

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-12.2-v4

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CHAPTER 12: Support Services

Section 12.2: Maintenance

I. Policy Statement

This policy provides guidelines regarding maintenance services for the purpose of assisting a client with monetary support for food, rent, and utility costs that are in excess of the client's normal expenses.

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)(34)
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48 (b)(7)
 - What are career services 361.430 (b)(6)
 - 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 Service Data Elements XIV (B)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
 - General Considerations R6-4-201 (A)(1)(e)
 - Provision of Services R6-4-206 (D)
 - Economic need and similar benefits R6-4-403(A)(1)(a)(ii), (5)(a)(B)(2)(a)(iii)

III. Applicability

This policy applies to clients who request to receive or obtain maintenance services in order to progress in the Vocational Rehabilitation (VR) program. The client must:

- A. Meet economic need.
- B. Explore comparable benefits.
- C. Have an approved Individualized Plan for Employment (IPE) in order to receive maintenance support.
- D. Explore the potential impact of maintenance payments on their receipt of support payments from the Social Security Administration (SSA), food stamps, Temporary Assistance for Needy Families (TANF), Arizona Health Care Cost Containment System (AHCCCS), etc.
- E. Provide proof they are maintaining a primary residence.
- F. Be responsible for their own wardrobe and attire.
- G. Provide documentation/verification of costs for all items in the maintenance provision.

IV. Standards

- A. Maintenance services are provided only for the purpose or focus for a rehabilitation effort, and when the client is required to participate in an assessment for determining eligibility, IPE planning, or receive services under the IPE.
- B. VR programs must not replace programs or services (e.g. TANF, SSI, public housing, other income assistance) that are intended to meet the client's basic needs for food, clothing, shelter, transportation, child/adult care, reader/interpreter services, attendant care services, child day care services, etc.
- C. Additional costs incurred for the above services as a result of, or part of a vocational rehabilitation effort are allowable for support.
- D. VR must only provide maintenance services or supplement existing support services when all of the client's financial resources are not sufficient to pay these costs to support VR sponsored activities.
- E. The VR Counselor must explore the potential impact of maintenance payments on the client's receipt of support payments from SSA, food stamps, TANF, AHCCCS, etc.
- F. Comparable benefits must be explored and used before VR maintenance can be provided. Refer to Section 7.2 for more information.
- G. Maintenance payments must be based on the client's economic need. Refer to Section 7.3 for more information.

- H. Maintenance payments must be issued in the form of a Client Purchase Agreement (CPA). Refer to Section 7.6 for more information.
- I. VR may pay for maintenance for a client living at their documented permanent residence while participating in VR services per economic need as follows:
 - 1. Lunch, when lunch is not provided from the vendor or when the client cannot reasonably carry a lunch and the client is not within the commuting distance of their permanent residence.
 - 2. Costs of suitable clothing or hygiene products directly related to IPE services.
 - 3. Required cost of short-term expenses incurred through the participation of an IPE service, when the client is not within the commuting distance of the permanent residence.
- J. Maintenance costs may be provided for a client while they are living away from their documented permanent residence while participating in IPE services.
- K. The cost of a client's rent will be provided only when they require an extended period of time living away from their documented permanent residence to participate in IPE services, while retaining their primary residence.
- L. Maintenance costs may be provided for a client living away from their documented permanent residence for educational/training purposes as listed on their IPE. Refer to Section 10.1 for more information.
- M. Initial one-time costs such as security deposits or utility activation will be provided when a client has relocated for a job placement consistent with their IPE specific employment outcome.
- N. In circumstances when VR may provide refundable security deposits or utility activation fees due to participation in a post-secondary education/training program, the deposit and/or fees must be returned to VR upon client receipt after completion of the program.
- O. Maintenance support services are not used for relocation expenses related to the transportation of a client's household goods. Refer to Section 12.1 for more information.
- P. VR will not pay the following:
 - 1. Any rent or other residential costs that are within commuting distance of the program or away from the client's documented permanent residence by choice, not due to a disability or program-related need.
 - 2. General living costs resulting in a loss of income due to participation in IPE services or a self-employment plan.
 - 3. Routine or ongoing clothing assistance.

- Q. The VR Counselor must decide on the need for clothing based on evidence that the client's existing wardrobe does not meet the basic requirements to obtain and maintain employment.

V. Procedure

- A. Refer to section IV, E and Q above.
- B. Refer to Standard Work, if available.
- C. Refer to the RSA Allowable Services Spreadsheet, Contracts, and Provider Requirements.
- D. The IPE justification must clearly state the disability and employment related need for maintenance.
- E. Funding for maintenance will be provided via a CPA. For procedures on how to issue CPA. Refer to Section 7.6.

VI. Documentation Requirements

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

- A. Signed CPA from the Client
- B. Provide documentation/verification of items the maintenance support will be used for.
- C. Provide payment receipts of items the maintenance was utilized for.
- D. Notes on attempts to collect required documents (such as original receipts)