

VI. SERVICES

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VI. SERVICES

Arkansas Rehabilitation Services highest priority is to provide individualized services to eligible individuals so they can work in full-time competitive employment.

Services will be provided in compliance with Title VI and VII of the Civil Rights Act, The Americans with Disabilities Act and without regard to age, religion, disability, sex, race color or national origin.

SUBSTANTIALITY OF SERVICES

Substantial vocational rehabilitation services are those services, which, provided in the context of the counseling relationship, collectively and significantly contribute to the achievement of an employment outcome consistent with the informed choice of the individual.

In order for the counselor to show substantial services in a case, the counselor must document the relationships of the provision of services, the criteria for evaluation of the intermediate objectives or steps needed to reach the vocational goal, and the counseling necessary for successful closure of a case. Documentation of substantiality of services in the ECF is an ongoing process. This documentation must be found in case note entries; therefore, the case note must tell the story of the case and subsequently show the individual's participation and the services provided enabled the individual to become employed.

THREE CONTACTS A YEAR

There must be three contacts a year, which will include the annual review. The case note should reflect direct face-to-face contact, e-mail conversation, phone conversation with the client, or a letter from the client. If contact with the client is not possible, use a letter to document the counselor's attempts to contact the client leading to closure of the case due to loss of contact. Be sure to document counseling after services have been initiated at least once a year.

VOCATIONAL REHABILITATION SERVICES

As appropriate to the vocational rehabilitation needs of each individual and consistent with each individual's informed choice, the following vocational rehabilitation services are available:

- 1) Assessment for determining eligibility and priority for services;
- 2) Assessment for determining vocational rehabilitation needs;
- 3) Vocational Rehabilitation counseling and guidance, including personal adjustment counseling, to maintain a counseling relationship throughout the program of services for an individual with a disability; and the referral necessary to help the individual with a disability secure needed services from other agencies when such services are not available and to advise those individuals about Client Assistance Programs;
- 4) Physical and mental restoration services necessary to correct or substantially modify a physical or mental condition which is stable or slowly progressive;

- 5) Vocational and other training services, including personal and vocational adjustment, books, tools, and other training materials, provided that no training or training services in institutions of higher education (universities, colleges, community/junior colleges, vocational schools, technical institutes, or hospital schools of nursing), may not be paid for with funds under this part unless maximum efforts have been made to secure grant assistance in whole or in part from other sources;
- 6) Maintenance, not to exceed the estimated cost of subsistence, provided in connection with VR services at any time from the date of initiation of services through the provision of post-employment services. Maintenance covers that individual's basic living expenses, such as food, shelter, clothing, and other subsistence expenses that are necessary to support and derive the full benefit of other VR services being provided.
- 7) Transportation, including cost of travel and subsistence during travel (or per diem payments in lieu of subsistence) in connection with transporting individuals with disabilities and their attendants/escorts for the purpose of deriving the full benefit of other VR services being provided. Transportation may include relocation and moving expenses necessary for achieving a VR objective;
- 8) Services to a client's family when necessary to the adjustment or rehabilitation of the client.
- 9) Interpreter services and note-taking services for the deaf, including tactile interpreting for deaf-blind individuals;
- 10) Reader services, rehabilitation teaching services, note-taking services and orientation and mobility services;
- 11) Recruitment and training services to provide new employment opportunities in the fields of rehabilitation, health, welfare, public safety, law enforcement and other appropriate public service employment;
- 12) Job search, placement assistance and job retention services;
- 13) Supported employment;
- 14) Personal assistance services;
- 15) Post-employment services necessary to maintain employment;
- 16) Occupational licenses (including any license, permit or other written authority) required by a State, city or other governmental unit to be obtained in order to enter an occupation or a small business, tools, equipment, initial stocks and supplies;
- 17) Rehabilitation technology services including vehicular modification, telecommunication, sensory, and other assistive technological aids, devices and services;
- 18) Transition Services in accordance with the definition of the term;
- 19) Technical assistance and other consultation services to individuals who are pursuing self-employment, telecommuting or establishing a small business operation as an employment outcome; and,
- 20) Other goods and services determined necessary for the individual with a disability to achieve an employment outcome. 34 C.F.R. § 361.48

PROVISION AND AUTHORIZATION OF SERVICES

Payment request will not be approved until documentation that the service has been received. Documentation may include medical reports, training progress reports, attendance forms, receipts and/or invoices. Payment will not be processed without an attached bill from the vendor.

ARS currently requires District Manager approval on all new counselors (Section XIII, Policy and Procedure Manual). District Manager and/or Administrative approval is also required for several specified purchases and services (Section VI, Policy and Procedure Manual).

The Authorization/Payment justification should consist in the case note explaining why the services were necessary.

Electronic authorization must be made for the provision of services or goods. **A verbal approval may be given in an emergency followed immediately by a written authorization.** An IPE must be completed before any services or goods, other than diagnostic or to support diagnostic assessment, can be provided. It is the counselor's responsibility to document case progress throughout provision of services.

NOTE: A “comparable” benefit will be considered only to the extent that it is available and timely to meet the cost of the particular VR services.

SEGREGATION OF DUTIES

ARS require segregation of duties to assure effective internal control in regards to authorizing services. The implementation of the new Case Management System (CMS), System 7, enables staff to perform key functions required by their role. The authorization process is as follows:

- Support staff creates the authorization from the invoice.
- The counselor approves and dates the authorization.
- The support staff submits payment to accounts payable.

ACCOUNTS PAYABLE

- Verify proper invoice with authorization/payment.
- Verify dollar amounts, vendor and client name.
- Reject authorizations/payments that contain errors.
- Approve authorization for final payment.

ADDITIONAL PROVISIONS

- All authorizations must have a copy of the invoice attached.
- All new counselors' authorizations must have the Manager approval.
- Authorization for \$5,000.01 or more but less than \$10,000 (tax excluded) will require the approval of the District Manager.

CHIEF OF FIELD SERVICES

Authorization for \$10,000.01 or more but less than \$25,000 (tax excluded) will require the approval of the Chief of Field Services through the District Manager.

PROCEDURES - PROVISION AND AUTHORIZATION OF SERVICES

- **Before an authorization is issued the counselor must consider the following issues:**
 - Is this service allowable under ARS Policy?
 - What, if any, limitation exists to providing this service?
 - Are there any comparable benefits available to provide the service?
 - Has the counselor verified financial need?
 - What other required references need to be accessed (i.e., fee schedule vendor list)?
 - Does the counselor have sufficient funds in the allotment to procure/provide the service and if not, whom does the counselor contact?
 - What documentation is needed to procure/provide the service? (i.e., Licensed Medical Consultant (LMC), prior approval, case note.)
 - Document method of calculating cost of services (i.e.: estimates, quotes, recommendations, fee schedule, etc.) and explain why the current service is needed.
 - How is the paperwork routed?
 - Determine if the vendor is in the case management system vendor list.
- Complete a W-9 if needed.
- The case management system will generate the status move after required data is keyed.
- The authorization goes to the vendor. It can be emailed, copied, faxed or mailed and the copy is automatically generated in the ECF. The individual may be provided a copy.
- Key required information into the case management system for ARS Purchase Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

VOCATIONAL REHABILITATION COUNSELING AND GUIDANCE

The counselor will include on an IPE services of "vocational rehabilitation counseling, guidance, placement, and follow-up." The program will outline in the criteria for evaluation of progress toward the employment outcome the counseling process and anticipated results. Documentation of counseling progress will be placed in the record of services. Vocational rehabilitation counseling and guidance services must be provided and documented in all VR cases closed rehabilitated.

PROCEDURE - VOCATIONAL REHABILITATION COUNSELING AND GUIDANCE

- The counselor will document in the case note the specific progress the individual is making toward the employment outcome.
- The individual's progress will be reviewed three times a year.
- Counseling and guidance must be documented in each successful closure.

EMPLOYMENT SERVICES (JOB FINDING/REFERRAL)

A job-finding service is provided when enough information has been given to permit the individual to arrange for a job interview with an employer. A job-finding service is also rendered when ARS directly refers or arranges for the direct referral of the individual to a prospective employer.

PROCEDURES – EMPLOYMENT SERVICES (JOB FINDING/REFERRAL)

- The individual may be referred to either an ARS Business Relations Representative (BRR) or other vendors for employment services in status 12 or 18. The ARS BRR can assist the counselor at this stage in the planning process, but significant involvement of the ARS BRR may occur when the individual has completed services and is ready for employment.
- The counselor and ARS BRR will assist the individual, singly or in groups, in developing job-seeking skills which would include instructions on how to read the want ads, prepare job resumes, write cover letters and prepare for job interviews.
- The counselor may refer the individual for services from other resources providing job-seeking skills, if appropriate.
- The counselor will document in the case note the specific progress the individual is making toward the employment outcome. With agreement from the counselor, the Business Relations Representative (BRR) will have access to the ECF (via worker assignment) for the purpose of documenting specific progress the individual is making toward employment

PLACEMENT SERVICES

Placement services are organized and identifiable attempts to establish or improve the linkage of an individual and a work situation. While employment placement is the VR program goal and usually occurs toward the end of the rehabilitation process, employment planning should be an ongoing process throughout the case services program. **Placement is provided when the individual is referred to and is hired by an employer.** The State VR Agency, the State employment service, One-Stop Arkansas Workforce Centers, or any other job-finding source may provide this service. A key feature of this service is that the individual became competitively employed as a result of the job referral.

