

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-12.5-v1

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CHAPTER 12: Support Services

Section 12.5: Personal Assistance Services

I. Policy Statement

This policy provides the guidelines regarding the provision of personal assistance services such as attendant care, sighted guide and support service for clients who need assistance with activities of daily living due to significance of disability 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. §§:
 - Applicable definitions 361.5 (c)(38)
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48 (b)(14)
 - 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)(F)
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04, Other Services Data Elements XIV (D)
- A.R.S. §§ 23-502 and 503

III. Applicability

In order to receive personal assistance services, the client must:

- A. Explore and utilize comparable benefits prior to VR support.

- B. Manage their personal assistance services during times not spent participating in the IPE services.

IV. Standards

- A. Personal assistance services must be provided in conjunction with another approved IPE service.
- B. VR supports the following personal assistance services as deemed necessary for the purpose of participating in VR services, achieving the IPE objectives and employment outcome:
 - 1. Attendant care,
 - 2. Sighted guide, and
 - 3. Support service for deaf-blind clients.
- C. Personal assistance services can only be provided during the time the client is actively participating in their IPE.
- D. Economic need does not apply.
- E. Comparable benefits apply.
- F. Attendant care services provided by Arizona Health Care Containment System (AHCCCS) or Arizona Long Term Care System (ALTCS) must be used first for non-IPE related activities.
- G. VR provides per diem expenses for the provider of personal assistance services in the event the client needs to travel in order to participate in a VR service.
- H. VR may reimburse the client for a total of 54 service hours per month.
- I. VR must not provide the above maximum of assistance if a spouse, family member or friend is available.
- J. VR may provide one-on-one assistance for clients who are blind and visually impaired in navigating new environments through the use of sighted guide technique.
- K. Sighted guide assistance is utilized to assist the client in navigating college or universities, one-stop centers, IPE development assessments, etc.
- L. Sighted guide services are utilized when orientation and mobility skills are such that independent travel is limited in new environments.
- M. Sighted guides must be able to provide services according to the client's scheduling needs.
- N. Sighted guide services must not be used for clients with sufficient skills to navigate specific environments.

- O. Sighted guide services do not include transportation to the specific location.
- P. VR must provide the client with the option to select a sighted guide of their choice and may recruit one from the following sources such as college/universities, employment settings, or any other source where willing providers may be located.
- Q. Support services for deaf-blind clients are utilized to provide visual information to a client which will help the client to access their community, -make informed decisions and participate in vocational, home and community-based activities.
- R. Support service providers are utilized at any time during the client's VR program to assist with the tasks mentioned above.
- S. Support service deaf-blind clients must not include sign language interpreting services for deaf-blind clients.
- T. Personal assistance is a non-contracted service that can only be authorized via the agency Client Purchase Agreement (CPA) form as direct payment to a client. The client must select a provider of their choice and submit the agency Services Rendered form to the VR Counselor on a monthly basis.

V. Procedure

- A. Refer to IV.A, H, I, and P above.
- B. Refer to Standard Work, if available.
- C. Refer to the RSA Allowable Services Spreadsheet, Section 16.1 Provider Requirements and Section 7. 6 Client Purchase Agreement (CPA).
- D. The VR Counselor must task the Purchasing Technician to create RSA Client Purchase Authorization(s) for Personal Assistance services and include the type of personal assistance services being authorized.
- E. The Purchasing Technician must submit the RSA Purchase Authorization for each service listed in V. D to the client.
- F. Upon receipt of the Statement of Services Rendered report, the VR Counselor must review the report for completeness and approve the service continuation, if applicable.

VI. Documentation Requirements

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

- A. CPA,
- B. RSA Client Purchase Authorization(s), and
- C. Statement of Services Rendered report.