

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-13.1-v1

Effective Date: July 1, 2008

Last Revision: March 31, 2021

CHAPTER 13: Assistive Technology Services

Section 13.1: Rehabilitation Technology

I. Policy Statement

This policy provides the guidelines regarding the provision of rehabilitation technology including rehabilitation engineering, Assistive Technology (AT) devices, and AT services to address disability related barriers clients encounter in achieving a successful employment outcome.

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)(6), (44) and (45)
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48 (b)(1-2) and (17)
 - Comparable services and benefits 361.53 (b)(5) Participation of individuals in cost of services based on financial need 361.54 (b)(1-2) and (3)(i)(G)
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04, Other Service Data Elements XIV (C)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
 - General considerations R6-4-201 (A)(1)(j)

III. Applicability

This applies to circumstances when there is an identified need for the utilization of rehabilitation technology throughout the VR process in achieving a successful employment outcome. The client must:

- A. Complete an AT evaluation during the beginning stages of the VR program.

- B. Collaborate with the VR Counselor and AT specialist to complete the AT profile and AT plan as necessary to their benefit.
- C. Work with the VR Counselor and rehabilitation technology specialist in identifying needs, finalize prescriptions, assess most appropriate technology needs, and to integrate all the parts of the process.
- D. Sign an Equipment Contract prior to obtaining any equipment from VR.

IV. Standards

- A. The application and use of rehabilitation technology must be considered throughout the vocational rehabilitation process, starting at referral.
- B. The identification of potential rehabilitation technology needs must correlate to the functional limitations and service needs as listed on the Eligibility Determination Worksheet.
- C. Economic need does not apply except for vehicle modification services.
- D. Comparable benefits do not apply.
- E. Rehabilitation technology services include rehabilitation engineering services and AT equipment
- F. Rehabilitation technology services provide training in the use of the item or equipment to perform normal living or employment skills/tasks, such as use of AT.
- G. AT services provides assistance to clients in the selection, acquisition, or use of an AT device includes as follows:
 - 1. Functional evaluation of the client within their customary environment,
 - 2. The purchase, lease, or acquisition of an AT device,
 - 3. The selection, design, fitting, customization, adaptation, application, maintenance, repair or replacement of AT devices,
 - 4. The coordination of other therapies, interventions, or services to be utilized along with AT devices including those associated with existing education and rehabilitation plans and programs,
 - 5. Training or technical assistance to the family members, guardians, advocates, or authorized representatives of the client, and
 - 6. Training or technical assistance for education and rehabilitation professionals, employers, or service providers that are substantially involved in the major life functions the client to the extent that training or technical assistance is necessary for them to achieve an employment outcome.

- H. An AT evaluation must be scheduled for clients diagnosed with visual or hearing impairments, blindness, deafness, or with significant upper extremity limitations at the beginning stages of the VR program.
- I. In instances when it is identified that a client needs or will benefit from rehabilitation technology, an AT profile and AT plan must be completed with the client.
- J. VR will not provide rehabilitation technology goods or equipment solely to provide another agency or employer to meet their American Disabilities Act (ADA) accessibility and/or reasonable accommodations requirements.
- K. Rehabilitation technology planning must include all of the following:
 - 1. Evaluations (comprehensive evaluations are often the most important component of rehabilitation technology),
 - 2. Consultations by agency contractors or staff,
 - 3. Training in the use of the technology,
 - 4. Follow-up/follow-along services,
 - 5. Setup/installation,
 - 6. Adjustments/configuration (such as JAWS scripting),
 - 7. Client involvement in all phases of the process, including final review and sign-off on the results of a technology project before VR makes final payment, etc.
 - 8. Installation, training (in the use of technological devices from the contract provider), and
 - 9. Follow up in instances when these services are not part of a contract or provided for in the original purchase price.
- L. There must be a team staffing between VR Counselor, the client, and rehabilitation technology specialists to identify needs, finalize prescriptions, assess most appropriate technology needs, and to integrate all the parts of the process.
- M. Employment related technology service(s)/device(s) may be purchased for the client when the technology is portable, is not specifically designed to a specific employer's workstation and can be used in other jobs or for independent living applications.
- N. A personal computer is considered as AT equipment when the purpose of the purchase is to accommodate a disability-related need.