PROCEDURES – PLACEMENT SERVICES

- The counselor will assist the individual with employment planning throughout the rehabilitation program.
- The counselor and the ARS Employment Services Representative will document in the case note the specific progress the individual is making toward the employment outcome.

FOLLOW-UP

The counselor and/or BRR will provide follow-up services to each individual placed in employment to determine if all planned for services have been provided and the VR objective achieved. Follow-up services will include contacts and reports from the individual, employer, and others that provide reports to help the counselor determine if the employment situation is suitable to the individual's needs. The individual must be provided follow up services within a minimum of 90 days and the counselor will have assurance other ARS criteria have been met prior to case closure.

PROCEDURES – FOLLOW-UP

- The counselor or the rehabilitation assistant and/or the BRR will maintain contact with the individual and employer to determine if the employment is suitable for the individual.
- The counselor or the rehabilitation assistant will provide supportive services as necessary for maintaining employment.
- The counselor or the rehabilitation assistant and/or the BRR will document in the case the specific progress the individual is making toward the employment outcome.

ASSESSMENT SERVICES

Assessment services are those services required to determine an applicant's eligibility for rehabilitation services, priority for services, and to determine the services needed to achieve an employment outcome.

Medical diagnostic services may include:

- 1) medical and surgical examinations;
- 2) dental examinations;
- 3) consultations with and examinations by specialists in all medical specialty fields;
- 4) inpatient hospitalization for study or exploration, not to exceed three days or five days with local medical consultant recommendation;
- 5) clinical laboratory, tests;
- 6) diagnostic x-ray procedures;
- 7) trial treatment for differential diagnosis, stabilization of drug therapy, or determination of feasibility in the case of emotional disturbance;
- 8) maintenance; and
- 9) other medically recognized diagnostic services.

Vocational diagnostic or assessment services may include:

- 1) Referral to a Community Rehabilitation Program for assessment.
- 2) Referral to the ACTI for assessment.

The above listed services may be provided an individual at any time, but normally will be completed during the case investigation process. They may be provided by ARS personnel, obtained elsewhere at no cost to ARS, or purchased by ARS.

RESTORATION (PHYSICAL/MENTAL) SERVICES

Restoration services mean those medical and medically related services that are necessary to correct or substantially modify within a reasonable period of time, a stable or slowly progressive physical or mental condition. These include surgery, therapy, treatment, and hospitalization.

Prosthetic appliances/devices provided to improve or maintain an individual's ability to work are coded as Rehabilitation Technology Devices.

If an individual has a physical or mental disability with resulting limitations constituting an impediment to employment which, in the opinion of competent medical personnel, can be removed by restoration services without injury to the individual, the individual is not eligible for any ARS services except counseling, guidance and placement if the **individual refuses to accept** the appropriate restoration services.

PHYSICAL RESTORATION SERVICES PURCHASED IN-STATE

ARS will pay for all physical restoration services that are properly authorized. Payment will be made according to the vendors' stated fee, up to but not to exceed, the maximum amount determined by the established ARS Fee Schedules. The fee paid by ARS must be accepted as payment in full by the vendor. The fee paid to physicians for surgical treatment includes 15 days routine post-operative care.

PROCEDURES- PHYSICAL/MENTAL RESTORATION SERVICES

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendations will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF, if needed. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- If wheelchairs or other durable medical equipment is purchased, a title of retention will be completed and attach to the ECF. (See Appendix E).
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.

- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

PHYSICAL RESTORATION SERVICES PURCHASED OUT-OF-STATE

If ARS purchases physical restoration services out-of-state (in this instance Texarkana, TX is considered in the State), the rate paid will not exceed fees paid by the local rehabilitation Agency. ARS will use physicians and facilities that are used by the local state Agency. If fee information is not available, the counselor will contact the nearest out-of-state VR office to determine fees paid for needed services.

PROCEDURES - PHYSICAL/MENTAL SERVICES – OUT-OF-STATE

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendation will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF, if needed. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

MEDICAL CONSULTANT

In all cases involving medical and surgical treatment, hospitalization, drugs (except for acute medical care), and all medically directed therapies, a written consultation must be obtained from the Medical Consultant and attached to the ECF.

PROCEDURES – MEDICAL CONSULTANT

- The medical consultant will review medical/psychiatric reports and make recommendations.
- The medical consultant will complete the Medical Consultant form.
- The form will be attached to ECF.

MEDICAL, SURGICAL, PSYCHIATRIC, AND MEDICALLY DIRECTED TREATMENT

Medical Treatment: After the initial diagnostic medical evaluation, payments may be made to a physician (general practitioner or specialist), clinic, dispensary, or hospital for services provided to the individual. Examples include drugs, biological, or other medical supplies incidental to treatment.

Psychiatric Treatment: After the initial psychiatric diagnostic evaluation, payments may be made to a specialist in neuropsychiatry, a psychiatric clinic or hospital for psychiatric treatment.

Surgical Treatment: Payments may be made for surgical operations and fees for pre-operative care. Payments will be made according to the established ARS Fee Schedule. (See Appendix I.)

Anesthesia: Payments may be made to anesthesiologists and anesthesiologists not included in hospitalization.

University of Arkansas Medical Sciences: Payments for professional services including surgical treatment, anesthesia, pathology, and others provided at the UAMS are to be authorized to the "Medical College Physicians Group."

Physical and Occupational Therapy (PT/OT): ARS will pay for PT/OT services when prescribed and provided by competent medical personnel and when necessary to a VR program. If the expected duration of treatment is more than 30 days, then equivalent services at ACTI should be considered.

Podiatrist or Chiropractor: ARS will pay for the services of a Podiatrist or Chiropractor only with Medical Consultant approval.

Dental: ARS may purchase dental services including oral surgery when necessary for an individual to participate in or complete a VR program. Available services do not include routine preventive dental care. Services will be purchased consistent with the ARS fee schedule. (See Appendix I.)

EXCEPTION: Insurance benefits must be used first in paying for surgical and medical services. The amount allowed by the ARS Fee Schedule will be authorized followed by the statement "Rehabilitation Services will pay only that part of the authorized amount not covered by the insurance policy up to the maximum amount allowed by the ARS Fee Schedule". (See Appendix I.)

PROCEDURES – MEDICAL, SURGICAL, PSYCHIATRIC, AND MEDICALLY DIRECTED TREATMENTS

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendations will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF, if needed. (See Appendix E)

- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

BREAST REDUCTION INFORMATION/GUIDELINES

Listed below are guidelines for breast reduction surgery for ARS:

- There must be verification of back/neck pain for at least six months, by a medical physician (not just the cosmetic surgeon), which has not responded to conservative treatment.
- There should be no other etiology of back pain other than enlarged breast – such as scoliosis, morbid obesity (BMI 40 or above), degenerative disc disease, etc.
- There should be no family history of breast cancer in first degree maternal relatives. If this is present, a mammogram shall be performed prior to breast reduction.
- Liposuction is considered cosmetic surgery and is not covered by ARS.

DIRECTED THERAPY FOR WEIGHT LOSS

ARS may provide services for structured weight loss programs such as Weight Watchers, TOPS, etc. or other medical directed programs. The counselor should make every effort to seek out programs in the community that provide supportive/mental health counseling and address significant lifestyle changes including diet, exercise, and behavior modification. **The counselor will consult with the District Manager for approval of the treatment program and negotiated costs.**

PROCEDURES – DIRECTED THERAPY FOR WEIGHT LOSS

- Medical reports and recommendations will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF. (See Appendix E.)
- Counselor will negotiate reasonable fees with the vendor.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18 if needed.

- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

TREATMENT FOR MORBID OBESITY (GASTRIC RESTRICTIVE, LAP BAND OR BYPASS SURGERY)

Individuals requesting assistance from ARS for gastric restrictive, lap band or bypass surgery as a method of treatment for morbid obesity are to be informed the procedure is a major operation with the potential of both short-and long-term complications.

Any decision to use surgery as a treatment for morbid obesity requires assessing the risk-benefit by an experienced physician(s). Candidates for the procedure should be judged as having a low probability of success using non-surgical measures as demonstrated by failure in an established weight control program(s). Such programs might include in various combinations behavior modification, exercise, low- or very low-calorie diets, and drug therapy.

A diagnosis of morbid obesity alone does not indicate an individual is an appropriate candidate for this procedure. High-risk conditions such as significant diabetes mellitus, obstructive sleep apnea, obesity-related cardiomyopathy and joint disease would increase the likelihood an individual would be an appropriate candidate for gastric restrictive, lap band or bypass surgery.

