

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-4.7-v1

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Last Revision: March 31, 2021

CHAPTER 4: IPE

Section 4.7: IPE Management and Amendments

I. Policy Statement

This policy outlines the guidelines regarding IPE management and amendments.

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. § Development of the individualized plan for employment 361.45 (d)(4-8)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4, Individualized written rehabilitation program R6-4-205

III. Applicability

This policy applies to the management of current IPEs in progress. To ensure the continuity of IPEs, the client also must:

- A. Be actively participating in their VR services.
- B. Demonstrate consistent progress towards achieving the agreed upon intermediate objectives and employment outcome.
- C. Maintain contact with their VR Counselor.

IV. Standards

- A. All IPEs must be reviewed at a minimum of twice per year or more frequently based on objectives achievement dates.
- B. Results of the review in IV. A will determine the client's continued participation in VR services.

- C. In instances when the client is failing to maintain contact with VR staff, not actively participating in services, and/or not making consistent progress towards intermediate objectives and employment outcome, the Client Participation letter must be sent to client in attempt to address any barriers toward success.
- D. When the client's lack of contact, participation and/or progress continues after reasonable attempts have been made to address barriers, case closure may be pursued per Section 5.1 Closure Criteria.
- E. The intermediate objectives, services, and/or employment outcome must be amended, revised, or terminated when:
 - 1. Acceptable progress towards the achievement of listed objectives or employment outcome is not being made,
 - 2. The employment outcome, services, or service providers necessary to achieve the employment outcome change, or
 - 3. The intermediate objectives for the employment outcome change.
- F. IPEs with expenditures exceeding \$250,000 and over 10 years old must be reviewed by the Regional Program Manager or designee every month.
- G. The IPE must be amended when there are substantive and agreed upon changes that directly impact the client including changes to the following:
 - 1. Employment outcome,
 - 2. Intermediate objectives,
 - 3. Addition or deletion of a VR services,
 - 4. Level of service supported by VR, and
 - 5. Service providers.
- H. The VR Counselor must provide the client the opportunity to exercise informed choice regarding any amendments to their IPE in accordance with Section 1.5 Informed Choice of this policy manual.
- I. A substantive IPE amendment takes effect when the change is agreed upon and signed by the client or their representative and VR Counselor.
- J. The VR Counselor must provide the client with a copy of the agreed upon and signed IPE amendment(s).
- K. The IPE Amendment Justification template must be completed for all IPE amendments.
- L. In instances when the client or VR Counselor do not agree to an IPE amendment proposed by the other party, the VR Counselor must work with the client to explore if an alternative solution can be mutually agreed upon.

- M. In instances when an agreement cannot be reached about the proposed IPE amendment, an RSA decision letter with appeal rights clearly outlining the proposed amendment and justification for why the amendment is or is not appropriate or necessary must be sent to the client.
- N. When there are minor (non-substantive) adjustments need to be made to the client's level of services, service costs, plan type, service dates, or correction of grammar/spelling, a revision must be made to the IPE.
- O. IPE revisions must not have a noticeable impact on the IPE objectives, employment outcome or VR services and do not require a client signature.
 - 1. The VR Counselor must notate "revision, no signature needed" in place of the client's signature.
 - 2. The reason(s) for IPE revisions must be clearly outlined in a case note in the ECF.
 - 3. The VR Counselor must inform the client of the revision and provide the client with a copy of the revised IPE.
- P. The VR Counselor must maintain contact with the client every 90 days to provide Vocational Counseling and Guidance (VCG) regarding their progress toward achieving IPE objectives.
- Q. In the event of job placement, the VR Counselor must maintain monthly contact with the client and service provider to discuss employment stability, progress, concerns and to ensure that the client has maintained stable employment for a period of no less than 90 days prior to successfully closing the client case.
- R. VR must consider terminating the IPE in the event the client is not making progress toward achieving the IPE objectives or employment outcome per Section 5.1 Closure Criteria of this policy manual.

V. Procedure

- A. Refer to IV. A, C-O, and Q above.
- B. Refer to Standard Work, if available.

VI. Documentation Requirements

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

- A. Documentation supporting any IPE amendment or revision,
- B. IPE Amendment Justification template, and
- C. Purchase receipts for goods/services,

- D. Progress updates,
- E. Provider invoices and reports,
- F. Decision letter with appeal rights regarding denial of an IPE amendment.