setting up mental health case management, childcare services, setting up a bank account, housing, interview clothing, or applying for services with other community agencies such as Supplemental Nutrition Assistance Program (SNAP), Women, Infants & Children Program (WIC), or Medicaid. This subcategory can also be used to address transportation barriers and may be used to research available options such as public transit, ride share services (e.g., Uber, Lyft) or other viable local options. Travel Training shall be utilized to help a participant learn to utilize any travel system. This service may not be used by a provider to self-refer back to its own agency or subcontractors.

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Bridge Support Services: Training Preparation Support. This service is to assist participants with applying for post-secondary training and completing any required application documentation and/or FAFSA documentation as needed, or required, when other assistance (e.g., school guidance counselor, financial aid office, parent, case manager, independent completion) is not available or feasible.

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Bridge Support Services: Training Exploration. This service may be used to research academic post-secondary programs, complete college entrance applications, assist with college visits, assist with the initial class registration, visit student disability services offices, etc. when other assistance (e.g., school guidance counselor, parent, admissions office, independent completion) is not available or feasible.

REQUIREMENTS

- Providers must be with the participant either remotely or in-person in order to bill these services. Transportation with the participant in the vehicle shall be included in service time.

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

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Technical Guidance

BSS shall not be authorized for social outings or activities that are not directly connected to removing barriers to employment.

VR Staff and VR Contractors shall make direct authorizations to retail stores when possible. BSS may be authorized for the service of receiving assistance in selecting and purchasing items (e.g., interview clothes) when the participant cannot independently make purchases for the clothing and tools that are needed to remove barriers to employment. BSS shall not be authorized for the actual cost of the items or goods (e.g., interview clothes, non-slip shoes).

Bridge Support Services: Identification (ID) Obtainment/Replacement may be authorized for the service of assisting a participant in obtaining or replacing ID, and not for related costs or fees. VR Staff and VR Contractors please reference relevant codes and policies/procedures regarding prohibited costs such as those related to driver's license reinstatement.

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INTAKE (I)

Intakes are the initial provider and participant meeting ahead of Vocational Rehabilitation services. During this meeting the provider shall review referral information, discuss the participant's disability, strengths, and any limitations and/or required accommodations. The provider shall provide an overview of items such as confidentiality, ethics, dispute resolution, etc. This meeting allows for required information and conversations as part of any accreditation requirements. Providers may charge the Intake fee in conjunction with an approved service (see below) at a maximum of once every 12 months since the last date of service provided to the participant.

REQUIREMENTS

- Providers shall ensure that the following components are addressed with the participant:
 - participant's rights and responsibilities;
 - confidentiality, including limitations of confidentiality;
 - who the participant would like involved in their case and the need for any releases;
 - participant's preferred mode of communication (e.g., phone, video, appropriateness of remote services);
 - address any history of behavioral or safety concerns; and
 - review of the referral information with the participant.

- Providers shall notify VR Staff or VR Contractor of any updates and/or discrepancies to the referral information.

SERVICES ELIGIBLE FOR INTAKE

Site Coordination	Travel Training
Site Development	Summer Youth Work Experience
Community Based Assessment	Rehabilitation Technology
Vocational Evaluation	Work Adjustment
Vocational Consultation	On-the-Job-Supports
Career Exploration	Job Seeking Skills Training
Activities of Daily Living (Non-Credential)	Job Development- Units of Service
Activities of Daily Living (Credential)	Job Development- Performance Based
Orientation & Mobility Site Development	Job Development- Supported Employment
Orientation & Mobility Training	Job Readiness Training

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

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INTERPRETER SERVICES – INTERNATIONAL LANGUAGE & SIGN LANGUAGE (INT)

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

REQUIREMENTS

- The written VR Report shall, at a minimum, address the following:
 - date(s) and times of the interpreting assignment(s); and
 - signature of the participant or other individual, (e.g., VR or provider staff, who participated as part of the meeting/service).
 - Exception: Signatures are not required for remote interpreting (e.g., telephone or internet). If a transcript is created as part of the service, it shall be submitted with the invoice.
- Interpreters may charge up to a maximum of 20 UOS per appointment or up to the actual time performing the service (e.g., the actual time spent facilitating the communication

between the parties), whichever is higher, including for missed appointments or no shows in which the interpreter was not notified at least 24 hours in advance of the cancellation.

- Interpreters should arrive or connect at a minimum of five (5) minutes before the appointment to ensure that things are in place before the appointment.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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SITE COORDINATION (SC)

Site Coordination may be used by providers to facilitate a Community Based Assessment (CBA) and/or Work Adjustment (WA) at a business with which a provider has an existing relationship. Site Coordination will include all contacts with the participant, potential business, VR Staff or VR Contractor. Site Coordination may include an interview, site tour with the potential business, and/or staffing to discuss the potential site and job duties. Site Coordination shall be issued at the same time as the Intake authorization (if needed). Site Coordination ends once the site has been confirmed and the dates and times of the CBA or WA are determined. Site Coordination and Site Development shall not be authorized together for the same service.

REQUIREMENTS

- The written VR Report shall, at a minimum, address the dates of contacts and the outcome of the contacts with:
 - participant, and if applicable their parent or legal guardian;
 - VR Staff or VR Contractors; and
 - businesses contacted on behalf of the participant.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service as defined on the VR authorization, whichever comes first.

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SITE DEVELOPMENT (SD)

Site Development services are utilized to secure a potential employment setting that may be used to help either assess or address a participant's vocational barriers. Site Development may be authorized to secure a new business location for a Community Based Assessment; in cases where a participant needs an individualized site for Summer Youth Work Experience; and Work Adjustment. Site Development shall be issued at the same time as the Intake authorization (if needed). Site Development ends once the site has been secured and the dates and times of the

assessment or adjustment are determined. Site Coordination and Site Development shall not be authorized together for the same service.

REQUIREMENTS

- The written VR Report shall, at a minimum, address the dates of contacts and the outcome of the contacts with:
 - participant, and if applicable their parent or legal guardian;
 - VR Staff or VR Contractors; and
 - businesses contacted on behalf of the participant.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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TRANSPORTATION (T)

Transportation services are utilized when providers transport participants to and from appointments or worksites for the following services: Community Based Assessment, Work Adjustment, On-the-Job Supports, Summer Youth Work Experience, and for other services not included within the VR Fee Schedule (e.g., transportation to a psychological evaluation, medical appointment to determine eligibility). Providers may begin billing Transportation once the participant has been picked up and should end billing once the participant has been dropped off. Providers shall not bill wait time associated with Transportation. The Transportation service ends when the participant gets to the service location, (e.g., Community Based Assessment worksite).

Providers shall divide the total amount of time for transportation, from the point when the first participant is picked up and until the last participant is dropped off, amongst the total number of participants receiving transportation for the trip regardless of funding sources. The Bilingual Supplement shall not apply to Transportation. Intake shall not be authorized with or as part of Transportation Services. Transportation for Summer Youth participants shall not exceed 10 UOS at the start and end of the service.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the date(s) and times of transportation including street name and city of pick-up and drop-off locations, as well as the number of participants transported.
- Providers shall submit the invoice and report within 21 calendar days of the completion of service or the last date of services defined on the VR authorization, whichever comes first.

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VOCATIONAL TRAINING STIPEND (VTS)

Providers shall compensate participants for vocationally related work experiences (e.g., Community Based Assessment, Work Adjustment, Summer Youth Work Experience, and non-school-based Job Readiness Training services) at a rate equivalent to the current State of Ohio Minimum Wage. OOD shall reimburse providers at a rate equivalent to the State of Ohio Minimum Wage plus an additional 15 percent to include additional costs such as Worker's Compensation, Federal Insurance Contributions (FICA), Medicare, and administrative costs. Providers shall, at a minimum, provide Worker's Compensation for participants during work experiences.

Providers shall provide at least one 15-minute break for every four (4) hours of scheduled service. Providers shall provide an unpaid 30-minute lunch period after six (6) hours of scheduled service. The unpaid meal periods are not a vocational service and are not counted as part of billable service delivery time. If a Participant needs additional breaks, Providers should provide it as a reasonable accommodation, but the time shall not be paid. Summer Youth participants scheduled over the entirety of 11:00 A.M. – 1:30 P.M. or 4:30 P.M. - 6:30 P.M. shall be provided a 30-minute unpaid meal period. Participants are not intended to substitute for employees of a host business. Participants may request to waive the Vocational Training Stipend. VR Staff will make the final decision whether or not to authorize for the stipend.

REQUIREMENTS

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

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DIAGNOSTIC & ASSESSMENT SERVICES

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
WORK INCENTIVES PLANNING	\$471.00	FLAT FEE
WORK INCENTIVES COORDINATION	\$7.70	6 MINUTES
COMMUNITY BASED ASSESSMENT (HALF DAY: FOUR OR LESS HOURS)	\$262.10	FLAT FEE
COMMUNITY BASED ASSESSMENT (FULL DAY: OVER FOUR HOURS)	\$458.70	FLAT FEE
CBA – RAPID ENGAGEMENT	\$409.50	FLAT FEE
CBA – PLACEMENT PREMIUM	\$1,280.70	FLAT FEE
VOCATIONAL EVALUATION	\$1,108.70	FLAT FEE
VOCATIONAL CONSULTATION	\$7.20	6 MINUTES
CAREER EXPLORATION	\$7.40	6 MINUTES

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WORK INCENTIVES PLANNING (WIP)

Work Incentives Planning (WIP) services are utilized to provide information on how participating in vocational rehabilitation services and returning to work can positively impact the participant’s earning potential. The Flat Fee shall include the time interviewing the participant, verifying benefits, analyzing data, and a review of the written report with the participant and if applicable, their parent or legal guardian, and/or representative payee. WIP takes into consideration current Federal, State, and Local benefits such as Title II (Social Security Disability Insurance (SSDI), Disabled Adult Child (DAC), Survivor Benefits, etc.); Title XVI (Supplemental Security Income (SSI)); Health Benefits (Medicaid, Medicare, other Private or Public health benefits); Veteran’s benefits; and housing, food, and other public assistance programs. WIP services also provide

participants information on work incentives including but not limited to: Ticket to Work, Impairment Related Work Expenses (IRWE), Trial Work Periods (TWP), Student Earned Income Exclusions (SEIE), Plan for Achieving Self-Sufficiency (PASS) plans, etc. The outcome of the service is to provide a participant a comprehensive overview of how working affects benefits and how work incentives can be utilized to maximize earnings. Intake shall not be authorized with or as part of Work Incentive Planning.

REQUIREMENTS

- The written VR Report shall, at a minimum, include following:
 - the acquisition of information from the source organization (e.g., Social Security, Jobs & Family Services) and verification of the amount and type of benefits received (e.g., SSI/SSDI, medical, housing, cash assistance) by participant;
 - demonstration of how returning to work may positively impact the participant's overall income, including illustrations of how working can potentially increase earnings (e.g., SSI calculation sheets comparing current situation to at least two comparison points with different earnings);
 - identification of any benefit issues that require a resolution;
 - information about specific work incentives that apply to the participant's specific benefits and may be eligible to utilize, including a brief explanation of how the participant would request and document the work incentive; and
 - answers to questions posed by VR Staff or VR Contractor in the Work Incentives Referral Form.

- Provider shall review the report and Benefits Planning Query (BPQY), in a manner that is understandable, with the participant and if applicable, their parent or legal guardian, and/or representative payee, any other person(s) the participant identifies, and the VR Staff or VR Contractor (if available).

- VR Staff or VR Contractor may request to be present during the review of the report.

- Provider shall provide the participant and if applicable, their parent or legal guardian, and/or representative payee with a written copy of the report and BPQY.

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

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

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WORK INCENTIVES COORDINATION (WIC)

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

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with the participant and if applicable, their parent or legal guardian, and/or representative payee, VR Staff or VR Contractors, Social Security Administration, Department of Jobs & Family Services, or other organizations;
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program; and
 - results of the coordination.

- Information shall be provided to the participant and if applicable, their parent or legal guardian, and/or representative payee in an understandable format (i.e., preferred mode of communication);

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

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COMMUNITY BASED ASSESSMENT (CBA)

Community Based Assessments (CBAs) are utilized to assess provide information on a participant's aptitudes, abilities, behaviors, accommodation needs, and preferences to determine if a specific employment opportunity would be an appropriate match. CBAs shall be authorized either as a half day (i.e., four [4] hours or less), or a full day (i.e., over four [4] hours). VR Staff or VR Contractors shall determine if the CBA is a half or full day and specify the option on the VR authorization. The Flat Fee includes provider staff time to assess the participant, any staffing that may be needed, and the report preparation. CBAs are not intended to teach specific work skills, provide work experience or adjustment services. CBAs should not be standard practice for onboarding participants with disabilities or used as a hiring incentive in conjunction with or in lieu of Job Development services. CBAs shall be conducted in competitive and integrated settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community. CBAs provided in a non-integrated setting shall be transitioned to an integrated setting as soon as possible based upon the readiness of the participant. The outcome of the service is to assess the participant's current work skills and

identify/recommend future community services and supports/resources needed in order for the participant to be successful in competitive integrated employment.

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

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with the participant and if applicable, their parent or legal guardian;
 - questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program;
 - dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractors;
 - information about the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
 - initial assessment of the participant's functioning at the beginning of the assessment and final assessment to demonstrate the participant's progress including but not limited to the following areas: attendance, interpersonal skills, work behaviors, work tolerance, quality and quantity of work, ability to stay on task, and responsiveness to supervision, etc.;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress, including the effectiveness of the strategies in achieving desired results;
 - observation of the participant's behavioral and job task performance for each date of service;
 - input from the employer on participant's performance and potential areas of concern; and
 - input from the participant on their vocational preferences; their assessment of their physical and mental capabilities to do the job; and their concerns.

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

- Providers shall immediately notify the VR Staff or VR Contractor if the participant misses more than two (2) days during the service and/or when sufficient information has been obtained to answer the referral questions. VR Staff and/or VR Contractors will then determine if services should continue

- The Vocational Training Stipend shall be authorized by VR Staff or VR Contractor to compensate participants for actual work performed during the CBA. VTS shall not be paid for breaks that last 30 minutes or longer.

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

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CBA - RAPID ENGAGEMENT PREMIUM (CRE)

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

REQUIREMENTS

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

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COMMUNITY BASED ASSESSMENT – PLACEMENT PREMIUM (CPP)

CBAs shall not be marketed to participants or businesses as an incentive to hire a participant. There are circumstances, however, where an employer may be interested in hiring a participant following this service. If a participant is hired at the business that hosted the CBA within four (4) weeks from the date of finishing the CBA, the provider may charge the Community Based Assessment – Placement Premium. Four (4) weeks shall be defined as 28 calendar days. This service is for the coordination and facilitation of the participant being hired by the employer following this service. Performance Based Job Development (PBJD) and Supported Employment Job Development (SE-JD) shall not be authorized to facilitate the hiring of a participant at the CBA site. CBA – Placement Premium shall not be paid if Job Development services have been authorized. If PBJD or SE-JD have been authorized prior to the CBA, providers may bill according to those service definitions. If the participant needs additional support after the CBA, On-the-Job Supports (OTJS) may be authorized once the participant has started the first paid day of work, as needed, to assist the participant in continuing to learn job tasks, adjust to the work environment, and/or maintain employment. The VR authorization for the premium shall be issued by the VR Staff or VR Contractor once the requirements have been fulfilled. The service is billable following the participant's second completed day of employment.

REQUIREMENTS

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

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VOCATIONAL EVALUATION (VE)

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

REQUIREMENTS

- The written VR Report shall, at a minimum, address the following:
 - dates of contacts with the participant and if applicable, their parent or legal guardian;
 - questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program;
 - summary of the participant's abilities, interests, capabilities, aptitudes, and level of academic functioning;
 - identification of realistic and viable employment options;
 - justification and explanation of why the identified employment options would be a suitable match based on the testing results as well as the participant's unique strengths, resources, capabilities, interests, aptitudes, and informed choice;
 - current local labor market analysis based on OhioMeansJobs and other labor market resources; and
 - identification of potential strengths and barriers, including recommendations for possible accommodations that may mitigate barriers.
- VR Staff or VR Contractor may request specific test batteries to be included in the service.
- Providers shall use the most current version of test batteries that are currently supported by publishers and accepted by the professional community.

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

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VOCATIONAL CONSULTATION (VC)

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

- to administer specific test instruments such as academics, interests, etc.;
- to complete a current local labor market or transferable skills analysis based on OhioMeansJobs and other labor market resources;
- to assess a participant's computer skills and knowledge of software applications (e.g., Microsoft Word, Excel,); or
- to review and update a previous vocational evaluation.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with participants and if applicable, their parent or legal guardian, VR Staff or VR Contractors;
 - dates of service;
 - identification of potential strengths and barriers, including recommendations for possible accommodations that may mitigate barriers; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Computer skills and knowledge of software application assessments shall not exceed 40 UOS.
- VR Staff or VR Contractor may request specific test batteries to be included as part of the service.
- Providers shall use the most current version of testing batteries that are currently supported by publishers and accepted by the professional community.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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CAREER EXPLORATION (CX)

Career Exploration is utilized to assist a participant in exploring a specific employment outcome(s). Career Exploration involves the participant conducting informational interviews with individuals or employers who are actually performing the duties or hiring for the duties of the identified occupation (not academic/college programs) to ask questions about the job tasks, training required, and salaries. The participant may also have the opportunity to job shadow and observe employees performing the job tasks associated with the identified occupation. If possible, the participant should be given an opportunity to attempt actual job tasks as well. Work samples may not last longer than one (1) hour for specific career clusters (e.g., retail, health, food service) and providers may not complete more than two work samples per business for a total of 20 UOS per business.

