

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect March 31, 2021**

## **VR Policy Manual**

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- A new policy format was adopted to align with the DES policy template to improve accessibility, clarity, and user experience. The formatting changes include:
  - Policies were reorganized to include Table of Content, 16 chapters, 87 sections and two appendices. 1 section is reserved for future content.
  - Information was rearranged for consistency, clarity, and grouping related content to align with new policy format and /or agency service thresholds.
- Each policy section is a standalone document with these headings:
  - I. Policy Statement-A brief overview of policy intent
  - II. Authority -Listing of applicable federal, state and agency policies
  - III. Applicability -Information about Applicant/Client's rights and responsibility
  - IV. Standard-Information about Agency/VR Counselor's responsibilities
  - V. Procedure- Listing of tasks for VR Staff, and
  - VI. Documentation Requirement-Listing of documents to be included in a case record.

**Policy Number:** VR-1.1-v1

**CHAPTER 1:** Introduction **Section 1.1:** Mission and Vision Statement

**Type of Change:** New Section and Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Section 1.1. Mission and Vision Statement is new and was created to reflect the agency's mission and vision statements and describe the objectives for the Vocational Rehabilitation (VR) program.

**Policy Number:** VR-1.2-v1

**CHAPTER 1:** Introduction **Section 1.2:** Structural Base

**Type of Change:** New Section and Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 1.1. Structural Base
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-1.3-v1

**CHAPTER 1:** Introduction **Section 1.3:** Personnel Standards

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 1.1 Structural Base, C.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-1.4-v1

**CHAPTER 1:** Introduction **Section 1.4:** Vocational Counseling and Guidance (VCG)

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.8 Rehabilitation Counseling
- The section title was changed to *Vocational Counseling and Guidance* to align with terminology contained in the federal regulations.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-1.5-v1

**CHAPTER 1:** Introduction **Section 1.5:** Informed Choice

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Formerly in Section 8.1. B
- Information was rearranged for consistency, clarity, and grouping related content.

**Policy Number:** VR-1.6-v1

**CHAPTER 1:** Introduction **Section 1.6:** Employee Conflict of Interest

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.6 Employee Conflicts of Interest
- Information was rearranged for consistency, clarity, and grouping related content.
- Definition of Family Member moved to Appendix 1: Glossary for grouping related content.

**Policy Number:** VR-2.1-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.1:** Protection, Use and Release of Client Information

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.1 Protection, Use and Release of Client Information
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- The names of applicable agency forms for requesting or releasing personal information were added in III. B and IV.B.3 for clarity: *Client Authorized Representative and Authorization for Release of RSA Records*

**Policy Number:** VR-2.2-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.2:** Address Confidentiality Program

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.2 Address Confidentiality Program
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-2.3-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.3:** Client Representative

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.3 Client Representative
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-2.4-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.4:** Case Record Requirements

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.4 Case Record Requirements
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-2.5-v1

**CHAPTER 2:** Client Information and Case Requirement **Section 2.5:** Signature and Signature Date Requirements

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.5 Signature and Signature Date Requirement
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-2.6-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.6:** Duty to Report Abuse of a Minor

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 2.7 Duty to Report Abuse of a Minor
- Information on how to report abuse of a minor was added, Section IV.

- Website was included to provide more information on how to report abuse of a minor.

**Policy Number:** VR-2.7-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.7:** Voter Registration

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Section 4.1 Voter Registration
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-2.8-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.8:** Schedule A Documentation

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Appendix 4 Schedule A Documentation
- Information was moved from former Appendix 4 and rearranged to align with the new policy format.

**Policy Number:** VR-2.9-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.9:** Client Status

**Type of Change:** New Policy Format **Date of Change:** 3/31/2021 **Public Hearing/Date:** N/A

- Former Appendix 5 Client Status
- Information was moved from former Appendix 5 and rearranged to align with the new policy format.

**Policy Number:** VR-2.10-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.9:** Placeholder

**Type of Change:** N/A **Date of Change:** N/A **Public Hearing/Date:**

**Policy Number:** VR-2.11-v1

**CHAPTER 2:** Client Information and Case Requirements **Section 2.9:** Measurable Skills Gain (MSG)

**Type of Change:** New Policy **Date of Change:** 01/29/2021 **Public Hearing/Date:** N/A

- New Policy, implemented on 01/29/21

**Policy Number:** VR-2.12-v1

**CHAPTER 2: Client Information and Case Requirements Section 2.12: Disability Benefits Calculator (DB101)**

**Type of Change:** New Section and Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- This policy was reinstated from an earlier version of the VR Policy Manual.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-3.1-v1

**CHAPTER 3: Referral, Application, Eligibility and Order of Selection Section 3.1: Referral, Orientation Intake Interview and Application**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 5.1 Application, Eligibility and Order of Selection was split into 2 standalone sections 3.1 and 3.2.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-3.2-v1

**CHAPTER 3: Referral, Application, Eligibility and Order of Selection Section 3.2: Eligibility and Order of Selection**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 5.1 Application, Eligibility and Order of Selection was split into 2 standalone sections 3.1 and 3.2.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-4.1-v1

**CHAPTER 4: Individualized Plan for Employment Section 4.1: Legal Ability to Work in the US**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.1 Legal Ability to Work in the U.S.
- Information was rearranged for consistency, clarity, and grouping related content
- Verbiage was added for clarity and frequency of reviewing documents - Section IV. F

**Policy Number:** VR-4.2-v1

**CHAPTER 4: Individualized Plan for Employment Section 4.2: Timelines for IPE Development**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 6.2 Timelines for IPE Development
- Information was rearranged for consistency, clarity, and grouping related content.
- Statements were revised to avoid redundancy

**Policy Number:** VR-4.3-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.3:** IPE Development

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.3 IPE Development and Appendix 3
- Information was rearranged for consistency, clarity, and grouping related content.
- Information on Self-Employment transferred to Section 4.5, or 4.5.1, or 4.5.2, or 4.5.3, 4.5.4 for grouping related content.
- Information on Intermediate objectives IV. J was from Appendix 3 - Intermediate Objectives on the IPE (Appendix 3 was then removed to avoid redundancy)
- IV. K - list of documentations was added for clarity.
- The following was transferred to glossary for grouping related content: definitions of IPE Plan type - Vocational Rehabilitation, Supported Employment, Self-Employment, and Job Retention

**Policy Number:** VR-4.4-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.4:** Supported Employment IPE Development

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.4 Supported Employment IPE Development
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Verbiage In IV. B, E, F, and W was added for clarity and to align with the federal regulations.
- *IV. B.1-2 lists the sources of extended services to distinguish that VR provides extended services to clients who are youth with the most significant disabilities while third-party sources may be available for all other clients with the most significant disabilities.*
- *IV.E.1-6 describes the elements of a Supported Employment IPE.*
- *IV. F. 1-7 lists the types of supported employment services that may be provided by VR.*
- *IV.W.1-5 describes the criteria for case closure for clients with a Supported Employment IPE.*

**Policy Number:** VR-4.5-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.5:** Self-Employment

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.5 Self-Employment IPE
- This section was split into 4 standalone subsections 4.5.1-4.5.4 for clarity and easier navigation.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- IV. Standards clarifies general requirements for self-employment and describes allowable and unallowable businesses and VR services.
- IV. A -B lists VR services conditioned upon economic need.
- IV.C clarifies that comparable benefits apply to all VR services in support of a Self-Employment IPE.

- IV.E describes the criteria that potential business concept overview and business plan in consideration for VR approval must meet.
- IV. H lists unallowable businesses and VR services. The following items were clarified or added: 2 .Businesses engaged in activities considered high risk or speculative in nature such as lending, loan packaging, multi-sales distribution, multi-level marketing (MLM), marketing funnels, gambling, property investment, procurement and resale of items, real estate, sale of unverified or unregulated products, or other activities that rely on or develop profits from fluctuations in price (commodities trading), 3. Businesses dealing with rare coins and stamps, 4. Charitable, religious, or other non-profit institutions, 15. Purchase of vehicles, boats, aircraft, or trailers,
- IV. I lists the types of common VR services in support of a Self-employment IPE.
- IV. J lists the allowable business start-up expenses.

**Policy Number:** VR-4.5.1-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.5.1:** Self-Employment - Assessment, Business Concept Overview Development, Review and Approval Process **Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.5 Self-Employment IPE
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds.
- III. A-H clarifies rights and responsibilities for VR clients who are pursuing self-employment and tasks that must be completed before the development of a Self-Employment IPE.
- III. B explains that the agency Self-employment Guide is to be utilized to understand the extent of the VR self-employment program.
- III. C -D explains the requirement to conduct a research and gather relevant information regarding the industry standards for the proposed business idea.
- III. E explains that the agency Self-Employment Readiness Questionnaire form to be completed.
- III. F explains the requirement to complete a business concept overview proposal.
- IV. A-N clarifies the agency and staff responsibilities associated with review and approval of a client's business concept overview.
- VI. A-G guides VR staff when procuring VR services necessary for review and approval of a client's proposed business concept overview.

**Policy Number:** VR-4.5.2-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.5.2:** Self-Employment IPE Development, Technical Assistance and Business Plan Development **Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.5 Self-Employment IPE
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds
- *III. A-I applies to clients whose business concept overview was approved by VR and lists tasks to be completed that are necessary for business plan development.*
- *III.B explains the requirement to upskill or develop career/occupational skills pertinent to the business.*

- *III. C explains the requirement to complete business training (financial, managerial, marketing, etc.) to develop knowledge for business operations.*
- *III.F explains the requirement to develop a business plan in accordance with 4.5.H of the policy manuals.*
- *IV. A-N clarifies the agency and staff responsibilities associated with development of a Self-Employment IPE, provision of VR support services including vocational counseling and guidance, and review and approval of business plans.*
- *VI. A-H guides VR staff when procuring VR services in support of the Self-Employment IPE.*

**Policy Number:** VR-4.5.3-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.5.3:** Self-Employment - Business Plan Review and Approval for VR Funding

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.5 Self-Employment IPE
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- *III. A applies to clients who are pursuing approval of their self-employment business plan.*
- *IV. A-N clarifies the agency and staff responsibilities associated with review and approval of a business plan.*

**Policy Number:** VR-4.5.4-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.5.4:** Self-Employment -Business Startup, Progress Monitoring and Closure

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.5 Self-Employment IPE
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds.
- *III. A-H applies to clients whose business plan has been approved by VR and lists tasks to be completed that are necessary for business set up.*
- *IV. A-K clarifies the agency and staff responsibilities for the business set up, progress monitoring and case closure.*
- *VI. A-F guides VR staff when procuring VR services in support of the business set up.*

**Policy Number:** VR-4.6-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.6:** IPE Approvals

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.6 IPE Approvals
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-4.7-v1



**CHAPTER 4: Individualized Plan for Employment Section 4.7: IPE Management and Amendments**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 6.7 IPE Management and Amendments
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-5.1-v1

**CHAPTER 5: Closure Section 5.1: Closure Criteria**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 10.1 Closure Criteria
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-6.1-v1

**CHAPTER 6: Post-Employment Services Section 6.1: Post-Employment Services**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 11.1 Post-Employment Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Verbiage in *IV.C.2 clarifies that PES is appropriate for clients whose employment was lost due to employer's reorganization*

**Policy Number:** VR-7.1-v1

**CHAPTER 7: General Services Section 7.1: General Services**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(A) General Policies for all VR Services
- Information was rearranged for consistency, clarity, and grouping related content.
- IV(I)(21) verbiage was added for clarity
- IV(J-N) statements were added for consistency in the VR process and clarity.

**Policy Number:** VR-7.2-v1

**CHAPTER 7: General Services Section 7.2: Comparable Benefits**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(D) General Policies for all VR Services, Comparable Benefits
- Information was rearranged for consistency, clarity, and grouping related content.
- IV(E) statements were added for consistency in the VR process and clarity.

**Policy Number:** VR-7.3-v1

**CHAPTER 7:** General Services **Section 7.3:** Economic Need

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(C) General Policies for all VR Services, Economic Need and Appendix 1
- Information was rearranged for consistency, clarity, and grouping related content.
- Information was merged/transferred from Appendix 1 merged in this policy for grouping related content.
- IV. A-H and L statements were added for consistency in VR process and clarity

**Policy Number:** VR-7.4-v1

**CHAPTER 7:** General Services **Section 7.4:** Procurement of Services and Exceptions

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(F and I) General Policies for all VR Services, Procurement of Services and Exceptions from Policy Regarding the Procurement of Allowable Services
- Information was rearranged for consistency, clarity, and grouping related content.
- Statements from 8.1(F and I) were merged into Section 7.4 for grouping related content and to decrease redundancy.

**Policy Number:** VR-7.5-v1

**CHAPTER 7:** General Services **Section 7.5:** Policy Exceptions to Allowable Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(H) General Policies for all VR Services, Exceptions from Policy Regarding the Provision of Allowable Services
- Information was rearranged for consistency, clarity, and grouping related content.
- Instructions were included on how to proceed with a policy exception on Section V. A-C.

**Policy Number:** VR-7.6-v1

**CHAPTER 7:** General Services **Section 7.6:** Client Purchase Agreement

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.1(G) General Policies for all VR Services, Authorization to Client: Client Purchase Agreement (CPA)
- Information was rearranged for consistency, clarity, and grouping related content.

- Instructions were included on how to collect on CPAs when proper documentation is not provided, or funds were misspent) in section V. A-G

**Policy Number:** VR-8.1-v1

**CHAPTER 8:** Assessment Services **Section 8.1:** Assessments: General

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.6 Assessments was split into 9 standalone sections 8.1-8.9 for clarity and easier navigation.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds.

**Policy Number:** VR-8.2-v1

**CHAPTER 8:** Assessment Services **Section 8.2:** Assessments: Audiology/Ear, Nose and Throat (ENT)

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.6 Assessments, A .7 and 8
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- IV.H clarifies that one assessment is allowed per case.
- VI. A-G guides VR staff when procuring Assessments-Audiology and ENT services.

**Policy Number:** VR-8.3-v1

**CHAPTER 8:** Assessment Services **Section 8.3:** Assessments: Medical/Dental

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.6 Assessments, A .5 and 11
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *IV.M clarifies that one assessment is allowed per case.*
- *VI. A-G guides VR staff when procuring Assessments-Medical and Dental services.*

**Policy Number:** VR-8.4-v1

**CHAPTER 8:** Assessment Services **Section 8.4:** Assessments: Comprehensive Neurorehabilitation

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.6 Assessments, A .15. D

- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *IV.L clarifies that one assessment is allowed per case.*
- *VI. A-H guides VR staff when procuring Assessments-Comprehensive Neurorehabilitation services.*

**Policy Number:** VR-8.5-v1

**CHAPTER 8:** Assessment Services **Section 8.5:** Assessments: Psychology/Psychiatry/Mental Health

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 6 Assessments, A .5, 9 and 10
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- IV.Q clarifies that one assessment is allowed per case.
- VI. A-G guides VR staff when procuring Assessments-Psychology Psychiatry services.

**Policy Number:** VR-8.6-v1

**CHAPTER 8:** Assessment Services **Section 8.6:** Assessments: Rehabilitative Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 6 Assessments, A .12
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *IV.J clarifies that one assessment is allowed per case.*
- *VI. A-G guides VR staff when procuring Assessments-Rehabilitative services.*

**Policy Number:** VR-8.7-v1

**CHAPTER 8:** Assessment Services **Section 8.7:** Assessments: Trial Work Experience

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 6 Assessments, A.15.c.iii.v.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- VI. A-H guides VR staff when procuring Assessments-Trial Work Experience services.

