

# ARIZONA DEPARTMENT OF ECONOMIC SECURITY

**Program Name:** Vocational Rehabilitation (VR)

**Policy Number:** VR-12.1-v9

**Effective Date:** July 1, 2008

**Last Revision:** June 30, 2023

**CHAPTER 12:** Support Services

**Section 12.1:** Transportation Services

## I. Policy Statement

This policy provides guidelines regarding the provision of transportation services that VR has available to assist clients in participating in VR services or to relocate for a job.

## 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 definitions. 361.5 (c)(56)
  - Scope of vocational rehabilitation services for individuals with disabilities (b)(8)
  - Comparable services and benefits 361.53 (a) and (c-e)
  - Participation of individuals in cost of services based on financial need 361.54 (b)(1-2)
  - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04,
  - Other Services Data Elements XIV (A)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
  - General Considerations R6-4-201 (A)(1)(f)
  - Provision of services R6-4-206 (E)(1-3)
  - Economic need and similar benefits R6-4-403 (A)(1)(a)(iii) (B)(2)(a)(v)

## III. Applicability

This policy applies to circumstances when clients are unable to access transportation services in order to participate in planned services as listed in the most recent and approved Individualized Plan for Employment (IPE). The client must:

- A. Meet economic need.
- B. Explore and utilize comparable benefits.
- C. Must apply for the Reduced Fare ID to receive bus passes.

Clients requesting vehicle repairs must:

- A. Obtain two (2) estimates for car repairs.
- B. Pay for 20% of the total cost for vehicle repairs totaling over \$4,000.00 (with an approved exception).

#### **IV. Standards**

- A. Economic need applies for transportation services except when they support assessment or disability-related skills training services.
- B. Transportation services include the following:
  - 1. Public transportation,
  - 2. Vehicle repair,
  - 3. Per diem mileage,
  - 4. Air fare,
  - 5. Taxi, or
  - 6. Moving expenses in connection with a job placement that significantly exceeds the commutable distance from the client's current residence resulting in the need to relocate.
- C. The cost of moving the client's household goods is allowable only when it is a result of relocation for employment as per client's approved IPE job goal.
- D. The purchase or rental of vehicles requiring a license are not permitted regardless of impact towards achieving an IPE goal.
- E. VR must support the lowest cost transportation option which meets the client's disability related needs and/or specific employment outcome as listed in the following order:
  - 1. Public subsidized transport (Rapid Transit, Dial-A-Ride, Van Tran, etc.) unless disability-related issues prevent its use.
  - 2. Mileage reimbursement when the client uses their own vehicle in the event public transportation is not available or appropriate.

3. Repairs of a client's (or their family member's) vehicle when public transportation is not available or is inappropriate for disability-related reasons and all requirements of vehicle repair/insurance policies are met.
- F. The VR Counselor must consider the cost of taxi or other more expensive alternatives as a last resort.
  - G. Vehicle repairs will only be authorized when it is the only economical method of making transportation to/from VR services available for the client.
  - H. The VR Program Supervisor must review and approve any decision for any vehicle repairs.
  - I. Vehicle repairs are not permitted to enable a client to meet the requirements of a specific employment outcome related to driving when alternative employment options other than driving are available.
  - J. Vehicle repairs will only be supported when the IPE is developed and approved.
  - K. Estimates and vehicle repairs must only be completed by qualified dealers or repair shops that can provide a warranty/guarantee for their services.
  - L. The VR Counselor must confirm the vehicle's current and valid registration and insurance to ensure both client and vehicle are legal to drive.
  - M. Vehicle repairs may be approved up to a total of \$4,000.00 per client per case.
  - N. In the event there is an exception, VR will only pay for 80% of approved vehicle repairs that exceeds \$4,000.00
  - O. VR will not pay for routine vehicle maintenance as follows:
    1. Check and replacement of fluids – oil, coolant, transmission, power steering,
    2. Replacement of all engine and air filters,
    3. Tire rotations, pressure, and tread depth,
    4. Replacement of headlights, turn signals, brake lights, and parking lights,
    5. Inspection and replacement of shocks and struts,
    6. Replacement of spark plugs, electrical fuses and car batteries,
    7. Routine replacement of belts and hoses,
    8. Engine/transmission fluid flushes,
    9. Windshield wiper blades and washer fluid,
    10. Any type of paint work, and
    11. Any annual inspections.