Individuals with a diagnosis of morbid obesity may be eligible for restoration services if all the following criteria are met:

- 1) Have a Body Mass Index (BMI) of at least 35 (BMI is an individual's weight in kilograms divided by his/her height in meters squared),
- 2) Have an associated high-risk co-morbid condition(s);
- 3) Have documentation the morbid obesity has been present for a minimum of 5 years;
- 4) Have documentation from a treating physician of failure by the individual in a structured weight loss program while under that physician's care for a minimum of 1 year; and this documentation must be within the last 2 years.
- 5) Counselor's impression that the individual is well motivated and understands the risks associated with the surgical procedure and the restricted eating habits which will follow.
- 6) If the individual has demonstrated success in a structured weight loss program in the past, the Counselor will be required to assess the appropriateness of the gastric restrictive, lap band or bypass procedure. Re-enrollment in a structured weight loss program should be explored.

SUPPORTED COUNSELING RELATED TO WEIGHT

After 3 months in a weight loss program, at the counselor's discretion and based on little or no success, the client program needs to be modified.

PROCEDURES – GASTRIC BYPASS SURGERY

- Obtain a general medical assessment or current medical information that documents the individual's diagnosis of morbid obesity and any other high-risk co-morbid conditions.
- Obtain a Mental Health Assessment that indicates the individual does not have a mental health condition that might preclude this restoration service.
- Obtain documentation from a treating physician of the individual's failure in a structured weight loss program for at least 1 year (this documentation must be within the last 2 years.) and the presence of morbid obesity for at least 5 years.
- Documentation of co-morbid conditions by an appropriate physician with a statement of recommendation for weight loss surgery.
- Obtain medical reports that document the need for referral to a surgeon for an assessment to determine the appropriateness of gastric restrictive, lap band, or bypass surgery.
- Obtain an examination from a surgeon proficient in gastric restrictive, lap band, and bypass procedures that documents the individual is an appropriate candidate for this procedure.
- Assess the individual regarding motivation for the procedure and understanding of the associated risks.
- The Counselor will submit received reports and documentation for review and approval by the Medical Consultant.
- The Counselor will submit a memorandum to the District Manager with the reports and all required documentation requesting approval for the procedure. As a part of the memorandum the counselor will provide the District Manager the counseling issues to be addressed during the restoration and recovery process.
- If the District Manager agrees that all the required documentation is present and the individual meets ARS eligibility and Order of Selection requirements, the individual is an appropriate candidate for the procedure, and agrees with the identified counseling issues, the District Manager will provide the Counselor a memorandum of approval.
- If the District Manager does not agree the individual meets eligibility and Order of Selection criteria, is not an appropriate candidate for the requested gastric restrictive or bypass procedure, or is of the opinion that the identified counseling issues are inadequate or inappropriate, a memorandum of denial will be sent to the counselor notifying the counselor of the decision.
- If the District Manager approves, the Counselor will proceed as with any other physical restoration case.
- During the recovery process the Counselor will be required to document a minimum of 3 counseling sessions prior to case closure.
- It is recommended that the case be placed in post-employment status so that necessary counseling and follow-up can take place to ensure optimum benefits from the procedure.

- Reports and recommendations will be obtained from the attending physician and attached to the ECF.

NOTE: If the referred case has serious medical problems that pose serious consequences due to delay of case processing, an administrative exception may be requested.

COCHLEAR IMPLANTS

Individuals requesting assistance from ARS for cochlear implant surgery as a method of treatment to provide a sense of sound to a person who is profoundly deaf or severely hard-of-hearing must meet the following:

- Complete psychological exam to determine emotional and mental stability of the individual.
- Document evidence from the individual or employer that the procedure would remove any significant vocational impediment.
- Document counseling with medical personnel and a peer in regard to after effects and adjustment to the procedure.
- Document post-operative aural rehabilitation plan.
- Refer required documentation to District Manager, Deputy Chief of Field Services and Chief of Field Services for approval.
- Reports and recommendations will be obtained from the attending Physician and attached to the ECF.

SURGICAL AND HOSPITAL INSURANCE

Insurance benefits must be used first in paying for surgical and medical services. The amount allowed by the ARS Fee Schedule will be authorized followed by the statement.

"Rehabilitation Services will pay only that part of the authorized amount not covered by the insurance policy up to the maximum amount allowed by the ARS Fee Schedule". Authorization will be based on the ARS Fee Schedule. (See Appendix I.)

CONSULTATION

For diagnostic purposes, the attending physician may consult with another specialist. The counselor must have a recommendation for consultation and prior authorization is required.

POST-OPERATIVE REPORTS

It is the counselor's responsibility to obtain a post-operative report or letter prior to processing the final payment.

MINOR SURGERY BY GENERAL PRACTITIONERS

ARS may pay general practicing physicians for minor surgery, such as the opening of a superficial abscess or removal of a superficial tumor or cyst.

MEDICATION

Medication can be provided throughout the program and 30 days following placement.

The counselor must document the ongoing medication need either through the Medical Consultant, or the individual's personal care physician. The counselor must actively negotiate for the most economical medication prices.

PROCEDURES – MEDICATION

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendations including prescription will be obtained from the attending physician and attached to the ECF
- Medical Consultants review is required and attached to the ECF. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

SPEECH AND HEARING THERAPEUTIC SERVICES

Individuals with organic or inorganic speech and hearing disorders may be scheduled for evaluation and therapy by an approved therapist. The counselor will furnish the therapist with information needed to provide services.

PROCEDURES – SPEECH AND HEARING THERAPEUTIC SERVICES

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendations will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.

- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

HOSPITALIZATION, CONVALESCENT CARE AND NURSING SERVICES

ARS will pay for inpatient or outpatient hospitalization, including blood, in Arkansas hospitals according to current Medicaid fees or other fees established.

ARS will pay for the day an individual enters the hospital, but not the day on which the individual is discharged.

PROCEDURE - HOSPITALIZATION, CONVALESCENT CARE AND NURSING SERVICES

- Documentation of the action to be taken will be made in the case note.
- Medical reports and recommendations will be obtained from the attending physician and attached to the ECF.
- Medical Consultants review is required and attached to the ECF. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

CONVALESCENT OR NURSING HOME CARE

If care in a convalescent or nursing home is medically recommended after a period of hospitalization, the arrangements will be noted in the IPE. There will be a re-evaluation of rehabilitation potential within 30 days.

PROCEDURES – CONVALESCENT OR NURSING HOME CARE

- A recommendation from the attending physician must be secured before authorizing for convalescent or nursing home care and attached to the ECF.
- Documentation of the action to be taken will be made in the case note.
- Medical Consultants review is required attached to the ECF.(See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

HOSPITALIZATION THROUGH COOPERATING AGENCIES

ARS will use hospitalization available through cooperating agencies when feasible. It is the counselor's responsibility to determine if these services are available through the cooperating agencies before obligating ARS for these services.

RADIOLOGY/PATHOLOGY

ARS may pay for radiology/pathology services according to the ARS Fee Schedule.

PROCEDURE – RADIOLOGY/PATHOLOGY

- Documentation of the action to be taken will be made in the case note.
- Medical Consultants review is required and attached to the ECF. (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule for fees. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

NOTE: If radiology and pathology are provided in conjunction with surgery, the medical consultant review is not necessary for these services since the consultant has already reviewed the recommendation for surgery.

SPECIAL NURSES

ARS may provide nursing service by a registered nurse only if ordered by the attending physician. Practical nurses will be used only when a registered nurse cannot be obtained or if, in the opinion of the attending physician, the services of a registered nurse are not required. ARS may pay the standard rate for this service in the community.

PROCEDURES – SPECIAL NURSES

- Documentation of the action to be taken will be made in the case note.
- Medical Consultants review is required and attached to the ECF (See Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Refer to ARS Fee Schedule. (See Appendix I.)
- The case management system will generate the status move after required data is keyed for Status 18 if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

CHILDREN'S MEDICAL SERVICES

Any individual who may be eligible for Children's Medical Services and who might need physical restoration will be referred to CMS to determine eligibility. If the individual is eligible for services through CMS, ARS will not provide the services.

TRAINING

Training services are those services needed to prepare an eligible individual for work. These services are individualized and are jointly developed by the individual and counselor through the process of informed choice.

Vocational training includes the following broad categories:

- 1) On-the-job Training
- 2) Short-term Specialized Training
- 3) Vocational/Technical
- 4) Community College
- 5) College/University

It is the policy of ARS to provide “individual-appropriate” training services needed to achieve employment. Individual-appropriate services reflect the unique strengths, priorities, concerns, abilities, capabilities, and career interests of each eligible individual. These individual-appropriate services may be based upon a review, to the extent needed, of the following:

- 1) An analysis of pertinent medical, psychiatric, psychological, neuro-psychological, and other pertinent vocational, education, cultural, social, recreational, and
- 2) Environmental factors, and related functional limitations, that affect the employment and rehabilitation needs of the individual;
- 3) An analysis of the individual’s personality, career interests, interpersonal skills, intelligence and related functional capacities, educational achievements, work experience, vocational aptitudes, personal and social adjustments, and employment opportunities;
- 4) An appraisal of the individual’s patterns of work behavior and services needed to acquire occupational skills and to develop work attitudes, work habits, work tolerance, and social and behavior patterns suitable for successful job performance; and
- 5) An assessment, through provision of rehabilitation technology services, of the individual’s capacities to perform in a work environment, including in an integrated setting, to the maximum extent feasible and consistent with the individual’s informed choice.

