

TO: Community Providers of Supported Employment Services
OVR Staff

FROM: Shannon Austin, Executive Director
Office of Vocational Rehabilitation

RE: To give guidance to providers about the provision of Supported Employment Services during a period of state-mandated mitigation strategies for slowing the spread of Coronavirus Disease - 2019 (COVID-19)

ISSUED: June 9, 2020

EFFECTIVE: Immediately

DISCUSSION: The Pennsylvania Office of Vocational Rehabilitation (OVR) is committed to providing quality services to Pennsylvanians with disabilities. During this unprecedented time, the health and safety of our customers, staff and community partners remain our top priority. All Commonwealth businesses should follow the most recent guidance issued by the Governor's Office. Please reference the [Responding to COVID-19 in Pennsylvania Guide](#) for updated information. Please visit the [Department of Community & Economic Development's \(DCED's\) website](#) for resources for businesses affected by COVID-19, along with a current list of businesses allowed to operate and the waiver/exemption form (if applicable).

Procedure for Resuming CBWA and Discovery Services

CBWA (SE100) and Discovery (SE110) were temporarily suspended on April 3, 2020, via a memo from OVR's Executive Director (see attached amended guidance *OVR SE Guidance for Community Providers during COVID-19*). Since these services may not be completed virtually, and in accordance with the Governor's orders, CBWA and Discovery services may resume normal, in-person operations only under the following circumstances:

1. The customer and VRC agree to resume the service and the customer resides in a county identified by the Governor as being in the "Yellow Phase" or "Green Phase".
2. All assessment sites, including community observations and novel experiences for Discovery, must be located within a county identified as being in the "Yellow Phase" or "Green Phase" and at a business that is open in adherence to the Governor's orders.* See current guidance at: [COVID-19 Business Guidance](#) OR [Process to Reopen Pennsylvania](#).
3. The direct service provider (individual providing services in person to the customer) must reside in a county identified by the Governor as being in the "Yellow Phase" or "Green Phase".*
4. The customer and provider follow CDC and PA Department of Health Guidelines and any applicable safety orders.

If a customer chooses to begin or resume CBWA or Discovery under the above conditions and the originally chosen provider is unable to move forward with the service for any reason, the customer may choose an alternate provider.

All other Supported Employment services will operate under the changes outlined in the *OVR SE Guidance for Community Providers during COVID-19 (04-13-20)* attached.

*The Vocational Rehabilitation Counselor should communicate directly with the provider to determine adherence to numbers 2 and 3 above and document the communication in a Case Progress Note.