- O. When the personal computer is not to accommodate a disability related need or an accommodation, it is considered a goods/services and subject to economic need. Refer to Section 12.9 for more information.
- P. The Equipment Contract must be completed in its entirety and signed prior to providing any equipment purchased by VR as per Section 12.9.
- Q. The job placement process must also consider the client's rehabilitation technology needs related to successfully performing the essential job functions of the job.
- R. Rehabilitation technology must be utilized to complete job site assessments when appropriate to assist the client.
- S. AT assessments must be utilized to evaluate the client's AT needs for any of the following:
 - 1. Seating and mobility to determine equipment needed to perform employment related tasks,
 - 2. Home modification (refer to Section 13.4),
 - 3. Computer access adaptation to determine software and/or hardware needed to utilize a personal computer for work functions,
 - 4. Workstation adaptation to determine alternatives needed to a work environment to perform work functions,
 - 5. Adaptive driving (refer to Section 13.2),
 - 6. Vehicle modification (refer to Section 13.3), or
 - 7. Augmentative communication to determine the needs for augmentative or alternative communication devices/equipment for the purposes of generating speech communication.
- T. VR will provide training to ensure that the client learns how to use the assistive device to achieve maximum benefit from the AT.
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- V. Adapted computer access training provides one-on-one instruction to assist the client in developing skills on how to obtain information and/or perform tasks using specialized equipment and computer applications.
- W. Allowable AT/adaptive aids and devices for the blind/visually impaired clients include the following:
 - 1. Computer software for adaptive purposes (screen reading, speech input, work prediction, screen magnification, etc.),

2. Computer hardware for adaptive purposes (adaptive keyboards, mice, etc.),
 3. Digital voice recorder,
 4. Dome magnifier/video magnifier,
 5. Large print overlay,
 6. Talking calculator,
 7. Compass,
 8. Watch,
 9. White cane, or
 10. Taped text.
- X. Allowable AT/adaptive aids and devices for deaf/hard of hearing clients include the following:
1. Telephone amplifiers,
 2. Captioned videos,
 3. Doorbell amplifier,
 4. Sonic boom alarm clock,
 5. Flasher alarm,
 6. Signalers,
 7. TelyTYpe (TTY)/Telecommunications Device for the Deaf (TDD), or
 8. FM systems
- Y. Installation as part of AT services must include an inspection of the equipment to ensure it meets the specific needs of the client's proper setup and to make necessary modifications.
- Z. Follow up services must include short-term training with the devices to evaluate the effectiveness of the AT, environment or vehicle modification in improving the client's functional capacities, and to determine whether the client is able to achieve the AT goals.
- AA. Repair services must provide improvements or modification of devices that assist the client in performing normal living skills.
- BB. An initial manufacturer's warranty for an assistive technology device, piece of equipment, or product for a specified period following the date of purchase is an allowable purchase if the warranty is available at the time of purchase by the manufacturer.

- CC. The initial manufacturer warranty must guarantee repair and/or replacement of parts or the entire device, equipment, or product when the parts and/or workmanship are faulty.
- DD. VR will not purchase extended warranties.

V. Procedure

- A. Refer to Standard Work (if available).
- B. Refer to RSA Allowable Services Spreadsheet, Contracts (AT Aids/Devices, Adaptive Driving Assessment/Training, Home Modification, etc.) and Provider Requirements.
- C. For AT assessments:
 - 1. The VR Counselor must complete the agency Referral for Services form for an appropriate AT assessment upon IPE approval.
 - 2. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorizations for the service(s) listed in IV. S.
 - 3. The Purchasing Technician must submit the RSA Purchase Authorization for each of the services listed in IV. S along with the referral information to the provider(s).
 - 4. Upon receipt of each provider's reporting documentation and invoice, the VR Counselor must review the items for completeness, approve the provider's invoice and process for payment after confirming that the reporting documentation is complete.
- D. For AT aids/devices:
 - 1. Upon receipt of the AT Evaluation and review of the recommended AT equipment, the VR Counselor must order only the AT equipment that the counselor determines is necessary for the achievement of the employment outcome.
 - 2. The VR Counselor must task the Purchasing Technician to create an RSA Purchase Authorization for the AT aids/devices approved by the VR Counselor.
 - 3. The Purchasing Technician must submit the RSA Purchase Authorization for the AT aids/devices approved by the VR Counselor to the provider.
 - 4. Upon receipt of the equipment, the VR Counselor must inspect equipment to ensure the match with the items ordered, approve the provider's invoice and process for payment after confirming that the billing documentation is complete.

5. Upon receipt of AT aids/devices, the VR Counselor must inspect the products to ensure the following:
 1. The delivered product(s) match the product(s) authorized in quality and quantity,
 2. The delivered products are not damaged or incomplete,
 3. Documentation relevant to the usage of the product is included (e.g. user guide and manufacturer's warranty).
- E. Scan any manufacturer warranty into the client's ECF.

VI. Documentation Requirements

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

- A. Notes and documentations related to any of the services mentioned above.
 1. AT evaluation,
 2. Manufacturer's warranty, if applicable,
 3. Equipment rental agreement, if applicable,
 4. Equipment Contract.