ARS recognizes that the transition from high school to post-secondary training is a crucial time and is a period of change and stress. Training options beyond the vocational-technical level must have documentation based on the assessment of rehabilitation needs that the individual can be successful in the selected training area.

An individual is eligible for training:

1. if the individual meets basic eligibility requirements;
2. if the individual is mentally, physically, and temperamentally capable of completing the training and performing the resulting job;
3. if the individual has no skill which, within the limitations of the disability, can be used for satisfactory employment;
4. if there is every indication employment can be found in the trade or occupation for which the individual is to be trained; and
5. after every effort has been made to utilize comparable benefits and other resources.

FINANCIAL AID

The counselor will provide general information regarding various alternative-financing sources; however, the individual is responsible for securing financial aid. Documentation must be presented to the counselor prior to the school’s established payment deadline. This documentation can include: college award letter, Student Financial Aid grant response letter, on-line Student Financial Aid grant printouts, or copies of Student Financial Aid grant application forms.

The counselor will utilize the basic cost of education reported from the school that the individual attends. The applicable Student Financial Aid categories are dependent, on campus, dependent off campus, and independent. The basic cost may include tuition books, fees, room and board, supplies and transportation.

The individual will indicate choice of school and course of study in accordance with informed choice by signing the IPE.

NOTE: ARS will not be bound to any agreement or contract the individual entered into prior to signing the IPE.

A threshold of \$5000 has been established per twelve month period beginning with initiation date of the IPE for tuition, required textbooks, academic fees, maintenance, and transportation. **For an exception form refer to Appendix G.** (Exception: Medical, dental, veterinary schools and those individuals with special needs may be funded at a higher level.)

COLLEGES AND UNIVERSITIES

ARS will assist individuals in pursuing two and four-year College and university training programs in only those colleges and universities accredited by the appropriate accrediting Agency and whose courses will be given full recognition by other accredited colleges and universities. It is the counselor's duty to determine if the selected institution is approved by the State Department of Education or by another qualified accrediting Agency of the state in which it is located.

Preference will be given to institutions in Arkansas. If training is not available within the State, or if there are other circumstances, which the counselor feels justifies out-of-state training, such training will be permitted.

If training is available within the State and the client attends an out-of-state institution, the maximum amount payable will be the same as that paid if the individual would be attending an institution within the State as a full-time student. The cost of tuition, fees, textbooks, maintenance, and transportation will not exceed the institution's established education costs.

The cost of private school training will not exceed the cost of State supported institutions. For training at a private Arkansas institution, ARS may supplement the individual's resources and pay up to, but not more than, training fees at State supported institutions for a full-time student. If training is not available within the State, ARS may pay the fees charged by the particular out-of-state university or college for a full-time student.

A threshold of \$5000 has been established per twelve month period beginning with initiation date of the IPE for tuition, required textbooks, academic fees, maintenance, and transportation. **For an exception form refer to Appendix G.**

ADVANCED DEGREE

It is ARS policy to assist individuals in obtaining an advanced degree only when this degree is a minimum requirement for the vocational objective. The decision to obtain an advanced degree must be determined at the time of initial plan development. For example: A client whose vocational objective is teaching may not change the objective to superintendent or principal in order to receive further ARS financial assistance.

ARS may assist clients beyond the Bachelor level in occupations that require advanced training for entry level, such as medicine, dentistry, law, etc. and this need must be determined at the time of initial plan development.

FULL-TIME STUDENT

A full-time student receiving financial support from ARS is one who completes 12 per semester hours or 6 semester hours for per summer term at the college level.

At the counselor's discretion, exceptions may be made when the record of services reveals that, because of the severity of the disability or for other obvious reasons such as schedule difficulties, the need for part-time work or upon the recommendation from the client's physician, school officials, etc., the client cannot be expected to carry 12 hours of course work. Documentation of the exception must be made in the ECF.

REMEDIAL COURSES

ARS will pay for a total of 9 semester hours of remedial courses to fulfill academic requirements within the first year of college. The counselor will review the above policy with the client and document in a case note using the "description": ARS Policy on Remedial Course.

SATISFACTORY PERFORMANCE – COLLEGE AND UNIVERSITIES

Any full-time college student who does not complete 12 hours of course work during the regular semester or 6 hours during summer semester with a "C" average (2.0) may be placed on probation for the following semester at the counselor's discretion. If the client is placed on probation and fails to make a "C" average (2.0), college training will be terminated. Failure to do acceptable college course work will result in a re-evaluation of the client's program and the selection of a more realistic vocational objective.

GRADES – COLLEGES AND UNIVERSITIES

The counselor is responsible for obtaining grades from student to document satisfactory progress. This responsibility should be delegated to the student. The Grades (GPA) will be used as the measure of satisfactory progress and must be provided to the counselor in a timely manner in order to approve payment for tuition for the next semester. The Responsibilities of College Students Form must be signed by the individual and counselor and placed in the individual's record of services prior to the initial semester and each following fall semester.

Accredited universities/colleges are beginning to offer classes via Internet and other distance education options. These classes can provide college training to individuals with most significant disabilities whose accessibility or environmental needs made traditional campus-based training difficult.

This type of training, however, may be impractical for students who require the reinforcement and motivation of time-scheduled classes and social participation. Because of the many non-accredited correspondence courses offered by businesses or companies, the counselor should evaluate this option carefully.

PROCEDURE – COLLEGE AND UNIVERSITY TRAINING

- Documentation of the action to be taken will be made in the case note.
- The individual will provide the counselor with documentation of any financial aid awards and scholarships. This documentation can include: college award letter, Student Financial Aid grant response letter, on-line Student Financial Aid printouts, or copies of Student Financial Aid grant application forms. Attach documents to the ECF.
- The counselor and the individual will complete the College Student's Responsibilities Form prior to the first semester and then each fall semester.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- If specialized equipment, i.e. computers, software, etc., is purchased a title of retention will need to be completed. (See Appendix E.)
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review, if appropriate.

COLLEGE TEXTBOOKS

ARS may purchase required textbooks for full-time students who are making satisfactory progress. Authorizations for textbooks must be submitted to the bookstore in a timely manner, usually prior to the beginning of classes. The request for payment from the bookstore must be accompanied by a list of books purchased, individual book price, and the individual's signature.

PROCEDURES – COLLEGE TEXTBOOKS

- Documentation of the action to be taken will be made in the case note.
- The individual will provide the counselor with documentation of any financial aid awards and scholarships. This documentation can include: college award letter,

Student Financial Aid grant response letter, online Student Financial Aid printouts or copies of Student Financial Aid grant application forms. Attach documents to the ECF.

- The counselor and the individual will complete the College Student's Responsibilities Form prior to the first semester and then each fall semester.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review, if appropriate

BUSINESS/COMPUTER SCHOOLS OR COLLEGES

ARS may purchase training for qualified clients in any business school or college capable of providing the training necessary for the client to attain the vocational objective.

Satisfactory performance will be documented by a progress report.

PROCEDURES – BUSINESS SCHOOLS OR COLLEGES

- Documentation of the action to be taken will be made in the case note.
- The individual will provide the counselor with documentation of any financial aid awards and scholarships. This documentation can include: college award letter, Student Financial Aid grant response letter, online Student Financial Aid printouts or copies of Student Financial Aid grant application forms. Attach documents to the ECF.
- The counselor and the individual will complete the College Student's Responsibilities Form prior to the first semester and then each fall semester.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- If specialized equipment, i.e. computers, software, etc., is purchased a title of retention will need to be completed and attach the documents to the ECF. (See Appendix E.)
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.

- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- Complete Annual Review documenting any changes to the IPE
- Update the RS16 Financial Resources Form at Annual Review.

VOCATIONAL SCHOOL

ARS may purchase training for qualified individuals in any vocational, trade, or technical school capable of providing the training necessary for the individual to attain the vocational objective. If training is available within the State and the individual attends an out-of-state school, the maximum amount payable will be the same as that paid if the individual would be attending an institution within the State as a full-time student. Satisfactory performance in a non-academic program will be documented by a progress report indicating satisfactory progress in the training program.

PROCEDURES – VOCATIONAL SCHOOL

- Documentation of the action to be taken will be made in the case note.
- The individual will provide the counselor with documentation of any financial aid awards and scholarships. This documentation can include: college award letter, Student Financial Aid-grant response letter, online Student Financial Aid printouts or copies of Student Financial Aid grant application forms. Attach documents to the ECF.
- The counselor and the individual will complete the College Student's Responsibilities Form prior to the first semester and then each fall semester.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review

COSMETOLOGY/BARBER SCHOOL

ARS may purchase training for qualified individuals in cosmetology/barber schools capable of providing training necessary for the individual to attain the vocational objective. ARS requires a copy of the schools program costs and Student Financial Aid grant eligibility or ineligibility be placed in the individual's ECF by the time of plan development. Tuition will be authorized and paid at an hourly rate. Billing will be

processed only with receipt of a monthly progress report verifying the number of hours the individual attended.

The District Manager's approval is required if extenuating circumstances occur such as changes or expenses beyond the agreed rate, or additional training time to meet the required 1500 hours. For an exception form refer to Appendix G.

Satisfactory performance in a non-academic program will be documented by a progress report.

