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Services & Standards Guide

VR Provider Manual

for Providers, OOD Staff and VR Contractors

August 2026

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Introduction

The Services and Standards Guide (VR Provider Manual) offers Providers, OOD Staff and Vocational Rehabilitation (VR) Contractors information and guidance from Opportunities for Ohioans with Disabilities (OOD) about service delivery rates and requirements, as defined in Ohio Administrative Code 3304-2-52 Appendix A “VR Fee Schedule Rates and Descriptions” and Appendix B “Medical, Psychological, and Dental Fee Schedule Service Rates and Descriptions”, as well as and other non-service and/or rate requirements and information.

The Services and Standards Guide is updated periodically to address trends, as identified by OOD, and to respond to questions from Providers, OOD Staff, and VR Contractors. Updates to the Services and Standards Guide 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 Provider News or 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.

The “Glossary of Terms” appendix has been replaced by the “Vocational Rehabilitation (VR) Definitions” document (80-VR-99.A) which can be accessed [here](#).

Providers, VR Staff, and VR Contractors can often find answers to any service-related questions within the Services and Standards Guide; however, sometimes you may need some additional help finding or understanding the guidance. If so, please follow the process outlined below.

Support for VR Staff & VR Contractors

1. Search the Services and Standards Guide.
2. If further information is needed, access the OOD policies page and search for the related VR policy or the VR Procedure Manual at the following link: <https://ood.ohio.gov/laws-rules-and-policies/policies/>.
3. If questions still remain, consult with a VR Supervisor.
4. If questions still remain, the VR Supervisor will forward the question to PCMU, via email at pcmu@ood.ohio.gov and copy the assigned VR Staff or VR Contractor.

Support for Providers

1. For questions regarding VR services, qualifications in order for a provider to offer services, or *service requirements for invoicing*, please consult the Services and Standards Guide.
2. If questions remain, then consult with the OOD Vocational Rehabilitation Supervisor Provider Liaison.
3. If questions still remain, then the OOD Vocational Rehabilitation Supervisor Provider Liaison will forward the question to the Provider and Contract Management Unit (PCMU), via email at pcmu@ood.ohio.gov and copy the provider.
4. If you are interested in becoming a provider for OOD, please visit the [Become a VR Provider](#) page.
5. Questions regarding authorizations and invoicing, including billing denials and invoice/report forms not calculating correctly shall be directed to the Accountant Examiner Unit via email at AEUquestions@ood.ohio.gov
6. For invoice submission questions or concerns, please review information from the [AWARE Vendor Portal](#) page, and if questions remain, please contact the Accountant Examiner Unit at AEUquestions@ood.ohio.gov
7. If you are interested in offering non-fee schedule services (i.e., offering transportation services, local tutoring services, bookstore, marketing company, etc.) please contact the [local OOD office](#) to inquire about becoming a vendor/supplier for OOD.

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 OHID account to identify the account holder in the system (i.e., username). The State of Ohio issues an OHID number to specific individuals, and they are not to 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” tab at the top of the page. Providers should not bookmark a link to the PMP as there are periodic updates to the link.

For more information regarding the PMP, please visit the [Provider Management Program](#) page. If you have issues with the PMP please email pcmu@ood.ohio.gov or contact your regional Rehabilitation Program Specialist (refer to Resource #1).

OHID Accounts

An OHID account allows provider staff to securely access OOD systems, such as the AWARE Vendor Portal (AVP). A provider staff who will access the Provider Management Program (PMP) and AWARE Vendor Portal will need to have an OOD issued (workforce) OHID account. A workforce OHID account has an increased level of security as opposed to a citizen account and will best protect OOD individual's confidential personal information (CPI). Provider staff will be required to use the self – service password reset and change their password upon initial login. Provider staff must keep their password confidential, and no OHID account sharing is allowed. If provider staff are not meeting the standards required, this could result in action which might include but is not limited to placing the provider on a Corrective Action Plan (CAP) or suspending the provider staff's access.

AWARE Vendor Portal Registration

Providers are required to enroll in the AWARE Vendor Portal in order to electronically submit the invoice reports. Providers may request up to five (5) provider staff accounts to the AWARE Vendor Portal for staff submitting invoices on behalf of the organization. To request changes to existing users or to add a new user, please email OOD.VendorPortal@ood.ohio.gov.

PCMU@ood.ohio.gov Mailbox

Providers should use this mailbox for certain business dealings with OOD, including any approvals required by the Services and Standards Guide, unless the Services and Standards Guide requires submission through the Provider Management Program (PMP) or requires contact with an OOD Staff person (e.g., VR Staff or AE2) 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) business days, you may contact the PCMU Manager (refer to Resource #1).

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 Services and Standards Guide, individuals/entities must meet the following:

1. [The Qualifications and Standards for Service Providers and Vendors OAC 3304-2-53](#)
2. Provisions of the Services and Standards Guide.
3. State and federal laws.



4. If applicable, refer to OOD's [Become a VR Provider](#) webpage to complete the application process and;
5. Once approved by OOD, registering with [OhioPays](#) prior to being able to provide services.

OOD, at its discretion, may approve and/or deny applications and services. OOD's determination is final. OOD will send providers a written verification via email of approval or denial of applications and/or services. If a provider is approved to provide services, the approved services and provider will be listed on [OOD's Provider Search Tool](#).

Placement on OOD's provider search tool 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 OOD's Provider Search Tool, OOD shall provide oversight of VR providers including, but not limited to, quality assurance measures and local provider meetings. 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 the following: monitoring the provider's process to protect a participant's confidential personal information (CPI), invoicing/billing accuracy and integrity, health and safety of OOD participants, or serious service issues.

Local Provider Meeting Requirements

Providers shall participate in any meetings determined necessary by OOD. If a provider is unable to attend due to an extenuating circumstance, providers 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 \$100,000.00 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 \$100,000.00 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 Services and Standards Guide 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 the Services and Standards Guide, 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-09-01.C). 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 and OOD Associate 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.

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 requires that the surveys 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 information 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 provide the OOD Provider Liaison contact information.

Provider Contacts

Providers shall ensure that they maintain updated and accurate contacts in the PMP. Providers will go into the PMP and submit a "demographic change request" ticket in the PMP within 30 days of any change.

Provider News

Provider staff shall register to receive VR provider updates by entering their email address in the "Subscribe to get the latest updates" area located on OOD's website (www.ood.ohio.gov) at the bottom of the page. Once provider staff have clicked on "Subscribe", providers can sign up for different publications but should make sure to sign up for 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 that list. If the provider organization is not signed up, they may miss updates and potential opportunities.

Electronic Communications

Providers must use a secure and encrypted email solution (e.g., Purview) or a secure fax when communicating any Confidential Personal Information (CPI) with VR Staff or VR Contractors. Providers are also encouraged to use secure email systems when communicating with individuals or external entities (e.g., County Boards of DD, mental health centers).

If OOD becomes aware that electronic communication containing CPI was not sent via secure and encrypted email or secure fax, OOD will notify the provider that its communication did not comply with

OOD's secure communication procedures. At its discretion, OOD may also place the provider on a Corrective Action Plan (CAP).

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 that are approved and paid by OOD become part of the participant's official case record. At times these are used during appeals. Copies of OOD approved forms may be provided to participants upon request. OOD considers a form approved once OOD approves the invoice in the AWARE Vendor Portal and payment is submitted to the provider.

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 Individualized 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 shall direct marketing materials and activities to the OOD Provider Liaison. New and current providers may request to attend a staff meeting to familiarize VR Staff 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.

Ethics, Safety, and Conflicts of Interest

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 opportunity violations, sexual harassment, and appropriate professional boundaries.

A conflict of interest exists if the private interest 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 the 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 the protection of confidential information.

Provider Attire Expectations

It is expected that provider staff will maintain appropriate attire standards in order to present a professional appearance. If provider staff are meeting with a participant at a job site, provider staff are expected to meet the dress code of the employer. If provider staff are meeting with OOD staff, VR Contractors, and OOD participants (e.g., job fairs, local provider meetings, mock interviews, job search meetings) provider staff are expected to dress in corporate casual and should not wear the following that includes but is not limited to: Novelty/Graphic T-shirts, tank tops, crop tops, hoodies, sweatpants, sweatshirts, flip flops, and baseball caps.

Artificial Intelligence and VR Services

OOD will post the most updated guidance for Artificial Intelligence (AI) on OOD's Services and Standards Guide webpage, the current AI guidance is posted [here](#).

Providers shall be aware of OOD's guidance for Artificial Intelligence (AI) in vocational rehabilitation services and reporting. As new technologies emerge, OOD considers the use of such technologies, potential efficiencies, opportunities, and potential risks, especially in regard to the protection of participant confidential personal information (CPI). OOD also follows guidance from the Ohio

Department of Administrative Services (DAS), which has established processes to ensure the responsible use of AI by State of Ohio agencies.

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 or themselves;
- d. medical emergencies or mental health crises involving a participant;
- e. an individual is missing (e.g., from worksite, provider office) for an appreciable length of time and cannot be located through communications with the individual, their parent and/or legal guardian, or any entity or person for whom OOD has received a waiver from the individual;
- f. 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
- g. breaches and exposures of confidential personal information (CPI).

Note: Incidents/issues which fall under f. and g. above do not require a “Significant Incident Report Form (SIRF)” but are to be immediately reported as detailed below.

- For “f.” to the assigned VR Staff or VR Contractor via telephone, followed by an email, copying PCMU pcmu@ood.ohio.gov.
- For “g.” report as detailed below.
 - Email the Division of Legal Services (DLS) to inform them of the breach or exposure at ood.legalservices@ood.ohio.gov, copying pcmu@ood.ohio.gov.
 - In the email include the following: when the breach or exposure occurred; who was involved and their relationship with OOD; the facts and circumstances of the incident; and what, if any, remedial measures have been taken (e.g., correspondence was destroyed or deleted by the recipient).
 - Notify the assigned VR Staff or VR Contractor, via telephone, to inform them of breach or exposure. Follow-up with an email, copying pcmu@ood.ohio.gov.
 - In the email use the following verbiage:
 - *“Per our conversation on (date), (insert details of the breach or exposure and any remedial measures taken); or*
 - *“I attempted to contact you on (date) to inform you of (insert details of the breach or exposure and any remedial measures taken)”*

Significant Incidents (i.e., a. through e. 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)
Effective 10-01-24, Updated 8-20-26

can be found at this web page: [Provider Forms.](#)

Note: Provider staff should never make mental or physical health diagnoses on a SIRF.

Examples When a SIRF Is Required

- An individual has been injured (e.g., fallen, been struck by another individual, bitten, caused injury to themselves).
- 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 threatens to harm themselves or has made comments or statements about hurting themselves, wanting to end their life, etc.
- An individual reports being a victim of human trafficking which remains unresolved.
- Signs of abuse or neglect are observed (e.g., participant reported to the service/work site with bruises or any visible injury, visibly malnourished).
- 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.
- When an individual is missing from services (e.g., worksite, provider office, etc.) 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 (e.g., participant has been diagnosed with diabetes) or personal matter unrelated to current services being delivered; this should be communicated via email to OOD staff or VR Contractor.
- An individual refuses to complete work tasks.
- An individual is not performing work at the level of competitive integrated employment (CIE).
- There is a basic first aid-level injury (e.g., papercut covered with a band aid) or a potential injury that a staff nurse/health professional has dismissed (e.g., school nurse looks at scraped knee and determined a Band-Aid is suitable treatment).

Protection of and Access to Confidential Personal Information (CPI)

Confidential Personal Information (CPI) includes personal information (e.g., names, addresses, social security numbers, date of birth, program participant identification, case records, medical or disability information, medical records, any other identifying information, etc.).

Providers must have documented systems in place, (e.g., training, policy/procedure, written protocol, etc.) which they can provide to OOD upon request outlining the use and protection of CPI received by OOD, including all of the following elements:

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- Access control to limit CPI to staff on an as-needed basis;
- Appropriate and secure storage of physical and electronic CPI;
- Security protocols, such as using multi-factor authentication and/or privacy and security products, maintaining updated versions of software and operating systems; and
- Ensuring that staff are not using private email accounts, with which they would have access to CPI outside of or after they leave an organization (e.g., storing and sending resumes, emailing participants and employers, etc.).

Systems Access and Offboarding

Providers should have limits to OOD systems based on business need, and access should only be granted to users with the need to access. Providers are required to have a process to offboard staff whereby they cease their access to CPI within 24 hours from their separation of employment and/or transfer to a new role, which does not require access.

1. **Access Control:** must limit access to only what's needed for job duties (need-to-know basis) and use passwords/authentication.
2. **Least Privilege (PoLP):** Users get the fewest permissions necessary (e.g., read-only vs. admin) to do their job, limiting potential damage from errors or malicious acts.
3. **Need-to-Know:** Access is granted only if the specific information is required for a valid business or legal purpose, not just because someone works for the agency.

OOD additionally recommends:

Emergency Access Protocol - Define a process for temporary/emergency access and ensure it is time-bound and monitored.

Periodic Access Reviews - Add a requirement for regular audits (e.g., quarterly) to ensure access remains appropriate and remove any unnecessary permissions.

Cybersecurity Incidents, Breaches, and Exposure of Confidential Personal Information (CPI)

A "Cybersecurity Incident" means any event that:

- Jeopardizes the confidentiality, integrity, or availability of information or an information system;
- Constitutes a violation or imminent threat of violation of security policies, acceptable use policies, or standard security practices;
- Includes, but is not limited to, unauthorized access, malware infections (including ransomware), data exfiltration, denial of service attacks, or any other activity that could reasonably be expected to result in harm to OOD systems, data, or individuals, including unauthorized access to systems containing OOD participant CPI.

Cybersecurity incidents, breaches, and exposures of CPI require immediate notification to OOD as follows:

1. Initial Notification: Notify pcmu@ood.ohio.gov as soon as possible, but no later than 24 hours after



becoming aware of the incident, regardless of whether fact-finding is complete.

2. Notification Content: The initial notice must include:
 - Date and time of the incident;
 - Nature and scope of the incident;
 - If known, who received CPI or accessed systems;
 - Affected systems and data types (including CPI);
 - Relationship of affected or potentially affected individuals to OOD; and
 - Immediate containment or remedial actions taken.
3. Cybersecurity Incidents Follow-Up Requirements:
 - Provide a root cause analysis and remediation plan within five (5) business days, or sooner if requested by OOD;
 - Cooperate with OOD and any regulatory or law enforcement investigations;
 - Make available all relevant logs, reports, and forensic findings;
 - A complete list of all affected OOD participants;
 - Documentation of offering identify theft protection to affected individuals; and
 - Documentation and justification if analysis results in final position that no OOD participant CPI was affected. OOD may require third-party certification of restoration of systems.
4. Cooperation and Access:
 - Provider must participate in any meetings or information requests initiated by OOD; and
 - OOD reserves the right to suspend access to OOD and/or State associated systems (e.g., the AWARE Vendor Portal), block email, and/or pause new referrals or services as needed to assess or mitigate risk, collect additional information and/or contain the incident.
5. Responsibility:
 - Provider shall bear all responsibility associated with notifications, responses, and/or remediation.

Failure to Follow Guidance in the Services and Standards Guide

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

Questions?

For questions about situations not addressed in the Services and Standards Guide, providers should email pcmu@ood.ohio.gov

VR FEE SCHEDULE

SERVICE RATES & DESCRIPTIONS

Appendix A to Ohio Administrative Code Rule 3304-2-52

VR ADDENDUM OR

MISCELLANEOUS TRAINING ADDENDUM SERVICES

In order for a provider to deliver services not defined in the VR Fee Schedule through an Addendum and/or Miscellaneous Training Addendum, the provider shall obtain Opportunities for Ohioans with Disabilities (OOD) approval. Services shall be provided on an individual basis or at a ratio of one-to-one (i.e., one provider staff person to one participant), unless the provider specifically has requested, and OOD has approved, a group rate. Approved services on their approved Addendum and/or Miscellaneous Training Addendum are posted in the Provider Management Program (PMP).

