

Running log of changes to the Vocational Rehabilitation Policy Manual for AZRSA.

All adjustments, aside from minor grammatical fixes, since the VR manual proposal and inception in 2008 are listed within this document.

Policy or Procedure Change	Date of Change	Type of Change	Public Hearing Necessary	Date Public Hearing Held	Comments
New Vocational Rehabilitation Policy Manual implemented.	7/1/2008	Restructuring, rewording, and updating of all VR policies.	Yes	4/21/2008	
Modified language in Section 1.14(E-4) to emphasize the possibility of earlier involvement in the IPE process in relation to transition students. It now reads: "An IPE for an eligible student with disabilities transitioning from school to work must be developed, prepared, approved and ready for implementation at the earliest possible time but at the latest by the time the student leaves the school setting".	6/20/2008	Procedural change	No	N/A	
Added stipulation in Section 2.2(C-3) mandating that all progress notes must be typed.	6/20/2008	Procedural change	No	N/A	
Modified language in Section 2.5(B) to clarify the meaning and reasoning behind possible renegotiation of an IPE after a case transfer. It now reads: " <i>When the client's case file is to be transferred the client must be told that the existing IPE will be reviewed by the receiving counselor and the client and that some of the terms of the IPE may need to be reviewed if the client's disability related needs have changed, the availability of services differs and/or a change of vendor is necessary due to the change in location</i> ".	6/20/2008	Clarification	No	N/A	

Added language to Section 5.4 (A-4b) emphasizing the need to case note information related to extending eligibility beyond allowed time frames without the signed agreement of the client. It reads: <i>"A progress note should be entered stating an unsigned extension is in place, any information available regarding the reason the extension is needed, the client's reasons for not signing, attempts AZRSA staff have made to get the extension signed and any remedies the client is pursuing related to the extension"</i> . (This language has also been added to Section 5.5 (F-1d-iii(b)))	6/20/2008	Procedural change	No	N/A	
Removed a series of examples regarding possible eligibility scenarios from Section 5.4(B) which were determined to be confusing and subject to individual perception.	6/20/2008	Structural	No	N/A	
Added language to Section 5.4(E-7) to emphasize that specific vocational goals are not a consideration during the client eligibility process. It reads: <i>"Vocational goals are not considerations when establishing eligibility"</i> .	6/20/2008	Clarification	No	N/A	
Added language to Section 5.4(D-1) regarding presumptive eligibility and that a presumption of eligibility based on SSI/SSDI eligibility also entails a presumption that the applicant is <i>"an individual with a significant disability"</i> . (This language has also been added to Section 5.8 (C-2c)).	6/20/2008	Clarification	No	N/A	
Changed language in Section 5.6(I-2), taking out reference to using IPE forms for planning Trial Work. Added reference to a trial work plan (document being developed). It now reads: <i>"2. A trial work plan is used to record the plan for such services. a. In such cases, the goal on the trial work plan is 'to determine an applicant's ability to benefit from VR services in terms of being able to achieve an employment outcome'"</i> .	6/20/2008	Procedural	No	N/A	
Updated entire Section 5.9 to align with current federal policy/procedure related to Schedule A. Remove reference to Schedule B, expanded list of persons who can provide a certification of disability and updated web links.	6/20/2008	Clarification	No	N/A	

Modified language in Section 6.3(F) to clarify that in relation to an order of selection clients receiving SSI/SSDI have at least significant disabilities (Priority 2) but may have most significant disabilities making them eligible for Priority 1. It now reads: "F. Clients receiving SSI or SSDI based on disability are presumed to be individuals with at least a significant disability and should be assigned accordingly related to the Order of Selection Criteria. 1. Determination of these clients as having "most significant disabilities" must meet the same criteria and standards as all other clients involved with the vocational rehabilitation program".	6/20/2008	Clarification	No	N/A	
Modified language in Section 6.8(B-4) to reflect a more positive connotation. Now reads: "Clients whose life circumstances must be addressed".	6/20/2008	Clarification, no service provision effected	No	N/A	
Added Section 6.10(D-2c-i) to solidify that AZRSA will not supply funding for firearms or services related to firearms. It reads "i. AZRSA will not purchase firearms, provide or support training related to the use and/or ownership of firearms, or assist with other costs related to the use and/or ownership of firearms".	6/20/2008	Substantive Policy Change	No	N/A	This change should have gone to public hearing but did not.
Modified language to exclude reference to eligibility in Section 6.10(G-3) and to clarify the role of intermediate objectives in the IPE process. It now reads: "3. Decisions about an individual's continued participation in an employment goal will be made based on the client's achievement of intermediate objectives. a. Substantive changes in the employment outcome should include an amendment to the IPE".	6/20/2008	Clarification	No	N/A	
Added language to Section 6.10(J) to emphasize then need to case note minor adjustments to an IPE. It now reads: "1. AZRSA staff must case note the minor adjustment, the reason for the minor adjustment, how the client was notified, when the client was notified and any follow up contact with the client in relation to the adjustment".	6/20/2008	Clarification	No	N/A	

Modified and expanded language in Section 6.13(C-1b) to clarify some criteria for clients moving to employment support services. It now reads: "b. At the time the Vocational Rehabilitation supported employment services have been completed, the client is ready to move into extended supported employment services and all substantive vocational rehabilitation services have been completed, the client is considered to be successfully employed (VR Status 22) and funding responsibility is turned over to the employment support services funding agent".	6/20/2008	Clarification	No	N/A	
Modified language to delete reference to "correcting" disability related impairments from Section 7.3(B-2c-i). Now reads: "ii. Ameliorating or supports for disability related impairments as possible/necessary for achieving success in the chosen employment area".	6/20/2008	Clarification	No	N/A	
Modified language in Section 7.4(D-1b-viii) to clarify the intent to assist self-employment clients in planning to meet any disability related needs that may arise. It now reads: "viii. The client must also have a plan as to how they will cover his/her disability related expenses and/or insurance".	6/20/2008	Clarification	No	N/A	
Section 8.3 details exception policies for both policy and procurement. This section is meant to be used for any exception to policy that is deemed necessary and details appropriate and required procedure.	6/20/2008	Procedural change	No	N/A	
Section 8.4 clarifies the stance of RSA related to client missed appointments. Details that AZRSA will not pay for client missed appointments and that these are the responsibility of the client.	6/20/2008	Clarification	No	N/A	
Section 8.5(C-2) discusses the raise of the limit of voucher approval from \$1000 to \$2000	6/20/2008	Procedural change	No	N/A	
Section 8.7(E-5) added criteria for the provision of cochlear implants to clients.	6/20/2008	Procedural change	No	N/A	

Section 8.9(I) discusses payment for private schools and reinforces that AZRSA will only pay above the cost of a state school if there is a disability related need that can be better served by the private school.	6/20/2008	Clarification	No	N/A	
Section 8.9(N) discusses the payment of educational accommodations for clients at private schools. Emphasizes that AZRSA will not pay for these accommodations unless the school is not covered by the ADA. Details that there is an avenue for exception to this policy if the policy is causing an undue hardship for the client.	6/20/2008	Clarification	No	N/A	
Section 8.9(P-7) emphasizes that student loans and merit scholarships are not to be considered a comparable benefit.	6/20/2008	Clarification	No	N/A	
Section 8.9(S) provides policy and guidance regarding clients attending out-of-state schools. Details that such a program will only be supported if the vocational goal requires education or training that is not available within the State and/or the school can better serve the disability related needs of the client than a comparable publicly funded Arizona institution.	6/20/2008	Clarification	No	N/A	
Section 8.9(U) provides guidance regarding the pursuit of advanced educational degrees.	6/20/2008	Clarification	No	N/A	
Section 8.9(V) provides guidance regarding the pursuit of online and correspondence degree programs.	6/20/2008	Clarification	No	N/A	
Section 8.16(G) modifies the policy related to car repair, removing the clause of only one repair and leaving the limit of this service at a cumulative \$2000.	6/20/2008	Clarification	No	N/A	

