

# Rehabilitation Services Policy Manual

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### Part 1

**Appropriate modes of communication** means 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, Braille and large print materials, materials in electronic formats, augmentative communication devices, graphic presentations, and simple language materials.

*Reference: §361.5(b)(5)*

**ADA:** Americans with Disabilities Act

**Assessment for determining eligibility and vocational rehabilitation (VR) needs** means, as appropriate in each case:

- A review of existing data to determine if an individual is eligible for VR services; and to assign priority for an Order of Selection.
- To the extent necessary, the provision of appropriate assessment activities to obtain necessary additional data to make the eligibility determination and assignment. To the extent additional data are necessary to make a determination of the employment outcomes and the nature and scope of VR services to be included in the IPE of an eligible individual, a comprehensive assessment to determine the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice, including the need for supported employment, of the eligible individual. This comprehensive assessment:
  - Is limited to information that is necessary to identify the rehabilitation needs of the individual and to develop the IPE of the eligible individual.
  - Uses a primary source of information, to the maximum extent possible and appropriate (in accordance with confidentiality requirements) existing information obtained for the purposes of determining the eligibility of the individual and assigning priority for an order of selection; and information that can be provided by the individual, and if appropriate, by the family of the individual.
  - May include, to the degree needed to make such a determination, an assessment of the personality, interests, interpersonal skills, intelligence and related functional capacities, educational achievements, work experience, vocational aptitudes, personal and social adjustments, and employment opportunities of the individual and the medical, psychiatric, psychological and other pertinent vocational educational, cultural, social, recreational, and environmental factors that affect the employment and rehabilitation needs of the individual.

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- May include, to the degree needed, an appraisal of the patterns of work behavior of the individual and services needed for the individual to acquire occupational skills and to develop work attitudes, work habits, work tolerance, and social and behavior patterns necessary for successful job performance including the use of work in real job situations to assess and develop the capacities of the individual to perform adequately in a work environment.
- Referral, for the provision of rehabilitation technology services to the individual, to assess and develop the capacities of the individual to perform in a work environment; and
- An exploration of the individual's abilities, capabilities, and capacity to perform in work situations, which must be assessed periodically during trial work experiences, including experiences in which the individual is provided appropriate supports and training.

*Reference: §361.5(b)(6)*

**Assistive technology device** means 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. Examples include:

- Prosthetic, orthotic or other assistive devices essential to obtaining or retaining employment.
- Hearing aids.
- Telecommunications, sensory and other technological aids and devices.

*Reference: §361.5(b)(7)*

**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, including:

- The evaluation of the needs of an individual with a disability, including a functional evaluation of the individual in his or her customary environment;
- Purchasing, leasing, or otherwise providing for the acquisition by an individual with a disability of an assistive technology device;
- Selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices;
- Coordinating and using other therapies, interventions, or services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs;
- 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

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- 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.

*Reference: §361.5(b)(8)*

**Auxiliary aids and services** which may be provided by RS, include but are not limited to:

- Sign language interpreters for people who are deaf or hard of hearing.
- Tactile interpreting for people who are deaf-blind.
- Foreign language interpreting for individuals with limited English speaking/comprehension ability.
- Media of choice, such as braille or large print documents, for people who are blind or visually impaired.
- Readers, who may read textbooks or other written materials for persons who have impaired reading ability due to the disability.
- Note takers to take class notes for persons in training or other services who are unable to do so because of their disabilities.

The purpose of these auxiliary aids and services is to provide a means of effective communication, accommodating the needs of individual clients so they may derive full benefit of other VR services.

*Reference: State definition*

*Please refer to the Resources Section for information on cost sharing agreements for auxiliary aids and services with public and private institutions of higher education.*

**Auxiliary aids and services specific to Pre-ETS funding includes—**

1. 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;
2. Qualified readers; taped texts; audio recordings; Brailled 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;

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3. Acquisition or modification of equipment or devices; and
4. Other similar services and actions.

*The Americans with Disabilities Act 28 CFR 35.104*

**Case file:** Also known as the record of service, this is the complete record of a student's Pre-ETS case.

**Clear and convincing evidence** is required before VR can determine that an applicant is not eligible due to the significance of disability. "Clear and convincing evidence" means that RS must have a high degree of certainty before it can conclude that an individual is incapable of benefiting from services in terms of an employment outcome. The "clear and convincing" standard constitutes the highest standard used in the civil system of law and is to be individually applied on a case-by-case basis. The term "clear" means unequivocal. Given these requirements, a review of existing information generally would not provide clear and convincing evidence. For example, the use of an intelligence test result alone would not constitute clear and convincing evidence. Clear and convincing evidence might include a description of assessments, including situational assessments and supported employment assessments, from service providers who have concluded that they would be unable to meet the individual's needs due to the severity of the individual's disability. The demonstration of "clear and convincing evidence" must include, if appropriate, a functional assessment of skill development activities, with any necessary supports (including assistive technology), in real life settings.