Addendum and/or Miscellaneous Training Addendum services may be considered to be provided remotely at OOD's discretion. Providers are required to email OOD their proposal in order to receive approval.

Providers shall refer to the "VR Authorizations" section of this appendix.

Providers shall create their own invoice and report but must follow instructions as detailed in this appendix under the "Invoice Report" with the exception of having an OOD-created invoice report and the "Submission of Invoice Reports" for timelines and electronic submission.

SERVICES DEFINED IN THE VR FEE SCHEDULE

Providers shall follow all requirements in this appendix [and resources](#) as well as in the OOD VR Provider Manual.

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 under each applicable service 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 calls to set appointments, other communications via phone or texting, a case staffing).

INDIVIDUAL AND GROUP RATES

When Opportunities for Ohioans with Disabilities (OOD) authorizes for Vocational Rehabilitation (VR) on an individual basis, providers shall deliver services at a ratio of one-to-one (i.e., one provider staff person to one participant). This ratio shall be maintained for the entire duration of the service, except for Community Work Experience (CWE). CWEs shall not exceed a ratio of one-to-two (i.e., one provider staff person to two participants) and OOD or VR Contractor must provide approval of two participants prior to the start of the CWE. When approved, this service would be authorized, for each participant, at the full individual fee schedule rate.

When OOD authorizes for VR services at a group rate, providers may deliver services in a group setting. Groups are defined as one provider staff person dividing their time amongst multiple participants regardless of funding source. Groups shall have a maximum staffing ratio of one-to-four (i.e., one provider staff person to four participants). Individualized services provided in a group setting shall not be considered one-to-one and shall be paid at the group rate. When group services are authorized, the provider shall invoice for the service based upon the actual provider staff to participant ratio when the service was provided.

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

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) (i.e., six-minute increments) or a daily (Flat Fee) rate shall be issued for one calendar month with an allowable variance of seven days into the previous or following month (e.g., February twenty-second to March thirty-first or March first to April seventh). VR authorizations for UOS or flat fees (e.g., daily rate, weekly rate) shall not exceed a total of five weeks.

Service dates of VR authorizations for other Flat Fee services (e.g., daily, weekly, outcome) shall be authorized no later than the end of the current Federal Fiscal Year (FFY). Providers shall complete the entire service prior to submitting the invoice report, with the exception of Summer Youth Work Experience (SYWE), which may be billed up to twice during the service. Providers may not invoice for partial or incomplete services during the service delivery cycle, unless otherwise noted under the service description or an exception is approved by OOD.

Technical Guidance for Purchasing Services and Billing Cycle

Providers shall not deliver services until an authorization number has been issued as part of a VR Original Authorization/Billing (Form OOD-0020) also known as a VR Authorization. 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 the service must occur within.

OOD invoice report forms are found on OOD's website (www.ood.ohio.gov) under the "Information for Providers" tab at the top of the page, and providers can click on the "[Provider Forms](#)" button under "Featured Content".

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 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.

UNITS OF SERVICE (UOS)

Units of Service (UOS) shall equal six-minute increments. UOS shall be invoiced in accordance with the chart below. Providers may invoice for UOS when, on behalf of a participant, they: provide direct services to participants; have made direct contact with potential employers; and have made direct contact with OOD or VR Contractors. Services can be invoiced for activities performed either in-person, via telephone, email, other electronic media (e.g., completing an online electronic job application), or via video electronic communication applications (e.g., Microsoft Teams, Zoom).

Texting cannot be invoiced in most cases, unless specifically for an approved disability-related accommodation (e.g., for a Deaf or hard of hearing participant), or if noted specifically in the service description as an allowable mode of service delivery (e.g., specific and limited allowances of interactive texting as part of Job Coaching, the retention component of Job Search Assistance Part 3). Providers shall not invoice 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, as noted in the "Remote Services" section, are also allowable. Providers shall not invoice 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

VR AUTHORIZATIONS

VR authorizations act as the agreement to purchase a maximum amount of a specific service within a specific range of dates at the rate listed in this fee schedule. Providers should not deliver services without a VR authorization as payment may not be made. 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.

INVOICE REPORT

An appropriate OOD-created invoice report template is required to be submitted for all VR Fee Schedule services defined in this appendix and in the VR Provider Manual. The invoice report shall provide all requirements listed below, attachments (if applicable), and address additional requirements listed under each service definition (if applicable), even if previously submitted to OOD (e.g., resume, placement report). The invoice report is to invoice for payment of services, to document services provided, and if applicable, to respond to OOD's referral form questions and information to be obtained.

The OOD-created invoice report template shall include the following:

- full provider name (payee);
- authorization number;
- provider invoice number (if different from OOD authorization number);
- participant's first name, last initial;
- full name of provider staff who delivered the service;
- full name of the individual completing the report;
- OOD staff or VR Contractor name;
- invoice date;
- service start and end date;
- service description(s);
- dates of contacts made with the participant and if applicable, their parent or legal guardian;
- response to questions and information to be obtained as indicated on the OOD referral form; and
- if applicable, dates of contacts made with businesses and other organizations (e.g. Social Security).

The following additional requirements may be listed under service descriptions including, but not limited to:

- initial/final assessment of the participant's functioning at the beginning and end of the service to demonstrate participant's progress;
- interventions used by provider staff, including instructional techniques, to facilitate learning progress, including the effectiveness of the strategies in achieving desired results, and/or employer training, and accommodations requested and granted;
- participant behavior observed and, if applicable, their performance for each date of service.

- participant input on their self-assessment and progress during service including potential concerns; and
- if applicable, employer input (e.g., their observations of the participants' hard skills, soft skills, performance).

Invoice Report Submission

Invoice reports shall be submitted electronically, via the AWARE Vendor Portal (AVP), within twenty- one calendar days of the date of last service (i.e., last direct contact with the participant and/or employer) or the VR authorization end date whichever comes first.

OOD will not issue subsequent VR authorizations if the invoice report is not received within the twenty-one-day timeframe.

If the invoice report is not considered a *proper* invoice report OOD shall return the invoice report to the provider. If returned, providers shall have twenty-one calendar days, from the date that the invoice report was returned to the provider, to make corrections and re-submit for payment.

Final invoice reports, including corrections, must be submitted to OOD no later than ninety calendar days of the date of last service for payment. Providers shall have the twenty-one calendar days mentioned above to submit corrections, as long as the original invoice report was submitted within the ninety calendar days. Submission of the invoice report after ninety days, or after the twenty-one-day period to correct and resubmit, may be denied.

Example: Invoice report was submitted on February twenty-seventh, day eighty-ninth, but it was returned to the provider for corrections on March third. Provider has until March twenty-fourth to submit the correction.

Receipts

If a receipt is required, it must be an original purchase receipt from a vendor (e.g., bookstore, gas station, clothing store, assistive technology device supplier) and not secondary documentation of purchase. The receipt shall include the name and address of the vendor (i.e., payee) providing the goods or services, the date the goods or services were purchased and received, itemization of the goods or services and pricing, the final amount due, and evidence that payment was made (e.g., merchant receipt, credit card authorization).

Release of Invoice Reports and Payments

Invoice reports for the 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 invoice 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 invoice reports directly with the participant.

Once a proper invoice report is received and processed, payment will be released.

SERVICE INTERRUPTIONS, DELAYS, CANCELLATIONS, AND NO-SHOWS

Providers shall notify the VR Staff or VR Contractor when a service cannot be completed within two months of the referral and also when a participant misses two days of service, no matter the length of the service authorized.

Payment will not be made for cancellations or “no-shows”.

Technical Guidance for Fiscal Requirements

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. Please see the Remote Services section of the Services & Standards Guide (VR Provider Manual) for more information. If provider staff are not on-site and 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 services)

- 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 by and sent by provider staff to participants, including parents/legal guardians, VR Staff/VR Contractors, or potential employers.
- Allowable text messages created and sent by provider staff to participants, including parents and legal guardians, VR Staff or VR Contractors, or potential employers. Each five (5) texts created/sent by provider staff per day equals one (1) Unit of Service.
- Texting may only be invoiced when needed for an approved disability-related accommodation (e.g., for a Deaf or Hard of Hearing participant), or if noted specifically in the service description as an allowable mode of service delivery (e.g., specific and limited allowances of interactive texting as part of Job Coaching, the retention component of Job Search Assistance Part 3). This is not able to be invoiced based solely on a communication preference.
- In person contacts/meetings (including virtual and phone) 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 the 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.*

Examples of Indirect Services (non-billable services)

- Missed appointments, including wait time for participants who do not show for services.
- Unpaid meal periods are not counted for the purpose of determining billable service time.
- Travel time and mileage to and from appointments without the participant present (excludes Extra Travel Allowance).
- Listening to telephone messages and reading correspondence (e.g., emails), 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 payment).
- Case management activities (e.g., coordinating and scheduling services with third parties) and case/file reviews.
- 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 Staff or VR Contractor can reimburse the provider for these expenses as long as they are itemized on the receipt.

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.

Customer Service

Providers shall offer quality customer service to OOD participants, the following list shall serve as considerations for provider best practices:

- All provider staff shall use a professional email address.
- Email signature will contain the provider staff's position title, organization (company name or agency name), email address, and work phone contact number.
- When provider staff are out of the office, provider staff are to set out-of-office messages listing a backup provider staff member who can be contacted in their absence.
- Provider staff phone voice messages shall be professional and state the provider staff's name, company/agency name, job title, and provider staff shall respond to voicemail and email messages by the end of the next business day.
- Provider staff shall check and manage their voicemail inboxes each day to ensure their voicemail inbox does not become full.

Generally, OOD does not allow services to be conducted in participants' homes (including but not limited to porches, stairwells, on the property), or in a vehicle (with the exception of approved transportation). The only services OOD allows to be conducted with provider staff in homes include Life Skills Training (for skills which require in-person delivery, such as cooking or ironing), Orientation and Mobility, and for a limited scope of Rehabilitation Technology services, including Assistive Technology (RT/AT). RT/AT services may be provided in participant's residence for a home modification/physical accessibility modification. RT/AT services such as computer training and assistive technology services are only to be provided in-home when the participant works from home, or the service will promote employability and independence. If the service may be provided in a provider facility or the community/place of employment, this shall take precedence.

REMOTE SERVICES

VR Fee Schedule services are generally provided in person as direct services from local providers. When appropriate and consistent with the needs and preferences of the participant, most VR services may be provided remotely, including but not limited to: Intakes; Job Search Assistance; Job Coaching; Work Incentive Planning; Career Exploration; Vocational Evaluations; Rehabilitation Technology, including Assistive Technology; Pre-Employment Transition Services (Pre-ETS); and Job Search Preparation. Orientation & Mobility providers may complete as much of the assessments as possible remotely to start making plans for training and to provide a limited scope of instruction, including items such as concept development or instruction through family members (e.g., sighted guide techniques) as the provider finds appropriate.

Community Work Experiences (i.e., Assessments, Adjustments, and Internships) cannot be provided remotely. These services are required to be provided in person at an employer worksite as part of the service definition. Life Skills Training (LST) may be provided remotely for services that do not require on-site assistance (e.g., budgeting). LST services that are traditionally provided in person (e.g., cooking, ironing), cannot be provided remotely. Services outside of those mentioned here, may be considered to be provided remotely with OOD approval. Services shall be participant focused.

Providers shall specifically discuss the opportunity for remote service delivery with participants and if applicable, their parents or legal guardian including their preferences for services (e.g., in-person versus remote), taking into consideration the participant's abilities and the appropriateness for remote services. When remote services are not deemed appropriate (or successful) by either the participant or VR staff or VR Contractor (e.g., counselor, coordinator, PCMU), services shall return to in-person delivery.

Remote services must be direct services to participants through phone, Microsoft Teams, Facetime, Zoom, or other electronic communication. Texting (with the exception of 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 provider staff person in direct communication with the participant.

Remote services shall only be offered by providers in-state. OOD 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, and if applicable, their parents or legal guardian, 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 (refer to “Protecting Confidentiality / and Environmental Considerations” section) and shall be available for in person contact as needed and appropriate.

Participant Signatures and Acknowledgement of Agreement

Providers shall make every effort to obtain signatures, wet or electronically, on any documents requiring participant signatures. When a wet or electronic signature is not able to be obtained, OOD may allow alternate documentation of participant agreement. The provider must detail on the document how the agreement occurred (e.g., verbally, text, email). Providers should ask the participant to email their agreement or ask for permission to document the participant’s verbal consent.

Examples of acceptable documented participant agreement:

- Jane Doe provided approval via email on 03/23/2024 (attach form to email);
- Jane Doe provided approval via text on 03/24/2024 (attach a screenshot of text including contact number of participant);
- verbal consent was obtained by Jane Doe via phone on 03/23/2024;
- reviewed all elements of form with Mason on 09/15/2024 via phone and he agreed and consented verbally;
- verbal approval via phone on 09/15/2024;
- approval via Microsoft Teams on 09/15/2024; or
- by any mechanism of agreement built into an OOD-created invoice report (e.g., dropdown option).

The following are unacceptable ways of documenting participant agreement:

- the phrase “signature waived”;
- the phrase “verbal signature”;
- the phrase “accepted virtually”; or
- participant’s typed signature using a cursive font.

It is required that providers document when remote services are utilized in the invoice 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 Zoom from their home).

PROTECTING CONFIDENTIALITY/ENVIRONMENTAL CONSIDERATIONS

During the provision of services remotely or in a public space, providers shall protect the confidentiality of participants by ensuring that no identifying information (e.g., home address) is visible to others, that no other people (e.g., family members, business patrons) are within distance to overhear the service session or within view of the camera, and ensure the focus remains on the services being delivered (e.g.,

not working on other cases). Providers must emphasize the importance of a private and quiet environment to the best of the participant's and provider's ability.

During the provision of remote services, providers shall notify participants that third-party applications (e.g., Microsoft TEAMS, Facetime, Zoom) 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. Providers should discuss the environment they are participating in, and all parties must disclose if additional parties (e.g., family members) are present.

Vocational Services

SERVICE DESCRIPTION	RATE	RATE TYPE
BILINGUAL SUPPLEMENT	SERVICE RATE + 10%	VARIABLE
CRITICAL NEED RATE	\$105.50	FLAT FEE
EXTRA TRAVEL ALLOWANCE – LEVEL I (UP TO 35 MILES ONE WAY)	\$ 42.00	FLAT FEE
EXTRA TRAVEL ALLOWANCE – LEVEL II (36 – 50 MILES ONE WAY)	\$ 60.27	FLAT FEE
EXTRA TRAVEL ALLOWANCE LEVEL III (51-70 MILES ONE WAY)	\$ 83.90	FLAT FEE
EXTRA TRAVEL ALLOWANCE – LEVEL IV (71-90 MILES ONE WAY)	\$107.52	FLAT FEE
EXTRA TRAVEL ALLOWANCE – LEVEL V (OVER 90 MILES ONE WAY)	\$131.15	FLAT FEE

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 ten per cent supplement when utilizing those skills to provide VR 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 supplement shall not be paid for missed appointments, cancellations, or transportation.

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, including Assistive Technology, Life Skills Training 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 an Extra Travel Allowance (ETA) 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.