<p>Modified language in Section 9.5(A-2) to clarify policy related to IPE revisions. It now reads: "2. Revisions substantially impacting the IPE will not take effect until signed by the client, or an authorized representative, and the supervisor when required. a. When such changes make it difficult to read the plan, the IPE can be rewritten. b. An IPE must be amended when services are added, when services are no longer needed, or when the employment goal changes".</p>	<p>6/20/2008</p>	<p>Clarification</p>	<p>No</p>	<p>N/A</p>	
<p>Added clarification to Section 10.1(A-2a) regarding a need to amend an IPE if the employment outcome of a case differs from the goal in the IPE. It reads "<i>a. If the employment outcome differs from that described in the IPE the client and counselor must agree on and sign an amendment to the IPE which adds the new employment outcome</i>".</p>	<p>6/20/2008</p>	<p>Clarification</p>	<p>No</p>	<p>N/A</p>	
<p>Added language to Section 10.2(C-1) to clarify the need for successful employment in a residential living facility (where the client resides) must be integrated. It reads: "a. This employment must be in an integrated setting."</p>	<p>6/20/2008</p>	<p>Clarification</p>	<p>No</p>	<p>N/A</p>	
<p>Revised language in Section 11.2(B-1) to clarify the intent and extent of PES. It reads: "1. Post-employment services are intended to ensure that the employment outcome remains consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. 2. These services are available to meet rehabilitation needs that do not require a complex and comprehensive provision of services. a. These services should be limited in scope and duration".</p>	<p>6/20/2008</p>	<p>Clarification</p>	<p>No</p>	<p>N/A</p>	

Revised Section 11.2(C-6a) to allow for short term job supports in PES. It reads: "a. On the job supports may be delivered for a short period of time during PES. b. If the need for longer term employment support services is found after successful Vocational Rehabilitation closure, a new Vocational Rehabilitation case may be opened or a referral made to agencies providing employment support services".	6/20/2008	Clarification	No	N/A	
Completely rewrote Section 13.2 to more adequately reflect the population being discussed.	6/20/2008	Clarification	No	N/A	
Revised language in Section 13.5(1-4) to clarify the referral acceptance time frames for transition students. It reads: "4. Referrals are accepted for students with enough time to do necessary vocational planning to complete IPE development and obtain approval as early as possible, but no later than by the time the student exits the school system".	6/20/2008	Clarification	No	N/A	
Revised language in Section 13.14(H5-d) to removed criteria requiring re-assignment of the TTW to AZRSA and providing guidance on how to appropriately handle a TTW that is assigned to another organization. It reads: "d. If the client has assigned the ticket to another organization AZRSA should request contact information for that organization. i. If a written agreement exists between the organization and AZRSA joint provision of services between AZRSA and the organization should be explored. e. Inform the client that he/she is welcome to explore services through the Vocational Rehabilitation program regardless of whether they choose to assign the ticket to AZRSA".	6/20/2008	Procedural change	No	N/A	
Added Appendices which include a. ICA Contact Information b. Economic Need Chart c. Running Highlights and Changes archive d. Tracking of Pre-Libera PIMs e. MCC Contact Information f. MORE TO COME!!!!!!!!!!!!!!	6/20/2008	Procedural Change	No	N/A	

<p>1. Modified Chapter 8.4-C to reflect a change allowing payments for some client missed appointments. Section now reads:</p> <p>“C. In determining payment for missed appointments the following procedure must be followed:</p> <p>1. Refer to RSA contracts for any provisions in the contracts regarding missed appointments.</p> <p>a. Many contracts have a provision for missed appointments built into the overall price paid to the provider and in such circumstances the provider cannot request that AZRSA pay additionally for any missed appointments.</p> <p>2. For contracts or services that do not specifically address missed appointments, the following fee schedule applies:</p> <p>a. For a service lasting 1 hour or less: 50% of the cost of the service to be provided.</p> <p>b. For a service lasting more than 1 hour but no more than a full day: 25% of the cost of the service to be provide.</p> <p>c. For a service that spans multiple days: 20% of the cost of the service to be provided.</p>	7/10/2008	Procedural change	No	N/A	
<p>1. In Section 5.6 G-4 added link to the Trial Work Plan form on the AZRSA intranet.</p>	10/1/2008	Structural	No	N/A	
<p>2. Added Section 5.11 Client Status which details out the client status system and explains the meaning behind each status.</p>	10/1/2008	Clarification	No	N/A	
<p>3. Modified Section 8.5 E-4 to change the percentage amount from 50% to 49.9% to alleviate confusion about the amount AZRSA can contribute in a co-pay situation.</p>	10/1/2008	Clarification	No	N/A	
<p>4. Added Section 8.6 F-10(c) to reference the audio logical contracts for further information.</p>	10/1/2008	Procedural	No	N/A	

5. Added Section 8.7 E-5e(i) to state “i. If the client does not fully understand the implication of a cochlear implant, the VR counselor will refer the client back to the Cochlear Implant team as the Vocational Rehabilitation counselor does not have the expertise in the field of cochlear implants to provide this education” to clarify the VR counselor’s role in cochlear implant service provision.	10/1/2008	Procedural	No	N/A	
6. Added Section 8.7 E-6 to detail out information and requirements related to the purchase of a Baha system for AZRSA clients.	10/1/2008	Procedural	No	N/A	
7. Modified Section 8.7 G-11(f) to place the requirement that an audiologist also be contracted with AZRSA.	10/1/2008	Procedural	No	N/A	
8. Added Section 8.9 S-10 to reinforce the need for the Agreement of Understanding form to be reviewed and signed by clients who have out of state educational programs that VR will be supporting.	10/1/2008	Clarification	No	N/A	
9. Reworded Section 8.16 D to state “D. Clients participation with Vocational Rehabilitation required and agreed upon services is required as a condition of eligibility for this service.”	10/1/2008	Clarification	No	N/A	
10. Added reference in Section 8.23 C-3 to emphasize interpretation requirements specific to psychological evaluations.	10/1/2008	Clarification	No	N/A	
11. In Section 8.27 added a clickable link to the “Equipment Contract” on the DES Intranet Forms Library.	10/1/2008	Structural	No	N/A	
12. Modified Section 8.29 Child Care to allow AZRSA to assist client’s with child care co-pays and with child care differentials. Differential assistance requires supervisory approval.	10/1/2008	Procedural	No	N/A	
13. Added Section 9.7 High Cost Cases to detail out policy related to high cost cases and the necessary approvals needed for these cases.	10/1/2008	Procedural	No	N/A	
14. Fixed wording in Section 12.3 A-2 to say “non-integrated” instead of “integrated”.	10/1/2008	Structural	No	N/A	
15. Revised Section 13.3 G-6 to streamline language by incorporating sub letter a. into G-6.	10/1/2008	Structural	No	N/A	

16. Removed Section 13.3 H-3 as it was viewed as restrictive.	10/1/2008	Clarification	No	N/A	
17. Revised Section 13.3 H-4(a) (previously H-5(a)) to clarify the methodology and paperwork required of a psychologist to affirm that an interpreter meets the requirements of policy and contracts.	10/1/2008	Clarification	No	N/A	
18. Revised Section 13.13 Individuals Who Are Associated with the Juvenile Justice System to remove any mention of specific agreements with entities outside of AZRSA and any past processes used in relation to the entities.	10/1/2008	Clarification	No	N/A	
19. Revised Section 13.14 Ticket to Work. Policies and procedures related to the old TTW regulations were removed and updated to reflect the new TTW requirements. Added the definition for "In Use Status" as it relates to VR and the TTW. Details out that tickets will no longer be officially "assigned" to AZRSA but will be in "In Use Status" in most cases. Removed language referring to "shared TTW cases" in relation to EN's. Removes the mandate to fill out the SSA 1365 form. Reinforces that upon closure AZRSA is to refer clients to Maximus if they desire to assign their TTW to an EN but that AZRSA can not recommend or provide a referral to any specific EN.	10/1/2008	Procedural change	No	N/A	
20. Added Appendix 6 Case File Checklist which provides a tool that can be used to assist with determining the completeness of a case file.	10/1/2008	Clarification	No	N/A	
21. Added Appendix 7 AZRSA Required Approvals Checklist that provides an overview of many of the required approvals that counselors must seek during the course of a case.	10/1/2008	Clarification	No	N/A	
1. Moved Section 5.4 B-3 to Section 5.4 B-1d. This was done to solidify the eligibility criteria and to clarify what AZRSA's eligibility criteria are. In conjunction to this Section 5.4 B-4 was changed to Section 5.4 B-3 and Section 5.4 B-5 was changed to Section 5.4 B-4.	1/1/2009	Structural	No	N/A	

