

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR12.3-v1

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CHAPTER 12: Support Services

Section 12.3: Reader Services

I. Policy Statement

This policy provides the guidelines for the provision of reader services for clients who cannot read print because of blindness or other disabilities and may need this service in order to achieve a successful employment outcome as listed on their most recent and approved IPE.

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. §§:
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48 (b)(11)
 - Comparable services and benefits 361.53 (a) and (c-e)
 - Participation of individuals in cost of services based on financial need 361.54 (b)(3)(i)(G)
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04, Other Services Data Elements XIV (F)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4:
 - General considerations R6-4-201 (A)(1)(i)
 - Service and provider standards, service authorizations, equipment purchasing, Workers' Compensation R6-4-402 (B)(6)
 - Economic need and similar benefits R6-4-403 (A)(1)(b)(v) and (B)(1) and (2)(a)(vii)

III. Applicability

- A. In order to receive reader services, the client must:
 - 1. Actively participate in the planned VR service.
 - 2. Explore and utilize comparable benefits prior to VR support.

IV. Standards

- A. The VR Counselor must provide the service provider with the following referral information:
 - 1. Reasons for referring the client for the service and anticipated timeframes for service completion, and
 - 2. Request that the provider submits progress reports detailing the client's progress toward the service objectives.
- B. Economic need does not apply.
- C. Comparable benefits do apply.
- D. VR supports the following reader services for the purpose of achieving the IPE objectives and employment outcome:
 - 1. Reader/scriber and note taking services,
 - 2. Braille transcription services,
 - 3. Advanced scripting (configuration), and
 - 4. Document conversion.
- E. VR supports the following reader/scriber and note taking services:
 - 1. Reading written material,
 - 2. Note-taking, and
 - 3. Proofreading for visual formatting when composing a document.
- F. VR supports the following Braille transcription services:
 - 1. Hard Braille copy in English or other languages,
 - 2. Hard-copy Braille in Nemeth Code with or without graphics,
 - 3. Binding, and
 - 4. Electronic Braille transcribed file, including scanning, formatting, Grade I & II Nemeth Code, and graphics transcription.
- G. Supervisory approval must be obtained for Braille transcription services.
- H. VR must support advanced scripting services for writing codes to make a specific assistive technology product perform as required, reading text that is not read automatically and identifying and eliminating software conflicts.

- I. VR must support document conversion services for creating accessible forms and documents for screen and input products such as Dragon Naturally Speaking, Jaws, Zoomtext, or similar software.
- J. VR must not substitute Reader Services for tutoring services. Refer to Section 10.4 of this policy manual for academic tutoring.
- K. The provider must be identified through mutual agreement between the client, provider or VR in order to establish reading assignments and fee schedule rates based on VR-Services for the Blind and Visually Impaired Individuals (SBVI) Best Practice standards.

V. Procedure

- A. Refer to IV.A (1-2) above.
- B. Refer to Standard Work, if available.
- C. Refer to the RSA Allowable Services Spreadsheet, contracts (if available) and provider requirements. For non-contracted service, refer to RSA Contracts Unit for guidance whether the service is to be procured via:
 - 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or
 - 2. Other procurement methods, or
 - 3. Direct payment to the client via CPA.
- D. The VR Counselor must complete the agency Referral for Services form for Reader Services and include the type of reader services being authorized.
- E. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorization for the service listed in V. D.
- F. The Purchasing Technician must submit the RSA Purchase Authorization for the service listed in V. D along with the referral information to the provider.
- G. Upon receipt of the provider's reporting documentation, the VR Counselor must review the documentation for completeness, approve the provider's invoice, and process for payment after confirming that the reporting documentation is complete.

VI. Documentation Requirements

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

- A. Referral information,
- B. RSA Purchase Authorization(s), and
- C. Provider report.