**Policy Number:** VR-8.8-v1

**CHAPTER 8: Assessment Services Section 8.8: Assessments: Vision**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 6 Assessments, A .13
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *IV.M clarifies that one assessment is allowed per case.*
- *VI. A-G guides VR staff when procuring Assessments-Vision services.*

**Policy Number:** VR-8.9-v1

**CHAPTER 8: Assessment Services Section 8.9: Assessments: Vocational Evaluation**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 6 Assessments, A .15
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *IV.M clarifies that one assessment is allowed per case*
- VI. A-H guides VR staff when procuring Assessments-Vocational Evaluation services.

**Policy Number:** VR-9.1-v1

**CHAPTER 9: Treatments Section 9.1: Treatments: General**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.7, Treatment Services
- Information was rearranged for consistency, clarity, and grouping related content.
- IV. A was added to ensure consistency with the VR process.

**Policy Number:** VR-9.2-v1

**CHAPTER 9: Treatments Section 9.2: Treatments: Cochlear/BAHA**

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.7, Treatment Services (A)(2) (B-C).
- Information was rearranged for consistency, clarity, and grouping related content.
- IV. A was added to ensure consistency with the VR process.
- Title "AZRSA Statewide Coordinator for Deaf and Hard of Hearing" was updated to "*Region 3 Program Manager*" to align with the VR process.

- Instructions were included on how to authorize Cochlear/Baha treatment service(s) in section VI(A-H).

**Policy Number:** VR-9.3-v1

**CHAPTER 9:** Treatments **Section 9.3:** Treatments: Vision

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.7, Treatment Services (A)(2)(a), (A)(5)(h), (D)(11-16)
- Information was rearranged for consistency, clarity, and grouping related content.
- IV. A and T was added for clarity and consistency with VR Process.
- Instructions were included on how to authorize vision treatment service(s) in section VI. A-G.

**Policy Number:** VR-9.4-v1

**CHAPTER 9:** Treatment Services **Section 9.4:** Treatments: Occupational, Physical and Speech Therapy

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.7 Treatment Services, B.4-16
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- *VI. A-G guides VR staff when procuring Treatments- Occupational Physical and Speech Therapy services.*

**Policy Number:** VR-9.5-v1

**CHAPTER 9:** Treatments **Section 9.5:** Treatments: Psychology/Psychiatry/Mental Health

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.7, Treatment Services (C)(1-3), (D)(4)
- Information was rearranged for consistency, clarity, and grouping related content.
- Parameters for Psychology and Psychiatric treatment services were added in IV.E.1-3 for clarity and specificity.
- Clarification on medications was added in IV. F.
- Instructions were included on how to authorize treatment service(s) in section VI. A-G

**Policy Number:** VR-9.6-v1

**CHAPTER 9:** Treatments **Section 9.6:** Treatments: Dental

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.7, Treatment Services (B)(3)
- Information was rearranged for consistency, clarity, and grouping related content.

- To ensure alignment and consistency with the VR process, Section IV. A-E and I were added.
- Instructions were included on how to authorize treatment service(s) in section VI. A-G

**Policy Number:** VR-9.7-v1

**CHAPTER 9:** Treatments **Section 9.7:** Treatments: Neurorehabilitation

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.7, Treatment Services (E)
- Information was rearranged for consistency, clarity, and grouping related content
- To ensure alignment and consistency with the VR process, Section IV. A-D
- Instructions were included on how to authorize treatment service(s) in section VI. A-F.

**Policy Number:** VR-9.8-v1

**CHAPTER 9:** Treatments **Section 9.8:** Treatments: Medical Equipment

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8. 7 Treatment Services, D
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology
- *VI. A-G guides VR staff when procuring Medical Equipment services.*

**Policy Number:** VR-10.1-v1

**CHAPTER 9:** Treatments **Section 9.8:** Treatments: Medical Equipment

**Type of Change:** Major Revision **Date of Change:** 03/31/2021 **Public Hearing/Date:** Yes/07.08.20

- Former Section 8. 9 Post-Secondary Education and Training
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's service thresholds and procurement methodology.
- Verbiage in IV. F, G, I, J, S, U, V, CC, and DD was added for clarity.
- *IV.F clarifies that required prerequisites, remedial or repeated courses, course withdrawals, and/or course incompletes must be discussed with the client.*
- *IV.G explains that post-secondary education must be necessary for the selected and approved employment goal.*
- *IV. I and J specify VR services for post-secondary education to which the economic need criteria apply or not.*
- *IV. S clarifies that merit based scholarships are not considered a comparable benefit.*

- *IV.U clarifies the order of precedence that VR will utilize when determining the cost efficiency of a post-secondary program, namely public community college, vocational or technical school, public university, private college, vocational or technical school, and lastly private university.*
- *IV.CC clarifies VR payment for post-secondary education when a client is not yet an Arizona resident.*
- *IV. DD. clarifies that VR will not support repeated courses if the client must repeat a course due to a failing grade or withdrawal from the course(s) following the designated drop period for the training program.*

**Policy Number:** VR-10.2-v1

**CHAPTER 10:** Education/Training Services **Section 10.2:** On the Job Training

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.10 On-the-Job (OJT)
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Section IV. A-B was added for consistency with the VR process.
- Instructions were included on how to authorize OJT services in section VI. A-I.

**Policy Number:** VR-10.3-v1

**CHAPTER 10:** Education/Training Services **Section 10.3:** Basic Education and Literacy

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.11 Basic Education, Literacy Training and Tutoring
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Section on Academic Tutoring was moved to section 10.4 for grouping related content
- Instructions were included on how to authorize Basic Education and Literacy services in section VI(A-F).

**Policy Number:** VR-10.4-v1

**CHAPTER 10.4:** Education/Training Services **Section 10.4:** Academic Tutoring

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.11 Basic Education, Literacy Training and Tutoring
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Provider qualifications transferred to Section 16.1 Provider Requirements for grouping related content.
- Instructions were included on how to authorize with Academic Tutoring services in section VI. A-D.

**Policy Number:** VR-10.5-v1



**CHAPTER 10:** Education/Training Services **Section 10.5:** Miscellaneous Training includes Job training and Training Not Elsewhere Classified (NEC)

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.14 Miscellaneous Training (including Job Training)
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Instructions were included on how to authorize Misc. Training includes Job training and Training Not Elsewhere Classified (NEC) services in section VI. A-E.

**Policy Number:** VR-11.1-v1

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.1:** Pre-employment Transition Services (Pre-ETS)

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.27 Pre-employment Transition Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-11.2-v1

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.2:** Disability Related Skills Training

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.13 Disability Related Skills Training
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Provider qualifications transferred to Section 16.1 Provider Requirements for grouping related content.
- Instructions were included on how to authorize Disability Related Training services in section VI. A-G.

**Policy Number:** VR-11.3-v1

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.3:** Job Readiness

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.12 Job Readiness Training
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Instructions were included on how to authorize Job Readiness services in section VI. A-F.

**Policy Number:** VR-11.4-v1

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.4:** Job Related Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Formerly Section 8.15 Job Related Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Section IV. E, I-K were added for clarification and consistency with the VR process.
- Updated “*On-the-Job Supports*” to “*Short Term Job Supports*” to align with Contracts terminology
- Instructions were included on how to authorize Job Related services in section VI. A-H.

**Policy Number:** VR-12.1-v1

**CHAPTER 12:** Support Services    **Section 12.1:** Transportation Services

**Type of Change:** New Policy Format    **Date of Change:** 03/31/2021    **Public Hearing/Date:** N/A

- Formerly Section 8.16 Transportation Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Section IV. M. added verbiage to increase clarity of routine maintenance.
- Section IV. N was added to align to increase clarity with for supervisory approval
- Instructions were included on how to authorize Transportation services in section VI. A-K.

**Policy Number:** VR-12.2-v1

**CHAPTER 12:** Support Services    **Section 12.2:** Maintenance

**Type of Change:** New Policy Format    **Date of Change:** 03/31/2021    **Public Hearing/Date:** N/A

- Formerly Section 8.17 Maintenance Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.
- Maintenance (definition) moved to Appendix 1 for grouping related content
- Removed statement on the unallowable cost of basic living needs (not already listed in the policy) due to redundancy.
- Removed additional statements on clothing due to redundancy
- Instructions were included on how to authorize Maintenance services in section VI. A-K.

**Policy Number:** VR-12.3-v1

**CHAPTER 12:** Support Services    **Section 12.3:** Reader Services

**Type of Change:** New Policy Format    **Date of Change:** 03/31/2021    **Public Hearing/Date:** N/A

- Former Section 8.22 Reader Services, Braille Transcription and Document Conversion
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency’s procurement methodology.

**Policy Number:** VR-12.4-v1

**CHAPTER 12:** Support Services **Section 12.4:** Interpreting Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.23 Interpreting Services for Individuals who are Deaf or Hard of Hearing
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-12.5-v1

**CHAPTER 12:** Support Services **Section 12.5:** Personal Assistance Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.24 Personal Assistance Service
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-12.6-v1

**CHAPTER 12:** Support Services **Section 12.6:** Childcare Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.29 Child Care
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-12.7-v1

**CHAPTER 12:** Support Services **Section 12.7:** Information and Referral

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.26 Information and Referral Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-12.8-v1

**CHAPTER 12:** Support Services **Section 12.8:** Other Services

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.31 Other Services
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-12.9-v1

**CHAPTER 12:** Support Services **Section 12.9:** Client Equipment

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.32 Client Equipment
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.

**Policy Number:** VR-13.1-v1

**CHAPTER 13:** Assistive Technology (AT) Services **Section 13.1:** Rehabilitation Technology

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.18 Rehabilitation Technology
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.
- Rehabilitation Engineering service, Rehabilitation Technology, Assistive Technology equipment moved to Appendix 1 for grouping related content.
- Section IV. C-D was added to be consistent with the VR process
- Instructions were included on how to authorize Rehabilitation Technology services in section VI. A-K.

**Policy Number:** VR-13.2-v1

**CHAPTER 13:** Rehabilitation Technology **Section 13.2:** Adaptive Driving Evaluation and Adaptive Driving Training

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** Yes/07.08.20

- Former Section 8.19 Vehicle Modification and Adaptive Driving was split into 2 standalone sections 13.2 and 13.3.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.
- Verbiage in III. E and IV. C, E, F, and H was added for clarity.
- *III. E explains the requirement that a client must possess a valid and current instructional/learner's permit, except in cases where the client's disability is a barrier in obtaining the learner's permit.*

- *IV. C. explains that an Adaptive Driving Evaluation can be provided during the pre-IPE planning phase (Status 10).*
- *IV.E. explains that Adaptive Driving Evaluation and Adaptive Driving Training are considered when necessary for entering into, obtaining and maintaining employment and when no other transportation alternatives are available.*
- *IV. F. clarifies that an Adaptive Driving Evaluation must include a Behind-the-wheel assessment on the client's cognitive and/or physical needs pertaining to actual road experience, and identification of potential equipment needs to safely drive a vehicle.*
- *IV. H. explains that the completion of the Adaptive Driving Evaluation does not commit VR to provide any subsequent Adaptive Driving Training or vehicle modifications.*

**Policy Number:** VR-13.3-v1

**CHAPTER 13:** Assistive Technology Services **Section 13.3:** Vehicle Modification

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** Yes/08.06.20

- Former Section 8.19 Vehicle Modification and Adaptive Driving was split into 2 standalone sections 13.2 and 13.3.
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.
- Verbiage in I., III. F-H and IV.C-J, L, T, U, W and Y was added for clarity and to be aligned with the national standards for vehicle modifications.
- *I. Policy Statement explains that vehicle modifications which are prescribed modifications to change the mechanical or structural components of a vehicle must be done in accordance with the National Mobility Equipment Dealers Association (NMEDA) and its Quality Assurance Program (QAP).*
- *III. F explains that a client must have a plan for funding vehicle loan payments, insurance coverage, extended warranty coverage, ongoing maintenance and repair of the vehicle and modifications as applicable.*
- *III.G explains that a client must obtain and maintain ongoing vehicle insurance coverage at all times that is adequate to cover replacement loss for both the vehicle and subsequent modifications.*
- *III. H explains that a client must establish alternative transportation methods during the timeframe when the vehicle is being modified.*
- *IV.C describes a requirement that a Certified Driving Specialist (CDRS) must have credentials issued by the Association for Driver Rehabilitation Specialists (ADED) and that a Vehicle Modification Prescription be completed.*
- *IV. D explains the roles of a driver evaluation team [ Vocational Rehabilitation Counselor (VRC), CDRS, installer, Assistive Technology (AT) Coordinator] for an initial review and discussion pertaining to the feasibility of vehicle modification.*
- *IV.E. explains that the Driver Evaluation team must meet with the client for a Vehicle Modification planning meeting to review the Vehicle Modification quote(s), costs, insurance requirements, and project timeframes,*
- *IV F. explains that the VR Counselor must provide the client with an informed choice of available contracted installers to select from to obtain a Request for Project Cost Proposal for the Vehicle Modification Prescription.*
- *IV. L clarifies that vehicle modifications are not provided for the sole purpose of increasing independent living opportunities.*
- *IV. T explains that one prescribed vehicle modification is allowed per client and when a policy exception is required.*
- *IV. U. 1,2 and 3 explains the types of vehicle modification that are covered by VR.*

- *IV. U.3 describes a requirement that vehicle modification include the least expensive and minimum equipment to safely operate the vehicle in accordance with National Highway Traffic Safety Administration (NHTSA) standards in conjunction with NMEDA QAP guidelines.*
- *IV. W.1-3 explains the types of vehicle modification that are not covered by VR.*
- *IV. Y explains the inspection of a modified vehicle.*

**Policy Number:** VR-13.4-v1

**CHAPTER 13:** Assistive Technology Services **Section 13.4:** Home Modification

**Type of Change:** Major Revision **Date of Change:** 03/31/2021 **Public Hearing/Date:** Yes/10.29.20

- Former Section 8.20 Home Modification
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format and agency's procurement methodology.
- Verbiage in III. A-F and IV. B ,C, D, F, H, I, K, N, M and R was added for clarity.
- *IV.B -D describes the type of home modifications that are not supported by VR.*
- *IV. F explains that home modifications are allowed only once a lifetime per client.*
- *IV. H explains that the agency Home Modification Letter of Understanding must be signed prior to the start of any home modification.*
- *IV. I explains that an evaluation and prescription, or written recommendations/assessments from a licensed physical or occupational therapist is required prior to the start of a home modification.*
- *IV. K explains that the client's written approval is required prior to sending the Project Pricing Form to contracted vendors for a competitive bidding process.*
- *IV. N. Supervisory approval is required for the total cost of the home modification prior to authorization of VR funds.*
- *IV.M. The selected contractor and client must agree with the planned modifications before construction begins.*
- *IV.R. After completion of home modification, the client, VR Counselor, and contracted vendor inspect the client's residence to ensure the client's accessibility needs are met,*
- *VI. A-I guides VR staff when procuring home modification services.*

**Policy Number:** VR-13.5-v1

**CHAPTER 13:** Assistive Technology Services **Section 13.5:** Hearing Aids

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.30 Hearing Aids
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-13.6-v1

**CHAPTER 13:** Assistive Technology Services **Section 13.6:** Bioptic Telescope

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 8.33 Bioptic Telescope Lens System
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-14.1-v1

**CHAPTER 14:** Special Populations **Section 14.1:** Youth Seeking Subminimum Wage

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 12.1 Youth Seeking Subminimum Wage
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-14.2-v

**CHAPTER 14:** Special Populations **Section 14.2:** Individuals with Sexual Offenses

**Type of Change:** New Policy **Date of Change:** 03/31/2021 **Public Hearing/Date:** Yes/10.29.20

- This is a new policy section that provides guidelines and considerations when providing VR services to an applicant/client who has been convicted as an adult or adjudicated as a juvenile of any offense under A.R.S. Title 13, Chapter 14 and/or any person who is required to register on the sex offender registry pursuant to A.R.S. § 13-3821.