2. Modified the List of Acceptable Documents in Section 6.2 C-1 to reflect current governmental approved documents to establish identity and employment eligibility in the U.S. and added hyperlink to the official Form I-9.	1/1/2009	Procedural change	No	N/A	
3. Added Section 8.6 F-10d to describe the appropriate use of assessments/tests for APD.	1/1/2009	Clarification	No	N/A	
4. Removed Section 8.7 G-11 and moved the information to Section 8.30 Hearing Aids. Moved back sequential numbers in Section 8.7 G starting with G-12 (which became G-11). Moved Section 8.30 Other Services to Section 8.31 Other Services.	1/1/2009	Structural	No	N/A	
5. Added a statement to Section 8.9 C-1 to reinforce that clients attending post-secondary educational programs as part of the IPE are expected to attend school full-time except in the case of a disability related need.	1/1/2009	Clarification	No	N/A	
6. Added Section 8.10 J to detail out what role a Job Development and Placement provider can serve while a client is in an OJT.	1/1/2009	Clarification	No	N/A	
7. Modified Section 8.16 G-2 to add routine tire replacement to the list of examples of routine car maintenance that is not allowed under car repair.	1/1/2009	Clarification	No	N/A	
8. Modified Section 8.16 G-3c to clarify that the 80%/20% split between AZRSA and the client for the cost of car repair is only for costs in excess of \$2000 and not for the original \$2000.	1/1/2009	Clarification	No	N/A	
9. Deleted Section 8.23 E-1 to remove reference to a now expired IHE agreement with MCCCCD.	1/1/2009	Structural	No	N/A	
Added a link to the Child Care Administration's fee schedule to Section 8.29 C.	1/1/2009	Structural	No	N/A	
11. Changed reference to 15 business days for sending closure letters to clients prior to closure to read 15 calendar days in Section 10.1 B-4, 10.4 A-5a, and 10.5 E.	1/1/2009	Procedural Change	No	N/A	

12. Added section 13.3 A to detail out persons who are deaf or hard of hearing whose primary mode of communication was/had been visual such as sign language. This addition changed the lettering, moving what was 13.3 A to 13.3 B and so forth.	1/1/2009	Clarification	No	N/A	
13. Added Section 13.9 C-2a to detail why a psychosexual is required for the determination of eligibility for sex offenders.	1/1/2009	Procedural change	No	N/A	
14. Added Appendix 8 – Audiology Service Flow Chart which details that procedure for using and purchasing audiological services within AZRSA.	1/1/2009	Clarification	No	N/A	
1. Removed example related to self-employment 10% cost sharing from Chapter 7.4 B-8a(i).	1/12/2009	Structural	No	N/A	
2. Added criteria of client not meeting economic need before 10% cost sharing for self-employment plans became applicable to Chapter 7.4 B-8b	1/12/2009	Clarification	No	N/A	Clarification instigated in coordination with CAP.
1. Updated Chapter 4.1 to detail out more completely the required policy and procedure related to Voter Registration	1/15/2009	Procedural Change	No	N/A	
1. Added Section 1.13 B-1 and B-2 to clarify the requirements for parent/guardian signatures in the case of a client who is a minor on all documents requiring official signatures.	4/1/2009	Procedural change	No	N/A	
2. Added clickable link in Section 4.1 C that links to the forms NVRA-5 and NVRA-6 on the intranet.	4/1/2009	Structural	No	N/A	
3. Added Section 8.9 E-1 and E-2 to more fully define the impact a client's status of academic probation and of failing classes that AZRSA has paid for will have on the future services AZRSA can provide.	4/1/2009	Clarification	No	N/A	
4. Removed Section 8.10 G-6 which had previously allowed AZRSA to pay the employees share of Worker's Compensation costs. Readjusted numbering of this section to reflect the removal.	4/1/2009	Clarification	No	N/A	
5. Added Section 8.30 G-1 and G-2 to clarify that the recommendations of the AZRSA Audological Consultant are to be followed when purchasing hearing aids.	4/1/2009	Clarification	No	N/A	

6. Adjusted the dates in Appendix 2 Economic Need Chart to reflect the current fiscal year.	4/1/2009	Clarification	No	N/A	
7. Added Appendix 9 – Self Employment Business Plan which provides the structure that a Self Employment Business Plan should be in.	4/1/2009	Clarification	No	N/A	
1. Modified language in Section 1.14 B to remove reference to IRIS and replace with reference to ECF.	5/1/2009	Structural	No	N/A	
2. Removed the link to the external Extension of Eligibility Determination Form in Section 1.14 D-3 to accommodate the existence of the form now in the LIBERA system.	5/1/2009	Structural	No	N/A	
3. Removed Section 1.14 F which discussed the IRIS report the CAAL.	5/1/2009	Structural	No	N/A	
4. Added language to Section 1.16 A-7 to emphasize that if a hard copy of an employee or their family member that is a client exists that it must be stored at Central Office until it is forwarded to DES Records Management upon closure.	5/1/2009	Procedural Change	No	N/A	
5. Added language to Section 2.1 A which details that the term CROS may refer to either a hardcopy version of a client file or to the electronic case file.	5/1/2009	Procedural Change	No	N/A	
6. Rewrote Section 2.2 to: a. Remove all reference to the IRIS system and procedures involved with case management through IRIS. b. Remove reference to hardcopy files and to emphasize the requirement of all files being maintained in electronic format in the LIBERA system c. To specifically forbid the maintenance of hardcopy files. d. To provide policy regarding time frames and expectation of scanning materials into the LIBERA system. e. To emphasize that all case notes must be done in the official forms within the LIBERA system and not handwritten or otherwise generated and then scanned into LIBERA.	5/1/2009	Procedural change	No	N/A	

7. Rewrote Section 2.3 to remove reference to case files being stored in local offices and to emphasize that hard copy files are not to be created or kept.	5/1/2009	Procedural Change	No	N/A	
8. Removed all information in Section 2.4 and replaced it with the policy requirement that all case files must be maintained electronically in the LIBERA system.	5/1/2009	Procedural change	No	N/A	
9. Removed Section 2.5 E which discussed the procedure for sending the hardcopy case file to a new counselor during a case transfer.	5/1/2009	Procedural change	No	N/A	
Changed reference to IRIS to LIBERA in Section 2.10 B and 2.10 C-3.	5/1/2009	Procedural change	No	N/A	
11. Added Section 4.1 C-1(a) to clarify that the NVRA-5 is the same form as the LIBERA form "Voter Declination".	5/1/2009	Procedural change	No	N/A	
12. Changed Section 4.1 D-2(g) to mandate scanning the Offer for Voter Registration into the LIBERA system.	5/1/2009	Procedural change	No	N/A	
13. Removed reference to the IRIS system in Section 5.1 B-1.	5/1/2009	Structural	No	N/A	
14. Replaced reference to IRIS with reference to LIBERA in Section 5.2 A-2.	5/1/2009	Structural	No	N/A	
15. Removed the link to the request/application form in Section 5.3 A as the form is now available in the Libera system.	5/1/2009	Structural	No	N/A	
16. Removed reference to the IRIS system in Section 5.3 D.	5/1/2009	Structural	No	N/A	
17. Removed link to the Extension of Eligibility Determination form from Section 5.4 A-3 as form is now available in the LIBERA system.	5/1/2009	Structural	No	N/A	
18. Modified Section 5.4 A-4(a) to replace reference to filing with reference to scanning.	5/1/2009	Procedural Change	No	N/A	
19. Removed Section 5.5 A-1 and 5.5 A-2 as they referred to the Data Collection and Application for VR form which is replaced by LIBERA screens.	5/1/2009	Structural	No	N/A	
20. Revised Section 5.5 C-2(a) to replace reference to filing with reference to scanning.	5/1/2009	Procedural Change	No	N/A	

