# GEORGIA VOCATIONAL REHABILITATION AGENCY CLIENT SERVICES POLICY MANUAL

October 1, 2025

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# GVRA Vocational Services Document Checklist

In order to expedite eligibility and completion of your application for VR services, please have the following information or be prepared to provide it when applying online at https://referral.gvs.ga.gov/ or by calling us at (844) 367-4872. Individuals are eligible for VR services if they meet all the following requirements:

- Physical or mental impairment;
- That impairment constitutes or results in a substantial impediment to employment;
- Services are needed to prepare for, secure, retain, advance in, or regain competitive integrated employment; and
- Goal of achieving a competitive integrated employment outcome.

## PRIMARY IDENTIFICATION
***Please provide documentation to verify identification***
**The following documentation can be used:**

- ☐ Federal, State or Local Government Issued ID Card Provided it Contains a Photograph or Information Such as Name, Date of Birth, Gender, Height, Eye Color, and Address
- ☐ Driver's License
- ☐ U.S. Military ID Card
- ☐ State of Georgia Certificate of Foreign Birth
- ☐ Student ID Card with a Picture
- ☐ Proof of SSN: e.g., Social Security Card; W-2; Paystub; SSA-1099, etc.
- ☐ U.S. Birth Certificate/Amended Birth Certificate
- ☐ U.S. Passport or Passport Card
- ☐ U.S. Certificate of Citizenship (N-560, N-561)
- ☐ Certificate of Naturalization (N-550, N-570)
- ☐ Permanent Resident Card or Alien Registration Receipt Card (form I-551)
- ☐ Foreign passport that accompanied by a Form I-94 or temporary unexpired immigrant visa
- ☐ Employment Authorization Document that contains a photograph

**Additional documents may be required to verify an applicant's lawful presence in the U.S.*

## DISABILITY ELIGIBILITY DOCUMENTATION (ALL THAT APPLY)

- ☐ Any Psychological records or Psychological Evaluations
- ☐ Any Medical or Hospital Records
- ☐ List of Medications
- ☐ Veterans Benefits
- ☐ Individualized Education Plan (IEP)
- ☐ 504 Plan
- ☐ Social Security Disability Incentives (SSDI) or Supplemental Security Income (SSI) award letters

**NOTE**: Recipients of SSI/SSDI Benefits that are based on their own disability are considered presumptively eligible for vocational services with a work goal.

*****ADDITIONAL DOCUMENTS MAY BE REQUIRED TO COMPLETE YOUR ELIGIBILITY DETERMINATION*****

# Georgia Vocational Rehabilitation Agency

## Due Process Frequently Asked Questions (FAQs) for Clients & Individuals Served

### 1. What can I do if I disagree with a decision made about my case?

If you do not agree with a decision made by GVRA about your case, you have the right to an appeal. You may seek and receive a review of the decision and resolve any disagreement you may have by requesting one or more of the following options:

- Informal Resolution
- Meditation
- Administrative Review
- Fair Hearing

### 2. When do you have to ask for a review?

You must ask for a review within **15 business days** after the date on the notice from GVRA about their decision.

### 3. What is the first step if I disagree with a decision made about my case?

“Informal resolution” is the first step to solving a disagreement. It's when you try to talk to your counselor to work things out. Most problems can be fixed by talking directly to your counselor. If you can't resolve the matter with your counselor, you can go to their supervisor or even higher up if needed.

### 4. What if you can't solve the problem with your counselor in "Informal Resolution"?

If you can't solve the problem with your counselor or their supervisors through Informal Resolution, you can ask for a more formal review, which may include a fair hearing. A written request for a more formal review must be requested within 15 business days of your notice, Informal Resolution does not postpone the deadline to request a formal review, unless agreed to between yourself and your counselor.

### 5. How can I initiate and request a review?

You may request a review on your own behalf, or if you have selected an authorized representative, they may request a review for you as well.

If you are seeking a formal review, submit a **written request** using the form provided by your counselor. Include your name, address, and phone number, as well as identify the issue(s) you want reviewed and what you think should be done instead. Explain the

problem, when it happened, identify the people involved, and describe the action you would like from GVRA.

GVRA asks that a request for review be in writing to ensure the request clearly and accurately reflects your dissatisfaction and includes any supporting documentation you may wish to be reviewed. “In writing” would encompass both handwritten or electronically transmitted documentation requesting a review. Your counselor or authorized representative may assist in putting your request for review in writing.

NOTE: In circumstances where you are unable to make a request for review within the 15-business day period due to mailing issues or lack of additional support, the policy allows for the time period to be extended by mutual agreement between you and your counselor as needed.

### 6. Can GVRA stop or change your services while you're waiting for a review?

Generally, GVRA cannot stop or change your services while you're waiting for a review as long as you are available for services. However, there are special circumstances in which services can be stopped immediately, such as if you or your representative ask for services to stop or change or if there is proof of misrepresentation, fraud, collusion, or criminal behavior.

### 7. What is an administrative review, and how can you request one?

An administrative review is a more formal way to review a decision made by GVRA. If informal resolution doesn't work, you can ask for an administrative review. GVRA must issue its decision from the administrative review within 15 business days of an individual’s request for a formal review.

### 8. What happens if you're not happy with the outcome of an administrative review?

If the matter is not resolved following an administrative review, you can ask for a fair hearing within 10 days after you get the decision from the administrative review.

### 9. What is mediation, and when can you ask for it?

Mediation is when you and GVRA sit down with a neutral person to help you find a solution. You can ask for mediation at any time between requesting a review and a fair hearing if both you and GVRA agree to it.

### 10. What happens if mediation doesn't work?

If mediation doesn't work, you can still go ahead with a fair hearing or withdraw your hearing request.

### 11. Is what you talk about during mediation private?

Yes, what you talk about during mediation is kept confidential and cannot be used as evidence in a future hearing or court case, except for any agreement both you and GVRA sign.

### 12. What is a fair hearing, and who decides what happens in it?

A fair hearing is a formal process where an Administrative Law Judge (ALJ) from the Georgia Office of State Administrative Hearings (OSAH) listens to both sides and makes a decision based on the evidence presented. You have the right to be represented by an attorney and present evidence. Once a decision by an ALJ is issued, it is final and will be implemented once made.

### 13. Can the decision made by the ALJ be changed?

The decision made by the ALJ is final. However, if you don't agree with it, you can request further review by a superior court judge. This request must be made by you or your representative. If the higher court changes the ALJ's decision, your services will be adjusted accordingly.

### 14. What is the Georgia Client Assistance Program (CAP) and how can it help you?

The Client Assistance Program is an independent organization designed to help individuals navigate the vocational rehabilitation program, as well as help to resolve disagreements related to their VR case. You may reach the Client Assistance Program directly at 800-822-9727 or email at gacapdirector@georgiacap.com. For more information on their services please visit their website at http://www.georgiacap.com.

# SECTION 8.1

# GENERAL

| Nondiscrimination | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.1 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** The Georgia Vocational Rehabilitation Agency's Vocational Rehabilitation Program (GVRA) shall administer and conduct its vocational rehabilitation program activities without regard to age, gender, race, color, creed or national origin.

**1.2.** GVRA shall administer and conduct all programs without discrimination on the basis of or type of disability. No individual with a disability shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under GVRA because GVRA's or a provider's facilities are inaccessible.

**1.3.** During all parts of the vocational rehabilitation process, appropriate modes of communication shall be used to enable a person with a disability to comprehend and respond to information that is being communicated. This includes translational, interpretive, reader services, and those services required for individuals with limited English proficiency.

## 2. AUTHORITY

**2.1.** 34 CFR § 361; Section 504 of The Rehabilitation Act; 29 U.S.C. § 794

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Policy Exception Criteria | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.2 | **Effective Date:** 01/15/2005 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An exception to a policy under this manual may be granted for a specific Individual purpose of meeting that individual's unique vocational rehabilitation requirements necessary for the individual to obtain their employment goal.

**1.2.** A policy exception may only be granted if the request meets the criteria listed below:

**1.2.1.** It is necessary: The exception to policy must be necessary because of the unique needs of the individual.

**1.2.2.** It is legal: The granting of the policy exception will not violate any federal or state law or regulation.

**1.2.3.** It is within the intent of the policy: Granting the exception will not violate the intent of the policy for which an exception is being requested.

**1.2.4.** It is fair and equitable: The granting of the exception will not violate fairness to other individuals

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 11/01/2017 | Date of Creation. |
| 1 | 11/01/2017 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Authorized Representative | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.3 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An individual may be assisted by an authorized representative. Such representative must be designated in writing. When GVRA possesses documentary evidence of the identity and authority of the authorized representative, GVRA staff shall communicate with and provide information to the authorized representative in the same manner as with the individual.

**1.2.** The parent(s) of an individual who is under the age of eighteen years shall be presumed to be the individual's authorized representative, unless parental rights have been terminated, as documented by a copy of the court order.

**1.3.** The legal guardian of an individual shall be presumed to be the individual's authorized representative. A copy of the court order assigning guardianship shall be evidence of legal guardianship.

**1.4.** To revoke the authority of an authorized representative, other than the parent of a minor or a guardian, an individual may either sign the bottom portion of a GVRA release form or provide other written notice to GVRA.

## 2. AUTHORITY

**2.1.** 29 U.S.C. § 100(a)(3)(F); 29 U.S.C. § 720

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 11/01/2017 | Date of Creation. |
| 1 | 11/01/2017 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Client Assistance Program | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.4 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA staff shall advise each individual or authorized representative of the availability of services of the Client Assistance Program (CAP).

**1.2.** GVRA staff shall be authorized to share information regarding an individual with CAP staff after the individual has authorized that communication by providing written consent to GVRA to share such information.

**1.3.** GVRA staff shall inform each individual of the availability of CAP:

**1.3.1.** At the time the Pre-Employment Transition Services release is received;

**1.3.2.** At the time of the application;

**1.3.3.** At the time the Individualized Plan for Employment (IPE) is signed by giving the client a signed copy of the plan;

**1.3.4.** At the time of any IPE amendment;

**1.3.5.** At the time of case closure.

## 2. AUTHORITY

**2.1.** 34 CFR § 370.

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 11/01/2017 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Protection, Use, and Release of Individual Information | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.5 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA shall hold confidential any information developed, purchased, or provided to GVRA regarding any individual seeking services.

**1.2.** Personal information in the possession of GVRA shall be used only for purposes directly connected with the administration of the program.

**1.3.** All individuals, authorized representatives of, and, as appropriate, service providers, cooperating agencies and interested persons shall be informed of the confidentiality of personal information and the conditions for accessing and releasing this information.

**1.4.** All individuals and/or authorized representatives shall be given information concerning the protection, use, and release of personal information to inform them about GVRA's need to collect personal information and the policies governing its use, including:

**1.4.1.** Explanation of the principal purpose for which GVRA intends to use or release the information;

**1.4.2.** Explanation of whether the information is mandatory or voluntary and the effects of not providing requested information to GVRA;

**1.4.3.** Identification of those situations in which GVRA requires or does not require informed written consent of the individual before information may be released; and

**1.4.4.** Identification of other agencies to which information is routinely released.

**1.5.** All individuals shall be informed of their right to request removal or amendment of misleading or inaccurate information from their case file. Any request shall be made in writing and shall include a justification for why the information should be removed or amended. The Policy Unit shall review the request and provide written notice of the decision.

**1.6.** Confidential information shall be made available to an individual or other designated authorized person/entity when the individual has provided GVRA with informed written consent for the release. Informed written consent must:

**1.6.1.** Be in a language that the individual or authorized representative understands;

**1.6.2.** Be signed and dated by the individual or authorized representative;

**1.6.3.** Include an expiration date;

**1.6.4.** Be specific in designating GVRA with the authorization to disclose information;

**1.6.5.** Be specific as to the nature of the information that may be released;

**1.6.6.** Be specific in designating the parties to whom the information may be released; and,

**1.6.7.** Be specific as to the purpose(s) for which the released information may be used.

**1.7.** Upon receipt of the written consent of an individual or their authorized representative, GVRA shall release confidential information regarding that individual except in the following circumstances:

**1.7.1.** Any information deemed harmful to the individual by GVRA shall not be released directly to the individual but must be provided to the individual through a third party chosen by the individual or a court appointed representative; or,

**1.7.2.** If personal information has been obtained from another agency or organization, it may be released only by, or under the conditions established by, the other agency or organization.

**1.8.** GVRA may release confidential information, with or without the consent of individual:

**1.8.1.** To protect an individual or others when the individual poses a threat to their safety or the safety of others;

**1.8.2.** In response to law enforcement investigations except when expressly prohibited by federal or state laws or regulations; or

**1.8.3.** In response to a judicial order. A judicial order includes any subpoena signed by a judge, clerk of the court, or other authorized judicial officer.

**1.9.** GVRA may release non-identifiable confidential information, with or without the consent of individuals for audit, evaluation, and research purposes.

**1.9.1.** Requests for information to be used for audit, evaluation and research must be routed through the Policy Unit and approved by GVRA Leadership. GVRA employees shall require appropriate identification and authorization prior to releasing any information to such a request.

**1.9.2.** Personal information may be released to an organization, agency, or individual engaged in an approved audit, evaluation, or research only for purposes directly connected with the administration of the rehabilitation program, or for purposes which would significantly improve the quality of life for individuals with disabilities, and only if the organization, agency, or individual assures that:

- The information shall be used only for purposes for which it is being provided;
- The information shall be released only to persons officially connected with the audit, evaluation or research;
- The information shall not be released to the involved individual;
- The information shall be managed in a manner to safeguard confidentiality; and
- The final product shall not reveal any personal identifying information without the informed written consent of the involved individual, or their authorized representative.

**1.10.** Legal consultation shall be sought in any instance when a request to access an individual's records is made by anyone that does not have written consent from the individual or individual's authorized representative to receive such information.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.38; O.C.G.A § 49-9-16.

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Record Retention | |
|---|---|
| **Division:** Vocational Rehabilitation: | |
| **Policy Number:** 8.1.6 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA staff shall exercise care to protect active and stored case files from the possibility of loss or destruction.

**1.2.** Direct access to an individual's case file shall be limited to GVRA staff on a need-to-know basis unless access has been administratively authorized. Access to case files shall be limited to GVRA staff who are authorized to have rights in the electronic case management system.

**1.3.** GVRA shall retain and dispose of official records in accordance with approved retention schedules. GVRA staff shall follow the record retention schedules maintained by the Georgia Office of the Secretary of State as well as the agency specific retention schedule.

## 2. AUTHORITY

**2.1.** CFR § 361.38; O.C.G.A. § 50-18-102; GVRA Policy 2.1.3, Records Management Policy

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 05/15/2018 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Conflict Of Interest | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.7 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA staff shall follow and conduct themselves in accordance with the agency Ethics Policy.

**1.2.** Conflicts of interest shall be avoided in the delivery of services to persons with disabilities.

**1.3.** No employee of GVRA shall participate in any way in the determination of eligibility or authorization of any service to their family member or partner or exert any influence whatsoever over the GVRA employee making such a determination and/or authorization.

**1.4.** No employee of GVRA shall refer an individual of the program to a provider who is a relative, family member or partner of the employee for service of any type without leadership approval.

**1.5.** No employee of GVRA shall advance an individual any personal funds. Reimbursement of personal funds shall not be allowed.

**1.6.** No employee of GVRA shall hire an individual whose services may be directly influenced by the employee

**1.7.** Each employee of GVRA shall maintain a professional relationship with individuals.

**1.8.** No GVRA employee shall exploit an individual or their property for the employee's own profit or advantage

**1.9.** Relatives, family members, or partners of GVRA employees who apply for GVRA services shall be served in the most appropriate office that avoids a conflict of interest or the appearance of a conflict of interest

**1.10.** Active clients who are approved providers for GVRA may work with other active clients who require their services in order to go to work. Active clients who are providers should be served in the most appropriate office that avoids a conflict of interest or appearance of a conflict of interest.

**1.11.** A conflict of interest may exist in situations where only the appearance of impropriety exists.

## 2. AUTHORITY

**2.1.** O.C.G.A. §§ 45-10-1 et seq.; Executive Order 04.01.21.57, Code of Ethics; GVRA Policy 7.1.4, Standards of Conduct and Ethics in Government

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Record of Service Requirements | |
|---|---|
| **Division:** Vocational Rehabilitation: | |
| **Policy Number:** 8.1.8 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA must maintain a record of services for each individual in the electronic case management system that includes, to the extent pertinent, the following information and/or documentation as required by the timely processing and individual development of the case:

**1.1.1.** Application;

**1.1.2.** Authorization for release of information;

**1.1.3.** All correspondence concerning rehabilitation services;

**1.1.4.** Rationale with supporting documentation for any exceptions to policy;

**1.1.5.** Documentation relating to the availability and use of comparable benefits;

**1.1.6.** If an individual has been determined eligible for GVRA services, documentation supporting that determination;

**1.1.7.** If an individual requires trial work experiences to determine eligibility, documentation supporting the need for, the plan relating to, the assessments conducted and the ninety (90) day reviews of the trial work experiences;

**1.1.8.** Documentation supporting an ineligible determination of an individual, even if the individual is receiving services under an Individualized Plan for Employment;

**1.1.9.** Documentation supporting the assignment of a priority category and a separately captioned case note including the assignment and rationale, the functional capacities and primary services with their expected duration;

**1.1.10.** The Individualized Plan for Employment, annual reviews and all amendments;

**1.1.11.** Documentation describing the extent to which the individual exercised informed choice during, if appropriate, the provision of assessment services, the development of the Individualized Plan for Employment with

respect to the selection of the specific employment outcome, the employment setting, the specific services needed to achieve the employment outcome, the entity to provide the services, the settings in which the services will be provided, and the method to procure the services;

**1.1.12.** Rationale or justification for all services provided;

**1.1.13.** Documents concerning any action or decision resulting from a request by an individual for a review of determination made by an employee, including informal administrative review and fair hearing information;

**1.1.14.** If an individual is referred to another program via information and referral, documentation of the nature and scope of services provided by GVRA to the individual and on the referral itself;

**1.1.15.** If an individual requests that information they consider to be misleading or inaccurate be removed from or amended, documentation of the request and resulting action. If it is decided no information will be removed or amended, any written rebuttal from the individual shall be entered into the file;

**1.1.16.** Documentation of justification for closing a case based on reasons other than eligibility;

**1.1.17.** If an individual achieves an employment outcome in which the individual is compensated in accordance with section 14(c) of the Fair Labor Standards Act or an individual's case is closed in extended employment on the basis that the individual is unable to achieve competitive integrated employment, or through informed choice, the individual chooses to remain in extended employment, documentation of the results of the semi-annual and annual reviews, the individual's input into those reviews and the individual's acknowledgement of those reviews;

**1.1.18.** If an individual obtains competitive employment, verification that the individual is compensated at or above the minimum wage and that the individual's wage and level of benefits are not less than customarily paid by the employer for the same or similar work performed by non-disabled individuals; and

**1.1.19.** If an individual's case is closed successfully, documentation that demonstrates the services provided under the Individualized Plan for Employment contributed to the achievement of the employment outcome, the employment outcome has been achieved, the employment outcome has been maintained, and a satisfactory outcome.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.38, 361.47

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Comparable Services and Benefits | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.9 | **Effective Date:** 10/01/2002 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Prior to providing any GVRA service to an individual, it shall be determined if comparable services and benefits are available, unless such a determination would interrupt or significantly delay:

**1.1.1.** The progress of the individual toward achieving the employment outcome identified in the Individualized Plan for Employment (IPE);

**1.1.2.** An immediate job placement; or

**1.1.3.** The provision of GVRA services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate and qualified medical professional.

**1.2.** If comparable services or benefits exist under any other program and are available to the individual at the time needed to ensure the progress of the individual toward achieving the employment outcome in the individual's IPE, GVRA must use those comparable services or benefits to meet, in whole or part, the cost of GVRA services.

If comparable services or benefits exist under any other program but are not available at the time needed to ensure the progress of the individual toward achieving the employment outcome specified in the IPE, GVRA must provide GVRA services until those comparable services and benefits become available**.**

If a comparable benefit for a service is made available to an individual instate, but the individual chooses not to accept the benefit or chooses to participate in services out of state, GVRA support for that service will be limited to the same level of support GVRA would have provided had the individual accepted the benefit and/or remained in-state.

**1.3.** Prior to the authorization of funds, the GVRA shall have written documentation in the case file from the program whose comparable services and benefits are being sought that the individual has applied for any comparable services and benefits appropriate to their vocational rehabilitation program. Any comparable services and benefits that are determined available to the individual shall be utilized and so documented in the case file. All applicable comparable benefits for which the individual has been approved must be subtracted from the total cost of services prior to providing GVRA's

maximum allowed fees. Maximum allowable fees should not result in an overpayment to the client

**1.4.** The following services do not require that the individual apply for comparable services and benefits:

**1.4.1.** Assessment for determining eligibility and identifying vocational rehabilitation needs

**1.4.2.** Vocational counseling and guidance, including information and support services to assist an individual in exercising informed choice;

**1.4.3.** Referral and other services to secure needed services from other agencies;

**1.4.4.** Job related services including job search and placement, job retention services, placement follow-up services, and followalong services;

**1.4.5.** Rehabilitation technology, including telecommunications, sensory and other technological aids and devices;

**1.4.6.** Information and Referral services to secure needed vocational services; and

**1.4.7.** Post-employment services.

**1.5.** Comparable services and benefits to be utilized in an individual's' program shall be listed on the IPE. Should a comparable benefit develop after IPE development, documentation is required, and the benefit fully utilized.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.53, 361.61; O.C.G.A. § 49-9-13

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2002 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Expenditure of Funds | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.10 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Prior to authorizing a service, the counselor shall ensure that the service is appropriate, reasonable, necessary for the employment goal to be met, and provided in the most cost-effective manner.

**1.2.** GVRA shall not pay for services incurred by an individual for which GVRA has not issued a prior written authorization.

**1.3.** A written authorization shall be issued either before, or at the same time as, the beginning date of the service. In any emergency in which verbal authorization is given, a written authorization shall be forwarded on the same date the verbal authorization is given.

**1.4.** An authorization shall comply with GVRA's approved schedule of fees. Fees must be reasonable and shall be based on market prices for comparable services, Medicaid fees, or Pell Grant fee schedules for post- secondary training.

**1.5.** A fee override or policy exception may be granted for an individual for the purpose of meeting the individual's unique rehabilitation requirements if necessary for the individual's movement toward their employment goal.

**1.6.** For emergency purposes and at the discretion of leadership, GVRA may maintain an imprest account to pay for certain services.

**1.7.** GVRA shall not approve payment nor make payment for any service until appropriate written documentation and evidence has been received that demonstrates the service was or will be provided to the individual.

**1.8.** No GVRA funds shall be authorized or expended:

**1.8.1.** On any case classified in a closed priority category that moves in Service status or above following the effective closing date of a priority category;

**1.8.2.** On any case in referral status;

**1.8.3.** On any case in interrupted status; or,

**1.8.4.** Beyond those necessary for diagnosis and assessment, on any case in which physical and/or mental restoration or training services are anticipated, unless and until the clinical status of the disability if stable or slowly progressive, as indicated by the prognosis of the specialist's examination.

**1.9.** GVRA staff shall recover overpayments that have been made by the organization which are more than an individual is eligible for and is received by, or on behalf of, that client. An overpayment includes, but is not limited to:

**1.9.1.** A payment made that should not have been made;

**1.9.2.** A payment for an ineligible client;

**1.9.3.** Any payment for an ineligible service(s);

**1.9.4.** Any duplicate payment;

**1.9.5.** A payment for service(s) not received; or

**1.9.6.** A payment for excess service(s).

**1.10.** If an individual receives an overpayment for any service(s), the individual must immediately refund GVRA or agree to refund GVRA through a payment plan. The individual shall refund or repay GVRA when the following circumstances apply:

**1.10.1.** The individual receives financial assistance from comparable benefits for services already paid for by GVRA; or

**1.10.2.** The individual has not utilized GVRA funds for the purpose they were intended.

**1.11.** Until the individual refunds GVRA the full amount of the overpayment, services shall be suspended and no additional services will be authorized.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/16/2018 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Case Transfer | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.11 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An individual shall be served in the most efficient and effective manner possible for the individual while taking into account the administrative needs of GVRA.

**1.2.** A case may be transferred from one counselor to another to facilitate services to the individual or to satisfy VR administrative needs.

**1.3.** A case in appeal status shall not be transferred.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| 1 | 1/16/2018 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Due Process | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.1.12 | **Effective Date:** October 1, 1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An individual, or their authorized representative, who is dissatisfied with any determination made by GVRA concerning the provision or denial of VR services may request a review of such determination.

Such review may be conducted through:

**1.1.1.** Informal Resolution

**1.1.2.** Mediation;

**1.1.3.** Administrative review; or

**1.1.4.** Fair Hearing

**1.2.** A request for review of a determination by GVRA must be made by an individual to their counselor in a form provided by GVRA or in the individual's preferred method of communication within fifteen (15) business days of the date of the written notice of the determination, unless otherwise extended by mutual written agreement between GVRA and the individual requesting review. Prior to submitting a formal request for review using the form provided, the individual should first seek to resolve their dissatisfaction directly with their counselor.

**1.3.** The individual must include the following in their request for review:

**1.3.1.** The name, address, and telephone number of the individual (and the individual representative if one is designated), and

**1.3.2.** A concise statement about the determination made by the VR staff for which the individual is dissatisfied and a proposed remedy sought by the individual

**1.4.** GVRA will provide all individuals written notice of:

**1.4.1.** The name and address of the GVRA staff member to whom the request for review of a determination may be filed;

**1.4.2.** The right to seek resolution through an administrative review and mediation prior to a fair hearing before an impartial hearing officer;

**1.4.3.** The right to a fair hearing before an impartial hearing officer if the individual is dissatisfied with any determination made by the Agency that affects the provision of VR Services; and

**1.4.4.** The availability of the Client Assistance Program (CAP) to assist the individual during the administrative review, mediation or fair hearing before an impartial hearing officer.

