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SERVICE FEE MEMORANDUM

PC/RO 20/19 01

TO: Office of Vocational Rehabilitation (OVR)
Branch Managers, Counselors, and Assistants,
CDPVTC Director, Case Management Director, and Counselors
Client Assistance Program (CAP)

FROM: Patricia Cruse MRC, CRC
Vocational Administrator
Office of Vocational Rehabilitation

Janell Turner
Vocational Rehabilitation Administrator
Office of Vocational Rehabilitation

Ron O'Hair, CRP Branch Manager
Supported Employment Services
Office of Vocational Rehabilitation

DATE: January 1, 2019

RE: Guidelines for the purchase of Supported Employment
(Replaces Guidelines for Purchase of Supported Employment Services & Customized Supported Employment)

Supported Employment is the intensive, long term and flexible support designed for the eligible individual with the most significant disability. Supported employment services are designed to identify the individual's strengths, abilities and interests, as well as meet specific and unique needs of the consumer to facilitate competitive and integrated employment while supporting the business needs of the employer.

The Kentucky Office of Vocational Rehabilitation OVR utilizes 3 types of Supported employment:

1. Traditional Supported Employment
2. Individual Placement and Support (IPS)
3. Customized Supported Employment

This SFM provides guidance pertaining to the purchase of each type of supported employment service for eligible consumers with most significant disabilities. Individuals must meet the Category I Order of Selection criteria to be eligible for supported employment services.

The OVR supported employment branch must approve all Community Rehabilitation Program (CRP) providers who wish to provide supported employment services. Training is required by each

Employment Specialist, enabling them to provide supported employment services. All approved employment specialists and SE providers are listed in our Case Management System (CMS).

The OVR counselor must pre-authorize for specific services for each consumer according to the Individualized Plan for Employment (IPE and/or IPE Amendments) and the guidelines for each type of SE as outlined in OVR Policy and procedure manual.

Payment for services should be processed PROMPTLY upon verification of an appropriate outcome, specified documentation and receipt of invoice. For Traditional and Customized SE, the provider must also submit a **Long Term Supported Employment Plan** with the invoice when sixty-days of stable employment has been achieved. For IPS SE, the provider must submit the **Job Support Plan** with invoice after sixty-days of stable employment. *Any questions about documentation and requirements should be directed to the Supported Employment Consultant for the respective area.*

Once OVR outcome payments have been utilized, the CRP is responsible for the provision of support services throughout the individual's term of employment.

An Additional Supported Employment Services fee has been established for provision of services by a supported employment specialist, who may provide extra necessary support services beyond the established outcome fees. The hourly fee may only be used with special approval from the Community Rehabilitation Branch.

All issues, which are deemed to be "exceptions to the rule", will be taken into consideration and decisions made on an individualized basis. This permits OVR to consider those extra hours of services that are needed when a person has significant barriers to employment that will require services beyond the routine supported employment outcome fees.

Any service with asterisks (**) indicates that CRP Branch approval is required prior to authorization.

SERVICES AND FEES

TRADITIONAL SUPPORTED EMPLOYMENT

I. Person Centered Job Selection

The person-centered job selection outcome fee must be authorized by the VR counselor prior to the start of this service. This process leads to the development of the Person Centered Employment Plan (PCEP). Payment may be rendered once a PCEP is developed, submitted, and approved by the OVR counselor. The authorization time frame should be no longer than 75 days. The SE provider must submit monthly PCEP Activity Notes during the person centered job selection process. Standard formats for the notes and the PCEP have been developed and must be used by all providers. A minimum of 10 hours of individualized, documented time must be spent with the individual and/or people who know the person well in order for the PCEP to be paid. The PCEP should be submitted to the OVR counselor within 2-weeks of the final PCEP activity.

II. Job Development:

An outcome fee will be paid for specialized job development services that result in competitive integrated employment in a suitable job that has been specified on the PCEP. The OVR counselor should issue an authorization for job development services upon receipt of an approved PCEP and after the Individual Plan for Employment (IPE) has been signed by the consumer. The authorization time frame should be no longer than 6 months. The job development fee will be paid after the Work Summary and invoice have been received by the OVR counselor. Job Development Notes should be submitted to the OVR counselor by the 5th of each month.

