

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

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CHAPTER 13: Assistive Technology Services

Section 13.1: Rehabilitation Technology

I. Policy Statement

This policy provides guidelines regarding the provision of rehabilitation technology including rehabilitation engineering, Assistive Technology (AT) devices, and AT services to address disability-related barriers clients encounter in achieving a successful employment outcome.

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. §§:
 - 361.5 (c)(6), (44) and (45), Applicable definitions,
 - 361.48 (b)(1-2) and (17), Scope of vocational rehabilitation services for individuals with disabilities,
 - 361.53 (b)(5), Comparable services and benefits,
 - 361.54 (b)(1-2) and (3)(i)(G), Participation of individuals in cost of services based on financial need, and
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04, Other Service Data Elements XIV (C).
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
 - R6-4-201 (A)(1)(j), General considerations.

III. Applicability

This applies to circumstances when there is an identified need for the utilization of rehabilitation technology, throughout the VR process, in achieving a successful employment outcome. The client must:

- A. Complete an AT evaluation during the beginning stages of the VR program, and

- B. Work with the VR Counselor and rehabilitation technology specialist to identify needs, finalize prescriptions, assess the most appropriate technology needs, and integrate all the parts of the process.

IV. Standards

- A. The application and use of rehabilitation technology must be considered throughout the vocational rehabilitation process, starting at the referral.
- B. The VR Counselor must review and document the specific AT devices that the client has previously used, attempted to use, and/or is currently using successfully.
- C. The identification of potential rehabilitation technology needs must correlate to the functional limitations and service needs, as listed on the Eligibility Determination Worksheet.
- D. Economic need does not apply.
- E. Comparable benefits do not apply.
- F. Rehabilitation technology services include rehabilitation engineering services and AT equipment.
- G. Rehabilitation technology services provide training in the use of the item or equipment to perform normal living or employment skills/tasks, such as use of AT.
- H. AT services provide assistance to clients in the selection, acquisition, or use of an AT device, including as follows:
 - 1. A functional evaluation of the client within their customary environment,
 - 2. The purchase, lease, or acquisition of an AT device,
 - 3. The selection, design, fitting, customization, adaptation, application, maintenance, repair, or replacement of AT devices,
 - 4. The coordination of other therapies, interventions, or services to be utilized along with AT devices, including those associated with existing education and rehabilitation plans and programs,
 - 5. Training or technical assistance to the family members, guardians, advocates, or authorized representatives of the client, and
 - 6. Training or technical assistance for education and rehabilitation professionals, employers, or service providers that are substantially involved in the major life functions of the client, to the extent that training or technical assistance is necessary for them to achieve an employment outcome.

- I. An AT evaluation must be scheduled for clients diagnosed with visual or hearing impairments, blindness, deafness, or with significant upper extremity limitations at the beginning stages of the VR program.
- J. VR will not provide rehabilitation technology goods or equipment solely to assist an agency or employer to meet their American Disabilities Act (ADA) accessibility and/or reasonable accommodations requirements.
- K. Rehabilitation technology planning must include all of the following:
 - 1. Evaluations,
 - 2. Consultations by agency contractors or staff,
 - 3. Training in the use of the technology,
 - 4. Follow-up/follow-along services,
 - 5. Setup/installation,
 - 6. Adjustments/configuration (e.g. JAWS scripting),
 - 7. Client involvement in all phases of the process, including final review and sign-off on the results of a technology project before VR makes final payment, etc.
 - 8. Installation and training in the use of technological devices from the contract provider, and
 - 9. Follow up in instances when these services are not part of a contract or are not provided for in the original purchase price.
- L. There may be a team staffing between VR Counselor, the client, and rehabilitation technology specialists to identify needs, finalize prescriptions, assess the most appropriate technology needs, and integrate all the parts of the process.
- M. Employment-related technology services and devices may be purchased for the client when the technology is portable, is not specifically designed for a particular employer's workstation, and can also be used in other jobs or for independent living applications.
- N. A personal computer is considered as AT equipment when the purpose of the purchase is to accommodate a disability-related need.
- O. When the personal computer is not to accommodate a disability-related need or an accommodation, it is considered a good/service and is subject to economic need. Refer to Chapter 12, Section 12.9 for more information.
- P. The Equipment Contract must be completed, in its entirety, and signed prior to providing any equipment purchased by VR, as per Chapter 12, Section 12.9.