The use of videos as a method of providing career exploration are not permitted without prior specific approval of VR Staff or VR Contractor.

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

Career Exploration may not be used to research academic (college) programs, complete college entrance applications, college visits, register for classes, etc. These activities are part of Pre-ETS, the vocational planning process, Bridge Support Services, and/or the VR Staff or VR Contractor should assist participants with these activities.

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

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

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with participants and if applicable, their parent or legal guardian, VR Staff or VR Contractors, host businesses, and service;

- identification of a realistic and viable employment outcome(s) based on the participant’s geographic location and labor market analysis;
 - justification and explanation of why the identified employment outcome(s) would be a suitable match for the participant based on their unique strengths, resources, capabilities, interests, and aptitudes;
 - identification of potential strengths and barriers and suggested accommodations that may mitigate barriers;
 - input from the participant on their experiences during the job shadowing activities; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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DISABILITY & AUGMENTATIVE SKILLS TRAINING

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
ACTIVITIES OF DAILY LIVING TRAINING (NON-CREDENTIAL)	\$10.70	6 MINUTES
ACTIVITIES OF DAILY LIVING TRAINING (CREDENTIAL)	\$11.70	6 MINUTES
ORIENTATION & MOBILITY TRAINING	\$13.10	6 MINUTES
ORIENTATION & MOBILITY SITE DEVELOPMENT	\$179.20	FLAT FEE
TRAVEL TRAINING	\$6.60	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
TRAVEL TRAINING	\$3.56	\$2.71	\$2.18	6 MINUTES

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ACTIVITIES OF DAILY LIVING TRAINING (ADL)

Activities of Daily Living (ADL) Training, commonly referred to Rehabilitation Teaching, is utilized to teach participants with visual impairments and other disabilities such as cognitive disability, traumatic brain injury, deafness or those with language deprivation, to learn ADLs to enhance safety, independence, and employability. Provider will assess the needs of the participant, make recommendations to VR Staff or VR Contractor and identify which areas the participant may have barriers as well as strengths. Provider will develop a plan outlining benchmarks, specific goals, instructional techniques, and estimated timeframes to achieve learning objectives.

Provider staff can provide training on topics such as: selecting and organizing clothing, preparing meals, budgeting and managing money, and maintaining hygiene. Instructional techniques can include one-on-one demonstration, repetition, and development of natural supports and cues.

The outcome of the service is that the participant will develop the skills and confidence to be able to live and manage their activities of daily living independently. The service may include the research and development of appropriate tools/equipment needed to achieve specific goals.

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

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

REQUIREMENTS

- The written VR Report shall, at minimum, include the following:
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
 - itemized list of equipment recommendations with specific features necessary to meet the identified needs;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;
 - input from the participant on their self-assessment and progress during the instructional period and potential concerns; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Facility form.
- This service shall only be authorized on an individual, one (1) staff: one (1) participant ratio. There shall not be a group rate for this service.
- Providers shall send OOD a current copy of their credential and if ACVREP certified, their liability insurance, prior to being approved for the credentialed rate. Providers shall submit a copy of their liability insurance to OOD upon annual renewal. The requirement for the submission of the insurance policy only applies to providers who are only ACVREP.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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ORIENTATION & MOBILITY (OM)

Orientation & Mobility is utilized to assist participants with visual impairments to familiarize themselves with their environment and to learn to navigate independently. Provider will assess the needs of the participant, make recommendations to VR Staff or VR Contractor, and identify in which areas the participant may have barriers as well as strengths. Provider will develop a plan outlining benchmarks, specific goals, instructional techniques, and estimated timeframes to achieve learning objectives. Providers may use instructional techniques, such as sighted-guide, long cane, or use of service animals. The service may be provided in different settings such as the workplace, home, educational setting, or the community-at-large. The outcome of the service is that the participant develops the skills and confidence to navigate independently.

REQUIREMENTS

- The written VR Report shall, at minimum, include the following:
 - initial assessment of the participant’s functioning at the beginning of the service and final assessment to demonstrate the participant’s progress;
 - identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;
 - input from the participant on their self-assessment and progress during the instructional period and potential concerns; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Facility form.

- This service shall only be authorized on an individual, one (1) staff: one (1) participant ratio. There shall not be a group rate for this service.

- Providers shall send OOD a current copy of their credential and if ACVREP certified, their liability insurance, prior to being approved for the credentialed rate. Providers shall submit a copy of their liability insurance to OOD upon annual renewal. The requirement for the submission of the insurance policy only applies to providers who are only ACVREP.

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

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ORIENTATION & MOBILITY SITE DEVELOPMENT (OMSD)

Orientation & Mobility Site Development is a Flat Fee service to allow the provider to conduct an environmental assessment for the purpose of safety and route planning in order to identify appropriate training environments, as requested by VR Staff or VR Contractor. The Site Development fee shall be included on the first month’s service report.

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TRAVEL TRAINING (TT)

Travel Training is utilized to teach participants how to travel independently on public transportation or in the community in their own private vehicle. The provider shall assess the needs of the participant and make recommendations to VR Staff or VR Contractor regarding in which areas the participant may have barriers and strengths as well as the service needs of the participant.

Instruction should include topics such as: learning how to schedule transportation requests with transportation providers; reading bus schedules; purchasing tokens/bus passes, training on the public transportation rules; and contingency planning in the event of an unexpected issue (e.g., a missed bus, getting off at the wrong stop, or using GPS to navigate). Provider staff may provide instruction by demonstrating how to ride public transportation with the participant until the participant is independent. The outcome of the service is that the participant will be confident and independent in their ability to work and travel in the community.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with participants and if applicable, their parent or legal guardian, VR Staff or VR Contractors, and service;
 - evaluation of the participant’s functioning at the beginning of the service and at the end of each training period to document progress;
 - explanation of instructional techniques and interventions that were used by provider staff to facilitate learning and progress;
 - input from the participant on their self-assessment and progress during the adjustment period and potential concerns; and
 - answers to questions posed by VR Staff or VR Contractors in the Referral to Community Rehabilitation Program.

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

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JOB READINESS SERVICES



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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUMMER YOUTH (WORK EXPERIENCE)	\$1,240.80	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$250.90	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$439.20	FLAT FEE (DAY)
WORK ADJUSTMENT – PLACEMENT PREMIUM	\$1,280.70	FLAT FEE



SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB READINESS TRAINING (SCHOOL BASED) (HALF DAY: 2.5 OR LESS HOURS)	\$60.40	FLAT FEE (DAY)
JOB READINESS TRAINING (SCHOOL BASED) (FULL DAY: OVER 2.5 HOURS)	\$96.30	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (HALF DAY: 4 OR LESS HOURS)	\$96.30	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (FULL DAY: OVER 4 HOURS)	\$166.90	FLAT FEE (DAY)

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
SUMMER YOUTH (WORK EXPERIENCE)	\$670.03	\$508.73	\$409.46	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$135.49	\$102.87	\$82.80	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$237.17	\$180.07	\$144.94	FLAT FEE (DAY)

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JOB READINESS TRAINING (JRT)

Job Readiness Training (JRT) is utilized to assist participants with developing the necessary skills and abilities to become successfully employed. JRT is a group-based service and collaboration in which OOD, the host business, the provider and education partner for school-based JRT site, have an established relationship which includes an OOD approved training curriculum to address vocational barriers while at the same time learning transferable skills. The outcome of the service is to prepare participants to be job ready and to secure permanent, competitive integrated employment. JRT should include several short-term rotations or internships, within the business to allow participants to learn various job tasks. Providers shall conduct an assessment at the start of the service to identify training goals, develop benchmarks, and to establish a timeline for successful completion of the service. The primary emphasis of JRT is to help participants obtain and improve work skills such as: work behaviors; communication and interpersonal skills; build stamina and endurance; address attendance and timeliness issues, etc.

JRT services must include a soft skills educational component approved by OOD (e.g., “Skills to Pay the Bills”) to teach skills such as budgeting, time management, development of vocational interests, and job seeking skills training. The soft skills training may be provided and/or funded through sources other than OOD, e.g., high schools, developmental disability (DD) boards, etc. The educational component may take place onsite at the host business or at an offsite location. Non-School Based JRT programs should include a staffing every two (2) weeks to discuss progress, updated goals, and to establish new goals. Non-School Based JRT should not be developed for a specific duration but should be based on participant’s progress. JRT includes the provider facilitating a potential job placement within the business partner once the participant approaches job readiness. VR Staff or VR Contractors may refer the participant for Job Development for a position outside the JRT host site if there is not an opening or if the participant is not going to be hired by the JRT business partner. Provider staff must remain on site and provide direct instruction and observation with participants during the full duration of the service.

Prior to establishing a new JRT site, OOD shall determine the need for an additional site and if sufficient referrals are available to support the site. OOD and the business partner shall also meet to discuss job tasks and the business partner’s expectations.

REQUIREMENTS FOR SCHOOL BASED PROGRAMS (JRT-SB)

- School Based JRT is defined as work experience services provided in conjunction with a secondary educational track.
- School based JRT shall be authorized either as a half day, 2.5 hours or less, or a full day, over 2.5 hours. VR Staff or VR Contractors may request a modified schedule to accommodate a participant’s disability related needs. VR Staff or VR Contractors must specifically communicate this to the provider at the time of the authorization.
- School based programs may occur for up to nine (9) months in the academic year during the participant’s last year of school. Services are expected to be scheduled 2.5 hours for half day services and up to 4 hours for full day services. Classroom time and unpaid meal periods do not count as service time for the calculation of the duration. Service time is intended to cover the job tasks typically associated as part of On-the-Job-Supports.
- Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of Provider staff to train or supervise youth at the worksite.
- Providers shall immediately notify the VR Staff or VR Contractor if the participant misses more than two days of the service during a week and/or when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractor will then determine if services should continue.
- The written VR Report shall, at a minimum, address the following:

- dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractors;
 - information on the work environment and job tasks (job task analysis) including employer or industry accepted performance (quantity and quality) standards;
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - observation of the participant's behavioral and job task performance;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
 - input from the employer on performance and potential areas of concern;
 - input from the participant on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified by the VR Staff or VR Contractor and participant at the start of the service; and
 - questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

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Requirements For Non-School Based Programs (JRT-NSB)

- Non-school based JRT shall be authorized in cases where participants are not involved with an educational track either as a half day, four (4) hours or less, or a full day, over four (4) hours. VR Staff or VR Contractor may request a modified schedule to accommodate a participant's disability related needs. VR Staff or VR Contractor must specifically communicate this to the provider at the time of the authorization.
- Provider staff shall be physically present and/or actively performing a service for the time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise youth at the worksite.
- Providers shall immediately notify the VR Staff or VR Contractor if the participant misses more than two (2) days of the service during a week and/or when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractor will then determine if services should continue.
- The duration of non-school based programs should be confirmed prior to the participant's first rotation and may last as long as the participant is making progress towards achieving the specific goals as identified in their participant service plans. There is not a standard duration for non-school based programs. Participants should progress to other VR services (e.g., Job Development) as they approach completing their individualized plan goal and approach job readiness.

- Prior to establishing a new JRT site, OOD shall determine the need for an additional site and if sufficient referrals are available to support the site. OOD and the business partner shall also meet to discuss job tasks and the business partner's expectations.
- OOD will direct the business partner to review available providers or share a list of potentially available providers through some other mechanism (e.g., verbal discussion, list). OOD will ask the business what factors are most important to them in making a provider selection (i.e., specific industry experience, experience working with a specific target population, experience with similar JRT models).
- OOD will direct the business partner to information available on the Provider SEARCH website, the Provider Scorecard, and other relevant information based on the needs identified by the team. If the business desires, OOD will facilitate the coordination of provider interviews and the final selection. OOD will notify the provider of their selection and develop next steps based on the needs and nature of the partnership.
- Unpaid meal periods and classroom activities do not count as service time for the calculation of the duration.
- The written VR Report shall, at a minimum, address the following:
 - dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractor,
 - information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - observation of the participant's behavioral and job task performance for each date of service;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
 - input from the employer on performance and potential areas of concern;
 - input from the participant on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR Staff or VR Contractor and participant at the start of the service; and
 - questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- The Vocational Training Stipend shall be authorized by VR Staff or VR Contractor to compensate participants for actual work performed during Non-School Based Job Readiness Training. VTS shall not be paid for breaks that last 30 minutes or longer.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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SUMMER YOUTH WORK EXPERIENCE (SY)

Summer Youth Work Experiences are intended to be group-based services utilized to teach students and youth with disabilities vocational skills and appropriate work behaviors. SYWE services may be provided on an individual 1:1 (one [1] provider staff to one [1] participant) basis to accommodate disability related needs or based on a specific employment outcome as identified by the VR Staff or VR Contractor. Group sites are defined as locations that are hosting more than one SYWE participant during the summer. SYWE shall be conducted in competitive and integrated settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community.

SYWE can be authorized at two levels as noted below based on participant need. The Flat Fee reflects the full 20 hours; services less than 20 hours will be prorated.

- Level 1: 10-12 hours per week, may be structured between 2-5 weeks
- Level 2: 18-20 hours per week, shall be 5 weeks

SYWE Level 1 shall not have any site changes at any point in the service. SYWE Level 2 may have participants scheduled up to a maximum of two work sites during the five-week period. Site changes shall only occur at the end of the scheduled week.

The first day of the SYWE will be a day of orientation (i.e., onboarding) which replicates the first day of competitive employment and should include employee responsibilities, worksite safety guidelines, work tasks, key contacts, call-off procedures, and other essential information necessary for the duration of the work experience. Participants shall be paid for the orientation day. During this day of onboarding, provider may utilize the "Skills to Pay the Bills" curriculum or other OOD approved curriculum to address soft skills. The onboarding can occur at the employment site if space allows, or another location in the community (e.g., provider's office, library).

The outcome of SYWE is that participants should be able to identify several vocational areas of interest; possess a general understanding of the job seeking process; the ability to meet employer's expectations as far as quality and quantity of work, work behaviors, etc.; build upon communication and interpersonal skills; and/or address other potential vocational barriers.

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

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

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - information on the work environment and job tasks (job task analysis) including employer or industry accepted performance (quantity and quality) standards.
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - observation of the participant's behavioral and job task performance;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
 - observation of the participant's behavioral and job task performance for each date of service;
 - input from the employer on performance and potential areas of concern;
 - input from the participant on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified the VR Staff or VR Contractor and participant at the start of the service; and
 - answers questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

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

- Providers shall immediately notify the VR Staff or VR Contractor if the participant misses more than two (2) days of the service during a week and/or when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractor will then determine if services should continue.

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

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

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WORK ADJUSTMENT (WA)

Work Adjustment services are utilized to assist participants in preparing for employment by improving their job readiness. Work Adjustment is successfully completed once specific barriers/behaviors are addressed, and ongoing supports and accommodations have been identified/recommended. At that time, Work Adjustment should end and the participants should progress into other vocational services, e.g., Job Development. Work Adjustment shall be conducted in competitive and integrated settings, except for limited circumstances when the VR

Staff or VR Contractor determines that the participant's needs cannot be met in the community. Providers shall create a service plan that outlines what steps, supports, and accommodations are required to be able to transition the participant into a competitive integrated setting.

Provider staff will provide the participant with an assessment at the start of the service to develop an objective and measurable service plan that includes training goals and benchmarks, outlines training techniques, and establishes timeframes for adjustment. The service plan shall be submitted to VR Staff or VR Contractor within two (2) weeks of the start of service. VR Staff and VR Contractor may not authorize additional time until the service plan has been received and reviewed. Providers should amend the service plan as needed with specific goals, modified instructional techniques, expected outcomes, and updated timeframes. Providers shall submit copies of updated plans to VR Staff and VR Contractor whenever they are updated. Work Adjustment should not be used to teach position specific occupational or employer skills in order to get the participant hired or to develop a work history. The outcome of the service is to prepare the participant for permanent competitive integrated employment.

REQUIREMENTS

- Work Adjustment shall be authorized either as a half day, four hours or less, or a full day, more than four (4) hours. VR Staff or VR Contractor may request a modified schedule to accommodate a participant's disability related needs. VR Staff or VR Contractor must specifically communicate this to the provider at the time of the authorization.
- Provider staff shall be physically present and/or actively performing a service for time to be billable. Employees of the host site business shall not be used in lieu of provider staff to train or supervise participants at the worksite.
- Providers shall immediately notify the VR Staff or VR Contractor if the participant misses more than two (2) days of the service during a week and/or when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractor will then determine if services should continue.
- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with participants and if applicable, their parent or legal guardian, VR Staff or VR Contractors, host businesses, and dates of service;
 - information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
 - initial assessment of the participant's functioning at the beginning of the service and at the end of each adjustment period to document progress;
 - observations of the participant's behavioral and job task performance;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
 - observation of the participant's behavioral and job task performance for each date of service;
 - input from the employer on performance and potential areas of concern;

- input from the participant on their vocational preferences; their self-assessment of their physical and mental capabilities to do the job, work skills, and potential concerns; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program. Providers shall attach a participation log signed by the participant outlining dates, time started and ended, and any breaks, if applicable.
- The Vocational Training Stipend shall be authorized by VR Staff or VR Contractor to compensate participants for actual work performed during the WA. VTS shall not be paid for breaks that last 30 minutes or longer.
 - Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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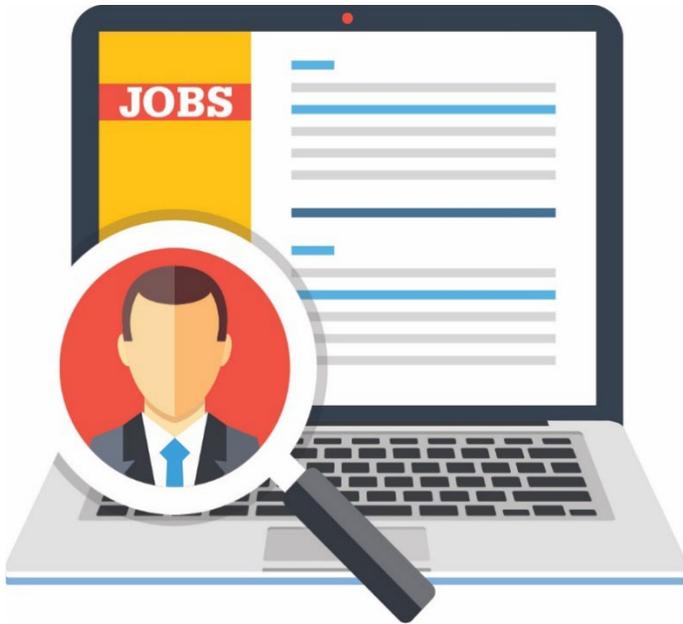
WORK ADJUSTMENT – PLACEMENT PREMIUM (WAPP)

Work Adjustment shall not be marketed to participants or businesses as an incentive to hire a participant. There are circumstances, however, where an employer may be interested in hiring a participant following this service. If a participant is hired at the business that hosted the Work Adjustment within four (4) weeks (28 calendar days) from the date of finishing the WA, the provider may charge the Work Adjustment – Placement Premium. This service is for the coordination and facilitation of the participant being hired by the employer following this service. Performance Based Job Development (PBJD) and Supported Employment Job Development (SE-JD) shall not be authorized to facilitate the hiring of a participant at the WA site. WA – Placement Premium shall not be paid if Job Development services have been authorized. If PBJD or SE-JD have been authorized prior to the WA, providers may bill according to those service definitions. If the participant needs additional support after the WA, On-the-Job Supports (OTJS) may be authorized once the participant has started the first day of paid work, as needed, to assist the participant in continuing to learn job tasks, adjust to the work environment, and/or maintain employment.

