

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-12.4-v1

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CHAPTER 12: Support Services

Section 12.4: Interpreting Services

I. Policy Statement

This policy provides the guidelines regarding the provision of interpreter services for clients who are deaf or hard of hearing and tactile interpretation services for clients who are deaf-blind and may need these services 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)(10)
 - 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 (G)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4:
 - General considerations R6-4-201 (A)(1)(h)
 - Economic need and similar benefits R6-4-403 (A)(1)(b)(iv) and (B)(1) and (2)(a)(vii)

III. Applicability

In order to receive interpreter services, the client must:

- A. Actively participate in the planned VR service.
- B. 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 apply.
- D. VR must provide the following interpreter services for the purpose of achieving the IPE objectives and employment outcome:
 - 1. Sign language interpreting,
 - 2. Real-time captioning (CART) Reader/scriber and note taking services, or
 - 3. Tactile interpreting.
- E. VR must require the following sign language interpreting for assessments and evaluations (e.g. vocational evaluations, hearing/medical exams, trial work assessments), eligibility or IPE planning:
 - 1. In instances when direct communication is not available by the evaluator, and sign language is the client's primary communication mode, the interpreter must possess both certification and legal or general licensure.
 - 2. Interpreters with provisional licensure must not be utilized for assessments and evaluations.
 - 3. For applicants or clients who are deaf or hard of hearing, psychological evaluations must be administered by a practitioner who is knowledgeable about deaf culture, the ramifications of hearing loss and various communication modes.

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, and provider requirements.

- D. The VR Counselor must complete and submit the agency Referral for Services form for Interpreter Services-Sign Language Interpreting two days prior to the assignment.
- 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(s).
- 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, and
- B. RSA Purchase Authorization(s)