

4300 SUPPORT SERVICES

4301 General. Support services are those the client may require during the course of rehabilitation to facilitate the receipt and benefit from major services such as diagnostic and medical treatment, rehabilitation training, counseling and guidance, and placement. Such services may include maintenance, transportation, placement/training equipment, interpreting, note taking, reading, and services to family members. Prior to expenditure of Division funds, the Counselor will assure that full consideration is given to all comparable benefits which may be available to the client.

4302 Economic Need. Supportive services provided for assessment in Status 02, 07, or 10 are not subject to consideration of economic need. Supportive services provided under an *Individualized Plan for Employment* (IPE) are subject to consideration of economic need, with the exception of auxiliary aids or services, interpreter services, or reader services that a client requires to participate in other vocational rehabilitation (VR) services. Additionally, supportive services may be provided without consideration of economic need to individuals who have been determined eligible for benefits from Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI).

4303 Maintenance

4303.1 General. Maintenance means monetary payments to or on behalf of the client to cover the costs of meals, lodging, and incidental expenses required in the course of receiving a major rehabilitation service such as evaluation of rehabilitation potential, diagnostic and medical treatment, or job placement. Maintenance also may be used for the cost of a uniform or other suitable clothing required for placement, short term shelter, or placement tools. Attendant care maintenance is available to the client. This payment is not automatic, and it will be provided by the Division only when there are no other means of sustaining the client during the period the individual is receiving a major rehabilitation service. It is not the Division's responsibility to provide the minimal life sustaining services of food, shelter, clothing, and medicine on a long-term basis. Maintenance may be provided during any phase of the rehabilitation process except the referral phase.

4303.2 How Provided. The Counselor will consider an extended maintenance schedule when the service will require more than 60 days. Maintenance paid directly to the client is planned and provided twice monthly. The inclusive dates of each maintenance period are printed on the *Maintenance Authorization*. Maintenance paid directly to the client will be authorized at a rate which is closest to the individual's actual need as determined by the Counselor. The normal maximum for maintenance paid directly to the client is \$280 per period. The Counselor's immediate supervisor may approve payment of more than \$280 per period when the Counselor documents extenuating circumstances.

4304 Transportation

4304.1 General. Transportation is the physical movement of the client from one place to another to receive a major rehabilitation service such as evaluation of rehabilitation potential, diagnostic and medical treatment, placement and follow up, or post-employment services. In a fiscal sense, transportation includes only the costs of mileage or commercial carrier fare. Related costs, primarily meals and lodging when required, are authorized through maintenance procedures set forth above.

4304.2 How Provided

A. *Client's Personal Vehicle.* If the client is to receive mileage reimbursement for use of the individual's own personal vehicle, long term maintenance may be authorized on the *Maintenance Authorization* discussed earlier in this section.

B. *Common Carrier or Third Party.* If the client will be transported by common carrier or third party, the Counselor will use a vendor *Authorization* for this purpose.

C. *Mileage Limitation.* Payment to either the client or a third party for mileage will be calculated using the current state reimbursement rate per mile. Reimbursement will be limited to only one round trip per day on the day(s) of service.

4304.3 Types of Transportation

A. *Short Term Travel.* Short term travel is usually less than 60 days. This will include the actual cost of lodging, meals, any other related expenses that

are deemed necessary, and reimbursement for mileage as stated above. The client will submit receipts for lodging, meals, and other related expenses.

B. *Travel Expenses for Personal Care Attendant.* If services of a personal care attendant are necessary to enable the client to travel to participate in a rehabilitation service, travel expenses for the personal care attendant may be reimbursed. The personal care attendant will submit receipts for lodging, meals, and other related expenses.

C. *Relocation Expenses.* The Counselor may authorize relocation expenses when the client has a confirmed job offer. These expenses may include moving expenses, rent and utilities for the first month, one-time costs such as security deposit, and charges for the initiation of utilities. The Counselor may provide rent and utility costs for one additional month following relocation. The client must provide receipts for all costs. Additional expenses may be approved by the District Manager.

4304.4 Vehicle Rental. Requests for vehicle rentals, including time extensions, will require prior approval by the Assistant Director, Field Services, through supervisory channels.

A. *Short-Term Rental.* The Division may authorize a short term rental vehicle, for eligible clients under an approved IPE when it has been determined the client is in jeopardy of losing their job or unable to accept the promise of employment as a result of transportation; e.g., while a personal vehicle is being repaired or they are in the process of purchasing a vehicle. The term of the rental will not exceed thirty (30) days.

B. *Vendors.* All vehicle rentals will be through approved vendors and purchased only by authorization (not P-Card).

C. *Rentals Not Reimbursable by Client Maintenance.* Reimbursement of vehicle rental through client maintenance payments will **not** be permitted.

