

## New WIOA Service Policy Definitions

1. “Auxiliary Aids and Devices” means qualified interpreters; note takers; transcription services; exchange of written notes; telephone amplifiers; assistive listening devices and systems; closed caption decoders; open/closed and real-time captioning; voice/text/video-based telecommunications products and systems or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing; qualified readers; taped texts; audio recording; braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision; acquisition or modification of equipment or devices; and other similar services and actions.
2. “Client Assistance Program” or “CAP” is a program authorized under the Rehabilitation Act, as amended, and is intended to advise, inform, assist, and advocate for clients and applicants in their relationships with projects, programs and community rehabilitation programs providing services under the Act.
3. “Competitive Integrated Employment” means work that—
  - a. Is performed on a full-time or part-time basis (including self-employment) and for which an individual is compensated at a rate that-
    - i. is not less than the higher of the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the rate required under the applicable State or local minimum wage law for the place of employment;
    - ii. Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; and
    - iii. In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and
    - iv. Is eligible for the level of benefits provided to other employees; and
  - b. Is at a location-
    - i. Typically found in the community; and
    - ii. where the employee with a disability interacts for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (e.g., customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent

that employees who are not individuals with disabilities and who are in comparable positions interact with these persons; and

- c. Presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.
4. “Customized Employment” means competitive integrated employment that is obtained through flexible strategies (job exploration, job creation or customization, job coaching, etc.), services, and supports for an individual with a most significant disability. Customized employment requires a person-centered individualized determination of strengths, needs and interests of the individual and is designed to meet the specific abilities of the individual and the business needs of the employer.
5. “Electronic Case File” or “ECF” means the portion of the client record of service created and/or stored in an electronic management system.
6. “Employment Outcome” means entering, advancing in, or retaining full time or, if appropriate, part time competitive integrated employment (including customized employment, self-employment, telecommuting , or business ownership), or supported employment that is consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
7. “Extended Supported Employment services” or “ESE”, means ongoing support services provided by any appropriate resource such as but not limited to, any State agency, private nonprofit organization, employer, or natural support, to support and maintain an individual with a most significant disability in supported employment after the transition from support provided by Arizona Vocational Rehabilitation. Youth with the a most significant disability may receive extended supported employment services provided by Arizona Vocational Rehabilitation for up to four years or until the youth reaches the age of 25.
8. “Individualized Plan for Employment” or “IPE” means a written program of service developed with the individual and their representative, if appropriate, that comprehensively documents the purpose, goals, responsibilities, and services necessary for a individual’s successful rehabilitation.
6. “Natural Supports” means any assistance, relationships, or interactions that allow an individual to secure, maintain, and advance in a community job of his or her choosing in ways that correspond to the typical work routines and social actions of other employees and that enhance the individual’s social relationships
9. “Potentially Eligible” means a student with a disability whose disability has been verified through review of documentation by VR staff, yet has not applied to the VR program and had their eligibility determined.
10. “Pre-Employment Transition Services” means one or more specific career exploration/work

preparation services that are provided to students with disabilities who are eligible or potentially eligible for VR services.

11. "Public Education Agency" or "PEA" means a high school or District Office associated with the identified high school that may be contacted to obtain verification of a youth's completion or refusal of transition services.
12. "Qualified Staff" means an employee of AZRSA who provides vocational rehabilitation counseling and who meets the requirements as defined in Section 1.1 of this manual.
13. "Staff" means any AZRSA employee, including qualified staff.
14. "Student with a Disability" means an individual with a disability in a secondary, postsecondary, or other recognized education program who is not younger than 14 years of age and not older than 22 years of age; is eligible for, and receiving special education or related services under Part B of IDEA; or who is a student with a disability under section 504. This includes secondary students who are homeschooled, and students in non-traditional secondary education programs such as special education programs within the juvenile justice system, GED programs, and occupational training programs.
15. "Subminimum Wage Employment" means employment where the individual earns less than the Federal minimum wage identified under section 6(A)(1) of the Fair Labor Standards Act.
16. "Supported Employment" means competitive integrated employment, including customized employment for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred, or for whom competitive employment has been interrupted or intermittent, as a result of a significant disability. Individuals in supported employment require extended supported employment services after transition from support provided by Arizona Vocational Rehabilitation to maintain employment.
17. "Supported Employment Services" means ongoing support services, including customized employment, and other appropriate services needed to support and maintain an individual with a most significant disability in supported employment that are:
  - a. Organized and made available in such a way to assist the individual in achieving competitive and integrated employment;
  - b. Based on individual need as specified in the IPE;
  - c. Provided by VR for a period not to exceed 24 months unless the individual and VR staff have agreed to extend the time needed to achieve the employment outcome; and
  - d. Made available as post-employment services if unavailable from the ESE provider and necessary to maintain or regain the job placement or advance in employment.
18. "Transition Services" means a coordinated set of services based on the student or youth with a disability's needs and interests, designed to promote movement from school to post-school services (education, training, employment, independent living, etc.) and promote the achievement of the employment outcome identified in the individual's IPE.

19. "Trial Work Experience" means an exploration of an individual's ability and capacity to perform work duties in a realistic, integrated work setting for the purposes of eligibility determination.
20. "Youth with a Disability" means an individual with a disability who is not younger than 14 years of age and not older than 24 years of age.