The authorization for the premium shall be issued by the VR Staff or VR Contractor once the requirements have been fulfilled. The service is billable following the participant's second completed day of employment.

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

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JOB RELATED SERVICES

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB SEEKING SKILLS TRAINING	\$6.60	6 MINUTES
JOB DEVELOPMENT (UOS)	\$7.20	6 MINUTES
PERFORMANCE BASED JOB DEVELOPMENT TIER I	\$1,706.60	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER II	\$1,280.70	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 30 DAYS	\$426.90	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 60 DAYS	\$426.90	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS	\$426.90	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM A (RAPID PLACEMENT)	\$836.40	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM B (SGA PLACEMENT)	\$836.40	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III - 90 DAYS PREMIUM C (RAPID & SGA)	\$1,245.90	FLAT FEE



SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUPPORTED EMPLOYMENT JD TIER I	\$2,133.40	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER II	\$1,600.10	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 30 DAYS	\$533.40	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 60 DAYS	\$533.40	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 90 DAYS	\$533.40	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A – 90 DAYS (RAPID PLACEMENT)	\$942.90	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B - 90 DAYS (SGA PLACEMENT)	\$942.90	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C - 90 DAYS (RAPID & SGA PLACEMENT)	\$1,352.40	FLAT FEE
ON-THE-JOB SUPPORTS	\$6.60	6 MINUTES
ON-THE-JOB SUPPORTS + SHIFT DIFFERENTIAL	\$6.80	6 MINUTES
ASL + SHIFT DIFFERENTIAL	\$6.80	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
JOB SEEKING SKILLS TRAINING	\$3.56	\$2.71	\$2.18	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.56	\$2.71	\$2.18	6 MINUTES

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JOB SEEKING SKILLS TRAINING (JSST)

Job Seeking Skills Training (JSST) is utilized to assist a participant to successfully identify and respond to potential job opportunities. JSST is a component of Job Development; however, JSST may be provided outside of Job Development for participants who are preparing to conduct their own independent job search (i.e., not receiving Job Development). The service may include: how to locate job opportunities through the newspaper, online, job boards, and 'cold calling' techniques (e.g., telephone script); how to develop a resume and cover letter; how to follow up with employers after completing an application or interview; how to address potential barriers such as breaks in employment history, criminal convictions, and the need for reasonable accommodations; how to handle difficult interview questions and mock interviews; and to teach participants the importance of and how to manage their online/social media. The outcome of the service should be that the participant has the skills and resources to maximize their independence in conducting their own job search.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates of contacts with participants and if applicable, their parent or legal guardian, VR Staff or VR Contractor;
 - documentation of the topics and techniques used to teach the participant how to prepare for their independent job search;
 - input from the participant on their self-evaluation of their interviewing skills; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

- Providers shall submit an editable electronic copy (e.g., Microsoft Word) of the participant's resume with the first report and invoice which must be approved by the VR Staff or VR Contractor prior to being used for Job Development. The resume shall follow OOD's Resume Standards which includes:
 - being professional in appearance;
 - accurately reflecting participant's information, work and educational histories; and
 - being free of spelling and grammatical errors.

VR Staff or VR Contractor may request a sample mock application in addition to the resume.

- Providers shall assist the participant to register with OhioMeansJobs (OMJ), if they are not already registered.

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

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JOB DEVELOPMENT (JD)

Job Development is utilized to prepare and assist participants to contact businesses, apply and interview with employers, and to secure competitive integrated employment. Job Development should include, but may not be limited to: instruction and guidance about how to locate potential job opportunities (e.g., networking, use of OMJ and other electronic job boards, newspapers, online, and “cold” calling); development of a resume, mock application template, and cover letter; how to answer interview questions including issues such as gaps in employment histories, requesting reasonable accommodations, addressing criminal histories, and managing online profiles/social media.

This instruction and guidance should maximize the independence of the participant to conduct their own job search. Based upon the needs of the job seeker, Job Development may also include the job developer updating the job seeker’s resume and mock application, sending out cover letters and resumes to potential employers, providing job leads to the participant to follow up on, review of the participant’s interview skills, follow up contact with employers when applications have been submitted or when a participant has an interview, discussion of hiring incentives and tax credits with the business, and providing support in requesting and implementing reasonable accommodations.

Performance Based (Tiers) is the preferred fee structure for Job Development and shall be inclusive of all job search activities including, but not limited to, activities involving contacting businesses, preparing for interviews, and attending interviews with participants. The Tiers shall be paid upon the deliverables described below being met.

- Tier I (Job Seeking Skills Training & Planning): Upon completion of 1) Job Seeking Skills Training (JSST), 2) approval of the resume, 3) approval of the mock application, if requested, 4) registration of the participant with OhioMeansJobs (OMJ), 5) completion of the Job Development Plan, and 6) the “kick off” meeting. Note: none of these deliverables may be waived by the VR Staff or VR Contractor.
- Tier II (Job Search Assistance): VR Staff or VR Contractor’s approval of a job that meets the participant’s agreed upon wage and hours as identified in the IPE, a review of the position description, and successful completion of the second day of work. Providers shall submit a report to verify the job start signed by the participant and if applicable, their parent or legal guardian. The report shall be signed by the participant on the first day of paid work or later. Tier II may be authorized more than once, as needed, for subsequent placements in which the participant loses the previous position that they were placed in but prior to the final monthly Tier III payment. The subsequent placement shall be requested and/or approved by the VR Staff or VR Contractor prior to the new job search;
- Tier III (Retention): Payments shall be made in separate 30-day increments after job stabilization. Job stabilization, as determined by the VR Staff or VR Contractor, begins when the participant is able to independently perform job tasks without the assistance of a Job Coach and has adjusted to the demands of the work environment. The deliverables for each monthly period shall be as follows:

- First 30 Calendar Days: Provider shall have an interactive contact with the participant and/or business (e.g., speak with them via telephone or make a site visit at least once every two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer.
- Days 31 – 60: Provider shall have an interactive contact with the participant and/or business (e.g., speak with them via telephone or make a site visit at least once every two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer. VR Staff or VR Contractor may require more frequent contacts dependent on the needs of the participant.
- Days 61 – 90: Provider shall have an interactive contact with the participant and/or business (e.g., speak with them via telephone or make a site visit at least once every two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer.
 - Note: VR Staff or VR Contractor may require more frequent contacts dependent on the needs of the participant. The final contact shall take place between the 83RD to 90TH day, post job stabilization.

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

Job Development UOS services may be utilized in situations such as locating non-permanent placements for summer or year-round jobs for students of any age, allowing a provider to pursue a specific employment lead for participants who may be receiving Job Development services from another provider, and/or on a case-by-case basis as determined by OOD.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - dates and outcomes of contacts with the participant and if applicable, their parent or legal guardian, VR Staff or VR Contractor, and businesses contacted on behalf of the participant;
 - input from the participant on their self-evaluation of the job search; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- For tiered Job Development Services Only (not JD-UOS), providers shall submit an editable electronic copy (e.g., Microsoft Word) of the participant's resume with the first report and invoice which must be approved by the VR Staff or VR Contractor prior to being used for Job Development. The resume shall follow OOD's Resume Standards which includes:
 - being professional in appearance;
 - accurately reflecting participant's information, work and educational histories; and
 - being free of spelling and grammatical errors.

Note: VR Staff or VR Contractor may request a sample mock application in addition to the resume.

- Providers and participants shall develop a Job Development Plan that: includes responsibilities for both the job developer and participant; identifies specific positions and employers that the job seeker would like to pursue; and establishes the frequency and method of contact between the job developer and participant. The Job Development Plan must be submitted with the Tier I report and invoice. The Job Development Plan shall be reviewed each month and new goals and lists of potential positions/employers shall be updated and documented on the monthly report.
- Provider staff shall deliver services at an intensity as agreed upon in the Job Development Plan and with sufficient attention to ensure the continued progress of the job seeker. Job developers will be required to have weekly contact with the participant. The expectation is that the job developer and the participant are together regularly and actively job hunting together in the community. Minimal amount of time should be spent doing online job searches.
- Providers shall assist participants in registering with OhioMeansJobs (OMJ) if they are not already registered.
- Providers shall submit the name of the employer, the number hours worked, wages, and position description and/or summary of job duties to the VR Staff or VR Contractor prior to OOD approving the placement.

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Guidance For Issuing and Paying Invoices

Service	When to Authorize	When Approved for Payment
Tier I	With referral to initiate Job Development	VR Staff or VR Contractor cannot waive these deliverables: <ul style="list-style-type: none"> • Completion of interview skills • Completion of the Job Development Plan • Completion and approval of resume (and mock application, if requested) • Registration with OhioMeansJobs • Completion of “kick off” meeting



Service	When to Authorize	When Approved for Payment
Tier II	Provider sends VR Staff or VR Contractor the position description and details about the job, e.g., wages, hours, benefits. (Can use page 1 of the Job Placement and Tier III form)	<ul style="list-style-type: none"> • Second completed day of paid employment • Job Placement and Tier III form completed and signed by the participant and if applicable, their parent or legal guardian
Tier III	Each service (30, 60, 90 Days, including 90-day premiums) will be issued one at a time as a single authorization.	<ul style="list-style-type: none"> • Job Placement and Tier III form <ol style="list-style-type: none"> a) Provider must document contact with the participant and/or employer every 14 days (2 weeks) b) Invoice is submitted every 30 days (30, 60, 90)

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REQUIREMENTS

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

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Frequently Asked Questions

What is considered the first day of employment?

The first day of employment is the first day the participant is paid by the employer.

Does orientation count as a first day?

It depends on whether or not the participant is paid for the orientation. If the orientation consists of the participant stopping by to pick up a uniform, fill out employment paperwork, and obtain a schedule but the time is not paid by the employer, then that would not be considered the participant’s first day of work. That time would fall under the Job Development tiered service. If the participant is asked to stop by to pick up a uniform and watch a training video and that time is paid by the employer, then that would count as the first day of employment. If a job coach is needed to assist the participant, then on-the-job-supports may be authorized for that time.

Should Job Development cover orientation or should OTJS be authorized?

This depends on whether or not the participant is paid by the employer to attend the orientation. If the orientation is paid employment, then OTJS may be authorized if a job coach is needed. If the orientation is not paid by the employer (example tasks: fill out new hire paperwork, obtain schedule), then that time falls under Job Development.

When should I authorize for a Subsequent Placement?

Job Development- Subsequent Placement should be authorized if the VR staff or VR Contractor requested assistance to find the participant a second placement. VR Staff or VR Contractor should not be asked to provide an authorization for a subsequent placement in cases where the participant or provider found secondary employment without first staffing any issues or concerns about the first placement.

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SUPPORTED EMPLOYMENT – JOB DEVELOPMENT (SE-JD)

Supported Employment – Job Development (SE-JD) services are intensive, ongoing support services (e.g., Customized Employment, the IPS Model and Employment First Model) that are needed to assist a participant with the most significant disabilities to work in a competitive integrated employment setting. SE-JD should not be utilized to place participants into sheltered work environments. Due to the intensive, ongoing support, SE-JD will include more frequent and substantial contacts with the participant and their person-centered employment team. Participants should be involved and included in the job search process to the fullest extent possible.

The SE-JD job developer will take on a more active role in securing employment opportunities including: contacting businesses on behalf of the participants; negotiating possible customized employment options; job carving; completing applications on behalf of participants or support participants completing their own applications for employment; discussion of hiring incentives and tax credits with the business; and providing support in requesting and implementing reasonable accommodations. Providers shall also register participants with OhioMeansJobs (OMJ) if they are not already registered.

Providers, participants, and support professionals, and members of the participant's person-centered planning team (e.g., family members, case managers) shall develop a Job Development Plan that includes: vocational areas, or themes, for possible employment; specific employers where participants would like to apply; frequency and methods of communicating updates (at a minimum, twice per week). Providers, participants, and their person-centered planning team should meet as a team at a minimum of every 60 calendar days to review the supported employment/job development plan.

Providers shall be certified by the Ohio Department of Developmental Disabilities (DODD) in the areas of Career Planning and Individual Employment Supports or approved as a qualified Individual Placement Supports (IPS) provider that passes a fidelity review administered by the Ohio Department of Mental Health & Addiction Services (ODMHAS) in order to provide SE-JD

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services. Provider staff who work for organizations certified by DODD must also be currently Certified Employment Support Professionals (CESP) through the Association for People Supporting Employment First (APSE) or be a Certified Rehabilitation Counselor (CRC) through the Commission on Rehabilitation Counselor Certification (CRCC). Direct service staff working for certified IPS organizations do not need to be CESP.

Performance Based (Tiers) is the preferred fee structure for SE-JD and shall be paid upon the deliverables described below.

- Tier I (Job Seeking Skills Training & Planning): Upon completion of 1) Job Seeking Skills Training (JSST), 2) approval of the resume, 3) approval of the mock application, if requested, 4) registration of the participant with OhioMeansJobs (OMJ), 5) completion of the Job Development Plan and 6) the “kick off” meeting. Note: these deliverables may not be waived by the VR Staff or VR Contractor.
- Tier II (Job Search Assistance): VR Staff or VR Contractor’s approval of a job that meets the participant’s agreed upon wage and hours as identified in the IPE, a review of the position description, and successful completion of the second day of work. Providers shall submit a report to verify the job start signed by the participant and if applicable, their parent or legal guardian. The report shall be signed by the participant on the first day of paid work or later. Tier II may be authorized more than once, as needed, for subsequent placements in which the participant loses the previous position that they were placed in but prior to the final monthly Tier III payment. The subsequent placement shall be requested and/or approved by the VR Staff or VR Contractor prior to the new job search;
- Tier III (Retention): Provider staff who do not hold the CESP or a CRC may provide Tier III services as long as they have completed the Employment First Partnership training. This requirement does not apply to IPS certified providers. Service shall be paid in separate 30-day increments after job stabilization. Job stabilization, as determined by the VR Staff or VR Contractor, begins when the participant is able to perform job tasks at the level required for long term supports, and has adjusted to the demands of the work environment. The deliverables for each monthly period shall be as follows:
 - First 30 Calendar Days: Provider shall have an interactive contact with the participant and/or business (e.g., speak with them via telephone or make a site visit at least once every two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer;
 - Days 31 – 60: Provider shall have an interactive contact with the participant and business (e.g., speak with them via telephone or make a site visit at least once every two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer. VR Staff or VR Contractor may require more frequent contacts dependent on the needs of the participant;
 - Days 61 – 90: Provider shall have an interactive contact with the participant and/or business (e.g., speak with them via telephone or make a site visit at least once every

two weeks, reciprocal text messages), unless the participant does not give the provider permission to speak with their employer. VR Staff or VR Contractor may require more frequent contacts dependent on the needs of the participant. The final contact shall take place between the 83rd and 90th day post job stabilization.

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

REQUIREMENTS

- The written monthly VR Report(s) shall, at a minimum, include the following:
 - dates and outcomes of contacts with the participant and if applicable, their parent or legal guardian, VR Staff or VR Contractor, and businesses contacted on behalf of the participant; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Providers approved to deliver Supported Employment – Job Development must offer and be able to provide ongoing support after OOD case closure to comply with this service delivery model.
- Providers shall submit an editable electronic copy (e.g., Microsoft Word) of the participant’s resume with the first report and invoice which must be approved by the VR Staff or VR Contractor prior to being used for Job Development. The resume shall follow OOD’s Resume Standards which includes:
 - being professional in appearance;
 - accurately reflecting participant’s information, work and educational histories; and
 - being free of spelling and grammatical errors.
- VR Staff or VR Contractor may request a sample mock application in addition to the resume.
- Providers and participants shall submit a Job Development Plan that includes: responsibilities for both the job developer and participant; identifies specific positions and employers that the participant would like to pursue; and establishes the frequency and method of contact between the job developer and participant. The Job Development Plan must be submitted with the first month’s report and invoice. The job development plan shall be reviewed each month and new goals and lists of potential positions/employers shall be updated and documented on the monthly report.
- Provider staff shall deliver services at an intensity as agreed upon in the job development plan and with sufficient attention to ensure the continued progress of the participant. Job Developers will be required to have contact with the participants at least twice per week. The expectation is that the job developer and the participant are together regularly and actively job hunting together in the community. A minimal amount of time should be spent doing online job searches.