EXTRA TRAVEL ALLOWANCE (ETA)

OOD may authorize the Extra Travel Allowance (ETA) in situations where OOD specifically requests a provider to serve a participant outside of their designated service area as declared in the Provider Management Program (PMP) and displayed on the Provider Search tool. The ETA rate shall only apply to services defined in the VR Fee Schedule.

The ETA rate shall be determined based upon the one-way distance from the closest county border of the provider staff's point-of-origin (i.e., closet border to provider's office, or staff's home) to the destination of service delivery (e.g., participant's residence, local library). The ETA rate may only be charged once per day by the provider staff member. When serving more than one participant in a given day, the ETA rate shall be determined based upon the mileage of the participant with the furthest residence from the provider staff's point-of-origin county border. OOD shall establish the ETA rate utilizing an electronic mapping tool (e.g., navigation software, Google Maps). OOD shall authorize the ETA rate prior to service delivery.

The ETA rate shall not be allowed when providing remote services. This rate may be authorized in conjunction with the Critical Need Rate (CNR) and may not be invoiced for cancelled or "no-show" meetings.

Auxiliary Services

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

SERVICE DESCRIPTION	RATE	RATE TYPE
BRIDGE SUPPORT SERVICES (BSS)	\$6.96	6 MINUTES
INTAKE (I)	\$129.66	FLAT FEE
SITE COORDINATION (SC)	\$151.29	FLAT FEE
SITE DEVELOPMENT (SD)	\$7.60	6 MINUTES
TRANSPORTATION	\$5.91	6 MINUTES
VOCATIONAL TRAINING STIPEND (VTS)	OHIO MINIMUM WAGE + 15%	6 MINUTES

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 supplant case management services that may be available from other sources (e.g., mental health and local county board of developmental disabilities services). However, the VR Staff or VR Contractor may consider if those services are available from other sources in a timely manner and, if not available timely, may authorize for BSS. BSS may be authorized for an initial four hours (forty UOS) in any category, with additional UOS authorized on an individual basis by the VR Staff or VR Contractor. Participants' own completion and comparable benefits should be considered ahead of authorizing these services. Use of online resources are allowable and encouraged for BSS. These services may not be invoiced as a "pass through" fee (e.g. for clothing purchases, a fuel card), and the participant must be directly receiving the services.

BSS: Identification (ID) Obtainment/Replacement

This subcategory service may be utilized to help a participant obtain an ID (e.g., driver's license, State ID) needed for training, a paid work experience, employment, or other activities directly related to supporting the participants' IPE. 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., driver's license, I-9 documents). This service may not be used to fund the reinstatement fees for replacing IDs due to warrant blocks.

BSS: Work Clothing Assistance

This subcategory service includes helping a participant choose and purchase appropriate interview, training, or work clothing; and/or tools needed for work or an apprenticeship program (e.g. stethoscope for nursing training, black non-slip boots and a tool belt needed for an apprenticeship). This subcategory includes direct service with the participant including transportation with the participant in the vehicle, time at any stores, and time transporting the participant back home.

BSS: Community Connections

This subcategory service includes connecting participants with resources in the community to address significant barriers (e.g., accessing childcare, addressing homelessness, justice-involvement). This subcategory includes, but is not limited to: assistance setting up mental health case management or other ongoing supports; childcare services; setting up a bank account; housing; interview clothing; or applying for services with other community agencies (e.g., Supplemental Nutrition Assistance Program (SNAP), Women, Infants & Children Program (WIC); Medicaid). This subcategory may 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 or to apply for Social Security benefits.

BSS: Training Support

This subcategory 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.

This service may also 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. An [invoice report](#) is required for all of these services.

Technical Guidance for Bridge Support Services

- Bridge Support Services are designed for the payment of direct services with participants. At times, other items must be purchased in conjunction with Bridge Support Services, such as ID cards or work clothing. VR Staff/VR Contractors may work with providers to purchase these items if they cannot be obtained through already established internal processes (e.g., OOD's process for the use of payment cards for goods, fuel-only cards, bus pass distribution, direct participant reimbursement). If the administrative time needed to purchase these items does not fall under the definition of Bridge Support Services, the time to purchase the item is not billable. For example, if a provider is merely taking a participant along with them to buy a fuel only card, this is not Bridge Support Service, and the provider cannot bill for the administrative cost of obtaining the fuel only card.
- If the participant has been referred by VR Staff or VR Contractor to learn how to use transportation (e.g., how to ride the bus safely, how to read the bus schedule, taking the participant on the bus to learn how to use the transfer and get to their workplace) that would be the service of Travel Training. This cannot be billed under Bridge Support Services.

INTAKE (I)

An intake (I) is the initial provider and participant meeting when providing VR services. During this meeting the provider shall review referral information and discuss the participant's disability, strengths, and any limitations and/or required accommodations to ensure that the VR services are individualized to meet the specific needs of the participant. The provider shall provide an overview of items such as confidentiality, ethics, and dispute resolution. This meeting allows for required information and conversations as part of any accreditation requirements. OOD allows all providers to invoice for an Intake, excluding Pre-ETS, Transportation, Addendum services, and Miscellaneous Training Addendum services at a maximum of once every twelve months since the last date of service provided to the participant. Subsequent intakes require an invoice report with updated information.

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

An [invoice report](#) is required for this service. In addition, the following shall be addressed with the participant and noted in the report:

- participant's rights and responsibilities;
- confidentiality, including limitations of confidentiality;
- who the participant would like involved in their case and the need for any consent/releases;
- participant's preferred mode of communication (e.g., phone, video, request services provided remotely);
- address any history of behavioral or safety concerns; and
- review of the referral information with the participant.

Technical Guidance for Intake Services

Services Eligible for Intake

Bridge Support Services (BSS)	Site Coordination (SC)
Work Incentives Planning (WIP)	Site Development (SD)
Community Work Experience (CWE Assessment)	Community Work Experience (CWE Adjustment & CWE Internships)
Vocational Evaluation (VE)	Vocational Consultation (VC)
Career Exploration (CX)	Life Skills Training (Credential & Non-Credential)
Orientation & Mobility (OM)	Orientation & Mobility Site Development (OMSD)
Travel Training (TT)	Summer Youth Work Experience (SYWE)
Job Search Preparation (JSP)	JSP Units of Service (UOS)
Job Search Assistance - JSA	JSA - Non-Permanent
JSA - Supported Employment - DD & IPS (Credentialed)	JSA - Supported Employment (Non-Credentialed)
Job Coaching (JC)	Rehabilitation Technology, including Assistive Technology (RT/AT) (Credential & Non-Credential)
Setup for Technology Access Readiness Training (START UP)	Self-Employment Services

SITE COORDINATION (SC)

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

An [invoice report](#) is required for this service.

SITE DEVELOPMENT (SD)

Site Development services (SD) are utilized to secure a potential employment setting that may be used to help either assess or address a participant's vocational barriers. SD may be authorized to secure a new business location for a Community Work Experience (Assessment or Adjustment) or in cases where a participant needs an individualized site for Summer Youth Work Experience.

SD shall be issued at the same time as the Intake authorization (if needed). SD ends once the site has been secured and the dates and times of the CWE (Assessment or Adjustment) are determined. SC and SD shall not be authorized together for the same service.

An [invoice report](#) is required for this service.

TRANSPORTATION

Transportation services are utilized when providers transport participants to and from appointments or worksites for the following services: Community Work Experience (Assessment and Adjustment), Job Coaching, Summer Youth Work Experience, Summer Youth Job Exploration Counseling, 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 Work Experience worksite).

Providers shall divide the total amount of time for transportation (i.e., the point when the first participant is picked up 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 an hour of travel time or ten UOS at the start and end of the service.

An [invoice report](#) is required for this service.

VOCATIONAL TRAINING STIPEND (VTS)

Providers shall compensate participants for vocationally related work experiences (e.g., Community Work Experience (Assessment and Adjustment), Summer Youth Work Experience, and non-school-based Community Work Experience Internships services) at a rate equivalent to the current State of Ohio Minimum Wage. OOD shall reimburse providers at a rate equivalent to the State of Ohio Minimum Wage plus an additional fifteen per cent 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 participants at least one fifteen-minute break for every four hours of any scheduled work experience service. Providers shall provide an unpaid thirty-minute lunch period after

six hours of scheduled work experience service. The unpaid meal periods are not a VR fee schedule 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. Participants are not intended to substitute for employees of a host business.

Participants may request to waive the VTS. VR Staff or VR Contractor will make the final decision whether or not to authorize for the VTS.

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 years ([Source R.C. 4109.11](#)).

Providers are responsible to know and ensure compliance with the Ohio Minor Labor laws ([Source R.C. Chapter 4109](#)). OOD does not provide technical guidance and/or enforcement of minor labor laws.

Information on this service must be included on the corresponding service's invoice report.

Diagnostic & Assessment Services

These services provided and activities performed are to determine a participant's eligibility for VR services, assignment of the participant to an Order of Selection (OOS) priority, and/or to determine the nature and scope of services to be included in the Individualized Plan for Employment (IPE). Services may also include assistance to a participant who is interested in becoming employed but is uncertain of the impact work income will have on 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	RATE TYPE
WORK INCENTIVES PLANNING (WIP)	\$496.91	FLAT FEE
WORK INCENTIVES COORDINATION (WIC)	\$8.12	6 MINUTES
COMMUNITY WORK EXPERIENCE (CWE) (ASSESSMENT) (HALF DAY: FOUR OR LESS HOURS)	\$276.52	FLAT FEE
COMMUNITY WORK EXPERIENCE (ASSESSMENT) (FULL DAY: OVER FOUR HOURS)	\$483.93	FLAT FEE
CWE – RAPID ENGAGEMENT	\$432.02	FLAT FEE
CWE– PLACEMENT PREMIUM	\$1,351.14	FLAT FEE
VOCATIONAL EVALUATION	\$1,169.68	FLAT FEE
VOCATIONAL CONSULTATION	\$7.60	6 MINUTES
CAREER EXPLORATION	\$7.81	6 MINUTES

WORK INCENTIVES PLANNING (WIP)

Work Incentives Planning (WIP) services are utilized to provide information on how participating in VR 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 reports 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); and Plan for Achieving Self-Sufficiency (PASS) plans. 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.

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

Provider shall review the invoice 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 upon their request.

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

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

An [invoice report](#) is required for this service. Additional requirements include:

- 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; and
- 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.

WORK INCENTIVES COORDINATION (WIC)

Work Incentives Coordination (WIC) services are utilized when a WIP has been completed or is available to assist the participants in coordinating and/or resolving benefit 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 UOS 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 WIC.

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).

An [invoice report](#) is required for this service. Additional requirements include:

- dates of contacts with Social Security Administration, Department of Jobs & Family Services, or other organizations; and
- results of the coordination and/or resolving of benefit issues.

COMMUNITY WORK EXPERIENCE (CWE ASSESSMENT)

Community Work Experiences (CWEs) authorized as assessments are utilized to assess a participant and 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 as well as what supports they may need in the workplace. CWEs shall be authorized either as a half day (i.e., four hours or less), or a full day (i.e., over four hours). The Flat Fee includes provider staff time to assess the participant, any staffing that may be needed, and the invoice report preparation. CWEs authorized as an assessment are not intended to teach specific work skills, provide work experience or adjustment services; though the provider may address behavior, skills deficits, and concerns during this service as needed. CWEs should not be standard practice for onboarding participants or used as a hiring incentive in conjunction with or in lieu of Job Search Assistance services. CWEs shall be conducted in CIE settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the CIE setting. CWEs provided in a non-CIE setting shall be transitioned to a CIE setting as soon as possible based upon the readiness of the participant.

One provider staff may assess up to a maximum of two participants at the same time as part of the service with approval from each participant's VR Staff and/or VR Contractor. When approved, this service would be authorized for each participant, at the full individual VR fee schedule rate.

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 when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractors will then determine if services should continue.

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

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, participant behavior, employer input, and participant input. Additional requirements include:

- information about the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.

CWE RAPID ENGAGEMENT PREMIUM (CRE)

Providers who complete the CWE (Assessment or Adjustment) and submit the invoice report within thirty calendar days from the issue date of the SC or SD authorization shall be entitled to charge a CWE - Rapid Engagement Premium (CRE). The CRE shall be calculated based on the date that the SC or SD authorization was issued to the date that the invoice report for the CWE is received by OOD. If the invoice report is denied and/or returned to the provider, the provider will need to make corrections and re-submit the amended invoice report within the original thirty-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.

CWE PLACEMENT PREMIUM (CPP)

CWEs (Assessments and Adjustments) 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 CWE (Assessment or Adjustment only) within four weeks from the date of finishing the CWE, the provider may charge the CPP. Four weeks shall be defined as twenty-eight calendar days. This service is for the coordination and facilitation of the participant being hired by the employer following this service. Job Search Assistance shall not be authorized to facilitate the hiring of a participant at the CWE site. CPP shall not be paid if Job Search services have been authorized, as providers may invoice according to those service definitions. If the participant needs additional support after the CWE, Job Coaching (JC) 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.

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 preparation of the invoice 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 others 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 and guidance process.

VR Staff or VR Contractor may request specific test batteries to be included in the VE service. Providers shall use the most current industry recognized version of test batteries that are supported by publishers and accepted by the appropriate professional community.

An [invoice report](#) is required for this service. Additional requirements include:

- 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.

VOCATIONAL CONSULTATION (VC)

Vocational Consultations (VC) 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 (e.g., academics, interests);
- to complete a current local labor market analysis 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.

An [invoice report](#) is required for this service. Additional requirements include:

- identification of potential strengths and barriers, including recommendations for possible accommodations that may mitigate barriers;
- computer skills and knowledge of software application assessments shall not exceed forty UOS; and
- 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.

CAREER EXPLORATION (CX)

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

The use of videos as a method of providing CX is not permitted without prior approval of VR Staff or VR Contractor on a case-by-case basis.

Travel to and from businesses for certain purposes (e.g., informational interviews, job shadows) may be billed as the actual service of 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.

CX may not be used to research academic programs (e.g., complete college entrance applications, college visits, register for classes). These activities are part of Pre-ETS, the vocational planning process, or BSS, and the VR Staff or VR Contractor should assist participants with these activities.

CX is also utilized for extended support planning and discovery activities in preparation for Supported Employment. Discovery activities may include, but not be limited to: interviewing participants, family members, other involved service personnel (e.g., teachers, case managers); observing participants in the community; and exploring a 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); determine supported employment services; and determine benchmarks to transition services to the long term supported employment provider. Providers may be compensated up to a maximum of three 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 provider and participant may discuss as part of the vocational counseling and guidance process.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, participant behavior, employer input, participant input. Additional requirements include:

- identification of a realistic and viable employment outcome(s) based on the participant's geographic location and local 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; and

- identification of potential strengths and barriers and suggested accommodations that may mitigate barriers.

Disability & Augmentative Skills Training

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

SERVICE DESCRIPTION	RATE	RATE TYPE
LIFE SKILLS TRAINING (LST) (NON-CREDENTIAL)	\$11.29	6 MINUTES
LIFE SKILLS TRAINING (LST) (CREDENTIAL)	\$12.34	6 MINUTES
ORIENTATION & MOBILITY (OM) TRAINING	\$13.82	6 MINUTES
ORIENTATION & MOBILITY (OM) SITE DEVELOPMENT	\$189.06	FLAT FEE
TRAVEL TRAINING (TT)	\$6.96	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			RATE TYPE
	2 (54 %)	3 (41 %)	4 (33 %)	
TRAVEL TRAINING (TT)	\$3.76	\$2.86	\$2.30	6 MINUTES

LIFE SKILLS TRAINING (LST)

Life Skills Training (LST), sometimes called activities of daily living training is utilized to teach participants with visual impairments and other disabilities (e.g., an intellectual disability, traumatic brain injury, deafness or those with language deprivation) to learn life skills to enhance safety, independence, and employability. Providers will assess the needs of the participant, make recommendations to VR Staff or VR Contractor and identify which areas the participant may have strengths as well as barriers. 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 expected outcome of the service is that the participant will develop the life skills and confidence needed to live independently. The service may include the research and development of appropriate tools/equipment needed to achieve specific goals.