**Community rehabilitation program** means:

- A program that provides directly or facilitates the provision of one or more of the following VR services to individuals with disabilities to enable those individuals to maximize their opportunities for employment, including career advancement:
  - Medical, psychiatric, psychological, social, and vocational services that are provided under one management.
  - Testing, fitting, or training in the use of prosthetic and orthotic devices.
  - Recreational therapy.
  - Physical and occupational therapy.
  - Speech, language, and hearing therapy.
  - Psychiatric, psychological, and social services, including positive behavior management.
  - Assessment for determining eligibility and VR needs.
  - Rehabilitation technology.
  - Job development, placement, and retention services.

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- Evaluation or control of specific disabilities.
  - Orientation and mobility services for individuals who are blind.
  - Extended employment.
  - Psychosocial rehabilitation services.
  - Supported employment services and extended services.
  - Services to family members if necessary to enable the applicant or eligible individual to achieve an employment outcome.
  - Personal assistance services.
  - Services similar to the services described previously in this section.
- For the purposes of this definition, the word program means an agency, organization, or institution, or unit of an agency, organization, or institution, that provides directly or facilitates the provision of VR services as one of its major functions.

*Reference: §361.5(b)(9)*

**Comparable services and benefits** means services and benefits that are:

- Provided or paid for, in whole or in part, by other Federal, State, or local public agencies, by health insurance, or by employee benefits;
- Available to the individual at the time needed to ensure the progress of the individual towards achieving the employment outcome in the Individualized Plan for Employment (IPE).
- Commensurate to the services that the individual would otherwise receive from the VR agency.

Comparable benefits do not include awards and scholarships based on merit.

*Reference: §361.5(b)(10)*

**Competitive integrated employment:** VR services support competitive integrated employment outcomes, which means 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—

- (A) 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;

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- (B) 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
  - (C) 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
  - (D) Is eligible for the level of benefits provided to other employees; and
- Is at a location—
    - (A) Typically found in the community; and
    - (B) 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.

*[34 CFR 361.5(c)(9) published August 19, 2016]*

Please refer to the Forms Section for a Competitive Integrated Employment Worksheet.

**Core services** are assessment, counseling and guidance, physical/mental restoration, training, job-related services (job preparation, job development and job placement), supported employment, occupational tools and licenses, and rehabilitation technology.

**Counseling and guidance** means:

- In all cases, counselors develop a collaborative relationship with each applicant and eligible individual and promote the individual's full involvement and participation in the rehabilitation process. The counselor's role in providing information about and guiding the individual in exploration of options is critical to supporting informed choice of the individual. Vocational counseling and guidance also includes support and assistance with problem solving and clarification of values, as well as information about and referral to community resources and coordination of services. Such counseling and guidance may not be considered a "countable" service for Order of Selection purposes.
- If required by the individual, the counselor will provide counseling services that are vocational in nature and are specifically designed to assist the

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individual in participating in the rehabilitation process and in reaching an employment outcome. Such vocational counseling will involve multiple sessions, be included in the IPE, and address issues such as vocational exploration, career decision making, establishment of a career path including short and long term goals, self-advocacy in the work place, development or problem-solving skills, and use of community resources related to employment. (Note: This is not mental restoration services provided by other qualified sources. See codes 320, 300 and 340.) The level of service is determined according to the VR needs of the individual consistent with his or her informed choice.

*Reference: State definition*

**Employment outcome** means, with respect to an individual, entering or retaining full-time or, if appropriate, part-time competitive employment in the integrated labor market, supported employment, or any other type of employment in an integrated setting, including self-employment, telecommuting, or business ownership that is consistent with an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

*Reference: §361.5(b)(16)*

**Extended employment** means 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. This is not an allowable employment outcome for VR since it does not meet the requirement of integrated setting.

*Reference: §361.5(b)(19)*

**Extended services**, as used in the definition of "supported employment," means ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment and that are provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource from funds other than Title I VR dollars after an individual with a most significant disability has made the transition from support provided by RS.

*Reference: §361.5(b)(20)*

**Extreme medical risk** means a probability of substantially increasing functional impairment or death if medical services, including mental health services, are not provided expeditiously.