- Providers shall assist participants in registering with OhioMeansJobs (OMJ) if they are not already registered.
- Providers shall submit the name of the employer, the number hours worked, wages, and position description and/or summary of job duties to the VR Staff or VR Contractor prior to OOD approving the placement.

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Guidance For Issuing and Paying Invoices

Service	When to Authorize	When Approved for Payment
Tier I	With referral to initiate Job Development	VR Staff or VR Contractor cannot waive these deliverables: <ul style="list-style-type: none"> • Completion of interview skills • Completion of Tier and JD Plan • Completion and approval of resume (and mock application, if requested) • Registration with OhioMeansJobs • Completions of “kick off” meeting
Tier II	Provider sends VR Staff or VR Contractor the position description and details about the job, e.g., wages, hours, benefits. (Can use page 1 of Job Placement and Tier III form)	<ul style="list-style-type: none"> • Second completed day of paid employment • Job Placement and Tier III form completed and signed by the participant and if applicable, their parent or legal guardian
Tier III	Each service (30, 60, 90 Days, including 90-day premiums) will be issued one at a time as a single authorization.	<ul style="list-style-type: none"> • Job Placement and Tier III form <ol style="list-style-type: none"> a) Provider must document contact with the participant and/or employer every 14 days (2 weeks) b) Invoice is submitted every 30 days (30, 60, 90)

- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.
- Providers shall submit a report at least once per calendar month. Monthly reports for PBJD and SE-JD must be submitted even if no payment is being requested.

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PERFORMANCE BASED JOB DEVELOPMENT RETENTION PREMIUM RATES

The Tier III 90-day outcome rate shall be paid based upon the nature of the outcome achieved. VR shall compensate providers for assisting participants in meeting specific job retention benchmarks. There shall be three job retention premium rates. Retention premium rates may be paid for Performance Based Job Development and Supported Employment Performance Based Job Development services.

REQUIREMENTS: PREMIUM A (RAPID PLACEMENT)

- Participant is placed in an employment setting, in accordance with the requirements of Tier II, that matches their desired wages, hours, and employment outcome as identified on their IPE within 90 calendar days of the start of job search activities, defined as the first contact reported on the Tier I report; and
- Participant maintains a position with the same employer that they were placed through the first Tier II authorization and throughout the entire Tier III (Retention).

REQUIREMENTS: PREMIUM B (SGA EARNINGS PLACEMENT)

- Participant is placed in an employment setting, in accordance with the requirements of Tier II, that pays earnings above the current Substantial Gainful Activity (SGA) rate established by the Social Security Administration (SSA) from the time of hire throughout the entire Tier III (Retention); Participant need not be eligible for SSDI/SSI benefits for provider to be eligible for the SGA premium;
- Providers shall submit one of the following forms of verification at the time of the Tier III – 90-day report:
 - letter from the business documenting wage and hours of employment (preferred); or
 - copy of the participant’s earnings statement (preferred); or
 - a final verification of employment signed and dated by the participant between days 83 and 90 attesting to the wages and hours.

REQUIREMENTS: PREMIUM C (RAPID & SGA EARNINGS PLACEMENTS)

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

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ON-THE-JOB SUPPORTS (OTJS)

On-the-Job Supports (OTJS) are utilized to provide assistance such as instruction to learn job tasks; to develop natural and peer supports; and to adjust to the work environment. OTJS may occur on-site or off-site. Examples of off-site job supports could be contacts with the participant before or after work to problem solve possible concerns that may impact employment. Providers shall perform a job task analysis for newly hired participants and develop a support plan that identifies specific qualitative and quantitative performance standards based on the employer’s expectations and industry standards. The plan should project a systematic decrease of the

intensity of supports as the participant learns job tasks and adjusts to the work environment. OTJS are also utilized to provide continued supports to the participant and/or employer after the participant has learned the job tasks and reached their expected level of independence, to ensure stability of the placement, and enhance retention.

During the first month after job stabilization, at a minimum, the provider shall contact the participant and employer once per week; during the second month the contacts may decrease to bi-weekly; and during the third month, as needed. Providers must contact the participant within one week of the 90th day after the job has been stabilized. Interactive communication via text messaging in situations where the employer did not allow OTJS in-person, the participant did not want in-person OTJS, or when OTJS have started to fade may be billed at a rate of five (5) text messages sent by the provider staff per one (1) UOS. The outcome of the service is that the participant will be able to perform job tasks within the employer's accepted quality and quantity standards and that the participant will have successfully learned the job tasks and adjusted to the work environment.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - observation of the participant's behavioral and job task performance;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress;
 - input from the employer on performance and potential areas of concern;
 - input from the participant on their self-evaluation of progress on work skills, behaviors, interpersonal skills, and other areas identified by the VR Staff or VR Contractor and participant at the start of the service;
 - input that includes a plan for fading supports provided during the OTJS; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.

- Providers shall submit a copy of the support plan to the VR Staff or VR Contractor within the first five (5) workdays of OTJS.

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

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

- Provider staff providing OTJS for Supported Employment cases must complete the Employment First Partnership training if they do not hold a CESP. This requirement does not apply to IPS certified providers.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first. Providers shall submit a report at a minimum of at least once per month.

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ON-THE-JOB SUPPORTS (OTJS) SHIFT DIFFERENTIAL

Providers may charge an additional \$2.00 to the base service rate for On-the-Job Supports that are scheduled to start after 9:00 P.M. or before 5:30 A.M or any time during a federal holiday (the actual holiday, not the observed date). Eligibility for the shift differential will be established by the service start time regardless of when the service ends. The shift differential shall apply to the entire time of the service from start time to end time for the service shift.

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

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

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

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

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AMERICAN SIGN LANGUAGE (ASL) INTERPRETING SHIFT DIFFERENTIAL

Providers may charge an additional \$2.00 to the base service rate for On-the-Job Supports that are scheduled to start after 9:00 P.M. or before 5:30 A.M or any time during a federal holiday (the actual holiday, not the observed date). Eligibility for the shift differential will be established by the service start time regardless of when the service ends. The shift differential shall apply to the entire time of the service from start time to end time for the service shift.



REHABILITATION TECHNOLOGY

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

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
REHABILITATION TECHNOLOGY (NON-CREDENTIAL)	\$11.80	6 MINUTES
REHABILITATION TECHNOLOGY (CREDENTIAL)	\$13.00	6 MINUTES
SETUP FOR TECHNOLOGY ACCESS READINESS TRAINING	\$6.60	6 MINUTES

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REHABILITATION TECHNOLOGY (RT)

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

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

- Association for the Education and Rehabilitation of the Blind and Visually Impaired (AER), formerly the National Accrediting Council (NAC);
- Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation in Vision Rehabilitation Services;
- Academy for the Certification of Vision Rehabilitation and Education Professionals (ACVREP);
- Occupational Therapists with additional post graduate low vision certification.
- Examples: Low Vision Rehabilitation, Specialty Certification in Low Vision; or
- Teacher for the Visually Impaired (TVI), as licensed by the Ohio Department of Education;
- Providers who are licensed by the State of Ohio as a Doctor of Optometry (OD) or Optician may also charge the credentialed rate for Individuals with vision loss. Providers must submit a copy of their license prior to being approved for the credentialed rate;
- Providers who have been certified by Freedom Scientific, on the most current version of JAWS, may provide Rehabilitation Technology – Computer Access at the credentialed rate to Individuals with vision loss. Providers must update their certification whenever an updated version of JAWS is released and/or the certification examination has been updated. Providers must submit a copy of their certification prior to being approved for the credentialed rate.

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

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

REQUIREMENTS

- The written VR Report shall, at minimum, address the following:
 - drawings and plans that clearly identify the current situation and proposed modifications. Drawings, including measurements and dimensions, shall be required for all proposed home modifications;
 - itemized list of equipment recommendations with specific features necessary to meet the identified needs;
 - identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks;
 - initial assessment of the participant's functioning at the beginning of the service and final assessment to demonstrate the participant's progress;
 - explanation of instructional techniques and interventions that were used by provider staff or employer to facilitate learning and progress towards the attainment of each identified goal or benchmark;

- input from the participant on their progress during the instructional period and potential concerns; and
 - questions posed by VR Staff or VR Contractor in the Referral to Facility form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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SETUP FOR TECHNOLOGY ACCESS READINESS TRAINING (START UP)

The purpose of this service is to teach participants to use technology (iPad, laptops, and/or computers) to be able to effectively participate remotely in services defined in OOD's VR Fee Schedule or other services approved and authorized by OOD. The service may consist of hardware (e.g., iPad, laptop) setup, registration of devices, installing and use of applications and/or programs required for remote services, such as Zoom, Teams, Google Classrooms, etc. After the initial setup, some participants may need additional assistance learning how to use the technology or with setting up additional devices and/or programs. START UP may be used for ongoing support beyond the initial setup. This service is not intended to take the place of Rehabilitation Technology – Computer Access, which focuses on the usage of adaptive software such as Jaws, ZoomText, etc. The START UP service shall not be used to assess or train individuals on computer software, e.g., Microsoft Word, etc. Service shall only be authorized after comparable benefits e.g., Apple Support, family support, etc. have been explored and used.

Provider shall follow-up at least seven (7) calendar days after the initial setup/training to ensure that the participant is able to successfully participate in a remote service/meeting. Initial setup and training should generally be in person. It may be provided remotely with VR Staff's or VR Contractor's approval. Follow-up contact should generally be provided remotely to verify the participant's ability to meet remotely but may be provided in person with the permission of the referring VR Staff or VR Contractor. VR Staff or VR Contractor may authorize for additional time for ongoing support as determined necessary.

Service shall be authorized for up to 20 UOS initially, which shall include the initial setup/training and follow up. Provider may request an additional 20 UOS in writing by outlining what still needs to be addressed, planned interventions, and potential issues/barriers. VR Staff or VR Contractor shall review and approve the request for additional time, as appropriate. Intake shall not be authorized for this service alone, but an Intake may be authorized in conjunction with a qualifying service that the START UP service is supporting (e.g., Career Exploration).

Providers who currently offer core services (Job Development or Pre-Employment Transition Services) or Rehabilitation Technology (credentialed) may apply to provide START UP services. The START UP service is typically authorized in conjunction with a service (e.g., Pre-ETS) that is being delivered remotely.

The service shall focus on the following objectives:

- to teach participants how to use device(s) and access applications/programs required for remote services (e.g., how to login to a Zoom, TEAMS, Google meeting);
- to assist in setting up a user account (Apple ID) and/or a professional email address, if necessary;
- how to connect to wireless options e.g., Wi-Fi, mobile hotspot, mobile data, or home internet;
- how to participate in a remote meeting including camera usage (including background pictures/views), mute/unmute function, closed captioning (CC), and appropriate remote etiquette e.g., appropriate clothing, language, and behavior; and
- to discuss online safety (e.g., not sharing personal information, pictures, Social Security Numbers).

REQUIREMENTS

- The written VR Report shall, at minimum, include the following:
 - list of objectives covered during the session(s), any potential barriers/challenges, and interventions used to mitigate barriers/challenges; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Facility form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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PRE-EMPLOYMENT TRANSITION SERVICES

Pre-Employment Transition Services are provided to students with disabilities (SWD) who have been determined eligible or are potentially eligible (PE) for Vocational Rehabilitation (VR) services. Services are short-term and can precede or supplement traditional VR transition services. They are designed to help students identify career interests and improve the transition of students from school to postsecondary education and/or employment outcomes. An intake would not be authorized for the Pre-ETS subcategories: Pre-ETS Coordination would be authorized. Pre-Employment Transition Services can be provided individually or in groups and include the following five (5) different sub-categories:

- 1) Counseling on Post-Secondary Opportunities;
- 2) Instruction in Self-Advocacy,
- 3) Job Exploration Counseling,
- 4) Work-Based Learning, and
- 5) Workplace Readiness Training.

The rates listed in the tables below shall be used for all five (5) service sub-categories.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
PRE-ETS COORDINATION	\$266.20	FLAT FEE
COUNSELING ON POSTSECONDARY	\$6.70	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$6.70	6 MINUTES
JOB EXPLORATION COUNSELING	\$6.70	6 MINUTES
WORK BASED LEARNING	\$6.70	6 MINUTES
WORKPLACE READINESS TRAINING	\$6.70	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
COUNSELING ON POSTSECONDARY	\$3.62	\$2.75	\$2.21	6 MINUTES

INSTRUCTION IN SELF-ADVOCACY	\$3.62	\$2.75	\$2.21	6 MINUTES
JOB EXPLORATION COUNSELING	\$3.62	\$2.75	\$2.21	6 MINUTES
WORK BASED LEARNING	\$3.62	\$2.75	\$2.21	6 MINUTES
WORKPLACE READINESS TRAINING	\$3.62	\$2.75	\$2.21	6 MINUTES

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PRE-ETS COORDINATION

Pre-ETS Coordination may be used by providers to arrange for the provision of services related to one or more of the five subcategories of Pre-Employment Transition Services (Pre-ETS). Pre-ETS Coordination will include all contacts with the student, student’s family or guardian, VR Staff or VR Contractor, school staff, potential businesses, and other community partners.

During this service, the provider shall conduct an initial meeting with the student, including activities such as: reviewing referral information, gathering pertinent disability related information, determining the appropriateness of remote services (if applicable), and identifying any needed accommodations for participation in Pre-ETS. The provider shall review which Pre-ETS subcategories the student has been referred for, explain what is involved with the service(s), and review whether the service is expected to be provided individually or in a group. The provider shall also discuss the student’s preferred mode of communication (e.g., Braille, e-mail, in-person, phone, text, virtual) for coordination and arrangement of services.

This service shall also include coordination with whom services will occur. This may include the following activities: planning meetings, interviews, site tours with potential businesses, post-secondary institutions, etc.; and service arrangement (e.g., following school protocols to reserve meeting space, schedule services, orchestrate remote services) with school staff, VR Staff or VR Contractor, and other community partners. This service is available for both vocational rehabilitation (VR) and potentially eligible (PE) students and can be authorized a maximum of once per school year (i.e., beginning of grade level through the end of summer).

REQUIREMENTS

- The written VR Report shall, at a minimum, address the following:
 - summary of communication with VR Staff or VR Contractor and the student and if applicable, their parent or legal guardian; and
 - provider should also include a summary of initial contact with businesses, school staff, educational institutions, and/or other community partners as needed to initiate Pre-ETS on behalf of the student.

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COUNSELING ON POSTSECONDARY OPPORTUNITIES

Counseling on Postsecondary Opportunities includes the exploration of training options available after graduation. Service may be provided one-on-one or in a group setting. Activities may include education on enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education such as: course offerings, career options, the types of academic and occupational training needed to succeed in the workplace, and post-secondary opportunities associated with industry recognized credentials, career fields or pathways. Services may include advising students and parents or representatives on academic curricula, college application and admissions processes, completing the Free Application for Federal Student Aid (FAFSA), and resources that may be used to support individual student's success in education and training, which could include disability support services. Service is typically authorized for up to 80 UOS.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following: – completed self-evaluation to identify potential needs for training options available after graduation;
 - information about degrees and industry recognized credentials (e.g., certification, license, etc.) through training programs, community colleges and universities;
 - information provided about preparing for post-secondary training and how to succeed;
 - financial literacy, the Free Application for Federal Student Aid (FAFSA) application process and scholarship resources provided.; and
 - how to access disability services or accommodations needed on campus; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral for Pre-ETS form.

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

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INSTRUCTION IN SELF-ADVOCACY

Instruction in Self-Advocacy is utilized to assist students with disabilities to learn skills needed for greater independence. Service may be provided one-on-one or in a group setting. Services may include generalized classroom lessons in which students learn about their rights, responsibilities, and how to request accommodations or services and supports needed during the transition from secondary to post-secondary education and/or employment. During these lessons, students may share their thoughts, concerns, and needs, in order to prepare them for peer mentoring opportunities with individuals working in the area(s) of their interest. Opportunities may be arranged for students to conduct informational interviews or mentor with educational staff such as principals, nurses, teachers, or office staff; or they may mentor with individuals employed by or volunteering for employers, board associations, or organizations in

integrated community settings. Students may also participate in youth leadership activities offered in educational or community settings. Service is typically authorized for up to 80 UOS.

