

## **4300 SUPPORT SERVICES**

**4301 General.** Support services are those the consumer 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 consumer.

**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 consumer 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 consumer 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 consumer. This payment is not automatic, and it will be provided by the Division only when there are no other means of sustaining the consumer 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 consumer is planned and provided twice monthly. The inclusive dates of each maintenance period are printed on the *Maintenance Authorization*. Maintenance paid directly to the consumer 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 consumer 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 consumer 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. *Consumer's Personal Vehicle.* If the consumer 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 consumer 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 consumer 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 consumer 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 consumer 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 consumer 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 consumer 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 Deputy Director, Field Services through supervisory channels.

A. *Short-Term Rental.* The Division may authorize a short term rental vehicle, for eligible consumers under an approved IPE when it has been determined the consumer 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. The term of the rental will not exceed thirty (30) days. However, if the Division is working toward the purchase of a vehicle for a consumer, the rental term must be for a minimum of ninety (90) 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 consumer maintenance payments will **not** be permitted.

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

**4304.5 Vehicle Purchase.** Vehicle purchase will not be provided as a sole service and is not considered a primary service. Vehicle purchase is limited to consumers who have a job or assurance of a job. Vehicle purchase will not be approved for consumers who are in a training program. If a consumer requires a modified vehicle, refer also to Section 3700.

*A. Requirements.* The following requirements shall apply whenever the Division purchases a vehicle to meet the consumer's transportation needs:

1. The Division may purchase a personal vehicle for eligible consumers when it has been determined there is a lack of transportation resources; and
2. The purchase of a vehicle is necessary for the consumer to be successful in obtaining and retaining suitable employment in the competitive labor market.
3. The approved Individualized Plan for Employment (IPE) includes transportation as an Intermediate Objective necessary for an employment outcome; and,
4. The consumer has a valid Driving License; and
5. The consumer lacks the availability of public transportation and/or use of alternate transportation, (e.g., family vehicle); and,
6. The consumer has proof of insurability in accordance with provisions of the Motor Vehicle Code of the consumer's state of residence; and,
7. The consumer has the financial resources to assume responsibility for meeting all operating costs of the vehicle, such as fuel, maintenance, repairs, insurance, personal property tax, etc.; and,

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8. The consumer is not involved in legal action or restrictions that will result in loss of a valid Driving License; and,

9. The counselor and consumer have identified the type and size of vehicle required to meet the consumer's *minimum basic need* for employment outcome.

10. The purchase will only be considered once the consumer has been employed for a minimum of 90 days. Should a vehicle rental be necessary, please reference 4304.4 A.

B. *Approval Process.* Approval by the Deputy Director, Field Services through supervisory channels is required **prior** to beginning a specific vehicle search.

1. WVDRS Vehicle Purchase Approval Form **and** Good News Mountaineer Garage Referral form will be completed by the Counselor prior to beginning the vehicle search and submitted together for approval to the Deputy Director, Field Services through supervisory channels.

2. The consumer has agreed with and signed the Vehicle Policy Agreement.

C. *Documentation.* The case record will include:

1. Documentation of the counselor's efforts to investigate and research the consumer's transportation needs and alternatives; and

2. Documentation of the *Requirements* in A. and the *Approval Process* in B. as identified above in A. and B; and

3. Documentation that approval has been received from the Deputy Director, Field Services.

D. *Exceptions.* Exceptions to A. and B. above will be submitted to the Deputy Director, Field Services through supervisory channels and documented in the case record.

E. *Vehicle Providers.* The Division will purchase a vehicle through the Good News Mountaineer Garage (GNMG) or from a licensed automobile dealer.