D. *Exceptions.* Exceptions will require approval by the Assistant Director, Field Services, through supervisory channels.

4304.5 Vehicle Repair

A. The Division may purchase repair services for a client's vehicle when the Counselor determines that the client's need for rehabilitation services directly and substantially supports the rehabilitation goal and no other source exists to finance the needed repairs. In such instances, the Counselor will forward justification to the District Manager for approval.

B. Expenditures on vehicles with more than 75,000 miles will not exceed more than twice the wholesale value of the vehicle based on the *Blue Book* value. Any vehicle not meeting that criterion must be evaluated by a certified mechanic using the *Used Vehicle Inspection Report*.

4305 Training/Placement Equipment and Clothing

4305.1 Training Equipment and Clothing. The client may be required to have certain items of training equipment and/or clothing to complete post-secondary training. The client taking a vocational training course in a mechanical or repair occupation may be required to have a personal set of hand tools and/or clothing or uniforms. The training facility usually will recommend the required equipment and/or clothing.

4305.2 Computer Purchase. Computer equipment and software purchases, including for post-secondary training, will only be provided as an accommodation. Referral to the Division's Assistive Technology Unit will be necessary to determine the client's specific needs. Refer to Section 3700 Rehabilitation Technology for guidance. Requests for exceptions will be submitted for approval to the Assistant Director, Field Services, through supervisory channels.

4305.3 Placement Equipment and Clothing. As a condition of placement with an employer, the client may be required to have certain items of placement equipment and/or clothing, such as a personal set of hand tools and/or uniforms. If the client completed a vocational training course during which the Division provided training equipment and/or clothing or uniforms, the client will be expected to use those items in placement if the job is the same as that for which the individual was trained. The Division will only consider the minimum assistance necessary to purchase clothing, uniforms or equipment for entry into employment.

4306 Interpreter Services

4306.1 Communication Access. Communication needs vary from consumer to consumer. It is important to understand that not all Deaf, Deaf-Blind, hard of hearing or late Deafened consumers communicate in the same manner. The Rehabilitation Counselor for the Deaf (RCD) is responsible for determining the client's preferred language and mode of communication as early as possible in the rehabilitation process. The RCD will assess the communication skills and needs of the client as well as the accommodation requirements to meet each client's needs. Along with this assessment and in conjunction with the client, the RCD will assist with the provision of appropriate interpreter services or communication assistance.

4306.2 Selection of Interpreter. Interpreting services provide accessibility to programs and services and ensure effective communication. As a reasonable accommodation, the RCD may assist an individual who is providing services to the client with the process of acquiring an interpreter. Every reasonable effort should be made to use the most competent and qualified interpreter available. The Rehabilitation Counselor for the Deaf (RCD) will utilize the West Virginia's Commission for the Deaf and Hard of Hearing (WVCDHH) Registry of Interpreters (WVRI) when selecting an interpreter and authorize according to certification level. Examples of when The Division will authorize for interpreting services include, but are not limited to the following:

A. Physician appointments, medical evaluations or assessments such as vocational evaluations.

B. In conjunction with Community Rehabilitation Services (CRP) services.

C. During training programs in which a Memorandum of Understanding (MOU) is signed and in effect by The West Virginia Division of Rehabilitation Services and the West Virginia Department of Education, Division of Technical and Adult Education, Office of Adult Education and Workforce Development.

4306.3 Interpreter Conduct and Ethics. All professional interpreters follow a strict code of ethical conduct, which guides and protects both interpreters and the clients they serve. The Registry of Interpreters for the Deaf (RID) "Code of Professional Conduct" is the set of guidelines for all nationally certified

interpreters, and is recognized as the overarching ethical guide for all interpreter behavior. Interpreters that provide services to WVDRS clients are expected to comply with these standards. Ethical breaches should be reported to the West Virginia Commission for the Deaf and Hard of Hearing, which has the authority to take appropriate action.

4307 Note Taker Services

4307.1 General. Note taker services usually will be provided to clients who are receiving rehabilitation training services under an IPE. The client and Counselor will assess the need for note taker services during formulation of the IPE.

4307.2 Role of the Note Taker. The person selected for note taking assignments must be reliable and competent to meet the client's needs by providing clear, concise, accurate, and complete notes. The note taker should not be considered a tutor, although frequently it will be necessary for the client and the note taker to review and discuss the notes to ensure client understanding of the content. Further, the note taker will not be asked to serve as an advocate, advisor, or attendant. It is important that the client and note taker develop a mutual understanding of the duties to be provided by the note taker during the course of an assignment.

4308 Payment for Interpreter or Note Taker Services. The fee for interpreter or note taker services may be found in the Division's fee schedule.