REQUIREMENTS

- The written VR Report shall, at a minimum, address the following:
 - self-evaluation of personal self-advocacy interests and activities to build independence and self-advocacy skills;
 - evaluation of student's awareness of their rights and responsibilities, including the decision if and how to disclose disability and how to request accommodations;
 - Opportunities in various settings identified to practice self-advocacy skills (e.g., at work, Individualized Education Program (IEP) and IPE meetings, requesting accommodations);
 - student networking including the names of peer mentoring groups or community networks student is interested in or participated; and
 - questions posed by VR Staff or VR Contractor in the Referral for Pre-ETS form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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JOB EXPLORATION COUNSELING

Job Exploration Counseling includes information regarding in-demand industry sectors and occupations, as well as non-traditional employment, labor market composition, administration of vocational interest inventories, and identification of career pathways of interest to the students. Service may be provided one-on-one or in a group setting in a classroom or community setting. Service may be provided in school or the community and shall include discussion of the student's vocational interest inventory results, in-demand occupations, career pathways, and local labor market information that applies to those particular interests. Service is typically authorized for up to 80 UOS.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following: – self-evaluation and assessment of student's knowledge of where they are in the career planning process;
 - copies of student's completed interest inventories identifying potential employment outcomes;
 - copies of the informational interviews completed with individuals working at in-demand jobs;
 - research of in-demand jobs & local labor market information;
 - student's knowledge of in-demand jobs and career pathways;
 - resources and assessment activities provided to identify career pathways
 - include the date of registration with OhioMeansJobs and creation of the student's Backpack; and

- answers to questions posed by VR Staff or VR Contractor in the Referral for Pre-ETS form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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WORK BASED LEARNING

Work-Based Learning is utilized for a student with a disability to experience and gain knowledge about the workplace. These services are those that would be most beneficial to an individual in the early stages of employment exploration during the transition process from school to post-school activities, including employment. Service may be provided one-on-one or in a group setting in a classroom or community setting. Work-Based Learning experiences may include coordinating school-based job training, informational interviews to research employers, work-site tours to learn about necessary job skills, job shadowing, and/or mentoring opportunities in the community. Services may include work experiences to explore the student's area of interest through paid and unpaid internships, apprenticeships, short-term employment, fellowships, or on-the-job training in the community. Service is typically authorized for up to 80 UOS.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following:
 - names of community business that students completed work site tours, job shadowing, informational interviewing and/or field trip experiences at community businesses;
 - names and roles of guest speakers or name of businesses performing presentations;
 - student's understanding and acknowledgement of appropriate work site behaviors; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral for Pre-ETS form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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WORKPLACE READINESS TRAINING

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

- Professional Skills: Workplace communication (written and verbal, with peers/supervisors), work ethics, teamwork, networking, health/safety, basic customer service, business organization/hierarchy, job seeking skills and understanding employer expectations;
- Personal Skills: Social and inter-personal skills development, enthusiasm/attitude, integrity, personal responsibility, time management, self-management, and life-long learning;
- Internet: Safety and self-representation online, social media and potential impact on job searches, how to conduct online job searches, filling out online applications, and telephone etiquette; and
- Independent Living: Financial literacy and management, budgeting, hygiene/dress, community access, transportation, household management, Orientation & Mobility

Service may be provided in a classroom setting or be tailored to an individual's needs in an education or community setting. Service is typically authorized for up to 80 UOS.

REQUIREMENTS

- The written VR Report shall, at a minimum, include the following: – pre- and post-evaluation to measure skill attainment;
 - summary of and feedback from mock interviews and observations from job fairs attended;
 - completion of (mock) applications, and resumes
 - summary of sessions addressing the four content areas referenced in the definition: professional skills, personal skills, the internet, and independent living; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral for Pre-ETS form.
- Providers shall submit the invoice and report on the appropriate template within 21 calendar days of the completion of service or the last date of service defined on the VR authorization, whichever comes first.

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Self-Employment Services

Self-Employment services are designed to encourage and enable participants identified as appropriate for self-employment to create their own jobs by starting their own small businesses. Services will enable participants to further develop their business concept, to see if their concept is feasible, to plan for their business and to then implement the business plan.

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SELF-EMPLOYMENT BUSINESS CONCEPT (ASSESSMENT OR EVALUATION)	\$250.00	FLAT FEE
SELF-EMPLOYMENT FEASIBILITY STUDY (ASSESSMENT OR EVALUATION)	\$1,500.00	FLAT FEE
SELF-EMPLOYMENT BUSINESS PLAN WRITING (ASSESSMENT OR EVALUATION)	\$2,200.00	FLAT FEE
SELF-EMPLOYMENT BUSINESS PLAN ANALYSIS (ASSESSMENT OR EVALUATION)	\$500.00	FLAT FEE
SELF-EMPLOYMENT TECHNICAL ASSISTANCE	\$7.80	UNIT OF SERVICE

SELF-EMPLOYMENT BUSINESS CONCEPT

Self-Employment Business Concept can be authorized when a participant has identified an interest in becoming self-employed, the VR Staff or VR Contractor has preliminarily determined the participant is appropriate for self-employment, and the participant has a business concept ready to be evaluated. The Flat Fee includes meetings with the participant, a review of records, a written report with recommendations, and a staffing with the participant, business partner (if applicable), and VR Staff or VR Contractor. The outcome of this service is to identify if the participant is ready and has the capacity to pursue self-employment, if the business idea is ready or if it needs more development, and to provide the referring VR Staff or VR Contractor information and a recommendation to determine if the case should move to the next step: Feasibility Study.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor's degree in management, operations, public administration, economics, finance, or other business-related field and/or at least 12 months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

REQUIREMENTS:

- The written VR Report shall, at a minimum, include the following:
 - dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractor;
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program; and
 - the provider’s accurate recommendation including any potential challenges, contraindications, or other considerations relating to the potential success of self-employment and appropriateness for the participant (e.g., financial, skills set).
- Business Consultant shall keep VR Staff or VR Contractor informed of missed appointments or delays in providing the service.
- This service would only be authorized prior to the Feasibility Study but it is not required. The service is recommended if the VR Staff or VR Contractor determines that the participant may be appropriate for self-employment, but the participant does not have a clear direction or needs assistance with fully structuring their business concept.

SELF-EMPLOYMENT FEASIBILITY STUDY

A Feasibility Study is an analysis that considers five elements - Business Description, Operational Analysis, Market Analysis, Financial Analysis, and Summary and Recommendations- to assist the VR Staff or VR Contractor to examine the specific function of the business and how likely it will be to succeed. The report must reflect recommendations consistent with OOD practices and allowances with the resulting recommendation supported by research. The study must clearly identify what support is being requested of OOD in order to launch the business venture and what supports will be available to the participant once OOD supports are no longer available. The Flat Fee includes a staffing with the individual, business partner (if applicable) and VR Staff or VR Contractor in order to review the report and recommendations, and any requested revisions to the Feasibility Study. The outcome of this service will be a clear answer to the question “Is this business idea feasible?” with supporting evidence including consideration and documentation of any risk factors or contraindications.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor’s degree in management, operations, public administration, economics, finance, or other business-related field and/or at least 12 months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

REQUIREMENTS:

- The VR Report shall answer questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Business Consultant shall keep VR Staff or VR Contractor informed of missed appointments or delays in providing the service.

- If factors outside of the Business Consultant's control result in an incomplete feasibility study and it is determined jointly by the Business Consultant and VR
- Staff or VR Contractor that the service cannot continue in a timely manner, Business Consultant shall submit all work product available and the incomplete report. The Feasibility Study is divided into four clearly identified steps or sections. If the bill must be prorated, each completed section can be billed at 25 percent of the report fee or \$375 per section.

SELF-EMPLOYMENT BUSINESS PLAN WRITING

A Business Plan is a document that defines the core business activities, objectives, goals, and how the business will achieve its goals. It will define the actions needed to make the business a reality. The business plan shall include the following elements: Executive Summary; Business Description; Marketing Plan; Operations Plan; and Financial Plan. The Business Consultant shall assist the participant with developing the Business Plan within 60 calendar days of receiving the referral for services. The Flat Fee includes a staffing with the participant, business partner (if applicable) and VR Staff or VR Contractor in order to review and discuss the Business Plan, and up to two (2) requested revisions to the business plan.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor's degree in management, operations, public administration, economics, finance, or other business-related field and/or at least 12 months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

REQUIREMENTS:

- The VR Report shall, at a minimum, answer questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Business Consultant shall keep VR Staff or VR Contractor informed of missed appointments or delays in providing the service.
- If factors outside of the Business Consultant's control result in an incomplete Business Plan and it is determined jointly by the Business Consultant and VR Staff or VR Contractor that the service cannot continue in a timely manner, the Business Consultant shall submit all work product available and the incomplete report. A Business Plan has five (5) clearly identified sections. If the bill must be prorated, each completed section can be billed at 20% of the report fee or \$440 per section.

SELF-EMPLOYMENT BUSINESS PLAN ANALYSIS

Business Plan Analysis will be authorized when a participant already has a Business Plan developed by either themselves or another entity and VR Staff or VR Contractor requires a professional or second opinion as to the completeness or quality of the plan. The Flat Fee includes meetings with the participant, any research to verify information or to provide additional information to add to the Business Plan, a written comprehensive evaluation of the Business Plan with recommendations, and a staffing with the individual, business partner (if applicable),

and VR Staff or VR Contractor. This service shall not be authorized in conjunction with Self-Employment Business Plan Writing or to the same Business Consultant as who provided the initial Business Plan.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor's degree in management, operations, public administration, economics, finance, or other business-related field and/or at least 12 months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

REQUIREMENTS:

- The written VR Report shall, at a minimum, include the following:
 - dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractor; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Business Consultant shall keep VR Staff or VR Contractor informed of missed appointments or delays in providing the service.

SELF-EMPLOYMENT TECHNICAL ASSISTANCE

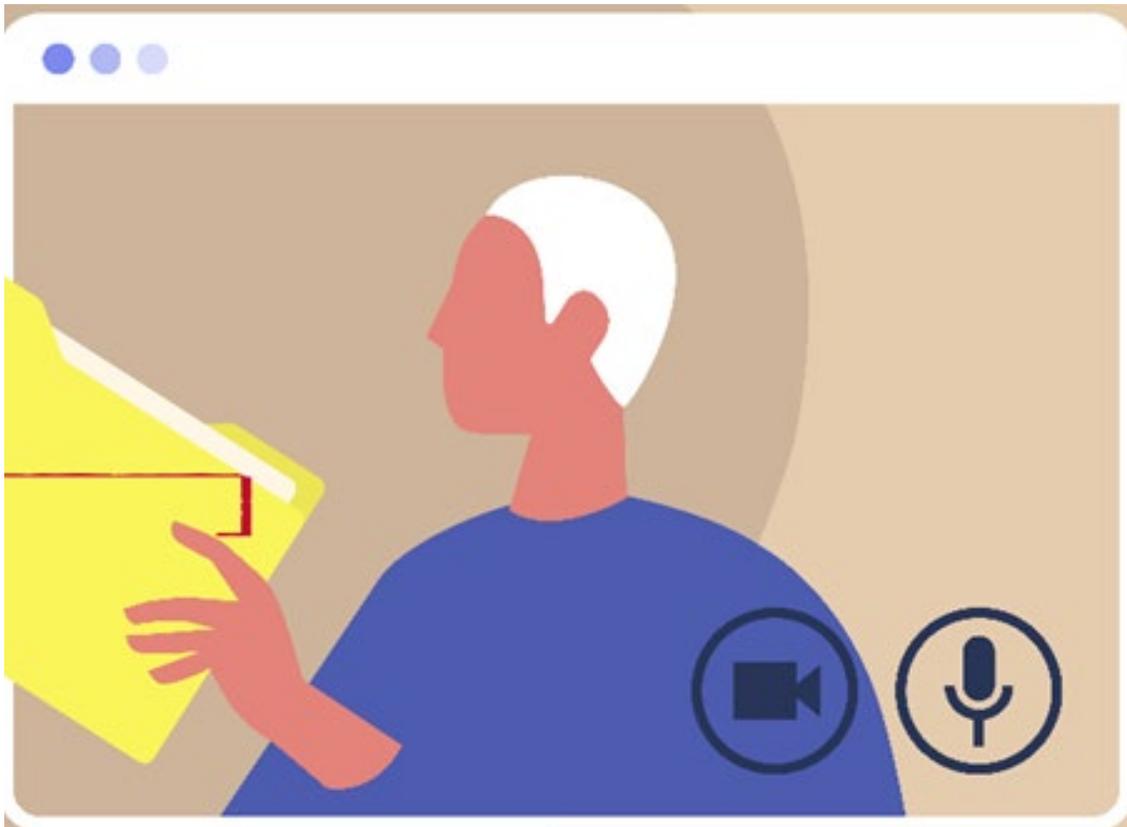
Technical assistance can be authorized when the participant needs one-on-one assistance with issues central to running a business that may include, but is not limited to, reviewing agreements or contracts, marketing, merchandising, inventory procurement or management, accounting, and strategic planning. Technical assistance can be used to assist the participant with implementing the business plan and developing processes for day-to-day operations. If the Business Consultant is not qualified to, or does not have the capacity to, advise the participant in specific business areas (e.g., reviewing legal agreements, establishing a bookkeeping process) the Business Consultant shall use this service to research and provide at least three (3) recommendations to other local qualified entities.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor's degree in management, operations, public administration, economics, finance, or other business-related field and/or at least 12 months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

REQUIREMENTS:

- The written VR Report shall, at a minimum, include the following:
 - dates of service, including any staffing, as well as dates of contact with VR Staff or VR Contractor; and
 - answers to questions posed by VR Staff or VR Contractor in the Referral to Community Rehabilitation Program.
- Business Consultant shall keep VR Staff or VR Contractor informed of missed appointments or delays in providing the service.

Provider Guidance



PROVIDER MANAGEMENT PROGRAM ACCOUNTS

Providers may designate one (1) individual to manage their information (e.g., contacts, services, service delivery areas) in the Provider Management Program (PMP). PMP will use an OH|ID to identify the account holder in the system (i.e., username). OH|ID and passwords are issued to specific individuals, and they are to not be shared. Sharing account information is a violation of the security affidavit process and may result in access being revoked.

Providers should access the PMP from the Opportunities for Ohioans with Disabilities (OOD) website (www.ood.ohio.gov) under “Information for Providers” at the top of the page. Providers should not bookmark a link to the PMP as there are periodic updates.

If you have issues with PMP please email pcmu@ood.ohio.gov or contact your regional Rehabilitation Program Specialist.

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New Providers

Individuals or entities who want to become an approved VR provider must access OOD's website, www.ood.ohio.gov, under "Information for Providers" (top of page), "Provider Resources" (left of page) and "Become a VR Provider" (middle of page). Follow the instructions to apply to become a VR provider using the five (5) steps listed on that page.

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Existing Providers

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

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Forgot Username or Password

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

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

If you have difficulties with the PMP system, email pcmu@ood.ohio.gov.

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PROVIDER REGISTRATION AND CHANGE REQUESTS

Provider registrations, applications, and change requests must be completed through OOD's PMP and will be processed within **30 days**. If more time is necessary to review an application, OOD will notify the Provider Applicant and give an estimated date of completion for the approval process.

In order to be approved for providing services to OOD participants, via the VR Fee Schedule, individuals/entities must meet the following:

- a. the Qualifications and Standards for Service Providers and Vendors [OAC 3304-2-53](#);
- b. provisions of the VR Provider Manual;
- c. state and federal laws;
- d. if applicable, completion of an application in OOD's PMP (refer to [OOD's website](#)); and
- e. once approved by OOD, registering with Ohio Shared Services (OSS) prior to being able to provide services (refer to the [Ohio Supplier Portal](#) for information).

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

Placement on OOD's approved provider list does not:

- constitute a contractual relationship between OOD and the provider; or
- guarantee utilization of any or all of the services the provider offers.

After a provider's placement on the OOD's approved provider list, OOD shall provide oversight of VR providers including, but not limited to, quality assurance measures. OOD shall implement quality assurance measures to ensure quality VR services are being provided. Quality assurance measures shall include, but may not be limited to: monitoring the provider's process to protect a participant's confidential personal information (CPI); successful placement rates; and duration of services until placement.

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CARF & SATISFACTION SURVEYS

Periodically, OOD is asked to provide feedback on services purchased from providers. OOD is committed to providing feedback to providers through meetings and surveys to assist them in program evaluation. If a provider needs a survey completed either in general (about overall services) or from an accrediting body (e.g., CARF, AER), OOD requests that the survey be sent to the provider's assigned OOD Provider Liaison. Likewise, if an accreditation surveyor asks to speak with a representative from OOD (or a VR Contractor), the provider can supply the name and contact for their assigned OOD Provider Liaison. VR Staff and VR Contractors are not

permitted to offer testimonial type statements. If a provider does not know who their assigned OOD Provider Liaison is, they can email pcmu@ood.ohio.gov and PCMU will find out for them.

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PROVIDER CONTACTS

Providers should ensure that they maintain updated and accurate contacts in the PMP. Changes should be made in the PMP within 30 days of any change.

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PROVIDER NEWS (GRANICUS)

Provider staff shall register to receive VR provider updates by entering their email address in the “Subscribe to OOD Weekly Updates” area located on OOD’s website (www.ood.ohio.gov) at the bottom of the page. Once they have clicked on “Subscribe”, Providers can sign up for different publications but should make sure to sign up for the Vocational Rehabilitation (VR) Providers list.

Providers are responsible for maintaining and updating their current contact information through the e-Gov distribution list. OOD sends all updates and notices to providers from this list. If the provider organization is not signed up, they may miss updates and potential opportunities.

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PROVIDER FIELD MEETING REQUIREMENTS

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

Providers shall participate in local meetings as scheduled by OOD Provider Liaisons. Meetings shall be scheduled based on the amount of business the providers do with OOD as detailed below.

- Providers who received greater than \$100,000 in revenue during the previous Federal Fiscal Year (FFY) shall be scheduled for quarterly meetings with their OOD Provider Liaison during the current FFY.
- Providers who received less than \$100,000 in revenue during the previous FFY shall be scheduled for a minimum of two (2) meetings with their OOD Provider Liaison during the current FFY.

OOD Provider Liaisons may require more frequent meetings with providers to address any issues (e.g., not following services as defined in the VR Fee Schedule or, if applicable, as part of a Corrective Action Plan [CAP]).

Topics for local meetings should include, but are not limited to: supervisor feedback; referrals (e.g., current referral numbers); provider updates, fiscal review (e.g., compliance with timeliness of invoice submissions, accuracy of invoices, vouchered rates); service delivery (e.g., compliance with VR Fee Schedule, quality of services provided; outcomes and timeliness of services); and VR updates and technical assistance (e.g., VR Fee Schedule updates, policy updates).