III. Stable Employment Outcome

Once the individual has obtained competitive integrated employment, the Stable Employment Outcome fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for 30, 60, and 90-day

stable employment outcomes should occur after the appropriate documentation has been provided and approved by the OVR counselor. The Long Term Support Plan should be submitted for day 60.

Budget Description: Supported Employment Youth (14-24) OR Supported Employment Adult (25+)

Expenditure Code	Traditional SE Service	Fee
10Q	Person Centered Job Selection (PCEP)	\$900
35E	Job Development	\$900
35S	Stable Employment Outcome 30-Days	\$1,000
35T	Stable Employment Outcome 60-Days	\$2,000
35U	Stable Employment Outcome 90-Days	\$2,000
35G	**Additional SE Services	\$41/hour

INDIVIDUAL PLACEMENT AND SUPPORTS (IPS)

I. Career Profile

The Career Profile is an assessment tool designed to explore and identify the person's interests, strengths, uniqueness, culture, and experiences. Information compiled in the Career Profile is used to complete the Job Search Plan. An authorization for the Career Profile assessment process should be generated once it is mutually determined that IPS supported employment is the appropriate service. The authorization should not exceed a 30-day timeframe. An invoice for payment should accompany the Career Profile and the Job Search Plan, and payment should be made only when the assessment is deemed acceptable by the authorizing counselor. The Career Profile and Job Search Plan should be submitted within 15 business days from the date of the authorization.

II. **Person Centered Job Selection

This method of assessment is not to be used in lieu of the Career Profile for individuals receiving IPS supported employment services. However, if the OVR counselor deems it necessary to complete a PCEP in addition to the Career Profile, then a detailed explanation for the request must be provided to the CRP Branch. If approval is given, then the same standards are to be followed as outlined in the Traditional Supported Employment section.

III. Job Development

Individualized job development services can begin once the Career Profile and Job Search Plan has been approved and an authorization has been generated. An outcome fee will be paid for specialized job development services that result in competitive integrated employment in a suitable job that has been specified on the Career Profile and Job Search Plan. This fee will be paid after the consumer completes one day of employment and the appropriate documentation has been provided. This authorization time frame should be no longer than 6 months. This fee will be paid after the Work Summary and invoice have been received by the OVR counselor. Job Development Notes should be submitted to the OVR counselor by the 5th of each month.

IV. Stable Employment Outcome

Once the individual has obtained competitive integrated employment, the outcome-fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for outcomes should occur after the appropriate documentation has been provided, and after 30, 60 & 90 days of stable employment has been achieved. The 30, 60 (Long Term Support Plan), and 90-day Monthly Summaries should be submitted within five days of the achieved milestone, and should be accompanied by the respective invoice before payment is rendered. The Job Support Plan should be submitted for day 60.

Budget Description: Supported Employment Youth (14-24) OR Supported Employment Adult (25+)

Expenditure Code	IPS Service	Fee
11D	Career Profile (Includes Job Search Plan)	\$450
11C	**Person Centered Job Selection (IPS)	\$900
39A	Job Development (IPS)	\$900
39B	Stable Employment Outcome (IPS) 30-Days	\$1,000
39C	Stable Employment Outcome (IPS) 60-Days	\$2,000
39D	Stable Employment Outcome (IPS) 90-Days	\$2,000
39E	**Additional SE Services (IPS)	\$41/hour

CUSTOMIZED SUPPORTED EMPLOYMENT

Customized Supported Employment should include the following: specific job exploration and employer relations to facilitate placement, a customized job description, development of a specific set of job duties, work schedule, job arrangements to include specific supervision, performance evaluation and review, as well as the determination of a job location. **Enhanced rates for customized supported employment can only be authorized and paid to CRP's whose Employment Specialists have successfully completed the Marc Gold and Associates certification process as provided through the University of Kentucky's Human Development Institute Leadership Series on Customized Supported Employment.**

I. Customized Person Centered Job Selection (Vocational Profile)

A minimum of **25** individualized, documented **hours** must be spent with the individual and/or people who know the person well in order for the Vocational Profile to be paid. The report must be developed according to the MG&A Vocational Profile Format, and the MG&A Customized Employment Activity Logs must be submitted. The Customized Person Centered Job Selection authorization time frame should be 75 days. Payment should be made upon receiving acceptable Activity Logs, invoice, and only if the Vocational Profile is deemed acceptable and valid by the consumer and counselor. The Vocational Profile should be submitted within 14-days of the last Vocational Profile Activity Note.