PROCEDURES - COSMETOLOGY/BARBER SCHOOL

- Documentation of the action to be taken will be made in the case note.
- A copy of the school's program costs will be attached to the ECF by the time of plan development. Tuition will be paid at an hourly rate.
- The case record must document the school's Student Financial Aid eligibility or ineligibility.
- The award/denial letter/Student Financial Aid will be obtained and attached to the ECF.
- The counselor and the individual will complete the College Student's Responsibilities Form prior to the first semester and then each fall semester.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review.

ON-THE-JOB TRAINING

Vendors used for on-the-job training must be reputable, established firms that can supply the individual training in the selected job. The counselor must choose only those training sites that have:

- 1) proper equipment,
- 2) sufficient work to ensure adequate practice for the individual to reach proficiency,
- 3) the trainer must possess the knowledge, skill, and ability to train the individual,
- 4) daily training period long enough for the individual to acquire the necessary skills.

The counselor will consider:

- 1) the personality and skill of the trainer,
- 2) attitude toward the individual,
- 3) past success in training individuals, and
- 4) willingness of the employer to hire the individual when trained.

Arkansas Rehabilitation Services will pay an On-the-Job training fee to the vendor for providing instruction to the individual to help them reach a skilled proficiency level in the work area selected. **ARS does not pay the individual's salary or wages.** ARS pays a training fee to the vendor or employer for on-the-job training services.

The vendor must put the individual on the payroll and pay the same starting wage that is paid to other new employees. The training fee should be equal or above the current minimum wage amount. The individual must be offered the same benefits as other employees. The trainee has the same responsibilities as all other employees.

Satisfactory performance in a non-academic program will be documented by a progress report indicating satisfactory progress in the training program.

PROCEDURES ON-THE-JOB

- The counselor will negotiate with the vendor the training fee and the length of On-the-Job program. The fee and time period should be kept to a minimum.
- Documentation of the action to be taken will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- The training vendor will provide a monthly progress report to the counselor with appropriate billing forms. The counselor will not process payment for On-the-Job training without proper progress reports.

ADJUSTMENT TRAINING

This is training which will help the individual adjust to a particular situation hindering his/her ability to work. Included would be work conditioning, developing work tolerance, mobility training, remedial training, literacy training, lip reading, Braille, etc.

PROCEDURES – ADJUSTMENT TRAINING

- Documentation of the action to be taken will be made in the case note.
- Complete applicable vendor referral form.

- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- The training vendor will provide a monthly progress report to the counselor with appropriate billing forms. The counselor will not process payment for the adjustment training without proper progress reports. Attach documents to ECF.

MISCELLANEOUS TRAINING (including Correspondence/Online)

This category includes academic and other specialized training that will prepare an individual with a disability to be employed. This training may include correspondence and online study.

The correspondence/online method may be used if:

- 1) training cannot be arranged by any other method;
- 2) the individual needs preliminary training, which may be obtained more practically and efficiently by correspondence, prior to entering another training method; or
- 3) living arrangements cannot be made to secure training by any other method.

The following criteria will be used for those individuals considered for correspondence/online training:

- 1) an intense interest in the chosen work field,
- 2) standardized tests or past academic performance indicate the individual may complete the training,
- 3) some previous knowledge of, or experience in, the chosen field,
- 4) adequate time to devote to course study, and
- 5) the labor market reflects employment possibilities upon completion of the training.

For college correspondence training, fees will be determined by the number of "credit hours" and the institution's rate. The published fees of the selected college will be the maximum paid by ARS. Fees will be paid when the college submits a bill.

In paying for correspondence/online courses other than college, the total cost of the training will be divided by the number of lessons or the parameters set out by the course work. Counselors are responsible for negotiating with the vendors to ensure agreement with this payment plan. **If correspondence training is selected, the counselor must obtain the District Manager's approval.**

PROCEDURES – MISCELLANEOUS TRAINING

- Documentation of the action to be taken will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for Status 18.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- The training vendor will provide a progress report to the counselor with appropriate billing forms. The counselor will not process payment for the training without proper progress reports.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review.

BOOKS AND TRAINING MATERIALS

Books and training materials will be limited to required textbooks, including required math calculators. ARS will not furnish office supplies such as paper, pencils, pens, glue and file folders.

TRANSPORTATION

Transportation costs for VR services may be paid at the usual rates not to exceed the State allowed rate. Transportation costs can only be paid as an auxiliary service to **core VR services. Transportation is not a stand-alone service.**

If public transportation is not available or the individual, because of disability, cannot travel by public transportation, the counselor should make every effort to negotiate an estimated cost of gas only if it is the least expensive travel cost.

This does not apply to taxicab fares within a city, which will be paid at the prevailing rates when necessary and authorized.

The case note will document justification for the need of the service and include the method of calculating the cost of the service. Receipts or other documentation showing the individual received the service is required before the payment is processed.

TRANSPORTATION FOR PHYSICAL RESTORATION SERVICES

Transportation for physical restoration services may be paid. Transportation may be paid for checkup visits to a doctor or hospital only when the counselor has prior notice of the necessity of the visit and has authorized each trip.

TRANSPORTATION FOR TRAINING SERVICES INCLUDING COLLEGE

If the training location is where the individual cannot live at home, transportation costs may be paid for a direct, one-way trip at the beginning of the training session. At the session's conclusion, transportation from the training location to the job site may be paid or a return trip to where the individual resides. Transportation may be paid to and from the individual's place of residence to the training site. **Note: Receipts are required for reimbursement if transportation costs are to be provided directly to the client.**

TRANSPORTATION FOR PLACEMENT

Transportation may be paid for placement or self-employment when necessary for up to 30 days.

TRANSPORTATION FOR DIAGNOSIS INCLUDING SUBSISTENCE WHILE IN TRANSIT

Transportation and meals may be paid when required for out of town diagnosis. Transportation and meal reimbursement based on the State VR Agency's prevailing rate.

PROCEDURES - TRANSPORTATION

- Documentation of the action to be taken with justification for the service will be made in the case note.
- Documentation of the method used to calculate the cost of the service will be made in the case note.
- Receipts or other documentation verifying the individual received the service will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

MAINTENANCE

Maintenance includes payment to cover the individual's basic living expenses such as food, shelter, clothing, health maintenance, and other subsistence expenses essential to determine the individual's rehabilitation needs or to achieve the VR objective.

Maintenance may be provided at any time while the case is in a Trial Work Experience or Extended Evaluation program or an IPE is in effect.

After job placement, maintenance will only be paid until the individual receives their first paycheck. If the individual is self-employed, maintenance is authorized for 30 days, unless additional days are approved by the District Manager. **For an exception form refer to Appendix G.**

Maintenance payments for training will be reimbursed at the end of a stated period (two weeks, four weeks, one month, or other). Authorization will be made in accordance with the IPE and may be paid to the client's boarding house, landlord, school, etc.

PROCEDURES - MAINTENANCE

- Documentation of the action to be taken with justification for the service will be made in the case note.
- Documentation of the method used to calculate the cost of the service will be made in the case note.
- Receipts or other documentation verifying the individual received the service will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

MAINTENANCE DURING PHYSICAL RESTORATION SERVICES

An individual receiving physical restoration services may be eligible for maintenance while away from home.

MAINTENANCE FOR VOCATIONAL PROGRAMS

COLLEGE TRAINING

Note: An outside substantial source of support must be documented prior to beginning a college program.

ARS may pay college maintenance costs to those individuals eligible provided:

- 1) the assessment for vocational needs indicates that college training is the most feasible training option, and,
- 2) a comprehensive search of similar benefits and alternative funding sources has been completed.

Maintenance services are available at the Arkansas Career Training Institute (ACTI.)

FULL-TIME VOCATIONAL TRAINING

Maintenance may be paid for an individual in business, trade, technical, or other schools, on – the - job training, and apprenticeship training.

REHABILITATION CENTERS AND FACILITIES

Maintenance will be paid based on the State VR Agency's prevailing rate.

PLACEMENT

After job placement, maintenance may be paid until the individual receives the first paycheck. Maintenance will not continue for more than 30 days after placement unless approved by the District Manager. **For an exception form refer to Appendix G.**

PROCEDURES – MAINTENANCE FOR VOCATIONAL PROGRAMS

- Documentation of the action to be taken with justification for the service will be made in the case note.
- Documentation of the method used to calculate the cost of the service will be made in the case note.
- Receipts or other documentation verifying the individual received the service will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Complete Annual Review documenting any changes to the IPE.
- Update the RS16 Financial Resources Form at Annual Review.

OTHER SERVICES

Other goods and services include tools, equipment, initial stock and supplies for vending stands, business and occupation licenses.

PROCEDURES – OTHER SERVICES

- Documentation of the action to be taken will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.

- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

SUPPORTED EMPLOYMENT SERVICES (SES)

See Appendix C for detailed definitions and the SE process.

ARS will provide supported employment services to any individual who is determined eligible for services who has a most significant disability and for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of their disability.

- 1) the ability to engage in a training program with supports leading to supported employment;
- 2) a need for on-going support services in order to perform competitive work; and
- 3) the ability to be employed in an integrated settings in which individuals are working toward competitive employment.