**1.5.** The notice must be provided to all individuals:

**1.5.1.** At the time the individual applies for VR services;

**1.5.2.** At the time the individual is assigned to a category in the Order of Selection, if established;

**1.5.3.** At the time of the Individual Plan for Employment (IPE) is developed; and

**1.5.4.** Whenever VR services for an individual are reduced, suspended, or terminated.

**1.6.** GVRA cannot suspend, reduce, or terminate VR services being provided to an individual until an impartial hearing officer issues a final determination on the individual's appeal. Services must continue during the pendency of the appeal include those being provided for evaluation and assessment of the individual, for the development of an IPE, and as planned under an existing IPE. As long as the individual remains available, these services will continue until the final resolution of the issue has been reached, unless:

**1.6.1.** The individual or their authorized representative requests that services under dispute be suspended, reduced, or terminated; or

**1.6.2.** GVRA has evidence that the services have been obtained through misrepresentation, fraud, collusion, or criminal conduct on the part of the individual or their authorized representative.

**1.7.** The first step in resolving disputes should be an attempt to achieve informal resolution of the matter between the individual and their counselor. Efforts for informal resolution should take place prior to the individual submitting a formal request for review using the form provided by GVRA, to facilitate timely and efficient resolution of the individual's concerns and appeals, GVRA encourages all parties to seek the resolution of disagreements at the lowest appropriate level and earliest stage possible. Most disputed issues can be quickly resolved through direct, verbal communication between the individual and their counselor.

**1.8.** If an individual feels that they are unable to resolve a dispute over the provision of services directly with their counselor, the issue may be escalated to the counselor's supervisor for additional discussion. If no resolution occurs, the issue may be further escalated up the chain of command to the District Manager.

**1.9.** At any point, including if the individual determines that no resolution may be reached through informal discussions, the individual may exercise his/her right for more formal review, including an administrative review, mediation, or review at a fair hearing.

**1.10.** Informal resolution efforts may occur prior to or after the filing of a request for more formal review. Efforts to informally resolve disputes after filing a request will not extend the deadline for an individual to have their matter resolved at a fair hearing unless otherwise agreed to in writing by both the individual and GVRA.

**1.11.** At any time during the period between requesting a review and the fair hearing, an individual may request to resolve the matter through mediation with GVRA regarding the dispute by submitting a request to their counselor. Both the individual and GVRA must be in agreement to proceed to mediation.

**1.12.** A qualified and impartial mediator will be selected in accordance with the procedures established by the State of Georgia for assigning mediators. Mediations will be scheduled in a timely fashion. The individual, or their authorized representative, shall be permitted to present documentation or other relevant evidence at the mediation. If the parties reach a resolution, the mediator will draft an agreement and send copies to the individual and GVRA. Both parties must sign the agreement, and a copy of the agreement will be placed in the individual's case file.

**1.13.** At any point during mediation, either party or the mediator may elect to terminate the mediation process. If mediation is terminated, the individual may proceed to a hearing or withdraw his/her hearing request.

**1.14.** Any discussion that occurs during the mediation process is considered confidential and may not be used as evidence in any subsequent due process hearing or civil proceeding. However, this confidentiality does not apply to any mediation agreement resulting from the mediation and executed by both parties.

**1.15.** If efforts to informally resolve a dispute are not successful, an individual dissatisfied with a determination made by GVRA may submit a request for the matter to be heard through an administrative review. Upon receipt of a timely request for review in accordance with Section 2 above, GVRA shall forward the matter to the GVRA Policy and Compliance Unit to conduct an administrative review.

**1.16.** The individual seeking review may present documentation or other relevant information at the administrative review.

**1.17.** GVRA shall issue a written response within fifteen (15) business days of an individual's request for administrative review. The reviewer shall issue a written decision to the individual with a copy being placed in the individual's case file.

**1.18.** Following the administrative review conducted under this policy, GVRA shall provide the individual requesting review ten (10) business days upon the date of the of the written response from the reviewer to request that the matter be continued at a fair hearing.

**1.19.** An Administrative Law Judge (ALJ) selected by the Georgia Office of State Administrative Hearings (OSAH) will preside over all fair hearings.

**1.20.** Upon receipt of a request from an individual to continue to a fair hearing, GVRA will file a petition for hearing with OSAH in a timely manner in accordance with the Georgia Administrative Procedures Act, O.C.G.A. § 50-13-1, et seq ("APA") and federal authorities.

**1.21.** A fair hearing before an ALJ shall be held within the timeframe set forth in the APA and in accordance with federal regulations, unless the individual and GVRA have resolved the dispute prior to that period or the individual and GVRA have agreed to a specific extension of time.

**1.22.** The individual has the right to be represented by an attorney and present evidence at the fair hearing. The hearing shall be conducted in accordance with the APA and federal regulations under 34 CFR § 361.57. The ALJ will base his/her decision on the evidence presented in the record, applicable law and regulations, the approved state plan, and the GVRA Client Services Policy Manual. GVRA will insert a copy of the decision issued by the ALJ into the individual's case file.

**1.23.** The ruling of an ALJ is considered final and the determination of the ALJ shall be carried out upon release of the written decision. However, each party has a right to request judicial review of the decision. The party requesting judicial review will bear the expense of the review. If the ALJ's ruling is overturned on judicial review, services will be modified to match the finding of the higher court.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| | | |

# SECTION 8.2

# REFERRAL / APPLICATION

| Referral | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.2.1 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An individual can be referred for GVRA services by multiple sources, including but not limited to, a state agency, employer, community rehabilitation provider, center for independent living, medical professional, educational professional, individual, or self-referral.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.41

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Application | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.2.2 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An application is deemed submitted on the date which an individual or an individual's authorized representative has met all of the following criteria:

**1.1.1.** Has completed and signed a GVRA application form, a common intake application form in a one-stop-center requesting VR services, or has otherwise provided GVRA with the minimum referral information and requested vocational rehabilitation services;

**1.1.2.** Has provided information necessary to initiate an assessment to determine eligibility and priority for services; and

**1.1.3.** Is available to complete the assessment process.

**1.2.** An individual must be available to participate in their determination of eligibility, comprehensive needs assessment, and planned services in the state of Georgia in order to be considered for services from GVRA. No duration of residency requirement will be imposed which excludes from services any individual who is lawfully present in the state.

**1.3.** An individual who is not a U.S. citizen who has an alleged disability and has the right to work may apply for services. An individual who is not a U.S. citizen must provide an appropriate employment authorization document as identified on Form I-9 by the United States Citizenship and Immigration Services prior to a determination of eligibility.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.41

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

# SECTION 8.3

# ELIGIBILITY

| Trial Work Experience | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.3.1 | **Effective Date:** 07/01/2017 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Prior to any determination that an individual with a disability is unable to benefit from vocational rehabilitation services in terms of an employment outcome because of the severity of that individual's disability or that the individual is ineligible for vocational rehabilitation services, GVRA must conduct an exploration of the individual's abilities, capabilities, and capacity to perform in realistic work situations through trial work experience.

**1.2.** A written trial work experience plan must be developed to assess periodically the individual's abilities, capabilities, and capacity to perform in competitive integrated work situations through trial work experiences, which must be provided in competitive integrated settings to the maximum extent possible, consistent with the informed choice and rehabilitation needs of the individual.

**1.3.** A trial work experience must:

**1.3.1.** Be sufficiently varied and over a sufficient period of time, not to exceed six (6) months, to determine eligibility or ineligibility:

**1.3.2.** Be approved by the assigned supervisor;

**1.3.3.** Include appropriate support services including, but not limited to, assistive technology devices and personal assistance services to accommodate the rehabilitation needs of the individual during a trial work experience. Appropriate support services must be funded by vocational rehabilitation at no cost to the individual. Maintenance may be provided as needed; and

**1.3.4.** At a minimum, be reviewed with the individual after completion of each trial work experience to evaluate the individual's capacity to perform the work.

**1.4.** An individual is determined eligible after a trial work experience when there is sufficient evidence to conclude that the individual can benefit from the provision of vocational rehabilitation services in terms of an employment outcome.

**1.5.** An individual is determined ineligible after a trial work experience when there is clear and convincing evidence that, due to the severity of the individual's disability, the

individual is incapable of benefitting from the provision of vocational rehabilitation services in terms of an employment outcome.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.42(e)

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 07/01/2017 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Determination of Eligibility | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.3.2 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** The basic eligibility criteria are:

**1.1.1.** A determination by GVRA that the applicant has a physical or mental impairment;

**1.1.2.** A determination by GVRA that the individual's physical or mental impairment constitutes or results in a substantial impediment to employment for the individual; and

**1.1.3.** A determination by GVRA that the individual requires vocational rehabilitation services to prepare for, secure, retain, advance in or regain employment that is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. For the purpose of an assessment for determining eligibility and vocational rehabilitation needs under this part, an individual is presumed to have a goal of an employment outcome.

**1.2.** It is presumed that an individual who meets the eligibility criteria above can benefit from vocational rehabilitation services in terms of a competitive integrated employment outcome.

**1.3.** An eligibility determination must be made within sixty (60) days of the date of application unless exceptional and unforeseen circumstances beyond the control of GVRA preclude making an eligibility determination within that timeframe and the individual and GVRA agree to a specific extension of time as documented and justified in the case file.

**1.4.** Sources of information that may be used to substantiate a physical or mental impairment and related limitation caused by the impairment include:

**1.4.1.** Existing records from qualified facilities or practitioners familiar with diagnosing or treating the impairment(s) in question, especially practitioners or facilities that are currently treating the applicant. This would include records from qualified medical personnel, mental health or developmental disability programs, substance abuse treatment clinics, and individually licensed practitioners operating within their legal scopes of practice.

**1.4.2.** Special Education records, including an Individualized Education Plan (IEP) which identifies the impairment.

**1.4.3.** Veteran's Administration disability benefits records that identify the disability.

**1.4.4.** Counselor observation of a readily visible anatomical impairment such as obesity, visual disorder, facial deformity, amputation, and visible burns.

**1.4.5.** Verification of current eligibility for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI)

**1.5.** If it is determined that existing information does not describe the current functioning of the applicant or are unavailable, insufficient, or inappropriate to make an eligibility determination, diagnostic assessments and/or evaluations may be obtained to determine whether an applicant meets the basic eligibility criteria.

**1.6.** An applicant determined to be eligible through verification of SSI or SSDI shall:

**1.6.1.** Be considered to be an individual with a significant disability;

**1.6.2.** Be presumed to be eligible for vocational rehabilitation services provided that the individual intends to achieve a competitive integrated employment outcome; and

**1.6.3.** Receive benefits planning.

**1.7.** A determination of eligibility for vocational rehabilitation services shall be made by a qualified individual employed by GVRA and the determination shall be documented in the case file.

**1.8.** When a determination is made, the individual must be informed using their preferred mode of communication.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.41, 361.42; 29 U.S.C. § 705(2)

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/199 | Date of Creation. |
| 1 | 07/01/2023 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Determination of Ineligibility | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.3.3 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** When it has been determined by GVRA that an individual does not meet one of the basic eligibility criteria, GVRA shall certify in writing, and supplement through individual's preferred mode of communication, that the individual is not eligible for vocational rehabilitation services from GVRA by issuing a Determination of Ineligibility.

**1.2.** An ineligibility decision based on the severity of an individual's disability shall only be made after it has been demonstrated that the individual is incapable of benefiting from services in terms of a competitive integrated employment outcome through the exploration of the individual's abilities, capabilities, and capacity to perform in trial work experiences. The decision shall be based on the results of trial work experiences.

**1.3.** The reason and justification for the ineligibility decision shall be consistent with GVRA policy and case file documentation

**1.4.** An individual whose case is closed for a reason of ineligibility due to inability to benefit from services shall be provided with a description of services available from the Client Assistance Program and with information on how to contact that program. The individual shall be referred, as appropriate, to an independent living program and to any other training or employment-related programs that are part of the one- stop service delivery system under the Workforce Innovation and Opportunity Act.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.43, 361.44; 29 U.S.C §§ 709(c),722(a)(5), 722(c)

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 05/15/2018 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

| Priority Category Assignment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.3.4 | **Effective Date:** 01/01/2024 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA staff shall assess all individuals who are determined eligible for vocational rehabilitation services to determine their functional limitations and will then assign individuals to one (1) of three (3) priority categories.

**1.1.1.** Priority Category 1 (Individual with a Most Significant Disability): An eligible individual shall be classified in this category if he/she has been determined by GVRA to be an individual who has:

- Limitations in 3 or more functional capacities in terms of a competitive integrated employment outcome; and
- Requires multiple VR services over an extended period of time.

**1.1.2.** Priority Category 2 (Individual with a Significant Disability): An eligible individual shall be classified in this category if he/she has been determined by GVRA to be an individual who has/is:

- Limitations in 1 or more functional capacities in terms of a competitive integrated employment outcome; and
- Requires multiple VR services over an extended period of time.

**1.1.3.** Priority Category 3 (Individual with a Disability): All other eligible individuals.

**1.2.** Priority category assignment will determine the order in which an individual will be served when an Order of Selection is imposed.

## 2. AUTHORITY

**2.1.** 34 CFR 361.36

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| | | |

| Order of Selection | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.3.5 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** The GVRA Executive Director shall impose an Order of Selection (OOS) in the event that fiscal and personnel resources are projected to be inadequate to meet the service needs for all individuals.

**1.2.** When determining eligibility for vocational rehabilitation services , GVRA will assign and document an individual's priority category, regardless of whether GVRA is operating under an OOS.

**1.3.** When operating under an OOS, GVRA will serve individuals according to their priority category assignment.

**1.4.** If an individual's assigned priority category is closed upon determination of eligibility, then the individual will be placed on a Statewide Wait List. The individual on the Statewide Wait List can be served once their priority category is opened, when the OOS is lifted, or when additional resources become available as determined by the GVRA Executive Director.

**1.5.** GVRA shall release individuals from the Statewide Wait List by their priority category and then by application date.

**1.6.** Exceptions to Placement on the Statewide Wait List:

**1.6.1.** Students who began Pre-ETS prior to being determined eligible and placed on the Statewide Wait List may continue to receive Pre-ETS services, regardless of their priority category.

**1.6.2.** Individuals who have begun to receive services under an Individualized Plan for Employment (IPE), prior to the effective date of the Statewide Wait List, shall continue to receive services regardless of their priority category.

**1.6.3.** Individuals who are in open priority categories.

**1.7.** An OOS shall end when the GVRA Executive Director determines that adequate resources are available to provide services to all individuals who meet the eligibility criteria.

## 2. AUTHORITY

**2.1.** 34 CFR 361.36

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 01/13/2021 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |

# SECTION 8.4

# INDIVIDUALIZED PLAN FOR EMPLOYMENT

| Comprehensive Needs Assessment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.4.1 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** After a determination has been made that a person with a disability is eligible for services and assigned to an open priority category, a comprehensive needs assessment shall be conducted as part of the Individualized Plan for Employment (IPE) development process. The purpose of the comprehensive needs assessment is to determine the employment outcome and the nature and scope of vocational rehabilitation services to be included in the IPE.

**1.2.** The vocational comprehensive needs assessment shall address the individual's unique strengths, resources, priorities, concerns, abilities, capabilities and informed choice, and the individual's medical prognosis.

**1.3.** The assessment may include, as appropriate in each case:

**1.3.1.** An initial review of existing data gathered during the referral, application, and qualifying process, which may be sufficient in some cases to develop the IPE; and/or

**1.3.2.** Additional assessments and/or evaluations when existing information has been determined to be insufficient.

**1.4.** When appropriate, assistive work technology services shall be provided, to the extent necessary, to determine if assistive work technology would increase the individual's capabilities to successfully perform in the work environment

## 2. AUTHORITY

**2.1.** 34 CFR § 361.45; 29 U.S.C. §§ 705 and 722

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Individualized Plan for Employment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.4.2 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An Individualized Plan for Employment (IPE) must be developed, agreed upon, and signed by the eligible individual or the individual's authorized representative as soon as possible, but not later than ninety (90) days after the date of determination of eligibility, unless the counselor and the eligible individual agree to the extension of that deadline to a specific date by which the IPE must be completed. This agreement must be discussed with the individual, documented, and justified in the case file.

**1.2.** The IPE shall be designed to assist the individual in achieving an employment goal that is consistent with his or her unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**1.3.** The IPE shall be developed and implemented in a manner that affords the individual the opportunity to exercise informed choice in the selection of:

**1.3.1.** A competitive integrated employment outcome;

**1.3.2.** The specific vocational rehabilitation services to be provided under the IPE;

**1.3.3.** The provider(s) of the vocational rehabilitation services; and

**1.3.4.** The means or methods that will be used to procure the services.

**1.4.** Prior to the development of an IPE the individual or their authorized representative shall be provided with information related to the development of their IPE

**1.5.** A copy of the IPE, all amendments, and appropriate attachments shall be provided to the individual or their authorized representative.

**1.6.** The individual, or their authorized representative, and GVRA shall review the IPE as often as necessary, but at least annually.

**1.7.** For a qualified student in a secondary school, the IPE must be developed and signed before the student transitions from school to the community. The student's IPE must be coordinated with the student's individualized education program (IEP) or 504 service, as applicable, for that student in terms of the goals, objectives, and services identified in the education program.

**1.8.** An IPE will include the following:

**1.8.1.** Employment goal: A specific employment goal consistent with competitive integrated employment.

**1.8.2.** Objectives: Objective(s) of an employment outcome and intermediate objectives that support the achievement of the employment goal.

**1.8.3.** Services: Service(s) necessary to complete each plan objective. The service(s) shall be provided in the most integrated setting that is appropriate. Services identified on the IPE shall not be initiated until the IPE is approved and signed by GVRA and the individual or their authorized representative.

**1.8.4.** Individual Responsibility: For each objective, the individual's responsibilities for the realization of that objective.

**1.8.5.** Evaluation Criteria: Evaluation criteria for how the individual will measure their progress toward that objective.

**1.8.6.** Estimated date of completion: Estimated date for the successful completion of the employment plan.

**1.8.7.** Informed Choice: Verification by the individual either by writing comments of involvement on the IPE or by initialing the informed choice statement on the IPE form.

**1.8.8.** Signatures: The signature of a designated GVRA staff member and the individual or individual's authorized representative.

**1.8.9.** Post-employment services: As necessary, statements concerning:

- The expected need for post-employment services prior to closing the record of services of an individual who has achieved an employment outcome;
- A description of the terms and conditions for the provision of any post-employment services; and
- If appropriate, a statement of how post-employment services will be provided or arranged through other entities.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.45,46

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 07/01/20 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Individualized Plan for Employment Amendment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.4.3 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** The Individualized Plan for Employment (IPE) can be revised as needed. An IPE amendment shall be developed using the same options available for developing the IPE. All requirements for the IPE apply to the IPE amendment(s).

**1.2.** An IPE must be amended when:

**1.2.1.** Changing the employment goal;

**1.2.2.** Adding or removing an objective;

**1.2.3.** Adding or removing a service; or

**1.2.4.** Recording an ineligibility decision.

**1.3.** Any revisions or amendments to the IPE shall not take effect until agreed to and signed by the individual or their authorized representative and GVRA.

**1.4.** A copy of all amendments and appropriate attachments shall be provided to the individual or their authorized representative.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.45, 361.46

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 05/15/2018 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Annual Review of Individualized Plan for Employment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.4.4 | **Effective Date:** 01/01/2024 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** An individual, with whom an IPE has been developed, shall have their IPE reviewed as often as necessary, but at least annually to:

**1.1.1.** Determine progress toward objectives;

**1.1.2.** Identify if an objective or service has been completed or deleted; and

**1.1.3.** If necessary, jointly redevelop and agree to its terms

**1.2.** A copy of each program review shall be given to the individual after it has been signed and dated.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.45

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| | | |
| | | |

# SECTION 8.5

# SERVICES

| Services/General | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.1 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may provide services necessary to assist an individual with a disability in meeting the requirements of their employment goal.

**1.2.** In order for services to be provided or authorized by GVRA, such services must be deemed both appropriate and reasonable.

**1.3.** Services may only be provided by approved providers or vendors and, where applicable, only by providers and vendors who have met the provider standards in the Provider Guidelines Manual.

**1.4.** Once employment has been achieved, purchased services shall be temporary in nature and for the purpose of job stabilization. If the service is not expected to enable the individual to be self-sustaining, the service shall not be initiated.

**1.5.** All services shall be provided in the most integrated setting appropriate for the individual's needs.

**1.6.** Services may be suspended or terminated for individuals who fail to comply with policy and/or agreed to responsibilities for the provision of the services.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Community Work Adjustment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.2 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Community work adjustment takes place at a work site that is integrated into the community. Instruction and feedback are provided by a supervisor to assist the individual in developing or re-establishing acceptable work habits and behaviors in order to obtain and/or retain competitive integrated employment.

**1.2.** CWAT placement of individuals under the age of 18 is restricted to non- hazardous occupations.

**1.3.** An individual participating in CWAT shall be paid no less than minimum wage.

**1.4.** GVRA may sponsor CWAT for an individual for a period of time that meets the individual's needs, not to exceed the following limits:

**1.4.1.** For an individual in CWAT twenty (20) hours per week or less, the duration of this training shall be limited to one hundred and twenty (120) authorized training days including absences, unless an extension is approved to meet the individualized needs of the individual.

**1.4.2.** For an individual in CWAT for more than twenty (20) and up to forty (40) hours per week, the duration of this training shall be limited to sixty (60) authorized training days including absences, unless an extension is approved to meet the individualized needs of the individual.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Counseling and Guidance | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.3 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Counseling and guidance shall be provided for an individual by GVRA throughout their vocational rehabilitation program of services.

**1.2.** Counseling and guidance can either be planned or non-planned.

**1.3.** Planned counseling shall be listed on the Individualized Plan for Employment (IPE), IPE amendment, and/or IPE annual review as a specific service designed to achieve a stated objective and must address specific capacities limited by the impairment(s) and/or related factor(s) identified in the case file.

**1.4.** Non-planned counseling and guidance is general in nature and are those activities which take place throughout the vocational rehabilitation process when GVRA is involved in routine dialogue with the individual. Non- planned counseling and guidance is not reflected on the IPE, IPE amendment, or IPE annual review.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Employment: Business Enterprise Program | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.4 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may only provide for the establishment and management of a vending facility under the Randolph Sheppard Act as a small business enterprise.

**1.2.** Any vending facility established and operated within the Business Enterprise Program shall be subject to the laws, regulations, and policies governing the Business Enterprise Program.

**1.3.** Referrals for consideration as a vending facility operator are made to the Business Enterprise Program.

## 2. AUTHORITY

**2.1.** Randolph Sheppard Act

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Employment: Self-Employment | |
|---|---|
| **Division:** Vocational Rehabilitation: Services | |
| **Policy Number:** 8.5.5 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Self-employment is a viable business venture initiated and operated by the individual where that individual performs, supervises, or sub-contracts the product or service to be produced. The business must be wholly owned by the individual. Self-employment shall be consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, and interests.

**1.2.** GVRA may authorize a supply of expendable stock(s) and/or supplies, including tools and equipment, which are necessary to the attainment of the self- employment business. All authorizations shall be appropriate and reasonable.

**1.3.** Initial stocks and supplies include those items necessary to the establishment of the new business enterprise during the initial establishment period, which may not extend beyond six months. No authorization for any operation costs of the business shall extend beyond six months. Completion of projected start-up expenses and budget for the initial six months of operation shall be made before expenditures on the business are made.

**1.4.** The following services may be provided, if required, but are not included in the cost of allowable start-up business expenses:

**1.4.1.** Training;

**1.4.2.** Business plan development;

**1.4.3.** Adaptive technology/equipment;

**1.4.4.** Disability related modifications.

**1.5.** A self-employment business approved for support by GVRA must be a viable business and expected to make a profit and contribute significantly to the individual's household income. The anticipated outcome is that the business proceeds will be the primary source of income once the business is established. This expectation shall be assessed and verified prior to approval of the provision of self-employment services.

**1.6.** A Self-Employment Review Team, consisting of 3 to 5 members appointed by GVRA Leadership, shall provide consultation to the counselor regarding potential self-employment cases, assessment of individuals, and an objective and final review of the business plan with recommendations to the counselor. A Release of Information form shall be obtained from the individual prior to discussions with selected supports outside of GVRA.

**1.7.** GVRA may support two levels of self-employment businesses, one level with support up to $3000 and the second level with support over $3000 and up to $10,000. GVRA Leadership may approve expenditures considered as appropriate and reasonable beyond either of the established levels.

**1.8.** For businesses requiring up to $3,000 in support, a brief business plan shall be completed by the individual for review by GVRA staff and, when appropriate, the Self-Employment Review Team. Normally an individual will already have necessary work skills for the business and may require short term training in areas such as bookkeeping and tax requirements.

**1.9.** For businesses requiring over $3,000 and up to $10,000 in support, a full business plan shall be completed by the individual for review by GVRA staff. The individual will be required to work with an approved provider while developing the business plan, and a formal critique of their plan by the provider must be submitted to GVRA. In addition, the individual shall present their business proposal to the Self-Employment Review Team. These businesses often require funding in addition to GVRA support and the individual's contribution. These individuals require business management skills in addition to skills required to perform business tasks.

**1.10.** The individual shall be responsible for contributing a minimum of 25% of the start- up cost of the business. This contribution shall be either in-kind or financial through provision of actual funding. Examples of in-kind contributions include the individual's providing utilities and property for the business or equipment they already own. Funding contributions may be obtained through a variety of resources including the individual's assets, family contributions, grants or loans. Resources that are specific to individuals with disabilities such as PASS Plans and Credit Able, may also be available.

**1.11.** Self-Employment services may be authorized only to GVRA approved providers based on approved GVRA fees. An agreement between the GVRA Program and the provider shall be in place prior to the initiation of any services.

**1.12.** Self-Employment Comprehensive Needs Assessment

The counselor shall utilize an assessment process to assist in determining if self-employment is an appropriate job match as well as to look at the individual's needs, strengths, related factors, and proposed services. This process shall include:

**1.12.1.** Two phases of formalized assessments specific to self-employment:

- Phase I is an assessment, by both the individual and GVRA staff, of the individual's capabilities and potential for operating a business. These “entrepreneurial” tests can be administered either via the Internet or in paper form.

- Phase II consists of the individual’s completion of information on the feasibility of their business, as well as monthly personal and living expenses. They consist of the following:

    - Business Feasibility Worksheet: The purpose of this worksheet is for the individual to provide and clarify business plan details to the GVRA counselor and/or Self Employment Review Team. The 25% individual contribution shall be identified at this time; and

    - Monthly Personal and Living Expenses Worksheet: The purpose of this worksheet is to determine how much income the individual must have in order to pay their routine personal and living expenses.

