AT & VR:

POLICY AND PRACTICES

VR USES TO IMPLEMENT AT

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Key Learning Outcomes:

Participants will:

• learn how VR considers assisting with implementing AT

• be able to discern between (perceived) functional abilities and functional limitations

• glimpse how comparable benefits may be considered in a VR plan
VR, or Vocational Rehabilitation is a program for people with disabilities who:

- Are currently working
- Would like to work
- Are capable of benefiting from VR services
- Want VR services

Note: The views expressed in this presentation do not necessarily represent the views of The State of Arizona.
The Americans with Disabilities Act defines a disability as:

- a person who has a physical or mental impairment that substantially limits one or more major life activities,
- a person who has a history or record of such an impairment,
- or a person who is perceived by others as having such an impairment.

*The ADA does not specifically name all of the impairments that are covered.*
What Is AT?

“Assistive Technology Device” is defined as “any item, piece of equipment, or product system whether acquired commercially off the shelf, modified or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.”

“Assistive Technology Service” means any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.
The SETT Framework in VR  

(Student/Specific Individual: diagnosis, prognosis, functional limitations, strengths, resources, priorities, concerns, abilities, capabilities and interests)

(Environment: social environment, physical environment, technology environment)

(Tasks: activities in which the individual is expected or desires to participate)

(Tools: a system of AT tools and devices that enables the individual to successfully perform these tasks)

(Zabala, 1995)
Early in VR Process

1. Know your Diagnosis and have all your Medical/Psychological Documentation!

   - Review documentation to be sure it lists all diagnoses
2. Know your Functional Limitations and if possible be sure they are in your Medical/Psychological documentation!

• Ask physician to list all Functional Limitations

3. Know your AT - even Low Tech!
• make/model/uses
• See Handout: My-AT
<table>
<thead>
<tr>
<th>Disability</th>
<th>Functional Limitations</th>
<th>Major Life Areas</th>
<th>Potential Services</th>
</tr>
</thead>
</table>
| **Blindness or Other Visual Impairments** | -Access to print info  
-Mobility  
-Computer access  
-Mobile Device use  
-Independent Living Tasks | -Communication  
-Interpersonal Skills  
-Mobility  
-Self-Care and Home-Care  
-Self Direction  
-Work Skills | -Rehab Instructional Services  
-Orientation & Mobility  
-AT Services |
| DHH: Communication Visual | -Language Barriers: i.e. ASL  
-Face to Face Communication  
-Access to Telecommunications | | -Audiology  
-Hearing Aids  
-Cochlear Implants  
-FM System  
-mobile apps/devices |
| DHH: Communication Auditory | Communication  
-Computer Access | | |
| **Speech Communication** | Reading/Writing, Attending, Planning, organization... | | |
| **Cognitive Impairment... (learning, thinking, processing info, concentration)** | -Mobility & IL  
-Computer access  
-Mobile Device use  
-Access to print info | | |
| **Mobility, Manipulation, Both, other orthopedic** | | | -DME  
-Vehicle Mod  
-Home Mod  
-Computer AT |
Where Is the AT?

Vocational Rehabilitation Roadmap

**START**

1. **VR Introduction and Intake**
   - Tasks:
     - Attend a VR Introduction appointment
     - Bring social security card and 1 other form of identification
     - Bring any available medical records
     - Sign intake paperwork
   - Step 0 days

2. **Identify Job Goal**
   - Tasks:
     - Identify job goal
     - Complete labor market survey
     - Informational Interview
     - Complete Individualized Plan for Employment (IPE) with VR counselor
   - Step 0 weeks

3. **Prepare for Employment**
   - Tasks:
     - Complete any required training
     - Maintain monthly contact with your VR counselor
     - Participate in planned services
   - Individualized timeline

4. **Job Search**
   - Tasks:
     - Meet with job coach regularly
     - Apply for jobs
     - Complete mock interviews
     - Notify VR counselor immediately after you get a job
   - 45-day meeting

5. **Employment Congratulations!**
   - Tasks:
     - Complete job placement paperwork
     - Maintain contact with your VR counselor and job coach for 90 days.
Where Is the AT?

**Vocational Rehabilitation Roadmap**

**START**

**VR Introduction and Intake**
- Tasks:
  - Attend a VR Introduction appointment
  - Bring social security card and 1 other form of identification
  - Bring any available medical records
  - Sign intake paperwork

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- Tasks:
  - Identify job goal
  - Complete labor market survey
  - Informational Interview
  - Complete Individualized Plan for Employment (IPE) with VR counselor

**Prepare for Employment**
- Tasks:
  - Complete any required training
  - Maintain monthly contact with your VR counselor
  - Participate in planned services

**Job Search**
- Tasks:
  - Meet with job coach regularly
  - Apply for jobs
  - Complete mock interviews
  - Notify VR counselor immediately after you get a job

**Employment Congratulations!**
- Tasks:
  - Complete job placement paperwork
  - Maintain contact with your VR counselor and job coach for 90 days.
The Journey of A Thousand Miles...