It should be noted that requirements for providing LST to persons with vision loss are significantly different than requirements for providing LST for other disability groups due to the very specific body of knowledge around devices and techniques required by this population. For this reason, a distinction is made between LST for individuals with vision loss and those with other disabilities. The credentialed rate is only available for providers who serve participants with vision loss.

If a provider services **participants with vision loss**, they must hold one of the following certifications, licensures, or accreditations in order to be compensated at the credentialed rate:

- 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; or
- Academy for the Certification of Vision Rehabilitation and Education Professionals (ACVREP).

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.

If a provider serves **participants with vision loss** and does not have one of the above licensures, accreditations, or certifications but wants to provide LST they may do so, at the non-credentialed rate, if they possess the skills or qualifications to safely and competently provide the service. The provider delivering services to **participants with vision loss** must have a minimum of one of the following to provide the service and be compensated at the non-credentialed rate:

- a minimum of one year of prior experience providing life skills training, with a letter of reference from a supervising professional;
- proof of current supervision by a credentialed individual;
- proof of enrollment in an accredited program which will lead to a credential attainment; or
- proof of completion of a minimum of 200 hours of in-person, hands-on training related to the provision of life skills training.

These requirements only apply to providing LST to **participants with vision loss**, and are not required for providing LST to participants in other disability groups at the non-credentialed rate.

Credentialed and Non-credentialed rates of service shall only be authorized at a ratio of one-to-one. There shall not be a group rate for this service.

participant input. Additional requirements include:

- identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks; and
- itemized list of equipment recommendations including specific features necessary to meet the identified needs.

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 (e.g., the workplace, home, educational setting, the community). The outcome of the service is that the participant develops the skills and confidence to navigate independently.

This service shall only be authorized on an individual basis or a ratio of one-to-one. 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.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, and participant input. Additional requirements include:

- identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks.

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 invoice report for OM.

TRAVEL TRAINING (TT)

Travel Training (TT) 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 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.

An [Invoice report](#) is required for this service, including initial/final assessment, interventions used, and participant input.

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	RATE TYPE
SUMMER YOUTH WORK EXPERIENCE	\$1,392.60	FLAT FEE (WEEK)
COMMUNITY WORK EXPERIENCE (CWE) (ADJUSTMENT) (HALF DAY: 4 OR LESS HOURS)	\$276.52	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (ADJUSTMENT) (FULL DAY: OVER 4 HOURS)	\$483.93	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (INTERNSHIPS) (SCHOOL BASED) (HALF DAY: 2.5 OR LESS HOURS)	\$63.72	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (INTERNSHIPS) (SCHOOL BASED)(FULL DAY: OVER 2.5 HOURS)	\$101.60	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (INTERNSHIPS) (NON-SCHOOL BASED) (HALF DAY: 4 OR LESS HOURS)	\$101.60	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (INTERNSHIPS) (NON-SCHOOL BASED) (FULL DAY: OVER 4 HOURS)	\$176.08	FLAT FEE (DAY)

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			RATE TYPE
	2 (54 %)	3 (41 %)	4 (33 %)	
SUMMER YOUTH (WORK EXPERIENCE)	\$752.00	\$570.97	\$459.56	FLAT FEE (WEEK)
COMMUNITY WORK EXPERIENCE (CWE) (ADJUSTMENT) (HALF DAY: 4 OR LESS HOURS)	\$149.32	\$113.37	\$91.25	FLAT FEE (DAY)
COMMUNITY WORK EXPERIENCE (CWE) (ADJUSTMENT) (FULL DAY: OVER 4 HOURS)	\$261.32	\$198.41	\$159.70	FLAT FEE (DAY)

COMMUNITY WORK EXPERIENCE (CWE) (INTERNSHIPS)

Community Work Experience (CWE) offered in Internship settings are group-based services and a collaboration in which OOD, the provider, and the host business (work site), and if applicable, an education partner (for school-based services), have an established relationship which includes an OOD approved training curriculum to address vocational barriers while at the same time learning transferable work skills. CWE Internships 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 establish a timeline for successful completion of the service. The primary emphasis of a CWE Internship is to help participants obtain and improve work skills (e.g., appropriate work behaviors; communication and interpersonal skills; build stamina and endurance; address attendance and timeliness issues). The outcome of the service is to prepare participants to be job ready and to secure permanent CIE.

CWE services must include a soft skills educational component approved by OOD (e.g., “Skills to Pay the Bills”) to teach various skills (e.g., budgeting, time management, development of vocational interests, job search assistance). The soft skills training may be provided and/or funded through sources other than OOD (e.g., high schools, developmental disability (DD) boards). When a source other than provider staff is delivering these components (e.g., a high school teacher), this component of the program may not be invoiced as part of this service. The educational component may take place onsite at the host business or at an offsite location. Non-School Based CWE Internship programs should include a staffing every two weeks to discuss progress, updated goals, and to establish new goals. Non-School Based CWEs should not be developed for a specific duration but should be based on the participant’s progress. CWE Internships include the provider facilitating a potential job placement within the host business once the participant approaches job readiness as part of the service. VR Staff or VR Contractors may refer the participant for Job Search Assistance services for a position outside the CWE Internship host site if the participant is not going to be hired by the CWE Internship business partner. Provider staff must remain on site and provide direct instruction and observation with participants during the full duration of the service for any time they are invoicing.

Prior to establishing a new CWE Internship site, OOD shall determine if there is a need for an additional site and if sufficient referrals are available to support the site. OOD and the business partner for the

internship site shall also meet to discuss job tasks and the business partner's expectations. OOD must finalize and approve any new CWE Internship sites before services may begin or authorizations may be issued.

Requirements For School Based CWE Internships

- School Based CWE Internships are defined as work experience services provided in conjunction with a secondary (i.e., high school) educational track.
- School based CWE Internships shall be authorized either as a half day, two and one-half hours or less, or a full day, over two and one-half hours. VR Staff or VR Contractors may request a modified schedule to accommodate 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 months in the academic year during the participant's last year of high school. Services are expected to be scheduled two and one-half hours or less for half-day services and over two and one-half 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 Job Coaching (JC).
- 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 students with disabilities (herein referred to as "student") at the worksite.

Additional Guidance and Support Requirements for School Based CWE Internships

- The School Based CWE Internship service time begins during internship rotations. Classroom time is sponsored by the school district. The teacher provides classroom instruction and manages student behavior. Only the Job Coach/Skills Trainer's direct service time during the internship rotations will be reimbursed, and should be documented on the OOD invoice (i.e., 9:30-11:30 and 12:00-2:00).
- Lunch breaks are not part of the billable service time. OOD has made it easier to document lunch on the new forms.
- Service start and end times should reflect a set schedule of services, which are generally adhered to. School Based CWE Internship services are expected to be scheduled two and a half (2 ½) hours for Half Day services and four (4) hours for Full Day services, not including classroom time and lunch time.
- Reports must be fully completed, including work tasks and a narrative of each individual's performance. This will expedite the review and processing of payments. Current performance and areas of improvement should be clearly identified.

Direct services with students during the (up to two-week) orientation period may be authorized at the beginning of this service to allow for activities necessary for a participant to engage in the service. Activities include, but are not limited to: host site tours with students, assisting the

student with completing a health screening/immunizations, obtaining badges/IDs with students, internship or rotation interviews with students, internship or rotation assessments with students, reviewing work tasks with students, assessing for job accommodations with students, and assisting students to complete first aid/CPR/ServSafe or other required training with students prior to starting internships or rotations.

Additionally, up to twice per school year, direct services with students during the 'transition week' between internships or rotations may be authored for activities including: helping students interview for their next internship or rotation, helping students develop skill needed to start the next internship or rotation, helping students learn to navigate to a different part of the host business and learn the necessary routines to start a new internship or rotation such as safety protocols, and revisiting orientation activities with the student.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, student behavior, employer input, and student input. Additional requirements include:

- information on the work environment and job tasks (job task analysis) including employer or industry accepted performance (quantity and quality) standards.

Requirements For Non-School Based CWE Internships

- Non-school based CWE Internships shall be authorized in cases where participants are not involved with an educational track either as a half day, four hours or less, or a full day, over four 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.
- 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 Search Assistance) as they approach completing their individualized plan goal and approach job readiness.
- Prior to establishing a new CWE (Internships) 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 CWE (Internships) 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.

An [invoice report](#) is required for this service, including referral response, initial/final assessment, interventions used, participant behavior, employer input, and participant input. Additional requirements include:

- information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards.

The VTS shall be authorized by VR Staff or VR Contractor to compensate participants for actual work performed during Non-School Based CWE Internships. VTS shall not be paid for breaks that last thirty minutes or longer.

SUMMER YOUTH WORK EXPERIENCE (SYWE)

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 basis or a ratio of one-to-one 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 host more than one SYWE participant during the summer. SYWE shall be conducted in CIE settings, except for limited circumstances when the VR Staff or VR Contractor determines that the participant's needs cannot be met in the community.

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

Transportation for SYWE services shall be limited to one hour to get participants from their homes to the worksite or starting location in the community and one hour in the afternoon back home from the worksite or ending location in the community. Youth shall not be in the vehicle for more than two hours per day.

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

- Level 1: ten to twelve hours per week, may be structured between two to five weeks
- Level 2: eighteen to twenty hours per week, shall be five 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 CIE 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.

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 when sufficient information has been obtained to answer the referral questions. VR Staff or VR Contractor will then determine if services should continue.

The VTS 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 thirty minutes or longer.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, participant behavior, employer input, and participant input. Additional requirements include:

- information on the work environment and job tasks (job task analysis) including employer or industry accepted performance (quantity and quality) standards.

CWE (ADJUSTMENT)

Authorized CWE (Adjustments) must meet all of the standard [Community Work Experience \(Assessment\)](#) criteria, with the focus of the service being to assist participants in preparing for employment by improving their job readiness. During this service, interventions, and adjustments behaviors are a focus. CWE (Adjustment) is successfully completed once specific barriers/behaviors are addressed, and ongoing supports and accommodations have been identified/recommended. At that time, the service should end and the participant should progress into other vocational services (e.g., Job Search Assistance.)

Providers shall assess the participant at the beginning of the service and create a service plan with goals, benchmarks and training techniques that outlines what steps, supports, and accommodations are required to be able to transition the participant into a CIE setting.

The service plan shall be submitted to VR Staff or VR Contractor within two weeks of the start of service. VR Staff and VR Contractor may not authorize additional time until the service plan has been received and reviewed. Providers should amend the service plan as needed with specific goals, modified instructional techniques, expected outcomes, and updated timeframes. Providers shall submit copies of updated plans to VR Staff and VR Contractor whenever they are updated. CWE (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 CIE.

CWE (Adjustment) shall be authorized either as a half day: four hours or less, or a full day: over four 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.

The VTS 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 thirty minutes or longer.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, participant behavior, employer input, and participant input. Additional requirements include:

- information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards;
- input from the participant on their vocational preferences; and
- Providers shall attach a participation log signed by the participant outlining dates, time started and ended, and any breaks, if applicable.

Job Related Services

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

SERVICE DESCRIPTION	RATE	RATE TYPE
JOB SEARCH PREPARATION (JSP)	\$6.96	6 MINUTES
JOB SEARCH ASSISTANCE(JSA)	\$7.60	6 MINUTES
JOB SEARCH ASSISTANCE PART 1	\$1,800.46	FLAT FEE
JOB SEARCH ASSISTANCE PART 2	\$1,351.14	FLAT FEE
JOB SEARCH ASSISTANCE PART 3 – 30, 60, AND 90 DAYS	\$450.38 (30 days) \$450.38 (60 days) \$450.38 (90 days)	FLAT FEE
JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (NON-CREDENTIAL) PART 1	\$2,000.46	FLAT FEE
JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (NON-CREDENTIAL) PART 2	\$1,501.14	FLAT FEE

JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (NON-CREDENTIALLED) PART 3 – 30, 60, AND 90 DAYS	\$ 500.38 (30 days) \$ 500.38 (60 days) \$ 500.38 (90 days)	FLAT FEE
JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (CREDENTIALLED) PART 1	\$2,250.74	FLAT FEE
JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (CREDENTIALLED) PART 2	\$1,688.11	FLAT FEE
JOB SEARCH ASSISTANCE – SUPPORTED EMPLOYMENT (CREDENTIALLED) PART 3 – 30, 60, AND 90 DAYS	\$ 562.74 (30 days) \$ 562.74 (60 days) \$ 562.74 (90 days)	FLAT FEE
PLACEMENT PREMIUM A: RAPID PLACEMENT	\$432.02	FLAT FEE
PLACEMENT PREMIUM B: SGA EARNINGS PLACEMENT	\$432.02	FLAT FEE
PLACEMENT PREMIUM C: JUSTICE-INVOLVED PLACEMENT	\$432.02	FLAT FEE
JOB COACHING	\$6.96	6 MINUTES
JOB COACHING (SHIFT DIFFERENTIAL)	\$7.16	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			RATE TYPE
	2 (54 %)	3 (41 %)	4 (33 %)	
JOB SEARCH PREPARATION (JSP)	\$3.76	\$2.86	\$2.30	6 MINUTES
JOB COACHING (JC)	\$3.76	\$2.86	\$2.30	6 MINUTES

JOB SEARCH PREPARATION (JSP)

Job Search Preparation (JSP) is utilized to assist a participant to successfully identify and respond to potential job opportunities. JSP is a component of Job Search Assistance; however, JSP may be provided outside of Job Search Assistance for participants who are preparing to conduct their own independent job search (i.e., not receiving Job Search Assistance). 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, justice involvement, 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.

Providers shall submit an editable electronic copy (e.g., Microsoft Word) of the participant’s resume with the first invoice report which must be approved by the VR Staff or VR Contractor

prior to being used for Job Search Assistance. 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.

JSP Units of Service (UOS)

UOS may be authorized, as approved by OOD, in some situations and/or on a case-by-case basis as approved by OOD. Additional UOS for JSP may not be authorized in conjunction with the JSA package.

An [invoice report](#) is required for this service. Additional requirements include:

- documentation of the topics and techniques used to teach the participant how to prepare for their independent job search; and
- input from the participant on their self-evaluation of their interviewing skills.

JOB SEARCH ASSISTANCE (JSA)

Job Search Assistance (JSA) is a package of services utilized to prepare and assist participants to contact businesses, apply and interview with employers, and to secure CIE which matches their employment outcome. JSA 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 or issues including, but not limited to: gaps in employment histories; requesting reasonable accommodations; addressing justice involvement; and managing online profiles/social media.

JSA instruction and guidance should maximize the independence of the participant to conduct their own job search. Based upon the needs of the participant, JSA may also include the following: the job developer creating or updating the participant's resume and a 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.

The preferred fee structure for JSA is the performance-based structure 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.

An invoice report is required for all JSA services, including participant input. Additional requirements

may be listed under service descriptions.

JSA Part 1 - Job Search Preparation & Planning

Part 1 is considered complete when the following are finalized: 1) Job Search Preparation (JSP); 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 Search Assistance Plan; and 6) the “kick off” meeting. Note: none of these deliverables may be waived by the VR Staff or VR Contractor.

Providers shall submit an editable electronic copy (e.g., Microsoft Word) of the participant's resume with the first invoice report of Part 1 which must be approved by the VR Staff or VR Contractor prior to being used for Job Search. 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.