The OOD Provider Liaison shall document the meeting on the “Provider Meeting Summary” (80-VR-10-01.A). The OOD Provider Liaison shall provide a copy of the summary within ten (10) days of the meeting to the following: provider; OOD Area Manager; VR Supervisors; and the OOD Representative. The OOD Representative shall be responsible for storing the record in the PMP for the purpose of records retention.

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

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ETHICS, SAFETY, AND PROTECTION OF CONFIDENTIAL PERSONAL INFORMATION (CPI)

Provider staff shall adhere to the ethical code of conduct for any licensure, certifications, or accreditation credential that the agency or individual may hold.

Providers are responsible for the safety of individuals they are serving. Providers shall have policies or procedures concerning participant safety that includes at a minimum, the handling of medical emergencies, equal employment opportunity violations, sexual harassment, and appropriate professional boundaries.

Provider staff shall protect CPI of all program participants it serves. CPI includes, but is not limited to: Individual's full name; address; social security number; documents or other items that identify a person (e.g., driver's license, disability/medical history, any combination of information that could potentially identify a specific individual). Providers must develop and follow written policies and procedures to ensure that this information is kept in a secure and confidential manner.

Conflicts of interest: A conflict of interest exists if the private` interests of the provider, or staff member, interferes with the service of those seeking to do business before or with the provider or staff member. Provider staff shall not provide a service to or access any case information for program participants with whom they may have a potential conflict of interest. Provider staff may not provide services to immediate family members (including in-laws and step-relatives). A staff member's familial relation may still receive services from the provider, via another staff member, as long as the familial staff member abstains from any action, including discussion and participation in the familial relation's services. Additionally, the staff member providing services to the familial relation must not be directly supervised by the familial staff member. Providers must develop a procedure which outlines how to address potential conflicts of interest. If a provider has questions regarding the appropriate service provision to any individuals, or any potential conflicts of interest, they must disclose and address this with OOD Provider Liaison or PCMU before providing services.

Providers shall refer to [OAC 3304-2-53](#) for the full text of the provider rule which addresses ethics, safety, and CPI.

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SIGNIFICANT INCIDENT REPORTING AND MANAGEMENT

The following incidents or issues fall under reporting requirements to OOD:

- a. suspicion of illegal activity (i.e., violations of local, state, and/or federal law, including state ethics laws) either committed or in the process of being committed by or against a participant;
- b. an individual causes or attempts to cause harm, creates a risk of causing harm, or threatens the safety, health, and/or well-being of an OOD participant;
- c. a participant is causing or attempting to cause harm, creating a risk of causing harm, or threatening the health, safety, or well-being of another person;
- d. medical emergencies or mental health crises involving a participant;
- e. issues of fiscal integrity, including but not limited to, charging for services not provided and charging for multiple participants for the same service/time; and
- f. breaches of confidential personal information (CPI).

Note: Incidents/issues which fall under e. And f. above do not require a "Significant Incident Report Form (SIRF) but are to be reported to the assigned VR Staff or VR Contractor via telephone, followed by an email, copying PCMU at pcmu@ood.ohio.gov.

Significant Incidents (i.e., a. through d. above) require various immediate actions and verbal reporting requirements, in addition to completion of the "Significant Incident Report Form (SIRF)". Immediate actions and verbal reporting requirements can be found on Page 1 of the SIRF. The SIRF (Form 02) can be found at this web page: [Provider Forms](#).

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Examples When a SIRF Is Required

- Medical emergencies or mental health crises involving an individual.
- An individual causes or attempts to cause harm, creates a risk of causing harm, or threatens the health, safety, or well-being of themselves or another person.
- Suspicion of illegal activity either committed or in the process of being committed by or against an individual.
- An individual has reported abuse in their household, place of residence, or place of employment or provider staff have observed abusive behavior occurring either inside or outside the individual's place of residence or employment.
- An individual exhibits signs of abuse or neglect.
- An individual is the target of harassment (physical, sexual, financial, verbal) or harasses another individual, including allegations of harassment.
- An individual makes unwanted sexual advances or is the recipient of unwanted sexual advances.
- An individual is missing from services (e.g., worksite, provider office) for any length of time and cannot be located.

Examples When a SIRF May Not Be Required

- An individual case update occurs such as a health diagnosis or personal matter unrelated to current services being delivered.
- An individual refuses to complete work tasks.
- An individual is not performing work at the level of competitive integrated employment (CIE).
- An individual experiences an injury that can be or is treated by basic first aid.

Note: Provider staff should not make mental or physical health diagnoses during service delivery or on service reports.

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ELECTRONIC COMMUNICATIONS

Providers shall use ZixMail or a secure fax to communicate with VR Staff and/or VR Contractors. Provider staff may request ZixMail access by emailing their name and email address to the pcmu@ood.ohio.gov mailbox. This is a courtesy access to ZixMail based on interaction with OOD. Providers will not be able to email or "cc" other individuals outside of OOD through ZixMail. Providers are encouraged to use other secure email systems when contacting individuals or other entities (e.g., County Boards of DD, mental health centers). ZixMail messages are maintained for 30 days and then deleted by the system. Once deleted, the

messages are not retrievable. If the provider needs to keep a record of the communication, they should either print the message or make a screenshot of the “Sent” folder as documentation. ZixMail messages involving authorizations should include the authorization number in the subject line.

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

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COMMUNICATION

OOD and its providers are required to provide information to participants throughout the VR process as required by law (e.g., rights and duties). This information shall be provided to the participant and if applicable, their parent or legal guardian, in writing, and when appropriate, in their native language or through an appropriate mode of communication.

Forms completed and submitted by providers become part of the participant’s official case record and at times are used during appeals. Copies may be provided to participants upon request.

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MARKETING MATERIALS & ACTIVITIES

OOD is not a potential funding source for services or programs offered through providers. OOD’s name or the OOD logo shall not be listed as a funding source in any marketing materials or on providers’ websites as a potential funding source.

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

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

Providers may re-post/share social media posts, distributed by OOD social media accounts/OOD Office of Communications, on their social media accounts.

Only VR Staff and/or VR Contractors may determine eligibility for VR services, determine employment outcomes and services, enter into an Individualized Plan for Employment (IPE) with a participant, and authorize the purchase of services.

Providers should direct marketing materials and activities through the VR or Contract Supervisors. New and current providers may request to attend a staff meeting to familiarize VR Staff and/or VR Contractors with the services that they offer or to introduce new services. Providers should not market directly to individual VR Staff and/or VR Contractors through email, phone calls, etc. outside of supervisory approved staff meetings.

FAILURE TO FOLLOW GUIDANCE IN THIS MANUAL

Providers who do not follow guidance in this manual may be placed on a Corrective Action Plan (CAP) and/or removed from the approved list of providers.

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QUESTIONS?

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

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PURCHASING SERVICES & FISCAL CYCLE

VR ORIGINAL AUTHORIZATIONS & BILLINGS (OOD-0020)

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

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

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

For services authorized on a monthly basis, providers should communicate their requests for UOS for the next month to VR Staff or VR Contractor at least ten (10) days before the end of the month to ensure that there is sufficient time to create, issue, and send a copy of the authorization to the provider, prior to the start of the next month of service.

If providers know that they will **not** be providing a service during the month, or at all, the provider should email the VR Staff or VR Contractor to notify them that the authorization may be cancelled.

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

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HOW TO COMPLETE THE AWARE VENDOR PORTAL REGISTRATION

Providers need to register for or find their OH|ID User ID via <http://ohid.ohio.gov>. OH|ID User ID provides secure access to State of Ohio services and programs. With an OH|ID account, you can access programs and applications for multiple State agencies – with one user ID (or possibly username) and password. While you may have an OH|ID username, the AWARE Vendor Portal requires the OH|ID user ID associated with your account. If you are unfamiliar with your User ID, you can log in to <http://ohid.ohio.gov>, click the silhouetted person icon in the upper righthand corner of the page (next to the magnifying glass icon) and view your OH|ID user ID. This User ID must be used when requesting access to the AWARE Vendor Portal. All VR Fee Schedule service providers may request up to five (5) provider staff accounts to the AWARE Vendor Portal for staff submitting bills on behalf of the organization. To request changes to existing users or to add a new user, please email OOD.VendorPortal@ood.ohio.gov. To add a user, please provide the user's name, the organization to associate the user with, their work email and their OH|ID user ID.

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INVOICES & REPORT FORMS

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

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

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SERVICE REQUIREMENTS

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

1. Provider staff must be on-site (and in the same area) and actively providing direct services to participants in order to charge for the service unless the service is being provided remotely. If provider staff are not on-site and/or actively providing direct services, the time does not count towards the billable services and OOD shall not pay for the service.

EXAMPLES OF DIRECT SERVICES (BILLABLE)

- Successful telephone contacts and messages, left by provider staff to participants, including parents/legal guardians, VR Staff/VR Contractors, or potential employers.
- Correspondence, electronic and paper, created and sent by provider staff to participants, including parents/legal guardians, VR Staff/VR Contractors, or potential employers.
- Text messages created and sent by provider staff to participants, including parents/legal guardians, VR Staff/VR Contractors, or potential employers. Each five (5) texts created/sent by provider staff per day equals one (1) Unit of Service. **(NOTE: This is only permitted as a reasonable accommodation based on a disability related need [e.g., deaf/hard of hearing, speech impairments, or other disability related needs as documented in AWARE by the VR Staff/VR Contractor] unless it is during On-the-Job-Supports.)**
- In person contacts/meetings with participants, VR Staff/VR Contractors, or potential employers.
- Instruction on how to perform job tasks, appropriate workplace behaviors, and/or to assist in the adjustment to the job site.
- On-site observation of how the participant is performing job tasks and/or is adjusting to the work environment.
- Completion and submission of employment applications, paper or online, on behalf of a participant, regardless of whether the participant is present. **(NOTE: If the application includes any pre-employment tests, the participant must be present and answer questions themselves; however, providers may assist in entering responses as needed. Providers may not complete pre-employment tests on behalf of participants.)**
- Online job searches, regardless of whether the participant is present or not. **(NOTE: VR Staff/ VR Contractors may specify in the “Referral to Facility” form their preferences on whether or not and how much time should be spent on online job searches.)**

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EXAMPLES OF INDIRECT SERVICES (NON-BILLABLE)

- Missed appointments, except as allowed for Interpreters per Ohio Administrative Code §3304-2-52 D).
 - Unpaid meal periods are not counted for the purpose of determining billable service time.
 - Listening to telephone messages and reading correspondence, electronic or paper, received by provider staff.
 - Telephone, correspondence, or in person contacts with third parties, other than potential employers, unless specifically authorized, in advance, by VR Staff/VR Contractor.
 - Review of referral and collateral information to prepare for service delivery.
 - Provider internal communications, discussions (including staffing), fiscal, or program reviews.
 - Time spent developing programs and preparing materials (e.g., setting up classrooms, making copies of handouts).
 - Contacts for the purpose of managing authorizations, referrals, invoices, and payments (e.g., calling to request an increase, checking on the status of a payment).
 - Case management activities (e.g., coordinating and scheduling services with third parties).
2. Providers may not charge administrative surcharges for pass through authorizations (e.g., purchase of fuel cards). (**NOTE:** *If the provider pays sales tax or shipping/handling charges, VR can reimburse them for those expenses as long as they are itemized on the receipt.*)
 3. Providers may not charge for services in excess of the amount authorized, that take place outside the range of dates on an authorization, or after the VR case has been closed. Providers shall receive an amended authorization if a VR Staff/VR Contractor approves an increase or date extension.
 4. VR Staff/VR Contractors may not purchase equipment or supplies from providers that perform evaluations and sell the recommended equipment or supplies, unless the purchase is awarded through a competitive bid process. (**Exception:** *Providers who sell hearing aids and eyeglasses.*)

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REMOTE SERVICES

VR Fee Schedule services are generally provided in person as direct services from local providers. When appropriate for the participant and with participant approval, most VR services may be provided remotely, including but not limited to: Intakes, Job Development; On-the-Job Supports; Work Incentive Planning; Career Exploration; Vocational Evaluations; Interpreter Services; Rehabilitation Technology; Pre-Employment Transition Services; and Job Seeking Skills Training. Orientation & Mobility providers may complete as much of the assessments as possible remotely in order to start making plans for training and provide a limited scope of instruction to include items such as concept development or instruction through family members (sighted guide techniques, etc.) as the provider finds appropriate.

Community Based Assessments, Work Adjustments and Job Readiness Training cannot be provided remotely. These services are required to be provided in person at an employer worksite as part of the service definition and cannot be provided remotely. Activities of Daily Living (ADL) services may be provided remotely for services that do not require on-site assistance (e.g., budgeting). ADL services that are traditionally provided in person, such as cooking or ironing, cannot be provided remotely. Services outside of those mentioned here, such as Addendum/Miscellaneous Training Addendum can be considered to be provided remotely. Providers are required to email the Provider and Contract Management Unit (PCMU) at pcmu@ood.ohio.gov with their proposal in order to receive approval.

Remote services must be direct services to participants through phone, Microsoft Teams, Skype, Facetime, or other electronic communication. Texting (excluding disability-related accommodations) is not an approved delivery method for remote services. Remote services shall not include any “assigned” tasks for the participant (e.g., online training). Services must involve a staff person in direct communication with the participant.

Remote services shall be offered by providers in-state. PCMU may approve an out-of-state provider in situations when an in-state provider is not possible (e.g., participant lives in Ohio close to a state border and there is not a local provider available for the service in Ohio) or when OOD determines necessary. Providers shall be able to meet in person if determined necessary by the participant, their parent or legal guardian if applicable, or the VR Staff or VR Contractor, at any time during services. All provider staff shall be at a regular work location that is in a professional and confidential environment free from distractions, including background noises, during service delivery and shall be available for in person contact as needed and appropriate.

All documentation required to be submitted with the invoice and report according to the VR Provider Manual and Fee Schedule remains the same. If a service has a required document, it is required to be submitted, even if the service is provided remotely (e.g., Pre-ETS Job Exploration Counseling requires copies of student assessment of student’s knowledge of where they are in the career planning process, copies of informational interviews, the date of registration with OhioMeansJobs.com and creation of the student’s Backpack). All required documentation for services shall be sent together when submitting the invoice and report to OOD so that the invoice and report can be processed in a timely manner.

Providers shall specifically discuss the opportunity for remote service delivery with program participants. Services are participant focused. Provider shall communicate with the participant about their preferences for services (e.g., in-person versus remote), take into consideration the participant's abilities and the appropriateness for remote services. When a participant receives remote services, the provider shall obtain and document the participant's agreement to participate in the services remotely. When remote services are not deemed as successful or appropriate by either the participant or OOD staff, services shall return to in-person delivery.

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PARTICIPANT SIGNATURES AND ACKNOWLEDGEMENT OF AGREEMENT

Providers shall make every effort to obtain signatures on documents or reports requiring participant signatures. When a signature is not able to be physically obtained, OOD will allow alternate documentation of participant agreement. The provider must document on the form how the agreement occurred. The note "signature waived" does not fulfill this requirement. Providers should ask the participant to email their agreement, ask for permission to document the participant's verbal consent in a report, or ask if the participant can sign the document electronically and then send it through email.

Examples of acceptable documented participant agreement:

- Jane Doe provided approval via email on 3/23/2020 (email should be attached to the form);
- verbal consent was obtained by Jane Doe by phone on 3/23/2020;
- reviewed all elements of form with Mason on 9/15/2020 over the phone and he agreed and consented verbally;
- verbal approval via phone on 9/15/2020;
- approval via Microsoft Teams on 9/15/2020; or
- approved via email (email attached).

Examples of unacceptable documented participant agreement:

- signature waived;
- verbal signature;
- accepted virtually;
- "COVID-19"; or
- participant's typed signature using a cursive font

It is important for providers to document when remote services are utilized in the reports. Providers shall obtain and document the participant's agreement to participate in services remotely, the technology utilized and the location of the participant receiving the service (e.g., the participant agreed to remote services and joined via Skype from their home).

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PROTECTING CONFIDENTIALITY

Providers shall notify participants that third-party applications (e.g., Skype, Facetime) potentially introduce privacy risks. Providers should enable all available encryption and privacy modes when using such applications. Both parties (participant and provider) should mutually agree not to film/record conversations or photo/screenshot services in order to protect the confidentiality of their sessions.

At the beginning of each session, provider shall specifically discuss with the participant who is in the area (both for the participant and the provider) so that the privacy of the discussion can be appropriately maintained. If the participant has family members or friends in the area, confirm that they are comfortable proceeding with the conversation. Provider shall meet in a quiet and confidential space, free from distractions for both the provider and participant. Provider shall ensure the participant understands that confidentiality is limited to who may be on the receiving end of any video electronic communication (e.g., Skype, Facetime).

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ENVIRONMENTAL CONSIDERATIONS

Providers must emphasize the importance of a quiet environment to the best of the participant's ability during remote service delivery. Provider shall follow appropriate dress codes for any remote services, ensure no identifying information is present (e.g., home address), ensure there are no other people in view of the camera (e.g., family members), and ensure their focus remains on the service being delivered (e.g., not working on other cases at the same time).