1. *Good News Mountaineer Garage.* Good News Mountaineer Garage (**GNMG**) will be the first choice for vehicle selection.

a. In consultation with the Counselor and the consumer, **GNMG** will assess the consumer's transportation requirements, and recommend an appropriate vehicle meeting the minimum basic needs for employment.

b. If **GNMG** cannot provide a suitable vehicle within thirty (30) days, the counselor and consumer can extend the GNMG search or go to a licensed dealer, based on the consumer's needs.

c. If the counselor and consumer accept GNMG recommendations, then GNMG will sell the vehicle directly to the consumer for a minimum sum (one dollar) and convey title to the consumer. In no instance will the title be conveyed to the Division.

d. The counselor has the final approval to accept the **GNMG** vehicle or reject the vehicle based on unacceptable vehicle conditions.

e. The total cost of the vehicle will not exceed reasonable market value as referenced by current Edmunds or Kelley Blue Book, not to exceed a maximum of \$12,000.

f. A Special Fee Request form will be submitted for the total cost of the vehicle to be purchased by the Division.

2. *Licensed Dealer.* Purchases from a licensed dealer may be utilized if the **GNMG** program cannot provide a suitable vehicle. The Division will only purchase vehicles from licensed dealers; vehicles are not purchased from persons or entities which are not so licensed.

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a. The Counselor and consumer will consult with a licensed dealer to identify a vehicle to meet the consumer's minimum basic need for employment outcome.

b. The licensed dealer will provide a written statement describing the vehicle (i.e., vehicle identification number, make, model), itemizing all charges (i.e., vehicle cost, license fees, title transfer), and showing the total amount to be paid.

c. The Counselor will acquire and document two (2) additional bids for comparable vehicles from local dealers. The dealership with the lowest bid will be selected and awarded the purchase.

d. The selected licensed dealer will provide a written statement describing the applicable warranty. (Note that in West Virginia, it is not lawful for a licensed dealer to offer a vehicle "as is"; whether the vehicle is new or used, an implied warranty of merchantability always applies and cannot be waived by the customer or disclaimed by the dealer).

e. The total cost of the vehicle will not exceed reasonable market value as referenced by current Edmunds or Kelley Blue Book, not to exceed a maximum of \$12,000.

f. A Special Fee Request Form will be submitted for the total cost of the vehicle to be purchased by the Division.

g. The licensed dealer will convey the title to the consumer, not the Division. In no instance will the title be conveyed to the Division. The consumer cannot assume any loan for the purchase of the vehicle; therefore, the title must be issued clear and free to the consumer.

3. *Requests for Exceptions.* Requests for exceptions will be submitted for approval to the Director, through supervisory channels.

### **4304.6 Vehicle Repair**

A. The Division may purchase repair services for a consumer's vehicle when the Counselor determines that the consumer'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 consumer may be required to have certain items of training equipment and/or clothing to complete post-secondary training. The consumer 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 consumer's specific needs. Refer to Section 3700 Rehabilitation Technology for guidance. Requests for exceptions will be submitted for approval to the Deputy Director, Field Services, through supervisory channels.

**4305.3 Placement Equipment and Clothing.** As a condition of placement with an employer, the consumer 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 consumer completed a vocational training course during which the Division provided training equipment and/or clothing or uniforms, the consumer 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 consumer'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 consumer as well as the accommodation requirements to meet each consumer's needs. Along with this assessment and in conjunction with the consumer, 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 consumer 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 consumers 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** consumers 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 consumers who are receiving rehabilitation training services under an IPE. The consumer 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 consumer'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 consumer and the note taker to review and discuss the notes to ensure consumer 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 consumer 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 consumer.

*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 consumer 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 consumer 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 consumer 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 consumer 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 consumer and reader develop a mutual understanding of the responsibilities and duties to be discharged by the reader during the course of an assignment. The consumer 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 consumer. 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 consumer'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 consumer 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 consumer to obtain full benefit from rehabilitation services, the Division may provide services to members of the consumer'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 consumer's rehabilitation or the lack of which will serve as a detriment to the consumer's rehabilitation.

**4313.1 Types of Services.** As an example, for the consumer 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 consumer, is an important service in this area.

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