- P. Any exception to vehicle repairs exceeding \$4,000.00 must be reviewed by the VR Program Supervisor and approved by the Program Manager.
- Q. Exceptions must be based on the disability-related needs of the client as referred to Section 7.5.
- R. VR will pay for towing cost(s) and diagnostic testing related to the specific vehicle repair in the event it is necessary to assess the vehicle for potential repair.
- S. Towing cost and diagnostic testing are separate and should not be factored into the vehicle repair cost.
- T. VR will pay for car insurance only under all of the following circumstances:
1. The client is employed in the IPE specific employment outcome and the employment will be jeopardized if the car insurance is not paid,
  2. The client has no other alternatives to driving, and
  3. The client has no resources to pay for insurance.
- U. VR may pay for the client's car insurance only for a period of six (6) months to one (1) year.
- V. Other transportation alternatives such as the purchase of bicycles or parking passes in order to achieve the specific employment outcome as listed on the most recent and approved IPE are permissible.
- W. Purchases of travel-related expenses are permissible under the following circumstances:
1. To enable an applicant or client to participate in VR service(s) or to relocate for a job.
  2. For short-term lodging and meals, for assessments or training services the client is required to attend that are not within commuting distance of the client's documented primary residence.
- X. VR will pay for per diem and lodging only for one-time travel situations.
- Y. Per diem and lodging expenses incurred in providing services will be billed in accordance with the current Arizona Department of Administration (ADOA) Accounting Manual, Section II-D and the laws relating to travel contained in the Arizona Revised Statutes 38-621 through 38-627, as may be amended.
- Z. Travel guidelines are located on the Arizona Department of Administration's website at <https://gao.az.gov/travel/welcome-gao-travel>.
- AA. VR will pay for two round trips per academic year for a client who is approved and attending an education/training institution outside of the commuting distance of their documented primary residence due to disability related needs or requirements of the specific employment outcome.

1. The client must be attending the education/training institution full time.
2. Cost of the airline ticket is based on the roundtrip from an airport in Arizona to the education/training institution that is available a month before or earlier before the client's departure, or the mileage from the training education/training institution to the client's documented primary residence.
3. Travel means will be chosen by what is the most feasible for the client.

## **V. Procedure**

- A. Refer to IV. E, K, and N.
- B. Refer to Standard Work (if available).
- C. Refer to the RSA Allowable Services Spreadsheet, Contracts (Taxi Transportation) and Provider Requirements.
- D. The VR Counselor must calculate any and all transportation costs using the Transportation Worksheet.
- E. Funding for mileage, approved vehicle repairs, car insurance and other transportation alternatives are subject to and will be provided via a Client Purchase Agreement (CPA) for procedures on how to issue a CPA refer to Section 7.6.
- F. The IPE amendment justification must clearly state the disability and employment related need for mileage, vehicle repairs, car insurance and other transportation alternatives.
- G. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorizations for the following Transportation Services (as applicable) upon IPE approval: Relocation Expenses, Bus Pass, Car Repair, Mileage, Taxi, or Other Transportation.
- H. The Purchasing Technician must submit the RSA Purchase Authorization for each of the services listed in V. G to the contracted provider(s) or Client Purchase Authorization (CPA), as applicable.
- I. Upon receipt of each provider's proof of transportation costs, the VR Counselor must review and confirm the documentation for completeness, prior to approving the process for payment.
- J. For direct client payment, the VR Counselor will review the transportation receipts provided by the client prior to continuing the service provision
- K. The VR Counselor must complete the Valley Metro Reduced Fare Certification form in Libera in order for the client to obtain a Reduced Fare ID. For more

information on the Reduced Fare Program refer to <https://www.valleymetro.org/reduced-fare-program>.

## **VI. Documentation Requirements**

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

- A. Current and valid vehicle registration,
- B. Copy of vehicle title or title lienholder information,
- C. Insurance current to the standards of the State of Arizona,
- D. Estimates for vehicle repairs,
- E. Client's driver's license or driver's license of person who will drive for the client,
- F. Copies of vehicle repair estimates, and
- G. Valley Metro Reduced Fare Certification form.