

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-7.5-v1

Effective Date: July 1, 2008

Last Revision: March 31, 2021

CHAPTER 7: General Services

Section 7.5: Policy Exceptions to Allowable Services

I. Policy Statement

This policy outlines the guidelines regarding policy exceptions to allowable services for a client who may need certain service(s) or item(s) in order to achieve successful employment outcome as listed on the client's most recent and approved IPE.

II. Authority

Authority for policies contained in this document includes the following:

- State Vocational Rehabilitation Services Program, 34 C.F.R. §§:
 - Statewideness 361.25
 - Written policies governing the provision of services for individuals with disabilities 361.50

III. Applicability

This applies to circumstances which may warrant a policy exception due to the unique rehabilitation needs of the client and no other comparable benefits exist or are not readily available.

IV. Standards

- A. VR must adhere to the applicable federal, state, DES, and VR policies and procedures when planning, authorizing, purchasing, and paying for goods or services for applicants or clients of the VR program.
- B. Policy exceptions must be utilized when as necessary in order to assist the applicant or client to proceed with the Vocational Rehabilitation process and no other options are available.
- C. The policy exception justification must:
 1. Be necessary because of the unique needs of the individual,

2. Be necessary for the individual to achieve the agreed upon employment outcome,
 3. Not violate any state or federal law,
 4. Not violate the intent of the given policy, and
 5. Not violate fairness to other individuals.
- D. The policy exception justification must address the following:
1. Why the policy should not apply to the applicant's or client's services,
 2. How the exception will deviate from policy,
 3. Explain the consequences to the applicant or client and the client's IPE if request is not approved, and
 4. Documentation of all alternatives and comparable benefits that were researched and considered and provide detail as to why they would not work or be successful.

V. Procedure

- A. The VR Counselor must complete the Policy Exception Justification Form in its entirety.
- B. The Program Supervisor and Program Manager must review and approve the policy exception request prior to submitting to the RSA Policy Unit.
- C. The RSA Policy Unit must ensure policy exceptions are within requirements listed above before request can proceed accordingly.

VI. Documentation Requirements

The client's electronic case file must include the following:

- A. Policy Exception Justification form
- B. Notes and materials on all alternatives and comparable benefits that were researched and considered.