Providers and participants shall develop a Job Search 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 Search Plan must be submitted with the Part 1 invoice report. The Job Search Plan shall be reviewed each month and new goals and lists of potential positions/employers shall be updated and documented on the monthly invoice report.

Technical Guidance for Job Search Assistance

After the completion of JSA Part 1, providers shall complete the Monthly Job Search Assistance & Site Development invoice report form during job search up until Job Placement (JSA Part 2). Providers shall choose the service description category “Monthly Job Search Assistance Report (No Bill)” when filing out the form. These monthly reports shall be uploaded by providers in the AWARE Vendor Portal as a case note that corresponds to the JSA Part I authorization.

JSA Part 2 - Job Search Assistance

Part 2 shall be considered complete upon: the VR Staff or VR Contractor's approval of a job that meets the participant's agreed upon employment outcome and wage and hour goals, as identified in the IPE; a review of the position description; and successful completion of the second day of work. Verification of the job start acknowledgement by the participant and, if applicable, their parent or legal guardian, is submitted on the invoice report.

JSA Part 2 may be authorized more than once, as needed, for subsequent job placements when the participant loses the previous position that they were placed in but must be authorized prior

to the last date of service of JSA Part 3. The subsequent placement shall be requested and/or approved by the VR Staff or VR Contractor prior to a new job search.

JSA Part 3 - Retention

Payments shall be made in separate thirty-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 include interactive contact with the participant and/or business if the participant consents to contact with the business. Interactive contact may include speaking directly by telephone or virtually, a site visit, or reciprocal text messages. The interactive contact for each monthly period shall be at least once every two weeks for first thirty calendar days, days thirty-one through sixty, and days sixty-one through ninety.

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 eighty-third to ninetieth day, post job stabilization.

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

JSA Parts 1, 2, and 3 are the standard package for assisting participants in obtaining CIE. In addition, the following variations, with corresponding requirements, also exist.

- Provider staff shall deliver services at a frequency and intensity as agreed upon in the Job Search Plan and with sufficient attention to ensure the continued progress of the participant. Job developers will be required to have a minimum of 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.
- Prior to OOD approving the placement, providers shall submit the name of the employer, the number of hours worked, the amount of wages, and a position description and/or summary of job duties to the VR Staff or VR Contractor.

Guidance for Processing Invoice Reports for JSA Parts 1, 2 and 3

In addition to the “Fiscal Requirements” at the beginning of this Appendix, the following is provided:

Service	When to Authorize	When Approved for Payment
Part 1	With referral to initiate Job Search	VR Staff or VR Contractor cannot waive these deliverables: • completion of interview skills; • completion of the Job Search Plan; • completion and approval of resume (and mock application, if requested;) • registration with OhioMeansJobs; or • completion of “kick off” meeting.
Part 2	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 Part 3 form)	• Second completed day of paid employment • Job Placement and Part 3 form completed and signed by the participant and if applicable, their parent or legal guardian
Part 3	Each service (30, 60, 90 days, including 90-day premiums) will be issued one at a time as a single authorization.	• Job Placement and Part 3 form a) Provider must document contact with the participant and/or employer every 14 calendar days (2 weeks) for standard and non-permanent JSA. b) Invoice is submitted every 30 days (30, 60, 90)

An [invoice report](#) is required for this service, including participant input.

JSA – NON-PERMANENT

This service has the same parts and requirements as JSA noted in Parts 1, 2 and 3 above and is for temporary (non-permanent) job searches, including those for students seeking summer work, students seeking temporary work during the school year, and adults requiring temporary work as part of their long-term job search strategy. This may also be authorized for paid or unpaid internship support if the participant is enrolled in a postsecondary training program that the participant will receive credit at the training institute when working the unpaid internship.

A JSA Non-permanent service may not be invoiced on a JSA authorization referred for a permanent position. JSA non-permanent services are not eligible for placement premiums.

JSA – Supported Employment

These services have the same parts and requirements as JSA noted in Parts 1, 2 and 3 above, with additional requirements.

JSA – SUPPORTED EMPLOYMENT (NON-CREDENTIALLED)

This intensive service may be authorized based on all of the following requirements being met:

- participant has been determined to have a Most Significant Disability (MSD) at the time of the referral for this service and requires long term supports in order to maintain CIE;
- participant has a documented developmental disability which would qualify them for services from a county board of developmental disabilities, a mental health and/or substance use disorder diagnosis, a diagnosed traumatic brain injury (TBI), and/or is Deaf or deafblind; and
- participant has secured ongoing supports available after OOD case closure (e.g., through a TBI network, local DD county board, behavioral healthcare provider, Community Center for the Deaf (CCD), or other official funding source as approved by OOD).

In addition to all of the JSA service requirements noted in Parts 1, 2 and 3 above, for this intensive service model providers must meet with participants at a minimum of two times per week during Parts 1 and 2. Providers, participants, and their person-centered planning team should meet as a team at a minimum of every sixty calendar days to review the supported employment/job search plan.

Documentation of an appropriate Hand-off discussion during JSA Part 3 is required, noting that the participant's access to ongoing supports after OOD case closure has been communicated to the participant, and they have a written copy of this information. OOD may consider and approve other non-credentialed supported employment providers that meet the model's requirements and have funded ongoing supports following OOD case closure.

JSA –SUPPORTED EMPLOYMENT (CREDENTIALLED)

This intensive service model has the same requirements of the JSA - Supported Employment (Non-credentialed) and requires that the provider and their staff maintain appropriate credentials. In order to offer the credentialed rate, providers must adhere to the following: for Individual Placement Supports (IPS) Supported Employment, a provider must pass a fidelity review administered by the Ohio Department of Mental Health & Addiction Services (ODMHAS); and for Supported Employment for Developmental Disabilities (DD), the provider shall be certified by the Ohio Department of Developmental Disabilities (DODD) in the areas of Career Planning and Individual Employment Supports and their staff must also be 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),

If all service requirements cannot be met for any of the JSA supported employment levels (e.g., provider staff or provider organization requirements), the subsequent invoiced service will move to the appropriate service level meeting the requirements (e.g., JSA-SE(Non-credentialed).

[For Job Search Assistance \(JSA\) Supported Employment Credential \(DD\), services on the Credential path for Part 2 meeting those requirements may move into Part 3 of this service pathway, without the](#)



JOB SEARCH ASSISTANCE (JSA) PREMIUM RATES FOR PART 3 - RETENTION

In addition to the JSA Part 3 ninety-day flat fee, premium rates for assisting participants in meeting specific job retention benchmarks may be paid based on the nature of the outcome achieved. Providers may potentially qualify for multiple premiums associated with the same ninety-day outcome.

Premium A - Rapid Placement

- Participant is placed in a CIE in accordance with the requirements of JSA Part 2, that matches their desired wages, hours, and employment outcome as identified on their IPE within ninety calendar days of the start of job search activities, defined as the first contact reported on the JSA Part 1 invoice report.
- Participant maintains a position with the same employer that they were placed through the first JSA Part 2 authorization and throughout the entire JSA Part 3.

Premium B - Substantial Gainful Activity (SGA) Earnings Placement

- Participant is placed in an employment setting, in accordance with the requirements of JSA Part 2, 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 JSA Part 3; 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 JSA Part 3 – ninety-day invoice report: letter from the business documenting wage and hours of employment (preferred); copy of the participant's earnings statement (i.e., pay stub); or a final verification of employment signed and dated by the participant between days eighty-three and ninety attesting to the wages and hours.

Premium C Justice - Involved Placement

- Participant with a felony conviction, as verified by VR Staff or VR Contractor through a background check and/or court records and indicated on the JSA Part 1 referral to the provider, is placed in an employment setting, in accordance with requirements of JSA Part 2, that matches their desired wages, hours, and employment outcome as identified on their IPE.
- Participant maintains a position with the same employer that they were placed through the first JSA Part 2 authorization and throughout the entire Part 3 - Retention.

JSA Units of Service (UOS)

JSA UOS may be authorized, as approved by OOD, in some situations (e.g., allowing a provider to pursue a specific employment lead for participants who may be receiving JSA services from another provider) and/or on a case-by-case basis as approved by OOD. Additional UOS for JSA may not be authorized in conjunction with the JSA package.

JOB COACHING (JC)

Job Coaching (JC) is utilized to provide assistance such as: instruction to learn job tasks; to assess, request, and implement any accommodations; to utilize interventions; to develop natural and peer supports; and to assist a participant in being successful in the work environment. JC may occur on-site or off-site. An example of off-site JC is to contact 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 intervention strategies and specific qualitative and quantitative performance standards based on the job tasks, employer's expectations, and industry standards. The plan should project a systematic decrease (e.g., fading) of the intensity of supports as the participant learns job tasks and adjusts to the work environment. JC is also utilized to provide continued support 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.

Providers shall submit a copy of the support plan to the VR Staff or VR Contractor within the first five workdays of JC.

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 ninetieth day after the job has been stabilized. Interactive communication via text messaging in situations where the employer did not allow in-person JC, the participant did not want in-person JC, or when JC has started to fade may be invoiced at a rate of five text messages sent by the provider staff per one 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.

Providers shall submit a written request for additional JC for the following month by the twentieth day of the current month. The request shall provide a brief explanation of what tasks need to be trained on and any adjustment issues. OOD shall not authorize for additional JC 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.

Job Coaching Shift Differential (JC-SD)

Providers may charge an additional \$2.00 to the base service rate for JC that is scheduled to start after 6:00 P.M. or before 6:00 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 shift.

Example 1: Service starts at 10:00 P.M. and ends at 7:30 A.M., since the start time is after 6:00 P.M. the shift differential applies.

Example 2: Service starts at 5:30 P.M. and ends at 2:00 A.M., since the start time is before 6:00 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 6:00 A.M. the shift differential does apply.

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

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, participant behavior, employer input, and participant input. Additional requirements include:

- information on the work environment and job tasks (job task analysis), including employer or industry accepted performance (quantity and quality) standards; and
- input that includes a plan for fading supports provided during the JC.

Rehabilitation Technology, including Assistive Technology (RT/AT)

Rehabilitation Technology, including Assistive Technology (RT/AT) 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, rehabilitation technologies - devices and services, or lighting to address the functional impairments associated with vision loss. RT/AT includes both assessment and services.

SERVICE DESCRIPTION	RATE	RATE TYPE
RT/AT (NON- CREDENTIAL)	\$12.45	6 MINUTES
RT/AT (CREDENTIAL)	\$13.72	6 MINUTES
SETUP FOR TECHNOLOGY ACCESS READINESS TRAINING	\$6.96	6 MINUTES

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			RATE TYPE
	2 (54 %)	3 (41 %)	4 (33 %)	
RT/AT (NON-CREDENTIAL)	\$6.72	\$5.10	\$4.11	6 MINUTES
RT/AT (CREDENTIAL)	\$7.41	\$5.63	\$4.53	6 MINUTES

This service should include home and/or employment site visits; measurements of the physical environment or equipment; developing technical drawings (e.g., for 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 rehabilitation technology, including assistive technology solutions to address the participant's specific needs. This service may also include training on utilization, proper care of, and maintenance of accommodations. Provider shall 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 rehabilitation technology, including assistive technology devices and services to promote employability and independence. In instances when the participant is in agreement with group services, it would not delay their progress, and the group service environment would meet their needs, this service may be authorized at group rates.

Providers who obtain and maintain a current certification or licensure that demonstrates competence in analyzing the needs of participants with disabilities, including participants with vision loss, shall be compensated at the credentialed rate. A provider, at a minimum, must have one of the following certifications or licensures to be compensated at the credentialed rate:

- 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).

If a provider serves **participants with vision loss**, they must hold one of the additional certifications, licensures, or accreditations listed below in order to be compensated at the credentialed rate:

- 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 (e.g., Low Vision Rehabilitation, Specialty Certification in Low Vision; Teacher for the Visually Impaired (TVI), as licensed by the Ohio Department of Education and Workforce);
- providers who are licensed by the State of Ohio as a Doctor of Optometry (OD) or Optician may also charge the credentialed rate for participants with vision loss, however they must submit a copy of their license prior to being approved for the credentialed rate; and
- 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 participants 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.

If a provider serves **participants with vision loss** and does not have any of the certifications, licensures, or accreditations listed in the sections above but wants to provide rehabilitation technology services, they may do so, at the non-credentialed rate, if they possess the skills and qualifications to safely and competently provide these services. A provider must have, at a minimum, one of the following to be compensated at the non-credentialed rate for participants with vision loss:

- at least one year of prior experience providing rehabilitation technology services, with a letter of reference from a supervising professional;
- proof of current supervision by a credentialed individual;
- proof of enrollment in an accredited program which will lead to credential attainment; or
- proof of completion of at least 200 hours of in-person, hands-on training related to the provision of rehabilitation technology services.

An [invoice report](#) is required for this service, including initial/final assessment, interventions used, and participant input. Additional requirements include:

- 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;
- an itemized list of equipment recommendations with specific features necessary to meet the identified needs; and
- identification of specific goal benchmarks to address identified barriers and the estimated timeframes to achieve these benchmarks.

SETUP FOR TECHNOLOGY ACCESS READINESS TRAINING (START UP)

The purpose of this service is to teach participants to use technology (e.g., iPads, laptops, computers) to be able to effectively participate remotely in services defined in OOD's VR Fee Schedule and other services approved and authorized by OOD. The service may consist of hardware (e.g., iPad, laptop) setup, registration of devices, and the installation and use of applications and/or programs required for remote services (e.g., Zoom, Microsoft Teams, Google Classrooms.). 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. The service is not intended to take the place of Rehabilitation Technology, including Assistive Technology – Computer Access, which focuses on the usage of adaptive software (e.g., Jaws, ZoomText). The service shall not be used to assess or train participants on computer software (e.g., Microsoft Word). The service shall only be authorized after comparable benefits (e.g., Apple Support, family support) have been explored and used.

Provider shall follow up at least seven calendar days after the initial setup/training to ensure that the participants are 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 or VR Contractor 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 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 twenty UOS initially, which shall include the initial setup/training and follow up. Provider may request an additional twenty 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 (e.g., Job Search Assistance), Pre-Employment Transition Services, or Rehabilitation Technology, including Assistive Technology (RT/AT) (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.

START UP 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, or Google meeting);
- to assist in setting up a user account (e.g., 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 meetings including camera usage (e.g., using background pictures/views), using the mute/unmute function, turning on/off closed captioning (CC), and using 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).

An [invoice report](#) is required for this service. Additional requirements include:

- list of objectives covered during the session(s), any potential barriers/challenges, and interventions used to mitigate barriers/challenges.

Pre-Employment Transition Services (Pre-ETS)

Pre-Employment Transition Services (Pre-ETS) are provided to students with disabilities (herein referred to as “students”) who have been determined eligible or are potentially eligible (PE) for VR 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 may not be authorized for the Pre-ETS subcategories. Pre-ETS can be provided on an individual basis or in groups (at a maximum ratio of one-to-four) and include the following five subcategories:

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

SERVICE DESCRIPTION	RATE	RATE TYPE
PRE-EMPLOYMENT TRANSITION SERVICES - PART 1	\$150.00	FLAT FEE
PRE-EMPLOYMENT TRANSITION SERVICES - PART 2	\$250.00*	FLAT FEE
PRE-EMPLOYMENT TRANSITION SERVICES - PART 3	\$100.00	FLAT FEE
PRE-EMPLOYMENT TRANSITION SERVICES - UOS	\$6.96	6 MINUTES
SUMMER YOUTH- JOB EXPLORATION COUNSELING	\$1,044.45	FLAT FEE (WEEKLY)

*Amount may be prorated based on benchmarks completed.