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APPENDIX A

VR FEE SCHEDULE RATES

TABLE 1: INDIVIDUAL FEE SCHEDULE RATES

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
BILINGUAL SUPPLEMENT	SERVICE RATE + 10%	VARIABLE
BRIDGE SUPPORT SERVICES	\$6.60	6 MINUTES
CRITICAL NEED RATE	\$100.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL I (UP TO 35 MILES ONE WAY)	\$40.00	FLAT FEE
SERVICE AREA MODIFIER – LEVEL II (36 – 50 MILES ONE WAY)	\$57.40	FLAT FEE
SERVICE AREA MODIFIER – LEVEL III (OVER 50 MILES ONE WAY)	\$79.90	FLAT FEE
INTAKE	\$122.90	FLAT FEE
INTERPRETER SERVICES (INTERNATIONAL & SIGN LANGUAGE)	\$6.40	6 MINUTES
ASL + SHIFT DIFFERENTIAL	\$6.80	6 MINUTES
SITE COORDINATION	\$143.40	FLAT FEE
SITE DEVELOPMENT	\$7.20	6 MINUTES
TRANSPORTATION	\$5.60	6 MINUTES
VOCATIONAL TRAINING STIPEND	OHIO MINIMUM WAGE + 15%	6 MINUTES
WORK INCENTIVES PLANNING	\$471.00	FLAT FEE
WORK INCENTIVES COORDINATION	\$7.70	6 MINUTES
COMMUNITY BASED ASSESSMENT (HALF DAY: 4 OR LESS HOURS)	\$262.10	FLAT FEE (DAY)
COMMUNITY BASED ASSESSMENT (FULL DAY: OVER 4 HOURS)	\$458.70	FLAT FEE (DAY)
COMMUNITY BASED ASSESSMENT – RAPID ENGAGEMENT	\$409.50	FLAT FEE
COMMUNITY BASED ASSESSMENT – PLACEMENT PREMIUM	\$1,280.70	FLAT FEE
VOCATIONAL EVALUATION	\$1,108.70	FLAT FEE
VOCATIONAL CONSULTATION	\$7.20	6 MINUTES
CAREER EXPLORATION	\$7.40	6 MINUTES
ACTIVITIES OF DAILY LIVING TRAINING (NON-CREDENTIAL)	\$10.70	6 MINUTES



SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
ACTIVITIES OF DAILY LIVING TRAINING (CREDENTIAL)	\$11.70	6 MINUTES
ORIENTATION & MOBILITY TRAINING	\$13.10	6 MINUTES
O&M SITE DEVELOPMENT	\$179.20	FLAT FEE
TRAVEL TRAINING	\$6.60	6 MINUTES
SUMMER YOUTH WORK EXPERIENCE	\$1,240.80	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$250.90	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$439.20	FLAT FEE (DAY)
WORK ADJUSTMENT – PLACEMENT PREMIUM	\$1,280.70	FLAT FEE
JOB SEEKING SKILLS TRAINING	\$6.60	6 MINUTES
JOB DEVELOPMENT (UOS)	\$7.20	6 MINUTES
PERFORMANCE BASED JOB DEVELOPMENT TIER I	\$1,706.60	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER II	\$1,280.70	FLAT FEE
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 30 DAYS	\$426.90	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 60 DAYS	\$426.90	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS	\$426.90	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM A (RAPID PLACEMENT)	\$836.40	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM B (SGA PLACEMENT)	\$836.40	FLAT FEE (30 DAYS)
PERFORMANCE BASED JOB DEVELOPMENT TIER III – 90 DAYS PREMIUM C (RAPID & SGA)	\$1,245.90	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER I	\$2,133.40	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER II	\$1,600.10	FLAT FEE
SUPPORTED EMPLOYMENT JD TIER III – 30 DAYS	\$533.40	FLAT FEE (30 DAYS)

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SUPPORTED EMPLOYMENT JD TIER III – 60 DAYS	\$533.40	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III –90 DAYS	\$533.40	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM A – 90 DAYS (RAPID PLACEMENT)	\$942.90	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM B – 90 DAYS (SGA PLACEMENT)	\$942.90	FLAT FEE (30 DAYS)
SUPPORTED EMPLOYMENT JD TIER III RETENTION PREMIUM C – 90 DAYS (RAPID & SGA PLACEMENT)	\$1,352.40	FLAT FEE (30 DAYS)
ON-THE-JOB SUPPORTS	\$6.60	6 MINUTES
ON-THE-JOB SUPPORTS + SHIFT DIFFERENTIAL	\$6.80	6 MINUTES
REHABILITATION TECHNOLOGY (NON-CREDENTIAL)	\$11.80	6 MINUTES
REHABILITATION TECHNOLOGY (CREDENTIAL)	\$13.00	6 MINUTES
SETUP FOR TECHNOLOGY ACCESS READINESS TRAINING (START UP)	\$6.60	6 MINUTES
PRE-ETS COORDINATION	\$266.20	FLAT FEE
COUNSELING ON POSTSECONDARY	\$6.70	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$6.70	6 MINUTES
JOB EXPLORATION COUNSELING	\$6.70	6 MINUTES
WORK BASED LEARNING	\$6.70	6 MINUTES
WORKPLACE READINESS TRAINING	\$6.70	6 MINUTES
SELF-EMPLOYMENT BUSINESS CONCEPT (ASSESSMENT OR EVALUATION)	\$250.00	FLAT FEE
SELF-EMPLOYMENT FEASIBILITY STUDY (ASSESSMENT OR EVALUATION)	\$1,500.00	FLAT FEE
SELF-EMPLOYMENT BUSINESS PLAN WRITING (ASSESSMENT OR EVALUATION)	\$2,200.00	FLAT FEE

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
SELF-EMPLOYMENT BUSINESS PLAN ANALYSIS (ASSESSMENT OR EVALUATION)	\$500.00	FLAT FEE
SELF-EMPLOYMENT TECHNICAL ASSISTANCE	\$7.80	6 MINUTES

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TABLE 2: GROUP FEE SCHEDULE RATES (PER INDIVIDUAL)

SERVICE DESCRIPTION	RATE PER UNIT	UNIT (DURATION)
JOB READINESS TRAINING (SCHOOL BASED) (HALF DAY: 2.5 OR LESS HOURS)	\$60.40	FLAT FEE (DAY)
JOB READINESS TRAINING (SCHOOL BASED) (FULL DAY: OVER 2.5 HOURS)	\$96.30	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (HALF DAY: 4 OR LESS HOURS)	\$96.30	FLAT FEE (DAY)
JOB READINESS TRAINING (NON-SCHOOL BASED) (FULL DAY: OVER 4 HOURS)	\$166.90	FLAT FEE (DAY)

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

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			UNIT (DURATION)
	2 (54%)	3 (41%)	4 (33%)	
TRAVEL TRAINING	\$3.56	\$2.71	\$2.18	6 MINUTES
SUMMER YOUTH WORK EXPERIENCE	\$670.03	\$508.73	\$409.46	FLAT FEE (WEEK)
WORK ADJUSTMENT (HALF DAY: 4 OR LESS HOURS)	\$135.49	\$102.87	\$82.80	FLAT FEE (DAY)
WORK ADJUSTMENT (FULL DAY: OVER 4 HOURS)	\$237.17	\$180.07	\$144.94	FLAT FEE (DAY)
JOB SEEKING SKILLS TRAINING	\$3.56	\$2.71	\$2.18	6 MINUTES
ON-THE-JOB SUPPORTS	\$3.56	\$2.71	\$2.18	6 MINUTES
COUNSELING ON POSTSECONDARY	\$3.62	\$2.75	\$2.21	6 MINUTES
INSTRUCTION IN SELF-ADVOCACY	\$3.62	\$2.75	\$2.21	6 MINUTES
JOB EXPLORATION COUNSELING	\$3.62	\$2.75	\$2.21	6 MINUTES
WORK BASED LEARNING	\$3.62	\$2.75	\$2.21	6 MINUTES
WORKPLACE READINESS TRAINING	\$3.62	\$2.75	\$2.21	6 MINUTES

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FISCAL REQUIREMENTS

Flat Fees

The duration of Flat Fees shall be defined as a specific amount of time or a specific outcome as identified in the service description of the VR Fee Schedule. Flat Fees include services authorized on a daily, weekly, or specific milestone/outcome basis. Flat Fees are inclusive of all contacts required to provide and document the service (e.g., telephone contacts to set appointments, texting, a case staffing).

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Individual And Group Rates

When OOD authorizes for VR services at rates identified in TABLE 1: INDIVIDUAL FEE SCHEDULE RATES, providers shall deliver services to participants on a 1:1 basis. This means a ratio of one (1) provider staff person to one (1) participant shall be maintained for the entire duration of the service, except for Community Based Assessments (CBAs). CBAs shall not exceed one (1) provider staff person to two (2) participants and VR Staff or VR Contractor must provide approval of the group service prior to the start of the CBA. In these cases, each CBA would be authorized for each participant at the full individual rate for the service.

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

- Example: Provider is serving three (3) participants, one funded through OOD and two (2) through the Department of Developmental Disabilities (DODD) waiver. This shall be billed at the group rate even though the provider is only providing services to one OOD participant.

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

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Service Delivery Cycle

VR Original Authorization/Billing (OOD-0020), hereafter referred to as “VR Authorization”, for services that are purchased as a Unit of Service (UOS) or daily (Flat Fee) rates shall be issued for one (1) calendar month with an allowable variance of seven (7) days into the previous or following month (e.g., February 22 to March 31 or March 1 to April 7). VR authorizations for UOS or flat fees (e.g., daily rate, weekly rate) shall not exceed a total of five (5) weeks.

Service dates of VR authorizations for other Flat Fee services (e.g., week or outcome) shall be authorized no later than the end of the current Federal Fiscal Year. Providers shall complete the entire service prior to submitting the invoice and report, with the exception of Summer Youth Work Experience, which may be billed up to twice during the service. Providers may not bill for partial or incomplete services during the billing cycle.

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Units Of Service (UOS)

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

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

49 – 54	9
55 – 60	10

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VR Authorizations

VR authorizations act as the agreement to purchase a maximum amount of a specific service within a specific range of dates and the rate the provider will be compensated. Providers should not deliver services without a VR authorization. If there is a need to increase the amount of service or extend the dates of service from what has been originally authorized, the provider is responsible for contacting the assigned VR Staff or VR Contractor to obtain approval of the increase or change of dates prior to delivering services. Providers will receive an amended VR authorization with the increase in the amount of service or extension of dates of service.

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VR Reports & Invoices

Providers shall submit a written report, including the invoice, using the appropriate template for the specific service as defined in the VR Provider Manual.

VR reports and invoices shall include all documentation and address all areas of the service definition and requirements section, even if previously submitted to VR Staff or VR Contractor (e.g., resume, placement report). VR reports and invoices shall be submitted electronically within 21 calendar days of the date of last service or the last date of service (i.e., last direct contact with the participant and/or employer) as defined on the VR authorization whichever comes first.

OOD will not issue subsequent VR authorizations if reports and invoices are not received within the 21-day timeframe. OOD shall return reports and invoices that contain errors and/or do not meet the requirements of the VR Fee Schedule. If returned, providers shall have 21 calendar days from the date that the report and/or invoice was returned to the provider to make corrections and re-submit for payment. Final invoices, including corrections, must be submitted to OOD no later than 90 calendar days of the date of last service for payment. Providers shall have a maximum of 21 calendar days to submit corrections, as long as the original invoice was submitted within 90 calendar days. Requests for payments after 90 days, or after the 21-day period to correct and resubmit the invoice and/or report, may be denied.

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

Reports for VR Fee Schedule services purchased by OOD are the property of OOD and may not be disseminated in draft form without the express written consent of OOD. Draft reports may not

be shared with participants and neither draft nor final reports shall be shared with any third party. Providers may share final, OOD approved reports directly with the participant.

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Electronic Submissions of Reports & Invoices

Providers of VR services shall submit a proper invoice, report, and if applicable other required documentation via the AWARE Vendor Portal (AVP). Proper invoices are defined as including an invoice and report that is free of errors and provides all required documentation in order for a payment to be released.

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APPENDIX B

PROVIDER & CONTRACT MANAGEMENT UNIT (PCMU)

PCMU provides support and technical assistance to providers and VR Staff and VR Contractors for questions and issues involving the VR Fee Schedule and/or the PMP. There is an assigned Rehabilitation Program Specialist (RPS) for each region (refer to chart below). Providers are generally assigned to a region based upon their primary business location (e.g., if the business headquarters is in Franklin County, then the provider would be assigned to the Southeast RPS).

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

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

REGION	CONTACT INFORMATION
Supervisor	Jay Burns jay.burns@ood.ohio.gov 614.507.3761
East Central	Melanie Seckler melanie.seckler@ood.ohio.gov 330.203.3670
Northeast	Ronna Woods ronna.woods@ood.ohio.gov 216.310.4017
Northwest	Jennifer Murray Cosgrove jennifer.cosgrove@ood.ohio.gov 419.277.6754
Southeast	Jennifer Pollard jennifer.pollard@ood.ohio.gov 740.517.3635
Southwest	Ginger Scaife ginger.scaife@ood.ohio.gov 513.453.2707

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APPENDIX C

SCHOOL-BASED JOB READINESS TRAINING (SB-JRT) PROGRAM PROTOCOL

Initial Considerations of New School-Based Job Readiness Training Programs

The determination for the necessity of a School-Based Job Readiness Training program (SB-JRT), (e.g., Project SEARCH), involves consideration of the items listed below.

Is there a need for this program?

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

Is the host business an appropriate site for this program?

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

When OOD staff are approached by a party (e.g., provider, business partner) interested in starting a SB-JRT program, staff should contact the OOD Supported Employment and Transition Unit supervisor to begin discussing the request with the Ohio Department of Education (ODE), OOD Area Manager (AM), OOD Business Relations Specialist (BRS) and local OOD VR Supervisor (VRS).

If the initiation of a new SB-JRT site is deemed viable and appropriate by all parties, the OOD AM identifies a VRS to take the lead with the interested party locally.

Local Team Development

If all parties determine that a SB-JRT program is needed in the area, OOD and ODE begin to assemble a local planning team. If the program is Project SEARCH, OOD and ODE would consult with Project SEARCH National, who can describe the licensing process and training requirements. This team will include:

- OOD Staff including an AM, VRS, BRS and assigned OOD Provider Liaison;
- Career Technical Planning District (CTPD) or school district;
- County Board of Developmental Disabilities (CBDD);
- Business Partner; and
- Community Rehabilitation Program (CRP) who is selected by the OOD and Business Partner.

Informed Choice of Provider Selection

The OOD members of the local planning team will direct the team to review available providers or share all available providers through some other mechanism (e.g., verbal discussion, list). OOD members will ask the team what factors are most important to them in making a provider selection (e.g., specific industry experience, experience working with a specific target population, experience with similar JRT models).

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

Planning Timelines and Advisory Team

Ideally, it takes at least one (1) year for the local planning team to work together for a successful implementation. This means that planning for a new SB-JRT should begin no later than August/September in order to implement a new program to begin the following school year.

An ongoing Advisory Team should be identified and will typically meet monthly while the SB-JRT program is being developed and implemented. Advisory Team members may be the same members as the local planning team, but should also include a family member, a young adult with a disability, and other community members (e.g., Workforce Investment Board, University Center for Excellence).

OOD Quality Assurance

OOD will remain part of the ongoing Advisory Team and typically participate in quarterly team meetings (refer to OOD's "Provider Management Policy" [80-VR-09]) to discuss participant

progress, open houses, etc. In addition, OOD must be involved in the student selection process to ensure that students need the service to meet their employment outcome.

The VRS assigned to each Job Readiness Training host site meets with the CRP quarterly to discuss the program, including internship rotations, timing of job development, performance, and addresses any issues or concerns. This will include a semi-annual review of the scorecard to ensure the program is meeting minimum standards for performance.

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APPENDIX D

ADULT (NON-SCHOOL BASED) JOB READINESS TRAINING (JRT) PROGRAM PROTOCOL

Initial Considerations of new Adult (Non School-Based) JRT Programs

The determination for the necessity of an Adult (Non School-Based) JRT program, involves consideration of the items listed below.

Is there a need for this program?

1. Is there an unmet need in the area for a new or additional Adult (Non School-Based) JRT program?
2. What is the potential number of adults with disabilities who have an identified need for the intensity and duration of services offered by an Adult (Non School-Based) JRT program? Keep in mind that OOD strives to provide services based on participants' needs.

Is the host business an appropriate site for this program?

1. Does the identified host site have both the capacity and diversity of complex, repetitive work tasks to accommodate multiple internship rotations?
2. What is the proposed duration of the program? Are adults expected to exit the program early and begin job development services if JRT goals are met?
3. Are there employment opportunities with the host site that are in alignment with the employment outcomes of adults with disabilities? If so, what positions, and how many are anticipated?
4. Does OOD already have an existing relationship with the host business site? Is an Adult (Non School-Based) JRT program the most effective way to source candidates with disabilities to the host site?
5. What are the types of services and supports needed for the proposed host site?
6. What is the host business expected to provide?
7. What is OOD expected to provide?

Process for Developing an Adult (Non School-Based) JRT

1. The local VRS is the starting point for any potential JRT ideas to be vetted.
2. If the VRS agrees that there is a need that meets OOD criteria listed above, then the VRS will inform the AM.
3. If the AM is in agreement with the VRS, the AM will contact the Business Relations Specialist regarding any history of a business partnership with this employer.
4. Once the VRS and AM agree that this is viable JRT, they will contact the assigned PCMU RPS for the area along with submitting the completed "Adult (Non School-Based) Proposed Job Readiness Training (JRT) Questionnaire" via email to pcmu@ood.ohio.gov.
5. If the PCMU RPS agrees with the assessment, they will present it to Central Office management for additional review and a final decision.

6. **All steps, including PCMU approval, must be completed before this service can be authorized.**

Local Team Development

If all parties determine that an Adult (Non School-Based) JRT program is needed in the area, OOD will begin to assemble a local planning team. This team includes:

- OOD Staff including an AM, VRS, BRS and assigned OOD Provider Liaison;
- County Board of Developmental Disabilities (CBDD), if applicable;
- Business Partner; and
- CRP who is selected by the OOD and Business Partner.

Informed Choice of Provider Selection

OOD will assist the local planning team. OOD will direct the team to review available providers or share all available providers through some other mechanism (e.g., verbal discussion, list). OOD will ask the team what factors are most important to them in making a provider selection (e.g., specific industry experience, experience working with a specific target population, experience with similar JRT models).