Supported Employment involves full or part-time employment averaging at least 15 hours per week for each pay period. It may be less than 15 hours with District Manager's approval. **For an exception form refer to Appendix G.**

Ongoing support services are provided at least twice monthly at the worksite (except for ongoing behavioral health issues) by the Supported Employment Vendor. Under special circumstances at the request of the individual and documented in the IPE, the vendor may provide off-site monitoring with twice monthly meetings. Ongoing support is provided after ARS case closure throughout the term of employment.

The 18-month limitation on the provision of supported employment services may be amended to permit extension of this service on a case-by-case basis as determined by the counselor and documented on the IPE. Document justification for the additional service in the case note.

When a job is lost, the counselor should take a new referral. The counselor can reinitiate supported employment services for a former consumer in instances of job destabilization or potential upgrade.

All ARS requirements related to the provision of services will apply in the provision of supported employment services.

PROCEDURES – SUPPORTED EMPLOYMENT SERVICES (SES)

- Complete the Certificate of Eligibility. (See Appendix E)
- Complete the IPE utilizing informed choice. The counselor will indicate the extended service provider on the IPE at plan development.
- ARS will purchase services on a fee-for-service basis.
- Attach monthly progress reports to the ECF.
- Key required information into the case management system for ARS Purchased Authorization.

- When Milestone billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
 - Milestone #1 – Referral/Job Development (Status 18): completed at time of the provider referral acceptance letter/email is obtained by counselor.
 - Milestone #2 – Job Match/Placement (Status 20): completed at the time job placement occurs and is agreed upon by the counselor, individual and provider.
 - Milestone #3 – Stabilization (Status 22): is completed when the individual remains on the job 30 days or more at 15 hours a week or more, and job coach/employment specialist support fades to less than 20 percent).
 - Milestone #4 – Closure (Status 22): is completed when the individual has been employed for an additional 90 days after the 30 day stabilization period. The individual and their employer must be satisfied with the employment outcome, the individual is eligible for a successful Status 26 closure

SUPPORTED EMPLOYMENT SERVICES (SES)-TRANSITIONAL EMPLOYMENT SERVICES (TES)

Transitional Employment Services are for persons with ongoing behavioral health issues due to a mental illness and provides paid work in a job slot in competitive industry. This service may result in independent competitive employment. Supported Employment involves full or part-time employment averaging at least 15 hours per week for each pay period. It may be less than 15 hours with District Manager's approval. **For an exception form refer to Appendix G.**

PROCEDURES – SES TRANSITIONAL EMPLOYMENT SERVICES

- Complete the Certificate of Eligibility. (See Appendix E.)
- Complete the IPE utilizing informed choice.
- ARS will purchase services on a fee-for-service basis.
- Attach monthly progress reports to the ECF.
- Key required information into the case management system for ARS Purchased Authorization.
- When Milestone billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

PROVISION, IMPACT AND SCOPE OF SERVICES TO FAMILY MEMBERS

Services may be provided to an individual's family when necessary for the individual to attain the vocational objective. These services must substantially contribute to the individual's rehabilitation. The necessity of service provision to an individual's family should be based on a study of the individual's needs. This includes problems faced by the family in support of the individual's rehabilitation. Substantial impact services are those that allow or increase the opportunity for an individual's use of VR services. Without these services, the individual would be unable to begin or continue the IPE, which may result in delayed employment or unachievable employment. The individual and their family member(s) must be jointly involved in deciding if services to a family member can contribute to the individual's rehabilitation program. In developing the IPE, it is important that both the individual and family members understand the basis for provision of family services, i.e., such services must be necessary to the individual's adjustment or vocational rehabilitation.

While the counselor often sees family members during the preliminary or thorough diagnostic study, these interviews and any incidental advice provided during such sessions are not considered a service to a family member. Rather, such interviews and counseling are part of the process of determining the individual's eligibility for VR or the scope of services to be provided.

Services may include childcare, training, transportation, relocation of the family to an area where work is available for the individual, and any other necessary support services for the individual. These services may include any VR services and may be provided without age restriction of the family members. **Services to family members must be included on the IPE.**

Educating the family on the importance of using personal resources, family support, and other available community resources is essential to the successful completion of the rehabilitation program. Appropriate and available resources should be fully utilized in

the provision of services to an individual's family when necessary to the individual's adjustment or rehabilitation. Any contribution by family members to the cost of these services is regarded as participation by the individual.

Although these services are intended for the individual's benefit, the family member(s) will also benefit. A family member with a disability that might qualify the individual for VR services should be considered a prospective ARS consumer.

PROCEDURES – SERVICES TO FAMILY MEMBERS

- The counselor must document in the case note why services are needed, which family member needs services, what services are needed, how the services will contribute to the individual's adjustment or rehabilitation, and how services will be secured in accordance with informed choice.
- Refer to ARS Vendor List or secure W-9 from new vendor.

- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

TERMINATING SERVICES TO FAMILY MEMBERS

Services to family members can be an integral part of the individual's VR, Trial Work Experience or EE program, service termination should be considered when the service no longer substantially contributes to the individual's program or when the individual is rehabilitated.

When the individual has been placed in employment and the case is ready for closure, but services to the family members have not been completed and are still expected to substantially contribute to the individual's rehabilitation program, the case should not be closed until services to family members are completed or terminated.

POST- EMPLOYMENT SERVICES TO FAMILY MEMBERS

Post-employment services to family members may be provided after the individual is rehabilitated if services are necessary to help the individual maintain employment. Post-employment services to family members must be included on an IPE.

POST- EMPLOYMENT SERVICES

Post-employment services may be provided after the individual has been closed as Rehabilitated (Status 26) and needs services to maintain, regain or advance employment. Post-employment services may only be provided to individuals in Status 32. Cases that are closed in Status 26 can only be placed in Status 32.

These services are available to meet rehabilitation needs that do not require a complex and comprehensive provision of services and, thus, should be limited in scope and duration. If more comprehensive services are required, then a new rehabilitation effort should be considered. Post-employment services are to be provided under an amended individualized plan for employment; thus, a redetermination is not required.

NOTE: Procedures to develop a Status 32 closure are covered in the Closure Section VIII.

NOTE: Post-employment services will not exceed 18 months; however an extension of time can be requested from the District Manager, Deputy Chief of Field Services, and Chief of Field Services.

PROCEDURES – POST- EMPLOYMENT

- Case must be in Status 32 to provide post-employment services.
- The counselor must maintain contact with the individual, employer, and vendors who may be involved in the provision of services.
- Document in the case note the justification for post-employment services and the individual's progress in maintaining employment.
- Refer to ARS Vendor List or secure W-9 from new vendor, if needed.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

TOOLS, EQUIPMENT, INITIAL STOCK, AND CONSTRUCTION

Tools, equipment, initial stock and occupational licenses may be provided for an individual if:

- 1) They are necessary for placing the individual in a job or occupation best suited to that individual's abilities and skills;
- 2) the employer does not ordinarily furnish these articles;
- 3) they are for the individual's exclusive use; and
- 4) if the individual is self-employed, self-employment is the most suitable method of placing the individual in a remunerative occupation.

These articles must be for the individual's own use in work performance and must remain in the individual's possession and control as long as the individual remains in the job or occupation. However, the individual may dispose of initial stock in the ordinary course of business.

A threshold of \$5000 has been established for the purchasing of Tools, Equipment, Initial Stock, and Construction related services. **For an exception form refer to Appendix G.**

PURCHASING (State Purchasing Guidelines)

When the purchase exceeds \$5,000.01 but is less than \$10,000 (tax excluded) District Manager approval is required. The counselor will obtain at least three written quotes, complete the RS-357 with a Memo, and submit this information to the District Manager. If less than three quotes are obtained, a statement of explanation will accompany the purchase request. Quote specification details will be consistent to all vendors. The RS-357 will be submitted to the Chief of Field Services for approval. An approved copy of the RS-357 will be returned to the counselor. Upon receipt, the counselor may issue an authorization.

Exception: If the Central Office provides the counselor with a copy of the State Purchasing Agency's purchase order (contract), a copy of the authorization will not be sent to the vendor.

Exemption: Surgery, treatment, hospitalization; prosthetic devices; professional, technical, and other personal services; room and board; transportation charges; books, manuals; periodicals; and copyrighted educational aids.

PROCEDURES – PURCHASING (State Purchasing Guidelines)

- If the cost of one item or the total cost of like items amount to:
 - \$5,000.01 or more but less than \$10,000 (tax excluded) will require the approval of the District Manager. The counselor will obtain at least three written quotes, complete the RS-357 with a Memo, and submit this information to the District Manager. If less than three quotes are obtained, a statement of explanation will accompany the purchase request. Quote specification details will be consistent to all vendors. The RS-357 will be submitted to the Chief of Field Services for approval. An approved copy of the RS-357 will be returned to the counselor. Upon receipt, the counselor may issue an authorization.
 - \$10,000.01 or more but less than \$25,000 (tax excluded) will require the approval of the Chief of Field Services through the District Manager. The counselor will obtain at least three or more verbal or written quotations and submit this information to the District Manager. If unable to obtain three quotes, a statement of explanation must accompany the purchase request. Quote specification details will be consistent to all vendors.
 - \$25,000.01 or more, the request will be forwarded to the Chief of Field Services. The Central Office will arrange for the purchase. The counselor will determine whether the total cost exceeds \$25,001.00 and, if so, will obtain complete specifications and submit these to the Central Office. Quote specification details will be consistent to all vendors. Brand names may be used as a means of identification and as the basis of specifications only.