A. *Travel Reimbursement.* The Division will reimburse travel by the portal to portal rate. Portal to Portal is defined as the time the interpreter departs to the assignment and arrives at the assignment site. As well as when the interpreter departs from the assignment and returns. Further guidelines regarding portal to portal are found in the Division's fee schedule.

B. *Payment for Services Not Rendered.* State law prohibits the Division from paying for professional or other services not rendered. Therefore, the Division cannot pay an interpreter or note taker for services not received by the client.

C. *Cancellations/No Shows.* In an effort to prevent cancellations and no shows The Division will make every effort to confirm the appointment scheduled

with the interpreter. The Rehabilitation Counselor for the Deaf (RCD) will contact the client 48 hours prior to the scheduled appointment and again within 24 hours to confirm the appointment. Every effort will be made by The Division to ensure that the client attends the scheduled appointments. The RCD will document all efforts of notification in an action statement in iECM. If any cancellation occurs the RCD will notify the interpreter immediately.

4309 Orientation and Mobility Training. Orientation and mobility training may be necessary for individuals with visual impairment(s) to travel outside the home. Such training may be provided by Division employees having such expertise or it may be purchased from approved mobility instructors.

4310 Travel Training. Travel training teaches people with disabilities how to properly and safely use the local bus, rail system, or other mode of transportation. This type of training may include how to read schedules, board the transportation, properly behave, what to do if the individual misses the transportation, or how to safely cross the street.

4311 Reader Services

4311.1 Determining Need. The principal criterion for determining whether reader services are needed is whether the absence of such services would prevent the client from receiving appropriate rehabilitation services and whether or not needed text is available in alternate format through such organizations as Recording for the Blind and Dyslexic, National Library Commission, or other recording services. Reader services are provided most frequently in conjunction with rehabilitation training; however, needs for reader services may arise during any phase of the rehabilitation process.

4311.2 Selection of Reader. Every reasonable effort should be made to use the most competent reader available when such services are to be provided. The client will determine whether an available reader is qualified for a particular assignment. Volunteer readers are available in some colleges and communities through student and civic groups, libraries, and/or churches. A classmate, graduate student, or college student majoring in speech, drama, journalism, or media communications might prove to be a capable provider of reader services.

4311.3 Role of the Reader. It is important that the client and reader develop a mutual understanding of the responsibilities and duties to be discharged

by the reader during the course of an assignment. The client should be instructed in appropriate use of the reader's services. In general, the reader should not be asked to serve as a tutor, advocate, advisor, or attendant. The reader should not be expected to screen out potentially offensive language or to explain any material being read.

4311.4 Payment for Reader Services. The fee for reader services may be found in the Division's fee schedule.

A. *Travel Reimbursement.* The Division will reimburse travel by the portal to portal rate. Portal to portal is defined as the time the reader departs to the assignment and arrives at the assignment site. As well as when the reader departs from the assignment and returns. Further guidelines regarding portal to portal are found in the Division's fee schedule.

B. *Payment for Services Not Rendered.* State law prohibits the Division from paying for professional or other services not rendered. Therefore, the Division cannot pay a reader for services not received by the client. The Counselor should make every effort to assure the reader is informed at least 24 hours in advance whenever an assignment must be canceled.

4312 Driver Education Services

A. *Evaluation.* An evaluation of the client's driving skills must either be completed by a DRS Driver Educator or purchased from a Certified Driver Rehabilitation Specialist (CDRS) prior to authorization of any other driving-related service. If the CDRS determines through the driver evaluation that the client should not drive or attempt driver training, the Counselor should not purchase or recommend driver-training services.

B. *Training.* If the CDRS recommends training, that service may be provided by a CDRS, DRS Driver Educator, or an individual meeting the educational and experiential criteria to be CDRS eligible. If the individual who will provide the driving-related service is not a CDRS, the Counselor will contact the Division's Driver Rehabilitation Unit for a determination of whether the individual meets educational and experiential criteria to be CDRS eligible and a DRS approved driver education vendor. To approve a driver education vendor, DRS uses the CDRS certification criteria established by the Association of Driver Rehabilitation Specialists.

4313 Services to Family Members. When required for the client to obtain full benefit from rehabilitation services, the Division may provide services to members of the client's family. As a general rule, any reasonable and appropriate service may be provided when it is demonstrated that the service will make a substantial contribution to the client's rehabilitation or the lack of which will serve as a detriment to the client's rehabilitation.

4313.1 Types of Services. As an example, for the client to be able to assume employment in a new locality, it may be necessary for the Division to assist in defraying moving expenses for the family. Likewise, counseling and guidance directed to the entire family, not just to the client, is an important service in this area.

4313.2 Use of Community Resources. Prior to committing Division funds for services to the client's family members, the Counselor will verify that all community resources have been exhausted.