**Policy Number:** VR-15.1-v1

**CHAPTER 15:** Appeals **Section 15.1:** Overview of Appeals

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 3.1 Overview of Appeals
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-15.2-v1

**CHAPTER 15:** Appeals **Section 15.2:** Informal Review

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 3.2 Informal Resolution
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-15.3-v1

**CHAPTER 15:** Appeals **Section 15.3:** Mediation

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 3.3 Mediation
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-15.4-v1

**CHAPTER 15:** Appeals **Section 15.4:** Fair Hearing

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 3.4 Fair Hearing new policy
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-15.5-v1

**CHAPTER 15:** Appeals **Section 15.5:** Director review of fair hearing decision

**Type of Change:** New Policy Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 3.5 Director Review of Fair Hearing Decision
- Information was rearranged for consistency, clarity, and grouping related content to align with the new policy format.

**Policy Number:** VR-Appendix 1-v1

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change:** New Appendix and Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- Former Section 1.2 Definitions is now Appendix 1 Glossary.
- The following definitions were added for clarity: American with Disabilities Act (ADA), Attendant Care Service, Audiology Assessment, Augmentative Communication Evaluation, Benefits Counseling, Baha System (Baha), Career Counseling and Information/Referral, Career Exploration, Cataracts, Client Purchase Agreement, Client Authorized Representative, Cochlear Implant (CI), Commission on Rehabilitation Counselor Certification (CRCC), Computer Access Assessment, Contact Lenses, Counseling on Post-Secondary Education, Court Appointed Representative, Disability-Related Skills Training, Eligibility Extension, Extended Services, Extended Services for Youth with Disabilities, Federal Voter Registration (National Mail Voter Registration), Hearing Aid, Home Modification Assessment, Individual with Disability, Individualized Education Plan (IEP), Individualized Support Plan (ISP) (from the Division of Developmental Disabilities or DDD), Informational Interviewing, Installation, Instruction in Self-Advocacy, Interpreter, Interpreter Services, IPE Amendment, IPE Extension, IPE Revision, Job Exploration Counseling, Job Placement, Job Preparation, Job Readiness Training, Job Retention IPE, Job Search Assistance, Job Training, Legal Guardian, Libera System 7, McCarron-Dial System, Measurable Skills Gains (MSG), Medicaid, Medical Equipment, Medicare, Minimum Wage, Miscellaneous Training, Orientation and Adjustment to Disability, Orientation and Mobility, PELL Grant, Personal Assistance, Primary Residence, Procurement, Reader Services, Reasonable Accommodations, Rehabilitation Engineering Services, Rehabilitation Instructional Services, Rehabilitation Technology, Schedule A Documentation, Seating and Mobility Assessment, Self-Employment IPE, Self-report, Short Term Job Supports, Sighted Guide, Social Security Benefit Verification Letter (Social Security Award



Letter), Supported Education, Supported Employment IPE, Support Service for Deaf-blind Individuals (SSP), Title II (of the Social Security Act), Title XVI (of the Social Security Act), also known as Supplemental Security Income, Training Not Elsewhere Classified, Transportation, Transportation Worksheet, Treatment of Impairments, Visual Acuity, Vocational Counseling and Guidance, Vocational Rehabilitation IPE, Wage, Work Adjustment Training (WAT), Work-Based Learning Experiences, Workers' Compensation, Workplace Readiness Skills Training, and Workstation Evaluation.

- The following definitions were removed: Accredited Institution, ACP Authorization card, Actual Address, Administrative Unit, Client, Client Information, Course Schedule/Registration, Extended Supported Employment services, Optometrist, Self-Employment, Staff, Tax Work Number, and Wages PDQ.
- The following definitions have been merged into the definition # 66 Functional Capacity Areas: Communication, Interpersonal Skills, Mobility, Self-Care Self-Direction, Work Skills, and Work Tolerance.

**Policy Number:** VR-Appendix 2-v1

**Appendix 2:** Self-Employment - Terminology

**Type of Change:** New Appendix and Format **Date of Change:** 03/31/2021 **Public Hearing/Date:** N/A

- This is a new appendix that includes definitions and terminology specific to self-employment.
- Some content was extracted from former Section 1.2 Definitions
- The following definitions were added for clarity: Asset, Balance Sheet, Break-even Point, Business License, Business Organization, Financial Plan, Marketing Plan, Operations Plan, Business Concept Overview, Business Products (goods) and services, Capital, Cash Flow Statement, Cash Reserve, Corporation, Cost of Products (goods) Sold, Competitive Integrated Employment in Self-employment Work Setting, Competitor, Employee, Employer, Employer Identification Number (EIN), Existing Business, Expenses, Financing, Financial Statement or Financials, Home-based Business, Home-based Employment, Income, Income Statement, Independent Contractor Including Subcontractor, Independent Contractor Criteria, 1099 Miscellaneous Income, Industry Research, Industry Trends, In-kind Contribution, Initial Inventory (stock and supplies, Initial Office Supplies, Market, Market Analysis, Marketing, Multi-Level Marketing, Net Profit or Loss, Net Worth, Nonprofit, Operating Expenses, Partnership, Partnership Agreement, Personal financial Statement, Pre-tax Profit or Loss, Revenue, Sales Projection or Forecast, Sales Volume, Self-Employment Review Committee, Service (in terms of self-employment), Small Business Administration (SBA), Start-up Costs, and Target Market.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect May 7, 2021**

**Policy Number:** VR-1.1-v2

**CHAPTER 1:** Introduction **Section 1.1:** Mission and Vision Statements

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected grammatical error in Section Title (added an “s” in “statement”)

**Policy Number:** VR-2.4-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.4:** Case Record Requirements

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected error in IV. H. 13. H ( changed “Extended Supported Employment” to “Extended Service”)

**Policy Number:** VR-2.9-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.9:** Case Status

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected Title “Client Status” to “Case Status”

**Policy Number:** VR-3.2-v2

**CHAPTER 3:** Referral, Application, Eligibility and Order of Selection **Section 3.2:** Eligibility and Order of Selection

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

IV. J was added for clarity per RSA Administration request: “Any subsequent eligibility extension(s) must be approved by the Program Supervisor.”

**Policy Number:** VR-4.2-v2

**CHAPTER 4:** Individualized Plan for Employment **Section 4.2:** Timelines for IPE Development

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

Clarified Extension of IPE implementation in IV. F., added IV. J and K as it was previously omitted in error during policy manual format update.

**Policy Number:** VR-4.3-v2

**CHAPTER 4:** Individualized Plan for Employment **Section 4.3:** IPE Development

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

Updated language in IV. I as it was previously omitted in error during policy manual format update.

- Corrected branding of Arizona@Work to ARIZONA@WORK in IV. N
- Updated term from Extended Supported Services to *Extended Services* in IV. R.

**Policy Number:** VR-4.5.1-v2

**CHAPTER 4: IPE Section:** 4.5.1: Self-Employment - Assessment, Business Concept Overview Development, Review and Approval Process

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected grammatical error in IV. N (added “of” after “completion”)

**Policy Number:** VR-4.5.2-v2

**CHAPTER 4: IPE Section 4.5.2:** Self-Employment IPE Development, Technical Assistance and Business Plan Development

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected grammatical error in IV.I.3 (added closing bracket)

**Policy Number:** VR-7.1-v2

**CHAPTER 7: General Services Section 7.1:** General Services

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- IV. I. 16 was added the word “not” as it was previously omitted in error during policy manual format update. “Office modification which do not meet the VR requirements regarding home/office modifications,”

**Policy Number:** VR-9.1-v2

**CHAPTER 9: Treatments Section 9.1:** Treatments: General

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Added *Dentistry* in IV. L. 3 as it was previously omitted in error during policy manual format update.

**Policy Number:** VR-9.2-v2

**CHAPTER 9: Treatments Section 9.2:** Treatments: Cochlear/BAHA

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected statement error in IV.A that referenced a different service (vision) and replaced it with reference to the correct service of cochlear and Baha implant and corrected the corresponding assessment section to 8.2.

**Policy Number:** VR-9.7-v2

**CHAPTER 9: Treatments Section 9.7: Treatments: Neurorehabilitation**

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Added *Social Pragmatics* IV. T. 7 as it was previously omitted in error during policy manual format update.

**Policy Number:** VR-10.1-v2

**CHAPTER 10: Education/Training Services Section 10.1: Post-secondary Education/Training**

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected grammatical error in IV.H.7 (added”, “and”
- Renumbered IV.H.9

**Policy Number:** VR-11.2-v2

**CHAPTER 11: Employment (Job Readiness) Services Section 11.2: Disability Related Skills Training**

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Updated “Orientation and Adjustment to Disability” to “OAD” in IV. U.

**Policy Number:** VR-11.4-v2

**CHAPTER 11: Employment (Job Readiness) Services Section 11.4: Job Related Services**

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected the alpha numeric sequence.

**Policy Number:** VR-12.1-v2

**CHAPTER 12: Support Services Section 12.1: Transportation Services**

**Type of Change:** Moderate Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Following updates were made:
- IV. A. was added as it was previously omitted in error during policy manual format update.
- The \$1,000 limit referenced was a typo and is corrected to \$4,000.
- IV. N was added as it was previously omitted in error during policy manual format update.
- IV. W. 2 - updated the word permanent residence to primary residence to align with glossary reference.

- IV. AA. 1-3 was included to clarify transportation services for clients attending an educational/training institution as it was previously omitted in error during policy manual format update.
- V. D. statement was added as it was previously omitted in error during policy manual format update.

**Policy Number:** VR-12.2-v2

**CHAPTER 12:** Support Services **Section 12.2:** Maintenance

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected the alpha numeric sequence.

**Policy Number:** VR-Appendix 1-v2

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change:** Minor Correction **Date of Change:** 5/7/2021 **Public Hearing/Date:** N/A

- Corrected section references in #26, 36, and 37
- Added #34 Comprehensive Neurorehabilitation

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect June 30, 2021**

**Policy Number:** VR-2.2-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.2:** Address Confidentiality Program

**Type of Change:** Minor Correction **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Deleted "*and the last 4 digits of zip code*" in IV. C.3

**Policy Number:** ~~Policy Number:~~ VR-3.1-v2

**CHAPTER 3:** Referral, Application, Eligibility and Order of Selection **Section 3.1:** Referral, Orientation, Intake Interview and Application

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended IV.H for clarity to read "*The VR Application form must be completed and signed by the applicant within three business days before or after the Intake Interview date.*"
- Added new paragraph IV. I for clarity" *The Intake Interview Narrative and VR Intake Form must be completed within 3 business days of the Intake Interview date.*"
- Renumbered Subheading IV Standards

**Policy Number:** VR-3.2-v3

**CHAPTER 3: Referral, Application, Eligibility and Order of Selection Section 3.2: Eligibility and Order of Selection**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Added new paragraph IV. W for clarity “ *In instances of an ineligibility determination, the EDW form must not be signed until after the Closure Decision with Appeal Rights (Not Eligible for VR) has been sent and 14 days have passed from the date after the closure letter date.*”
- Added documentation requirements in heading VI.C-F: *C. Eligibility Determination Worksheet (EDW) form, D. Eligibility and Order of Selection Justification Narrative Template, and E. Eligibility and Order of Selection Decision with Appeal rights letter, or F. Closure Decision with Appeal Rights (Not Eligible for VR).*

**Policy Number:** VR-4.5.3-v2

**CHAPTER 4: IPE Section 4.5.3: Self-Employment - Business Plan Review and Approval for VR Funding**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Added new paragraph V.B “To submit proposed business plans to SERC for review and presentation, send all items to [rsaserc@azdes.gov](mailto:rsaserc@azdes.gov).”
- Renumbered heading V. Procedure accordingly

**Policy Number:** VR-4.6-v2

**CHAPTER 4: IPE Section 4.6: IPE Approvals**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Corrected the order in IV. C. 1-2 to read: *The IPE must be signed in the following order of precedence to obtain IPE approval: VR Counselor, The client and/or their client representative*

**Policy Number:** VR-5.1-v2

**CHAPTER 5: Closure Section 5.1: Closure Criteria**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended V. B for clarity to read “*Refer to Standard Work Closures Due to Loss of Contact*”

**Policy Number:** VR-7.1-v2

**CHAPTER 7: General Services Section 7.1: General Services**

**Type of Change:** Minor Correction **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Grammatical and punctuation correction in IV. I. 19 thru 21

**Policy Number:** VR-7.3-v2

**CHAPTER 7: General Services Section 7.3: Economic Need**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended statement in III. A. 5 – from documents to “*W2 forms, bank statements...*” for clarity
- Updated statement IV. D to “*The income of the person who claims the client as a dependent on the most recent federal income tax return or the income of the person legally responsible for the client must be used to determine economic need.*”
- Updated statement IV. E to “*In instances when the client is not claimed as a dependent on anyone’s federal income tax return and no one is legally financially responsible for the client, the client’s income must be used to determine economic need.*”
- Updated statement IV. F to “*In instances when a client has a fiduciary guardian, conditions under IV. D applies.*”
- Updated statement IV. G to “*In instances when the client is married, the spousal income applies only when the client and spouse file their tax return jointly.*”
- Removed statement IV. H. and renumbered accordingly
- Updated statement IV. L to “*The household or family unit includes the number of individuals claimed on the federal tax return of the person’s income used to determine economic need.*”
- Removed the word “relocation” in IV. I. 7.
- Updated section VI. A. to “*All documentation used to support the economic need decision: 1. SSA Award letter, 2. Documentation showing receipt of government assistance, 3. Documentation of Ward of Court/State (if applicable) 4. Most recent federal tax return form, 5. W2 forms, 6. Paycheck stubs, or 7. Bank statements.*”

**Policy Number:** VR-8.5-v2

**CHAPTER 8: Assessment Services Section 8.5: Assessments: Psychology/Psychiatry/Mental Health**

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work
- Deleted IV.G “A minimal psychological evaluation must be utilized to confirm or update an established diagnosis and is appropriate for an applicant/clients with a known history of psychosocial or cognitive impairment, for whom recent psychological information is available and only clinical interview and review of records by a psychologist is required”
- Renumbered Heading IV. Standards accordingly
- Deleted “standard” in former IV. I, J, K, L, and M
- Added new paragraph IV. N “Post-Service Consultation is used to discuss the evaluation results and recommendations for treatment options, if applicable.”
- Amended V.C for clarity to read “Refer to the RSA Allowable Services Spreadsheet, contracts for Psychological Services and provider requirements. For Psychiatric Services, which is a non-contracted service, refer to RSA Contracts Unit for guidance whether the service is to be procured via ...”

