

## **ARIZONA DEPARTMENT OF ECONOMIC SECURITY**

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

**Policy Number:** VR-2.3-v1

**Effective Date:** July 1, 2008

**Last Revision:** March 31, 2021

**CHAPTER 2:** Client Information and Case Requirements

**Section 2.3:** Client Representative

### **I. Policy Statement**

This policy provides the guidelines regarding the documentation requirements for representative(s) chosen by the applicant/client.

### **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)(31)
- A.R.S. §§ 23-502 and 503

### **III. Applicability**

This applies to applicants/clients who wish to have a representative. The applicant/client must:

- A. Provide VR with documentation supporting the court appointment of the applicant/client's guardian or court-appointed representative.
- B. Complete and sign the Client Authorized Representative form if the applicant/client wishes to name an individual as their authorized representative.

### **IV. Standards**

- A. Decisions and directions provided by the applicant/client's legal guardian or court-appointment representative supersedes directions provided by the applicant/client when the two are in conflict.

- B. Decisions and direction from an authorized representative that supersedes the direction or approval already given by the applicant/client must not be accepted without the applicant/client's consent.
- C. In instances of a disagreement between an applicant/client and their authorized representative on a decision or course of action, VR staff must follow the direction of the applicant/client.
- D. VR must provide all written documentation to:
  - 1. Applicants/clients, and
  - 2. Applicant/client's their legal guardian or court-appointed representative, and/or
  - 3. Authorized representative.

**V. Procedure**

- A. The VR Counselor must scan all documentation supporting guardianship, court-appointed representative, and/or authorized representative and items listed in IV.A and IV.B above into the ECF.
- B. Refer to Standard Work (if available).

**VI. Documentation Requirements**

The applicant/client's electronic case file must include the following

- A. Court documentation supporting the guardianship or court-appointed representative.
- B. Completed and signed Client Authorized Representative form.