**Vocational Rehabilitation ROADMAP**

1. **VR Introduction**
   - Tasks:
     - Attend a VR Introduction appointment
     - Bring a social security card and 1 other form of identification
     - Bring any available records

2. **Application, Intake & Eligibility**
   - Tasks:
     - Meet with VR Counselor
     - Sign application

3. **Write Your Work Plan**
   - Tasks:
     - Identify a job goal
     - Determine steps needed to reach job goal
     - Complete work plan with VR Counselor

4. **Participate in Planned Services**
   - Tasks:
     - Contact your VR Counselor once a month
     - Attend appointments

5. **GET HIRED!**
   - Tasks:
     - Apply for jobs
     - Prepare for interviews
     - Maintain contact with VR Counselor
     - Notify VR Counselor immediately as soon as you get a job

**ARIZONA@WORK**
Innovative Workforce Solutions
Which is why there are POLICIES, PROCEDURES and BEST PRACTICES to OPTIMIZE SUCCESS!!
LIMITATIONS

Until you spread your wings,
You’ll have no idea how far you can walk.
The need for Documentation is critical!

The counselor is not the only individual involved in the process of determining if VR can pay for something. Because people who have never met a client are making decisions regarding provision of services:

Make sure everything is documented!
“Comparable benefits” means services and benefits, including accommodations and auxiliary aids and services, that are-

a. **Provided or paid for, in whole or in part, by other** federal, state, or local agencies, by health insurance, or by employee benefits;

b. **Available** to the client at the time needed to ensure progress towards achievement of the employment outcome; and

c. **Commensurate** to the services that the client would otherwise receive from the VR program.
AT & VR: The Chicken and The Egg...

VR Eligibility

AT Related Comparable Benefits

Medical AT must be Compatible with Vocational AT

Employment Planning
VR Process and SETT (Joy Zabala) are sometimes opposing paradigms: this frequently results in amending IPE Goals and Services...
Comparable Benefits

Usually, Comparable Benefits, such as medical treatment services, need to be utilized **before** VR can pay for services other than assessments.

However, per policy, exceptions like the one below exist.

A review of comparable benefits must be conducted prior to purchasing treatment services **unless** the availability of these benefits would **place the client in extreme medical risk and delay the client’s progress** toward achieving an employment outcome/jeopardize immediate job placement.
<table>
<thead>
<tr>
<th>Disability</th>
<th>Functional Limitations</th>
<th>Medical Related AT</th>
<th>AT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blindness or Other Visual Impairments</td>
<td>Access to print info Mobility Keyboard/PC access Independent Living Tasks</td>
<td>Aids/devices prescribed by Clinical Low Vision Doctor (in AZ there are 4)</td>
<td>Computer related Mobile Devices, GPS Screenreading, Magnification, Braille, OCR...</td>
</tr>
<tr>
<td>DHH: Communication Visual</td>
<td>Communication Telecommunications</td>
<td>Hearing Aids Cochlear Implants Integrated FM technologies Bluetooth Technologies</td>
<td>Video Phones Visual Alerts Mobile Devices...</td>
</tr>
<tr>
<td>DHH: Communication Auditory</td>
<td></td>
<td></td>
<td>Amplified &amp;/or Captioned Phones, Amplified/visual Alerts Mobile Devices...</td>
</tr>
<tr>
<td>Communication</td>
<td>Communication Computer Access</td>
<td>AAC device Fluency AT</td>
<td>AAC, Productivity, ECU’s, computer...</td>
</tr>
<tr>
<td>Cognitive Impair...</td>
<td>Reading/Writing, Attending, Planning, organization...</td>
<td>Medication management</td>
<td>Mobile Devices, Literacy Supports, Memory aids...</td>
</tr>
<tr>
<td>Mobility, Manipulation, Both, other orthopedic</td>
<td>Mobility Telecommunications</td>
<td>w/c, walkers, scooters, splints, orthotics, prosthetics</td>
<td>Home Mods, IL aids, Vehicle Mods, Computer &amp; phone, Ergo supports...</td>
</tr>
</tbody>
</table>

**Disability**
- Blindness or Other Visual Impairments
- DHH: Communication Visual
- DHH: Communication Auditory
- Communication
- Cognitive Impair... (learning, thinking, processing info, concentration)
- Mobility, Manipulation, Both, other orthopedic
A Quick Look at AT
with color coding for disability specialties...

- **BVI (Blindness/Visual Impairments)** Yellow
- **DHH (Deaf/Hard of Hearing)** Green
- **DB/CHVL (Deaf-Blind/Combined Hearing and Vision Loss)** Goldenrod
- **Ergo/PH (Ergonomic/Physical Access)** Pink - Home Mods Red
- **Cognition (LD, TBI, ADD, ADHD, other)** Blue
- **AAC (Augmentative/Alternative Communication)** Purple
Questions

https://des.az.gov/services/employment/arizona-rehabilitation-services

Central Office: 602-542-3332
Toll-Free: 1-800-563-1221
TTY - 1-855-475-8194
Resources:

- **AzTAP**: [www.aztap.org](http://www.aztap.org)
- **RSA**: [https://des.az.gov/services/employment/arizona-rehabilitation-services](https://des.az.gov/services/employment/arizona-rehabilitation-services)
- **Local VR Offices**: see above link and select Contact Information
- **JAN (Job Accommodation Network)**: [https://askjan.org](https://askjan.org)
- **CAP (Client Assistance Program)**: [www.azdisabilitylaw.org](http://www.azdisabilitylaw.org)