**Policy Number:** VR-9.5-v2

**CHAPTER 9: Treatments Section 9.5: Treatments: Psychology/Psychiatry/Mental Health**  
**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work
- Replaced “psychology” and “psychiatry” with “psychological” and “psychiatric” in 9.5 I. Policy Statement
- Added “therapy” after “psychological” in IV. C
- Added for clarity in IV. D Mental health treatment services “are time-limited and goal oriented...”
- Added “therapy” after “psychological” in IV. E
- Amended V.D for clarity to read: *The VR Counselor must complete: 1. The agency Referral for Services form for psychiatric treatment and psychotropic medications 2. The "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) for psychological therapy and provider selection.*

**Policy Number:** VR-9.6-v2

**CHAPTER 9: Treatments Section 9.6: Treatments: Dental**  
**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work
- Added new paragraph IV. B “An assessment is warranted when there is a clear existence of serious maxillo-facial problems and/or diseases of the gums and teeth that may cause or aggravate problems of speech, personal appearance, personal adjustment, or other specific employment-related health problems.”
- Renumbered heading IV. Standards accordingly.
- Added “or oral surgeon” in former IV. E (now IV.F).
- Added new paragraph IV. I “Oral surgery may be approved when it is medically necessary.”
- Amended V.D for clarity to read: *“The VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) for dental services and provider selection.”*

**Policy Number:** VR-10.2-v2

**CHAPTER 10: Education/Training Services Section 10.2: On the Job Training**  
**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Corrected error (removed extra bracket) in 10.2 IV.F.1

**Policy Number:** VR-12.1-v3

**CHAPTER 12: Support Services Section 12.1: Transportation Services**  
**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A



- Removed "to" in IV.B
- Replaced "car" with "vehicle" in IV.H
- Added "contracted" in V.H
- Added a new paragraph as V. I *"To request taxi transportation, the VR Counselor or Purchasing Technician must submit the Exhibit C Transportation Services Request ADES form to NEBCO at [dcsrequest@azmtba.com](mailto:dcsrequest@azmtba.com)."*

**Policy Number:** VR-Appendix 1-v3

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change:** Update/Revision **Date of Change:** 6/30/2021 **Public Hearing/Date:** N/A

- Added definition of "Dependent"

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect September 30, 2021**

**Policy Number:** VR-1.3-v2

**CHAPTER 1:** Introduction **Section 1.3:** Personnel Standards

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added statement in 1.3, IV. B. *"VR staff must sign and abide by the performance expectations of the RSA Staff Expectations form."*

**Policy Number:** VR-2.1-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.1:** Protection, Use and Release of Client Information

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Revised V. B. to "Refer to Standard Work - Request for RSA Records and the RSA Records Request Tip Sheet."
- Revised VI. A to "Authorization for Release RSA Records"

**Policy Number:** VR-2.3-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.3:** Client Representative

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Revised III. Applicability for clarity:

*This applies to applicants/clients who prefer to have a representative or have an appointed legal guardian. The applicant/client must: A: Complete and sign the Client Authorized Representative form when the applicant/client prefers to name an individual as their authorized representative.”*

*And B: In the event the applicant/client has a court-appointed representative/legal guardian, the court-appointed representative/legal guardian must provide documentation pertaining to guardianship.”*

- Added new paragraph IV. D to clarify the primary decision-making authority for applicants/clients whose parents are divorced or separated and share custody.

*In the event there is a dispute between parents who share legal joint custody of the applicant/client, VR will adhere to the court documentation stating the court decision identifying the parent who has the primary decision-making responsibilities.*

- Renumbered IV. Standards heading accordingly.

**Policy Number:** VR-2.4-v3

**CHAPTER 2:** Client Information and Case Requirements    **Section 2.4:** Case Record Requirements

**Type of Change:** Update/Revision    **Date of Change:** 9/30/2021    **Public Hearing/Date:** N/A

- Revised IV. A-C for consistency as follows: Replaced “7 calendar days with 2 business days in IV.A, replaced calendar days with business days in IV.B, and replaced 7 calendar days with 3 business days in IV.C
- Replaced *Proof of authorization to work in the United States* **with** *Documents that establish employment eligibility and identity must be consistent with forms required by the Department of Homeland Security, United States Citizenship and Immigration Services (USCIS), a complete list of required documents is available at <https://www.uscis.gov/i-9>*, in IV. H.4

**Policy Number:** VR-2.10-v1

**CHAPTER 2:** Client Information and Case Requirements    **Section 2.10:** Case Notes

**Type of Change:** New Policy    **Date of Change:** 9/30/2021    **Public Hearing/Date:** N/A

- Added new section 2.10 Case Notes to address standards and procedures for documenting case notes.

**Policy Number:** VR-3.2-v4

**CHAPTER 3:** Referral, Application, Eligibility and Order of Selection    **Section 3.2:** Eligibility and Order of Selection

**Type of Change:** Update/Revision    **Date of Change:** 9/30/2021    **Public Hearing/Date:** N/A

- Added new paragraphs IV.A and B to clarify acceptable medical records and renumbered IV. Standards heading accordingly: A. *Existing medical records are acceptable when they provide evidence of applicant’s disability and functional limitations that are not likely to change.”*  
B. *When the applicant’s impairment is unstable or progressive, medical records must reflect current level of functioning.*

**Policy Number:** VR-4.7-v2

**CHAPTER 4: IPE Section 4.7: IPE Management and Amendments**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Grammatical correction on IV. G. 3., it now states “Addition or deletion of VR service(s),”

**Policy Number:** VR-5.1-v3

**CHAPTER 5: Closure Section 5.1: Closure Criteria**

**Type of Change:** Moderate **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added statement IV. B. 6. *“When the client will not be able to participate in VR services for more than six (6) months.”*
- Revised statement IV. G. 4. *“The client has died (closure decision letter is not required to be mailed out, however must be opened in the ECF to start the process).”*
- Revised statement IV I. 1 *“Meets or exceeds State minimum wage standards.”*
- Added statement IV. J. for consistency, *“The VR Counselor must verify the client’s wages meet or exceed minimum wage.”*
- Added statement IV. K for clarity, *“In the event the client does not provide supporting documentation for employment, the VR Counselor must utilize The Work Number to obtain wage verification.”*
- Added statement V. C. *“In the event the client is paid in cash or on commission, the VRC will need to calculate the hourly wage and divide the number of hours worked by the gross pay on the Employment Verification form in the ECF.”*

**Policy Number:** VR-7.1-v3

**CHAPTER 7: General Services Section 7.1: General Services**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added statement in III. A. 6 *“Disclose any and all VR cases that are open in other states and/or US territories.”*
- Added statements in 7.1. IV. B.1-2 *“B. When an applicant/client has an open VR case in another state or US territory, VR must: 1. Communicate and coordinate with the primary VR state or US territory agency regarding service provision(s) to avoid duplicative services, and 2. Ensure the employment goal is the same between the two cases.”*

**Policy Number:** VR-7.2-v2

**CHAPTER 7: General Services Section 7.2: Comparable Benefits**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added comparable benefits in B. 3. *“Medicaid/Medicare (including Arizona Long Term Care System (ALTCS) and Arizona Health Care Cost Containment System (AHCCCS),”*
- Removed apostrophe in B. *“Veterans Administration (for health care and rehabilitation center programming),”*

**Policy Number:** VR-7.3-v3

**CHAPTER 7:** General Services **Section 7.3:** Economic Need

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added statement in III. 6. *“Complete the Zero Income Declaration form in circumstances when the client does not have any source of income.”*
- Revised statement IV. P to *“In instances when the client is not a recipient of any government assistance or does not have income, the VR Counselor must have the client complete and sign the Zero Income Declaration form.”*
- Added documentation in VI. A. 8. *“Zero Income Declaration form (if applicable).”*

**Policy Number:** VR-8.2-v2

**CHAPTER 8:** Assessment Services **Section 8.2:** Assessments: Audiology/Ear, Nose and Throat (ENT)

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Added new paragraph IV.D. 7 *Ear mold(s) or impression(s) as determined necessary when applicable.*
- Added new paragraph IV.I *The Audiology Evaluation Report with accompanying Audiogram and Hearing Aid Recommendation Report must be received by VR prior to proceeding with treatment services.* and renumbered IV. Standards heading accordingly.
- Amended V. C to read: *Refer to the RSA Allowable Services Spreadsheet, Audiology Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*
- Amended V.D to read: *For the provision of Audiology Services, the VR Counselor must complete the “MSP New Client Referral Form” (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V. E: *Upon confirmation of service provider selection for Audiology Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider. “*
- Added new paragraph IV. F: *For non-contracted service of ENT exams, refer to RSA Contracts Unit for guidance on whether the service is to be procured via: 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or 2. Other procurement methods, or 3. Direct payment to the client in the form of a CPA.*
- Added new paragraph G: *For the provision of ENT exams, the VR Counselor must complete the agency Referral for Services form.*
- Renumbered V. Procedures heading accordingly
- Amended VI.C: *Audiology Evaluation Report with accompanying Audiogram and Hearing Aid Recommendation Report,*
- Moved ENT assessment report to VI.D and added *if applicable*

**Policy Number:** VR-8.3-v2

**CHAPTER 8: Assessment Services Section 8.3: Assessments: Medical/Dental**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended V.C: *Refer to the RSA Allowable Services Spreadsheet, Dental Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*
- Amended V.D: *For the provision of dental examination under Dental Services, the VR Counselor must complete the “MSP New Client Referral Form” (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V.E: *Upon confirmation of service provider selection for Dental Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added new paragraph V.F: *For non-contracted service of medical exams, refer to RSA Contracts Unit for guidance on whether the service is to be procured via: 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or 2. Other procurement methods, or 3. Direct payment to the client in the form of a CPA.*
- Added new paragraph V.G: *For the provision of medical exams, the VR Counselor must complete the agency Referral for Services form.*
- Renumbered V. Procedures heading accordingly
- Added new paragraph VI. C: *Dental Services Approval Request Form*
- Deleted “and/or dental” and “report” in VI.D
- Renumbered VI. Documentation Requirements heading accordingly.

**Policy Number:** VR-8.4-v2

**CHAPTER 8: Assessment Services Section 8.4: Assessments: Comprehensive Neurorehabilitation**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Added *Comprehensive Neurorehabilitation Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements* in V.C
- Amended V.D: *For the provision of assessment under Comprehensive Neurorehabilitation Services, the VR Counselor must complete the “MSP New Client Referral Form” (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V.E: *Upon confirmation of service provider selection, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Renumbered V. Procedures heading accordingly

**Policy Number:** VR-8.5-v3

**CHAPTER 8: Assessment Services Section 8.5: Assessments: Psychology/Psychiatry/Mental Health**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended V. C: *Refer to the RSA Allowable Services Spreadsheet, Psychological Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*
- Amended V. D: *For the provision of psychology evaluation under Psychology Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V. E: *Upon confirmation of service provider selection for Psychology Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider."*
- Added new paragraph V.F: *For non-contracted service of psychiatric assessment, refer to RSA Contracts Unit for guidance whether the service is to be procured via: 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or 2. Other procurement methods, or 3. Direct payment to the client in the form of a CPA.*
- Added new paragraph V.G: *For the provision of psychiatric assessment services, the VR Counselor must complete the agency Referral for Services form.*
- Renumbered V. Procedures heading accordingly

**Policy Number:** VR-8.6-v2

**CHAPTER 8: Assessment Services Section 8.6: Assessments: Rehabilitative Services**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Removed statement IV. F and revised alpha sequence.

**Policy Number:** VR-8.7-v2

**CHAPTER 8: Assessment Services Section 8.7: Assessments: Trial Work Experience**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added new paragraphs IV.H and I to clarify applicability of Trial Work Experience services throughout the VR process: *H. A Trial Work Plan is required in order to initiate TWE in Status 06. Refer to Section 3.2 Eligibility and Order of Selection. I. A TWE may also be utilized in instances when a client's functional limitations have deteriorated due to severity of disability and a redetermination of eligibility is needed during Status 13.*
- Amended verbiage to align with VR contract scope of work/service specifications
- Added *Trial Work Experience Service Specifications (MSP contract), and Section 16.1 Provider Requirements* in V.C

**Policy Number:** VR-8.8-v2

**CHAPTER 8:** Assessment Services **Section 8.8:** Assessments: Vision

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended III. Applicability to read: *This applies to circumstances when there is no documentation regarding a client's current vision condition that prevents participation in the VR program.*
- Amended IV.D to read: *VR must refer clients for the following types of exams/evaluations in order to determine the applicant/client's visual impairment and obtain recommendations for treatment: 1. Basic eye exam, 2. Comprehensive eye exam, and 3. Comprehensive clinical low vision evaluation.*
- Replaced "Regular" with "Basic" in IV. F
- Added new paragraph IV.M: *In instances when a subsequent assessment is needed, an explanation pertaining to the circumstances must be clearly outlined in the IPE Amendment Justification.*
- Added "Vision Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements" in V.C
- Amended V.D: *For the provision of eye exams under Vision Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added V. E: *Upon confirmation of service provider selection for Vision Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Renumbered V. Procedures heading accordingly
- Replaced *Prescription for eyeglasses or low vision evaluation report* with *Vision Services Basic Eye Evaluation Approval Request for basic eye exams* in VI.C
- Added new paragraphs VI. D and E: *D. Vision Services Comprehensive Eye Evaluation Approval Request for comprehensive eye exams. E. Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request for clinical low vision exams.*

**Policy Number:** VR-9.3-v2

**CHAPTER 9:** Treatments **Section 9.3:** Treatments: Vision

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended IV. B. to *"The VR Counselor must ensure the preceding recommendation was reviewed by a VR contracted consultant, except for the following types of prescriptions: 1. Single lenses, 2. Progressive lenses, or 3. Bifocals lenses."*
- Added *eye prosthesis* in IV. H.7
- Amended V. C: *Refer to RSA Allowable Services Spreadsheet, Vision Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*

- Amended V.D: *For the provision of eyewear and optical devices under Vision Services, the VR Counselor must complete the MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V. E: *Upon confirmation of service provider selection for Vision Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added new paragraph V. F: *For non-contracted service of general medical and specialty treatment, refer to RSA Contracts Unit for guidance whether the service is to be procured via: 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or 2. Other procurement methods, or 3. Direct payment to the client in the form of a CPA.*
- Added new paragraph V. G: *For the provision of general medical and specialty treatment services (e.g., cataract surgery), the VR Counselor must complete the agency Referral for Services form.*
- Renumbered V. Procedures heading accordingly
- Amended IV.B by combining content from VI. B-D: *All applicable exhibits and reports as applicable per Vision Services Service Specifications) (MSP contract).*

**Policy Number:** VR-9.5-v3

**CHAPTER 9:** Treatments Section **9.5: Treatments:** Psychology/Psychiatry/Mental Health

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended V.C: *Refer to RSA Allowable Services Spreadsheet, Psychology Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*
- Amended V.D: *For the provision of psychological therapy under Psychology Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) service provider selection.*
- Added new paragraph V. E: *Upon confirmation of service provider selection for Psychology Treatment Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added new paragraph V.F: *For non-contracted service of psychiatric treatment, refer to RSA Contracts Unit for guidance on whether the service is to be procured via: 1. Arizona Health Care Cost Containment (AHCCCS) Fee for Services, or 2. Other procurement methods, or 3. Direct payment to the client in the form of a CPA.*
- Added new paragraph V.G: *For the provision of psychiatric treatment services, the VR Counselor must complete the agency Referral for Service form.*
- Renumbered V. Procedures heading accordingly

**Policy Number:** VR-9.6-v3



**CHAPTER 9: Treatments Section 9.3: Treatments: Dental**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Added *Dental Services Service Specifications (MSP contract), and Section 16.1 Provider Requirements* in V.C
- Amended V.D: *For the provision of dental treatment under Dental Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider for service provider selection.*
- Added new paragraph V.E: *Upon confirmation of service provider selection for Dental Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Renumbered V. Procedures heading accordingly
- Added VI. F *Dental Services Treatment Report.*

**Policy Number:** VR-9.7-v3

**CHAPTER 9: Treatments Section 9.5: Treatments: Neurorehabilitation**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Corrected formatting and numbering in IV. Standards.
- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Added *Comprehensive Neurorehabilitation Services Service Specifications (MSP contract and Section 16.1 Provider Requirements* in V.C
- Amended V.D: *For the provision of rehabilitation and vocational training, and community integration services under Comprehensive Neurorehabilitation Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider for service provider selection.*
- Added new paragraph V.E: *Upon confirmation of service provider selection for Comprehensive Neurorehabilitation Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Renumbered V. Procedures heading accordingly

**Policy Number:** VR-10.1-v3

**CHAPTER 10: Education/Training Services Section 10.1: Post-secondary Education/Training**

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added new paragraph IV.E to address dual enrollment that allows students to take post-secondary education classes while still enrolled in high school: *Dual enrollment in college courses for high school students is acceptable when the courses are necessary for achieving the employment outcome as stated in the IPE. Refer to Appendix Glossary for Dual and Concurrent Enrollment.*

- Added new paragraph IV. H to address pursuit of religious studies: *Religious studies in support of a clergy employment goal is acceptable when: 1. All educational costs are covered in full by a federal Pell Grant and no State funds will be used, and 2. Labor Market Information (LMI) demonstrates strong local employment growth in this field.*
- Added new paragraph IV. Y to clarify the ranking order in IV. W: *The ranking order above does not apply when all educational costs (i.e., tuition, books, maintenance support, and transportation) are covered in full by a federal Pell Grant and no VR funds will be used.*
- Renumbered IV. Standards heading accordingly.