SERVICE DESCRIPTION	NUMBER IN GROUP (#)			RATE TYPE
	2 (54 %)	3 (41 %)	4 (33 %)	
SUMMER YOUTH - JOB EXPLORATION COUNSELING	\$564.00	\$428.22	\$344.67	FLAT FEE (WEEK)

PRE-EMPLOYMENT TRANSITION SERVICES (PRE-ETS)

SUBCATEGORIES

For each Pre-ETS subcategory, the duration of services will typically be between six to eight hours, but may vary based on student need. The flat fee service model for each subcategory is the preferred method for delivering Pre-ETS and shall be inclusive of all Pre-ETS activities including coordination activities (e.g., contacting the student, school, businesses, and completing all activities in each Pre-ETS subcategory). The flat fee service model shall be paid upon the deliverables described in each service definition below. Pre-ETS UOS may be utilized, although not preferred, in situations outside of the standard Pre-ETS subcategory services, where an individual need exists. The use of UOS must be approved by OOD prior to the service being delivered and may only be provided individually.

STANDARD REQUIREMENTS FOR ALL PRE-ETS SUBCATEGORIES

Pre-ETS Parts 1 (Coordination + Pre-Assessment)

All subcategory Parts 1 will include all coordination activities (e.g., all contacts with the student, student's family or guardian, VR Staff or VR Contractor, school staff, potential businesses, other community partners) and a pre-assessment to document the student's baseline knowledge for the Pre-ETS subcategory to which they are referred. 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 the specific Pre-ETS subcategory to which they are being referred. The provider shall review the Pre-ETS subcategory the student has been referred for, explain what is involved with the service, 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, email, 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 activities such as planning meetings, interviews, site tours with potential businesses, postsecondary institutions, and service arrangements (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.

An [invoice report](#) is required for each Pre-ETS subcategory being invoiced. Additional requirements include:

- a pre-assessment documenting the student's baseline knowledge for the referred Pre-ETS subcategory.

Pre-ETS Parts 2 (Activities To Achieve Benchmarks)

All subcategory Parts 2 will include the activities to achieve the completion of the referred Pre-ETS subcategory benchmarks.

While the expectation is that each student completes all benchmarks of the referred Pre-ETS subcategory, in instances where the student is unable to complete all benchmarks identified in Part 2 of each Pre-ETS subcategory, OOD may prorate Part 2 for less than four benchmarks achieved. If the service must be prorated, each completed benchmark can be billed at twenty-five percent of the Part 2

fee or \$62.50 per benchmark. VR Staff or VR Contractor must be notified of any change in the expectation of a student completing all benchmarks.

An [invoice report](#) is required for each Pre-ETS subcategory being invoiced, including participant behaviors and participant Input. Additional requirements include:

- activities that were completed to support the required benchmarks; and
- documents completed during the service.

Pre-ETS Parts 3 (Post-Assessment + Recommendations)

All subcategory Parts 3 will include the completion of the post-assessment to evaluate a student's progress from the beginning of the service and recommend any additional needs they may have.

An [invoice report](#) is required for each Pre-ETS subcategory being invoiced. Additional requirements include:

- student's post-assessment information; and
- comprehensive summary of all benchmarks reached, student reaction and input to service delivery, and provider's recommendation for future services and potential areas of concern.

PRE-ETS 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, review of the Ohio Means Jobs "Student Learning Kit," and identification of career pathways of interest to the students.

Job Exploration Counseling - Part 1

Part 1 includes the [standard requirements for Part 1](#). The pre-assessment shall include baseline knowledge of items (e.g., career exploration of various careers, labor market information, student interest in career pathways, in-demand industries).

Job Exploration Counseling - Part 2

Part 2 includes expected benchmarks for Job Exploration Counseling as follows:

- explored why employment matters to the student;
- explored how personal preferences impact employment such as public benefits, full/part time, time of day;
- gained knowledge of career paths and job opportunities including the necessary skills and qualifications to be successful; and
- determined potential areas of vocational interest.

Providers shall ensure that the [standard requirements for Part 2](#) are met. Additional requirements

include:

- completed interest inventories; and
- date of registration on OMJ “Student Learning Kit.”

Job Exploration Counseling - Part 3

Part 3 includes the [standard requirements for Part 3](#). At the end of service, the provider will evaluate the student’s progress from the beginning of service and recommend any additional needs they may have.

PRE-ETS COUNSELING ON POSTSECONDARY OPPORTUNITIES

Counseling on Postsecondary Opportunities includes the exploration of training options available after graduation. Activities may include education on enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education (e.g., course offerings, career options, types of academic and occupational training needed to succeed in the workplace, 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 an individual student’s success in education and training, which may include disability support services.

Counseling On Postsecondary Opportunities - Part 1

Part 1 includes the [standard requirements for Part 1](#). The pre-assessment shall include baseline knowledge of postsecondary opportunities, in addition to the disability and financial aid resources available.

Counseling On Postsecondary Opportunities - Part 2

Part 2 includes expected benchmarks for Counseling on Postsecondary Opportunities as follows:

- explore postsecondary opportunities, including college/university and other occupational training programs that lead to industry recognized credentials (e.g.: certification, license);
- acquire information about admissions processes, expanded financial literacy, and the Free Application for Federal Student Aid (FAFSA) application process and scholarship resources provided;
- explore differences between secondary and postsecondary support; and
- discover resources available in a postsecondary environment, including how to access disability services or accommodations needed for success.

Providers shall ensure that the [standard requirements for Part 2](#) are met. Additional requirements include:

- a completed self-evaluation to identify potential needs for training options available after graduation.

Counseling On Postsecondary Opportunities - Part 3

Part 3 includes the [standard requirements for Part 3](#). At the end of service, the provider will evaluate the student's progress from the beginning of service and recommend any additional needs they may have.

PRE-ETS INSTRUCTION IN SELF-ADVOCACY

Instruction in Self-Advocacy is utilized to assist students to learn skills needed for greater independence. 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.

Instruction In Self-Advocacy - Part 1

Part 1 includes the [standard requirements for Part 1](#). The pre-assessment shall include baseline knowledge of disability awareness of their rights and responsibilities, how to request accommodations and learn about their rights, and how to disclose disability.

Instruction In Self-Advocacy - Part 2

Part 2 includes expected benchmarks for Instruction in Self-Advocacy Part 2 are:

- explore rights and responsibilities as it relates to the student's disability.
- introduce leadership skills to support success in the workplace.
- increase awareness of opportunities in the community to build leadership skills, expand community networks, and increase advocacy skills (e.g., at work, Individualized Education Program (IEP) and IPE meetings, requesting accommodations) and;
- identify personal self-advocacy interests and activities to build independence and self-advocacy skills including any network activities locally such as the name of peer mentoring groups or community networks.

Providers shall ensure that the [standard requirements for Part 2](#) are met. Additional requirements include:

- a completed self-evaluation of personal self-advocacy interests and activities to build independence and self-advocacy skills.

Instruction In Self-Advocacy - Part 3

Part 3 includes the [standard requirements for Part 3](#). At the end of service, the provider will evaluate student's progress from the beginning of service and recommend any additional needs they may have.

PRE-ETS WORK BASED LEARNING

Work-Based Learning is utilized for students to experience and gain knowledge about the workplace. These services are those that would be most beneficial to a participant in the early stages of employment exploration during the transition process from school to postschool activities, including employment. 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.

Work Based Learning - Part 1

Part 1 includes the [standard requirements for Part 1](#). The pre-assessment shall include baseline knowledge of appropriate work site behaviors, understanding of the field they're interested in, and connections and contacts for their field.

Work Based Learning - Part 2

Part 2 includes expected benchmarks as follows:

- participate in work site tours, job shadowing, and informational interviews experiences at community businesses;
- practice and improved workplace competencies in competitive integrated work settings;
- obtain first-hand knowledge of work settings and employer expectations; and
- learn the importance of networking and identifying resources within their networks.

Providers shall ensure that the [standard requirements for Part 2](#) are met. Additional requirements include:

- names of community business that students completed work site tours, job shadowing, informational interviewing and/or field trip experiences at community businesses; and
- names and roles of guest speakers or name of businesses performing presentations.

Work Based Learning - Part 3

Part 3 includes the [standard requirements for Part 3](#). At the end of service, the provider will evaluate student's progress from the beginning of service and determine any additional needs they may have.

PRE-ETS 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

Workplace Readiness Training – Part 1

Workplace Readiness Training Part 1 includes the [standard requirements for Part 1](#). The pre-assessment shall include baseline knowledge of professional behavior and communication skills, personal work ethic and attitude management, and independent living skills.

Workplace Readiness Training – Part 2

The expected benchmarks for Workplace Readiness Training Part 2 are:

- explore personal skills necessary to improve appropriate work behaviors;
- acquire knowledge of professional skills to meet employer expectations;
- expand skills needed to live independently; and
- develop communication skills needed to succeed in a professional environment.

Providers shall ensure that the [standard requirements for Part 2](#) are met. Additional requirements include:

- Summary of and feedback from any mock interviews and/or observations from job fairs attended; and
- Completion of mock applications and resumes.

Workplace Readiness Training – Part 3

Workplace Readiness Training Part 3 includes the [standard requirements for Part 3](#). At the end of service, the provider will evaluate student's progress from the beginning of service and determine any additional needs they may have.

PRE-ETS SUMMER YOUTH - JOB EXPLORATION COUNSELING (SY-JEC)

Summer Youth - Job Exploration Counseling is a more intensive type of Pre-ETS delivered when school is not in session and is intended to be a group-based service. Group sites are defined as locations that host more than one student during the service. Summer Youth Job Exploration Counseling may be authorized for ten to fifteen hours per week for up to three weeks. The flat fee for this service reflects the full fifteen hours; services less than fifteen hours will be prorated. SY-JEC is intended for students who would benefit from exposure to employment options available in the community. SY-JEC shall consist of tours of businesses in CIE settings which may include brief work samples, job shadows, informational interviews, and discussion and presentations from employers, all of which are in support of CIE. Students shall be scheduled to visit a minimum of three employers per week that demonstrate different types of occupations. Work samples may not last longer than one hour for specific career clusters (e.g. hospitality, retail, healthcare, manufacturing) and providers may not complete more than two work samples per business. As the intent of this service is to get students out into the community, the use of videos as a method of providing site visits is not permitted. Employers presenting to students at a provider's office or headquarters is permitted. Site visits and employer visits should be planned and organized in advance to ensure well organized services. The outcome of SY-JEC is the student can express their desire to work; recognize different employment options; and gain awareness of their own preferences in different areas of vocational interest. Transportation that occurs during the service, such as transporting a student from the starting location in the community to another site, is part of the service and not separately billable.

Students scheduled over the entirety of 11:00 A.M. – 1:30 P.M. or 4:30 P.M. – 6:30 P.M. during SY-JEC services shall be given a thirty-minute meal period. Meal periods are not counted as part of the service.

Transportation for VR-eligible students to access SY-JEC service shall be limited to one hour to get students from their homes to the worksite or starting location in the community and one hour in the afternoon to get students back home from the worksite or ending location in the community. Students shall not be in the vehicle for more than two hours per day.

An [Invoice Report](#) is required for this service, including and student input. Additional requirements include:

- identifying names of community businesses where students completed work site tours, job shadowing, informational interviewing and/or field trip experiences at community businesses;
- identifying names and roles of guest speakers or name of businesses performing presentations; and
- providing information regarding student's understanding and acknowledgement of appropriate work site behaviors.

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 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	RATE TYPE
SELF-EMPLOYMENT BUSINESS CONCEPT (ASSESSMENT OR EVALUATION)	\$263.75	FLAT FEE
SELF-EMPLOYMENT FEASIBILITY STUDY (ASSESSMENT OR EVALUATION)	\$1,582.50	FLAT FEE
SELF-EMPLOYMENT BUSINESS PLAN WRITING (ASSESSMENT OR EVALUATION)	\$2,321.00	FLAT FEE
SELF-EMPLOYMENT BUSINESS PLAN ANALYSIS (ASSESSMENT OR EVALUATION)	\$527.50	FLAT FEE
SELF-EMPLOYMENT TECHNICAL ASSISTANCE	\$8.23	6 MINUTES

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 twelve months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

This service is not required and would only be authorized prior to the Feasibility Study. 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.

An [invoice report](#) is required for this service. Additional requirements include:

- 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).

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. These elements are 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 study 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 participant, business partner (if applicable) and VR Staff or VR Contractor in order to review the study and recommendations, and to make any requested revisions to the 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 twelve months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

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, the Business Consultant shall submit all work product available and the incomplete study. The Feasibility Study is divided into four clearly identified steps or sections. If the invoice must be prorated, each completed section can be billed at twenty-five per cent of the report fee or \$375 per step or section.

An [invoice report](#) is required for this service.

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 sixty 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 requested revisions to the business plan.

Staff Qualifications: Certified Business Advisor (CBA); and/or bachelor's degree in management,
Effective 10-01-24, Updated 8-20-26

operations, public administration, economics, finance, or other business-related field and/or at least twelve months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

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 Business Plan. A Business Plan has five clearly identified sections. If the invoice must be prorated, each completed section can be billed at twenty per cent of the report fee or \$440 per section.

An [invoice report](#) is required for this service.

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 participant, 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 twelve months operating their own business including marketing, financial, and sales responsibilities; and strong written and verbal communication skills.

An [invoice report](#) is required for this 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 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 twelve months operating their own business including marketing, financial, and sales responsibilities (e.g., self-employed); and strong written and verbal communication skills.

An [invoice report](#) is required for this service.

RESOURCE #1

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

REGION	CONTACT INFORMATION
Manager	Jay Burns jay.burns@ood.ohio.gov 614.507.3761
East Central	Sarah Trout sarah.trout@ood.ohio.gov 330.397.4190
Northeast	Ronna Woods ronna.woods@ood.ohio.gov 216.310.4017
Northwest	Jennifer Cosgrove jennifer.cosgrove@ood.ohio.gov 419.277.6754
Southeast	Stacy Evans stacy.evans@ood.ohio.gov 740-421-0986
Southwest	Ginger Scaife ginger.scaife@ood.ohio.gov 513.453.2707

RESOURCE #2

SCHOOL-BASED COMMUNITY WORK EXPERIENCE (CWE INTERNSHIPS) PROTOCOL

Initial Considerations of New School-Based Community Work Experience (CWE) Internships

The determination for the necessity of a School-Based Community Work Experience (CWE) Internship, (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 School-Based CWE Internship services (Project SEARCH or other) already exist in the area?
2. Is there an unmet need in the area for a new or additional School-Based CWE Internship program?
3. What is the potential number of students with disabilities who have an identified need for the intensity and duration of services offered by a School-Based CWE Internship 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 School-Based CWE Internship 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 is approached by a party (e.g., provider, business partner) interested in starting a School-Based CWE Internship program, a supervisor or manager must contact the OOD Transition Program Administrator to begin discussing the request and coordination with local or other appropriate OOD Staff.

If the initiation of a new School-Based CWE Internship site is deemed viable and appropriate by all parties, local management shall identify a VRS to take the lead with the interested party.

Local Planning Team Development

If all parties determine that a School-Based CWE Internship program is needed in the area, OOD begins to assemble a local planning team. If the program is Project SEARCH, the OOD Transition Program Administrator would consult with Project SEARCH National, who can describe the licensing process and training requirements. This team will include representatives from:

- OOD (e.g., AM, AAM, VRS, BRS, assigned OOD Provider Liaison);
- Career Technical Planning District (CTPD), school district and/or educational service center (ESC);
- County Board of Developmental Disabilities (CBDD);
- Business Partner; and



- Community Rehabilitation Program (CRP).