Note: The Vendor selected must provide proof of liability insurance, license, and worker's compensation coverage or exemption to comply with State Building Services regulations.

TITLE RETENTION/RELEASE/REPOSSESSION

The individual who is provided durable medical equipment, equipment for training, occupational tools and/or equipment by ARS will sign a Title Agreement listing the items provided and specifying that ARS will retain the title. The individual may not sell, mortgage, give away, or dispose of tools and/or equipment provided during the time that ARS retains title. The individual upon receipt of the authorized goods will sign a Title Agreement form with a list of all articles. It is the counselor's responsibility to secure the Title Agreement.

PROCEDURES – TITLE RETENTION

- Complete the Receipt for Occupational Tools and/or Equipment and Title Agreement form. (See Forms Appendix E).
- A copy of the Title Agreement with signature will be attached to the ECF and a copy given to the individual.

TITLE RELEASE

The counselor may release the title of durable medical equipment, equipment for training, occupational tools and/or equipment when the case is closed rehabilitated. However, in the counselor's judgment, if it is in the best interest of the individual or ARS, the title may be retained indefinitely. When the title is relinquished, the counselor will submit the original Release of Title Form to the individual. A copy of this form will be attached to the ECF.

PROCEDURES – TITLE RELEASE

- Complete the Release of Title for Tools and/or Equipment
- The original will be attached to the ECF and copy will be given to the individual.

REPOSSESSION

The Counselor must repossess all durable medical equipment, equipment for training, occupational tools and/or equipment purchased for an individual if the case does not result in a rehabilitated closure.

PROCEDURES – REPOSSESSION

- The counselor will arrange to reclaim the tools or equipment listed on the Title Retention form.
- The case note should reflect the action taken.
- The counselor will be responsible for storage of the equipment.

RETURNED OR DONATED ITEMS

Returned or donated equipment will be made available for counselors across the state to use for other cases.

REHABILITATION TECHNOLOGY SERVICES

Assistive technology services must be considered for each individual and if appropriate, referred for the Assistive Technology Program AT @ Work evaluation/assessment.

Rehabilitation Technology Services is the systematic application of technologies, engineering methodologies or scientific principles to meet the needs of and address the barriers confronted by individuals with disabilities in areas which include education, rehabilitation, employment, transportation, independent living and recreation. The term

includes Rehabilitation Engineering, Assistive Technology Devices, and Assistive Technology Services.

REHABILITATION ENGINEERING

Rehabilitation engineering is the systematic application of engineering sciences to design, develop, adapt, test, evaluate, apply, and distribute technological solutions to problems confronted by individuals with disabilities in the functional areas, such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, education, and integration into the community.

PROCEDURES – REHABILITATION ENGINEERING

- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of assistive technology evaluation in accordance with informed choice and with similar benefits.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.

ASSISTIVE TECHNOLOGY SERVICES

Assistive Technology Services are services that directly assist an individual in the selection, acquisition, or use of an assistive technology device. Services included are:

- 1) Evaluation of the needs of individuals including a functional evaluation in his/her customary environment;
- 2) Purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices;
- 3) Selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing of assistive technology devices;
- 4) Coordinating and using other therapies or interventions, or services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs;
- 5) Training or technical assistance for the individual or, where appropriate, the individual's family.
- 6) Training or technical assistance for professionals (including individuals providing education and rehabilitation services), employers, or others who provide services to, employ, or are otherwise substantially involved in the major life functions of

individuals with disabilities, to the extent that training or technical assistance is necessary to the achievement of an employment outcome by an individual with a disability.

PROCEDURES – ASSISTIVE TECHNOLOGY SERVICES

- Check for appropriate status in the case management system.
- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work program for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of assistive technology evaluation in accordance with informed choice and with similar benefits.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary

ASSISTIVE TECHNOLOGY DEVICES

These are devices enable the individual to participate in a rehabilitation program, to complete necessary assessments, or make it possible for the person to work or become more productive. These devices include any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

PROCEDURES – ASSISTIVE TECHNOLOGY DEVICES

- Check for appropriate status in the case management system
- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work program for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of assistive technology evaluation in accordance with informed choice and with similar benefits.
- Medical Consultants review if required and attach to the ECF. (See Form Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- If assistive technology devices are purchased, a title of retention will be completed and attached to the ECF. (See Appendix E)

- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.

PROSTHETIC AND ORTHOTIC DEVICES

Prosthesis means an artificial appliance used for functional or corrective reasons, or both. Orthotics means an orthopedic appliance or apparatus used to support, align, prevent, or correct deformities or to improve the function of movable parts of the body. For an original or first device, the purchase must be based on the recommendation of a specialist in the appropriate field.

In cases of replacement and repair of devices, for individuals with a history of satisfactory device use, and in which the basic examination report indicated no pathological change, this report may be sufficient medical basis for rendering the service.

All new or initial wearers and individuals who have had difficulty wearing a limb may be referred to the ACTI Amputee Clinic for evaluation. (See Appendix C.)

ARS will purchase prosthetic and orthotic devices from certified professionals in the area of expertise by the American Board of Certification on Orthotics and Prosthetics in accordance with informed choice. Artificial arms, legs, and components must be purchased through prosthetics certified by the American Board of Certification on Orthotics and Prosthetics. A list of approved vendors will be maintained. Payments will be made according to the established ARS Fee Schedule..

In selecting the vendor, the counselor will consider:

- 1) the individual's informed choice,
- 2) the proximity of the vendor to the individual (the vendor should be accessible to the individual for measurements, fittings, adjustments, maintenance and repair) and
- 3) the referral source, if the source is an appropriate vendor.

PROCEDURES – PROSTHETIC AND ORTHOTIC DEVICES

- Check for appropriate status in the current case management system.
- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)

- Counselor will meet with individual to discuss findings of the Assistive Technology Program AT @ Work / Arkansas Career Training Institute evaluation in accordance with informed choice and with similar benefits.
- Medical Consultants review is required and in the ECF. (See Forms Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- UAMS requires special payment.
- Refer to Out of State Policy limitations, if necessary.

PROVISION OF HEARING AID SERVICES

ARS may provide hearing aids as part of an individual's Employment Plan when the individual requires amplification to manage the required communication on the job. The technology involved with hearing aids changes rapidly, and it is important that ARS understand the employment related communication requirements, and the available options, when providing amplification.

The counselor will utilize existing medical reports within the past three (3) months by a licensed otologist or otolaryngologist (ENT) or Physician/Specialist knowledgeable in disease of the inner ear. In addition, an Audiological and hearing aid evaluation performed within the past three (3) months by a State Licensed Audiologist. If not available, ARS will purchase this service.

The hearing aid evaluation report is expected to document significant improvement in speech reception and discrimination with the new aid(s), or improvement in awareness to required environmental sounds on the job. The audiologist's hearing aid evaluation report must specify the type of hearing aid, the specific brand name, and model. Hearing aid adjustments will be included as part of the ARS purchase. The individual must indicate vendor choice in accordance with informed choice by signing the application, or IPE.

A hearing loss of 41db or greater (unaided) as measured by the Speech Reception Threshold (SRT) or Pure Tone Average (PTA) or,

Degree Hearing Loss	Hearing loss range (dB HL)
Normal	-10 to 15
Slight	16 to 25
Mild	26 to 40
Moderately	41 to 55
Moderately severe	56 to 70
Severe	71 to 90
Profound	91+

PROCEDURES – HEARING AIDS

- Documentation of the action to be taken will be made in the case note.
- Counselor will utilize existing medical reports within the past three (3) months by a licensed otologist or otolaryngologist (ENT.) or Physician/Specialist knowledgeable in disease of the inner ear. In addition, an Audiological and hearing aid evaluation performed within the past three (3) months by a State Licensed Audiologist.
- If medical reports are not available, the counselor refers to the appropriate specialist.
- Counselor will meet with individual to discuss audiologist recommendations in accordance with informed choice and with similar benefits
- Medical Consultants review is required and attached to the ECF. (See Forms Appendix E.)
- Verification of medical insurance coverage - ARS will authorize purchase of the appropriate hearing aids after the individual has provided verification of the amount of coverage, or denial of coverage, by their medical insurance carrier in writing. Any insurance benefit will be used as the required comparable benefit.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Select appropriate ARS CPT code.
- The case management system will generate the status move after required data is keyed for Status 18, if appropriate.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

HEARING AIDS REPLACEMENT CONSIDERATION

If an individual who is already a hearing aid user comes to ARS to request replacement of aid(s), they must bring a report from an audiologist explaining why a replacement is required.

- The individual's hearing aids are no longer working up to specifications and repairs will not restore them to that condition
- The individual's hearing loss has changed significantly requiring different amplification, or
- The communication needs on the job have changed notably, requiring different amplification.

Any case where the counselor believes that there may be other reasons for replacement of hearing aids must be reviewed by the ARS District Manager.