**1.12.2.** Consideration of the following:

- The individual’s ability to sustain themselves in the occupation; and

- The work required; and

- The likelihood of success; and

- Available support from approved providers; and

- The individual’s qualifications and/or training and the likelihood of them being successful in any required training; and

- Any transferable skills; and

- The local economy.

**1.12.3.** Findings from preliminary labor market information research provided by the Employment Specialist and/or designated GVRA staff on local business needs and trends.

**1.13.** GVRA and Provider Collaboration

If the counselor and individual agree to continue with the self-employment process following completion of the self-employment comprehensive needs assessment, referral and coordination shall be initiated by the counselor to an approved provider for the following services:

**1.13.1.** Training courses on starting and managing a business, business planning, loan opportunities, etc. Training, as appropriate, may be provided as assessment and/or as a planned service;

**1.13.2.** Business Plan development assistance;

**1.13.3.** Business Plan written critique with recommendations

**1.14.** Self-Employment Business Plans

A written business plan is required for all self-employment cases:

**1.14.1.** A "Brief Business Plan" shall be completed for businesses requiring up to $3,000 from GVRA. The "Brief Business Plan" packet shall be submitted to the counselor by the individual and consists of the following four (4) documents:

- Business Feasibility Worksheet;
- Monthly Personal and Living Expenses Worksheet;
- Business Operations Start-up Expenses Worksheet; and
- Projected Monthly Cash Flow Worksheet (12 Months).

**1.14.2.** "Full Business Plan" shall be completed for businesses requesting over $3,000 and up to $10,000 from GVRA. The "Full Business Plan" packet shall be submitted to the counselor by the individual and consists of the four (4) worksheets listed above in Part A, and the following elements:

- Description of the Proposed Business: The individual shall have a detailed description of how the business will be set up, the products and/or services offered, the business location, who the customers will be and why they will patronize the business;
- Market Research: The individual must demonstrate that they know the market and has expertise in this business. This shall include a discussion of the target, the barriers to entry into the market and the

size and location of the market. Facts about local demographics and market research should be presented to support the estimate of potential consumers. All research must be documented and factual;

- Sales Plans: The individual shall discuss their sales plans and methods. This should include pricing strategy, cost/benefit analysis and alternatives. The advertising plan shall describe the methods to be used to promote the products or services in the target market; and

- Management: The individual shall describe their interest and experience in proposed business, including education, work history, personal contacts, skills and knowledge. A description of how the individual will manage the company and its operations shall be stated. Also, management supports and related costs shall be given. It is recommended that mentors, advisors and consultants, both formal and informal, be identified as supports for the business;

- Financial Information and Concise Revenue Projections:

    - Revenue projections must show the projected monthly and annualized revenue and operational expenses for three (3) years. The cost of production must be addressed. This includes facility, supplies, salaries, license(s), taxes, insurance, shipping, transportation and utilities. Include the cost per unit;

    - There must be a start-up balance sheet, a list of start-up equipment and services and a breakout of what will be provided by the individual, by other sources, and by GVRA;

    - Description of the amount currently available for investment, the amount of funding sought and how that money would be used. Loan re-payment must be included in the projected income/expense statements;

    - Description of the method of bookkeeping.

- Competition: The individual must identify competitors in their market area. The discussion should include the difference between their product/service and their competitors, as well as why their business would be preferred over the competitors;

- Risk analysis: An analysis of the risks of the business should be completed; discuss strengths, weaknesses, opportunities and threats to the business.

- Business License: Verify what is required to obtain a business license and that the business will comply with city, county, state, and federal codes and ordinances and that the individual will be eligible to apply and obtain the license;

- Supporting Documents to be attached when applicable:

  - List of identified vendors (may require verification from vendors/suppliers of their participation), which may include bookkeeper, tax consultant, etc.;

  - Items requested to be paid by GVRA and their cost;

  - Items and resources that the consumer will contribute to the plan;

  - Credit Report;

  - A copy of the last two years federal tax return;

  - Specifications of products;

  - Advertising materials.

**1.15.** Self-Employment Determination

The counselor shall determine whether or not to support the individual in self-employment based on the following:

**1.15.1.** Comprehensive Needs Assessment Findings;

**1.15.2.** Written Business Plan containing all necessary elements;

**1.15.3.** Provider feedback and Business Critique; and

**1.15.4.** . Regional Self-Employment Review Team recommendations.

**1.16.** Required Steps Following Self-Employment Approval

The counselor shall ensure that:

**1.16.1.** The individual obtains a business license and/or permits as required to operate the business. GVRA may authorize the purchase of an initial business license but not renewals; and

**1.16.2.** The individual obtains a lease and/or building permits. If a business property (other than the home) is used, the individual shall provide proof

of the property availability or lease agreement in the individual's name only. GVRA shall not authorize the deposit, lease, or purchase of any building; and

**1.16.3.** Any physical modifications to the business property, as recommended by AWT staff, are only those required to make the property accessible to the individual. If the individual does not own the property, written permission must be obtained from the owner of the property prior to modifying the property. This permission shall be placed in the case file.

**1.16.4.** If the individual is approved for self-employment, the following shall be considered when developing the IPE:

- Self-employment is not an employment goal itself, but a method of achieving competitive integrated employment. The IPE may contain several phases, depending on the needs of the individual;
- An IPE or IPE Amendment with self-employment as a means to achieve employment may be written only after a Business Plan is approved by the counselor;
- The IPE or IPE Amendment including self-employment should encompass a plan to provide the supports, technical assistance and resources necessary to launch, develop, and/or sustain the business;
- The IPE or Plan Amendment must include a clear statement of the role and responsibilities of the individual, and of the nature and extent of GVRA support and participation (timelines, dollar amounts, specific goals and services) as well as the types and amounts of the individual's investment;
- There must be clear criteria for measuring progress, including monthly reports of business income and expenses; and
- The employment goal shall be consistent with the approved business plan.

**1.16.5.** Self-Employment Business Documentation and Case Progress

- Once the business has begun operation, follow-up shall occur for a minimum of ninety (90) days to assess business gains and future stabilization.
- The case may be placed in Employed status after start-up expenditures have been finalized.

- The counselor shall verify monthly business income and business expenses through written reports submitted by the individual. A business profit results when business income exceeds business expenses.

**1.16.6.** Employment Outcomes

Self-employment outcomes shall be based on a business profit or a salary the individual assigns themself from the business.

- The case shall be considered successfully rehabilitated after the individual demonstrates their ability to average a business profit or a salary over a period of ninety (90) days.

- There are two options for self-employment case closure:

  - Case may be closed in competitive integrated employment if the individual is averaging a business profit or salary over a ninety (90) day period at a rate equal to or above minimum wage. This is the anticipated outcome to be reached; or

  - Case may be closed in competitive integrated employment if individual is averaging a business profit or salary over a ninety (90) day period at a rate less than minimum wage. In these cases, the counselor shall ensure that the individual's work is progressing satisfactorily and closure is warranted

**1.16.7.** Disallowed Self-Employment Services

- GVRA shall not provide funding or be involved in assisting an individual's plan for:

  - Businesses that are speculative in nature, such as investments in real estate, etc.

  - Businesses organized as non-profit;

  - Businesses organized as hobbies, i.e., any business that is not organized to make money or a profit;

  - Refinancing of existing debt; or

  - Businesses that may violate community morality.

- GVRA shall not authorize the following services:

- Purchase of any type of motorized vehicle used on public roadways, or provision of any transportation support or assistance to get to and from the designated place of business or to render services related to the business. Motorized vehicles may include the following: automobile, truck, van, scooter, airplane, boat, other powered vehicle, or trailer that requires title and/or licensing by the state.

- Payment of deposits and continuation of payments for any utilities associated with the self-employment venture such as electricity, gas, telephone, Internet service, water, waste collection, etc.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Employment: Supported Employment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.6 | **Effective Date:** 11/01/2017 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Supported employment is competitive integrated employment, including customized employment, or employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working on a short-term basis toward competitive integrated employment that is individualized, and customized, consistent with the unique strengths, abilities, interests, and informed choice of the individual, including with ongoing support services for individuals with the most significant disabilities.

**1.2.** Supported Employment shall be authorized for Individuals with the most significant disabilities for whom competitive integrated employment has not traditionally occurred or for whom competitive integrated employment has been interrupted or intermittent as a result of a most significant disability and:

**1.2.1.** Individuals, because of the nature and severity of their disabilities, need intensive supported employment services and extended services in order to enter and retain competitive integrated employment; or

**1.2.2.** Youth with the most significant disabilities that need extended services and expanded supported employment opportunities for up to four (4) years or up to their twenty-fifth (25) birthday.

**1.3.** Supported employment is based on a model of job placement followed by job training and on-going supports.

**1.4.** The maximum period for Supported Employment services shall be twenty-four (24) months following placement on a supported work site. This time frame can be extended if it is determined and documented on the Individualized Plan for Employment (IPE) that additional time is necessary in order for the individual to achieve job stability prior to transition to extended services.

**1.5.** Determination of Services

**1.5.1.** The individual's case file shall contain supporting documentation which shows that Supported Employment is the appropriate service necessary to achieve the agreed upon employment goal and is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of the individual.

**1.5.2.** GVRA Staff shall determine appropriate Supported Employment services in conjunction with the individual, the Supported Employment provider, and other interested parties.

**1.6.** The counselor shall determine the appropriate supported employment model for the individual based on the disability and complexity of support needs. GVRA recognizes three supported employment models.

**1.6.1.** Traditional Supported Employment

**1.6.2.** Customized Supported Employment

**1.6.3.** Individual Placement and Supports

**1.7.** Ongoing support services shall include and consist of:

**1.7.1.** An assessment of employment stability and provision and coordination of specific services at or away from the worksite that are needed to maintain stability.

**1.7.2.** At a minimum, twice monthly monitoring at the worksite of each individual in supported employment, or if under specific circumstances, especially at the request of the individual, the individualized plan for employment provides for off-site monitoring.

**1.7.3.** Any assessment supplementary to the comprehensive needs assessment.

**1.7.4.** The provision of skilled Job Trainers/Coaches who accompany the individual for intensive job skill or social skill training on or off the worksite.

**1.7.5.** Regular observation or supervision of the individual.

**1.7.6.** Arranging for the provision of extended services.

**1.7.7.** Arranging any other services identified as a necessary vocational rehabilitation service.

**1.7.8.** Facilitation of natural supports at the worksite.

**1.7.9.** Follow up services including regular contact with the employers, the individuals, the parents, family members, guardians, advocates, or authorized representatives of the individuals, and other suitable professional and informed advisors, in order to reinforce and stabilize the job placement.

## 1.8. Extended Services

**1.8.1.** Extended services are ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment. They are provided by an agency, which may include a State agency, a private nonprofit organization, the employer, or any other appropriate resource including family member(s). The extended support provider shall contact the employer and the employee at least twice per month to monitor job stability. If under specific circumstances, especially at the request of the individual, the IPE provides for off-site monitoring, twice monthly meetings with the individual shall be conducted.

**1.8.2.** When an individual does not appear to have an identified extended services resource/provider, the comprehensive needs assessment process shall include a thorough identification of the type of extended supports an individual will require as well as the support intensity and frequency for sustainability of employment. Counselors shall examine all potential resources/providers for extended services that will fully meet an individual's extended support needs.

**1.8.3.** Extended Support Resource Options may include:

- SSA work incentives such as Plan for Achieving Self Support (PASS), Impairment Related Work Expenses (IRWE);
- Private pay;
- Local resources for extended supports (e.g., Brain and Spinal Injury Trust Fund Commission);
- Medicaid waiver services administered by the Division for Intellectual and Developmental Disabilities and any other Medicaid waiver services that may be administered by the State which include extended employment services provision for supported employment;
- ABLE (Achieving a Better Life Experience) Accounts
- Funding provided from the Department of Behavioral Health and Developmental Disabilities (DBHDD) to select local mental health centers; and/or
- In some situations, natural supports (e.g., supervisors / coworkers or family members).

**1.8.4.** When relying on natural supports to meet a client's need for extended services, extensive planning, development, and negotiation is required to ensure the individual is able to continue to perform job tasks satisfactorily after intensive services have concluded. Regardless of the provider, Counselors shall use professional judgment in the identification of extended services and may elect to gain commitments for alternative sources of these services in writing, when deemed necessary.

**1.8.5.** VR may fund extended services for a youth up to age twenty-five (25) for a period not to exceed four (4) years when no other funding source is available. In all other situations, funding for extended services shall come from sources other than VR.

**1.8.6.** The client is required to transition to an extended service provider at least ninety (90) days prior to closure once the counselor and individual have determined that no further support services are necessary to support and maintain the individual in competitive integrated employment

**1.9.** Supported Employment IPE considerations

**1.9.1.** The Supported Employment IPE must, at a minimum, specify all anticipated services to include the provider of such service, duration, funding source and include the following:

- The specific supported employment model to be provided by VR;
- The expected extended services needed, which may include natural supports;
- The source for extended services. If extended services are not available at the time, a description of the basis for concluding that there is a reasonable expectation that those sources will become available;
- The maximum hours per week that the client prefers and/or is able to work;
- Provision of scheduled monitoring (ongoing support and follow-up) to ensure that the individual is making satisfactory progress and working the preferred hours; and
- Provision of services in addition to supported employment including, but not limited to, benefit counseling, assistive work technology, accessibility services, and coordination of services with other federal or state programs.

## 2. AUTHORITY

**2.1.** 34 CFR § 363

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 11/01/2017 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Employment: Supported Self-Employment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.7 | **Effective Date:** 01/01/2024 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Supported Self-Employment (SSE) is competitive integrated employment in which the client solely owns, manages, and operates a business with supports that may include a legal guardian acting as a surrogate decision maker. SSE includes the provision of ongoing supports throughout the vocational rehabilitation case, transitioning to extended services and supports not funded by GVRA.

**1.2.** Extended services are not time limited and may be needed for the life of the business. GVRA may only fund extended services for youth aged twenty-four (24) or younger when no other funding source is available. In these cases, GVRA funding of extended services shall be limited to a period of four (4) years and not extend beyond the youth's twenty-fifth (25th) birthday.

**1.3.** The individual shall not be considered an employee of another individual, business, or organization, and meet the definition of individual with a most significant disability.

**1.4.** SSE has been identified as the best option in meeting competitive integrated employment; the business is consistent with the client's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**1.5.** SSE follows the Customized Supported Employment model and provides the opportunity for individuals with most significant disabilities to own a business with appropriate resources and supports.

**1.6.** Self-employment policy shall apply if it is determined SSE is the appropriate employment outcome for the individual.

**1.7.** An individual may be considered for supported self-employment services when:

**1.7.1.** GVRA and the individual have identified supported self-employment as the appropriate employment outcome;

**1.7.2.** Considerable assistance is needed to develop an individualized, profitable, and sustainable microenterprise;

**1.7.3.** The individual will perform the essential tasks of the business concept, with or without accommodations;

**1.7.4.** A self-employment outcome can be maintained with necessary ongoing and extended supports in place; and

**1.7.5.** Another individual, organization, or resource has been identified to provide extended services after GVRA funded services are complete. Extended services may include:

- On-the-job support;
- Ongoing case management;
- Peer support;
- Natural support; and
- Ongoing paid professional services for the business.

## 2. AUTHORITY

**2.1.** 34 CFR § 363

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| | | |
| | | |

| Information and Referral | |
|---|---|
| **Division:** Vocational Rehabilitation: Services | |
| **Policy Number:** 8.5.8 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Information and referral services shall be provided to individuals who do not qualify for vocational rehabilitation services due to the GVRA's order of selection and to individuals who have been determined to be ineligible for vocational rehabilitation services due to inability to benefit from services in terms of a competitive integrated employment outcome. Information and Referral services are provided to assist such individuals in securing needed services to prepare for, secure, retain, advance in, or regain employment.

**1.2.** Referral to other federal and state programs, including other statewide workforce development system programs, shall be provided in order to best meet the individual's needs. Such referrals shall be completed using the GVRA's Information and Referral Form.

**1.3.** A copy of the completed Information and Referral form shall be placed in the individual's case file, and the information relating to the referral shall be placed in GVRA's database for information and referral.

## 2. AUTHORITY

**2.1.** 34 CFR § 361.37

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Job Coaching | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.9 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide job coaching services to enable an individual to prepare for competitive integrated work.

**1.2.** Individuals who receive job coaching are provided active oversight by a provider who works to modify or ensure that the individual is capable of performing the job.

**1.3.** GVRA shall not authorize on-the-job training (OJT) and a job coach simultaneously without supervisor approval.

**1.4.** The individual must be on the employer's payroll and receive benefits as any other employee/trainee

**1.5.** Job coaching may either be provided as an integral component of supported employment or may be considered as a separate service. Job coaching as a separate service shall not be provided to an individual who qualifies for Supported Employment.

**1.6.** An individual can receive up to one hundred (100) hours of job coaching. If additional hours are needed for job coaching services, the case must be staffed with the counselor and approved by the supervisor.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Job Opportunities Development/General | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.10 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Employment Services shall initiate and expand employment opportunities for individuals with disabilities. The team is responsible for coordinating and building working relationships with businesses and industries in the professionals' assigned area.

**1.2.** Programs and services shall be developed in cooperative partnerships with business and industry and collaborative relationships with appropriate agencies leading to job and career opportunities for individuals with disabilities.

**1.3.** Employment Services shall take the lead role in identifying and developing employment opportunities for individuals with disabilities.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Job Placement and Follow-Up | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.11 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. PURPOSE

**1.1.** GVRA shall assist a job-ready individual in finding and/or securing suitable work consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**1.2.** Employment Services is the lead in providing specialized employment services to include individualized job placement services, as appropriate, for job-ready persons with disabilities.

**1.3.** The individual is responsible for taking an active role in job search activities as documented in the Individualized Plan for Employment. An emphasis is placed on working with the team to identify appropriate potential employers and employment opportunities.

**1.4.** Employment Services shall document job placement activities in the case notes. These may include but are not limited to:

**1.4.1.** Labor Market Information;

**1.4.2.** Consults;

**1.4.3.** Job search activities;

**1.4.4.** Placement information including:

- Employer contact information;
- Job title;
- Job duties;
- Pay rate;
- Benefits;
- Follow-up notes.

**1.4.5.** Employer needs or concerns as related to an individual placed into employment and follow-up activities.

**1.5.** The counselor shall ensure placement follow-up services according to the needs of the individual for a minimum of 90 consecutive days to:

**1.5.1.** Determine the suitability of the job;

**1.5.2.** Ascertain the individual's level of adjustment to the job;

**1.5.3.** Detect and resolve possible problems; and

**1.5.4.** Assist the employer, co-workers, etc. in accepting the new employee.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| On-The-Job Training (OJT) | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.12 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of on-the-job training (OJT) for an individual to achieve entry level job skills to meet their Individualized Plan of Employment goal of competitive integrated employment.

**1.2.** OJT gives an individual direct work experience where direct oversight or extra supervision may not be required.

**1.3.** GVRA shall not authorize OJT and a job coach simultaneously without supervisor approval.

**1.4.** The individual must be placed on the employer's payroll, paid at least minimum wage, and receive benefits as any other employee/trainee.

**1.5.** GVRA may reimburse the employer/trainer one-half the agreed upon starting wage of the individual/trainee for up to forty (40) hours per week. No reimbursement may be authorized for overtime.

**1.6.** An OJT salary supplement may be authorized for up to six months

**1.7.** A monthly training progress report shall be obtained from the employer/trainer by the counselor to determine satisfactory progress of the individual.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Physical/Mental Restoration | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.13 | **Effective Date:** 10/01/2002 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. PURPOSE

**1.1.** GVRA may authorize the provision of a physical or a mental restoration service(s) for an individual to correct or substantially improve a physical or a mental condition which affects their work outcome.

**1.2.** GVRA shall not authorize or provide medical restoration service(s) for the following procedures:

**1.2.1.** Abortion;

**1.2.2.** Acupuncture;

**1.2.3.** Gastrointestinal bypass surgery;

**1.2.4.** Sex change procedure, medical or otherwise, nor any supportive service(s) associated with such a procedure(s);

**1.2.5.** Stomach stapling;

**1.2.6.** Organ transplant;

**1.2.7.** Tubal ligation;

**1.2.8.** Vasectomy;

**1.2.9.** Routine medical and dental preventive care;

**1.2.10.** Liposuction;

**1.2.11.** Wiring of the Jaws (for weight loss);

**1.2.12.** Any medical procedure which:

- Has a high mortality rate;
- Has a success rate reported to be less than seventy five percent successful;

- Reputable medical sources question the delivery system for the treatment or have shown the treatment to be useless or ineffective;
- Is determined by the GVRA's policy consultant to be experimental; or
- Does not substantially affect the individual's employment outcome.

**1.3.** GVRA shall not authorize or provide mental restoration services for the following:

**1.3.1.** Any treatment which reputable medical sources question or have shown to be useless or ineffective;

**1.3.2.** Any treatment which is determined by GVRAs policy consultant to be experimental;

**1.3.3.** Any treatment which does not substantially affect the individual's employment outcome.

**1.4.** The individual shall be allowed to choose the medical provider of their choice from among licensed specialists qualified in the diagnosis and treatment of their impairment(s) if they are not eligible for service(s) from a comparable benefit source. The medical provider must be willing to accept GVRA's established fee(s).

**1.5.** The following criteria shall be met for the provision of services:

**1.5.1.** The clinical status of the impairment, as indicated by the prognosis of the specialist's examination, must be stable or slowly progressive;

**1.5.2.** The anticipated outcome of the proposed treatment must benefit the individual in terms of a work outcome; and

**1.5.3.** The restoration service(s) is included on an approved Individualized Plan for Employment (IPE).

**1.6.** The service shall be authorized utilizing licensed specialists.

**1.6.1.** For mental restoration services, a licensed specialist is a psychiatrist, psychologist, Neuropsychologist, an Advanced Practice Registered Nurse, Licensed Clinical Social Worker, or Licensed Professional Counselor skilled in the treatment of mental illness or cognitive disabilities.

**1.6.2.** For physical restoration, the licensed specialist is a physician, advanced practicing registered nurse or physician assistant who is recognized as being a specialist in the appropriate field, or a licensed medical provider (i.e. audiologist or optometrist) who has knowledge and expertise in the diagnosis and treatment of the specific condition.

**1.7.** GVRA may authorize or provide dental restoration services for an individual only when the evidence indicates:

**1.7.1.** A facial deformity from birth and correction required involves the mouth and/or teeth;

**1.7.2.** Serious dental infections which affect other body systems (pericarditis, etc.) which must be documented by a physician specializing in the body system affected, specialist in family practice or internist;

**1.7.3.** Serious injury (accidental) to teeth or mouth requiring dental or medical attention or other condition requiring facial plastic surgery;

**1.7.4.** A dental condition, which if not treated, will directly interfere with the individual's primary physical impairment. The condition must be documented by the physician treating the primary physical impairment; or

**1.7.5.** Temporomandibular Joint (TMJ) Syndrome

**1.8.** Treatment Out-of-State

**1.8.1.** A physical or mental restoration service(s) shall not be authorized out of state if the service(s) is available in Georgia except:

- In geographical areas routinely used for the convenience of the individual;
- Where it shall be economically beneficial for GVRA;
- In situations involving informed choice in which the individual agrees to pay any costs in excess of allowable state fees, as applicable

**1.8.2.** Standards and fees established by the vocational rehabilitation program in the other state shall be followed and utilized for payment of service(s).

**1.9.** Treatment of Complications

**1.9.1.** GVRA may assume responsibility for arranging for physical restoration services which, in addition to those initially authorized, may be needed for the safety of the individual and the achievement of their physical restoration objective and ultimately of their employment goal.

**1.9.2.** If a medical complication does occur, the counselor should act promptly to arrange for necessary treatment.

**1.9.3.** If the seriousness of the complication(s) interferes with the possibility of the individual achieving the employment goal, it may be necessary to reevaluate the person or even to close the case as currently not eligible. In such a case the GVRA shall continue service(s) only until the acute medical condition has been resolved.

**1.10.** Long-Term Restoration

**1.10.1.** If a physical or mental restoration service(s) is authorized for six months or more, the counselor shall monitor and document the individual's progress in the case file at least every sixty (60) days.

**1.10.2.** Annual or more frequent specialist examination(s) may be needed to assess the individual's ability to progress toward their employment goal.

**1.10.3.** GVRA recognizes that, in some cases, the individual's condition will extend beyond the vocational rehabilitation process. In order to ensure the individual's success on the job, community based treatment should be arranged by the counselor prior to case closure to the extent reasonable and possible based upon availability of treatment through other resources or sponsorship.

**1.10.4.** GVRA shall recommend that an individual accept an approved physical or mental restoration service(s) when the service(s) shall improve the disabling condition.

**1.10.5.** Other purchased services cannot be authorized if the individual refuses approved restoration which shall improve their disability except for refusal by reason of religious belief or substantial risk.

## 2. AUTHORITY

**2.1.** O.C.G.A. § 49-9-1

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2002 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Acute Condition or Intercurrent Illness | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.14 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of medical care for an individual for an acute condition or intercurrent illness occurring during the time the individual is receiving planned vocational rehabilitation services and meets the following criteria:

**1.1.1.** The individual is in Trial Work Experience(s), Service, Job Ready, or Employed status, and

**1.1.2.** The acute condition or intercurrent illness is such that it would complicate or delay either the individual's participation in trial work experience(s) or the individual's achievement of their employment goal.

**1.2.** No funds shall be authorized or expended on any case that moves into Service status or above following the effective closing date of a priority category when the classification of the case puts it in a closed priority category.

**1.3.** GVRA shall not authorize medical care for an acute condition or intercurrent illness for an individual who has been placed in a closed priority category under the Program's order of selection

**1.4.** If the acute condition or intercurrent illness leads to changes in the individual's condition, it may be necessary to reevaluate the individual, amend the Individualized Plan for Employment (IPE) or close the case.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Hospitalization | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.15 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide hospitalization for an individual for diagnosis, surgery, or other treatment of an impairment.

**1.2.** Hospitalization is limited to those hospitals which have been approved by GVRA except in a situation of an acute or intercurrent illness.

