

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-16.1-v1

Effective Date: July 1, 2008

Last Revision: March 31, 2021

CHAPTER 16: Service Provider Requirements

Section 16.1: Service Provider Requirements

I. Policy Statement

This policy provides the guidelines for service providers of VR services.

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. § Standards for facilities and providers of services 361. 57
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4 Service and provider standards, service authorizations, equipment purchasing, Workers' Compensation R6-4-402

III. Applicability

- A. This applies to circumstances when authorized services are contracted by a RSA service provider or via a Client Purchase Agreement:
1. There must be a current RSA Purchase Authorization to provide services.
 2. The VR Counselor must be notified of any changes in service objectives or timeframes.
 3. Regular progress reports including information relative to client movement towards the service objectives must be provided.
 4. Billing invoices must be submitted timely.
- B. RSA service providers for medical, dental, psychology, neuropsychology, audiology, optometry and therapeutic services must possess current professional

licensure specific to the field of specialty and practice according to the laws of the residing state as applicable for assessment and treatment services rendered.

C. Refer to contract documentation regarding provider qualifications and service provision for the following services:

1. Vocational evaluation,
2. Trial work experience,
3. Rehabilitation instructional services,
4. Sign language interpreting,
5. Foreign language interpreting,
6. Comprehensive services for individuals who are blind,
7. Small business consultation,
8. Academic tutoring,
9. Job Development and Retention (JDR)
10. Work adjustment training,
11. Career exploration,
12. Supported education,
13. Job training,
14. Adaptive driving,
15. Vehicle modification,
16. Home modification,
17. Psychology services,
18. Pre-Employment Transition,
19. Comprehensive Neurorehabilitation,
20. Audiology, and
21. Vision.

D. Providers for - reader/scriber services, must meet the following competency levels.

1. Basic reader competency level must be able to read fluently in English aloud in person or on four-track tone- indexing machine.
2. Intermediate reader/scriber competency level must be able to: read/scribe printed information in person, spell basic English, and

enlarge the printed page with use of a copy machine to the client's preference if needed.

3. Advanced reader/scriber competency level must be able to read and write in foreign languages, verbally or tactile depict charts and graphics, scan and edit text in electronic format including enlargement, if needed, proofread, and assist the client with formatting.
 4. Reader/scribers services must be provided within timelines approved by the client. The agency Statement of Services Rendered form and submit it to the client each month for payment and service verification purposes.
 5. The client must submit the above documents to their VR Counselor in a timely manner.
- E. To provide On-the-job training (OJT), the OJT provider (i.e., employer) must meet the following criteria:
1. Be willing to work with VR program to become a VR vendor,
 2. Complete a State of Arizona Substitute W-9 and a Provider Registration Request form (to become a VR Vendor) before the OJT can begin,
 3. Be open to training and/or learning how to train and work with people with disabilities,
 4. Have the capacity to provide training and supervision to the client,
 5. Place the client on the payroll at the beginning of the OJT, deduct necessary federal/state tax and social security deductions,
 6. Comply with Fair Labor Standards Act (FLSA),
 7. Submit OJT Monthly Report and Invoice for every month the client is participating in the program, and
 8. Is not required to guarantee to continue employment once the OJT is completed.
- F. To provide basic education and literacy training services, the RSA contracted provider must:
1. Utilize the preferred communication and learning media for the client.
 2. Meet all professional expectations related to both the provision of services as well as specific to the population the provider is serving.
 3. Immediately notify the VR Counselor in the event that a client has any absences exceeding three (3) days in any given month.
- G. To provide peer tutoring services, the RSA contracted provider (i.e., tutor) must:

1. Be a student currently enrolled in the same educational institution the client is currently attending, and
 2. Demonstrate experience in the specific subject area with a minimum of a 3.0 grade point average (GPA) (transcripts are required).
- H. To provide training on rehabilitation technology, the RSA contracted provider must:
1. Provide training as requested, and
 2. Have knowledge of client's special needs relating to their particular disabilities and tailor instruction techniques according to their needs as appropriate.
- I. For attendant care/personal assistance services, the RSA contracted provider must be qualified to supply needed services for clients to be able to remain in their home and/or participate in work/community activities.
- J. To be a RSA contracted sighted guide service provider, they must receive basic sighted guide competency training by a designated VR blindness services staff in accordance with the VR SBVI Best Practice standards.
- K. Childcare providers must be qualified by DES Child Care.
- L. Benefit counseling/consultation providers must be certified by the Social Security Administration as work incentive specialists.

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.

V. Procedure

For all VR services:

- A. Refer to Standard Work, if available.
- B. Refer to RSA Contracts Scope of Work, MSP Guidesoft Service Descriptions and RSA Allowable Services Spreadsheet for further details.

VI. Documentation Requirements

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

- A. Referral information,
- B. Progress reports,
- C. Other documentation demonstrating client's receipt of services, and
- D. Billing documentation.