**Policy Number:** VR-10.2-v3

**CHAPTER 10:** Education/Training Services **Section 10.2:** On the Job Training and Apprenticeship Services

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to address Apprenticeship services
- Added “*Apprenticeship Services*” in section header
- Added “and Apprenticeship” in I. Policy Statement
- Reworded III. Applicability for clarity: *This policy applies to a client who chooses to participate in OJT or in an apprenticeship program to gain work experience in a specific area. To participate, the client must: A. Have or obtained soft work skills and knowledge needed to perform basic work duties. B. Meet essential performance standards related to the specific job description with the potential OJT or apprenticeship program. C. Determine basic eligibility requirements for OJT or apprenticeship program. D. For a listing of apprenticeship programs, refer to DES Apprenticeship Office at <https://des.az.gov/services/employment/apprenticeship>”*
- Added new paragraphs IV.M, and N: *A. The VR Counselor must determine the client’s readiness for OJT or apprenticeship program, M. Program application fees required textbooks and occupational tools are allowable in circumstances when the apprenticeship program does not provide them, N. When the client is enrolled in an apprenticeship program, case closure may be pursued when all the criteria for a successful closure has been met per section 5.1.*
- Renumbered IV. Standards heading accordingly.
- Added new paragraph V.J: *Refer to [AZApprenticeship@azdes.gov](mailto:AZApprenticeship@azdes.gov) for further assistance on apprenticeship programs and processes.*
- Added new paragraph VI.E: *Any documentation pertaining to the apprenticeship program, position, and wages.*

**Policy Number:** VR-10.5-v2

**CHAPTER 10:** Education/Training Services **Section 10.5:** Miscellaneous Training -Job training and Training Not Elsewhere Classified (NEC)

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended V.B: *Refer to the RSA Allowable Services Spreadsheet, Job Training Service Specifications (MSP contract), and Section 16.1 Provider Requirements.*

- Added new paragraph V.C: *For the provision of Job Training Services, the VR Counselor must complete the “MSP New Client Referral Form” (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added new paragraph V.D: *Upon confirmation of service provider selection for Job Training Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added new paragraph V.E: *For the provision of Miscellaneous Training (NEC), the VR Counselor must complete the agency Referral for Services form.*
- Added new paragraph V. F: *For non-contracted service of Miscellaneous Training (NEC), refer to RSA Contracts Unit for guidance on whether the service is to be procured via: 1. Other procurement methods, or 2. Direct payment to the client in the form of CPA.*

**Policy Number:** VR-11.1-v2

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.1:** Pre-employment Transition Services

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Replaced *potentially eligible* with *students with disabilities ages 14 to 22* in I. Policy Statement
- Amended III. B: *Submit the VR Pre-Employment Transition Services Request form to a VR Counselor, contracted VR provider, or school personnel.*
- Added *“and Potentially Eligible Student with Disability”* in IV.A
- Added new paragraph IV.I: *The VR Counselor must complete the Pre-Employment Transition Services Case Information form in Libera.*
- Amended V.C: *Refer to the RSA Allowable Services Spreadsheet, Pre-ETS contract, and Section 16.1 Provider Requirements.*
- Added new paragraph V.E: *For potentially eligible students with disabilities, the VR Counselor must: 1. Review the Pre-ETS Request form submitted by the contracted provider, 2. Return the request form to the contracted provider to approve the requested Pre-ETS services, and 3. Scan the completed request from in the ECF.*
- Amended V.H (now V.I) to read: *VR staff must track all Pre-ETS provided for potentially eligible students with disabilities and eligible VR clients who qualify for Pre-ETS on their Employee Time Entry (ETE) form.*
- Renumbered V. Procedure heading accordingly.
- Added VI. B *Pre-ETS Request form*

**Policy Number:** VR-11.2-v3

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.2:** Disability Related Skills Training

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications

- Amended V. C: *Refer to RSA Allowable Services Spreadsheet, Rehabilitation Instructional Services Service Specifications (MSP contract), the following VR contracts: Rehabilitation Instructional Services (RIS) for the Blind and Visually Impaired (RIS-BVI), or Comprehensive Services for the Blind and Visually Impaired (BVI), and Section 16.1 Provider Requirements.*
- Deleted V. D and replaced it with new paragraphs D-F
- Added V.D: *For the provision of Rehabilitation Instructional Services (RIS) Services, the VR Counselor must complete the MSP New Client Referral Form (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added V.E: *Upon confirmation of service provider selection for Rehabilitation Instructional Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added V.F: *For the provision of Rehabilitation Instructional Services (RIS) Services for the Blind and Visually Impaired (RIS-BVI), or Comprehensive Services for the Blind and Visually Impaired (BVI) the VR Counselor must complete the agency Referral for Services form.*
- Added new paragraph V.: *For non-contracted service of Supportive Intervention and Guidance, payment is via direct payment to the client in the form of a CPA.*
- Renumbered V. Procedure heading accordingly.

**Policy Number:** VR-11.3-v2

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.3:** Job Readiness

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage throughout to align with VR contract scope of work/service specifications
- Amended V.B: *Refer to RSA Allowable Services Spreadsheet, Work Adjustment Training (WAT) Service Specifications (MSP contract), the following VR contracts: Career Exploration, or Supported Education, and Section 16.1 Provider Requirements.*
- Added V.C: *For the provision of Work Adjustment Training (WAT) Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.*
- Added V.D: *Upon confirmation of service provider selection for Work Adjustment Training (WAT) Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.*
- Added V.H: *For Job Readiness Training NEC, which is a non-contracted service, refer to RSA Contracts Unit for guidance on whether the service is to be procured via: 1. Other procurement methods, or 2. Direct payment to the client in the form of a CPA.*
- Renumbered V. Procedure heading accordingly.

**Policy Number:** VR-11.4-v3

**CHAPTER 11:** Employment (Job Readiness) Services **Section 11.4:** Job Related Services

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added statement III. G. *“Be job ready.”*
- Added statement IV. A. *“VR Counselor must determine the client is job ready prior to moving forward with job related services.”*
- Revised IV. B to be consistent with policy *“Job Search Skills Development is used to assist a client with activities to ensure job readiness and develop basic skills in preparation for obtaining employment.”*

**Policy Number:** VR-12.1-v4

**CHAPTER 12:** Support Services **Section 12.1:** Transportation Services

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Corrected the alpha sequence in section IV.
- Corrected format in section III.
- Replaced “permanent” with primary” in this section

**Policy Number:** VR-12.9-v2

**CHAPTER 12:** Support Services **Section 12.9:** Client Equipment

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended IV.F for clarity: *VR must provide general purpose equipment when listed as a requirement in the post-secondary education or vocational training program curriculum in the following instances: 1. The equipment is available yet not reasonably accessible at the training institution, or 2. The equipment is not available because the training institution is not obligated to provide it.*

**Policy Number:** VR-13.3-v2

**CHAPTER 13:** Assistive Technology Services **Section 13.3:** Vehicle Modification

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Amended verbiage to align with ADOT contract scope of work/service specifications
- Amended IV.C to read: *Refer to RSA Allowable Services Spreadsheet, ADOT Mobility Vehicles and Vehicle Conversion Services contract, specifically Category Four section in the Scope of Work, and Section 16.1 Provider Requirements as applicable.*
- Deleted obsolete forms in VI. I (1) and (2) and renumbered accordingly.

**Policy Number:** VR-15.1-v2

**CHAPTER 15:** Appeals **Section 15.1:** Overview of Appeals

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021

**Public Hearing/Date:** N/A

- Amended IV. O to clarify continuity of VR services during appeals: *The VR service being appealed must not be suspended, reduced, or terminated pending the appeal process unless: 1. The planned service expires as agreed upon in the most current and approved IPE, 2. The applicant/client or their representative request to put the service(s) on hold, or 3. VR has evidence that the service has been obtained through misrepresentation, fraud, or criminal conduct on the part of the applicant/client.*

**Policy Number:** VR-Appendix 1-v4

**Appendix 1 :** Glossary of Terms and Definitions

**Type of Change:** Update/Revision **Date of Change:** 9/30/2021 **Public Hearing/Date:** N/A

- Added definitions: **Apprenticeship:** *A work-based program that includes the following components: paid hands-on work experience in a skilled occupation, supervision and structured mentoring, occupation-focused classroom instruction, wage increases as an apprentice's skills increases based on an employer-employee relationship, and results in an industry recognized certificate upon completion of the program.* **Concurrent Enrollment:** *High school students who are admitted by college officials to enroll in courses on a high school district campus.* **Dual Enrollment:** *High school students who are admitted by college officials to enroll in courses on a community college campus. The maximum number of courses in which a high school student can be enrolled is determined by college officials.* **Supportive Intervention and Guidance:** *individual or group counseling or therapy provided by a professionally licensed counselor to resolve issues as defined in the referral for services.*

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect January 19, 2022**

Table of Contents

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised the 2.10 to “2.10 Case Notes” and 10.2 to “10.2 On the Job Training (OJT) and Apprenticeship Services”
- Added 4.8 Job Retention IPE

**Policy Number:** VR-2.4-v4

**CHAPTER 2:** Client Information and Case Requirements **Section 2.4:** Case Record Requirements

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added statement III. 4 *Complete, sign and email the Secure Email Waiver form, in the event encrypted email methods are unavailable.*

**Policy Number:** VR-2.11-v2

**CHAPTER 2:** Client Information and Case Requirements **Section 2.11:** Measurable Skills Gain (MSG) and Credential Attainment Reporting

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added statement IV. K. 4. *Other official school documentation indicating the name of the client, institution, enrollment date and grades,*

**Policy Number:** VR-3.2-v5

**CHAPTER 3:** Referral, Application, Eligibility and Order of Selection **Section 3.2:** Eligibility and Order of Selection

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added statement IV. F. 6 *When currently employed applicant seeks VR services to upskill their qualifications for the purpose of advancing in employment.*
- Revised statement IV. H. 3 to *A decision by the VR Counselor that the applicant requires VR services to prepare for, secure, retain, regain, or advance in employment that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, and*
- Added statement IV. Q. *All Trial Work Plans (TWP) must be reviewed and approved by the VR Supervisor.*
- Revised statement IV. Y to *The Closure Decision with Appeal Rights (Not Eligible for VR) must be sent when the applicant is determined ineligible for VR Services due to not meeting criteria listed in IV. H. 1-4 above.*

**Policy Number:** VR-4.3-v3

**CHAPTER 4:** IPE **Section 4.3:** IPE Development

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised heading title for consistency to **Chapter 4: Individualized Plan for Employment**
- Added section in III. A *In instances when a client wants to develop an IPE on their own, the client must: A. Submit the following information to the VR Counselor using the format of their choice: 1. The chosen employment goal. 2. Services that address disability-related barriers and/or the skills gap and are necessary for the achievement of the employment goal. 3. Intermediate objectives (steps) to be completed in order to achieve the employment goal. 4. Estimated timeframe for completing the intermediate objectives.*
- Added statement IV. B. *The agency IPE form must be utilized regardless of the chosen option for the IPE development per III. A(1-4) above to include all the components stated in IV. G and J-N of this section.*
- Added new statement IV. J. *The employment goal/outcome must demonstrate strong local growth as supported by labor market information (LMI) data.*
- Added statement V. F. *For Job Retention IPE development, refer to section 4.8 of this manual.*
- Revised statement VI. A to *Completed IPE and supporting documents referred in Section IV. M of this policy.*

**Policy Number:** VR-4.5.1-v3

**CHAPTER 4: IPE Section:** 4.5.1: Self-Employment - Assessment, Business Concept Overview Development, Review and Approval Process

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised heading title for consistency to **Chapter 4: Individualized Plan for Employment**
- Revised statement IV. G to align with the new Self-Employment (SE) contracts - *VR may utilize a Consultation-Small Business service provider for consultation services when there is significant doubt regarding the client's readiness for self-employment and validity of the client's business concept overview.*
- Revised statement IV. H. 1-2 and added IV. H. 3 to align with the new Self-Employment (SE) contracts - *The contracted Consultation-Small Business service provider at this stage may only: 1. Conduct an assessment of the client's self-employment strengths and weaknesses related to business knowledge, and 2. Discuss the vocational goal in a self-employment work setting and review the VR Client's proposed business concept overview; and 3. Assess and explore the full range of business development and planning issues.*
- Revised statement IV. I to *The client's proposed business concept overview must be complete following the format outlined in the Self-Employment Guide, Part 3 and include the following information:*
- Revised V. C align with the new Self-Employment (SE) contracts - *Refer to the RSA Allowable Services Spreadsheet and the Consultation-Small Business contract service requirements.*
- Revised V. D 1-2 to align with the new Self-Employment (SE) contracts - *The VR Counselor must complete the agency Referral for Services form for technical assistance and business consultation services per IV. G and H above: 1. Client Service Plan Meeting (3 hours) and 2. Self-Employment Assessment (5 hours).*

**Policy Number:** VR-4.5.2-v3

**CHAPTER 4: IPE Section 4.5.2:** Self-Employment IPE Development, Technical Assistance and Business Plan Development

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised heading title for consistency to **Chapter 4: Individualized Plan for Employment**
- Added statement III. I *Provide a list of all existing inventory, supplies and goods in instances of existing business seeking expansion.*
- Revised statement IV. C to align with the new Self-Employment (SE) contracts - *The Consultation-Small Business service provider must not be utilized under any circumstances to train the client on any aspects of business training or knowledge acquisition pertaining to business operations.*
- Revised statement IV. D and D.3 to align with the new Self-Employment (SE) contracts - *The role of technical assistance and business plan consultation services provided by a Consultation-Small Business service provider is to: 3. Assist with a business plan development for clients who experience significant difficulties with writing and developing their business plan and are unable to use available community resources due to the nature of their disability (e.g. significant learning disabilities in terms of writing, reading and financial calculations).*
- Revised statement IV. G. to *In instances when specialized business training courses are too complex for the client to develop an awareness of the essential aspects of operating a business, the VR Counselor must document other options that have been explored that would assist the client with operating a business.*



- Revised statement IV. I. 5 for clarity - *The financial plan must include the following: 5. The last six months of financials, list of all supplies, inventory, and goods currently being utilized for the existing business in instances where the client is requesting funding to expand their existing business if applicable, and*
- Revised V. C align with the new Self-Employment (SE) contracts - *Refer to the RSA Allowable Services Spreadsheet and the Consultation-Small Business contract service requirements.*
- Revised V. D 1-4 align with the new Self-Employment (SE) contracts - *The VR Counselor must complete the agency Referral for Services form for the following services as per IV. D 1-3 above and as warranted: 1. Business Plan Consultation (20 hours). 2. Business Plan Development (24 hours). 3. Post-Secondary/Occupational training (tuition, books, fees), if applicable. 4. Business training courses utilizing registered VR providers.*

**Policy Number:** VR-4.5.4-v2

**CHAPTER 4:** IPE Section **4.5.4:** Self-Employment -Business Startup, Progress Monitoring and Closure

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised heading title for consistency to **Chapter 4: Individualized Plan for Employment**
- Added statement IV. I for clarity and to align with the new Self-Employment (SE) contracts - *The Consultation-Small Business service provider must not be utilized under any circumstance to implement any aspect of the approved business plan.*
- Added statement IV. J for clarity and to align with the new Self-Employment (SE) contracts - *The role of the business plan implementation follow up consultation services provided by a Consultation-Small Business service provider is to guide the client regarding overcoming challenges the client is experiencing related to implementing the business plan.*
- Revised V. C align with the new Self-Employment (SE) contracts - *Refer to the RSA Allowable Services Spreadsheet and the Consultation-Small Business contract service requirements.*
- Revised V. D 1-4 align with the new Self-Employment (SE) contracts - *The VR Counselor must complete the agency Referral for Services form for the following services as per IV. J above and as warranted: 1. Business Plan Implementation Follow Up Consultation (3 hours).*

**Policy Number:** VR-4.8-v1

**CHAPTER 4:** Individualized Plan for Employment **Section 4.8:** Job Retention IPE Development

**Type of Change:** New Policy **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added new section 4.8 Job Retention IPE to address standards and procedures for a job retention IPE.