**1.3.** If the individual has private hospitalization insurance, Medicare or Medicaid, it must be utilized.

**1.4.** The counselor shall inform the individual in writing before they go to the hospital they shall not be placed in a private room unless:

**1.4.1.** The attending physician recommends it;

**1.4.2.** The hospital does not have semi-private or ward rooms; or

**1.4.3.** There is no semi-private room or ward space available and the hospitalization cannot be postponed.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Clinics/General | |
|---|---|
| **Division:** Vocational Rehabilitation: Services | |
| **Policy Number:** 8.5.16 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. PURPOSE

**1.1.** GVRA shall, when appropriate and available, use clinical facilities in the provision of service(s) for an individual

**1.2.** Prior to an authorization for treatment, consideration must be first given to any clinical service available from a public hospital, public clinic, or other community rehabilitation program offering the service for which the individual may be eligible.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Auditory Training | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.17 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. PURPOSE

**1.1.** GVRA may authorize or provide auditory training to enable an individual to prepare for, secure, advance in, or retain competitive integrated employment.

**1.2.** Auditory training must be recommended by a GVRA approved audiologist or speech pathologist.

**1.3.** Auditory training or aural rehabilitation shall be conducted by a licensed audiologist or speech pathologist with special training in this field.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Speech-Language Therapy | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.18 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. PURPOSE

**1.1.** GVRA may authorize or provide speech - language therapy to enable an individual to prepare for, secure, advance in, or retain a competitive integrated employment goal.

**1.2.** A speech-language evaluation must be obtained from a licensed speech pathologist or a GVRA approved speech and hearing clinic. The evaluation shall include:

**1.2.1.** An oral peripheral examination and an assessment of articulation, voice, fluency and language; and

**1.2.2.** Specific recommendations must describe how speech-language therapy including augmentative communication aids may significantly benefit the individual in terms of their specific employment goal.

**1.3.** Prior to the authorization of an augmentative communication device, the counselor should consult with the assistive work technology staff to ensure the usability or appropriateness of the device as it relates to the individual's employment goal.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Cognitive Rehabilitation | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.19 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide cognitive rehabilitation for an individual to assist the person in improving or compensating for a variety of impaired cognitive processing abilities which affect the individual's competitive integrated employment outcome.

**1.2.** A neuropsychological evaluation shall be used to determine the need for cognitive rehabilitation. In addition to the neuropsychological evaluation, other additional evaluations may be obtained from approved providers to determine the need for cognitive rehabilitation when information from the case file warrants further investigation. An evaluation recommending a program of cognitive rehabilitation should contain an outline of the specific goals and objectives to be used and the criteria for measuring progress of the intervention.

**1.3.** Continued GVRA sponsorship of cognitive rehabilitation shall be based on successful past progress as evidenced by the attainment of specified criteria for measurement. Such progress shall be measured and reported at a minimum monthly.

**1.4.** Cognitive rehabilitation shall only be authorized or provided for individuals to assist in the attainment of their employment goal identified in their Individualized Plan for Employment (IPE) and supported by the evaluation of a neuropsychologist or provider. Cognitive rehabilitation services authorized or provided by the GVRA should be part of a program for individuals who are brain injured that also includes daily living skills related to job acquisition and performance, and appropriate training and development of compensatory psychosocial adjustment skills an individual needs to survive in the workplace.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Physical or Occupational Therapy | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.20 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide physical therapy and/or occupational therapy for an individual in order to assist in the attainment of the individual's employment goal.

**1.2.** The therapy must be prescribed by the treating physician.

**1.3.** The therapy may only be provided by a qualified therapist.

**1.4.** Continued GVRA sponsorship of physical or occupational therapy shall be based on successful past progress as evidenced by the attainment of specified criteria for measurement. Such progress shall be measured and reported monthly

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Post-Employment | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.21 | **Effective Date:** 01/01/2024 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Post-Employment services are defined as one or more vocational rehabilitation services that are provided subsequent to the achievement of an employment outcome and that are necessary for an individual with a disability to maintain, regain, or advance in employment, consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**1.2.** Post-Employment services are:

**1.2.1.** Limited in scope and duration, and

**1.2.2.** Available to meet rehabilitation needs that do not require a complex and comprehensive provision of services.

**1.3.** Any service(s) which may be authorized in Service through Employed status, except those service(s) related to an acute condition or intercurrent illness, may be authorized in post-employment status. Supportive services are only permissible in conjunction with a primary vocational rehabilitation service(s).

**1.4.** A post-employment service(s) may be authorized or provided only under the same conditions which apply to the provision of any service under an IPE. If an IPE is amended to change the employment goal, services on the amended IPE would not be considered post-employment services regardless of whether the participant is currently employed or not.

**1.5.** When all planned post-employment services identified in the IPE amendment have been completed or the service(s) is being provided by another resource, the individual's case shall be closed.

**1.6.** In the event a post-employment service(s) is initiated, and it becomes apparent the individual is unable to maintain employment, the case shall be closed, or a new rehabilitation effort should be started (i.e., new IPE goal, identification of needs/services, etc.)

**1.7.** If an individual's case has been closed and needs services to maintain a position, the individual should be encouraged to re-apply and staff should work with the individual to expedite the vocational rehabilitation process.

## 2. AUTHORITY

**2.1.** 34 C.F.R. § 361.48(b), 361.5(c)(41), 361.56

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| | | |
| | | |

| The Bud McCall Post-Secondary Vocational Rehabilitation Grant | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.22 | **Effective Date:** 10/01/2002 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize and assist with post-secondary academic or vocational training.

**1.2.** Prior to agreeing to academic training as part of the Individualized Plan for Employment (IPE) and prior to authorizing services in support of post-secondary academic training, the following criteria must be met:

**1.2.1.** The counselor and individual must agree that the training is necessary for the individual to reach their employment goal; and

**1.2.2.** There must be evidence that the individual has the ability to complete the training selected. Such evidence may include the Scholastic Aptitude Test (SAT), psychological examination, vocational evaluation, acceptance into college or prior college transcripts.

**1.3.** GVRA may assist with tuition, required school fees, books/supplies and, as appropriate, maintenance (housing and meals) only at any approved state, private, out-of-state post-secondary school, or proprietary school for an approved course of study. Verification that the school is approved must be made prior to any obligation to the individual verbally, in an IPE or through an authorization of funds. GVRA support for approved tuition and fees shall be based on the 2023-2024 Federal Pell Grant amounts established by the U.S. Department of Education and will be reevaluated every three (3) years.

**1.4.** The individual must apply for and present proof of a completed application for any available comparable benefits, including the Free Application for Federal Student Aid (FAFSA). The individual must provide a copy of their Student Aid Report (SAR), an award letter and a copy of their student account detail report from the institution for the current and (where applicable) the previous semester/quarter, before GVRA shall authorize payment for post-secondary training expenses. These documents must be provided by the individual no later than thirty (30) days prior to the institution's due date for payment of tuition and fees for the semester or for the semester/quarter or no later than five (5) days after the information is made available by the institution(s). Failure to submit the required documentation by the due dates may result in non-payment by GVRA or a late payment. Any late fees associated with a individual's failure to submit required documentation by the due date shall be the responsibility of the individual. An exception may be granted by the supervisor when case documentation clearly reflects that the individual has not

been able to provide all required documentation due to institutional delays (FAFSA or PST institutions), and the individual will be adversely affected if the authorization is not created prior to receiving all the documentation. In such cases, authorizations should not exceed twelve (12) credit hours.

**1.5.** If an individual is in default on a federal school loan, the individual must repay the loan, arrange a repayment plan, or obtain an approved deferral prior to the authorization of vocational rehabilitation post-secondary and academic training services.

**1.6.** All applicable comparable benefits for which the individual has been approved must be applied to the required training expenses prior to the determination of the amount that GVRA will pay. Comparable benefits for training may include, but are not limited to, grants and non-merit scholarships.

**1.7.** The individual must inform the counselor within ten (10) days of any approval for comparable benefits for school support or if the individual directly receives such funds related to school.

**1.8.** The individual shall take a full course load, as defined by the institution, unless:

**1.8.1.** Medically contraindicated as documented in their case file each semester/quarter by a licensed specialist in the field of the individual's disability;

**1.8.2.** The individual does not need a full load to complete their course work; or

**1.8.3.** The required courses in the individual's program are not available due to scheduling.

**1.9.** GVRA shall authorize and make payment for only those courses and electives outlined in an approved curriculum for a specific certification, diploma, or degree from the approved school, and only for courses that lead to the certification, diploma or degree required for the chosen employment goal. The individual must submit a schedule of their classes each semester/quarter prior to GVRA authorization for the following semester/quarter.

**1.10.** The counselor may authorize and make payment for the taking of any course only once. A supervisor may approve a counselor's request to authorize the repeating of a course by an individual. Such approval may be granted only once for the same course.

**1.11.** The individual must present a copy of their semester/quarter grades to the GVRA counselor within five (5) days of the school posting of grades.

**1.12.** The individual must maintain a minimum cumulative 2.0 grade point average, or the minimum cumulative grade point average necessary to maintain good standing with the school and to graduate from their approved course of study required for the

employment goal, whichever is greater. One probationary semester or quarter may be authorized to allow the individual to raise their grade point average. If the individual does not achieve the required cumulative grade point average at the end of the probationary period, GVRA shall not resume sponsorship until the individual has reached the required minimum cumulative grade point average.

**1.13.** GVRA shall authorize or make payment for no more than two (2) probationary semesters/quarters during the entire training program. The counselor may not authorize two probationary semesters/quarters sequentially.

**1.14.** The individual shall maintain regular contact with their counselor. Any change in the individual's employment goal or training program must be agreed upon, in advance, by the individual and counselor, and must be reflected by an amended IPE. The individual shall not withdraw from any class or the school itself without first contacting and obtaining agreement from the counselor.

**1.15.** GVRA sponsorship for a freshman pursuing an undergraduate degree (bachelor's degree) shall be limited to five (5) years and for each year thereafter shall be decreased by one (1) year based on the individual's enrollment status (sophomore, junior, senior). If the time sponsored by GVRA in post-secondary training extends beyond the expected date of successful completion as defined by the curriculum, one additional semester/quarter may be authorized with supervisor approval and documentation in the case file.

**1.16.** For all post-secondary school cases, an annual in-depth review is required to assess the individual's training results and to determine if the individual is making adequate progress towards the established employment goal. Satisfactory progress shall not be occurring for those individuals who continuously attend training on less than a full time basis. If the individual is not progressing satisfactorily in their approved course of study, training shall be suspended, and the counselor and individual shall work together to identify a more appropriate employment goal.

**1.17.** GVRA may assist with payment for the following ancillary services:

**1.17.1.** Any admission test required by the school or institution;

**1.17.2.** Vocational occupational training supplies may be approved based on a list of required items provided by the professor, syllabus, or other official document.

**1.17.3.** Required books/supplies up to the maximum rate as determined by the Business Unit but not exceeding the actual cost. Proof of payment reflecting books/supplies purchased is required.

**1.17.4.** Training aids and/or assistive work technology;

**1.17.5.** Interpreter, readers, or note takers for an individual who is deaf, blind or deaf- blind;

**1.17.6.** Required parking fees for students who are commuting to and from school;

**1.17.7.** Certification and/or licensure examinations required by program;

**1.17.8.** Occupational license required to complete training and enter employment in the agreed upon employment goal; or

**1.17.9.** Tutoring.

NOTE: Should any of the above items be considered reasonable accommodations for which the school should be responsible, payment for these services shall be sought from the school prior to the authorization of GVRA funds.

**1.18.** If an individual receives an overpayment during a semester/quarter, the individual must immediately refund GVRA, agree to a payment plan or agree to have future payments adjusted to deduct the overpayment. The individual shall reimburse GVRA when the following circumstances apply:

**1.18.1.** The individual receives financial assistance from comparable benefits for services (tuition, required school fees, books/supplies and maintenance (housing and meals,) already paid for by GVRA;

**1.18.2.** The individual receives a refund as a result of dropping a class;

**1.18.3.** The individual has not utilized GVRA training funds for the purpose they were intended.

**1.18.4.** The individual shall reimburse GVRA per the following GVRA reimbursement procedures: The individual shall pay the full amount of required reimbursement; no later than forty-five (45) days prior to the institution's due date for payment of tuition and fees for the next semester/quarter, or the individual shall have the amount deducted from the next authorization(s) until the balance has been paid in full.

**1.18.5.** If the individual refuses to refund GVRA, post-secondary training support shall be suspended, and/or the case may be closed for misuse of funds

**1.19.** The counselor and individual shall pursue accommodations/support services for training that may be available from post-secondary training institutions in compliance with Section 504 of the Rehabilitation Act of 1973, as amended, and with the Americans with Disabilities Act. If the school will not provide the necessary accommodations, GVRA may authorize the needed services but shall seek reimbursement from the school.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.46; 361.48(b); 361.50(b); 361.53;361.54; RSA TAC 05-01

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2002 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Post Graduate Training | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.23 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may provide post graduate training when such training is necessary to obtain work in the individual's agreed upon occupation. Care must be taken in the joint development of the Individualized Plan for Employment (IPE) not to plan services that surpass those required for the agreed upon occupation as indicated by the employment goal on the IPE.

**1.2.** GVRA may authorize the provision of post-graduate university training for an individual whose employment goal requires a post-graduate degree to work in a specific occupation under the following conditions:

**1.2.1.** The individual must be accepted in good standing (not probationary or provisional status) before they may be considered for program sponsorship to an approved graduate school, and

**1.2.2.** The individual sponsored by GVRA for graduate level work must maintain the minimum grade point average (GPA) required by the accredited program from which graduation is planned. Program sponsorship may be suspended or terminated for failure to maintain the required grade point average.

**1.3.** All policies relating to post-secondary academic and vocational training shall apply.

## 2. AUTHORITY

**2.1.** 34 CFR §§ 361.46, 361.48(f), 361.50(b), 361.52, 361.53, 361.54

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
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| Pre-Employment Transition Services | |
|---|---|
| **Division: Vocational Rehabilitation** | |
| **Policy Number:** 8.5.24 | **Effective Date:** 7/1/2025 |
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## 1. PURPOSE

The purpose of this policy is to ensure that the Georgia Vocational Rehabilitation Agency (GVRA) in accordance with the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by the Workforce Innovation and Opportunity Act (WIOA) has a consistent and efficient statewide approach to providing Pre-ETS to eligible and/or potentially eligible students with disabilities as they transition from high school, college, or vocational training to competitive integrated employment.

## 2. SCOPE / APPLICABILITY

This policy applies to all GVRA Vocational Rehabilitation (VR) staff, supervisors, district managers, administrators, students with disabilities who are potentially eligible or eligible for VR services, and their families, advocates, and stakeholders of GVRA.

It is the policy of GVRA that Pre-ETS (Pre-ETS) are made available to help all students with disabilities begin to identify career interests and to learn skills in preparation for transition to competitive integrated employment and/or postsecondary education. Additionally, GVRA will track the costs of Pre-ETS to the level of required, authorized, and coordination activities as defined below.

## 3. TERMS AND DEFINITIONS

**3.1 Pre-Employment Transition Services:**
For purposes of pre-employment transition services, this means all services provided to students with disabilities, regardless of whether they have applied for or been determined eligible for the Vocational Rehabilitation (VR) program.

**3.2 Potentially Eligible Student with a Disability (SWD)**
Individuals who meet the definition of a student with a disability are eligible for pre-employment transition (Pre-ETS) services regardless of whether they have applied for or been determined eligible for the Vocational Rehabilitation (VR) program.

**3.3 Student with a Disability:**
An individual with a disability in a secondary, postsecondary, or other recognized education program who is not younger than the earliest age for the provision of transition services under section 614(d)(1)(A)(i)(VIII) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)(1)(A)(i)(VIII)); or if the State involved elects to use a lower minimum age for receipt of pre-employment transition services

under this Act, is not younger than that minimum age; and is not older than 21 years of age; or if the State law for the State provides for a higher maximum age for receipt of services under the Individuals with Disabilities Education Act (20 U.S.C. 1400 *et seq.*), is not older than that maximum age; and is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act (20 U.S.C. 1411 *et seq.*); or is a student who is an individual with a disability, for purposes of section 504.

## 4. POLICY

**4.1** Pre-employment Transition Services

**4.1.1.** GVRA shall reserve 15% of its total federal allotment of 110 funds to provide students with disabilities with the five Pre-ETS and coordination activities required by the Rehabilitation Act, as amended by WIOA, and identified (in C,2) below.

**4.1.2.** If reserve funds remain, GVRA may provide additional authorized Pre-ETS in accordance with the Rehabilitation Act, as amended by WIOA.

**4.2** Pre-ETS are provided to students in Georgia with a disability who are:

**4.2.1** Eligible for VR services in accordance with the GVRA Eligibility Policy; or

**4.2.2** Potentially eligible for VR services (i.e., all students with disabilities, including those who have not applied or been determined eligible for VR services).

**4.2.3** "Student with a disability" shall be defined as a person who meets all of the following criteria:

a. Is at least 14 but no more than 22 years of age.

b. Has a disability and has submitted the required qualifying medical documentation signed by a medical provider or a copy of his or her Individualized Education Program (IEP) or 504 Plan.

c. Has documentation confirming enrollment as a student in an educational program, including:

1. Secondary school, including home school and alternative school programs (e.g., those housed within the juvenile justice system);

2. Post-secondary education programs approved by a federally recognized accrediting agency under the U.S. Department of Education's Office of Post-secondary Education (OPE)

3. Adult basic educational programs which lead to a recognized educational credential (e.g. high school diploma); and

4. State, nationally, or industry recognized certificate programs leading to a credential (e.g. Certified Nursing Assistant, Phlebotomy Technician, Microsoft

Certification, Commercial Driver's License Certification, Automotive Service Excellence Certification).

Documentation of enrollment may include an IEP, 504 Plan, report card, college acceptance letter, college registration receipt, or other documentation from the educational program, and must be current each time a Pre-ETS agreement is initiated to demonstrate that the student continues to qualify for these services.

**4.3** Required Services and Statewide Availability:

**4.3.1** The primary purpose of Pre-ETS provided or coordinated by the Agency is to help students begin to identify career interests and to learn skills in preparation for transition to employment and/or post- secondary education. GVRA shall make every effort to provide or coordinate these services to ensure District-wide availability.

**4.3.2** Required Pre-ETS may be provided in a group and/or an individualized setting and are limited to any or all of the services listed below:

a. job exploration counseling;

b. work-based learning experiences, which may include in-school or after school opportunities, or experience outside the traditional school setting (including internships), that are provided in an integrated environment to the maximum extent possible;

c. counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;

d. workplace readiness training to develop social skills and independent living; and

e. instruction in self-advocacy (including instruction in person-centered planning), which may include peer mentoring (including peer mentoring from people with disabilities working in competitive integrated employment).

Potentially eligible students may only receive services that address the five areas listed above. Students who have applied for, and have been found eligible for, vocational rehabilitation may receive the full range of vocational rehabilitation services including services such as college or other vocational training, assistive work technology, and/or job placement.

**4.4.** Providing auxiliary aids and services under Pre-ETS

**4.4.1** Auxiliary aids and services include:

a. Qualified interpreters on-site or through video remote interpreting (VRI) services; note takers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned

telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing;

b. Qualified readers; taped texts; audio recordings; Brailed materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision. Pre-employment transition service funds may not be used to modify a student's personal equipment or devices, or to provide personal equipment or devices of which students would retain ownership. As noted in the Notice of Interpretation (,Federal Register / Vol. 85, No. 40 / Friday, February 28, 2020 / Rules and Regulations page 11850), Because auxiliary aids and services necessary for students with disabilities to access or participate in pre-employment transition services are an allowable cost, GVRA may use funds reserved for providing Pre-ETS to pay for those auxiliary aids and services for any student with a disability who needs them, regardless of whether they have applied and been determined eligible for VR services. For example, for a student who is deaf, GVRA could purchase interpreter services or video-based telecommunication products to ensure access to information and activities related to job exploration counseling or other Pre-ETS.

c. Acquisition or modification of equipment or devices; and

d. Other similar services and actions.

**4.4.2** GVRA shall ensure that no qualified student with a disability is denied the benefit of Pre-ETS on the basis of the person's disability. Therefore, if a student with a disability requires auxiliary aids or services to access or participate in any of the required Pre-ETS, GVRA may pay for such costs when no other public entity is required to provide such aid or service.

**4.4.3** GVRA shall make every effort to develop and maintain cooperative working relationships with District secondary education staff (including alternative school programs), post-secondary education staff, District government operated programs, and workforce development partners to coordinate Pre-ETS.

**4.4.4** Pre-Employment Transition Coordination activities include:

a. Participating in IEP meetings for both eligible and potentially eligible students. Participation may be in person or by teleconference, when invited, pending GVRA representative availability;

b. Attending person-centered planning meetings for students with disabilities receiving services under title XIX of the Social Security Act, when invited;

c. Working with workforce development partners, employers, and GVRA network providers to develop work-based learning experiences for students with disabilities; and

d. Working with schools to coordinate and ensure the provision of pre employment transition services. DCRSA will provide accurate information to referral sources regarding the timeline and application process for vocational rehabilitation services; and local education agencies (LEAs) will refer students with disabilities in secondary education as early as age 14 for pre employment transition services and check on the status of these referrals.

**4.5** Standards

**4.5.1** Working with schools to coordinate and ensure the provision of pre- employment transition services. GVRA will provide accurate information to referral sources regarding the timeline and application process for vocational rehabilitation services; and local education agencies (LEAs) will refer students with disabilities in secondary education as early as age 14 for pre- employment transition services and check on the status of these referrals.

**4.5.2** Provision of Pre-ETS to students with disabilities shall be:

a. Governed by GVRA policies and procedures, and in accordance with District and federal law and regulation and the statewide educational cooperative agreement developed between the Office of the State Superintendent of Education and

b. Provided based on parental consent, when applicable, to participate in pre-employment transition services obtained pursuant to the State law, as well as policies of the educational programs.

**4.5.3** Students with disabilities are not required to apply for or be determined eligible for VR services before receiving Pre-ETS. Students who have provided adequate documentation of their disability and enrollment in a recognized education program shall not have their participation in Pre-ETS delayed by the process of applying for VR services.

**4.5.4** A student with a disability who needs individualized vocational rehabilitation services, in addition to Pre-ETS, must apply for and be determined eligible for the VR program and have an approved Individualized Plan for Employment (IPE).

**4.5.5** Students with disabilities are not exempt from any of the order of selection requirements for VR services, but if a student receiving Pre-ETS is found eligible for VR services and assigned to a closed priority category, she or he may continue to receive any and all pre-employment transition service while on a wait list for additional VR services.

**4.5.6** When a student with a disability has an IPE, provision of Pre-ETS will be included on the IPE.

**4.5.7** Students who do not apply for VR services may continue to receive Pre-ETS as long as they continue to satisfy the definition of a student with a disability.

**4.5.8** Pre-ETS shall be discontinued once a person no longer satisfies the definition of a student with a disability, regardless of whether those services were being provided consistent with an IPE.

**4.5.9** Pre-ETS shall cease to be provided under an IPE once the individual has been moved into employed status. All other VR services may continue as planned.

**4.6** Allowable Costs for Eligible Students with Disabilities with an IPE

**4.6.1** Allowable costs to be charged to the Reserve:

a. Five required Pre-ETS
b. Auxiliary aids and services
c. Additional VR services that can be provided under section 103(a) of the Rehabilitation Act and 34 CFR 361.48(b) using reserved funds, in accordance with an approved IPE are:
   i. Necessary for the provision or receipt of pre-employment transition services
   ii. Reasonable
   iii. Allowable
   iv. Allocable

**4.7** With respect to those services in section 103(a) of the Rehabilitation Act that fall within the nature, scope, and purpose of pre-employment transition services described in section 113(b) and 34 CFR 361.48(a)(2), it is noted that section 103(a) is not an exhaustive list of services (34 CFR 361.48(b)(21)). GVRA may provide any service that an eligible individual needs to achieve an employment outcome in accordance with an approved IPE and those services ***may*** include:

**4.7.1** Assessment Services – GVRA may provide assessment services to eligible individuals to determine VR needs. These services are generally provided in the very early stages of the VR process with an eligible individual with a disability and, thus, are consistent with the nature, scope, and purpose of pre-employment transition services as stated in section 103(a)(1) and 34 CFR 361.48(b)(2). Given that the purpose of assessment services under section 103(a)(1) and 34 CFR 361.48(b)(2) is to determine the VR needs of individuals with disabilities, it is reasonable that an eligible student with a disability would need further assessment services while engaging in any of the pre-employment transition services set forth at section 113(b) and 34 CFR 361.48(a)(2) to fully benefit from those activities. (Assessment Services do not require an IPE to be provided.)

**4.7.2** Counseling and Guidance -GVRA may provide counseling and guidance services to eligible individuals throughout the VR process. These services are directly connected with the nature, scope, and purpose of two pre-employment transition services, specifically job exploration counseling (section 113(b)(1) and 34 CFR 361.48(a)(2)(i)) and counseling on opportunities for enrollment in comprehensive transition and other post-secondary education programs at institutions of higher education (section 113(b)(3) and 34 CFR 361.48(a)(2)(iii)). Given that counseling and guidance services are specifically listed among the pre-employment transition services at section 113(b) and 34 CFR 361.48(a)(2), these services clearly fall within the nature, scope, and purpose of pre-employment transition services. Therefore, it is reasonable that an eligible student with a disability could need these services in order to benefit from pre-employment transition services activities. (Counseling and Guidance Services do not require an IPE to be provided.)