21. Removed reference to IRIS in Section 5.5 C-8.	5/1/2009	Structural	No	N/A	
22. Revised Section 5.5 F-1(d-3(a)) to replace reference to filing with reference to scanning.	5/1/2009	Structural	No	N/A	
23. Removed link to Trial Work Plan in Section 5.6 G-4 as form has been replaced by form in LIBERA.	5/1/2009	Structural	No	N/A	
24. Removed link to Certification for Eligibility form from Section 5.8 A as the form has been replaced by a LIBERA form.	5/1/2009	Structural	No	N/A	
25. Removed Link to the VR Application form from Section 5.10 A-2 as the form has been replaced by a LIBERA form.	5/1/2009	Structural	No	N/A	
26. Removed Link to the Eligibility Certification form from Section 5.10 A-4 as the form has been replaced by a LIBERA form.	5/1/2009	Structural	No	N/A	
27. Removed Link to the Extension of Eligibility form from Section 5.10 A-5 as the form has been replaced by a LIBERA form.	5/1/2009	Structural	No	N/A	
28. In Section 5.11 changed to following information regarding status to accommodate changes occurring due to the Libera system: a. Revised section 5.11 C-1(a-i) to reflect the removal of Status 07 and to indicate its replacement with Status 08. b. Added section 5.11-1(d-ii) to describe the new Status 04 (OOS). c. Added section 5.11-1(d-iii) to describe the new Status 38 (closed).	5/1/2009	Procedural Change	No	N/A	
29. Removed link to the VR application from Section 6.2 B.	5/1/2009	Structural	No	N/A	
30. Modified Section 6.3 G to reference the LIBERA system	5/1/2009	Structural	No	N/A	
31. Removed Section 6.3 G-1 to remove reference to the Health Appraisal form which is no longer used.	5/1/2009	Procedural Change	No	N/A	
32. Removed Section 6.3 G-2 which required a case note detailing the findings of the Health Appraisal form as the LIBERA system now automatically captures this information.	5/1/2009	Procedural Change	No	N/A	

33. Removed Section 6.3 I to remove reference to the IRIS system and the Health Appraisal form. Adjusted following number/lettering to accommodate removal.	5/1/2009	Structural	No	N/A	
34. Changed Section 6.3 K-3 6.2 K-4to reflect current policy of AZRSA regarding the closure of categories and the cut off for receiving services at the closure of categories being persons with an implemented IPE.	5/1/2009	Substantive Policy Change	Yes	12-Mar-09	
35. Removed reference to an IRIS letter in section 6.3 L-2a.	5/1/2009	Procedural, no service provision effected	No	N/A	
36. Removed hyperlinks to forms from Section 6.5 C-1 and 6.5 C-3.	5/1/2009	Structural, no service provision effected.	No	N/A	
37. Remove hyperlink to form in Section 9.1 B	5/1/2009	Structural, no service provision effected.	No	N/A	
38. Added Section 11.1 B-8 to solidify and clarify the guidance provided by Federal RSA that Post-Employment services can only be provided within a reasonable amount of time (approximately 12 months) after a successful case closure.	5/1/2009	Clarification, no service provision effected	No	N/A	
39. Changed 13.8 C-2b to remove reference to IRIS and display the new procedure for documenting ICA clients in the Libera system.	5/1/2009	Structural, no service provision effected.	No	N/A	
40. Changed 13.8 F to bring it into compliance with other policies related to the OOS. Special considerations and practices that were listed in this section in relation to the OOS were removed and replaced with a statement that ICA clients are subject to the overall OOS policy.	5/1/2009	Clarification, no service provision effected	No	N/A	
Removed reference to IRIS from Section 2.1 B.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to IRIS from Section 6.12 F.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to IRIS from Section 6.13 D-3.	6/2/2009	Structural, no service provision effected.	No	N/A	

Changed reference from IRIS to reference to electronic case file in Section 6.13 E-4b.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed examples from Section 6.16 C-5 as they were in reference to now defunct forms.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed section 6.16 D as it was a reference specific to IRIS. ☐	6/2/2009	Structural, no service provision effected.	No	N/A	
In both section title and reference in table of contents changed the word Assistant to Assistance for Section 8.24.	6/2/2009	Structural, no service provision effected.	No	N/A	
Changed reference from IRIS to reference to electronic case management system in Section 8.27 E.	6/2/2009	Structural, no service provision effected.	No	N/A	
Changed reference from IRIS to reference to electronic case management system in Section 8.27 F-1.	6/2/2009	Structural, no service provision effected.	No	N/A	
Changed reference from IRIS to reference to electronic case management system in Section 8.27 F-3.	6/2/2009	Structural, no service provision effected.	No	N/A	
Changed reference from IRIS to electronic case file in Section 10.1 B-1.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to old Post Employment form and removed reference to IRIS from Chapter 11.3 A.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to old Post Employment form from Chapter 11.3 B.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to IRIS in Section 12.3 D.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed first sentence from Section 13.2 I-4 as it was repetitious with early statements.	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed reference to IRIS and replaced with reference to electronic case file in Section 13.4 C-6.	6/2/2009	Structural, no service provision effected.	No	N/A	
Changed reference from IRIS to reference to electronic case management system in Section 13.15 F-1.	6/2/2009	Structural, no service provision effected.	No	N/A	

Removed reference to IRIS in Section 13.15 F-1	6/2/2009	Structural, no service provision effected.	No	N/A	
Removed Section 13.15 F-2 and F-3 as specific to IRIS.	6/2/2009	Structural, no service provision effected.	No	N/A	
Modified Section 3.2 B-2 to give supervisors permission to allow CAP contact with counselors directly.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Modified Section 3.2 D to delineate that CAP requests that come through Central Office may be disseminated to the appropriate AZRSA supervisor.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Modified Section 3.2 G to state that CAP may, in some circumstances, review specific information printed from the client's case file in the AZRSA office, removing reference to CAP reviewing the entire file.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Added Section 3.2 H-1 to reinforce that information released to CAP must follow the policies related to release of 3rd party information.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Added Section 3.2 H-2 to provide guidance that CAP may be informed of what type of 3rd party information is in a file and provided with contact information for the provider of the 3rd party information, but that CAP is not entitled to view or have copies of the 3rd party information that AZRSA is in possession of.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Added Section 3.2 J to direct to Appendix 10 for current, specific procedures for working with CAP.	7/31/2009	Procedural, no service provision effected	No	N/A	Done in coordination with CAP
Added section 5.1 D-1a to clarify that the IPE planning process should not be integrated with the intake/eligibility process in times of a closed OOS category.	7/31/2009	Procedural, no service provision effected	No	N/A	
Added section 6.15 F-5 to place an 18 month limit on supported employment services as detailed in federal regulation 34 CFR 361.5(b)(44)(i).	7/31/2009	Clarification, no service provision effected	No	N/A	
Changed wording in Section 8.9 K from "required" to "encouraged" in relation to in-state school attendance.	7/31/2009	Clarification, no service provision effected	No	N/A	