**Policy Number:** VR-5.1-v4

**CHAPTER 5:** Closure **Section 5.1:** Closure Criteria

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added new citation in II. *Record of Services 361.47(a)(9)*
- Added new statements in IV. I. 3-4 *Criteria for full-time, part-time or self-employment wages must meet the following for closure: 3. Typically found in the community. 4. Presents opportunities for advancement for individuals with disabilities that are similar to those available to employees without disabilities in similar positions.*

**Policy Number:** VR-7.1-v4

**CHAPTER 7:** General Services **Section 7.1:** General Services

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Revised statement due grammatical error IV. A. 2 *VR must: 2. Determine whether an applicant is eligible for VR services,*

**CHAPTER 7:** General Services **Section 7.3:** Economic Need

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Moved statement V. C to V. B.
- Moved V. B to C and revised statement to *Refer to Standard Work-Completing the Economic Status Report.*

**Policy Number:** VR-7.5-v2

**CHAPTER 7:** General Services **Section 7.5:** Policy Exceptions to Allowable Services

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Amended statement V. B *The Program Supervisor and Program Manager must review and consult with the RSA Policy Unit to ensure the policy exception is within compliance and requirement*
- Deleted V. C

**Policy Number:** VR-10.4-v2

**CHAPTER 10.4:** Education/Training Services **Section 10.4:** Academic Tutoring

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Amended statement IV. C. *Tutoring services must only cover courses that are listed on the client's current approved plan of study.*

**Policy Number:** VR-12.1-v5

**CHAPTER 12:** Support Services **Section 12.1:** Transportation Services

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Corrected formatting in AA. 1-3

**Policy Number:** VR-Appendix 1-v5

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change:** Update/Revision **Date of Change:** 01/19/2022 **Public Hearing/Date:** N/A

- Added definition **Job Retention:** *the ability to keep employment.*

- Revised definition of **Minimum Wage**: *the lowest wage per hour that a worker may be paid as permitted by law. The federal minimum wage provisions are contained in the Fair Labor Standards Act (FLSA). The Fair Wages and Healthy Families Act establishes the minimum wage in Arizona. The FLSA does not apply to tribal employers on tribal land unless a tribe voluntarily subjects itself to the Act.*

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect March 31, 2022**

**Policy Number:** VR-1.4-v2

**Section 1.4:** Vocational Counseling and Guidance (VCG)

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Added Authority *Code of Professional Ethics for Rehabilitation Counselors, Developed and Administered by the Commission of Rehabilitation Counselor Certification*
- Added new statement IV. E. *In circumstances when the applicant/client prefers to be referred to as a different name and/or pronoun, it is best practice to respect the applicant/client's preference to ensure and promote relationship building.*

**Policy Number:** VR-2.4-v5

**Section 2.4:** Case Record Requirements

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Added Authority *RSA Policy Directive, RSA-PD-19-03, Completion of Case Service Report (RSA-911) for the State Vocational Rehabilitation Services Program and the State Supported Employment Services*
- Revised statement IV. C. *All documents provided by or signed by the applicant must be scanned into the ECF within three (3) business days of the intake interview.*
- Added statement IV. D. *In circumstances when an applicant or client prefers a different name or pronoun other than listed on all legal documents, VR staff must input the information exactly as listed on the legal documents within two (2) business days of receipt to ensure accurate Federal and State reporting.*
- Added statement IV. E. *When there are changes to the applicant's/client's name, social security number or any other demographic information, documentation of the change(s) must be provided to VR and scanned into the ECF within two (business) days of receipt*

**Policy Number:** VR-2.9-v3

**Section 2.9:** Case Status

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Added statement IV. B. *In circumstances when a case is moved to status 24, the VR Counselor must detail the circumstances in a case note and upload supporting documentation (if applicable) in the electronic case file (ECF).*

**Policy Number:** VR-5.1-v5

**Section 5.1:** Closure Criteria

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Added new Authority - *RSA Policy Directive: RSA-PD-19-03, Completion of Case Service Report (RSA-911) for the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program*
- Added statement IV. K. 1-4 *The types of documents for job verification accepted by VR are as follows: 1. Pay stub, 2. Documentation from the employer that includes start date and minimum wage indicating the client's pay rate, 3. Financial worksheets showing profit/loss/income for clients under a self-employment IPE, or 4. Detailed case notes including the employment start date, date of verification, and justification for client not providing employment documentation.*
- Added statement L. *VR Counselor must indicate via case note in the electronic case file (ECF) the attempts to collect job verification documentation.*
- Revised statement V. A. Refer to IV. J.-N. above.
- Revised statement VI. B. *Documentation listed in IV. K,*

**Policy Number:** VR-7.6-v2

**Section 7.6:** Client Purchase Agreement

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Revised statement V. H. *In instances when attempts to obtain the original receipt(s) are unsuccessful, copies of original receipt(s) via photocopy, email, or text message are acceptable.*
- Revised statement V. B. *The Request for Receipts letter must be sent to the client when receipts are not received after 30 days of date of the client's receipt of funds.*
- Revised statement V. C. *When receipts are not received after a minimum of two attempts within 60 days from the date of the client's receipt of funds, the Request for Repayment of Misspent Funds letter must be sent to the client.*
- Creation of New Letter, located in Libera - *Request for Repayment of Misspent CPA funds*
- Creation of New Form, located in Libera - *Misspent CPA Funds Collection Request*

**Policy Number:** VR-10.1-v4

**Section 10.1:** Post-secondary Education/Training

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Revised statement IV. BB. *In the event that there is not a post-secondary education/training program available within 50 miles of the client's residence, VR may approve tuition and maintenance support services at the nearest available option in the same order of precedence as listed in Section IV, W of this policy.*

- Revised statement IV. NN. *To obtain support for any level of education or training program prior to amending the IPE as per KK. above, documentation is necessary to show that the employment goal on the most current and approved IPE is not achievable without graduate education and/or that an advanced degree is required for employment as per IV. D. 4 of this section.*

**Policy Number:** VR-13.1-v2

**Section 13.1:** Rehabilitation Technology

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Deleted statement IV. U.

**Policy Number:** VR-13.5-v2

**Section 13.5:** Hearing Aids

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Revised statement IV. D. 1-7 *Purchase of hearing aids are permissible in the following IPE statuses: 1.06- in instances when the client's needs cannot be met by other reasonable accommodations. 2. 10- in instances when the VR Counselor can justify the necessity of the hearing aids in order to participate in activities as part of the vocational planning process. 3.12 - during the development of the IPE. 4. 13- as part of the IPE. 5. 20 - in instances when the VR Counselor can justify the necessity of the hearing aid in order to obtain employment. 6. 22 - in instances when the client needs hearing aids to maintain employment 7. 32- as part of a post-employment service (see Section 6.1 Post-Employment Services for further details and restrictions).*

**Policy Number:** VR-Appendix 1-v6

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change:** Update/Revision    **Date of Change:** 03/31/2022    **Public Hearing/Date:** N/A

- Added definition #167. **The Work Number:** *a database that RSA staff can use to verify employment and income information for a client when employment verification is not available*

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect June 30, 2022.**

**Policy Number:** VR-Appendix 1-v7

**Appendix 1:** Glossary of Terms and Definitions

**Type of Change(s):** Minor-grammatical, Minor-punctuation    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Added definition #25: Client: *an individual made eligible for the Vocational Rehabilitation (VR) program and a recipient of VR services.*

- Grammatical correction in #28, added "the" between "to" and "client"
- **Justification:** Glossary was missing definition of "client", and verbiage in #28 was missing the article of "the" to point forward to "client" as per grammatical rules.

**Policy Number:** VR-2.1-v3

**Section 2.1:** Protection, Use and Release of Client Information

**Type of Change(s):** Minor-clarification **Date of Change:** 06/30/2022 **Public Hearing/Date:** N/A

- Removed statement III. B. *Complete the Client Authorized Representative form to authorize another individual to be present at all VR proceedings and act on their behalf as noted on the form.*
- Revised IV. B. 3: *Others authorized as per the applicant/client's Client Authorized Representative form and/or Authorization for Release of RSA Records. For more information on the Client Authorized Representative form, refer to Section 2.3 Applicant/Client Authorization.*
- **Justification:** Removed III. B. as it was redundant and no longer necessary, and revised IV.B. 3 for additional clarification. .

**Policy Number:** N/A

**New Form:** Release of Verbal Communication/Authorization form

**Type of Change(s):** Major-new form created **Date of Change:** 06/30/2022 **Public Hearing/Date:** N/A

- New form was created to address circumstances when an applicant/client chooses to authorize an individual to be present in VR proceeding(s) and/or receive verbal communications concerning their case. Note: form is available on the RSA/VR SharePoint page under Tip Sheets and Associated Forms.

**Policy Number:** VR-2.3-v3

**Section 2.3:** Client Representative

**Type of Change(s):** Minor-clarification, Moderate-New Applicability and Standards added **Date of Change:** 06/30/2022 **Public Hearing/Date:** N/A

- Revised section name from *Client Representative* to *Applicant/Client Authorization*
- Updated Policy Statement to include "*individual(s)*"
- Clarified Applicability statement to describe circumstances when a Client Authorized Representative form is applicable.
- Added secondary Applicability statement to describe circumstances when the Release of Verbal Communication/Authorization for Participation form is applicable.
- Added new statement IV. E.: *The Release of Verbal Communication/Authorization for Participation form is only to be used in circumstances when an applicant/client requests an individual(s) to be present at VR proceedings and receive verbal communications regarding the applicant/client's case.*

- Added new statement IV. F.: *The Release of Verbal Communication/Authorization for Participation form does not allow the listed individual(s) to make any decisions regarding the applicant/client's case.*
- Added new statement VI. C: *Completed and signed Release of Verbal Communication/Authorization for Participation (when applicable).*
- **Justification:** Updates/revisions were made to clarify when to use the Client Authorization Representative form and the Release of Verbal Communication/Authorization for Participation form.

**Policy Number:** VR-2.4-v6

**Section 2.4:** Case Record Requirements

**Type of Change(s):** Minor-grammatical, Minor-punctuation    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Grammatical correction in IV. E. - added "(2)" following "two" - *When there are changes to the applicant's/client's name, social security number or any other demographic information, documentation of the change(s) must be provided to VR and scanned into the ECF within two (2) business days of receipt.*
- Added new statement IV. K.2 listing "*Intake Interview Narrative*"
- **Justification:** Adding numerical symbol "(2)" following "two" in IV. E is consistent with numerical writing rules, the IV K. list is inclusive of all templates in Libera and it was missing "Intake Interview Narrative".

**Policy Number:** VR-3.1-v3

**Section 3.1:** Referral, Orientation, Intake Interview and Application

**Type of Change(s):** Minor-grammatical    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Grammatical correction in IV. H; added "(3)" following "three" - *The VR Application form must be completed and signed by the applicant within three (3) business days before or after the Intake Interview date.*
- Grammatical correction in IV.I; added "(3)" following "three" - *The Intake Interview Narrative and VR Intake Form must be completed within three (3) business days of the Intake Interview date.*
- **Justification:** Adding numerical symbol "(3)" following "three" in IV. H and I are consistent with numerical writing rules.

**Policy Number(s):** VR-4.3-v4

**Section 4.3:** IPE Development

**Type of Change:** Moderate-clarification    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Updated Authority Section to include reference to Technical Assistance Circular, RSA-TAC-22-03, Prohibition Against Applying Financial Needs Tests or Requiring Cost Participation as a Condition for the Receipt of Vocational Rehabilitation Services for SSI and SSDI Recipients
- Added statement IV. E - *The VR Counselor must inform the client that economic need is determined prior to the provision of any service that is contingent upon economic need.*
- Added statement IV. F - *In circumstances when the client is a SSI or SSDI recipient, the VR Counselor must inform the client that they are not responsible for the cost of VR services listed in the IPE.*

- **Justification:** To comply with fed regs.

**Policy Number:** N/A

**Updated Form:** Closure Justification template

**Type of Change(s):** Major-form updated    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- The Closure Justification form was updated to ensure that staff provide more detailed information regarding case closures.

**Policy Number:** VR-7.3-v5

**Section 7.3:** Economic Need

**Type of Change(s):** Moderate-clarification    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Updated Authority Section to include reference to Technical Assistance Circular, RSA-TAC-22-03, Prohibition Against Applying Financial Needs Tests or Requiring Cost Participation as a Condition for the Receipt of Vocational Rehabilitation Services for SSI and SSDI Recipients
- Added new statement IV. H. - *In instances when a client who is a minor and a current SSI/SSDI recipient under Titles II or XVI based on their own disability, the parent(s) or guardian(s) federal income tax return is not necessary.*
- **Justification:** To comply with fed regs.

**Policy Number:** VR-9.5-v4

**Section 9.5:** Treatments: Psychology/Psychiatry/Mental Health

**Type of Change(s):** Minor-grammatical, Minor-punctuation    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Corrected listing under IV Standards from A, B, A, B, C, D, E, F, G, H to A, B, C, D, E, F, G, H, I, J
- Corrected listing under VI Documentation Requirements– E was repeated twice after F, replaced with G
- **Justification:** Format corrections were made to follow correct formatting guidelines.

**Policy Number:** VR-12.1-v6

**Section 12.1:** Transportation Services

**Type of Change(s):** Minor-grammatical, Minor-punctuation    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Grammatical correction in IV.R, added “(s)” to “cost” - *VR will pay for towing cost(s) and diagnostic testing related to the specific vehicle repair in the event it is necessary to assess the vehicle for potential repair.*



- Grammatical correction in V. G. - added commas between each transportation service item.
- **Justification:** Grammatical corrections were made to follow grammatical guidelines.