Informed Choice of Provider Selection

OOD members of the local planning team will assist other team members with informed choice by:

- asking 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 CWE Internship models);
- directing the team to review available providers or sharing all available providers through some other mechanism (e.g., verbal discussion, list);
- directing 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, facilitating the coordination of provider interviews;
- notifying the provider that they were selected; and
- developing 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 School-Based CWE Internship should begin no later than August 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 School-Based CWE Internship program is being developed and implemented. Advisory Team members may be the same members as the local planning team, but could 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] and Chapter 6 of the VR Procedure Manual) 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 School-Based CWE Internship host site meets with the CRP quarterly to discuss the program, including internship rotations, timing of job search assistance 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.

RESOURCE #3

NON-SCHOOL BASED COMMUNITY WORK EXPERIENCE (CWE INTERNSHIPS)

PROTOCOL

Initial Considerations of new Non-School Based Community Work Experience (CWE)

Programs The determination for the necessity of a Non-School Based CWE Internship 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 Non-School Based CWE Internship 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 a Non-School Based CWE Internship 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 search assistance services if CWE Internship 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 a Non-School Based CWE Internship 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 a Non-School Based CWE Internship

1. The local VRS is the starting point for any potential CWE Internship 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/AAM.
3. If the AM/AAM is in agreement with the VRS, they will contact the Business Relations Specialist (BRS) regarding any history of a business partnership with this employer.
4. Once the VRS and AM/AAM agree that this is viable CWE Internship, they will contact the assigned PCMU RPS for the area along with submitting the completed "Non-School Based CWE Internship Questionnaire" via email to pcmu@ood.ohio.gov as described below.
5. If the PCMU RPS agrees with the assessment, they will present it to Central Office management, starting with the PCMU Manager, and then to the Assistant Deputy Director and Deputy Director,

for additional review and a final decision.

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

Local Planning Team Development

If all parties determine that a Non-School Based CWE Internship program is needed in the area, OOD will begin to assemble a local planning team. This team shall include representatives from:

- OOD (e.g., AM/AAM, VRS, BRS and assigned OOD Provider Liaison);
- County Board of Developmental Disabilities (CBDD), if applicable;
- Business Partner; and
- Community Rehabilitation Program (CRP).

Informed Choice of Provider Selection

OOD members of the local planning team will assist other team members with informed choice by:

- asking 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 CWE Internship models);
- directing the team to review available providers or sharing all available providers through some other mechanism (e.g., verbal discussion, list);
- directing 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, facilitating the coordination of provider interviews;
- notifying the provider that they were selected; and
- developing 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 Non-School Based CWE Internship program is being developed and implemented.

OOD Quality Assurance

Depending on the organization of the partnership, the Advisory Team would generally consist of an employer representative, the local OOD VRS representative, selected provider, and potential additional stakeholders (e.g., County Board of DD). OOD remains part of the ongoing Advisory Team and typically participates in quarterly team meetings, as required in the OOD "Provider Management Policy" (80-VR-09) and Chapter 6 of the VR Procedure Manual, 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 Non-School Based CWE Internship host site meets with the CRP quarterly to discuss the program, including internship rotations, timing of job search assistance 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.



Non-School Based Community Work Experience (CWE) Internships Questionnaire

This questionnaire will include the following:

- name, job title, and telephone number of individual completing this proposal;
- name of business/worksites;
- partner organizations involved (if any);
- description of targeted individuals/groups;
- number of total individuals participating in the Non-School Based CWE Internships;
- 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 CWE Internship;
- 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) and who, specifically, would be responsible for providing these;
- the reason why a Non-School Based CWE Internship necessary (i.e., the reason it cannot be accomplished through individual services [e.g., Community Work Experience Assessment and Community Work Experience Adjustment]?);
- a brief narrative summary of proposed Non-School Based CWE Internships (e.g., history, tasks) if not covered above; and
- any other considerations not covered above.

RESOURCE #4

SUMMER YOUTH WORK EXPERIENCE PROGRAM

In conjunction with the annual Summer Youth Work Experience (SYWE) Training and the VR Fee Schedule service definitions and requirements, the items in this resource are to assist VR Staff and providers with planning and carrying out SYWE. While the SYWE services are a collaboration between providers and VR Staff, specific responsibilities have been identified for clarity.

SYWE is a service specifically designed for students with disabilities and should align with school summer breaks. Services may not be scheduled to overlap with dates that students have returned to school. Programming should begin after Memorial Day and would need to be finalized by Labor Day, as well as being scheduled to take place during consecutive weeks.

SYWE Levels 1 and 2

Providers will determine the level(s) they can offer and will note which levels are available for each worksite on the Summer Youth (SY) Site Collection Tool.

The provider may choose to develop:

- separate work sites for Level 1 and Level 2;
- work sites to accommodate both Level 1 and Level 2 participants; and
- the levels for each work site as they consider their own staffing needs, not based upon counselor or participant choice.

Providers may recommend a different level than the one that was authorized after meeting with the participant. They should communicate these recommendations to the VR Staff with any associated observations. VR Staff may agree with the provider and amend the authorization to the other level or VR Staff may decide to keep the original level.

VR Staff: Determining the Appropriate SY Level

VR Staff will work with the participant and family to determine the appropriate level. Disability related needs should be the primary concern including focus, endurance, and stamina. Complex medical needs should also be considered (e.g., need for a personal care assistant (PCA)). Also consider non-disability related needs such as participant scheduling conflicts due to vacation, summer school, or camp and factors such as maturity level and past work experience.

SYWE services must be scheduled at Level 1 or Level 2 hours. VR Staff may not “waive” the required minimum hours for services. Other services may occur and be considered over the summer that do not match the SYWE hours and/or service definition.

If for one (1) week the minimum hours are not met for Level 1 or Level 2 due to extenuating circumstances, pro-rating will occur. However, if the offered hours are consistently below the required hours, the service should not be considered a SYWE, and it should be authorized as the appropriate service, such as Pre- ETS or a Community Work Experience (CWE) Assessment.

Individual SYWE

An individual SYWE should be used in cases where a participant would benefit from a work experience in a specialized industry or when there are disability related reasons. In the event that a 1:1 may need to be considered due to participant fall out or other unforeseen circumstances, providers should obtain approval from VR Staff prior to service start date if possible. If the service has already started and a

change in group size occurs, providers should immediately contact the referring VR Staff to update them on the group size and request an updated authorization reflecting a 1:1 service.

Examples:

- Participant is in the photography career tech program in school. They would benefit from a work experience in this specific field, like as an assistant in a photography studio or to work in a store that specializes in the sale of photography equipment.
- There are concerns identified about the participant working with others in a community setting due to severe anxiety or sensory needs.

Provider Requirements

Review the Provider Rule and remember that the below requirements also apply to seasonal/temporary staff: <https://codes.ohio.gov/ohio-administrative-code/rule-3304-2-53>

- Background checks.
- Transportation requirements.
- Provider staff age and education requirements.

Provider staff must be trained to supervise youth as well as complete VR invoice reports. They must maintain a maximum of 1:4 ratio (1 staff:4 participants); teachers, parents, PCAs, etc., do not count toward the ratio.

Providers have a duty of care expectation, which is a term for the legal responsibility of maintaining the health and well-being of others in areas where they rely on you. Duty of care during SYWE starts at the point of pickup or service start time (at work site) and continues through the point of the participant being dropped off at home or being connected with return transportation (e.g. parent pickup, bus pickup, etc.) Provider staff must remain on site and supervise the participants for the entire duration of the service. Provider staff must be available to the participants (not in a different building, working on reports in the break room, on cell phone, etc.).

Duty of care is nontransferable to another provider, a participant's PCA, a host site employee, or another adult. This creates a conflict with duty of care as well as CPI concerns. Providers have a legal responsibility to their participants and carry liability coverage for their participants. Parents/guardians expect their child will be in the care of the provider at all times, as this is in the definition of the service description. Providers must have a backup plan in place for job coach absences (e.g. supervisors that can cover, communication chain to alert families, etc.). It is recommended that providers have a morning check-in process to ensure provider staff are present at the site on time and that provider supervisory contact information is given to employers (host site). Providers should expect time after the service to ensure students connect with transportation.

Providers with CARF may accept referrals for any disability population. Providers with DODD certificates and not CARF may only accept referrals for individuals who are DD eligible. There is a column on the Site Collection Tool for providers to designate their ability to only accept DD eligible referrals.

Selecting Appropriate Work Sites

Select work sites that allow for a set schedule and have enough work available for the number of individuals scheduled. Ensure that work tasks are identified ahead of time; you shouldn't have to make up tasks in the moment in order to stay busy during scheduled hours. Providers must consider the safety of the work site and ensure that participants have the appropriate equipment needed to do the work, e.g. PPE, safety glasses, gloves, etc.

Work sites should be realistic and viable. Consider these questions when developing a SYWE work site:

- Does the business pay someone to do this type of work?
- Is this a typical first job a non-disabled peer could have?
- Is this a job that could transition into a non-permanent placement?

Participants are not employees of the host business and therefore, host businesses should not rely on the work schedules of summer youth participants. If some or all participants of a work site cancel, it should not be detrimental to the business. The Job Coach is the direct supervisor to the participant, and the coach should not rely on the host business supervisor/manager to train the participant.

NOTE: SYWE Level 1 shall not have any site changes at any point in the service except in unforeseen circumstances, (e.g., inclement weather), in which case the provider must notify the referring VR Staff and parent/guardian or family immediately in the change of work site. SYWE Level 2 may have participants scheduled up to a maximum of two (2) work sites during the five-week period. Site changes shall only occur at the end of the scheduled week and shall be communicated with participants and VR Staff ahead of time. A participant may not work at one (1) location in the morning and another location in the afternoon.

Illegal or Inappropriate Work Tasks

Providers must train their job coaches on illegal or inappropriate job tasks. For example, Participants should not be permitted to handle alcoholic beverages (e.g., stocking beer or liquor at a grocery store). Only employees of the work site which holds the liquor license are legally permitted to complete these types of tasks.

There may be machines at the work site that can only be operated by individuals who are 18 years or older, such as a baler. Ensure provider staff understand the age requirements for tasks involving these machines. Consider, ahead of the assignment, the provider's liability should a participant run into difficulty while using the machine, even if they are of age (e.g., a work site manager asks a participant to drive a golf cart to a secondary location on the property, would this be something provider staff would allow?).

Alternate Work Locations and Work Tasks

Providers must have backup tasks or backup work sites outdoor sites in the event of extreme weather conditions. For example, work tasks that can be completed indoors can be saved for days of extreme weather for a site where work tasks are primarily outdoor. If the host site closes for inclement weather (e.g. golf course, amusement park, landscaping business) consider having a pre-determined, OOD approved alternate work location and if a change in schedule is required for safety or work site requirements, this information should be communicated to families, students, and OOD VR Staff and VR Contractors ahead of time. Work with the host site to understand under what conditions they would close by considering when the site had to close in prior years (e.g., due to weather). If alternate work tasks or an alternate location is not used, the service will be prorated if the services are not provided (e.g., rained out on a landscaping site).

Overnights

In very limited circumstances, OOD may consider and review overnight Summer Youth requests based on participant need and in conjunction with OOD's overnight standards. The provider maintains full responsibility for participant safety and well-being during services and any related overnight stays.

Requests shall be made, in writing, via email to pcmu@ood.ohio.gov with the subject “Overnight Services Request” by the 1st business day in February to be considered for that year’s summer. OOD will review provider and/or site safety protocols and materials before authorizing or referring for services connected with overnight stays.

Flyers

Providers can submit flyers via email to pcmu@ood.ohio.gov for approval. OOD’s logo cannot be utilized for service flyers. Approved flyers will be made available to VR Staff. In submitting flyers, Providers shall adhere to the items listed below.

- Only submit flyers once.
- Proofread before sending to OOD.
- Flyers should not state that transportation is available.
- Email as a PDF.

Summer Youth Open House Guidance

Providers may hold an in-person or virtual open house to provide participants and their families with more information about SY work sites to assist the informed choice process. PCMU will add an additional column on the “SY Site Collection Tool” so that providers can submit the details of their SY open house, which includes but is not limited to, date(s), times, location, and virtual meeting link, at the same time as their site list. Providers who choose to hold an open house must adhere to OOD guidelines.

Providers may share:

- finalized dates and times of services;
- a list of “approved” summer youth sites including locations and work tasks;
- OOD approved provider flyers; and
- videos of various worksites and work tasks.

Providers may not:

- promise or guarantee a worksite;
- offer “gifts” or incentives (e.g., free iPads) for selecting them as a provider;
- promise transportation;
- speak on behalf of OOD as it relates to financial support of ancillary services (e.g., clothing, transportation, obtaining state ID); and
- contradict OOD service definitions or guidance.

VR staff may share open house information with participants, families, schools and community partners as part of informed choice. Providers shall be entirely responsible for coordinating and running open houses and working within the guidelines provided by OOD.

SY Site Collection Tool

The “SY Site Collection Tool” is an Excel document that Providers use to document their work sites and schedules and then submit to OOD for approval. Providers shall begin submitting their tools for approval on the last Friday of January each year. If the scheduled hours on the tool go over the span of required meal period hours but does not appear to also include time for the meal period, the submission for approval will be denied (refer to “Meal Periods” below).

OOD then compiles a single “SY Site Collection Tool” of all provider submissions to share with VR Staff so that available slots and important details can be communicated to participants for informed choice. The compiled tool will be posted to OOD’s Extranet and on OOD’s website at www.ood.ohio.gov> Information for Providers> Provider Training> SY Site Collection Tool beginning on the second Friday

Any changes, including work site, schedule, and requirements, must be documented by submitting a revised “SY Site Collection Tool”, via email to pcmu@ood.ohio.gov for approval.

Meal Periods

Work sites that are 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 thirty (30) minute unpaid meal period. Unpaid meal periods are not counted as work or as part of a vocational rehabilitation service.

Work Permits

- Participants ages 14 or 15 years old must have a Work Permit.
- Participants ages 16 or 17 years old do not need a Work Permit for summer employment.
- Work Permit Information: [Minor Work Permit Application | Ohio Department of Commerce](#)

Informed Choice

The informed choice discussion should be about a particular industry. OOD cannot guarantee someone will be placed with a specific business. VR Staff will discuss service and provider options within the participant’s community. VR staff may not override or waive VR Fee Schedule or OOD guidance.

Referrals

The SY referral should include known strengths, work history, any behavioral concerns or medical needs (e.g., required medical treatments that may be needed during the shift), any PCA needs, any required accommodations, and known success strategies (interventions). Review information on Ohio Individual Service Plan (ISP) if applicable.

VR Staff should clearly discuss the commitment and importance of SY to the participant and family. Consider asking the questions listed below.

- “Do you have any travel plans this summer?”
- “Are you expecting to attend summer school?”
- “Do you have any day camps you will be attending?”
- “Are you involved in school extracurriculars that meet in the summer (e.g., band camp, sports practices)?”

Providers should review referrals with all relevant background information, including any precautions or behavioral history, and then discuss any concerns, individual needs, or success strategies with the VR Staff. Through this discussion, the provider may suggest that an Individual SYWE would meet the participant’s needs better than a group experience. Providers should ensure they have capability and capacity to accept the referral. Consider asking the questions listed below.

- “Can the participant’s needs be met?”
- “Does the site meet the accessibility needs of the participant?”
- “Is there a place for the PCA to care for the needs of the participant?”

Intakes

Providers may charge the Intake fee in conjunction with SYWE at a maximum of once every 12 months since the last date of service provided to the participant. Providers should review all information about the work site (e.g., schedule, payroll, dress code, call-off procedures, expectations, timeframes) with the participant and their family ahead of services being provided.