**4.7.3** Referral Services – GVRA may provide referral services to eligible individuals with disabilities to secure needed services from other agencies throughout the VR process. While these services are not directly connected to any particular pre-employment transition services activity described in section 113(b) and 34 CFR 361.48(a)(2), section 113(a) of the Rehabilitation Act and 34 CFR 361.48(a) make clear that the VR agency must provide, or arrange for the provision of, pre-employment transition services to students with disabilities in need of such services. The Rehabilitation Act clearly envisioned circumstances in which GVRA itself would not be able to provide the pre-employment transition services and would need to reach agreements with other entities to provide those services. As such, it is reasonable that an eligible student with a disability could need a referral in order to participate in one or more of the pre-employment transition services set forth in section 113(b) of the Rehabilitation Act and 34 CFR 361.48(a)(2). In this circumstance, the referral services under section 103(a)(3) and 34 CFR 361.48(b)(4) for that eligible student with a disability would fall squarely within the nature, scope, and purpose of pre-employment transition services. (Referral services do not require an IPE to be provided)

**4.7.4** Maintenance – GVRA may provide maintenance to eligible individuals with disabilities to cover additional costs incurred while receiving VR services per section 103(a)(7) and 34 CFR 361.48(b)(7). Maintenance is unique from most other VR services listed in section 103(a) and 34 CFR 361.48(b) because it must be provided in combination with another VR service, such as pre-employment transition services. It is reasonable that an eligible student with a disability who is participating in pre-employment transition services could incur additional costs to participate in those services (e.g., purchase of required clothing for a work-based learning experience under section 113(b)(2) and 34 CFR 361.48(a)(2)(ii) or the purchase of a talking alarm clock to participate in workplace readiness training under section 113(b)(4) and 34 CFR 361.48(a)(2)(iv)). Therefore, to the extent an eligible student with a disability needs maintenance, in accordance with an approved IPE, to benefit from pre-employment transition services, then such maintenance services fall within the nature, scope, and purpose of pre-employment transition services. However, we clarify that it is not reasonable to provide maintenance services to all eligible students with disabilities in all circumstances with the use of the reserved funds under this interpretation. GVRA must ensure the costs incurred for maintenance are allocable to the pre-employment transition services that the eligible student with a disability is receiving, as opposed to other VR services that the student may be receiving simultaneously.

**4.7.5** Transportation – GVRA may provide transportation services, including training in the use of public transportation, to eligible individuals with disabilities throughout the VR process per section 103(a)(8) and 34 CFR 361.48(b)(8). GVRA must provide transportation services only in combination with another VR service, such as pre-employment transition services. It is reasonable that an eligible student with a disability who is participating in pre-employment transition services could need transportation services to benefit from any of the pre-employment transition services described in Section 113(b) of the Rehabilitation Act and 34 CFR 361.48(a)(2). To the extent an eligible student with a disability needs transportation services in accordance with an approved IPE to participate in any of the pre-employment transition services, the transportation services clearly fall within the nature, scope, and purpose of those pre-employment transition services. It is not reasonable to provide all types of transportation services to all eligible students with disabilities with the use of the reserved funds under this interpretation. As with the maintenance

services described earlier, GVRA must ensure the costs incurred for transportation services are allocable to the pre-employment transition services that the eligible student with a disability is receiving, as opposed to other VR services that the eligible student may be receiving simultaneously.

**4.7.6** Personal Assistance Services – GVRA may provide personal assistance services to eligible individuals with disabilities when needed to participate in another VR service. Personal assistance services may only be provided in combination with another VR service, such as pre-employment transition services. It is reasonable that an eligible student with a disability, particularly a student with a significant disability, who is participating in pre-employment transition services could need personal assistance services in order to participate in those services per section 103(a)(9) and 34 CFR 361.48(b)(14). To the extent an eligible student with a disability needs personal assistance services, in accordance with an approved IPE, to participate in pre-employment transition services, such personal assistance services fall within the nature, scope, and purpose of pre-employment transition services. only those personal assistance services identified in an IPE directly related to the eligible student with a disability's participation in pre-employment transition services are allocable and, thus, could be paid with the reserved funds. GVRA must pay for all other personal assistance services needed by the eligible student with other VR program funds.

**4.7.7** Rehabilitation Teaching and O&M – GVRA may provide rehabilitation teaching services and orientation and mobility services to eligible individuals who are blind. These services, particularly the orientation and mobility services, also are offered as pre-employment transition services, namely ‘‘workplace readiness’’ training under section 113(b)(4) of the Rehabilitation Act and 34 CFR 361.48(a)(2). Therefore, it is reasonable and allocable to pre-employment transition services activities for GVRA to use funds reserved under section 110(d)(1) of the Rehabilitation Act and 34 CFR 361.65(a)(3)(i) to pay for these services in the event an eligible student with a disability needs them, in accordance with an approved IPE, to benefit from pre-employment transition services per section 103(a)(11) and 34 CFR 361.48(b)(11). Because these services actually constitute workplace readiness training under section 113(b)(4) and 34 CFR 361.48(a)(2)(iv), the services under section 103(a)(11) and 34 CFR 361.48(b)(11) clearly fall within the scope, nature, and purpose of pre-employment transition services.

**4.7.8** Rehabilitation Technology – GVRA may provide eligible individuals with disabilities rehabilitation technology throughout the VR process when needed and identified on an approved IPE. It is reasonable that an eligible student with a disability, especially a student with a significant disability, could need rehabilitation technology to benefit from pre-employment transition services, particularly those involving work-based learning experiences under section 113(b)(2) and 34 CFR 361.48(a)(2)(ii), workplace readiness training under section 113(b)(4) and 34 CFR 361.48(a)(2)(iv), and self-advocacy training under section 113(b)(5) and 34 CFR 361.48(a)(2)(v) per section 103(a)(14) and 34 CFR 361.48(b)(17). GVRA must ensure that the costs incurred for the rehabilitation technology are needed by the eligible student with a disability to participate in pre-employment transition services, as opposed to other VR services the eligible student might be participating in simultaneously. Pursuant to 2 CFR 200.403 through 200.405, GVRA may use the funds reserved under section 110(d)(1) of the Rehabilitation Act and 34 CFR 361.65(a)(3)(i) to pay for the costs of rehabilitation technology that is reasonably allocable to the pre-employment transition services activities of the eligible student with a disability.

GVRA must use other VR funds to pay for the portion of the cost, or the entire cost if applicable, that is not allocable to the pre-employment transition services activities.

**4.7.9** Family Services – GVRA may provide services to family members of an eligible individual with a disability when these services are necessary for the eligible individual to achieve an employment outcome. As with certain other services (i.e., maintenance, transportation, and personal assistance services), services to the family, by their very nature, must be provided in combination with another VR service, such as pre-employment transition services. Given that pre-employment transition services represent the earliest set of services available to students with disabilities under the VR program, it is reasonable that a family member could need services to enable the eligible student with a disability to benefit from pre-employment transition services per section 103(a)(19) and 34 CFR 361.48(b)(9).

**4.7.10** Coaching Services – GVRA may provide coaching services for eligible students with disabilities participating in work-based learning experiences under section 113(b)(2) and 34 CFR 361.48(a)(2)(ii). These coaches perform similar functions as job coaches do in supported employment settings by assisting the eligible student with a disability to perform the tasks assigned during the work-based learning experiences. While these particular coaching services are not specifically listed in section 103(a), they would be considered allowable VR services under section 103(a) and 34 CFR 361.48(b)(21) if needed by an eligible student with a disability, in accordance with an approved IPE, to participate in pre-employment transition services

**4.8** VR services that are often outside of the nature, scope and purpose of those services; and ***may not be charged*** to the funds reserved:

**4.8.1** Vocational and Other Training Services

a. Unless a SWD needs books, tools, or other training materials for a Pre-ETS service such as workplace readiness training or work-based learning experiences not to include tuition payments at a post-secondary institution, such service is outside the nature, scope, and purpose of pre-employment transition services and, thus, is not allocable to those services.

**4.8.2** Advance training

**4.8.3** Transition Related Services

**4.8.4** Medical Services

**4.8.5** Employment Related Services

## 5. RELATED POLICIES AND/OR DOCUMENTS

## 6. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 7/1/2025 | Date of Creation |
| | | |

| Transitioning Students | |
|---|---|
| **Division: Vocational Rehabilitation** | |
| **Policy Number**: 8.5.25 | **Effective Date:** 10/01/1999 |
| **Last Review Date**: 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1** Transition services shall be provided to eligible students with disabilities to facilitate the transition from the receipt of educational services in secondary school to the receipt of vocational rehabilitation services oriented toward a competitive integrated employment outcome. Transition services may be either services to eligible individuals or services to groups.

**1.2** The coordinated transition activities shall be based on the individual student's needs, taking into account the student's preferences and interests and shall include:

**1.2.1** Consultation and technical assistance to assist the schools in planning for the transition of students with disabilities;

**1.2.2** Outreach to and identification of students with disabilities who need transitioning services;

**1.2.3** Transition planning that facilitates the development and completion of the student's Individualized Education Program (IEP) and Individualized Transition Plan (ITP); and

**1.2.4** Development of the Individualized Plan for Employment (IPE) which identifies the employment goal and the vocational rehabilitation services to enable the student to obtain a competitive integrated employment outcome.

**1.3** The IPE shall be completed and signed by the student prior to his or her graduation from high school.

**1.4** Transitioning services may be provided for groups of students and may be provided prior to any or all of the students becoming applicants for vocational rehabilitation services.

**1.5** Consultative and technical assistance services may be provided to schools as services to groups for the benefit of groups of transitioning students with disabilities.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Work Readiness Training | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.26 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide work readiness training for an individual for the purpose of developing pre-employment skills (to prepare for a job search), work maturity skills (to keep a job) and/or life skills (core skills necessary to function productively in society) for the attainment of work readiness.

**1.2.** Prior to the provision of work readiness training:

**1.2.1.** The individual must have a work readiness assessment to determine the work readiness training needs and

**1.2.2.** GVRA staff and the individual must agree that work readiness training is necessary for the individual to reach their employment goal.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Employment Skills Training | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.27 | **Effective Date:** 09/01/2005 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Employment Skills Training may be authorized for an individual who requires such training for entry into their chosen employment goal.

**1.2.** The provider of such training must be an approved provider with demonstrated skills in the area in which the training is provided. The provider shall provide an outline and organized procedures for the training prior to its initiation.

**1.3.** Employment Skills Training shall be:

**1.3.1.** Consistent with the needs and abilities of the individual;

**1.3.2.** Limited to a specific skill or set of skills within an occupation and

**1.3.3.** Limited to hands on training.

**1.4.** Skills or occupational goals requiring certification or licensure are excluded from this training.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 09/01/2005 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Supportive Services/General | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.28 | **Effective Date:** 10/01/2002 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide a supportive service(s) to enable an individual to participate in or receive benefit from another authorized or provided diagnostic, assessment, or primary service which is in support of the individual's attainment of their employment goal.

**1.2.** The Program shall consider the following services as supportive services: NOTE: This is not intended to be an exhaustive listing.

**1.2.1.** Personal assistance;

**1.2.2.** Childcare;

**1.2.3.** Convalescent care;

**1.2.4.** Deposits;

**1.2.5.** Drugs and expendable medical items;

**1.2.6.** Glasses or contact lenses;

**1.2.7.** Hearing aid(s) or augmentative communication aids;

**1.2.8.** Interpreting service(s);

**1.2.9.** Low visual aid(s);

**1.2.10.** Maintenance;

**1.2.11.** Nurse/aide/sitter;

**1.2.12.** Permit or occupational license;

**1.2.13.** Reader service;

**1.2.14.** Recovery residence;

**1.2.15.** Referral;

**1.2.16.** Residence modification;

**1.2.17.** Housing and meals or lodging;

**1.2.18.** Services to family members;

**1.2.19.** Tools and equipment/occupational or medical;

**1.2.20.** Transportation;

**1.2.21.** Uniform/occupational clothing;

**1.2.22.** Vehicle modification;

**1.2.23.** Work site accommodation and/or modification;

**1.2.24.** Any service which cannot be provided independently of another service, i.e., gait training for a prosthetic wearer.

**1.3.** When an individual is successfully employed, supportive services may be provided for stabilization purposes and shall not exceed forty-five (45) days.

**1.4.** A supportive service cannot be provided independently of a primary rehabilitation service. Therefore, when the primary service is terminated the supportive service(s) shall also be terminated.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2002 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Assistive Work Technology | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.29 | **Effective Date:** 02/15/2017 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide, where appropriate, assistive work technology (AWT) for the purpose of assessment, including assessment while participating in trial work experience(s), for an individual in need of an appropriate mode of communication, for the provision of Information and Referral services, or when it directly contributes to the individual's competitive integrated employment outcome

**1.2.** The counselor shall consult with AWT staff when considering assistive work technology.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 02/15/2017 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Childcare | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.30 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize childcare for children twelve years old and younger to enable an individual to participate in a primary vocational rehabilitation service.

**1.2.** GVRA may authorize childcare only for those hours, plus two, that the individual is actively participating in a primary vocational rehabilitation service.

**1.3.** GVRA may not authorize childcare to enable an individual to participate in another service overnight or to otherwise be away from home for prolonged periods of time.

**1.4.** A family member, any relative by blood or marriage or any other person living in the same household with whom the individual has a close interpersonal relationship, shall not be paid for childcare services.

**1.5.** The individual should, in consultation with GVRA staff, choose the childcare provider.

**1.6.** If the individual needs childcare services for a period longer than three months, the counselor shall consult with the supervisor to determine the appropriateness of the GVRA authorizing the provision or continuance of the service.

**1.7.** Any comparable benefit shall be utilized prior to the authorization of any funds for childcare.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Convalescent Care | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.31 | **Effective Date:** 10/01/2002 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of convalescent care for an individual.

**1.2.** Convalescent care may be authorized after surgery under one or more of the following conditions:

**1.2.1.** The individual's home conditions are not conducive for satisfactory convalescence;

**1.2.2.** The distance from home to hospital makes it impractical for the individual to be transported back and forth for medical follow-up;

**1.2.3.** The cost of private care can be reduced by using a convalescent care facility; and/or

**1.2.4.** When recommended by the attending physician.

**1.3.** Any convalescent home used shall be approved by the Georgia Department of Human Services.

**1.4.** If an individual needs convalescent care for a period longer than three months, the counselor shall consult with the supervisor to determine the appropriateness of GVRA authorizing the provision or continuance of the service

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2002 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Drugs and Expendable Medical Items | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.32 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of prescribed drugs and/or expendable medical items for an individual.

**1.2.** GVRA shall not authorize a drug or expendable medical item which is considered experimental or which is being utilized for research purposes.

**1.3.** Prescribed drugs and/or expendable medical items shall only be authorized to diagnose, treat, or alleviate the disabling condition(s) or acute/intercurrent illness.

**1.4.** GVRA may authorize no more than a one-month supply of an individually prescribed drug at any one time.

**1.5.** GVRA may authorize no more than a two-month supply of any expendable medical item at any one time.

**1.6.** Authorization for prescribed drugs and/or expendable medical items may not be made after an individual has been employed for more than 30 days.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Examination/Entrance, Occupational Board, and Qualifying | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.33 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize payment for an examination for an individual to enable them to qualify for entrance into training or for the practice of the agreed upon employment goal.

**1.2.** GVRA may only authorize any particular examination once.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Glasses or Contact Lenses | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.34 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of glasses or contact lenses.

**1.2.** Glasses or contact lenses may be provided if prescribed by an approved licensed ophthalmologist or an optometrist and:

**1.2.1.** When they will vocationally benefit a person who is blind or visually impaired;

**1.2.2.** As a service for a person who needs corrective lenses to determine eligibility; or

**1.2.3.** As a service for an individual being served for a disability other than blindness or visual impairment when they are vocationally necessary.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Hearing Aid(s) | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.35 | **Effective Date:** 02/15/2017 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of hearing aid(s) for a qualified individual.

**1.2.** A hearing aid(s) may only be provided when:

**1.2.1.** Recommended by a licensed audiologist or approved speech and hearing center; and

**1.2.2.** It will benefit a person who is deaf, hard of hearing or deaf/blind by Program standards in terms of a competitive integrated employment outcome; or

**1.2.3.** The aid(s) is a support service for a person who needs corrected hearing to determine eligibility; or

**1.2.4.** The aid(s) is a service for an individual being served for a disability other than hearing disorder if the individual's hearing impairment will have an impact on work outcome and the counselor can document in the case notes the effect of the hearing loss on the individual's employment in terms of specific job requirements.

**1.3.** An audiogram must be obtained prior to the purchase of a hearing aid.

**1.4.** When there is an existing hearing aid which has problems, the hearing aid evaluation shall include an evaluation of the individual's functioning with the old aid. The report shall have a description of the general characteristics of the old amplification device and a description of the functional problems the individual is experiencing with the old device. A comparison shall be made in the report between the individual's function with the old device and with the recommended device.

**1.5.** Each individual provided a hearing aid shall be instructed to return to the prescribing audiologist or speech and hearing center to have the aid checked within twenty (20) days.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 02/15/2017 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Interpreting/Transliterating Service | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.36 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may use a qualified interpreter\transliterator, including tactile interpreting, when necessary to assist an individual in receiving a service or instruction from any provider.

**1.2.** Interpreting\transliterating services shall not be authorized when another authority is legally responsible for providing the interpreting service in connection with its activity or service delivery. Where cooperative agreements exist, the terms of the agreement shall be followed.

**1.3.** GVRA staff skilled in the use of sign language or tactile communication, as appropriate, shall be utilized to ensure the effectiveness of vocational rehabilitation services provided during assessment or under the Individualized Plan for Employment (IPE). When such a staff person is not available or appropriate for the situation, an interpreter\transliterator shall be used.

**1.4.** An interpreter\transliterator may function under the following circumstances as a job coach if specifically contracted as such by GVRA. When an interpreter\transliterator is functioning as a job coach, their role change must be clearly explained to the individual, the employer, and any significant other person involved with the case. In this situation, the individual may be paid either a job coach fee or an interpreter fee, but not both.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Maintenance | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.37 | **Effective Date:** 04/01/2003 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** Maintenance refers solely to the payment of those additional costs incurred by individual while participating in an assessment for determining eligibility and vocational rehabilitation needs or while receiving services under an Individualized Plan for Employment (IPE).

**1.2.** There are two types of maintenance:

**1.2.1.** Regular Maintenance, which includes:

- Housing;
- Meals;
- Lodging (i.e. hotels, motels, and other transient quarters); or
- Other items required by the individual due to their participation in the vocational rehabilitation process.

**1.2.2.** Incidental maintenance, which refers to the purchase of necessary personal items not otherwise provided for an individual who is participating in a rehabilitation program away from home.

**1.3.** Maintenance may be authorized only as a supportive service and shall never be the only service an individual is receiving at a given time.

**1.4.** No maintenance shall be authorized to individuals in Referral, Wait List, or Services Interrupted status.

**1.5.** In all cases where maintenance is to be paid by GVRA, comparable benefits or other sources of maintenance shall be utilized first.

**1.6.** The amount of maintenance shall be based upon the out-of-ordinary or extra costs brought upon the applicant or individual as a result of the provision of other primary vocational rehabilitation services.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 04/01/2003 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Nurse/Aide/Sitter | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.38 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize a private duty nurse, aide or sitter for a qualified individual recovering from surgery.

**1.2.** GVRA shall not authorize a member of the individual's family to provide any service covered by this policy.

**1.3.** A written recommendation from the attending physician shall be placed in the case file prior to authorizing the service.

**1.4.** The provider shall maintain a record of the provision of the service. The record must be signed and dated by the provider and the individual receiving the service. The record shall include:

**1.4.1.** Individual's name;

**1.4.2.** Provider's name and address;

**1.4.3.** Date(s), time(s) and type(s) of service; and

**1.4.4.** Rate per hour and total fee

This service should be restricted to two weeks or less. If more time is anticipated, then convalescent care should be considered.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update. |
| | | |

| Orientation, Mobility, Reader, Rehabilitation Teaching/Vision Rehabilitation Therapy Services | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.39 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide orientation, mobility, reader, and rehabilitation teaching/vision rehabilitation therapy services for an individual to assist the individual in attainment of the employment goal.

**1.2.** The need for orientation and mobility services, reader services, or rehabilitation teaching/vision rehabilitation therapy services must relate to the disability of the individual.

**1.3.** GVRA shall not authorize orientation and mobility instruction, reader or rehabilitation teaching/vision rehabilitation therapy services when:

**1.3.1.** The individual is receiving service from another authority that is legally responsible to provide a reader or rehabilitation teaching/vision rehabilitation therapy services in connection with its activity or service delivery;

**1.3.2.** A member of the individual's family provides the service; or

**1.3.3.** Comparable benefits are available to provide the needed service(s)

**1.4.** Reader

**1.4.1.** A maximum of two hours reader service per week per quarter/semester hour scheduled may be authorized.

**1.4.2.** The individual receiving the service shall maintain a record of the reading time they have been provided. The record must be signed and dated by the reader and the individual and returned to the counselor. The record shall include:

- Individual's name;
- Reader's name and address;
- Date service started and ended;

- Subjects read;
- Date and number of hours for each subject; and
- Rate per hour and total fee

**1.4.3.** The individual receiving the service should select the reader when possible.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/16/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Permit and/or Occupational License | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.40 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize an occupational license and/or permit necessary for an individual to enter employment in an agreed upon employment goal.

**1.2.** GVRA shall not authorize payment for a permit or occupational license that has been revoked because of illegal activity. (Examples: DUI and suspension of driver's license; Illegal drug activity and suspension of medical license.)

**1.3.** GVRA shall not authorize the payment of union dues, membership fees or bonding.

**1.4.** GVRA shall be restricted to authorizing only the initial permit/license and will not continually pay for permit and license renewals

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Personal Assistance Services | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.41 | **Effective Date:** 10/01/2025 |
| **Last Review Date:** 10/01/2025 | **Review Schedule:** Annual |

## 1. PURPOSE

The purpose of this policy is to provide clear guidance on the criteria for providing Personal Assistance Services (PAS) to an individual with a significant physical disability to assist in the attainment of their employment goal.

## 2. SCOPE / APPLICABILITY

This policy applies to divisions and offices within GVRA, and entities under contract with GVRA, responsible for the provision and documentation of Vocational Rehabilitation Services.

## 3. TERMS AND DEFINITIONS

### 3.1 Care Conference:

A VR care conference is a collaborative discussion/meeting held to discuss the individual's needs and coordinate personal assistance services. Participants may include VR professionals, the individual and their representatives, school personnel, medical providers, personal assistance providers and other interested parties. Topics of discussion may include, but are not limited to, the following: physical, psycho-social, nutritional, and financial needs, medical equipment, assistive work technology and fee negotiations.

### 3.2 Family Member:

For purposes of receiving vocational rehabilitation services means an individual - (i) who either (a) is a relative or guardian of an applicant or eligible individual, or (b) lives in the same household as an applicant or eligible applicant (ii) and whose receipt of vocational rehabilitation services is necessary to enable the applicant or eligible individual to achieve an employment outcome.

### 3.3 Personal Assistance Services:

A range of services provided as necessary to assist an individual with a qualified disability in performing daily living activities (including self-care) ordinarily performed without assistance (in the absence of a disability) in order to achieve an employment outcome. The services must be designed to increase the individual's control in life and ability to perform everyday activities on or off the job. Reader services, interpreter services, and personal care attendant services are considered personal assistant services. This service must be necessary and is only provided to allow or assist an individual in participating in primary VR services. The services may include training in managing, supervising, and directing personal assistance services.

## 4. POLICY

**4.1** GVRA may authorize or provide Personal Assistance Services (PAS) for an individual with a significant physical disability to assist in the attainment of their employment goal. GVRA shall provide a written rationale in the case notes which justifies the need for PAS.

**4.2** VR shall not expend any funds on PAS unless GVRA staff and the individual have made maximum efforts to secure comparable benefits as well as best value purchasing.

**4.3** Authorized rates for personal assistance shall be established in accordance with the Annual Fee Rate Schedule for Providers.

**4.4** PAS may be considered for an individual if:

**4.4.1** A Georgia Medicaid Waiver has not been made available to the individual or the hours approved in the Georgia Medicaid Waiver are less than what is required for the individual to participate in services approved on the Individualized Plan for Employment (IPE) towards the individual's vocational goal and documentation has been placed into the electronic case file (ECF).

**4.4.2** The individual is receiving services/training out of state because the service or training is not available in state.

**4.5** GVRA may authorize or provide PAS only as a supportive service that enables an individual to participate in a primary vocational rehabilitation activity when they are away from their usual source of personal assistance. Only the additional costs directly resulting from participation in the approved vocational rehabilitation program activity will be authorized.

**4.6** Care conferences may be conducted during the provision of PAS in order to review individual needs. They are required annually prior to the annual review of the IPE but may be done as needed.

**4.7** Personal assistant services may only be provided through an approved vendor of GVRA.

**4.8** The number of personal assistance hours needed to participate in a primary vocational rehabilitation service shall be determined by an evaluation conducted by GVRA assigned staff.

**4.8.1** GVRA may use the recommendations of the individual's primary care physician; and/or physical therapist. If the evaluation(s) indicate the number of personal assistance hours recommended exceeds the amount funded by the Georgia Medicaid Waiver program or client's insurance (Medicare, Medicaid, and/or

private medical insurance), additional hours must be approved by the Supervisor with documented justification noted in the electronic case file. NOTE: Preference for the number of hours requested will be based on the individual's primary care physician.

**4.9.** LPN or RN services for Assisted Daily Living (ADLs) will be authorized **only when a licensed healthcare provider certifies in writing** that the individual's functional limitations and medical condition require skilled nursing care to safely perform one or more activities of daily living in order to participate in the approved GVRA service. The determination shall be supported by clinical documentation and approved by GVRA in consultation with the agency's designated clinical reviewer. Whenever possible, non-nursing PAS providers shall be used unless nursing-level care is clearly justified and no other alternatives are appropriate.

**4.10.** GVRA does not authorize payment for PAS provided by a family member as defined in the CSPM Glossary. This policy ensures the delivery of professional, objective, and functionally appropriate services, free from conflicts of interest or potential coercion, and promotes the autonomy and independence of the individual receiving services.

**4.10.1** PAS must be provided by trained, qualified personnel not otherwise obligated by family or custodial duty, and who operate in a professional capacity independent of the individual's personal support system.

**4.11.** The provider for PAS shall maintain a record of the provision of the service. The record shall be signed and dated by the provider and individual receiving the service and turned in at least monthly to GVRA staff. The record shall include the following information for payment:

**4.11.1.** Individual's name;
**4.11.2.** Provider's name and address;
**4.11.3.** Date(s), time(s) and type(s) of service; and
**4.11.4.** Rate per hour and total fee

**4.12.** When one personal assistant is providing services to two (2) or more individuals at the same time and location, GVRA shall not authorize nor pay double the single hourly rate and travel for the service but may authorize and pay a negotiated prorated fee for the service.