- Q. The job placement process must also consider the client's rehabilitation technology needs, related to successfully performing the essential functions of the job.
- R. Rehabilitation technology must be utilized to complete job site assessments, when appropriate, to assist the client.
- S. AT assessments must be utilized to evaluate the client's AT needs for any of the following:
 - 1. Seating and mobility, to determine the equipment needed to perform employment-related tasks,
 - 2. Home modification (refer to Section 13.4),
 - 3. Computer access adaptation, to determine the software and/or hardware needed to utilize a personal computer for work functions,
 - 4. Workstation adaptation, to determine alternatives needed within a work environment to perform work functions,
 - 5. Adaptive driving (refer to Section 13.2),
 - 6. Vehicle modification (refer to Section 13.3), or
 - 7. Augmentative communication, to determine the need for augmentative or alternative communication devices/equipment for the purposes of generating speech communication.
- T. VR will provide training to ensure that the client learns how to use the assistive device to achieve maximum benefit from the AT.
- U. Adapted computer-access training provides one-on-one instruction to assist the client in developing skills on how to obtain information and/or perform tasks using specialized equipment and computer applications.
- V. Installation, as part of AT services, must include an inspection of the equipment to ensure that it meets the specific needs of the client's proper setup and to make necessary modifications.
- W. Follow up services must include short-term training with the devices to evaluate the effectiveness of the AT, environment or vehicle modification in improving the client's functional capacities, and assessing whether the client is able to achieve the AT goals.
- X. Repair services must provide improvements to, or the modification of, devices that assist the client in performing normal living skills.
- Y. An initial manufacturer's warranty for an assistive technology device, piece of equipment, or product for a specified period following the date of purchase is an allowable purchase if the warranty is available, at the time of purchase, from the manufacturer.

- Z. The initial manufacturer warranty must guarantee the repair and/or replacement of device, equipment, or product parts, or of the entire device, equipment, or product when the parts and/or workmanship are faulty.
- AA. VR will not purchase extended warranties.

V. Procedure

- A. For Assistive Technology for Employment & Independent Living (ATEI)-contracted assessments and services, refer to Standard Work - Assistive Technology for Employment & Independent Living (ATEI).
- B. Refer to the RSA Allowable Services Document, Contracts (AT Aids/Devices, Adaptive Driving Assessment/Training, Home Modification, etc.), and Provider Requirements.
- C. For non-contracted AT assessments:
 - 1. The VR Counselor must complete the agency Referral for Services form for an appropriate AT assessment upon IPE approval.
 - 2. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorizations for the service(s) listed in IV. S.
 - 3. The Purchasing Technician must submit the RSA Purchase Authorization for each of the services listed in IV. S, along with the referral information, to the provider(s).
 - 4. Upon receipt of each provider's reporting documentation and invoice, the VR Counselor must review the items for completeness, approve the provider's invoice, and process for payment after confirming that the reporting documentation is complete.
- D. For non-contracted AT aids/devices:
 - 1. Upon receipt of the AT Evaluation and a review of the recommended AT equipment, the VR Counselor must ensure that the AT equipment deemed necessary for the achievement of the employment outcome is ordered. .
 - 2. The VR Counselor must task the Purchasing Technician to create an RSA Purchase Authorization for the AT aids/devices approved by the VR Counselor.
 - 3. The Purchasing Technician must submit the RSA Purchase Authorization, for the AT aids/devices approved by the VR Counselor, to the provider(s).
 - 4. Upon receipt of the equipment, the VR Counselor must inspect equipment to ensure a match with the items ordered, approve the provider's invoice, and process for payment after confirming that the billing documentation is complete.

5. Upon receipt of AT aids/devices, the VR Counselor must inspect the products to ensure the following:
 1. The delivered product(s) match the product(s) authorized in quality and quantity,
 2. The delivered products are not damaged or incomplete,
 3. Documentation relevant to the usage of the product is included (e.g. user guide and manufacturer's warranty).
- E. VR staff must scan any manufacturer warranty into the client's electronic case file (ECF).
- F. A client must sign an Equipment Contract prior to obtaining any equipment from VR.

VI. Documentation Requirements

- A. The client's ECF shall include the following:
 1. Notes and documentation related to any of the services mentioned above,
 2. Notes and documentation about the AT devices the client has used in the past, attempted to use, and/or is currently using,
 3. AT evaluation,
 4. Manufacturer's warranty, if applicable,
 5. Equipment rental agreement, if applicable, and
 6. Equipment Contract.