Modified and added to Section 8.9 K-1 and 8.9 K-1a, to clarify and solidify the policy related to payment of tuition for out of state education based solely on client choice.	7/31/2009	Clarification, no service provision effected	No	N/A	
Deleted Section 8.9 K-2 and moved up 8.9 K-3 to replace it.	7/31/2009	Structural, no service provision effected.	No	N/A	
Added new Section 8.9 K-3 which provided direction for policy on tuition payments to private schools.	7/31/2009	Procedural, no service provision effected	No	N/A	
Added Section 8.9 S-1a, 8.9 S-1a-i and 8.9 S-1a-ii to clarify what can and cannot be paid for if a client, solely based on choice, decides to attend school out of state as part of their VR plan.	7/31/2009	Clarification, no service provision effected	No	N/A	
Modified Section 8.9 S-2 to make allowances for disability related reasons when considering whether a client must complete pre-college course work in state.	7/31/2009	Procedural, no service provision effected	No	N/A	
Added to Section 8.9 S-8 to provide direction to section where restrictions related to out of state tuition for clients can be found.	7/31/2009	Clarification, no service provision effected	No	N/A	
Added Section 8.9 S, 8.9 S-11a, and 8.9 S-11b to provide basic guidance as to how to access services for a client while the client is out of state attending school.	7/31/2009	Clarification, no service provision effected	No	N/A	
Added Section 8.32 – Authorizations to detail some policy/procedures related to generating authorizations for services.	7/31/2009	Procedural, no service provision effected	No	N/A	
Added Section 1.17 – Qualified Staff Standards to provide a basic overview of AZRSA’s qualified staff standard.	12/9/2009	Procedural, no service provision effected	No	N/A	
Added Section 2.11 to clarify policy related to client information received on Removable Media devices.	12/9/2009	Procedural, no service provision effected	No	N/A	
Removed Section 6.3 H-3a to delete reference to the obsolete form Health appraisal and Significant Disability Worksheet.	12/9/2009	Structural, no service provision effected.	No	N/A	
Removed reference to the obsolete Health Appraisal form from 6.4 E.	12/9/2009	Structural, no service provision effected.	No	N/A	
Section 6.15 F-5a,b,c: Added clarification regarding procedures for extending supported employment services within an IPE beyond 18 months.	12/9/2009	Clarification, no service provision effected	No	N/A	

Removed all hyperlinks to forms from Section 6.17 to accommodate the move to Libera forms.	12/9/2009	Structural, no service provision effected.	No	N/A	
Removed Section 6.17 A-1 to remove reference to the obsolete Health Appraisal Worksheet. Moved up and renumbered all sections that follow to accommodate the change.	12/9/2009	Structural, no service provision effected.	No	N/A	
Added Section 8.7 G-15 to clarify and emphasize the medical/vocational necessity of any and all features for eye glasses.	12/9/2009	Clarification, no service provision effected	No	N/A	
Removed reference to the Health Appraisal Worksheet from Section 8.7 H-1d and replaced with "in the functional limitation and services needs detailed on the Eligibility Worksheet."	12/9/2009	Structural, no service provision effected.	No	N/A	
1Removed reference to the obsolete Health Appraisal Worksheet from Section 8.7 H-1d(i).	12/9/2009	Structural, no service provision effected.	No	N/A	
Added Section 8.9-E1 and E2 which details out that AZRSA clients are required to maintain expected academic progress, that AZRSA will not support educational plans while the client is on academic probation, and that AZRSA will not provide support a second time for a class AZRSA paid for but the client failed.	12/9/2009	Clarification, no service provision effected	No	N/A	
Section 8.9 N-1: Removed the word "private" so that all schools are covered within this policy.	12/9/2009	Clarification, no service provision effected	No	N/A	
Section 8.9 N-1: Added the statement "unless otherwise agreed to by AZRSA administration and the school" to allow for agreements between AZRSA administration and schools in relation to provision of accommodations.	12/9/2009	Procedural, no service provision effected	No	N/A	
Section 8.9 N-1a: Removed the word "private" so that all schools are covered within this policy.	12/9/2009	Clarification, no service provision effected	No	N/A	
Section 8.9 N-1b: Removed the word "private" so that all schools are covered within this policy.	12/9/2009	Clarification, no service provision effected	No	N/A	
Section 8.9 N-2: Removed entire section to reflect the loss of agreements with the public schools in AZRSA to assist with accommodations	12/9/2009	Structural, no service provision effected.	No	N/A	

Removed reference from Section 8.18 B-1 to the obsolete Health Appraisal worksheet and replaced with "The Functional Limitation and Service needs on the Eligibility Worksheet is".	12/9/2009	Structural, no service provision effected.	No	N/A	
Modified Section 8.23 E to remove specific reference to a now defunct process for acquiring interpreters from specific schools and replaced with a reference to see Section 8.9 N of the policy manual.	12/9/2009	Procedural, no service provision effected	No	N/A	
Added Section 8.24 C to discuss Support Service Providers for people who are Deaf-Blind	12/9/2009	Clarification, no service provision effected	No	N/A	
Added the phrase "with funding from AZRSA" to Section 8.27 A.	12/9/2009	Structural, no service provision effected.	No	N/A	
Removed from Section 8.27 A-2 the phrase "until such time as it is, within the mandates of policy, transferred to the client" as it did not link to any policies and was irrelevant.	12/9/2009	Clarification, no service provision effected	No	N/A	
Section 8.27 B-1a: Added the phrase "but is not limited to" to clarify this section.	12/9/2009	Clarification, no service provision effected	No	N/A	
Added Section 8.27 I to clarify policy related to repair and replacement of client equipment.	12/9/2009	Clarification, no service provision effected	No	N/A	
Revised Section 8.30 F to add the statement/criteria "...or have a progressive hearing loss..."	12/9/2009	Clarification, no service provision effected	No	N/A	
Added Section 8.30 O-3 to reinforce the idea that hearing aids are subject to the overall client equipment policy.	12/9/2009	Clarification, no service provision effected	No	N/A	
Changed the title of Section 13.15 I from Health Appraisal to Eligibility Worksheet to reflect the current form used.	12/9/2009	Structural, no service provision effected.	No	N/A	
Changed reference in Section 13.15 I-1 from the obsolete Health Appraisal to Eligibility Worksheet to reflect the current form used.	12/9/2009	Structural, no service provision effected.	No	N/A	
Added Section 1.17 E to clarify that counselor's who do not meet the AZRSA qualified staff standard cannot have their oversight and approval requirements waived until such time as the counselor meets the AZRSA qualified staff standard.	6/10/2010	Clarification, no service provision effected	No	N/A	

Added 2.1 G to provide a definition for an Electronic Case Management System (ECF).	6/10/2010	Structural, no service provision effected.	No	N/A	
Changed the reference in 2.2 D-2 from "electronic case file" to "ECF".	6/10/2010	Structural, no service provision effected.	No	N/A	
Removed Section 2.6 B-1a as information was linked to a no longer existent outside document.	6/10/2010	Structural, no service provision effected.	No	N/A	
Removed reference to client ID# in Section 2.6 B-3 and clarified section regarding where to not place client SS#'s.	6/10/2010	Structural, no service provision effected.	No	N/A	
Changed the wording in Section 5.6 E to better reflect the intent of the section in relation to trial work and extended evaluations for persons during the eligibility process who are already believed to require extended supports to successfully complete the VR program and maintain employment. Erroneous and confusing language removed.	6/10/2010	Clarification, no service provision effected	No	N/A	
Added Section 5.12 Relationship Between VR and ILRS to detail out how the Vocational Rehabilitation program interacts with the Independent Living Rehabilitation Services program.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added phrase "prior to the implementation of an IPE" to Section 6.2-C to clarify the time period within which proper documentation related to ability to work in the United States must be supplied by a VR client.	6/10/2010	Clarification, no service provision effected	No	N/A	
Removed the language in Section 6.12 F as it no longer reflected the methodology used by AZRSA for calculating Economic Need. Replaced with the language formally in Section 6.12 F-2c.	6/10/2010	Procedural, no service provision effected	No	N/A	
Removed hyperlink to a no longer existent form (Coordination of Extended Supported Employment Services) from Section 6.15 E and E-4.	6/10/2010	Structural, no service provision effected.	No	N/A	
Added Section 6.15 I, I-1, and I-2 to describe the requirements related to serving a client with identified extended supports who loses those supports during the course of VR service provision.	6/10/2010	Clarification, no service provision effected	No	N/A	