## 5. RELATED POLICIES AND/OR DOCUMENTS:

Client Services Policy Manual (CSPM):
8.1.9 – Comparable Services and Benefits
8.1.10 – Expenditure of Funds
8.7.2 Annex – Glossary for VR Policies

## 6. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 11/01/2017 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| 3 | 10/01/2025 | Revision. |

| Recovery Residence | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.42 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize placement in a recovery residence for a qualified individual recovering from alcohol or drug dependency.

**1.2.** Placement in a recovery residence may be authorized only for an individual who is receiving treatment as a primary rehabilitation service.

**1.3.** An authorization for placement in a recovery residence shall be made only to a GVRA approved provider.

**1.4.** An authorization for placement in a recovery residence shall not exceed:

**1.4.1.** Thirty days at a time; and

**1.4.2.** GVRA's schedule of fees

**1.5.** The counselor may authorize placement in a recovery residence for up to three months. Additional months may be authorized with supervisor approval not to exceed a combined total of six months.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Relocation | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.43 | **Effective Date:** 10/01/2001 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the physical movement of an individual's personal goods from one location to another if suitable work has been obtained or promised in writing by an employer.

**1.2.** To qualify for relocation, the place of employment must be a distance greater than fifty (50) miles from the individual's residence.

**1.3.** GVRA may authorize only one (1) relocation for an individual.

**1.4.** GVRA may authorize the initial one (1) time cost of a security deposit and/or charges for the initiation of utilities that are required for an individual to relocate for a job placement. G VRA may not authorize the further payment of utility bills.

**1.5.** An individual who is being relocated at GVRA expense may be authorized assistance with one (1) month rent at their new location if it is necessary. The amount authorized may not exceed the actual rent or the GVRA fee for maintenance.

**1.6.** If the moving company cost will exceed $1,000, the counselor must secure three (3) bids from reputable moving companies and utilize the company that submits the lowest bid.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/2001 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Residence Modification | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.44 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the modification of the residence of an individual who has a severe physical disability if such modification is essential for the individual's attainment of their employment goal.

**1.2.** Only the following structural modifications may be authorized:

A. A maximum of two exterior doors may be widened per dwelling; however, in keeping with fire code restrictions, the primary egress cannot be made through a garage;
B. The addition of a ramp and landing pad, if necessary to give access, to the exterior door;
C. The widening of one interior bathroom door;
D. Grab bars at the toilet and bathtub/shower if the individual has use of his/her arms;
E. The widening of one interior bedroom door;
F. The widening of one kitchen door;
G. Environmental controls, as appropriate; and/or
H. Other essential modifications as required to participate in his/her Individualized Plan for Employment (IPE) for employment.

**1.3.** For a residence not owned by the individual, the GVRA must have prior written permission of the property owner that specifies the modification being authorized.

**1.4.** The individual must give their written consent to the recommended modification(s) before it is begun.

**1.5.** Any structural modification(s) to a residence shall be recommended and submitted in writing by an AWT rehabilitation engineer to the counselor for approval.

**1.6.** Should the cost of a residence modification exceed $2,500, the counselor shall engage an AWT rehabilitation engineer in securing a minimum of two (2) written bids. The counselor shall assist AWT in the review of qualified bids and in the selection of an appropriate bidder. Individual informed choice shall be utilized as appropriate. The lowest qualifying bid should be accepted.

NOTE: The AWT rehabilitation engineer shall determine bidder qualifications.

**1.7.** Prior to any GVRA sponsored residential modification, the individual's/homeowner's residence must meet local building codes and be structurally stable. It is the individual's/homeowner's responsibility to meet these standards prior to or during the GVRA modification.

**1.8.** Subsequent residential modifications may be considered upon review of recent work history, work expectancy, and changes in the nature of the disability (i.e. exacerbation of existing disability).

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Agricultural Job Retention | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.45 | **Effective Date:** 01/01/2024 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize services for an individual to retain employment as the owner/operator of an existing agricultural farm business.

**1.2.** Agricultural job retention services apply to an individual who operates an existing farm business wholly owned by the participant at the time of application. Agricultural job retention services shall be consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and interests.

**1.3.** GVRA may authorize agricultural job retention services to assist an individual with an existing agricultural business in addressing work site behaviors, and/or worksite accommodations.

**1.4.** An agricultural business approved for retention support by GVRA must be an existing viable business, wholly owned by the individual, expected to make a profit, be the participant's primary financial source of income and contribute significantly to the household income.

**1.5.** GVRA shall utilize an assessment process to assist in determining if the existing agricultural business is viable employment, that job retention is necessary, and the individual's needs, strengths, related factors and proposed services. This process shall include:

**1.5.1.** An Agricultural Viability Worksheet: The individual shall provide documentation and a detailed description of the existing agricultural business, documenting the daily activities, products offered, consumer purchases, proof of substantial household income, and disability-related limitations to agricultural production.

**1.5.2.** Staffing the agricultural case with the Agricultural Review Team to review results and make a determination.

**1.6.** A case shall not to be considered an Agricultural Job Retention case when any of the following exist:

**1.6.1.** It has been determined that farming is not the individual's primary vocation. If the agricultural business is not the individual's primary source of income, it shall be considered a hobby.

**1.6.2.** The farm is organized as a non-profit

**1.6.3.** The individual is employed as an agricultural worker rather than the owner of the agricultural farm

**1.6.4.** The individual is seeking to initiate self-employment as an agricultural farm/ranch owner

**1.7.** Once it has been determined the case qualifies for Agricultural Job Retention services, as part of the needs assessment, a referral to AWT shall be made. Personnel skilled in assistive work technology will conduct a worksite assessment of the agricultural business to ascertain the individual's accommodation and/or modification needs and provide a written report that includes recommendations necessary for the individual to maintain their employment.

**1.8.** GVRA may authorize or provide, where appropriate, assistive work technology device(s), equipment and/or tool(s) necessary for an individual to prepare for or to perform the entry-level requirements of an occupation indicated by the employment goal.

**1.9.** Individuals are responsible for planningfor routine maintenance, repair, and replacement of equipment that is customary for work in their chosen profession.

**1.10.** Agricultural Job Retention outcomes shall be based on a business profit or a salary the individual assigns him/herself from the business.

**1.11.** Disallowed Services: VR shall not authorize the following services:

**1.11.1.** Payments or purchases to build, repair, or improve existing farm buildings, service buildings, farm dwelling; soil or water conservation projects; irrigation; fencing and trellising; hoop houses; bees and bee equipment; milking and pasteurization equipment; livestock, seed, fertilizer, utilities, land rents, family living expenses, and other materials essential to the operation. Note: This is not intended to be an exhaustive listing.

**1.11.2.** Payment of deposits and continuation of payments for any utilities associated with the farm such as electricity, gas, telephone, Internet service, water, waste collection, etc.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation. |
| | | |

| Services to Family Members | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.46 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide certain services for members of an individual's family when necessary to support the individual in achieving a competitive integrated employment outcome.

**1.2.** In order for a service to be authorized to a family member:

**1.2.1.** The individual must be participating in trial work experience(s) or in Service status or above;

**1.2.2.** The needed service must not be available through existing community agencies or programs; and

**1.2.3.** The service(s) must support the Individualized Plan for Employment (IPE) by contributing to the individual's vocational rehabilitation.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 05/15/2018 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Tools/Equipment: Occupational or Medical | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.47 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide, where appropriate, assistive work technology device(s) and/or equipment sufficient to assess an applicant's ability to benefit from services, and as appropriate, the nature and scope of services needed by an individual participating in trial work experience(s).

**1.2.** GVRA may authorize or provide, where appropriate, assistive work technology device(s), equipment and/or tools necessary for an individual to prepare for or to perform the entry level requirements of an occupation indicated by their employment goal.

**1.3.** Medical equipment and/or assistive work technology device(s) shall be prescribed/recommended by a specialist qualified to write prescriptions or make recommendations for the purchase of such equipment or device(s).

**1.4.** When an adapted mobility device such as modified golf cart, a Segway, or an all-terrain vehicle is necessary to perform tasks associated with the employment goal, the counselor shall consult with the Assistive Work Technology (AWT) occupational therapist (OT). The AWT OT will provide written recommendations about whether the proposed adapted mobility device is safe and appropriate. The AWT OT may also recommend referral and consultation with either a qualified therapist such as a recreational therapist or physical therapist, or with a certified driver rehabilitation specialist (CDRS), depending on the needs of the individual. Other requirements include:

**1.4.1.** AWT OT consultation, when appropriate, with the AWT rehabilitation engineer for recommendations on specific adaptations required for such mobility devices;

**1.4.2.** The individual must obtain required licenses and insurance;

**1.4.3.** The counselor shall authorize purchase of an American National Standards Institute (ANSI) helmet if recommended by the AWT OT.

**1.4.4.** If an item cannot be adapted or modified and a new item or piece of equipment is recommended for purchase with the adaption or modification, GVRA will only be responsible for the adaption or

modification portion and the individual shall be responsible for the remainder.

**1.5.** When it has not been conclusively documented that the individual can benefit from an assistive work technology devise(s) or equipment or when it is cost beneficial to GVRA, GVRA shall authorize the rental of an item(s) as opposed to authorizing the purchase of the item(s).

**1.6.** Purchased item(s) remain the property of GVRA until:

**1.6.1.** The established depreciation date has expired at which time the individual becomes sole owner.

**1.6.2.** Equipment that is not readily transferable for use by another individual is exempt from this policy.

**1.7.** A rationale for the purchase of an assistive work technology device(s), equipment and/or occupational tools must be included in the case file. The rationale must state why the item(s) is required by the individual to complete the rehabilitation process as specified in their Individualized Plan for Employment (IPE) or amendment.

**1.8.** GVRA staff shall execute a Tools/Equipment Responsibilities agreement with the individual for removable, transferable, occupational or medical tools, equipment or an assistive work technology device(s) on any item(s) when the cost(s) exceeds $1,000.00. This agreement shall contain a listing of the individual's responsibilities, a list of equipment authorized and the dates that apply to inventory.

**1.8.1.** A copy of this agreement shall accompany the authorization for tools and equipment and shall be signed by the individual when they sign the authorization.

- A copy of the agreement shall be printed for the individual and a copy shall be placed in the case file.

**1.8.2.** If an individual intentionally disposes of tools and/or equipment while they are still on inventory, such activity can be grounds for case closure.

**1.9.** GVRA staff may transfer occupational or medical tools, equipment or assistive work technology device(s).

**1.9.1.** The transfer of an item(s) from one individual to another must be documented in the case file of each individual. The receiving GVRA staff shall execute a new agreement.

**1.9.2.** When an individual is not using the item(s) for the purpose for which it was originally purchased, GVRA staff shall require that the individual return any

item(s), which can be transferred to another individual. The item(s) may then be transferred to another individual.

**1.10.** If any item covered by this policy is stolen or destroyed, the counselor shall:

**1.10.1.** Document the circumstances of what happened to the item(s) in the individual's case file;

**1.10.2.** If the item(s) was stolen, the individual shall report the incident to the local law enforcement officials for investigation and the counselor shall notify the AWT staff and Supervisor.

## 2. AUTHORITY

**2.1.** O.C.G.A. § 49-9-15

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |

| Tools/Equipment: Computer, Software, Hardware, and Smart Devices | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.48 | **Effective Date:** 07/01/2020 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide, where appropriate, computers, software, hardware, and smart devices sufficient to assess an applicant's ability to benefit from services, and as appropriate, the nature and scope of services needed by an individual participating in trial work experience(s).

**1.2.** GVRA may authorize or provide, where appropriate, computers, software, hardware, and smart devices necessary for an individual to prepare for or to perform the entry level requirements of an occupation indicated by the employment goal. The counselor shall consult with and refer to Assistive Work Technology (AWT) staff whenever assistive work technology devices are being considered.

**1.3.** A purchased item(s) remains the property of GVRA until:

**1.3.1.** The established depreciation date has expired at which time the individual becomes sole owner.

**1.3.2.** Equipment that is not readily transferable for use by another individual is exempt from this policy.

**1.4.** GVRA staff shall execute a Tools/Equipment Responsibilities agreement and the Addition to Tools/Equipment Responsibilities For PC Hardware and Software Agreement with the individual for assistive work technology device(s), computers, software, hardware, and smart devices when the cost(s) exceeds $500.00.

**1.5.** GVRA staff may transfer assistive work technology device(s), computers, software, hardware, and smart device(s).

**1.6.** When an individual is not using the item(s) for the purpose for which it was originally purchased, GVRA staff shall require that the individual return the item(s).

**1.7.** If any item covered by this policy is stolen or destroyed, the counselor shall:

**1.7.1.** Document the circumstances of what happened to the item(s);

**1.7.2.** If the item(s) was stolen, report the incident to the local law enforcement officials for investigation and notify their supervisor.

## 2. AUTHORITY

**2.1.** O.C.G.A. § 49-9-15

## 3. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 07/01/2020 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Transportation | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.49 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize assistance with transportation expenses, including fares or travel costs, as well as adequate training in the use of public transportation, necessary for an individual to participate in a primary vocational rehabilitation service(s) at the established GVRA rate.

**1.2.** When the individual is not living in their primary residence due to participating in training services, GVRA may assist with no more than two one-way trips per training period (e.g. quarter/semester). In an emergency situation, the supervisor may grant an exception to this policy.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 10/15/2010 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Translator | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.50 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** As appropriate, a translator shall be used to ensure that an applicant for, or a recipient of vocational rehabilitation services, whose native language is not English or whose English speaking ability is otherwise limited, is able to avail themself of the services offered by GVRA.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy Update |
| | | |

| Uniform/Occupational Clothing | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.51 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize the provision of uniforms or other suitable occupational clothing which is required for an individual to participate in competitive integrated employment preparation activities including job readiness training, job search and job interviewing. Additionally, clothing may be authorized when necessary for an individual to participate in training and/or employment.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 09/01/2008 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Vehicle Modification | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.52 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** The counselor may authorize a qualified individual to receive modification(s) or assistive work technology device(s), or both, as needed on a vehicle when the vehicle modification(s) is necessary to achieve the individual's employment goal. The counselor shall consider the cost effectiveness of the modification(s), i.e., the individual's projected job earnings and ability to maintain the equipment in the future.

**1.2.** GVRA shall not authorize the purchase of any type of motorized vehicle used on public roadways, or provision of any transportation support or assistance to get to and from the designated place of business or to render services related to the business. Motorized vehicles may include the following: automobile, truck, van, scooter, airplane, boat, other powered vehicle, or trailer that requires title and/or licensing by the state.

**1.3.** Prior to the decision to approve a vehicle modification(s), the counselor shall determine that the following criteria are met:

**1.3.1.** There is no other means of transportation (A vehicle modification(s) cannot be authorized if the individual can use public transportation effectively);

**1.3.2.** The individual shall have the means to maintain the vehicle and the modification(s), which includes automobile insurance on both the vehicle and modification(s); and

**1.3.3.** The vehicle modification(s) is necessary to support the individual's participation in their rehabilitation service at the time the modification(s) is purchased. (Example: on campus housing should be considered prior to the authorization of a vehicle modification(s) if it is proposed in order to support attending school, particularly for those who are new students or who are taking remedial classes.)

**1.4.** Prior to the driver evaluation, the counselor shall engage an Assistive Work Technology (AWT) rehabilitation engineer to conduct a preliminary assessment of the individual's readiness to drive independently, or to be transported as a passenger-only. The counselor and AWT rehabilitation engineer shall consider whether the individual has reached their maximum medical improvement and can benefit from recommended vehicle modification(s) long term. The individual shall provide the counselor a copy of their valid Georgia driver's license or learner's permit

and driving history report (MVR) from the Department of Driver Services (DDS) to be used as a part of the AWT preliminary assessment of the individual. Staff should also consult with the AWT rehabilitation engineer to determine the appropriateness of the vehicle to be considered for modification(s), either for a vehicle already owned or being considered for purchase.

**1.5.** If the results of the preliminary assessment and Financial Consideration for Vehicle Modification Worksheet support securing a driver evaluation, the counselor shall include in the Individualized Plan for Employment (IPE) the need for driver evaluation and shall engage the AWT rehabilitation engineer to secure this evaluation from a certified driver rehabilitation specialist (CDRS) and a licensed occupational therapist (OT) of an approved driver evaluation vendor. The purpose of this evaluation is to determine the specific type of modification(s) needed, (i.e., which may include adapted driving equipment, or minor or major modification(s)), the practicality of the modification(s) and if the individual can drive the adapted vehicle safely in the environment in which the vehicle will be used.

**1.5.1.** GVRA shall not accept a driver's evaluation independently obtained by an individual without prior oversight of the counselor and the AWT rehabilitation engineer.

**1.5.2.** The recommendations from the licensed OT and CDRS shall include only those modification(s) that are essential for the individual to drive safely or to be transported safely.

**1.5.3.** The counselor shall determine the need for a van/mini-van modification(s) based on an evaluation by a licensed occupational therapist and CDRS who state that the individual/driver cannot transfer in and out of an automobile independently; or

**1.5.4.** If the individual/passenger requests a van/mini-van modification(s) for transportation, with the intent to use another person as the driver, the AWT rehabilitation engineer and/or the AWT OT shall determine whether the individual/passenger cannot transfer independently in and out of an automobile as in "A" above. A van/mini-van modification(s) for a individual who must use a wheelchair to ride as a passenger-only may be authorized in this situation.

**1.6.** The title to the vehicle to be modified shall be in the individual's name or that of an immediate family member.

**1.7.** Vehicle modifications are classified as either "minor" or "major". These two types of modifications are defined as:

**1.7.1.** Minor modifications include:

- The installation of equipment such as hand controls, a car-top carrier, or rear carrier;

- A van/mini-van modification(s) for a individual using a wheelchair to ride as a passenger-only that does not include structural changes to the van/mini-van, such as raising a roof or lowering a floor or part of a floor, or where the individual cannot transfer to an automobile but can transfer from a wheelchair to a power seat in order to drive safely and does not include structural changes to the van/mini-van, such as raising a roof or lowering a floor or part of a floor.

**1.7.2.** Major modifications include:

- A van/mini-van modification(s) for a individual using a wheelchair who must drive from the wheelchair that includes structural changes to the van/mini-van, such as raising a roof or lowering a floor or part of a floor; or

- Any other vehicle adaptation that requires altering the original equipment manufacturer (OEM) vehicle's structure itself.

**1.8.** A full-sized van considered for major modification(s) shall be in good mechanical condition, less than five (5) years old, and with less than 50,000 miles on the odometer. A mini-van considered for major modification(s) shall be in good mechanical condition, less than three (3) years old, and shall have less than 36,000 miles on the odometer. Any minor modification(s) on an older vehicle, where the adapted equipment can be transferred easily, will require only that the vehicle be in good mechanical (safety) condition; the above limitations in mileage and age shall not apply.

NOTE: GVRA shall not authorize a vehicle modification(s) for an individual who already owns a modified vehicle if that vehicle has passed safety inspections performed by an Automotive Service Excellence (ASE) certified mechanic and a National Mobility Equipment Dealers Association (NMEDA) certified vehicle modifications vendor

**1.9.** A vehicle shall be determined to be in good mechanical condition in an inspection by an ASE certified mechanic. The auto mechanic shall inspect the mechanical and safety components of the vehicle to assure the vehicle is safe to drive. The individual is responsible for making required repairs before the vehicle can be modified. The individual is responsible for maintenance on the vehicle, both before and after GVRA assists in the modification(s).

**1.10.** If the driver evaluation supports that a vehicle modification be performed and all above policies have been addressed satisfactorily, the counselor shall include vehicle modification on the IPE and proceed with the service. The counselor shall

ensure that all required vehicle modification forms and attachments are signed by the individual and that all required documentation is included in the case file prior to the delivery of the modified vehicle. This includes:

**1.10.1.** Financial Consideration for Vehicle Modification Worksheet;

**1.10.2.** Valid Georgia driver's license or learner's license and driving history report (MVR) from Department of Driver Services (DDS);

**1.10.3.** Tools/Equipment Responsibilities form and the Addition to Tools/Equipment Responsibilities for Vehicle Modifications and Adapted Driving Equipment form;

**1.10.4.** Vehicle Modification Maintenance Agreement (required only on vehicles equipped with high technology driving equipment).

**1.11.** Vehicle modification(s) shall be the property of the state for five (5) years.

**1.12.** Each vehicle modification(s) shall have a final inspection to ensure that the equipment operates correctly, and that the individual can use the equipment properly and safely. The final inspection shall be conducted by the AWT rehabilitation engineer, the individual, the CDRS, and, as available, the counselor. Either prior to but no later than at this inspection, the individual shall provide proof of insurance coverage on the vehicle and the adapted driving equipment.

**1.13.** At the time the modified vehicle is delivered, the individual shall receive training on the proper use and care of the adapted driving equipment from a CDRS and the vendor who performed the installation of the equipment. The individual shall not drive the vehicle independently until they have obtained a valid driver's license, and are approved and released by the CDRS.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision |
| 2 | 01/01/2024 | 2024 Policy Update |
| | | |

| Work Site Accommodation and/or Modification | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.5.53 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 01/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1.** GVRA may authorize or provide technical assistance to advise an employer on how to accommodate a work site for an individual.

**1.2.** GVRA may authorize or provide technical assistance to accommodate or modify a work site, as appropriate, for an individual to obtain or retain suitable competitive integrated employment. If the individual has not been employed, a letter of intent to hire from the prospective employer must be in the case file before authorizing any work site accommodation and/or modification.

**1.3.** Work site accommodation(s) and/or modification(s) shall not be authorized when the employer or other authority is legally responsible under the Americans with Disabilities Act of 1990 or Section 504 of the Rehabilitation Act of 1973, as amended, to provide such accommodation(s) and/or modification(s).

**1.4.** GVRA may only authorize a work site accommodation(s) and/or modification(s) for an individual when the employer or another apparent entity cannot provide it.

**1.5.** A work site accommodation and/or modification may consist of any appropriate selection of the following:

**1.5.1.** A ramp and landing pad;

**1.5.2.** Widening of one entrance and/or one bathroom door;

**1.5.3.** Environmental controls;

**1.5.4.** Ergonomic redesign of workspace;

**1.5.5.** Occupational equipment, tools and/or assistive work technology device(s);

**1.5.6.** An accessible parking place;

**1.5.7.** Adjustments to one each of electronic switches such as elevator buttons and security pass locks; and/or

**1.5.8.** Other essential modifications, as appropriate to the needs of the individual at the work site.

**1.6.** The designated GVRA employee must provide a rationale in the case notes stating why the accommodation and/or modification is necessary to the achievement of the individual's employment goal.

**1.7.** When considering accommodation(s) and/or modification(s) to a work site, a GVRA approved assistive work technology service provider should be consulted when appropriate. Such recommendation(s) shall be included in the case file.

**1.8.** The counselor shall document in the case file that any accommodation(s) and/or modification(s) which will alter the facility have been discussed and approved in writing by appropriate management personnel at the work site before the accommodation(s) and/or modification(s) is made.

**1.9.** Written documentation shall be provided in the case file that the individual's immediate supervisor has consented to the accommodation(s) and/or modification(s).

**1.10.** The counselor and/or Employment Specialist should notify the service provider in writing that all work must meet applicable building codes and must satisfy both GVRA and the employer.

## 2. REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 01/01/2024 | 2024 Policy update |
| | | |

# SECTION 8.6

# CLOSURE

| Case Closure | |
|---|---|
| **Division:** Vocational Rehabilitation | |
| **Policy Number:** 8.6.1 | **Effective Date:** 10/01/1999 |
| **Last Review Date:** 04/01/2024 | **Review Schedule:** Annual |

## 1. POLICY

**1.1. Notification of Closure**: An individual whose case is closed for any reason, except death or no known address, shall be notified, in writing or supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the individual, of the case closure, the type of closure, the reasons for the closure, the right to appeal the closure decision and the process for appeal, including the availability of the Client Assistance Program to assist with an appeal. GVRA shall offer an individual an opportunity for full consultation of the case closure before the closure.

**1.2. Closure Prior to Eligibility**: An individual's case shall be closed without an eligibility determination when the individual is no longer interested in participating or receiving services through VR and GVRA staff have made a reasonable number of attempts to contact the individual or, if appropriate, the individual's authorized representative to encourage the individual's participation. The individual or individual's representative shall be provided with an opportunity for a full consultation of an ineligibility decision before the individual's case is closed due to ineligibility and shall be offered referral services, if appropriate.

**1.2.1 Closure Ineligible Following Trial Work Experience(s)**
An individual's case shall be closed following a trial work experience when the individual has been determined to be unable to benefit from GVRA services due to the severity of his or her disability.

**1.2.2 Closure Due to Ineligibility**
An individual was found to have no disabling condition, no impediment to employment, or did not require VR services to prepare for, secure, retain, advance in, or regain competitive integrated employment.

**1.3. Closure After Eligibility Determination**: An individual's case shall be closed after eligibility:

**1.3.1. Ineligible – No longer eligible**
The individual was determined eligible for the VR program; however, the individual was no longer eligible because he or she no longer wished to seek competitive integrated employment or the individual's disability prevented the individual's ability to seek competitive integrated employment.

### 1.3.2 Ineligible – Section 511
The individual applied for VR services pursuant to section 511 of the Rehabilitation Act and was determined ineligible because they did not wish to pursue competitive integrated employment.

### 1.3.3 Health/Medical
The individual has been hospitalized or receiving medical treatment that is expected to last longer than ninety (90) days and precludes entry into competitive integrated employment or continued participation in the program.

### 1.3.4 Reserve Forces Called to Active Duty
The individual is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least ninety (90) days.

### 1.3.5 No Longer Interested in Receiving Services or Further Services
The individual actively chose not to participate or continue in the VR Program. This is also used when an individual's actions make it impossible to begin or continue in the VR program. This may include repeated failures to keep appointments for assessment, counseling, or other services.

### 1.3.6 Unable to Locate or Contact
The individual has relocated or left the State without forwarding address, or when the individual has not responded to repeated attempts to contact the individual by mail, telephone, text, or email.

### 1.3.7 Death of the Individual

### 1.3.8 Criminal Offender
The individual entered a correctional institution (e.g., prison, jail, reformatory, work farm, detention center) or other institution designed for confinement or rehabilitation of criminal offenders. (section 225 of WIOA)

### 1.3.9 Transferred to another State Agency
The individual needs services that are more appropriately obtained elsewhere. Transfer to another agency indicates that appropriate referral information is forwarded to the other agency so that agency may provide services more effectively.