II. Planning Meeting (CSE)

The Planning Meeting is an extremely vital part of the customized supported employment process. Multiple meetings may be necessary to accomplish the goal of identifying the unique features of a job to the consumer. However, only one authorization is to be utilized to cover subsequent meetings that ultimately make up the Planning Meeting. An invoice and a written report should be submitted within five business days from completion. The VR counselor should issue an authorization for the Planning Meeting upon completion of the Advanced PCEP-Vocational Profile. The authorization should be no longer than 90 days.

III. Job Development (CSE)

The customized job development fee will only be paid for a suitable customized job, which has been identified in the Vocation Profile. This fee will be paid after the consumer completes one day of employment. If a labor market position is obtained instead of a customized position, then the Traditional SE Job Development fee of \$900 should be utilized. The VR counselor should issue an authorization for Job Development upon receipt of the Planning Meeting documentation, and after the Individual Plan for Employment (IPE) has been signed by the consumer. This authorization time frame should be no longer than 6 months. Job Development Notes must be submitted to the OVR counselor by the 5th of each month.

IV. Stable Employment Outcome

Once the individual has obtained competitive integrated employment, the outcome-fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for outcomes should occur after receiving the respective invoice, and after receiving the 30, 60 & 90 day monthly reports confirming that stable employment has been achieved. The Long Term Support Plan should be submitted for day 60.

Budget Description: Supported Employment Youth (14-24) OR Supported Employment Adult (25+)

Expenditure Code	Customized SE Service	Fee
11E	Customized Person Centered Job Selection (Vocational Profile)	\$1,500
11F	Planning Meeting (CSE)	\$200
39H	Job Development (CSE)	\$1,900
39I	Stable Employment Outcome (CSE) 30-Days	\$1,500
39J	Stable Employment Outcome (CSE) 60-Days	\$2,000
39K	Stable Employment Outcome (CSE) 90-Days	\$2,300
39L	**Additional SE Services (CSE)	\$41/hour

SUPPORTED EMPLOYMENT CONSULTATION WITH TRANSITIONS PROGRAMS

When a student is in a transition program and will need supported employment services to maintain employment after graduation, the following guidelines apply:

The supported employment provider may become involved with the student during the last semester. The Lead Job Developer will continue to be the transition staff person. The supported employment provider may act as a Consultant to work with the transition program. The consultation fee may be authorized to cover such activities as planning meetings with the student, OVR, transition staff and others; record reviews; consultation regarding vocational goal selection and job development; IEP/ITP meetings and other individualized services. The supported employment provider and transition staff will work together to plan for a smooth transition for the student.

If the student leaves school with a job (CWTP only), the transition CWTP program will be eligible to receive the 60-day follow-up fee according to CBWTP guidelines. During these 60-days, the CWTP staff will work with the SE Provider to effect a smooth transition to long-term supports. The SE Provider in this case would not be eligible to receive the \$900 SE job development fee, but would be eligible for Stable Employment Outcome fees, according to guidelines for that service.

If the student leaves school without a job, the Supported Employment Provider is eligible to receive the \$900 SE job development fee, - followed by the Stable Employment Outcome Fees, according to guidelines. Individual decisions will be necessary to determine if supplemental information is needed prior to beginning the job development process. If so, the Counselor may authorize for the appropriate assessment process (i.e. PCEP, Career Profile, Vocational Profile), and the CRP must provide the appropriate documentation as identified in subsequent sections of this SFM.

When planning for supported employment services for a student still in school, all decisions should be individually determined. Exceptions to the above guidelines should be discussed and approved by the CRP Branch Manager.

Budget Description: Supported Employment Youth (14-24)

Expenditure Code	SE with CWTP Service	Fee
35N	Supported Employment Consultation in Conjunction with Community Work Transition Programs or other transition programs.	\$300