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

Planning Timelines and Advisory Team

Ideally, it takes at least one (1) year for the local planning team to work together for a successful implementation.

An ongoing Advisory Team should be identified and will typically meet monthly while the Adult (Non-School-Based) JRT program is being developed and implemented.

OOD Quality Assurance

OOD remains part of the ongoing Advisory Team and typically participates in quarterly team meetings (as indicated in the OOD "Provider Management Policy" [80-VR-09]) and monthly meetings to discuss participant progress, open houses, etc. In addition, OOD must be involved in the adult selection process to ensure that the participants need the service to meet their employment outcome.

The VRS assigned to each Adult (Non-School-Based) JRT host site meets with the CRP quarterly to discuss the program, including internship rotations, timing of job development, performance, and addresses any issues or concerns. This will include a semi-annual review of the scorecard to ensure the program is meeting minimum standards for performance.

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**Adult (Non-School Based) Proposed Job Readiness Training (JRT)
Questionnaire**

Name, job title, and telephone number of individual completing this proposal:

Name of business/worksite:

Partner organizations involved (if any):

Description of targeted individuals/groups:

Number of total individuals participating in the JRT:

Hours per week (including set schedule):

Length and justification for the length (weeks, months, etc.):

Job tasks/duties:

Rotations (if any):

Targeted start date of JRT:

Funding Considerations (What would the employer contribute? What does OOD contribute? What does the participant contribute?):

Any additional needs/requirements (e.g., specific clothing, equipment, background checks). Indicate who, specifically, would be responsible for providing these:

Why is this JRT necessary? (i.e., How can this not be accomplished through individual services [e.g., CBA, work adjustment]?):

Brief narrative summary of proposed JRT (e.g., history, tasks) if not covered above:

Any other considerations not covered above:

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Appendix E

GLOSSARY OF TERMS

Addendum Services – services that a provider includes on their Provider Agreement that are not part of any of the VR fee schedules (i.e., VR, Medical, Dental, Psychological).

Ancillary (Auxiliary) Services - services needed by an applicant or eligible individual to enable their participation in vocational rehabilitation services which may include, but are not limited to: transportation or clothing. These services cannot be stand alone.

Applicant – a person who submits an application for vocational rehabilitation services in accordance with 34 CFR 361.41(b)(2) or independent living services (IL) or independent living older blind (ILOB) in accordance with OOD policies and procedures.

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

Assistive Technology Device – any item, piece of equipment or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of an individual with a disability.

Assistive Technology Service – any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.

Authorization – an AWARE generated documented permission, with a specified time range and dollar amount, to provide specific supplies or services to a specific applicant or eligible individual

AWARE (Accessible Web-Based Activity and Reporting Environment–) - an electronic VR case management system which houses an individual's confidential information and data.

Business Relations Specialist (BRS) – designated Division of Employer and Innovation Services (EIS) staff responsible for managing business relations activities with Employer Partners.

Community Rehabilitation Program (CRP) – a program that is preliminarily accredited, accredited or certified in accordance with Ohio Administrative Code 3304-1-12 and provides directly or facilitates the provision of vocational rehabilitation services to applicants or eligible individuals to enable them to maximize their opportunities for employment, including career advancement.

Competitive Integrated Employment (CIE) – work that is performed on a full-time or part-time basis, including self-employment, for which the eligible individual is compensated at a rate that: 1) is the higher of either the rate specified by the Fair Labor Standards Act (FLSA) or the state minimum wage; 2) is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, and who are similarly situated in similar occupations by the same employer and who have similar training experience, and skills; 3) in the case of self-employment, yields an income that is comparable to the income received by other individuals are not individuals with disabilities and who are self-employed in similar occupations or similar tasks and who have similar training experience and skills; and 4) is eligible for the level of benefits provided to other

employees. Work must be at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons and that, as appropriate, presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

Confidential Information – any information received or created about any person who has been referred to OOD, has applied for services, is currently receiving services or has received services. Anyone who has access to information held by OOD shall keep such information confidential.

Confidentiality – the ability to protect the identity of and any information relating to applicants or eligible individuals when collecting, using and releasing personal information.

Coordinator – an individual who works for a VR contractor and who performs case management activities (not including non-delegable functions that must be performed by OOD staff) pursuant to a contract.

Corrective Action Plan (CAP) – a plan of action, which must address compliance findings including action steps, measurable goals and timelines, utilized to address areas, identified through evaluation activities, (e.g., audits, monitoring reviews, and desk reviews) needing improvement.

Customized Employment - competitive integrated employment, for an individual with a significant disability, that is based on an individualized determination of the strengths, needs, and interests of the individual with a significant disability, is designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer, and is carried out through flexible strategies, which include but may not be limited to: 1) job exploration by the individual; and 2) working with an employer to facilitate placement, including customizing a job description based on current employer needs or on previously unidentified and unmet employer needs; developing a set of job duties, a work schedule and job arrangement, and specifics of supervision (including performance evaluation and review), and determining a job location; representation by a professional chosen by the individual, or self-representation of the individual, in working with an employer to facilitate placement; and providing services and supports at the job location.

Discovery Services - intensive assessment services, commonly associated with customized employment programs that are necessary when the eligible individual's potential skills and abilities are not readily apparent.

Eligible Individual – an applicant for: 1) vocational rehabilitation services who meets the eligibility requirements under 34 CFR 361.42(a); 2) IL services who meets the eligibility under 34 CFR 364.40; or 3) ILOB services who meets the eligibility requirements under 34 CFR 367.5.

Employment First - employment services for individuals with developmental disabilities directed at community employment and that individuals with developmental disabilities are presumed capable of community employment.

Employment Outcome – entering into or retaining full-time or, if appropriate, part-time competitive integrated employment; as defined in 34 CFR 361.5(b)(15), (including customized employment, self-employment, telecommuting, or business ownership), or supported employment in the integrated labor

market, supported employment, or any other type employment in an integrated setting, that is consistent with an individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Note: Volunteer work shall not be considered employment.

Family Member – for the purposes of receiving vocational rehabilitation (VR) services, an individual who: is either a relative or guardian of the applicant or eligible individual or lives in the same household; has a substantial interest in the well-being of the applicant or eligible individual; and whose receipt of VR services is necessary to enable the applicant or eligible individual to achieve an employment outcome.

Fee Schedule – established rates of payment for various statewide vocational rehabilitation (VR) services.

Free Application for Federal Student Aid (FAFSA) - A form that can be prepared annually by current and prospective college students (undergraduate and graduate) in the United States to determine their eligibility for student financial aid.

Immediate Family Member – an individual who either is a relative or legal guardian of an applicant or eligible individual; or who serves in loco parentis (i.e., stands in place of parents) or who has an established relationship and lives in the same household.

Independent Living (IL) Staff – any OOD employee who works within the Bureau of Services for the Visually Impaired (BSVI), Independent Living.

Independent Living and Older Blind (ILOB) – a program that provides independent living (IL) services to older individuals (i.e., age 55 and above) who are blind including conducting activities that will improve or expand IL services for these individuals and help improve public understanding of the independent living needs of these individuals.

Individual – an applicant or an eligible individual (refer to definitions herein).

Individual with a Disability – an individual who has a physical or mental impairment; whose impairment constitutes or results in a substantial impediment to employment; and who can benefit in terms of an employment outcome from the provision of vocational rehabilitation services *or* an individual who has a physical or mental impairment that substantially limits one or more major life activities; who has a record of such an impairment; or who is regarded as having such an impairment.

Individualized Education Program (IEP) – a written document required for each child who is eligible to receive special education services. It is provided to a student who has been determined first to have a disability and, second, to need special education services because of that disability. The IEP, the team that develops it, and what it must contain are governed by Part B of the Individuals with Disabilities Education Act (IDEA) and amendments to it. The IEP provides information on children's current levels of performance and directs the special services and supports that are provided to students who have IEPs. It includes provisions for defining annual goals, evaluating progress, and formalizing what is to be a free and appropriate public education (FAPE) for the student with the disability.

Individualized Plan for Employment (IPE) – a written plan developed from the comprehensive assessment process that identifies an employment outcome and necessary VR services to obtain the

employment outcome. An IPE is developed for an eligible individual to whom OOD is able to provide services based on the order of selection. The IPE must include all of the content required under 34 CFR 361.46.

Informed Choice – providing applicants and eligible individuals and if applicable, their legal guardian, information and support services in order to assist the individual(s) in exercising their choice throughout the vocational rehabilitation process. Eligible individuals have an opportunity to make informed choices about their employment outcome, the services they need to reach their employment outcome, the provider(s) of services needed, and the methods used to obtain services. The eligible individual has the right to choose how to develop the IPE. However, the IPE must be approved by VR staff who will check to be sure that the IPE is consistent with federal and state law, regulation, policies and procedures.

Integrated Setting – As it relates to the provision of services, is a setting typically found in the community in which individuals interact with non-disabled persons other than non-disabled persons who are providing services to the individuals (e.g., job coach).

As it relates to an employment outcome, is a location where the employee (i.e., individual) interacts, for the purposes of performing the duties of the position, with other employees within the particular work unit and the entire work site and, as appropriate to the work performed, other persons (e.g., customers and vendors) who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with these persons.

Interpreter Services – services provided by qualified personnel for applicants and eligible individuals which includes sign language and oral interpreter services for those who are deaf or hard of hearing and tactile interpreting services for those who are deaf and blind.

Job Coaching – one-on-one instruction to eligible individuals who have been hired by an employer to help the eligible individual learn job tasks, develop natural and peer supports, and to adjust to the work environment.

Job Development – a systematic approach to identifying and contacting potential employers who may or may not have a posted position opening for the purpose of assisting the eligible individual to obtain and successfully maintain permanent employment.

Job Placement – job placement assistance is a referral to a specific job resulting in an interview, whether or not the individual obtained the job.

Job-Related Services – job search and placement assistance, job retention services, follow-up services, and follow-along services.

Job Retention Services – less intensive (then job coaching) support services to an eligible individual who has been placed in employment in order to stabilize the placement and enhance job retention.

Job Seeking Skills Training (JSST) – training designed to provide an eligible individual the skills to successfully search and respond to potential job opportunities.

Job Shadowing- a work experience option where individuals learn about a job by walking through the workday as a shadow to a competent worker. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the individual.

Job Stabilization – the time in the case where all significant VR services have concluded or, in the case of job coaching, have been substantially reduced and/or reduced to the level of anticipated extended services for eligible individuals in supported employment.

Labor Market Information – the body of information that deals with the functioning of labor markets and the determination of the demand for and supply of labor. It includes, but is not limited to, such key factors as changes in the level and/or composition of economic activity, the population, employment and unemployment, income and earnings, wage rates, and fringe benefits. (4/30/13) (Legal 3/14)

Legal Guardian – a person lawfully invested (i.e., a parent of a minor or one who is court appointed) with the power, and charged with the duty, of taking care of the person and managing the property and rights of another person because the person is of minor age, or has a defect of understanding or self-control, or is considered incapable of administering his or her own affairs.

Most Significant Disability (MSD) – a category for an eligible individual who has a physical, mental or cognitive disability that seriously limits three (3) or more functional capacities (e.g., mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, and work skills) in terms of an employment outcome; and who is expected to need multiple VR services over an extended period of time.

Occupational Skills Training – refers to post-secondary programs that do not participate in the federal financial aid program (e.g., accepting Pell Grants) and are industry recognized training requirements necessary to acquire entry to a vocational-technical job.

Occupational skills training includes an organized form of instruction and related materials such as books, tools, clothing, and other training materials, that provides the knowledge and skills that are essential for obtaining employment in a vocational-technical area.

Occupational skills training may lead to a required certificates, certification or licensure to meet an industry standard.

OhioMeansJobs.com – a self-service, online resource which offers career development tools, connects businesses with qualified and available individuals and provides access to job openings for individuals seeking employment.

Older Individual who is Blind (OIB) – individual age 55 or older whose severe visual impairment makes competitive integrated employment extremely difficult to obtain but for whom IL goals are feasible.

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

OOD Provider Liaison – designated VR Staff person, generally a VR supervisor, responsible for acting as an approved provider’s primary point of contact, and a resource for information and technical assistance.

Order of Selection (OOS) – an established order of services that delineates parameters for selecting the order in which eligible individuals are served and requires that eligible individuals with the most significant disabilities are served first.

Participant – an individual receiving VR services.

Person-Centered Planning – a self-directed, ongoing process to identify an individual’s unique strengths, interests, abilities, preferences, available resources and desired outcomes as they relate to the individual’s educational, training and employment needs. Individuals should receive the support necessary to be able to effectively guide the process; empowers the individual, as the primary stakeholder, to take personal responsibility for decisions regarding which services and supports are necessary to achieve desired outcomes. Individuals should be provided with information and supported in experiences to facilitate informed, effective decision making; an ongoing outcome-oriented process that can be modified as frequently as necessary according to the individual’s continually evolving interests and needs; and involves a team approach, including participation and coordination from multiple systems and natural supports, who can support the individual to make informed decisions about their future life direction and the supports they need to achieve their goals. Individuals should include additional team members of their choosing.

Postsecondary Training – any education beyond high school or receipt of a GED for which an individual will receive a degree (or advanced degree) or industry-recognized certificates, license or certifications from an accredited institution.

Pre-employment Transition Services – the required activities and authorized activities specified in 361.48 (a) (2) and (3). Provider Management Program (PMP) – the electronic system that provides users to complete an application to be considered for the list of OOD’s approved providers or once approved, to make changes to their contact information, current services or service delivery areas.

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

Rehabilitation Teaching - to provide individualized training and instruction to individuals who are blind or visually impaired. Training and instruction shall lead to successful movement towards independent living, skills development, and/or employment stabilization. (Source: Kansas Department of Children and Families)

Rehabilitation Technologist – an individual responsible for providing rehabilitation engineering, rehabilitation technology, and assistive technology.

Rehabilitation Technology – the systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, eligible individuals with disabilities in the areas that include education, rehabilitation, employment, transportation, independent

living, and recreation. The term includes rehabilitation engineering, assistive technology devices, and assistive technology services.

Relative – an employee’s spouse, parents, children, step-children, siblings, grandparents, grandchildren, in-laws (including mother, father, sister, and brother of spouse), aunts, uncles, cousins, nieces, nephews, or a legal guardian.

Self-employment – an employment outcome in which the eligible individual works for profit or fee in his or her own business, farm, shop, or office, including sharecroppers.

Significant Disability (SD) – a category for an eligible individual who has a physical, mental or cognitive disability that seriously limits one or three (3) functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, and work skills) in terms of an employment outcome; and who is expected to need multiple vocational rehabilitation services over an extended period of time.

Significant Other – a person with whom an employee has a personal relationship and with whom, if discovered, the employee could be perceived to have a self-interest thereby creating the potential for the appearance of impropriety (e.g., life partner, boyfriend, girlfriend).

Student with a Disability – an individual who is enrolled in an educational program, including a postsecondary or other recognized education program, is at least 14 years of age but has not yet reached their 22nd birthday, and has a documented disability.

Supply – goods or equipment.

Supported Employment Services – ongoing support services, including customized employment, needed to support and maintain an eligible individual with a most significant disability in supported employment, that are: 1) provided singly or in combination and are organized and made available in such a way as to assist an eligible individual to achieve competitive integrated employment; 2) based on a determination of the needs of an eligible individual, as specified in the individualized plan for employment; and 3) provided by the designated State unit for a period of not more than 24 months, except that period may be extended, if necessary, in order to achieve the employment outcome identified in the individualized plan for employment.

Training – includes, but is not limited to, post-secondary training, vocational training, personal adjustment training, vocational adjustment training, on-the-job training, work experience, mentoring, and training services such as books, tools, job coaching, and other training materials

Transition Services (REVISED per 34 CFR 361.5 (55) - means a coordinated set of activities for a student or youth with a disability; designed within an outcome-oriented process that promotes movement from school to post-school activities, including postsecondary education, vocational training, competitive integrated employment, supported employment, continuing and adult education, adult services, independent living, or community participation; based upon the individual student's or youth's needs, taking into account the student's or youth's preferences and interests; that includes instruction, community experiences, the development of employment and other post-school adult living objectives, and, if appropriate, acquisition of daily living skills and functional vocational evaluation; that promotes or facilitates the achievement of the employment outcome identified in the student's or youth's individualized

plan for employment; and that includes outreach to and engagement of the parents, or, as appropriate, the representative of such a student or youth with a disability.

Transportation Services – travel and related expenses (e.g., mileage and lodging) that are necessary to enable an applicant or eligible individual to participate in VR services, including expenses for training in the use of public transportation vehicles and systems.

Vocational Rehabilitation Appeal – a process by which an applicant, eligible individual, a former eligible individual, or if applicable his/her parent or legal guardian may request a review of a determination, by VR Staff or VR Contractor, that affects the provision of VR services.

Vocational Rehabilitation Contractors (VR Contractors) – entities or individuals that OOD has contracted with to provide specific services to VR applicants or eligible individuals.

Vocational Rehabilitation Staff (VR Staff) – any OOD employee who works for the Bureau of Vocational Rehabilitation or the Bureau of Services for the Visually Impaired. Note: see Qualified Rehabilitation Personnel for definition of who can perform non-delegable functions.

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

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

Youth with a Disability – an individual with a disability who is not younger than 14 years of age or older than 24 years of age (Source 34 CFR 361.5 (58)).

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CHANGE LOGS

CHANGE LOG (10/01/19)

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

CHANGE LOG (10/15/19)

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

CHANGE LOG (10/1/22)

- Reorganized content
- Updated VR Fee Schedule
 - New Service Definitions
 - New Service Rates
- Revised Provider Management Program (PMP) information
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