*Reference: §361.5(b)(21)*

**Family member**, for purposes of receiving VR services when necessary to enable the applicant or client to achieve an employment outcome, means an individual:

- Who either

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- Is a relative or guardian of an applicant or eligible individual; or
- Lives in the same household as an applicant or eligible individual;
- Who has a substantial interest in the well-being of that individual; and
- Whose receipt of VR services is necessary to enable the applicant or eligible individual to achieve an employment outcome.

*Reference: §361.5(b)(23)*

- Services to family members are support services and will be provided only in conjunction with other rehabilitation services. Services to family members are intended to promote family participation and remove family barriers to full participation in the rehabilitation process. Services to family members should be viewed as a limited service that does not duplicate the services available within the community. Services to family members are supports necessary to the adjustment and rehabilitation of the person. These services may include, but are not limited to: Training in personal assistance techniques to care for the individual.
- Child care for minor children while the individual is engaged in training or other rehabilitation services.

*Reference: State guidance*

**Homemakers** were disallowed as VR successful employment outcomes with the implementation of the Workforce Innovation and Opportunity Act. This decision was consistent with Congressional intent to emphasis competitive integrated employment.

**IDEA:** Individuals with Disabilities Education Act, the law authorizing special education services.

**IEP:** Individualized Education Plan as authorized under Individuals with Disabilities Education Act (IDEA).

**IHE:** Institution of Higher Education, typically a career-technical college, community college or university.

**Individual with a disability,** for purposes of the VR program, means an individual:

- Who has a physical or mental impairment;
- Whose impairment constitutes or results in a substantial impediment to employment; and
- Who can benefit in terms of an employment outcome from the provision of VR services.

*Reference: §361.5(b)(28)*

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**Individual with a significant disability** means an individual with a disability:

- Who has a severe physical or mental impairment that seriously limits one or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;
- Whose vocational rehabilitation can be expected to require multiple VR services over an extended period of time; and
- Who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and VR needs to cause comparable substantial functional limitation.

*Reference: §361.5(b)(31)*

**Individual's representative** means any representative chosen by an applicant or eligible individual, including a parent, guardian, other family member, or 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.

*Reference: §361.5(b)(32)*

**Intercurrent illness** is an unexpected illness or injury that arises during rehabilitation and constitutes a hazard to the determination of eligibility, participation in IPE services or the achievement of the vocational objective.

*Reference: State definition*

**KMIS:** Kansas Management Information System.

**LOC:** As it pertains to spending authorities, LOC means life of the case.

**Maintenance** means monetary support provided to an eligible 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 VR needs or the individual's receipt of VR services under an IPE.

*Reference: §361.5(b)(35)*

**Mediation** means the act or process of using an independent third party to act as a mediator, intermediary, on conciliator to assist persons or parties in settling differences or disputes prior to pursuing formal administrative or other legal remedies.

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*Reference: §361.5(b)(36)*

## **Merit and non-merit scholarships**

*Merit-based scholarships* are not considered a comparable benefit. Merit scholarships are awarded for exceptional performance in academics, athletics, music, or other specific educational disciplines.

If a merit scholarship is awarded for the purpose of tuition, room/board or other specific services, then the consumer must use it for those purposes specified in the award.

*Non-merit scholarships* are typically awarded based on the student's affiliation with a specific group. Common examples are scholarships awarded by employers for family members, by specific cities or communities for their residents, by civic groups, or based on affiliation with certain cultural, disability or other interest groups. In non-merit scholarships, academic or other areas of performance are not considered in the selection process. Federal financial aid based on income guidelines is not considered to be merit scholarships.

**Multiple contacts** means that the counselor has made numerous attempts to contact the client at different hours of the day and different days of the week, using a variety of methods such as phone, e-mail, mail, or messages through the client's identified contact person.

*Reference: State definition*

## **Occupational licenses**

This service is provided when necessary to increase an individual's opportunity for successful employment following completion of the other components of the IPE. Occupational licenses include: licenses, certifications, registrations or permits required by a state, city or other governmental unit to enter or engage in an occupation of business. The need for occupational licenses must be clearly established, based on state and local requirements, employer requirements for hiring or job retention, and requirements of the trade or profession.

*Reference: State definition*

**Ongoing support services**, as used in the definition of supported employment:

- Means services that are:
  - Needed to support and maintain an individual with a most significant disability in supported employment;
  - Identified based on a determination by RS of the individual's needs as specified in an IPE; and
  - Furnished by RS 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

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employment in a particular job placement or multiple placements if those placements are being provided under a program of transitional employment;

- Must include an assessment of employment stability and provision of specific services or the coordination of services at or away from the work site that are needed to maintain stability based on:
  - At a minimum, twice-monthly monitoring at the work site of each individual in supported employment; or
  - If under special circumstances, especially at the request of the individual, the IPE provides for off-site monitoring, twice-monthly meetings with the individual;
- 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 work site;
  - Any other service identified in the scope of VR services for individuals; or
  - Any service similar to the foregoing services.