### 1.3.10 Extended Employment
Individuals who received services and were placed in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act (34 CFC 361.(c)(18)).

### 1.3.11 Extended Services Not available
The individual has received VR services but requires long term extended services for which no long term source of funding is available. This is only for individuals who have received VR services.

### 1.3.12 Short Term Basis Period

The individual achieved supported employment in integrated employment, but did not earn a competitive wage after exhausting the short-term basis period.

## 1.4 Closure Requiring Policy Approval - All Other Reasons

Services were obtained or were attempted to be obtained through misrepresentation, fraud, collusion, or criminal conduct on the part of the applicant/client/or client's representative (individual). In such instances, the case will be closed and services may be terminated immediately if the individual has done one or more of the following:

1. Intentionally provided inaccurate or incomplete information to the VR Program, or
2. Intentionally misused program services, funds, or properties; or
3. Committed criminal conduct, including but not limited to threats against GVRA staff.

Services will not be provided for a period of one (1) year following closure unless restitution is made to the VR Program. Refer to Glossary: Criminal Act

## 1.5 Closure after Achieving an Employment Outcome

An individual's case shall be closed after achieving an employment outcome when the following requirements are met and documented:

1.5.1 Services provided under a plan for employment have contributed to the achievement of the employment outcome;

1.5.2 The individual has achieved the employment outcome described in the individual's plan for employment;

1.5.3 The employment outcome is in the most integrated setting possible and is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;

1.5.4 The individual is compensated at or above the minimum wage and receives at least the customary wage and benefit level paid to other individuals performing similar work for the same employer with the opportunity for advancement;

1.5.5 Employment has been maintained for at least 90 calendar days;

1.5.6 The individual and GVRA consider the employment to be satisfactory and agree the individual is performing well on the job;

1.5.7 Wage documentation has been obtained and included in case file;

1.5.8 The employment is stable, and the individual no longer requires GVRA services to maintain the employment; and

1.5.9 The individual is informed through appropriate means of communication of the availability of post-employment services.

## 2 AUTHORITY

2.1 34 CFR §§ 361.42, 361.43, 361.44, 361.47, 361.56

## 3 REVISION HISTORY

| Revision # | Revision Date | Revision Comments |
|---|---|---|
| 0 | 10/01/1999 | Date of Creation. |
| 1 | 07/01/2020 | Revision. |
| 2 | 01/01/2024 | 2024 Policy Update. |
| 3 | 04/01/2024 | Revision. |

# SECTION 8.7

# COMMONLY USED ACRONYMS AND GLOSSARY

# ANNEX – COMMONLY USED ACRONYMS IN VR POLICIES

## Commonly Used Acronyms in VR Policies

| | |
|---|---|
| AAA | Area Agencies on Aging |
| AAIDD | American Association on Intellectual and Developmental Disabilities |
| AAPD | American Association for People with Disabilities |
| ABA | Applied Behavioral Analysis |
| ACB | American Council of the Blind |
| A&D | Alcohol and Drugs |
| ACT | Assertive Community Treatment |
| ADA | Americans with Disabilities Act |
| ADRC | Aging and Disability Resource Connection |
| AHIMA | American Health Information Management Association |
| AOC | Administrative Operations Coordinator |
| AMAC | Alternative Media Access Center |
| APS | Adult Protective Services |
| APSE | Association of Persons Supporting Employment First |
| ASC | Ambulatory Surgical Center |
| ASL | American Sign Language |
| AT | Assistive Technology |
| AWARE | Accessible Web-based Activity and Reporting Environment |
| AWT | Assistive Work Technology |
| AYP | Adequate Yearly Progress |

| | |
|---|---|
| BCA | Business Case Analysis (NIB) |
| BEP | Business Enterprise Program |
| BH | Behavioral Health |
| BHCC | Behavioral Health Coordinating Council |
| BHL | Behavioral Health Link |
| BOE | Board of Education |
| BOH | Board of Health |
| BPAO | Benefits, Planning, Assistance and Outreach |
| CANAR | Consortia of Administrators for Native American Rehabilitation |
| CAP | Client Assistance Program |
| CARF | Commission on Accreditation of Rehabilitation Facilities |
| CASA | Court Appointed Special Advocate |
| CCP | Crisis Counseling Program |
| CCSP | Community Care Service Program |
| CDBG | Community Development Block Grant |
| CDI | Certified Deaf Interpreter |
| CE | Customized Employment |
| CFR | Code of Federal Regulations |
| CJCJ | Council of Juvenile Court Judges |
| CIT | Crisis Intervention Training |
| CMHS | Center for Mental Health Services |
| CMS | Center for Medicare/Medicaid Services |
| COMP | Comprehensive Supports Waiver Program |

| | |
|---|---|
| CON | Certificate of Need |
| CORE | Council on Rehabilitation Education |
| CPS | Certified Peer Specialist |
| CRC | Certified Rehabilitation Counselor |
| CRCC | Commission on Rehabilitation Counselor Certification |
| CRIPA | Civil Rights for Institutionalized Persons Act |
| CRC | Certified Rehabilitation Counselor |
| CRP | Community Rehabilitation Program |
| CSAP | Center for Substance Abuse Prevention |
| CSAT | Center for Substance Abuse Treatment |
| CSAVR | Council of State Administrators of Vocational Rehabilitation |
| CSB | Community Service Board |
| CSC | Cave Spring Center |
| CSPD | Comprehensive System of Personnel Development |
| CVI | Center for the Visually Impaired |
| DAS | Disability Adjudication Services |
| DBHDD | Georgia Department of Behavioral Health and Developmental Disabilities |
| DCH | Georgia Department of Community Health |
| DD | Developmental Disability |
| DFCS | Division of Family and Children Services |
| DHH | Deaf and Hard of Hearing |
| DHS | Georgia Department of Human Services |
| DJJ | Georgia Department of Juvenile Justice |
| DM | District Manager |
| DOAS | Georgia Department of Administrative Services |
| DOJ | U.S. Department of Justice |
| DOT | Dictionary of Occupational Title |

| | |
|---|---|
| DPH | Georgia Department of Public Health |
| DRG | Diagnostic Related Group |
| DSU | Designated State Unit |
| DUI | Driving Under the Influence |
| DUIP | DUI Intervention Program |
| EDGAR | Education Department General Administrative Rules |
| EDI | Electronic Data Interchange |
| EMS/EMT | Emergency Medical Service/Emergency Medical Technician |
| EN | Employment Network |
| FAR | Federal Acquisition Network |
| FEMA | Federal Emergency Management Authority |
| FFY | Federal Fiscal Year |
| FY | Fiscal Year |
| GACOOP | Georgia Cooperative Services for the Blind (frequently referenced as Georgia Co-Op) |
| GAPP | Georgia Pediatric Program |
| GAO | Georgia Advocacy Office |
| GATES | Georgia Association of Training and Education Services |
| GCDD | Georgia Council on Developmental Disabilities |
| GDC (DOC) | Georgia Department of Corrections |
| GDOL | Georgia Department of Labor |
| GHA | Georgia Hospital Association |
| GIB | Georgia Industries for the Blind |
| GLRS | Georgia Learning Resource System |
| GOCF | Governor's Office of Children and Families |
| GPRA | Government Performance and Results Act of 1993 |
| GRA | Georgia Rehabilitation Association |

| | |
|---|---|
| GVRA | Georgia Vocational Rehabilitation Agency |
| GVRS | (Used in the context of) - Georgia Vocational Rehabilitation Services (GVRS) Board |
| HB | House Bill |
| HCBS | Home and Community-Based Services |
| HCPCS | Health Care Procedure Coding System |
| HHS | U.S. Department of Health and Human Services |
| HIPAA | Health Insurance Portability and Accountability Act of 1996 |
| HMO | Health Maintenance Organization |
| HRD | Human Resources Development |
| HSHT | High School High Tech |
| ICWP | Independent Core Waiver Program |
| IDEA | Individuals with Disabilities Education Act |
| IEP | Individualized Education Plan |
| IL | Independent Living |
| IPE | Individualized Plan for Employment (also VR work plan |
| JAWS | Job Access with Speech-Screen Reader |
| JAN | Job Accommodation Network |
| JIS | Job Information System |
| LEA | Local Educational Agency |
| LEP | Limited English Proficiency |
| LEPSI | Limited English Proficiency and Sensory Impairment |
| LPC | Licensed Professional Counselor |
| KPI | Key Performance Indicator |
| MAS | Multiple Award Schedule |
| MH | Mental Health |
| MI | Mental Illness |
| MIS | Management Information Systems |

| | |
|---|---|
| MOA | Memorandum of Agreement |
| MOE | Maintenance of Effort |
| MOU | Memorandum of Understanding |
| MSA | Metropolitan Statistical Area |
| NABM | National Association of Blind Merchants |
| NAEPB | National Association for the Employment of People who are Blind |
| NAICS | North American Industry Classification System |
| NAMA | National Automated Merchandising Association |
| NAMI | National Alliance of Mental Illness |
| NCD | National Council on Disability |
| NFB | National Federation for the Blind |
| NIB | National Industries for the Blind |
| NIGP | National Institute of Government Purchasing |
| NOW | New Options Waiver Program |
| NRA | National Rehabilitation Association |
| OAT | Operations Analysis Technician |
| OCR | Office of Civil Rights |
| ODEP | Office of Disability Employment Policy |
| OJT | On the Job Training |
| ONET | Occupation Network Database |
| OPB | Georgia Office of Planning and Budget |
| OPI | Operation Process Improvement |
| OSERS | US Office of Special Education and Rehabilitative Services |
| OT | Occupational Therapy |
| PABSS | Protection and Advocacy |
| PBB | Program-Based Budgeting |
| PDP | Product Development Plan |

| | |
|---|---|
| PEPP | Parents Educating Parents and Professionals |
| PIMP | Privacy and Identity Rights Management |
| Pre-ETS | Pre-Employment Transition Services |
| PST | Post-Secondary Training |
| PT | Physical Therapy |
| PTS | Pre-Employment Transition Specialist |
| PWI | Projects with Industry |
| QA/QI | Quality Assurance/Quality Improvement |
| RDC | Regional Development Center |
| RESA | Georgia Regional Education Service Agency |
| RFI | Request for Information |
| RFP | Request for Proposals |
| RFQ | Request for Quotes |
| RSA | Rehabilitation Services Administration |
| RSA-IM | RSA Information Memorandum |
| RSVA | Randolph Sheppard Vendors of America |
| RWS | Roosevelt Warm Springs |
| RYDC | Regional Youth Development Center |
| SAM | Service Area Manager |
| SAMHSA | Substance Abuse and Mental Health Service Administration |
| SAO | State Accounting Office |
| SB | Senate Bill |
| SE | Supported Employment |
| SFY | State Fiscal Year |
| SGA | Substantial Gainful Activity |
| SILC | Statewide Independent Living Council |
| SLA | State Licensing Agency |
| SOC | Standard Occupational Code |

| | |
|---|---|
| SRC | State Rehabilitation Council |
| SSA | Social Security Administration |
| SSDI | Social Security Disability Income |
| SSI | Supplemental Security Income |
| SWDB | State Workforce Development Board |
| TA | Technical Assistance |
| TAP | Technical Assistance Plan |
| TCSG | Technical College System of Georgia |
| TANF | Temporary Assistance for Needy Families |
| TBI | Traumatic Brain Injury |
| TRS | Telecommunication Relay Service |
| TTW | Ticket to Work |
| USDOE | U.S. Department of Education |
| USDOL | U.S. Department of Labor |
| VR | Vocational Rehabilitation |
| VRI | Video Remote Interpreting |
| VRS | Video Relay Service |
| WIN | Work Incentives Navigator |
| WIPA | Work Incentive Planning and Assistance |
| WIOA | Workforce Investment Opportunity Act |
| WTW | Welfare to Work |

## VERSION HISTORY

| VERSION | EFFECTIVE DATE | DESCRIPTION OF CHANGE |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation/ 2024 Policy Update |
| | | |
| | | |

# ANNEX – GLOSSARY FOR VR POLICIES

# A

**Acute Condition:**

Acute conditions are those injuries or acute illnesses of short duration (thirty (30) days or less) occurring during the course of the individual's participation in trial work experience(s) or rehabilitation such as unrelated accidental fractures, acute appendicitis, etc.

**ADA "Americans with Disability Act" Accessibility Survey**:
An assessment of an employer's physical location by a representative of the Assistive Work Technology team which provides information related to compliance with the ADA.

**Adjustment to Disability Services:**
Those services needed to assist an individual in adjusting to environmental challenges and/or in developing coping skills and strategies to compensate for new limitations as a result of a disability. It is not treatment of/for the disability (i.e., mental and physical restoration).

**Amplified Communication:**
Amplified Communication includes aided Pure Tone Average, aided speech audiometry (speech reception), and aided speech discrimination with background noise scores to clarify how the individual's residual hearing and amplification device will function in a work setting.

**Applicant:**
An individual who submits an application for vocational rehabilitation services.

**Appropriate:**
Appropriate, as it relates to provision of services, is defined to mean the service is not only desired but is necessary for the individual to reach their employment goal.

**Appropriate Modes of Communication:**
Specialized aids and supports that enable an individual with a disability to comprehend and respond to information that is being communicated. Appropriate modes of communication include, but are not limited to, the use of interpreters, open and closed-captioned videos, specialized telecommunications services, and audio recordings, brailed and large print materials, materials in electronic formats, augmentative communication devices, graphic

**Assistive Work Technology Device:**
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 the functional capabilities of an individual with a disability.

**Assistive Work Technology Service:**
Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive work technology device, including: (i) the evaluation of the needs of an individual with a disability, including a functional evaluation of the individual in his or her customary environment; (ii) purchasing, leasing, or otherwise providing for the acquisition by an individual with a disability of an assistive work technology device; (iii) selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive work technology devices; (iv) coordinating and using other therapies, interventions, or services with assistive work technology devices, such as those associated with existing education and rehabilitation plans and programs; (v) training or technical assistance for an individual with a disability or, if appropriate, the family members, guardians, advocates, or authorized representatives of the individual; and (vi) 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.

**Auditory Training/Aural Rehabilitation:**
Auditory training or aural rehabilitation teaches the individual how to effectively use their remaining hearing. It is usually accomplished with the aid of amplification. Auditory training, lip reading training, and aural rehabilitation are considered to be part of speech-language therapy.

**Authorized Representative:**
Any representative chosen by the individual, including a parent, a guardian, other family member, or an advocate, unless a representative has been appointed by a court to represent the individual, in which case the court-appointed representative is the individual's representative.

**Autism** (or autism spectrum disorder):
Refers to a range of conditions characterized by challenges with social skills, repetitive behaviors, speech, and nonverbal communication, as well as by unique strengths and differences.

**Auxiliary Aids and Services:**
Those services needed to effectively make aurally delivered materials available to individuals with hearing impairments; and visually delivered materials available to individuals with visual impairments.

# B

**Behavioral Health:**
Refers to a population with a mental health and/or substance usage diagnosis.

**Benefits Planning:**
The Social Security process of determining the impact of work/earnings on all public benefits (SNAP, HUD, VA, Medicaid, Medicare etc.) and the application of Social Security work incentives for individuals currently receiving SSI and/or SSDI benefits. The process also encourages and teaches self-advocacy regarding the individual's benefits. Information and guidance regarding Impairment-Related Work Expenses (IRWE), PASS Plans, and STABLE accounts may also be provided during this process.

**Blind**:
Someone with no vision or who is defined as legally blind.

# C

**Care Conference:**
A VR care conference is a collaborative discussion/meeting held to discuss the individual's needs and coordinate personal assistance services. Participants may include VR professionals, the individual and their representatives, school personnel, medical providers, personal assistance providers and other interested parties. Topics of discussion may include, but are not limited to, the following: physical, psycho-social, nutritional, and financial needs, medical equipment, assistive work technology and fee negotiations.

**Career Advancement:**
An individual with a significant disability who is currently underemployed may seek VR assistance to secure a job that is consistent with their skill sets or whose disability hinders their ability to secure such a job. In this case, VR would follow the rehabilitation process to determine if the individual qualifies for services and, as appropriate, develop an IPE to assist the individual reach their employment goal that is more consistent with their abilities.

**Certified Vision Rehabilitation Therapy (Individualized Training):**
This adjustment service is to restore safe functioning in all areas of daily living and work life after vision has decreased or been lost. Strategies include, but are not limited to, alternate methods for personal care, housekeeping, meal preparation, childcare, finances, clothing care, communication, and transportation.

**Cognitive Rehabilitation:**
Cognitive rehabilitation refers to a systematic, goal-oriented intervention designed to improve or compensate for a variety of impaired cognitive processing abilities. Rehabilitation of these cognitive processes is not meant to take the place of education, activities of daily living and counseling, but to enhance responses to these activities. The purpose of cognitive rehabilitation should be to allow the individual to think, perceive, make decisions, and respond with minimal or no assistance from others.

**Community Adjustment:**
Community adjustment covers such areas as money and banking, how to make purchases, types of insurance and transportation.

**Community Rehabilitation Program:**
A program that directly provides or facilitates the provision of vocational rehabilitation services to individuals with disabilities to enable the individual to maximize opportunities for employment, including career advancement.

**Comparable Program of Study:**
A post-secondary training program spanning vocational technical certificates/diplomas, Associate; Bachelor's; Master's; or Doctoral degrees which meets the training requirement of the specific occupation (as identified by the Occupational Information Network (O*NET)) documented on the Individualized Plan for Employment (IPE). These training programs also include specialty professional degrees such as Medical, Veterinary, Law, and other similar professional disciplines.

**Comparable Services and Benefits:**
Services and benefits that are: (i) provided or paid for, in whole or in part, by other Federal, State, or local public agencies, by health insurance, or by employee benefits; (ii) available to the individual at the time needed to achieve the employment outcome identified in the Individualized Plan for Employment; and (iii) commensurate to the services that the individual would otherwise receive from the Vocational Rehabilitation agency.

**Competitive Integrated Employment:**
Work that is performed on a full-time or part-time basis (including self-employment) and for which an individual is compensated at a rate that is not less than the higher of the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the rate required under the applicable State or local minimum wage law for the place of employment; is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; and in the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and is eligible for the level of benefits provided to other employees; and is at a location typically found in the community; and where the employee with a disability interacts for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (*e.g.,* customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons;

and presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

**Comprehensive Needs Assessment:**
When additional information is needed to determine the employment goal to assign priority for the order of selection, or to identify the services that need to be included in the Individualized Plan for Employment, a comprehensive assessment is completed. The comprehensive assessment considers the individual's unique strengths, resources, priorities, concerns, abilities, interests, temperament, interpersonal skills, informed choice, and related functional capacities as well as any medical, psychological, and psychiatric data to determine vocational rehabilitation needs. A comprehensive assessment is a vocational rehabilitation comprehensive needs assessment.

**Comprehensive Vocational Evaluation:**
Comprehensive Vocational Evaluation is a process, which uses a combination of testing, work samples, situational assessments, prevailing labor market data, occupational information, assistive technology, functional capacities, accommodations, and modifications. The Comprehensive Vocational Evaluation provides an individualized and systematic process in which an individual, in partnership with the evaluator, learns to identify viable vocational options and develop employment goals and objectives. (Additional information can be found in the Provider Guidelines Manual)

**Comprehensive Vocational Profile:**
Is an evaluation strategy which attempts to provide effective job matching without relying on traditional testing and work samples. The profile is a comprehensive assessment of an applicant's demonstrated skills, experiences, home, family, friends, neighborhood, informal supports, preferences, connections, and need for accommodation which, when taken as a whole, provides the basis for recommendations to the participant and the vocational rehabilitation counselor/work team. (Additional information can be found in the Provider Guidelines Manual)

**Cooperative Agreement:**
A formal agreement with other partners in the statewide work force investment system to ensure cooperation, collaboration, and coordination. The agreements are designed to ensure that individuals receive employment services.

**Counseling and Guidance:**
Counseling and guidance is addressed in two categories: non-planned and planned. Non-planned counseling and guidance are those activities which take place throughout the rehabilitation process when the counselor is involved in routine information dialogue with the

individual, i.e., explaining the vocational rehabilitation program, completing the application, giving directions, reminding of appointments, discussing program progress, making referral to other programs or activities, etc. Planned counseling and guidance is listed on the IPE/IPE amendments and annual reviews as a specific service designed to achieve a stated objective(s) to address a specific capacity(ies) limited by the impairment(s) and/or related factor(s) identified in the case file.

**Criminal Act:**
Any crime, including an act, omission, or possession under the law, which poses a substantial threat of personal injury, notwithstanding that by reason of age, insanity, or intoxication or otherwise the person engaging in the act, omission, or possession was legally incapable of committing a crime.

**Current:**
As used in the policy "current" accurately reflects the condition of the individual at the present time. Thus, the information being used reflects the current level of functioning of the individual.

**Customized Supported Employment (CSE)**
Is competitive integrated employment, for an individual with a significant disability, that is based on an individualized determination of the unique strengths, needs, and interests of the individual with a significant disability; designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer; and carried out through flexible strategies, such as job exploration by the individual; and working with an employer to facilitate placement, including customizing a job description based on current employer needs or on previously unidentified and unmet employer needs; developing a set of job duties, a work schedule and job arrangement, and specifics of supervision (including performance evaluation and review), and determining a job location; using a professional representative chosen by the individual, or if elected self-representation, to work with an employer to facilitate placement; and providing services and supports at the job location.

# D

**Deaf**:
A person with complete hearing loss.

**Deaf/blind**:
A person with a combination of hearing and vision loss.

**Detoxification:**
The process of allowing the body to rid itself of a drug while managing the symptoms of withdrawal. Due to the possibility of serious if not fatal outcomes during detoxification, it is highly recommended that detoxification be provided via medical interventions in order to safely manage acute intoxication and/or withdrawal symptoms. The detoxification process includes: evaluation, stabilization, and fostering readiness and entry into treatment.

**Developmental Disability:**
A developmental disability refers to a severe, chronic disability which is (a) attributable to a cognitive or physical impairment, (b) manifested prior to age twenty-two (22), (c) likely to continue indefinitely, (d) resulting in substantial limitations in at least three of seven major life functions, and (e) requiring services for an extended period of time.

**Disability:**
A physical or mental impairment that constitutes or results in a substantial impediment to employment.

**Disability Awareness**:
Training designed to educate people regarding disabilities which gives people the knowledge required to carry out a job or task providing examples of good practice as opposed to poor.

# E

**Employment Network:**
An entity that offers employment related or vocational rehabilitation service and that has been approved by the Social Security Administration to provide such services to beneficiaries under the Ticket to Work Program.

**Employment Outcome:**
This term refers to any one of several options for employment: (1) entering or retaining full-time or, if appropriate, part-time competitive integrated employment in an integrated labor market; (2) satisfying the vocational outcome of supported employment; or (3) satisfying the vocational outcome of self-employment, telecommuting, or business ownership.

**Existing Information:**
Assignments, reports, evaluations, and other documentation, as appropriate, addressing the individual's strengths, resources, priorities, concerns, abilities, capabilities, and interests that exist prior to application.

**Extended Employment:**
Extended Employment: Work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.
Note: This definition is a quote from the Federal Regulations. Extended employment cannot be counted as a successful closure.

**Extended Period of Time:**
Three (3) months or greater.

**Extended Services:**
Ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability including a youth with a most significant disability, in supported employment; organized or made available, singly or in combination, in such a way as to assist an eligible individual in maintaining supported employment; based on the needs of an eligible individual, as specified in an individualized plan for employment; provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource, after an individual has made the transition from support from the designated State unit; and provided to a youth with a most significant disability by the designated State for a period not to exceed four years, or at such time that a youth

reaches age 25 and no longer meets the definition of a youth with a disability, whichever occurs first. The designated State unit may not provide extended services to an individual with a most significant disability who is not a youth with a most significant disability.

**Extreme Medical Risk:**
Extreme medical risk is defined as a risk of substantially increasing functional impairment or risk of death if medical services are not provided expeditiously.

# F

**Family Member:**
For purposes of receiving vocational rehabilitation services means an individual - (i) who either (a) is a relative or guardian of an applicant or eligible individual, or (b) lives in the same household as an applicant or eligible applicant (ii) and whose receipt of vocational rehabilitation services is necessary to enable the applicant or eligible individual to achieve an employment outcome.

**Farm:**
The term “farm” includes stock, dairy, poultry, fruit, furbearing animal, and truck farms, plantations, ranches, nurseries, ranges, greenhouses, or other similar structures used primarily for the raising of agricultural or horticultural commodities, and orchards and woodlands.

**Follow-along services:**
Internal on-going supports necessary to maintain the employer and individual/worker relationship that is not time-limited. These supports are designed to assist the individual in sustaining competitive integrated employment. They are used to address things such as changes in job duties, changes in supervisors, issues with the employer and/or other life events that may jeopardize the individual’s employment.

**Forgiveness Loans:**
Financial aid offered as a loan for which some or all of the loan amount will be eliminated in return for the recipient choosing certain careers, military service, employment settings or volunteer work as prescribed by the grantor. Example: RSA award grant scholarships.

**Functional Capacity:**
A functional capacity refers to an individual’s ability to perform work-related activities in areas such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, and/or work skills.

**Functional Limitation:**
A medically documented constriction or reduction in an individual’s activities which limits a functional capacity. Consequentially, it must hinder the individual from preparing for, entering into, engaging in, or retaining employment consistent with the individual’s abilities and capabilities.

# G

**Guardian:**
Unless otherwise provided by law, if both parents are alive, either parent is the natural guardian of a minor child. If a parent is dead or if the parents are legally separated or divorced, the parent having custody of the child is the natural guardian. In general, a person is presumed not to be incapacitated (see O.C.G.A. 29-5-7(c)), despite developmental disabilities or mental or physical impairment, unless they have actually been adjudicated so by a probate judge. In order for a parent or another individual to become the legal guardian of an adult, that person or parent must be appointed by order of a probate judge. This order of appointment of guardianship only arises after a formal legal process involving the filing of a petition, notice, professional evaluations, and a hearing have occurred. If legal guardianship is in question, one may call the office of the probate court of the appropriate county for verification. Appointment of a legal guardian is a matter of public record.