Deleted link to the Self-Assessment Inventories from section 7.3 C-2 as link was no longer valid.	6/10/2010	Structural, no service provision effected.	No	N/A	
Changed the word "may" to the word "shall" in Section 7.6 B to emphasize the necessity of having the listed individual as a part of the SERC.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added Section 7.6 B-2a to delineate that the SERC representative from AZRSA Central Office is to be the SERC coordinator.	6/10/2010	Procedural, no service provision effected	No	N/A	
Inserted new Section 7.6 C to make the inclusion of other members of the SERC not listed in Section 7.6 B as a possible option. Changed all subsequent lettering to reflect this insertion.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added Section 7.6 G to solidify the term limits of SERC members as well as the appointing authority for the SERC members.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added Section 7.6 H to detail the number of committee members necessary to review and approve a plan.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added Section 7.6 I to describe the procedure for proposing new committee members.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added language "In situations where AZRSA has agreed to fully support a client in an out-of-state program" to Section 8.10 S-10 to clarify which clients this policy applies to.	6/10/2010	Clarification, no service provision effected	No	N/A	
Added Section 8.16 G-6 to stipulate that documentation must be viewed and scanned into the ECF that demonstrates that a vehicle can legally be driving and that the individual that will be driving can legally drive prior to providing any car repair service.	6/10/2010	Procedural, no service provision effected	No	N/A	
Added link to the DES Policy that guides AZRSA's stance on client equipment to Section 8.27 A-2.	6/10/2010	Structural, no service provision effected.	No	N/A	
Added Section 8.27 A-2a to clarify the guiding authority for AZRSA's handling of equipment.	6/10/2010	Clarification, no service provision effected	No	N/A	

Removed the phrase "and from which client" from Section 8.27 F-2c to alleviate potential confidentiality breaches.	6/10/2010	Clarification, no service provision effected	No	N/A	
Removed "Target Group 08" from Section 13.8 C-3a as it was an irrelevant and outdated reference.	6/10/2010	Structural, no service provision effected.	No	N/A	
Removed Section 6.10 D-2ci to rescind the programmatic policy barring the purchase of firearms and firearm related training for clients.	8/30/2010	Substantive Policy Change	No	N/A	Rescinding previous substantive change that was not vetted in public hearing.
Removed Section 8.1 D-8 to rescind the programmatic policy barring the purchase of firearms and firearm related training for clients.	8/30/2010	Substantive Policy Change	No	N/A	Rescinding previous substantive change that was not vetted in public hearing.
Changed Section 8.1 D-9 to Section 8.1 D-8 to accommodate the deletion mention in #2 of this document.	8/30/2010	Structural, no service provision effected.	No	N/A	
Added Section 8.27 K to require counselors to consult with AZRSA DPM and Administrator prior to agreeing to purchase a firearm for a client during the course of an IPE.	8/30/2010	Procedural, no service provision effected	No	N/A	
Modified Section 8.32 Authorizations to reflect clarified policy from RSA Business Unit regarding the internal policy and process for handling authorizations for services.	3/21/2011	Procedural, no service provision effected	No	N/A	
Updated Appendix 2 to reflect the current 2011 Economic Need thresholds, replacing the outdated 2010 data.	3/21/2011	Procedural, no service provision effected	No	N/A	
Added Appendix 11 – EXAMPLES OF NEW AUTHORIZATION PROCESS to provide examples related to the modified internal policy and procedure for RSA staff to handle authorizations.	3/21/2011	Procedural, no service provision effected	No	N/A	
Changed the contact person listed in Section 2.10 C-3 from "Libera Help Desk" to "Data Security Analyst".	7/1/2011	Procedural, no service provision effected	No	N/A	

Removed Section 6.10 – IPE PLANNING, F-11 which placed a criteria that: "Full time employment is the Vocational Rehabilitation goal unless the severity or nature of the client's disability preclude full time employment (35 hours or more, or defined by the employer. "This was removed as it was noted by Federal RSA to be out of compliance with federal regulations and to be contrary to client choice.	7/1/2011	Substantive Policy Change	Yes	8/26/2011	This change was a result of a compliance finding made by Federal RSA in regards to this piece of policy.
Added Section 8.16- TRANSPORTATION SERVICES to clarify already existent policy related to VR not paying for vehicle registration and fees for clients.	7/1/2011	Clarification, no service provision effected	No	N/A	
Removed Appendix 1 which was formerly titled ICA CONTACT INFORMATION and set it aside as blank and "Reserved". This was done as the agreement with ICA is no longer in effect and the contact information provided was outdated and invalid.	7/1/2011	Structural, no service provision effected.	No	N/A	
Amended Section 1.7 MISSION OF THE VR PROGRAM as the mission statement was amended to reflect greater client choice with regard to employment outcomes.	2/3/2012	Structural, no service provision effected.	No	N/A	
Amended Section 8.5 – CLIENT PURCHASES, Sections (C)(2) and (E)(4) to reflect Client Purchase Agreement amount increase from \$2,000 to \$4,000 prior to Regional Program Manager approval.	2/3/2012	Procedural, no service provision effected	No	N/A	
Amended Section 8.16 – TRANSPORTATION SERVICES - Sections (G)(3)(a-c), (4)(a) to reflect car repair amount increase from \$2000 to \$4000 prior to Regional Program Manager, supervisory approval still required for all car repair purchases.	2/3/2012	Procedural, no service provision effected	No	N/A	
Amended Section 9.7- HIGH COST CASES to reflect an increase in high cost case amounts approved by qualified staff counselors from \$10,000 to \$20,000 and supervisory approval for planned services over 20,000 and again at 35,000. Regional Program Managers will approve IPE's exceeding \$50,000 and every subsequent \$25,000 in planned services.	2/3/2012	Procedural, no service provision effected	No	N/A	
Appendix 7 removed as procedures are no longer valid.	2/3/2012	Procedural, no service provision effected	No	N/A	

Previously reserved Appendix 1 was replaced with Best Practice – Employment Outcome	2/28/2012	Procedural, no service provision effected	No	N/A	
Amended Appendix – Economic Need to reflect FY 2012 data	2/28/2012	Structural, no service provision effected	No	N/A	
Section 8.32 previously titled AUTHORIZATIONS is now Reserved. Authorization information has been modified and merged with information in Appendix 11.	5/17/2012	Structural, no service provision effected	No	N/A	
Updated Appendix 11 to reflect additional authorization information and remove references to specific year timelines.	5/17/2012	Procedural, no service provision effected	No	N/A	
Modified Section 4.1 – VOTER REGISTRATION to better organize information and provide clarity.	5/17/2012	Structural, no service provision effected	No	N/A	
Added Section 14 DISABILITY BENEFITS CALCULATOR (DB101) to provide policy and procedure requirements for the use of this tool.	5/17/2012	Procedural	No	N/A	
Added Section 2.12 – CORRESPONDENCE to provide policy and procedure regarding the correct usage of the blank client letter.	8/20/2012	Procedural	No	N/A	
Added Section 8.32 – COUNSELOR RESPONSIBILITIES to provide policy and procedure regarding counselor responsibilities surrounding warrant payments, client addresses, and client receipt of funds and/or good and services.	8/20/2012	Procedural	No	N/A	
Added Section 5.4.1 – ELIGIBILITY EXTENSION to provide policy and procedure regarding the implementation of an eligibility extension.	8/20/2012	Procedural	No	N/A	
Added Section 6.10.1 - IPE EXTENSION and Section 6.10.2 – IPE EXTENSION FOR YOUTH TRANSITION to provide policy and procedure regarding the implementation of an IPE extension.	8/20/2012	Procedural	No	N/A	
Modified Section 2.7 – which was formally titled CONFIDENTIALITY OF CLIENT INFORMATION/RECORDS now titled RELEASE OF CLIENT INFORMATION to reflect current agency requirements and provide additional clarity with regard to internal processes.	10/31/2012	Structural, no service provision affected	No	N/A	

