

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-7.6-v1

Effective Date: July 1, 2008

Last Revision: March 31, 2021

CHAPTER 7: Services

Section 7.6: Client Purchase Agreement

I. Policy Statement

This policy provides guidelines regarding the Client Purchase Agreement (CPA) which is utilized in circumstances when the procurement of any VR good(s) and service(s) are not available from a VR contracted vendor.

II. Authority

Authority for policies contained in this document includes the following:

- VR specific policy

III. Applicability

A. This applies to clients who agree to a CPA to purchase an approved service or goods as listed on their Individualized Plan of Employment (IPE) and must adhere to the following:

1. Submit documentation of the cost of the particular service(s)/good(s) to the VR Counselor for review and approval of CPA funds.
2. Purchase goods/services within 30 days to assist in achieving their specific employment outcome and cannot be disposed of, sold or misused.
3. Provide original receipt(s) to verify the purchase of the agreed upon goods/service.
4. Return any unspent funds totaling \$5.00 or more to the VR Counselor in the form of a money order made payable to Department of Economic Security (DES) (unspent funds can be used to purchase money order).
5. Provide proof that debt is paid in full, in order to resume CPA in the VR program (in instances when it is proven the client misspent funds).

IV. Standards

A. A CPA may only be authorized under the following conditions:

1. The service(s) is not available through a contracted vendor,
2. The client meets all the CPA requirements and signed the CPA form, and

3. The service(s) is listed on the most recent and approved IPE.
- B. The VR counselor must:
1. Review the client's responsibilities of the CPA with the client,
 2. Ensure all required fields are filled out appropriately, and
 3. Provide a signed copy to the client.
- C. All CPA amounts exceeding \$4,000 per service must be approved by the Program Supervisor.
- D. Multiple CPAs cannot be used to circumvent the Program Supervisor's approval for the same service exceeding the \$4,000 limit.
- E. CPA start and end dates of the service must not go beyond:
1. One semester or period of tuition renewal for education services, or
 2. Six months for all other VR services.
- F. A new CPA must be completed (after the previous form is signed) and signed when there is a change in costs and dates of services.
- G. The VR Counselor must only accept original receipt(s) from CPA purchases.
- H. Bank statements are not acceptable receipts for CPA purchases.
- I. The VR Counselor must accept copies of original receipt(s) from CPA purchases when attempts to retrieve the original are unsuccessful.
- J. In instances when the client fails to provide receipts to verify CPA purchases or fails to return any unspent funds totaling \$5.00 or more after 30 calendar days of the receipt of funds, the VR Counselor must make two attempts to collect required documents for the next 30 calendar days.
- K. When the VR Counselor is unable to collect required documents from CPA purchases within 60 days, it is assumed the client did not adhere to the terms of the CPA and funds were misspent.
- L. Upon VR Counselor determination that the CPA funds were misspent, the client will not be eligible to receive any further CPAs for the duration of the current case as well as any future VR cases until the funds are repaid in full.

V. Procedure

- A. The VR Counselor must forward original receipt(s) from CPA purchase(s) to the Purchasing Technician, who then must attach the receipt(s) to the corresponding authorization.

- B. The Request for Receipts letter must be sent to the client when receipts are not received after 30 days of the date client's receipt of funds.
- C. When receipts are not received after a minimum of two attempts within 60 days from the date client's receipt of funds, the Request for Repayment of Misspent Funds letter must be sent to client.
- D. The VR Counselor must complete the Misspent CPA Funds Collection form and forward it to their Program Supervisor if payment is not yet received 30 days after the date of the Request for Repayment of Misspent funds letter is sent to the client.
- E. The Program Supervisor then must forward all documents to their Program Manager.
- F. The Program Manager or designee must complete the Misspent CPA Funds Collection Request form and forward it to FBOAFPA@azdes.gov who then will refer the case to the DES Office of Accounts Receivable and Collections (OARC) to initiate the collections process.
- G. Refer to Standard Work, if available.

VI. Documentation Requirements

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

- A. Signed CPA from the client.
- B. Original receipts from CPA funds.
- C. Notes on attempts to collect required documents (such as original receipts).