When completing an Intake, providers should note any discrepancies between the information they have gathered and the information provided in the referral. Sometimes details change or additional information is revealed from the time of referral to the time of the Intake. Providers should contact the VR Staff to share the new information and any concerns of the provider. Please remember group intakes, or intakes in a group setting, are not allowed due to potential CPI violations.

Holding a SYWE Slot

OOD Supervisors may provide referral estimates to assist with provider planning for site development. Providers should no longer permit “informal holds” for SYWE slots. Informal holds create situations where providers may be given a false sense of referrals. It also contradicts OOD’s overall authorization guidance, allows for some “line cutting”, and takes away from the equity of a consistent starting line. An Intake authorization (or just a referral if an intake will not occur due to the individual receiving a previous service with the provider within the last 12 months) from the VR Staff shall hold the slot for the SYWE.

VR Staff should NOT send emails as their way to hold a slot. This will reduce the issues of slots being held for participants without their knowledge or agreement. It will also reduce instances of VR Staff requesting multiple informal holds for one (1) participant so that the participant can pick their preferred work site ahead of other referrals.

VR Staff will work to provide SYWE referrals in a timely manner for planning purposes. If a late referral occurs, the provider can decide if they have the capacity to accept the referral.

Transportation

Transportation is an auxiliary service that is used in conjunction with SYWE to pick up an individual and take them to and/or from work. The service time begins when the participant is picked up and ends when the participant has been dropped off. Providers shall divide the total amount of time for transportation, from the point when the first participant is picked up until the last participant is dropped off, amongst the total number of participants receiving transportation for the trip regardless of funding sources.

Transportation for SYWE shall not exceed 10 UOS (1 Hour) from the start and end of the service. Transportation shall be limited to one (1) hour to get the participant from home to worksite and one (1) hour to get participant back home from the worksite. The participants shall not be in the vehicle for more than two (2) hours per day. The date and times of transportation, including address of pick-up and drop-off locations, as well as the number of individuals transported are required for billing.

Providers may transport participants from home to one (1) central location (hub) and from there, take the participants to various worksites. Each portion of the trip should be reported separately (e.g., from the pick-up of the first participant to drop off at the staging area is one (1) trip divided amongst all youth in the vehicle and from the staging area to the worksite is reported separately). The total transportation time from home to staging area to work shall not exceed 10 UOS.

Discuss transportation and related service options with the referring VR Staff such as participant’s family or personal transportation options, travel training coordinated and delivered ahead of SY services, and outsourced transportation to public transportation or other providers/vendors. If the VR Staff specifically states that other transportation arrangements have been made, do not offer transportation to the participant or their family. Do not supply transportation without an authorization in hand. VR Staff cannot offer “approval” or “waivers” on transporting participants for longer than an hour for a one-way trip (no more than two hours total) VR Staff cannot offer “approval” or “waivers” on transporting

participants for longer than an hour for a one-way trip (no more than two hours total).

Make sure provider staff have credentials that can be shown to the participant and their parent or legal guardian. Parents/legal guardians like to know who is transporting their children. Have an established pick-up and drop-off time. Ahead of the service, discuss various scenarios with the family and how you, as the provider, will handle unexpected issues (e.g., the participant is not ready at pick-up time, is not dressed appropriately, becomes ill at work, nobody is home to receive the youth at drop-off).

Transportation shall not be billed on days the participant does not attend the service, on days the service was not offered, or for trips that were provided by another entity.

Examples:

- Mason called off sick, so the transportation was not provided.
- The service was not scheduled for the observed Independence Day holiday, as the work site was closed.
- Mom or dad picked up Mason at the worksite for a dentist appointment; the provider did not provide the transportation home.

Authorizations

Transportation will remain on its own authorization. **OOD recommends that 250 UOS generally be authorized** for the entirety of the SYWE service (i.e., 5 weeks) by VR Staff for SYWE transportation. Providers will bill for actual time (UOS) transportation was provided. If VR Staff are aware of more specific needs, please authorize appropriately, which may be more or less than the standard 250 UOS, but under no circumstances, more than 10 UOS (1 hour) per one-way trip. Providers should communicate with VR Staff if authorized transportation UOS are not sufficient and request authorization amendments **before** billing.

Providers are to review the transportation authorizations in conjunction with the services delivered and the actual transportation provided.

VR Staff should review the transportation billings and only approve transportation that aligns with transportation that was provided. OOD recommends VR Staff review transportation reports in conjunction with the SYWE report.

Transportation Reports

House numbers are not required on the invoice report; only document the street and city to protect CPI. The Extra Travel Allowance (ETA) rate may be used depending on the provider service delivery area and where the youth lives. If the work site requires youth to be transported during the SYWE service (e.g., parks department goes from one park to another mid-day), transportation would not be billed separately since this is part of the SYWE service time. Ensure that the initials of the staff providing the transportation are present and that they match the invoice report.

Orientation Day

Orientation is the first day of the SYWE. It shall be scheduled for the same number of hours and times during the day as the rest of the work schedule (e.g., the work schedule is Monday, Tuesday, Wednesday, from 8 a.m. to 12:00 p.m., the Orientation Day will be on the first Monday from 8 a.m. to 12:00 p.m.). It can be held at the worksite or another location in the community and should mimic a real first day of work. Providers should review the following topics with the participants on this first day: work rules, call-off procedures, work schedule, when and how a paycheck is received, key contacts, employee responsibilities, work site safety, and soft skills. Providers may use the optional "Orientation Day Checklist" found at the end of this Resource.

OOD Staff Interaction and Monitoring

VR Staff are expected to conduct site visits in order to meet with their participants, observe their progress, and note service delivery. Site visits should generally be unannounced; however, VR Staff should remember that some advanced notice may be required at places such as childcare facilities. Site visits should only be completed via video call if warranted by a specific circumstance(s).

Upon arriving to the work site, VR Staff should introduce themselves to the provider staff so as not to generate concerns about strangers watching or talking to the participants. VR Staff must have their OOD- issued identification badge. After introducing themselves, VR Staff should observe staff/student ratio, appropriateness of work activities, and note the strengths and weaknesses of the program.

As always, VR Staff should maintain good communication with participants, families, and providers. VR Staff should respond to emails and phone calls within one (1) business day. While staffings are expected at the end of the SYWE, VR Staff may determine that a meeting is needed sooner to address issues that arise and should invite all relevant parties to the meeting.

Staffings

The flat weekly service rate includes all meetings related to the SYWE service, including a staffing at the end of the service. The best practice is to schedule the SYWE staffing prior to or at the beginning of the SYWE service. Families enjoy hearing how services went, and these meetings create a continuity for the students' successes and help identify areas of improvement. Providers may bill the SYWE service out prior to the final staffing so as not to delay payment. However, staffings should generally be completed by September 30. Staffings with more than one (1) participant are not permitted due to potential CPI violations. The provider has the responsibility of coordinating the staffing with all associated parties as a part of this service. The invoice report now has an optional space for provider to indicate the date a staffing is scheduled.

Billing the SYWE Service

The SYWE authorization must specify Level 1 or Level 2. When the required service hours are not scheduled, offered, or able to be completed, "pro-rating" may occur for payment. Pro-rating is a payment of a portion of services based on the flat fee rate of X hours per week.

Pro-rating may occur when:

- a provider chooses not to, or the employer host site does not allow alternate hours on a week crossing a holiday (e.g., July 4th) and therefore fewer hours are offered for the week;
- a provider staff calls off, backup staff is not available, and the schedule must be reduced below the originally scheduled hours for the week;
- a work site has an occurrence outside of their control and backup work tasks or an alternate work site is not available; and/or
- the hours scheduled are below 20 hours in a week (Level 1, or Level 2: 18 or 19 hours).

Examples of pro-rating for an Individual Summer Youth Work Experience based on the weekly flat fee:

Level 2

The flat rate is \$1,392.60 for a 20-hour work week. No need to pro-rate.

18-hour week: \$1,392.60 (flat rate) /20 hours = \$69.63 (hourly rate) X 18 (offered hours) = \$1,253.34

12-hour work week: $\$1,392.60/20 = \$69.63 \times 12 = \$835.56$

10-hour week: $\$1,392.60/20 = \$69.63 \times 10 = \$696.30$

Group rates would be pro-rated following the same proportional number of hours based on the full fee week of 20 hours.

Service rates are not otherwise adjusted for a participant missing days during a week. Due to the SYWE form, group rates, and calculation realities, OOD is not currently adjusting for the payment of the scheduled hours when a participant misses part of a scheduled week. If the participant does not attend any part of a scheduled week, no payment is made.

Example 1: Emily does not show up for Week 1 of SYWE. No payment is made.

Example 2: Mason shows up for the first day (5 hours) of a scheduled 20-hour SYWE. He becomes ill/moves/travels to Florida and does not attend any further days that week. The full amount of scheduled SYWE service hours (20) may be billed for Mason. The Vocational Training Stipend (VTS) would not be billed for missed days.

Providers may offer Level 1 and Level 2 groups to work simultaneously at a worksite, while maintaining the overall 4:1 staff ratio. Under no circumstance (including “mixed levels”), shall more than 4 students receive services with only 1 job coach. With OOD’s current invoicing procedures, the guidance on billing for “mixed levels” is as follows: When SYWE “mixed level” scenarios exist, providers should invoice for individual or group rates based on how many students are in each “level,” rather than group sizes based on the total number of students participating overall. Providers must note on their invoices how many students are in each level, rather than just in the entire group total.

Example 1: Provider A has a site with 2 students participating at Level 2, and 2 students participating at Level 1. The Level 2 students will each be invoiced at the group size of 2, and the Level 1 students will also be invoiced at a group size of 2.

Example 2: Provider B has a site with 3 students participating at Level 2, and the last “open” slot is offered to a student who is participating at a Level 1. The Level 2 students will be invoiced at a group rate of 3 students. The Level 1 student will be authorized and invoiced at an individual (single) rate.

SYWE Service and Invoice Reports

There must be an entry for each day of scheduled service and a corresponding daily narrative summary. Appropriate to note are the details of service delivery or if there was any interruption to the service (e.g., the business was closed due to a holiday, provider staff called off, the participant was absent). If a participant called off work, the provider shall not bill VTS during this time; however, they may bill for the SYWE flat rate without proration. When SYWE services are not provided due to the provider’s or employer’s schedule, the schedule change must be documented with an explanation in the daily narrative and the SYWE weekly rate must be prorated. If a participant needs additional breaks, the breaks (i.e., time not worked) are to be documented in the “Less Time” column and explained in the daily narrative. If it becomes a pattern, then VR Staff are to be notified.

Providers are not required to submit supplemental timesheets, though they must keep records of them and be able to produce them upon request. If timesheets are submitted, they will be compared to the invoice report to ensure start times, end times, and days worked reconcile. Any conflicting information will result in denial of the invoice report. Providers should conduct a final review of all invoice reports prior to submitting to OOD for payment. Validate that the information reported is correct.

Vocational Training Stipend

Providers should pay stipends to the participants in a timely manner just as a traditional employee would expect to be paid soon after the payroll week. For this reason, providers should not wait until they have received payment from OOD before they begin the payroll process for the participants. The invoice report now has a required field for providers to indicate the expected date of last paycheck.

Summer Youth Work Experience Code of Conduct

Provider Name:

Contact Information:

Purpose of Service:

Behavioral Expectations:

Responsibilities of Provider Staff:

Responsibilities of Participants:

Consequences for Violating the Code of Conduct:

Acknowledgment Statement:

Signatures/Date (participant and parent or legal guardian, if applicable):



Orientation Day Checklist



- ____ Welcome
- ____ Introductions/Icebreaker
- ____ Summer Youth Work Experience overview (what to expect during the service)
- ____ Make sure students have job coach's contact information and supervisor's name and contact info
- ____ Explain hours of work
- ____ How work times will be recorded
- ____ Break times and where they will take a break
- ____ What days they will receive paycheck and how they will receive paycheck
- ____ Grooming and dress code
- ____ How to call off work if sick or in an emergency
- ____ Code of conduct
- ____ What is a significant incident; what happens when there is a significant incident; how to report it
- ____ Training procedures and expectations
- ____ What will be reported to OOD staff
- ____ Emergency procedures
- ____ Safety protocols
- ____ What to do if there is a concern/complaint about a co-worker or provider staff

Introduction to the Worksite

- ____ Key staff
- ____ Tour - restrooms, break room, where to meet if getting dropped off to work, emergency exits, general work area
- ____ Review work tasks, employer expectations for performance, continuous improvement
- ____ Alternative worksite and when it might be necessary to work there

[Click here for Skills to Pay the Bills \(Soft Skills Training\)](#)

RESOURCE #5

SMOKE-FREE AND DRUG-FREE WORKPLACES

In addition to the current items in the “Support for Providers” section on page 8, in order to be approved for providing services to OOD participants, via the VR Fee Schedule, individuals/entities must meet the following:

Compliance with all applicable federal, state, and local laws regarding smoke-free and drug-free workplaces and shall make a good faith effort to ensure that none of its employees or subcontractors purchase, transfer, use, or possess illegal drugs or alcohol, or abuse prescription drugs in any way when engaged in providing services to OOD participants.

CHANGE LOGS

CHANGE LOG (08/20/26)

- Updated Services and Standards Guide
 - Provider Management Program Accounts
 - OHID Accounts
 - Aware Vendor Portal Registration
 - Provider Registration and Change Requests
 - Local Provider Meeting Requirements
 - CARF & Satisfaction Surveys
 - Provider Contacts
 - Provider News
 - Electronic Communications
 - Communication
 - Marketing Materials & Activities
 - Ethics, Safety, and Conflicts of Interest
 - Provider Dress Expectations
 - Protection of and Access to Confidential Personal Information (CPI)
 - Cybersecurity Incidents, Breaches, and Exposures of Confidential Personal Information (CPI)
 - Artificial Intelligence and VR Services
- Technical Guidance added to VR Fee Schedule Service Definitions
- Assistive Technology is now referred to as Rehabilitation Technology, including Assistive Technology
- Added Service Delivery language
- Added additional guidance to Resource #4 (Summer Youth Work Experience Program)

CHANGE LOG (04/21/25)

- Significant Incident Reporting and Management Section
 - Added requirement of reporting exposures (in addition to breaches) of CPI.
 - Added to whom issues of fiscal integrity and exposures and breaches are to be reported.
 - Added what exposure and breach information is to be included in the emails.
- Added Resource #5 (Smoke-Free and Drug-Free Workplaces).

CHANGE LOG (10/1/24)

- Updated VR Fee Schedule
 - Updated Invoice Report Instructions
 - New Service Rates
 - Updated Language for Current VR Services
 - Added Customer Service Guidance



- Credentialed/Non-Credentialed Supported Employment Rates/Definitions/Requirements
- New Placement Premium for Justice Involved
- Revised Pre-Employment (PRE-ETS) Service Delivery and Invoicing Requirements
- Removed Interpreter Services (International & Sign Language)
- Removed Glossary of Terms (refer to [“Vocational Rehabilitation Definitions”](#) 80-VR-99.A)
- Significant Incident Reporting and Management Section with SIRF Examples
- Added Resource #4 (Summer Youth Program) with Additional Guidance Added

CHANGE LOG (10/1/22)

- Reorganized content
- Updated VR Fee Schedule
 - New Service Definitions
 - New Service Rates
- Revised Provider Management Program (PMP) information
- Significant Incident Reporting guidance
- AWARE Vendor Portal Registration
- Adult (Non-School-Based) Job Readiness Training Program Protocol
- Glossary of Terms

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 (10/01/19)

- 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)