

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-7.1-v7

Effective Date: July 1, 2008

Last Revision: September 30, 2023

CHAPTER 7: General Services

Section 7.1: General Services

I. Policy Statement

This policy applies to the specific type or amount of goods and services that are available, and under which circumstances they may be provided to an individual participating in Vocational Rehabilitation (VR) services.

II. Authority

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §§:
 - Applicable regulations 361.4
 - Statewideness 361.25
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48
 - Scope of vocational rehabilitation services for groups of individuals with disabilities 361.49
 - Written policies governing the provision of services for individuals with disabilities 361.50
 - Comparable services and benefits 361.53 et seq.
 - Participation of individuals in cost of services based on financial need 361.54 et seq.
- A.R.S. §§ 23-502 and 503
- Arizona State Procurement Code: a compilation of the statutes, A.R.S. 41-2501 et. seq., and administrative rules and regulations A.A.C. R2-7-101 et seq.
- State of Arizona Accounting Manual
- Arizona Administrative Code, Title 6, Chapter 4:
 - General considerations, R6-4-201

- Provision of VR Services R6-4-206
- Service and provider standards, service authorizations equipment purchasing, Workers' Compensation R6-4-402
- Economic need and similar benefits R6-4-403

III. Applicability

- A. This policy applies to applicants/clients who wish to participate in the VR program. They must:
1. Meet economic need for goods and services that are conditioned on economic need.
 2. Explore and utilize comparable benefits for goods and services that are subject to such.
 3. Complete assessments and evaluations as referred by VR when applicable.
 4. Maintain contact with VR and actively participate in services as listed on their approved Individualized Plan for Employment (IPE).
 5. Make consistent progress towards achieving an employment outcome to continue to receive services.
 6. Disclose all VR cases that are open in other states and/or U.S. territories.
- B. Active participation and involvement in VR programs does not entitle an applicant/client to any specific services.

IV. Standards

- A. VR must:
1. Assist potentially eligible students with disabilities with an early start at career exploration (refer to Section 11.1 for additional detail),
 2. Determine whether an applicant is eligible for VR services,
 3. Determine the nature and scope of VR services needed by a client, including evaluations and/or services needed to assist the client to make informed decisions concerning services needed, and
 4. Assist a client to achieve a specific employment outcome in accordance with their approved IPE.
- B. When an applicant/client has an open VR case in another state or U.S. territory, VR must:
1. Communicate and coordinate with the primary VR state or U.S. territory agency regarding service provision(s) to avoid duplicative services.

2. Ensure the employment goal is the same between two (2) cases.
- C. VR policies must be applied consistently statewide.
- D. VR services must be equally accessible across the State.
- E. VR must ensure all services are equally accessible to clients.
- F. Equal accessibility to services does not imply that all services will be identical, such as having the same name, nor does it imply it is available everywhere in the State.
- G. In instances when a VR service is not equally accessible through the State, a statewide waiver is required.
- H. VR policies regulate the specific type or amount of goods and services that are available, and under which circumstances they are available to an individual participating in VR services.
- I. The following items are considered VR services and may be provided to applicants or clients participating in the VR program in accordance with policy:
 1. Assessments
 2. Treatment of Impairments
 3. Vocational Counseling and Guidance
 4. Educational Training
 5. Miscellaneous Training
 6. On-the Job Training and Registered Apprenticeship Training
 7. Job Readiness
 8. Disability Related Skills Training
 9. Job Search Assistance and Job Placement
 10. On-the-Job Supports- Short Term
 11. Supported Employment
 12. Transportation
 13. Maintenance
 14. Rehabilitation Technology
 15. Reader Services
 16. Information and Referral
 17. Benefits Planning
 18. Interpreter
 19. Personal Assistance

20. Technical Assistance, Including Self-Employment
 21. Customized Employment Services
 22. Extended Services for Youth with Disabilities
 23. Other Services
- J. The following items are not considered VR services or support, and are unallowable, and so will not be provided under any circumstance:
1. Reimbursement to individuals for debts and expenses, for goods and services they have incurred that were not agreed to by VR and that are not included on an authorization or in the IPE,
 2. Basic living expenses (food, shelter, clothing, hygiene products) other than those expenses that exceed the individual's normal expenses due to participation in an assessment for determining eligibility, participation in IPE planning, or receipt of services under an IPE,
 3. General living costs resulting from a loss of income due to participation in VR services or a self-employment plan,
 4. Services which are available from other agencies or organizations as comparable benefits (when the use of comparable benefits is required),
 5. Services based on economic need for persons who do not meet economic need criteria,
 6. Ongoing or long-term support of a self-employment business venture,
 7. Salaries or payment for employees in a self-employment plan,
 8. Support for self-employment businesses that are illegal by federal or State law, such as dispensaries or production, and items that are speculative in nature or considered high risk, such as multi-level marketing or investment schemes, stocks, authorship, online marketing funnels, etc.,
 9. Multiple self-employment businesses,
 10. Inventory or business supplies that include tobacco, firearms, or alcoholic beverages,
 11. Business or services that are sufficiently controversial as to create community disapproval, that also violate or are contrary to the generally accepted moral standards of the community, such as any business or service that conveys products that appeal to sex or nudity, etc.,
 12. Business that generates passive income and activity, in which the business owner does not materially or physically participate,
 13. A business that is considered a "hobby" under Internal Revenue Service

(IRS) guidelines,

14. Operating capital, franchise fees, and support for non-profit businesses,
 15. Legal service fees, attorney fees, court fines, or traffic tickets.
 16. Office modification which does not meet the VR requirements regarding home/office modifications,
 17. Co-signing or the underwriting of loans, refinancing of any debt, vehicle payments, registration, or tags,
 18. Specific goods and services, such as the purchase of vehicles, residences, sheds, land, construction, or major modifications of a building,
 19. Treatment services (e.g. over the counter (OTC) hearing aids, non-prescription glasses, or OTC medicine/supplies) that are not medically and vocationally necessary to achieve the specific employment outcome as identified in the most current approved IPE,
 20. Experimental, high risk, or controversial treatment procedures,
 21. Purchase of real estate, land, or buildings, or
 22. Equipment repair, upgrade, or replacement of existing Assistive Technology (AT) equipment that is not required to meet disability related needs, maintenance of current equipment, and warranty renewals.
- K. VR goods and services must be planned and authorized prior to being provided to an applicant or client.
- L. VR goods and services will be, in general, an average level and length of time, unless the applicant's or client's individual needs require a different level or length of service.
- M. The VR Counselor must document all goods and services in the most current and approved IPE (Refer to Chapter 4 for additional detail).
- N. The VR Counselor must ultimately decide whether a service will continue.
- O. The VR Counselor must provide the client with an RSA Decision letter, with appeal rights, in the event of a denial for a good or service.

V. Procedure

- A. Refer to section IV. J through N.

VI. Documentation Requirements

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

- A. Rationale concerning all goods and services provided to the applicant/client, such as:
 - 1. Justification of how the good or service addresses the applicant's or client's disability related needs.
 - 2. How the applicant or client exercised informed choice when choosing the good or service and provider.
 - 3. The expected outcome of the goods and services, how the applicant or client will achieve the expected outcome, and the anticipated length and level of the good or service needed in order to achieve the expected outcome,
 - 4. Updates on the applicant's or client's participation and progress with the goods or services at least every 90 days.
- B. Result of discussion and justification for the decisions concerning the client's services.
- C. In the event of a denial for a good or service:
 - 1. RSA Decision letter with Appeal Rights, including justification for denial or discontinuation of service.