# H

**Hard of Hearing**:
A person with a hearing loss who has functional limitations with communication.

**Hazardous Work Site:**
For a non-agricultural occupation, a hazardous work site is a site for an occupation which has been declared to be hazardous by the Secretary of Labor under the Fair Labor Standards Act. Such occupations involve the following:
1. Manufacturing and storing of explosives;
2. Motor vehicle driving and outside helper;
3. Coal mining;
4. Logging and sawmilling;
5. Power-driven woodworking machines;
6. Exposure to radioactive substances;
7. Power-driven hoisting apparatus;
8. Power-driven metal-forming, punching, and shearing machines;
9. Mining, other than coal mining;
10 Slaughtering, or meat-packing, processing, or rendering;
11. Power-driven bakery machines;
12. Power-driven paper-products machines;
13. Manufacturing brick, tile, and kindred products;
14. Power-driven circular saws, band saws, and guillotine shears;
15. Wrecking, demolition, and ship-breaking operations;
16. Roofing operations;
17. Excavation operations.
For more information regarding hazardous work sites refer to:
Child Labor Requirements in nonagricultural occupations under the Fair Labor Standards Act.

**Hearing Aid Analysis:**
A hearing aid analysis is the acoustic and electronic analysis of the aid while it is on the individual to determine if it is working properly.

**Hearing Aid Evaluation:**
A hearing aid evaluation is a prescriptive evaluation to determine if the individual can benefit from amplification and to determine the characteristics that an aid should have for this

individual to help improve receiving and understanding. Standard (non-vented) or adjustable molds are available and appropriate for the hearing aid evaluation.

# I

**Impairment:**
Impairment means any physical or mental condition which, for an individual, seriously limits functional capacity(ies), i.e., mobility, communication, work skills, work tolerance, self-care, self-direction, and interpersonal skills, in terms of employability and which can be expected to impose a lasting reduction in function regardless of medical or psychological intervention.

**Individual with a Disability:**
All other eligible individuals.
Priority Category 3

**Individual with a Most Significant Disability:**
An eligible individual shall be classified in this category if he/she has been determined by VR to be an individual who has:

1. limitations in 3 or more functional capacities in terms of a competitive integrated employment outcome; and
2. requires multiple VR services over an extended period of time.

Priority Category 1

**Individual with a Significant Disability:**
An eligible individual shall be classified in this category if he/she has been determined by VR to be an individual who has/is:

1. limitations in 1 or more functional capacities in terms of a competitive integrated employment outcome; and
2. requires multiple VR services over an extended period of time; or

Priority Category 2

**Individual's Representative:**
Any representative chosen by an applicant or eligible individual, including a parent, a guardian, other family member, or an advocate, unless a representative has been appointed by a court to represent the individual, in which case the court-appointed representative is the individual's representative.

**Individual Placement and Supports (IPS):**
A specific evidence-based model that was developed for individuals with severe and persistent mental illness. This model places an individual into employment as soon as

possible, as it is believed that the employment is an essential component of recovery. Supported Employment services are integrated and coordinated with mental health treatment and vocational rehabilitation services.

**Informed Choice:**
The act of choosing based on factual knowledge. Informed choice requires that the individual or, as appropriate, the individual's authorized representative, know about the available options and understand the personal implications of each of the options. This requires that VR staff person(s) provide information through appropriate modes of communication to assist the individual in exercising informed choice throughout the rehabilitation process. An informed choice is a decision based on the facts and is consistent with the facts.

**Information and Referral:**
Referrals made to Federal and State programs, any providers of the Workforce Innovation and Opportunity Act, and, as appropriate, local extended employment providers, to ensure that individuals with disabilities, including eligible individuals who do not meet the agency's order of selection and individuals determined ineligible for vocational rehabilitation services, receive information regarding employment assistance available from other sources. (Ex. Career Centers, Career Resource Centers, Independent Living Centers, Extended Employment Centers (previously called sheltered workshops).

**Intercurrent Illness:**
An intercurrent illness is an acute condition, which occurs during the course of rehabilitation which if not treated will constitute a significant barrier to the achievement of the individual's employment outcome. The illness need not be related to the impairment(s) upon which eligibility is based.

**Integrated Setting:**
With respect to the provision of services, a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals; and with respect to an employment outcome, means a setting typically found in the community; and where the employee with a disability interacts, for the purpose of performing the duties of the position, with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (*e.g.,* customers and vendors) who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons.

**Interpreter Services:**
Interpreter services are sign language or oral transliteration services for individuals who are deaf or hard of hearing and tactile interpretation services for individuals who are deaf – blind. Specially trained individuals perform sign language or oral transliteration. This service also includes real-time captioning services for persons who are deaf or hard of hearing. It does not include foreign language interpretation. An 'interpreter' uses American Sign Language and a 'transliterator' uses signed English. These are separate skills in two different languages and not all 'interpreters' have the ability to perform at the required level in both areas.

# J

**Job Analysis:**
A service which involves a systematic study of a job and the work demands of that job. It involves defining what the worker does in relation to data, people, and things; identifying methodologies and techniques used; the machines, tools, and equipment used; materials, products, and services which result; and the traits required of the worker.

**Job Ready**:
The point at which the individual possesses the soft and hard skills plus the supports needed to qualify for the job.

**Job Retention:**
Job retention services apply to both individuals who are employed at the time of application or employed following the provision of rehabilitation services (Employed status). Job retention services are restricted to include only those services needed to assist an individual in learning their job duties, to address work site behaviors, and/or worksite accommodations. Examples include: working with the employer, job coaching/skills training, counseling and guidance, etc.

**Job Search**:
Service to assist the individual in identifying and securing competitive integrated employment based on the individual's employment goal.

# L

**Labor Market Information** (LMI):
Information provided to assist counselor and the individual in determining an appropriate employment goal.

**Limited Vocational Evaluation:**
A Limited Vocational Evaluation measures the participant's strengths, identifies specific areas of need, and is designed to assess specific skills and abilities for a defined training program or vocational objective. The Limited Vocational Evaluation is time-limited and is used when the comprehensive vocational evaluation and vocational profile are not indicated. (Additional information can be found in the Provider Guidelines Manual)

**Local Workforce Investment Board:**
Local boards established by local elected officials to work in partnership with them in setting policy for coordinated workforce investment systems in local regions and labor market areas. The local boards will design and oversee the "one-stop shops". (Authority: Workforce Innovation and Opportunity Act)

**Low Vision/Visually Impaired**:
Person with uncorrectable vision that does not meet the definition of legal blindness, but has functional limitations due to the vision loss.

# M

**Maintenance:**
Monetary support provided to an individual for expenses, such as food, shelter, and clothing, that are in excess of the normal expenses of the individual and that are necessitated by the individual's participation in an assessment for determining eligibility and vocational rehabilitation needs or the individual's receipt of vocational rehabilitation services under an individualized plan for employment.

**Market Price:**
The prevailing price, as determined by supply and demand, at which goods, services etc., may be bought or sold in an open market.

**May:**
Allowed or permitted. When “may” is used, professional judgment shall be used to determine the most appropriate choice, given the unique needs and situation of the individual.

**MAXIMUS:**
The company with the computerized system that is used by the Social Security Administration for the operation of the Ticket to Work Program.

**Mediation:**
A voluntary process of alternative dispute resolution regarding a determination made by VR staff involving the provision of services to an applicant or eligible individual.
In mediation, an independent third party assists the parties to reach a mutually acceptable solution and does not favor either party.

**Merit Scholarships:**
Financial aid for which eligibility is not based on financial need, but is based on an individual’s unique talents, skills, and abilities. Examples of areas in which merit scholarships may be awarded include, but are not limited to, academics, athletics, and the arts.

**Microenterprise:**
A business operating on a very small scale, especially one with a sole proprietor and fewer than six employees.

**Monitoring**:

Maintaining awareness of the individual's progress.

**Morbid Obesity:**
A diagnosis based on an excess of body fat greater than a BMI of 40, or weighing 100 pounds over the ideal body weight resulting in co-morbidities or the increased risk of co-morbidity(ies).

# N

**Natural Support:**
Natural support is a form of extended services. Natural supports may include family, friends, co- workers, employers, and others who usually or routinely interact with an individual to provide the support necessary for the individual to maintain employment.

**Negotiation:**
An informal, voluntary process of alternative dispute resolution regarding a decision made by VR staff involving the provision of services to an applicant or eligible individual. This form of dispute resolution is a process of negotiating an agreement or settlement among the involved parties (usually the individual, their representative, and VR staff). Negotiation may occur with or without Client Assistance Program (CAP) involvement. If CAP is involved, the CAP representative will be advocating on behalf of the individual. Negotiation is not limited to individuals and VR staff. Negotiation may involve other agencies or external entities.

**Non-Planned Counseling and Guidance:**
Non-planned counseling and guidance are those activities which take place throughout the rehabilitation process when the counselor is involved in routine information dialogue with the individual, i.e., explaining the vocational rehabilitation program, completing the application, giving directions, reminding of appointments, discussing program progress, making referral to other programs or activities, etc.

# O

**Occupational License:**
An occupational license is defined as 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, a small business, or self-employment.

**Ongoing Supports:**
Used in the definition of supported employment, means services that are needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability, in supported employment; are identified based on a determination by the designated State unit of the individual's need as specified in an individualized plan for employment; are furnished by the designated State unit from the time of job placement until transition to extended services, unless post-employment services are provided following transition, and thereafter by one or more extended services providers throughout the individual's term of employment in a particular job placement; include an assessment of employment stability and provision of specific services or the coordination of services at or away from the worksite that are needed to maintain stability based on a minimum, twice-monthly monitoring at the worksite of each individual in supported employment; or if under specific circumstances, especially at the request of the individual, the individualized plan for employment provides for off-site monitoring, twice monthly meetings with the individual;

Supports consist of any particularized assessment supplementary to the comprehensive assessment of rehabilitation needs; the provision of skilled job trainers who accompany the individual for intensive job skill training at the work site; job development and training; social skills training; regular observation or supervision of the individual; follow-up services including regular contact with the employers, the individuals, the parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors, in order to reinforce and stabilize the job placement; facilitation of natural supports at the worksite; any other service identified in the scope of vocational rehabilitation services for individuals; or any service similar to the foregoing services.

# P

**Parental permission form**:
Form signed by parents/guardians allowing VR staff to obtain IEP/Psychological/504 Plan for students with disabilities in an educational program and to provide services to students with disabilities.

**Participant:**
An individual is a "participant" if he or she has an approved Individualized Plan for Employment (IPE) and has begun receiving VR services (i.e., individual has applied for and been determined eligible for VR services and has begun receiving services under an IPE).

**Partnership Plus:**
An option that enables a state VR agency and an Employment Network (EN) to provide services to the same Ticket holder consecutively. Following case closure, regardless of closure reason, the individual has a ninety (90) day period to assign their Ticket to another EN which allows the beneficiary to receive additional services such as job retention and ongoing support.

**Permanent Impairment:**
Any physical or mental condition which, for an individual, seriously limits functional capacity(ies), i.e., ambulation, communication, speech, upper/lower extremity functioning, vision, etc. in terms of employability and which can be expected to impose a lasting reduction in function regardless of medical or psychological intervention.

**Person Centered Employment Planning:**
A strategy to explore and discover potential interests and skills, to identify specific support needs for employment, and to help clarify desired employment outcomes. This is a facilitated process that includes structured planning sessions where the individual, supported by family members and others well acquainted with him or her, identify personal characteristics, interests, skills, and accommodation needs. The process enhances informed choice and job search planning engaging the individual in job exploration with connections to the community. The result is a job search and job support plan for job development. Models are Discovery, Discovering your Personal Genius, Mapping, PATH, and Personal Futures Planning.

**Personal Assessment:**

A detailed evaluation of an individual's life situation relative to the goal of work which can occur throughout the vocational rehabilitation process.

**Personal Assistance Services:**
A range of services provided as necessary to assist an individual with a qualified disability in performing daily living activities (including self-care) ordinarily performed without assistance (in the absence of a disability) in order to achieve an employment outcome. The services must be designed to increase the individual's control in life and ability to perform everyday activities on or off the job. Reader services, interpreter services, and personal care attendant services are considered personal assistant services. This service must be necessary and is only provided to allow or assist an individual in participating in primary VR services. The services may include training in managing, supervising, and directing personal assistance services.

**Personal Care Attendant Services:**
Personal care attendant services are those personal services that an attendant performs for an individual with a disability such as bathing, feeding, dressing, toileting, transferring, providing mobility, transportation, and similar activities.

**Physical or mental impairment:**
An injury, disease, or other condition that materially limits, or if not treated is expected to materially limit, mental or physical functioning.

**Placement Follow-up**:
Monitoring the success of the individual's employment.

**Planned Counseling and Guidance:**
Planned counseling and guidance means discrete therapeutic counseling and guidance services including: personal adjustment counseling, counseling that addresses medical, family, or social issues and vocational counseling for the purpose of determining an appropriate employment goal. This service is distinct from the general counseling and guidance relationship that exists between the counselor and the individual during the entire rehabilitation process. Planned counseling and guidance is a specific service designed to achieve a stated objective(s) to address a specific capacity(ies) limited by the impairment(s) and/or related factor(s) identified in the case file.

**Post-Employment:**
Post-Employment services are defined as one or more VR services that are provided subsequent to the achievement of an employment outcome and that are necessary for an individual to maintain, regain, or advance in employment, consistent with the individual's

unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**Potentially Eligible Student with Disability:**
Individuals who meet the definition of a student with a disability are eligible for pre-employment transition services regardless of whether they have applied for or been determined eligible for the VR program.

**Pre-Employment Transition Services:**
For purposes of pre-employment transition services, this means all students with disabilities, regardless of whether they have applied for or been determined eligible for the Vocational Rehabilitation (VR) program. The required Pre-ETS, available to students with disabilities, include the following:

1. Job exploration counseling,
2. Work-based learning experiences,
3. Counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs,
4. Workplace readiness training to develop social skills and independent living, and
5. Instruction on self-advocacy.

Individuals who do not meet the definition of a student with a disability, may receive similar or additional VR transition services; however, these services are not included in the 15% set aside of the GVRA 110 Budget.

**Preliminary Assessment:**
A review of existing data and if appropriate and, to the extent necessary, the provision of appropriate assessment activities to obtain necessary additional data to make a determination of eligibility.

**Prepare for, Secure, Retain, Advance in, and Regain:**
Prepare for: Training to address employment preparation needs; Secure: To obtain initial employment; Retain: To keep or maintain employment; Advance in: To advance in current or new employment; Regain: to re-enter the work force.

**Primary Services:**
Major services that can be provided independently of any other service and are necessary to prepare the eligible individual for employment. For the purpose of determining the Order of Selection Priority Category assignment, the primary service must address an identified functional capacity as it relates to the individual's disability. Primary services include: information and referral services; physical and mental restoration services; vocational and

other training services; job related services; Supported Employment services; Self-Employment services; assistive work technology; transition services; technical assistance and discrete therapeutic counseling and guidance. Routine counseling and guidance to facilitate participation in the VR process may not be counted as a primary service.

**Proprietary Schools:**
For-profit businesses which provide education and training. They may offer non-degree (diploma/certificate) vocational training, bachelor's, master's, or doctoral degrees. They may be privately owned, a partnership or a corporation.

**Public Health Setting:**
State hospitals, State operated Community Services, and provider agencies with a state contract, letter of agreement, or provider agreement.

# Q

**Qualified Individual:**
An individual who has been assessed and determined eligible for services and qualified for an open category under the Order of Selection.

# R

**Reader Services:**
Reader services are for individuals who cannot read print because of blindness or other disabilities. Reader services include, in addition to reading aloud, transcription of printed information into Braille or sound recordings if the individual requests such transcription or similar activities. Reader services are generally for individuals who are blind or deaf-blind, but may also include individuals unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.

**Reasonable:**
Reasonable is defined to assist VR staff in being prudent in the authorization for payment of any service. Factors to be considered include the cost of service in relation to the employment goal, work expectancy following the provision of the service, and the presence of a strong positive prognosis for successful employment. Reasonableness should be considered throughout the life of the case.

**Recovery Residence:**
A recovery residence for persons with chemical dependence is a facility providing lodging, meals (or provisions for meals), and a recovery support program for persons making the transition to independent alcohol and drug free living. The focus is on abstinence, restoration, group therapy, and extensive use of self-help groups. Vocational and academic issues may also be addressed. Gainful competitive integrated employment is a significant objective of the recovery residence's program. Duration of residency can vary.

**Related Factor:**
Any social, educational, and/or environmental circumstance identified as exerting a direct, significant negative impact on the ability of the individual to successfully achieve an employment outcome.

**Required:**
VR services are required when an individual needs specialized services related to their disability in order to prepare for, secure, retain, advance in, or regain employment consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice and the services are not available elsewhere or cannot be provided without VR assistance.

# S

**Section 511**:
The Workforce Innovation & Opportunity Act, Section 511, has provisions on the limitations on the use of subminimum wage which prohibits an "entity" that holds a section 14(c) certificate from compensating an individual with a disability at a *subminimum wage* unless certain conditions are met.

**Secure, Retain, Advance in, and Regain:**
Secure: To obtain initial employment; Retain: To keep or maintain employment; Advance in: To advance in current or new employment; Regain: To reenter the work force.

**Selected Supports:**
Can include family member, interpreters, teachers, job coaches, specialty coordinators, vendors, AWT, or others who join the individual at assessments and or meetings to support their success.

**Self-supporting:**
Self-supporting is defined as providing one's own total support, i.e., food, clothing, housing, health, recreational and travel expenses. Wards of the state are excluded from this definition.

**Service record**:
Case record for an individual.

**Shall:**
Shall is used chiefly in formal contexts and legal documents and means "mandatory," "must," or "required." When "shall" is used, there is no choice; the term is imperative.

**Specialized Skills Training:**
Skill focused training which is required for employment in a specific occupation designated by the Occupational Information Network (O*NET). The requirement of this specialized training must be demonstrated by documentation of industry standards (i.e., standard qualifications for the job and/or required certification for the job).

**Speech - Language Therapy:**
Speech-language therapy attempts to develop or maintain intelligible speech for a person with a hearing loss, speech-language disorder or fluency, voice or language disorder.

**Stable:**
A physical or mental condition which is not unpredictable in nature or subject to rapid decompensation and allows for identification of limitations and capabilities affecting occupational performance.

**Statewide Workforce Investment Board:**
A newly formulated board, appointed by and including the governor, which has the broad authority to guide the development of the workforce investment system and to assist in the development of the state plan of federally funded programs of job training, adult education and literacy, and vocational rehabilitation. The board members include representatives from business, partners in the workforce investment system, employers, local elected officials, state legislators, economic development officials, labor unions, and the general public. (Authority: Workforce Investment Act of 1998)

**Statewide Workforce Investment System:**
The workforce investment act of 1998 created a statewide system of linkages among federal, state, and local employment and job training agencies in order to improve coordination, to increase efficiency, and to ensure that those agencies work together. The components of the workforce investment system are streamlined, and more flexible programs are statutorily linked to provide workforce investment activities that increase the employment, job retention, and earnings of participants. (Authority: Workforce Investment Act of 1998)

**Student with a Disability:**
An individual with a disability in a secondary, postsecondary, or other recognized education program who is not younger than the earliest age for the provision of transition services under section 614(d)(1)(A)(i)(VIII) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)(1)(A)(i)(VIII)); or if the State involved elects to use a lower minimum age for receipt of pre-employment transition services under this Act, is not younger than that minimum age; and is not older than 21 years of age; or if the State law for the State provides for a higher maximum age for receipt of services under the Individuals with Disabilities Education Act (20 U.S.C. 1400 *et seq.*), is not older than that maximum age; and is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act (20 U.S.C. 1411 *et seq.*); or is a student who is an individual with a disability, for purposes of section 504.

**Substantive Policy Change:**
Changes that directly impact the nature and scope of the services provided to individuals with disabilities, or the manner in which individuals interact with the VR agency, particularly as it pertains to communication with the VR counselor or the delivery of VR services. Examples of

substantive policy changes include: any changes to policies or procedures that fundamentally alter the rights and responsibilities of VR consumers in the VR process; proposed organizational changes to the VR agency that will likely effect the manner in which services are delivered; any changes that affect the nature and scope of VR services provided; changes in formal or informal dispute procedures; the adoption or amendment of policies instituting an order of selection; and changes to the VR consumer financial participation policies. Changes that are administrative in nature are not considered substantive policy changes.

**Substantial Impediment to Employment:**
A physical or mental impairment which (in light of medical, psychological, vocational, educational, and other related factors) results in functional limitations that hinders an individual from preparing for, entering into, engaging in, advancing in, or retaining employment consistent with the individual's abilities and capabilities. The existence and extent of the impairment must be the primary reason that the individual is unable to achieve an employment outcome such that there is a direct relationship between the disability or disabilities and employability.

**Supported Employment:**
Competitive integrated employment, including customized employment, or employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working on a short-term basis toward competitive integrated employment that is individualized, and customized, consistent with the unique strengths, abilities, interests, and informed choice of the individual, including with ongoing support services for individuals with the most significant disabilities for whom competitive integrated employment has not historically occurred, or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and who, because of the nature and severity of their disabilities, need intensive supported employment services and extended services after the transition from support provided by the designated State unit, in order to perform this work.

**Supportive Services:**
Services which support a primary service. Supportive services are never provided alone (e.g., Childcare, Transportation, Personal Assistance, Maintenance). They are only provided in conjunction with a primary service. Support services must be both appropriate and reasonable.

# T

**Technology Access Training:**
Refers to individualized training in the use of adaptive technology for the purpose of participating in VR services leading to an employment outcome. Technology access training includes but is not limited to, learning the use of braillers, note-takers, scanners, screen readers, Augmentative Communication Devices, and computers which may require basic training in computer software such as word processing et al.

**Traditional Supported Employment (TSE):**
Used for individuals who qualify for Supported Employment services and are in need of intensive job coaching, ongoing supports and extended supports but are not in need of job carving/job negotiation.

**Transition Services:**
A coordinated set of activities for a student or youth with a disability designed within an outcome-oriented process that promotes movement from school to post-school activities, including postsecondary education, vocational training, competitive integrated employment, supported employment, continuing and adult education, adult services, independent living, or community participation; based upon the individual student's or youth's needs, taking into account the student's or youth's preferences and interests; that includes instruction, community experiences, the development of employment and other post-school adult living objectives, and, if appropriate, acquisition of daily living skills and functional vocational evaluation; that promotes or facilitates the achievement of the employment outcome identified in the student's or youth's individualized plan for employment; and that includes outreach to and engagement of the parents, or, as appropriate, the representative of such a student or youth with a disability.

**Transitional Employment:**
A series of temporary job placements in integrated settings with ongoing support services for individuals with the most significant disabilities due to mental illness. In transitional employment, the provision of ongoing support services must include continuing sequential job placements until job permanency is achieved.

**Transliterator:**
An oral transliterator provides communication access to a person who is deaf or hard of hearing and who uses speech reading and speaking as a means of communicating. A transliterator uses signed English.

**Trial Work Experience:**
Work, or simulated work, either in the community or in a community rehabilitation program to enable the determination of whether an applicant can benefit from rehabilitation services in terms of a competitive integrated employment outcome.

# V

**Veteran**:
A person who has served in America's Armed Forces.

**Vocational Assessment:**
A multi-disciplinary process involving the coordination, collection, and analysis of formal evaluative data to assist in making decisions regarding an employment goal. It is also an informal process that occurs routinely throughout the life of a rehabilitation case, beginning with observations of the individual behaviors and characteristics during the initial meeting and including the reading and synthesizing of subsequent evaluative information.

**Vocational Evaluation, Comprehensive:**
An individualized service which helps to identify an individual's viable vocational options and employment goal. The comprehensive vocational evaluation incorporates background information (e.g., education, psychological and work history, medical/physical capabilities, and behavioral status) and uses a combination of standardized testing, work samples, situational assessments, community-based job tryouts, assistive work technology and other techniques to develop vocational recommendations for the individual and counselor. The planning for and provision of the vocational evaluation should incorporate respect for the individual's personal process of growth and development of insight leading to the individual's informed choice.

**Vocational Evaluation, Limited:**
An individual service for assessing an individual's aptitudes, interests, and/or academic levels to develop a realistic employment goal. The Limited Vocational Evaluation is designed to measure the skills and abilities of an individual for a specific training program or vocational objective. This is a time-limited assessment and is used when the comprehensive vocational evaluation and vocational profile are not indicated.

**Vocational Profile:**
An in-depth evaluation of an individual who is unable to fully benefit from a comprehensive or limited vocational evaluation and/or has very little or no work history. The profile may or may not incorporate standardized assessment tools, but shall include observation techniques that provide detailed information related to the individual's activities of daily living, emotional function, independent living needs and accommodations for the home and/or work. The profile is based on a case file review, in-depth client interview, and interviews with parents or

other stake holders to provide insight into the individual abilities, strengths, limitations and support systems. This evaluation clearly determines training, support and accommodations recommended for successful competitive integrated employment. It also provides detailed information related to the individual's activities of daily living, emotional functioning, independent living needs and accommodations for home.

# W

**Work Adjustment:**
Work adjustment is designed to assist the individual in mobilizing energies toward building tolerances and meeting the entry level demands of the competitive labor market through a learning, earning and experiencing process.

**Work Evaluation:**
A Work Evaluation is a short-term assessment (30 business days or less) that utilizes objective observations of work behaviors, physical capacities, work habits, interpersonal skills and functional skills to determine vocational options and suggested supports by having the participant in a work environment. Observations may come from specific job settings or a variety of work samples.

The purpose of Work Evaluation services is to determine participant work habits, strengths, barriers, needs and to assess the participant's vocational options. Results will include recommended accommodations, necessary services, and training. (Additional information can be found in the Provider Guidelines Manual).

**Work Readiness:**
Work readiness covers such areas as knowledge of why people work, various occupational requirements, where and how to look for a job, how to complete a job application and interview skills.

# Y

**Youth with a Disability**

Youth with a disability is defined as anyone ages 14-24 with the most significant disabilities as described in RPM 9.10.2. The Workforce Innovation and Opportunity Act (WIOA) requires that 50% of our Supported Employment funding be spent on the provision of Supported Employment services for youth with disabilities.

# Georgia Vocational Rehabilitation Agency
# Client Services Policy Manual

## VERSION HISTORY

| VERSION | EFFECTIVE DATE | DESCRIPTION OF CHANGE |
|---|---|---|
| 0 | 01/01/2024 | Date of Creation/ 2024 Policy Update |
| | | |
| | | |