**Policy Number:** VR-15.2-v2

**Section 15.2:** Informal Review

**Type of Change(s):** Minor-grammatical, Minor-punctuation    **Date of Change:** 06/30/2022    **Public Hearing/Date:** N/A

- Grammatical correction in III.A: replaced "that" with "of"
- Grammatical correction in IV. C. 4: replaced "C" with "D" to align with reference in the following statement.
- **Justification:** Grammatical corrections were made to follow grammatical guidelines.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect September 30, 2022.**

**Policy Number:** VR-7.3-v6

**Section 7.3:** Economic Need

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2022    **Public Hearing/Date:** N/A

- Removed "vehicle modifications" from list of items contingent on economic need in IV. J
- **Justification:** RSA Administration decision

**Policy Number:** VR-12.1-v7

**Section 12.1:** Transportation

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2022    **Public Hearing/Date:** N/A

- Removed V.I "*To request taxi transportation, the VR Counselor or Purchasing Technician must submit the Exhibit C Transportation Services Request ADES form to NEBCO at dcsrequest@azmtba.com.*" and renumbered subsequent headings accordingly.
- **Justification:** Contractual change

**Policy Number:** VR-13.1-v3

**Section 13.1:** Rehabilitation Technology

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2022    **Public Hearing/Date:** N/A

- Removed "except for vehicle modification services" from IV. C
- **Justification:** RSA Administration decision

**Policy Number:** VR-13.2-v2

**Section 13.2:** Adaptive Driving Assessment and Adaptive Driving Training

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2022    **Public Hearing/Date:** N/A

- Removed reference from Authority listing: "Economic need and similar benefits R6-4-403 (A)(1)(a)(v), (B)(2)(a)(vi), (B)(2)(b)(iv)"
- Added "reasonable" in IV. E, *"The VR Counselor must confirm that the Adaptive Driving Evaluation followed by Adaptive Driving Training (if applicable) are necessary for the client to enter into, obtain and maintain employment and that no other reasonable transportation alternatives are available to achieve an employment outcome."*
- Added "(for potential drivers)" in IV.F, *"Adaptive Driving Evaluation must include a Behind-the-wheel assessment (for potential drivers) completed by a CDRS on the client's cognitive and/or physical needs pertaining to actual road experience, and identification of potential equipment needs to safely drive a vehicle."*
- Added "be provided in accordance with the recommendations in the Adaptive Driving Evaluation and" in IV.I to clarify that the training is provided before and after a vehicle modification
- **Justification:** RSA Administration decision

**Policy Number:** VR-13.2-v2

**Section 13.2:** Adaptive Driving Assessment and Adaptive Driving Training

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2022    **Public Hearing/Date:** N/A

- Removed reference from Authority listing: "Economic need and similar benefits R6-4-403 (A)(1)(a)(v), (B)(2)(a)(vi), (B)(2)(b)(iv)"
- Added "reasonable" in IV. E, *"The VR Counselor must confirm that the Adaptive Driving Evaluation followed by Adaptive Driving Training (if applicable) are necessary for the client to enter into, obtain and maintain employment and that no other reasonable transportation alternatives are available to achieve an employment outcome."*
- Added "(for potential drivers)" in IV.F, *"Adaptive Driving Evaluation must include a Behind-the-wheel assessment (for potential drivers) completed by a CDRS on the client's cognitive and/or physical needs pertaining to actual road experience, and identification of potential equipment needs to safely drive a vehicle."*
- Added "be provided in accordance with the recommendations in the Adaptive Driving Evaluation and" in IV.I to clarify that the training is provided before and after a vehicle modification
- **Justification:** RSA Administration decision

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect December 30, 2022.**

**Policy Number:** VR-2.3-v4

**Section 2.3:** Applicant/Client Authorization

**Type of Change(s):** Minor-Clarification **Date of Change:** 12/30/2022 **Public Hearing/Date:** N/A

- Updated III.B to provide additional clarification; replaced *"In the event the applicant/client has a court-appointed representative/legal guardian, the court-appointed representative/legal guardian must provide documentation pertaining to guardianship."* with *"In instances where an applicant/client has a court appointed legal guardian, VR requires a copy of court ordered guardianship documents to allow the guardian to exercise informed choice on behalf of an applicant/client, Power of Attorney documents are not accepted."*
- Added "court-appointed" before "legal guardian" in IV. A, revised "court appointment" to "court-appointed" in IV.A
- Capitalized "Client Authorized Representative" and added "(CAR)" following in IV. B, IV. G.3, and V.A
- Removed "their" from IV.G.2
- Added "court appointed legal" to "guardianship" in V.A
- **Justification:** Updates/revisions were made to clarify legal guardianship documentation.

**Policy Number:** VR-4.5.4-v3

**Section 4.5.4:** Self-Employment -Business Startup, Progress Monitoring and Closure

**Type of Change(s):** Minor-language stricken **Date of Change:** 12/30/2022 **Public Hearing/Date:** N/A

- Removed *"post employment services"* from IV. D. 2.
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-4.8-v2

**Section 4.8:** Job Retention IPE Development

**Type of Change(s):** Minor-language stricken **Date of Change:** 12/30/2022 **Public Hearing/Date:** N/A

- Removed IV. B, *"Post-Employment Services (PES) first must be considered and utilized instead of a Job Retention IPE in instances when a client was previously closed with an employment outcome in the last 12 months and needs services to maintain, regain or advance in employment. Refer to section 6.1 for more information."*
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-5.1-v7

**Section 5.1:** Closure Criteria

**Type of Change(s):** Minor-language stricken, Moderate-Clarification **Date of Change:** 12/30/2022 **Public Hearing/Date:** N/A

- Statement *"Refer to Standard Work PT Task-Amended Vendor Authorization for case audit"* was added and combined with V.E. *"VR Counselor must audit and reconcile services on the IPE (service categories) against open authorizations to match what the client has completed, did not complete, or did not use"*, and moved to V.C. for fluency.
- Revised IV.D. change from "and" to "or"
- Revised H.3: From *"The employment outcome is in a competitive and integrated setting, and has been maintained for a reasonable period of time to demonstrate stability for not less than 90 days after the date of employment,"* to H.2 *"The employment outcome is in a competitive*

and integrated setting," and H.3 to "The client has maintained employment for a minimum of 90 days from the first day the client attained stability, which is determined following the date of placement," which renumbered subsequent statements (H.4 and H.5), removed H.6 "The client has been informed of the availability of Post-Employment Services (PES)."

- **Justification:** Removed PES information to comply with federal regulations, statement revisions made to clarify closure criteria and processes.

**Policy Number:** VR-6.1-v2

**Section 6.1:** Post-Employment Services

**Type of Change(s):** Major-Entire section stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Entire section stricken
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-7.1-v5

**Section 7.1:** General Services

**Type of Change(s):** Moderate-clarification    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Updated Statement IV.J.19 to include OTC hearing aids, non prescription glasses and OTC medicine/supplies, "(J) *The following items are not considered VR services or support, and are unallowable, and so will not be provided under any circumstance:(19) Treatment services (e.g. over the counter (OTC) hearing aids, non-prescription glasses, or OTC medicine/supplies) that are not medically and vocationally necessary to achieve the specific employment outcome as identified in the most current approved IPE,*"
- Added IV. J. 22: "(J) *The following items are not considered VR services or support, and are unallowable, and so will not be provided under any circumstance: (22) Equipment repair, upgrade or replacement of existing AT equipment that is not required to meet disability related needs, maintenance of current equipment and warranty renewals.*"
- **Justification:** Statements revised/added to address additional unallowable services.

**Policy Number:** VR-7.2-v3

**Section 7.2:** Comparable Benefits

**Type of Change(s):** Minor-language stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Removed 7.2, IV. C. 6: "6. *Post-employment services.*"
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-8.7-v3

**Section 8.7:** Assessments: Trial Work Experience

**Type of Change(s):** Minor-clarification    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- IV. D.4.Replaced d "*limited cognitive disability*" with "*extreme and severe disability*" in applicant/client criteria list for TWE.
- **Justification:** Criteria updated for clarification.

**Policy Number:** VR-11.4-v4

**Section 11.4:** Job Related Services

**Type of Change(s):** Moderate-Clarification    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Removed duplicate I in IV heading list and relettered subsequent statements accordingly
- Added new statement IV.M.1-2: "*M. Upon job placement, the counselor must: Complete VR Placement Information, and maintain monthly contact with client and vendor (if applicable) to ensure client has maintained employment, employment stability, progress, and concerns have been addressed for no less than 90 days.*"
- Added new statement V.I: "*Upon client's job placement, the VR Counselor must complete the VR Placement Information form. The Employment Information section of the VR Placement Information form must be completed for placement that supports the employment goal listed on the most recent IPE. If a client's job placement that is related to the IPE goal changes, the VR Placement form must be updated to reflect the most recent placement.*"
- Added VI. D, "*VR Placement Information form*" to list of documentation requirements
- **Justification:** Statements added to clarify job placement documentation process.

**Policy Number:** VR-12.2-v3

**Section 12.2:** Maintenance

**Type of Change(s):** Minor-language stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Add new statement IV. M: "*Internet service qualifies as maintenance when it is required to participate in online courses consistent with the post-secondary education/training program listed in the IPE*".
- Deleted statement IV. S: "*VR will not provide any clothing maintenance as a post-employment service*".
- **Justification:** To comply with federal regulations, statement added to clarify when internet services are an allowable service.

**Policy Number:** VR-12.1-v8

**Section 12.1:** Transportation Services

**Type of Change(s):** Minor-punctuation    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Added punctuation of comma to statement "*Tire, rotations, pressure, and tread depth*", between "*tire*" and "*rotation*".
- **Justification:** Grammatical correction made to follow grammatical guidelines.

**Policy Number:** VR-12.9-v3

**Section 12.9:** Client Equipment

**Type of Change(s):** Minor-language stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Removed 12.9. IV. O.2. "*2. Opening and closing of any Post-Employment Services (PES), and*"
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-13.5-v3

**Section 13.5:** Hearing Aids

**Type of Change(s):** Minor-language stricken, minor-clarification    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Removed "32- as part of a post-employment service (see Section 6.1 Post-Employment Services for further details and restrictions)." from IV.D.7
- Removed "in the amount of \$280.00" from V.A
- Removed " for either \$890.00 for a single hearing aid, or \$1335.00 for a pair of hearing aids." from V.G.2
- Added "ENT report (if applicable), and" to V.E.3 and renumbered subsequent statement (V.4)
- Added "Hearing Aid Fitting/Follow up form(s)," as VI.E and renumbered subsequent statement (VI.F) in the list of documentation requirements.
- **Justification:** To comply with federal regulations; dollar amounts no longer necessary, and clarify documentation needed.

**Policy Number:** VR-15.1-v2

**Section 15.1:** Overview of Appeals

**Type of Change(s):** Minor-language stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Removed IV. B.7, "VR decides to deny Post-Employment Services (PES)".
- **Justification:** To comply with federal regulations.

**Policy Number:** VR-Appendix 1-v7

**Appendix 1: Glossary of Terms and Definitions**

**Type of Change(s):** Moderate-Clarification    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Added full-time enrollment definition, "Full-Time Enrollment: For undergraduate programs, a program that measures academic progress in credit hours and uses standard terms (semesters, trimesters, or quarters), 12 semester hours or 12 quarter hours per academic term; for a program that measures academic progress in credit hours and does not use standard terms, 24 semester hours or 36 quarter hours per academic year; for a program that measures academic progress in clock hours, 24 clock hours per week; or full-time academic workload as determined by the academic institution. For graduate programs, full-time academic enrollment as determined by the academic institution".
- Added part-time enrollment definition, "Part-Time Enrollment: For undergraduate programs a program that measure academic progress in credit hours and use standard terms (semesters, trimesters, or quarters), 6 semester hours or 6 quarter hours per term; for schools that measure academic progress in credit hours but do not use standard terms, 12 semester hours or 18 quarter hours per academic year; for schools that measure academic progress in clock hours, 12 clock hours per week; or part-time academic workload as determined by the academic institution. For graduate programs, part-time academic enrollment as determined by the academic institution".
- Capitalized the first letter of each definition item to comply with grammar rules.
- **Justification:** Full and part-time enrollment is undefined.

**Policy Number:** N/A

## Table of Contents

**Type of Change(s):** Major-Section stricken    **Date of Change:** 12/30/2022    **Public Hearing/Date:** N/A

- Section 6.1 Post Employment Services removed from Chapter 6.
- Chapter 6 listed as “Reserved” .
- **Justification:** To comply with federal regulations.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect March 31, 2023.**

**Policy Number:** VR-2.1-v4

### **Section 2.1: Protection, Use, and Release of Client Information**

**Type of Change(s):** Moderate-Clarification    **Date of Change:** 3/31/2023    **Public Hearing/Date:** N/A

- Added new statement: IV. D. *“VR may release an applicant’s/client’s personal information to vendors whom the client has agreed to participate in services with, as agreed to by the applicant within the VR Application Signature form”.*
- **Justification:** Statement added to clarify the release of client information to a client's selected vendor for service(s).

**Policy Number:** VR-3.2-v6

### **Section 3.2: Eligibility and Order of Selection**

**Type of Change(s):** Major-Clarification    **Date of Change:** 03/31/2023    **Public Hearing/Date:** N/A

- Addition of *“Social Security Administration”* to statement IV. V. A recipient of Social Security Administration (SSA) benefits under Title II or Title XVI must be verified by VR staff, presumed eligible for VR services, and placed in Priority Category 2 unless:
- Added new statement: IV. W. *“If an applicant is unable to provide documentation to confirm their SSA benefit eligibility under Title II or Title XVI, VR staff must inform the applicant on how they can obtain a copy of their benefit verification letter, including registering for a my Social Security account at [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount). VR staff must assist the applicant with registering and accessing my Social Security if the client requires assistance”.*
- Added new statement: IV. X. *“If an applicant is unable to obtain appropriate documentation to confirm SSA benefits eligibility even with the assistance of VR staff, VR staff must verify the applicant’s eligibility with SSA. This verification must be made within a reasonable period of time which allows VR to determine the applicant's eligibility within 60 days of their application”.*
- **Justification:** To define an acronym, and comply with federal regulations.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect June 8, 2023.**

**Policy Number:** VR-4.5-v2

### **Section 4.5: Self-Employment**

**Type of Change(s):** Major-Clarification    **Date of Change:** 06/08/2023    **Public Hearing/Date:** N/A

- Removed *“or trailers”* from IV.H.15.

- **Justification:** RSA Administration decision.

**Policy Number:** VR-7.1-v6

**Section 7.1: General Services**

**Type of Change(s):** Major-Clarification    **Date of Change:** 06/08/2023    **Public Hearing/Date:** N/A

- Removed "*and trailers*" from IV.J.18.
- **Justification:** RSA Administration decision.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect June 30, 2023.**

**Policy Number:** VR-12.1-v9

**Section 12.1: Transportation Services**

**Type of Change(s):** Major-Clarification    **Date of Change:** 06/30/2023    **Public Hearing/Date:** N/A

- Removed comma punctuation between "tire" and "rotations" in statement 12.1(IV)(O)(3), "*Tire, rotations, pressure, and tread depth*".
- **Justification:** The comma was removed to clarify that "tire rotations" are only considered routine vehicle maintenance in statement 12.1(IV)(O)(3). "Tires" are separate from "tire rotations"; tires will no longer fall under the scope of routine vehicle maintenance.

**Policy Number:** VR-12.2-v4

**Section 12.2: Maintenance**

**Type of Change(s):** Major-Clarification    **Date of Change:** 06/30/2023    **Public Hearing/Date:** N/A

- Removed statement 12.2(IV)(M) "Internet service qualifies as maintenance when it is required to participate in online courses consistent with the post-secondary education/training program listed in the IPE".
- **Justification:** This statement was removed to clarify that providing "internet service" under maintenance is no longer restricted to circumstances in which a client is participating in online post-secondary education.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect September 30, 2023.**

**Policy Number:** VR-Appendix 1-v8

**Appendix 1: Glossary of Terms and Definitions**

**Type of Change(s):** Minor-Clarification    **Date of Change:** 09/30/2023    **Public Hearing/Date:** N/A

- Corrected a policy section reference in definition number 39, replaced "Section 2.6 only" with "Section 1.6 only".
- **Justification:** Revised to reflect accurate policy section.

**Policy Number:** VR-7.1-v7



**Section 7.1: General Services**

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2023    **Public Hearing/Date:** N/A

- Revised statement 7.1(J)15) from “Fees, fines, tickets, or legal costs of any type (including driver’s licenses, ID cards, proof of legal ability to work),” to “Legal service fees, attorney fees, court fines or traffic tickets.”
- **Justification:** RSA Administration decision.