WHEELCHAIRS

ARS may purchase electric and manual wheelchairs and necessary repairs for the individual to proceed through the rehabilitation process. Wheelchairs will be purchased as prescribe by the treating physician. Purchases of specific wheelchairs will be consistent with the recommendation of the therapist and/or wheelchair specialist involved. All requests for power wheelchairs will be referred to the ACTI Physical Therapy Department.

PROCEDURES – WHEELCHAIRS

- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of the assistive technology evaluation in accordance with informed choice and with similar benefits
- Medical Consultants review is required and in the ECF. (See Forms Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- If wheelchairs or other durable medical equipment is purchased, a title of retention will be completed and attached to the ECF. (See Appendix E)
- The case management system will generate the status move after required data is keyed for appropriate Status.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF. When billing statement is received, key required information into the case management system for payment authorization. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

REPAIR OF WHEELCHAIRS

Repairs of wheelchairs present numerous problems and it will not be possible to provide detailed procedures to cover every possibility. In general, all repairs should first be addressed through the vendor where the wheelchair was purchased. If this is not possible, arrangements should be made to repair the chair at ACTI. The counselor and individual will make the decision based on resources and immediacy of the situation in accordance with informed choice.

PROCEDURES - REPAIR OF WHEELCHAIRS

- Documentation of the action to be taken will be made in the case note.
- Check with the Assistive Technology Program AT @ Work to check for parts in inventory for repair. If not, refer to Durable Medical Equipment Vendor for repairs.

- Complete referral procedures for the Assistive Technology Program AT @ Work for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.
- UAMS requires special payment.

BRACES

Braces will be purchased in accordance with informed choice, upon the recommendation of the specific specialist in charge, i.e., an orthopedist in orthopedic cases; a neurologist in neurological cases. Shoes are standard accessories for all leg braces, if the braces attach to the shoes.

These shoes must be included in the brace purchase. Repairs may be authorized for any eligible applicant upon a basic examination only, unless the basic examination indicates other consultations are necessary.

PROCEDURES – BRACES

- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of the assistive technology evaluation in accordance with informed choice and with similar benefits.
- Medical Consultants review is required and attached to the ECF. (See Forms Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making

payments. Payment will not be processed without an attached bill from the vendor.

GLASSES AND ARTIFICIAL EYES

NOTE: Individuals with blindness as a primary disabling condition must be referred to Division of Services for the Blind.

Glasses, artificial eyes and other visual services may be purchased if recommended by a current eye examination performed by an Ophthalmologist or Optometrist, in accordance with informed choice. Glasses may be purchased only when necessary for the individual to complete evaluation, enter, or complete a rehabilitation service planned training program, or to enter employment. Glasses, ornamental and/or expensive frames will not be purchased for cosmetic reasons.

Prosthetic eyes may be purchased for either cosmetic effect or functional use. Plastic eyes should be purchased unless there are justifiable reasons for another type.

PROCEDURES – GLASSES/ARTIFICIAL EYES

- Documentation of the action to be taken will be made in the case note.
- Refer individual to an ophthalmologist from ARS Vendor list for an eye examination.
- Counselor will meet with individual to discuss findings of examination in accordance with informed choice and with similar benefits
- Medical Consultants review is required and attached to the ECF. (See Forms Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

PERSONAL ASSISTANCE SERVICES

Personal Assistance Services is a range of services provided by one or more persons, designed to assist an individual with disabilities to perform daily living activities on or off the job that the individual would typically perform if the individual did not have a disability.

These services may be provided to an individual at any time during the rehabilitation process and may include:

- 1) Attendant
- 2) Interpreter
- 3) Reader

ATTENDANT

ARS will purchase attendant services in accordance with informed choice provided by one or more persons, designed to assist an individual with disabilities to perform daily living activities on or off the job that the individual would typically perform if the individual did not have a disability. These services may be provided to an individual at any time during the rehabilitation process when prescribed by an attending physician.

PROCEDURES – ATTENDANT

- Documentation of the action to be taken will be made in the case note.
- Medical Consultants review is required and attached to the ECF. (See Forms Appendix E)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

INTERPRETER SERVICES

ARS may purchase interpreter services for deaf or hearing-impaired individuals involved in a rehabilitation program in accordance with informed choice.

PROCEDURES – INTERPRETER SERVICES

- Documentation of the action to be taken will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.

- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

READER

ARS may purchase reader services for deaf or hearing - impaired individuals and visually impaired individuals involved in a rehabilitation program in accordance with informed choice.

PROCEDURES – READER

- Documentation of the action to be taken will be made in the case note.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When billing statement is received, verify the individual received the service. Document in the ECF.
- Key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

MOTOR VEHICLES

ARS policy is not to purchase motor vehicles for an individual or groups of individuals.

SPECIAL EQUIPMENT AND MODIFICATION FOR MOTOR VEHICLES

Purchase and installation of special equipment and/or vehicle modification may be provided to enable the individual to drive their vehicle or an immediate family member or a designated attendant to provide the individual transportation if:

- 1) The individual or vehicle operator has a current operator license, proof that insurance will cover equipment and proof of vehicle ownership.
- 2) Equipment is purchased from an approved vendor.
- 3) Equipment purchase and/or vehicle modification is made to enable a individual to participate in an approved full-time VR training program or employment. Needed equipment must be established as a criterion for evaluation of progress toward the employment outcome or covered in an IPE amendment.
- 4) A vehicle more than five (5) years old and/or a vehicle with more than 50,000 miles has been determined mechanically sound. This requirement does not apply to vehicles less than five (5) years old or with less than 50,000 miles.
- 5) An Assistive Technology evaluation from the Assistive Technology Program AT @ Work has been completed upon a counselor's request. The evaluation must include an equipment description or specification.
- 6) The individual has been instructed in safe operation and/or use of equipment through a training course.

- 7) A threshold of \$5,000 has been established for van modifications, including lift.
For an exception form refer to Appendix G.

The counselor will follow the State Purchasing guidelines.

In certain situations, the counselor should consider referral of the individual for a driving evaluation to determine their ability to drive and the necessary vehicle modifications required to operate a vehicle. This evaluation should be completed before the vehicle modifications are approved by the Counselor. Driver's training is available at ACTI or ARS may purchase driver training from an approved instructor or Agency.

PROCEDURES–SPECIAL EQUIPMENT AND MODIFICATION FOR MOTOR VEHICLES

- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work program for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Secure the Assistive Technology Program AT @ Work evaluation/assessment recommendation.
- Counselor will meet with individual to discuss findings of assistive technology evaluation in accordance with informed choice and with similar benefits.
- The counselor will follow the State Purchasing guidelines. (See VI. Services Table of Contents)
- Refer to ARS Vendor List or secure W-9 from new vendor.
- The case management system will generate the status move after required data is keyed for appropriate Status.
- Key required information into the case management system for ARS Purchased Authorization.
- When device/service is received, verify the individual received device/service and can use device. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.

NOTE: THIS SERVICE CANNOT BE PLANNED ON THE IPE OR AMENDMENT UNTIL THE ASSISTIVE TECHNOLOGY EVALUATION HAS BEEN PERFORMED.

HOME MODIFICATIONS

ARS will only provide assistance when modifying an individual's place of residence if the individual owns, is buying, or is a long-term renter or in an extended lease of the property. Modifications to the structure of the home will be consistent with American with Disabilities Act (ADA) recommendations. In situations where the person is not the owner or buyer the individual will be responsible for providing in writing landlord approval to make modifications. Modifications to rental property will be restricted to a ramp for the purpose of access/egress. Modifications to an individual's place of residence will be limited to a one time occurrence, whether IL or VR, regardless of the times an individual's case is reopened.

Except for ramps to assist with access/egress, any changes (remodeling) to the home will only occur inside the structure's footprint. Additions to the home are excluded. If the individual, a family member, or caregiver is insistent on an addition to the existing structure it will be the individual's responsibility to provide payment for the addition including all plumbing and electrical costs. ARS can provide technical assistance regarding how to make the addition accessible. If the Counselor is in agreement, ARS can provide support in the purchase of fixtures and related items to assist with toileting, bathing, and related Activities of Daily Living.

Modifications to modular/mobile homes will be limited to construction of wheelchair ramps to assist with access/egress. No construction will be approved inside a mobile home as it may compromise structural integrity.

The individual and or family member will be asked to be part of the solicitation of bids for ARS approved home modifications.

PROCEDURES – HOME MODIFICATIONS

- Check for appropriate status in the case management system.
- Documentation of the action to be taken will be made in the case note.
- Complete referral procedures for the Assistive Technology Program AT @ Work program for an evaluation/assessment. (See Forms Appendix E and Special Programs Appendix B.)
- Counselor will meet with individual to discuss findings of assistive technology evaluation in accordance with informed choice and with similar benefits.
- Refer to ARS Vendor List or secure W-9 from new vendor.
- Key required information into the case management system for ARS Purchased Authorization.
- When the home modification is completed the Counselor will verify the need of individual has been met. Document in the ECF.
- When billing statement is received, key required information into the case management system for payment. Support staff will be responsible for making payments. Payment will not be processed without an attached bill from the vendor.
- Refer to Out of State Policy limitations, if necessary.