Modified Section 2.1 – which was formally titled RELEASE OF CLIENT INFORMATION now titled CONFIDENTIALITY OF CLIENT INFORMATION to reflect current agency requirements and provide additional clarity with regard to internal processes.	10/31/2012	Structural, no service provision affected	No	N/A	
Added Section 2.13 – DOCUMENT DELETION FROM THE ELECTRONIC CASE FILE (ECF) to provide policy and procedures with regard to internal procedures.	10/31/2012	Structural, Procedural no service provision affected	No	N/A	
Updated Appendix 2 – Economic Need Chart for FFY 2013	10/31/2012	Structural	No	N/A	
Modified Section 1.16 – which was formally titled EMPLOYEES AND THEIR FAMILY MEMBERS AS CLIENTS now titled EMPLOYEE NON-PROFESSIONAL PERSONAL RELATIONSHIPS AND CONFLICTS OF INTEREST to reflect current agency requirements and provide additional clarity with regard to conflict of interest.	2/11/2013	Structural, Procedural – no service provision affected	No	N/A	
Modified Section 8.5 CLIENT PURCHASES– to provide additional clarity with regard to internal processes; removed the statement about % of copayment due to confusion. RSA can assist with co-payments and must follow the general policies in relation to CPA's.	2/11/2013	Procedural	No	N/A	
Modified Section 8.5 – CLIENT PURCHASES to add that cashier's checks will be accepted and clarify that a personal check will not be accepted.	2/26/2013	Procedural	No	N/A	
Modified Section 6.10.1- IPE EXTENSION to provide additional procedural clarification to indicate that supervisors will approve up to 3 IPE extensions prior to Regional Program Manager approval of subsequent extensions.	2/26/2013	Procedural	No	N/A	
Modified Section 5.4.1 – ELIGIBILITY EXTENSION to provide additional procedural clarification to indicate that supervisors will approve up to 3 eligibility extensions prior to Regional Program Manager approval of subsequent extensions.	2/26/2013	Procedural	No	N/A	
Section 6.6 previously titled DETERMINING THE CLIENT'S NEED FOR, AND ACCESS TO, RE-TRAINING OR RE-EDUCATION was removed as this section did not follow Federal Regulations with regard to client choice. This section has been reserved.	4/1/2013	Structural	No	N/A	

Section 2.13 – DOCUMENT DELETION FOR ELECTRONIC FILE (ECF) procedure section was amended to accurately reflect policy. Supervisors must review and if approved the final decision rests with the Regional Program Manager, or their designee, who will email the Libera Systems Administrator for document deletion.	4/1/2013	Procedural	No	N/A	
Modified Section 10.5 – CLOSURES NOT MEETING AN EMPLOYMENT OUTCOME to provide additional guidance regarding reasonable attempts to contact clients, steps that must be taken prior to closing a case, and procedural guidelines.	4/1/2013	Structural, Procedural – provide additional clarity; no service provision affected	No	N/A	
Section 2.13 titled DOCUMENT DELETION FROM THE ELECTRONIC CASE FILE (ECF) clarified internal procedures by requiring an email request in place of a case note requirement.	5/22/2013	Procedural – provide additional clarity; no service provision affected	No	N/A	
Amended Section 1.13 titled OFFICIAL SIGNATURES to allow for electronic approval and disapproval of documentation with appropriate documentation in the electronic case file.	6/7/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed all information in Section 2.3 previously titled CROS Retention now titled Release of Client Information and replaced it with policy requirements and procedures as required by Federal Regulations and DES policy.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed all information in Section 2.4 previously titled Case File Format now titled Obtaining Client Information from Third Party Sources and replaced it with policy requirements and procedures as required by Federal Regulations and DES policy.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed all information in Section 2.5 previously titled Case Transfers now titled Client Social Security Number and replaced it with information from previously titled Section 2.10 Identity and Social Security Number Issues which has been removed. Information was consolidated for greater clarity.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	

Removed all information in Section 2.6 previously titled Standards for Email Communication now titled Client Disclosure of Incriminating Information and replaced it with information from previously titled Section 2.9 Confidentiality and Case Recording which has been removed. Information was consolidated for greater clarity.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed all information in Section 2.7 previously titled Release of Client Information now titled Document Deletion from Electronic Case File and replaced it with information from previously titled Section 2.13 Document Deletion from the Electronic Case File which has been removed.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed all information in Section 2.8 previously titled Obtaining Applicant/Client Information from Third Party Sources now titled Correspondence and replaced it with information from previously titled Section 2.12 Correspondence which has been removed.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed Section 2.9 previously titled Confidentiality and Case Recording. Information from this section was integrated into other sections within Chapter 2.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed Section 2.10 previously titled Identity and Social Security Numbers Issues. Information from this section was integrated into other sections within Chapter 2.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Removed Section 2.11 previously titled Digital Data. Information within this section is no longer relevant.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Section 2.12 titled Correspondence has been moved to Section 2.8.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	
Section 2.13 titled Document Deletion from the Electronic Case File has been moved to Section 2.7.	8/1/2013	Structural, Procedural – no service provision affected	No	N/A	

<p>Section 8.7(G)(11-15) was amended to reflect the following:</p> <ol style="list-style-type: none"> <li>Contact lenses can be provided based on medical or vocational necessity.</li> <li>The requirement to utilize a consultant to confirm the medical or vocational necessity of eyeglasses and contact lenses has been removed.</li> <li>One pair of eyeglasses can be purchased every 2 years if necessary.</li> <li>Documentation that the current glasses no longer correct vision to 20/40 in the best eye will be required in order to purchase eyeglasses prior to end of the 2 year period.</li> <li>AZRSA will not replace lost,</li> </ol> <p>Section 8.7(G)(11-15) was amended to reflect the following:</p> <ol style="list-style-type: none"> <li>Contact lenses can be provided based on medical or vocational necessity.</li> <li>The requirement to utilize a consultant to confirm the medical or vocational necessity of eyeglasses and contact lenses has been removed.</li> <li>One pair of eyeglasses can be purchased every 2 years if necessary.</li> <li>Documentation that the current glasses no longer correct vision to 20/40 in the best eye will be required in order to purchase eyeglasses prior to end of the 2 year period.</li> <li>AZRSA will not replace lost</li> </ol>	8/2/2013	Non-substantive policy change – procedural changes	No	N/A	
Appendix 2 – Economic Need; updated to reflect amounts for Federal Fiscal Year 2014	10/1/2013	Structural	No	N/A	
2.The following Appendices have been reserved: Appendix 3 – Highlights and Changes to the VR policy Appendix 4 – Tracking for Pre-Libera PIM's Appendix 5 – MCC Contact Information Appendix 6 – Case File Checklist Appendix 10 – CAP procedures Appendix 11 – Authorizations	10/1/2013	Structural	No	N/A	
Section 8.5 – Client Purchases; updated to reflect an additional procedural step regarding electronic signatures.	10/1/2013	Procedural, no service provision affected	No	N/A	
Section 8.5 – Client Purchases; amended to extend the 15 day requirement to provide receipts to 30 days.	10/15/2013	Procedural, no service provision affected	No	N/A	