**Policy Number:** VR-4.5-v3

**Section 4,5: Self-Employment**

**Type of Change(s):** Major-Clarification    **Date of Change:** 09/30/2023    **Public Hearing/Date:** N/A

- Removed “real estate from 4.5(IV)(H)(2): “Businesses engaged in activities considered high risk or speculative in nature such as lending, loan packaging, multi-sales distribution, multi-level marketing (MLM), marketing funnels, gambling, property investment, procurement and resale of items, real estate, sale of unverified or unregulated products, or other activities that rely on or develop profits from fluctuations in price (commodities trading),”
- Revised statement 4.5(IV)(H)(12) from “Fees, fines, tickets or legal costs of any nature (including driver’s licenses, ID cards, proof of legal ability to work),” to “Legal service fees, attorney fees, court fines or traffic tickets.”
- Added “Business entity registration fees” to statement 4.5(IV)(J)(1).
- **Justification:** RSA Administration decision.

**The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect December 31, 2023.**

**Policy Number:** VR-4.8-v3

**Section 4.8: Job Retention IPE Development**

**Type of Change(s):** Minor-Clarification    **Date of Change:** 12/31/2023    **Public Hearing/Date:** N/A

- Revised statement 4.8(IV)(C) from “intermediate objectives listed on the Job Retention IPE must follow the guidelines in Section 4.3 IV.L.”, to “the intermediate objectives listed on the Job Retention IPE must follow the guidelines in Section 4.3 IV. N”.
- Revised statement 4.8(IV)(D) from “the elements of the Job Retention IPE must follow the guidelines in Section 4.3 IV. G. 2-9”, to “the elements of the Job Retention IPE must follow the guidelines in Section 4.3 IV. I. 2-9”.
- Revised statement 4.8(IV)(F) from “the IPE justification must follow the guidelines in Section 4.3 IV. R. and S.1-9.”, to “the IPE justification must follow the guidelines in Section 4.3 IV. T. and U.1-9”.
- Revised statement 4.8(IV)(G) from “economic need does not apply for services listed in IV. F. 1-6.”, to “economic need does not apply for services listed in Section 7.3 IV. I. 1-7”.
- Revised statement 4.8(IV)(H) from “economic need applies for services listed in IV. F. 7”, to “economic need applies for services listed in Section 7.3 IV. J. 1-7”.
- **Justification:** All statements were revised to reflect accurate policy references within the statements.

**Policy Number:** VR-9.3-v3

**Section 9.3:** Treatments: Vision

**Type of Change(s):** Minor -Clarification    **Date of Change:** 12/31/2023    **Public Hearing/Date:** N/A

- Revised statement 9.3(III)(E) from “Meet the following criteria in order to be eligible for cataract surgery: 1. Visual acuity that cannot be corrected by lenses to better than 20/70 and is reasonably attributable to cataract, 2. In the presence of complete inability to see posterior chamber, vision is confirmed by potential acuity meter reading, and 3. In instances when the client has a corrected visual acuity between 20/50 and 20/70, a second opinion by an ophthalmologist is necessary”, to “E. Meet the following criteria in order to be eligible for cataract surgery: The cataract is visible by exam, ophthalmoscopic, or slit lamp, and any of the following: Visual acuity that cannot be corrected by lenses to better than 20/70, Complete inability to see posterior chamber, vision is confirmed by potential acuity meter reading, or In instances when the client has a corrected visual acuity between 20/50 and 20/70, a second opinion by an ophthalmologist is necessary to demonstrate medical necessity may be required”.
  - **Justification:** Cataract surgery criteria was updated to align with most current AHCCCS guidelines.
- Revised statement 9.3(IV)(A) from “Prior to proceeding with any vision treatment service(s), the VR Counselor must ensure the assessment requirements are completed, refer to section 8.8 Assessments-Vision for more information” to “ The client must participate in a vision assessment per the guidelines outlined in Section 8.8 Assessments-Vision”.
  - **Justification:** The statement was revised to improve sentence structure.
- Revised statement 9.3(IV)(B) from “The VR Counselor must ensure the preceding recommendation was reviewed by a VR contracted consultant, except for the following types of prescriptions: 1. Single lenses 2. Progressive lenses, or 3. Bifocals lenses” to “The results from the client’s vision assessment must be forwarded to the VR Contracted Vision Consultant for review, except for the following types of prescriptions: Single lenses, Progressive lenses, or Bifocals lenses”.
  - **Justification:** The statement was revised to improve sentence structure.
- Added new statement “The VR Contracted Consultant reviews the vision assessment to: Determine whether or not rates proposed by the referring ophthalmologist/optometrist are acceptable. To identify procedures which are outside of the scope of VR policy” under 9.3(IV)(C), The section “determine whether or not rates proposed by the referring ophthalmologist/optometrist are acceptable. To identify procedures which are outside of the scope of VR policy”, was originally in statement 9.3(IV)(S).
  - **Justification:** This statement was added to improve policy organization and fluency.
- Removed statement 9.3(IV)(S): “Results from all vision assessments must be forwarded to VR Contracted Vision Consultant to: 1. Determine rates proposed by the referring ophthalmologist/optometrist are acceptable. 2.To identify procedures which are outside of the scope of VR policy”.
  - **Justification:** The statement was removed to eliminate contradictory statements regarding the type of vision assessments that need to be forwarded to the VR Contracted Vision Consultant. Statement 9.3(IV)(S) contradicted statement 9.3(IV)(B), which excludes the following prescriptions from requiring to be reviewed by the VR contracted Vision Consultant: single lenses, progressive lenses, or bifocal lenses.

The following additions and revisions to the Vocational Rehabilitation Policy Manual will go into effect April 8, 2024.

**Policy Number:** VR-3.1-v4

**Section 3.1: Referral, Orientation, Intake Interview and Application**

**Type of Change(s):** Major-clarification **Date of Change:** 04/08/2024 **Public Hearing/Date:** N/A

- Some statements have been structurally reorganized between the following sections of this policy: *I. Policy Statement, II. Authority, III. Applicability, and IV. Standards*. All the statements within the *IV. Standards* section of this policy were reorganized under the following added subheadings, to reflect the chronological order of the VR application process: *Vocational Rehabilitation Program Application Process, Referral, Orientation, Intake Interview, and Application*.
  - **Justification:** To facilitate better understanding and identification of a specific topic within the policy section.
- Revised the following statement in *I. Policy Statement* from “This policy provides the guidelines regarding the VR Referral, Orientation, Intake Interview and Application processes. Any individual who is present in the State of Arizona and who reports having a disability may be referred to the VR program and apply for VR services. The VR Referral is a request initiated by an individual or their authorized representative to express their interest in the VR program. Upon the VR Referral, the individual then participates in a VR Orientation and VR Intake Interview process to complete their VR application in order to take part in the VR program” to “This policy provides guidelines regarding the Vocational Rehabilitation (VR) Referral, Orientation, Intake Interview, and Application processes”.
  - **Justification:** To simplify the policy statement and remove statements that were duplicated or belonged in another section of this policy (i.e. some of the content of the original statement was moved to the Standards section of this policy).
- The statement in *III. Applicability* was revised from “this applies to any individual interested in applying for VR services to obtain and retain employment in a competitive and integrated work setting. In order to apply for VR services, the individual must: A. Be present in the State of Arizona, B. Complete and submit the agency VR Referral form, C. Attend VR Orientation and Intake Interview appointments, D. Complete and sign the agency Application Signature form, and E. Complete and sign the agency Authorization for Disclosure of Health Information to RSA form if applicable” to “this policy applies to any individual who is present in the State of Arizona, reports having a disability, and is interested in applying for Vocational Rehabilitation services to obtain and retain employment in a competitive and integrated work setting”. Statements III. A.-E. were moved to the Standards section of this policy.
  - **Justification:** To simplify the statement and clarify who this policy actually applies to. Statements III. A.-E. are actual standards and as such were moved to the correct location of this policy section.
- The statement, “an individual who expresses an interest in the VR program and submits a VR Referral form must be contacted within three (3) business days from the date of receipt of the VR Referral form” was rephrased to “VR must contact the individual within three (3) business days from the date VR received the individual’s VR Referral form” (3.1(IV)(B)(2)).
  - **Justification:** To simplify the statement for clarity and fluency purposes.
- The following statement was added to the Standards section of this policy, “VR will request the following information from an individual participating in the VR application process: a) Current medical and/or psychological records that document the individual’s disability, b) A copy of the individual’s Social Security Income (SSI) or Social Security Disability Insurance (SSDI) award letter, if applicable, c) Educational

records, if available, and d) Documentation to verify the individual's identity, Social Security Number (SSN), and legal ability to work in the U.S" (3.1 (IV)(A)(4)(a-d)).

- **Justification:** To clarify what information will be requested from a client during the VR Application Process.
- The statement "any individual who applies for the VR program through a One-Stop center or otherwise must also go through the VR application process including the Orientation and Intake Interview appointments to become an applicant as outlined in IV G-I below" was revised to "any individual who applies for the VR program through a One-Stop center or who is referred to VR by a community agency must also complete the VR application process"(3.1(IV)(A)(3)).
  - **Justification:** To clarify the term "otherwise" in the original statement refers to "a community agency".
- Added statement 3.1(IV)(B)(8): "If the individual is homeless, the address of the local DES office will be utilized for the individual's electronic case file. VR staff must encourage the individual to explore the mail service options available at the local U.S.Post Office for individuals who are homeless."
  - **Justification:** RSA Administration decision.
- Removed statement 3.1(IV)(E)(4): "In instances when an applicant was previously determined ineligible for VR services within the last 12 months, the decision must be reviewed by VR to determine whether circumstances have changed in order to accept a new application for VR services upon the applicant's request."
  - **Justification:** Removed statement to comply with Federal regulations.
- Corrected grammatical errors throughout this policy section.
  - **Justification:** Grammatical corrections.

**Policy Number:** VR-12.7-v2

### **Section 12.7: Information and Referral**

**Type of Change(s):** Minor-clarification **Date of Change:** 04/08/2024 **Public Hearing/Date:** N/A

- The authority statements in the Authority section of this policy were reorganized, without modifying the content of each statement.
  - **Justification:** Organizational purposes.
- Revised Policy Statement to add "Vocational Rehabilitation (VR)."
  - **Justification:** To clarify an acronym.
- Updated Authority section.
  - **Justification:** Revised to reflect accurate references.
- Revised statement 12.7(IV)(H) to replace "their case" with "the client's case."
  - **Justification:** Changed for clarification.
- Revised statement 12.7(IV)(J)(1) to capitalize benefits, in Disability Benefits 101 Calculator.
  - **Justification:** Grammatical correction.
- Revised statement 12.7(IV)(J)(3) from "Referral to Social Security directly." to "Referral to Social Security Administration directly."
  - **Justification:** Changed to include accurate organization name.

- Revised statement 12.7(IV)(K)(1) from “Local Arizona @Work centers: agencies that provides an array of employment and training services to job seekers and employers in Arizona (e.g. job search assistance, resume preparation, job training, etc.) <https://arizonaatwork.com/resources-job-seekers-and-employers>” to “Local ARIZONA@WORK centers: a comprehensive one-stop center that provides an array of employment and training services to job seekers and employers in Arizona (e.g. job search assistance, resume preparation, job training, etc.) <https://arizonaatwork.com/resources-job-seekers-and-employers>”
  - **Justification:** Modified to correct grammatical errors and clarify what an ARIZONA@WORK center is.
- Revised statement 12.7(IV)(K)(4) from “Client Assistance Program (CAP) <https://azsilc.org/archive/arizona-center-for-disability-law/>” to “Client Assistance Program (CAP) <https://www.azdisabilitylaw.org>”
  - **Justification:** Replaced the outdated CAP website link with the current website link.

**Policy Number: VR-13.1-v4**

**Section 13.1: Rehabilitation Technology**

**Type of Change(s):** Major-clarification    **Date of Change:** 04/08/2024    **Public Hearing/Date:** N/A

- The authority statements in the Authority section of this policy were reorganized, without modifying the content of each statement.
  - **Justification:** Organizational purposes.
- The statement in 13.1(III)(B), “Collaborate with the VR Counselor and AT specialist to complete the AT profile and AT plan as necessary to their benefit”, and statement 13.1(IV)(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”, were removed.
  - **Justification:** The development of an AT profile and AT plan is no longer a required and currently applied process for Rehabilitation Technology services.
- The statement, “Sign an Equipment Contract prior to obtaining any equipment from VR” was removed from the Applicability section and placed in the Procedure section of this policy under 13.1(V)(F).
  - **Justification:** The statement is a procedure and it was moved to the accurate policy section.
- New statement added: “the VR Counselor must review and document the specific AT devices that the client has previously used, attempted to use, and/or is currently using successfully” (13.1(IV)(B)).
  - **Justification:** To clarify that VR must review and document a client’s past and current use of AT devices in the client’s electronic case file, as it is an important component when considering Rehabilitation Technology services.
- The following statements were revised to correct a grammatical error:
  - “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” was revised to “Work with the VR Counselor and rehabilitation technology specialist to identify needs, finalize prescriptions, assess the most appropriate technology needs, and integrate all the parts of the process” (13.1(III)(B)).
  - “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” was revised to “AT services provide assistance to clients in the selection,

acquisition, or use of an AT device, including as follows: 1. A functional evaluation of the client within their customary environment” (13.1(IV)(H)(1)).

- “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” was revised to “VR will not provide rehabilitation technology goods or equipment solely to assist an agency or employer to meet their American Disabilities Act (ADA) accessibility and/or reasonable accommodations requirements” (13.1(IV)(J)).
- “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” was revised to “Employment-related technology services and devices may be purchased for the client when the technology is portable, is not specifically designed for a particular employer’s workstation, and can also be used in other jobs or for independent living applications” (13.1(IV)(M)).
- “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” was revised to “When the personal computer is not to accommodate a disability-related need or an accommodation, it is considered a good/service and is subject to economic need. Refer to Chapter 12, Section 12.9 for more information” (13.1(IV)(O)).
- “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” was revised to “Installation, as part of AT services, must include an inspection of the equipment to ensure that it meets the specific needs of the client’s proper setup and to make necessary modifications” (13.1(IV)(V)).
- “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” was revised to “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 assessing whether the client is able to achieve the AT goals” (13.1(IV)(W)).
- “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” was revised to “The initial manufacturer warranty must guarantee the repair and/or replacement of device, equipment, or product parts, or of the entire device, equipment, or product when the parts and/or workmanship are faulty” (13.1(IV)(Z)).
- “Scan any manufacturer warranty into the client’s ECF” was revised to “VR staff must scan any manufacturer warranty into the client’s electronic case file (ECF)” (13.1(IV)(V)).
- “And” was added to the statement “Equipment rental agreement, if applicable, and” (13.1(VI)(A)(5)).
- **Justification:** Grammatical Correction.
- The following statements were removed:
  - 13.1(IV)(V)(1-10): “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.”,

- 13.1(IV)(W)(1-8): 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. TeTYpe (TTY)/Telecommunications Device for the Deaf (TDD), or 8. FM systems”.
- **Justification:** These statements were removed to avoid an unintended, presumed restriction of AT devices.
- Statement 13.1(V)(A), “For Assistive Technology for Employment & Independent Living (ATEI)-contracted assessments and services, refer to Standard Work - Assistive Technology for Employment & Independent Living (ATEI)” was added to the Procedure section.
  - **Justification:** To clarify where to obtain the procedures for Assistive Technology for Employment & Independent Living (ATEI)-contracted assessments and services.
- Statement 13.1(V)(C), “for AT assessments” was revised to “for non-contracted AT assessments”, and statement 13.1(V)(D), “for AT aids/devices” was revised to “for non-contracted AT aids/devices”.
  - **Justification:** To clarify the guidelines associated with these statements are only applicable for non-contracted AT aids/devices and assessments.
- The following statement was added to the Documentation Requirements section of this policy, 13.1 (VI)(A)(2) “Information about the AT devices the client has used in the past, attempted to use, and/or is currently using”.
  - **Justification:** To confirm this information must be documented in a client’s electronic case file.