Section 8.5 – Client Purchases; amended to clarify that the counselor may not procure or negotiate a price when a CPA is used. No service provision is affected.	12/9/13	Policy clarification, no service provision affected	No	N/A	
<p>Chapter 1, previously titled LEGAL AND OPERATIONAL BASE, was renamed PREFACE and condensed to reflect current legal base, operational practices, and updated mission and visions. The following sections were restructured or removed:</p> <ul style="list-style-type: none"> <li>• Section 1.1 – previously LEGAL BASE, renamed STRUCTURAL BASE</li> <li>• Section 1.2 – previously STATE PLAN, renamed GUIDING PRINCIPLES</li> <li>• Section 1.3 – previously STATE AGENCY DESIGNATION, restructured into Section 1.2 - STRUCTURAL BASE</li> <li>• Section 1.4 – previously NON-DISCRIMINATION, removed</li> <li>• Section 1.5 – previously ACCESSIBILITY STANDARDS, removed</li> <li>• Section 1.6 – previously VISION FOR THE VR PROGRAM, restructured into Section 1.2, now GUIDING PRINCIPLES</li> <li>• Section 1.7 – previously MISSION FOR THE VR PROGRAM, restructured into Section 1.2, now GUIDING PRINCIPLES</li> <li>• Section 1.8 – previously VALUES, restructured into Section 1.2, now GUIDING PRINCIPLES</li> <li>• Section 1.9 – previously CLIENT BILL OF RIGHTS, removed</li> <li>• Section 1.10 – previously CODE OF CONDUCT, removed</li> </ul>	1/22/2014	Structural	No	N/A	
<p>Chapter 2 was updated to include the following sections:</p> <ul style="list-style-type: none"> <li>• Section 2.9 – CLIENT REPRESENTATIVES</li> <li>• Section 2.10 – OFFICIAL SIGNATURES</li> <li>• Section 2.11 – EMPLOYEE NON-PROFESSIONAL PERSONAL RELATIONSHIPS AND CONFLICTS OF INTEREST</li> </ul>	1/22/2014	Structural	No	N/A	

<p>Chapter 3 – previously CONFLICT RESOLUTION, now APPEALS was restructured and updated to reflect current practices.</p> <ul style="list-style-type: none"> <li>• Section 3.1 – previously APPEALS AND MEDIATION, now OVERVIEW OF APPEALS</li> <li>• Section 3.2 – previously CLIENT ASSISTANCE PROGRAM (CAP), now INFORMAL RESOLUTION</li> <li>• Section 3.3 – previously APPEALS PROCESS, now ADMINISTRATIVE REVIEW</li> <li>• Section 3.4 – previously INFORMAL RESOLUTION/ADMINISTRATIVE REVIEW, now MEDIATION</li> <li>• Section 3.5 – previously MEDIATION, now FAIR HEARING</li> <li>• Section 3.6 – previously IMPARTIAL DUE PROCESS/FAIR HEARING, now DIRECTOR REVIEW OF FAIR HEARING DECISION</li> <li>• Section 3.7 RECONSIDERATION OF AN IMPARTIAL DUE PROCESS/FAIR HEARING, removed and information incorporated into earlier sections of this Chapter</li> <li>• Section 3.8 – previously COMPLAINT RESPONSE AND RESOLUTION, removed and information incorporated into earlier sections of this Chapter.</li> </ul>	1/22/2014	Structural	No	N/A	
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<p>Chapter 5 titled INTAKE, APPLICATION, AND ELIGIBILITY, was updated. The following sections were restructured or removed:</p> <p>Section 5.1 – previously GENERAL, removed and new section REFERRAL</p> <p>Section 5.2 – previously REFERRALS, removed and new section APPLICATION</p> <p>Section 5.3 – previously APPLICATIONS, removed and new section ELIGIBILITY</p> <p>Section 5.3.1 – previously ELIGIBILITY EXTENSIONS, removed</p> <p>Section 5.4 – previously ELIGIBILITY POLICIES, now ELIGIBILITY EXTENSIONS</p> <p>Section 5.5 – previously INTAKE/ELIGIBILITY INFORMATION COLLECTION AND DOCUMENTATION REQUIREMENTS, removed and new section INELIGIBLE</p> <p>Section 5.6 – previously TRIAL WORK EXPERIENCE AND EXTENDED EVALUATIONS, removed and new section ORDER OF SELECTION</p> <p>Section 5.7 – previously MEDICAL/PSYCHOLOGICAL CONSULTANT REVIEW, removed</p> <p>Section 5.8 – previously ELIGIBILITY CERTIFICATION, removed</p> <p>Section 5.9 – previously CERTIFICATION OF DISABILITY, removed</p> <p>Section 5.10 – previously KEY CASE DOCUMENTATION, removed</p>	2/26/2014	Structural	No	N/A	
<p>Chapter 12 previously titled CASE REVIEWS, now titled ANNUAL REVIEW, was updated. The following sections were restructured or removed:</p> <p>Section 12.1 previously titled INTRODUCTION, removed and new section titled ANNUAL REVIEW REQUIREMENTS.</p> <p>Section 12.2 previously titled ANNUAL REVIEW OF INELIGIBILITY, removed</p> <p>Section 12.3 previously titled ANNUAL REVIEW OF EXTENDED EMPLOYMENT, removed</p>	2/26/2014	Structural	No	N/A	

Section 4.1 – Voter Registration was updated to add the following information: a. Added language regarding Federal Voter Registration forms; and b. Changed the location of where to send NVR-6/Batch forms from the Secretary of State to DES Records Center.	4/17/2014	Procedural	No	N/A	
Section 5.1 – Referral a. Timeframe for entering referrals into Libera has been extended from 1 business day to 5 business days	10/28/2014	Procedural	No	N/A	
Section 8.20 – Home Modification a. This section was updated to reflect current practices	10/28/2014	Procedural	No	N/A	
Appendix 2 – Economic Need Chart a. Updated to reflect FFY 2015 data	10/28/2014	Information Update	No	N/A	
Appendix 3 – Schedule A Documentation a. This section was added to provide information on the requirements for Schedule A documentation	10/28/2014	Information	No	N/A	
Appendix 4 – Client Status a. This section was enhanced and moved from its previous location in Section 1.3	10/28/2014	Information	No	N/A	
Section 2.7 – Document Deletion for Electronic Case File (ECF) Removed requirement for Regional Program Manager approval	11/28/2014	Procedural	No	N/A	
Section 8.33 – Bioptic Telescope Lens System Section added to provide guidance regarding the ability to purchase a bioptic telescope lens system	1/7/2015	Information	No	N/A	
Section 8.5 – Client Purchases Requirement for staff to sign CPA has been removed; and Added allowance of electronic approval by the client	7/9/2015	Procedural	No	N/A	

Section 10.5 – Closures Not Meeting an Employment Outcome Amended procedure to allow staff to send a 15 Day Closure from 00 with Request for Review of Determination.	7/9/2015	Procedural	No	N/A	
Appendix 1 – Best Practice – Employment Outcome Amended the RSA Mission Statement to reflect current mission statement.	7/9/2015	Structural	No	N/A	
Section 6 - formerly IPE Planning is now Individualized Plan for Employment (IPE) has been reformatted in its entirety to encompass all IPE processes. This Chapter now includes the following sections: -IPE - General Requirements -IPE - Timelines - IPE - Legal Ability to Work - IPE - Development -IPE - Implementation, Approvals, Amendments, and Major Revisions - IPE - Management	8/3/2015	Structural, Substantive Change per Federal Law and Regulation (see comments)	No	N/A	WIOA requires IPE implementation within 90 calendar days of eligibility determination. IPE policies were updated to conform policy to law and regulation.
Section 9 - formerly Implementing and Managing an IPE is now Financial Considerations. This Chapter now includes the following section: - Economic Need	8/3/2015	Structural, Clarification			
Updated Economic Need Chart for FFY 2016	10/1/2015	Structural, information updated to reflect FFY 16 data	No	N/A	
Update Section 8.9 - Formerly called Post-Secondary Education and Vocational/Occupational Training, is now called Postsecondary Training	2/23/2016	Clarification, Structural	No	N/A	
Added Section 9.2 - Comparable Benefits - combined information from multiple places in the manual into a single comprehensive policy	2/23/2016	Structural, Clarification	No	.	

Policy or Procedure Change	Date of Change	Type of Change	Public Hearing Necessary	Date Public Hearing Held	Comments
Describes the type and nature of change	Date that change was implemented	<p>"Substantive policy change" indicates that policy has changed and service provision was affected.</p> <p>"Procedural change" indicates a change to process without change to policy.</p> <p>"Clarification" indicates a change to the wording of a policy or procedure to enhance clarity without a substantive change to service provision.</p> <p>"Structural" indicates a change to the location of</p>	Public hearings are necessary with substantive policy change.	Date hearing held if required.	Additional comments as necessary.