*Reference: §361.5(b)(38)*

**Other goods and services** Other services that are not otherwise defined but are directly related to participation in the IPE or achieving an employment outcome.

*Reference: State definition*

**PA:** As it pertains to spending authorities, PA means per authorization.

**Person with a disability as defined by Section 504 of the Rehabilitation Act:** Any person who (1) has a physical or mental impairment that substantially limits one or more major life activities, (2) has a

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record of such an impairment or (3) is regarded as having such an impairment. Major life activities include walking, seeing, hearing, speaking, breathing, learning, working, caring for oneself, and performing manual tasks.

**Personal assistance services** means a range of services provided by one or more persons designed to assist an individual with a disability to perform daily living activities on or off the job that the individual would typically perform without assistance if the individual did not have a disability. The services must be designed to increase the individual's control in life and ability to perform everyday activities on or off the job. The services must be necessary to the achievement of an employment outcome and may be provided only while the individual is receiving other VR services. The services may include training in managing, supervising, and directing personal assistance services.

*Reference: §361.5(b)(39)*

Personal assistance services may be provided through VR if they are not available through another source. It is important to determine whether such services are available as a comparable benefit through any other program. When the individual will need continuing personal assistance after VR case closure, it is essential to identify and plan for other programs that will provide the long-term support. This is a support service and will be provided only in conjunction with other rehabilitation services.

*Reference: State guidance*

**Physical and mental restoration services** means:

- Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a stable or slowly progressive physical or mental impairment that constitutes a substantial impediment to employment;
- Diagnosis of and treatment for mental or emotional disorders by qualified personnel in accordance with State licensure laws;
- Dentistry;
- Nursing services;
- Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment and clinic services;
- Drugs and supplies;
- Prosthetic or orthotic devices;
- Eyeglasses and visual services, including visual training, and the examination and services necessary for the prescription and provision of eyeglasses, contact lenses, microscopic lenses, telescopic lenses, and other special visual aids prescribed by personnel that are qualified in accordance with State licensure laws;

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- Podiatry;
- Physical therapy;
- Occupational therapy;
- Speech or hearing therapy;
- Mental health services;
- Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and mental restoration services, or that are inherent in the condition under treatment;
- Special services for the treatment of individuals with end-stage renal disease, including transplantation, dialysis, artificial kidneys, and supplies; and
- Other medical or medically related rehabilitation services.

*Reference: §361.5(b)(40)*

**Physical or mental impairment** means:

- Any physiological disorder or condition, cosmetic disfiguration, or anatomical loss affecting one or more of the following body systems: neurological, musculo-skeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin and endocrine; and
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

*Reference: §361.5(b)(41)*

**Post-employment services** means 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 strengths, resources, priorities, concerns, abilities, capabilities, and interests.

Please refer to Section 3/Part 12.

**Postsecondary school:** means school after any “secondary” or high school. Typically post-secondary school includes career-technical colleges, community colleges and universities.

**Power skills:** Sometimes called soft skills, these are the attributes necessary to be successful in employment, such as customer service, staying on task, receiving instruction from supervisors, working effectively with co-workers, hygiene, being on time, etc.

**Pre-Employment Transition Services (Pre-ETS)**

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Empowering youth with disabilities to achieve their highest employment potential is one of the major goals of Rehabilitation Services (RS). Pre-ETS were authorized by the Rehabilitation Act of 1973, as amended through the Workforce Innovation and Opportunity Act (WIOA). Through Pre-ETS, students with disabilities may receive a variety of services to help them prepare for employment and self-reliance rather than dependency on public benefits. Please refer to Section 14 for detailed information.

## Reader services

Readers may read textbooks or other written materials for persons who have impaired reading ability due to the disability. This purpose is to provide a means of effective communication, accommodating the needs of the individual clients so they may derive full benefit of other VR services.

*Reference: State definition*

**Recognized education program for purposes of defining student with a disability:** Means educational programming under the definition of a “student with disability” including programs that provide a recognized credential of education such as certified nursing assisting (CNA) program that lead to a specific industry job. Also includes home school, non-traditional secondary education programs, General Education Diploma (GED).

## Referral and other services

Information and referral services are intended to assist individuals to access or secure needed services and benefits from other agencies, programs or sources. Such services are an essential part of case management with all applicants and recipients of services, particularly related to the search for and use of comparable benefits and services.

*Reference: State definition*

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

*Reference: §361.5(b)(44)*

**Rehabilitation technology** means the systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, transportation, independent living, and recreation. The term includes rehabilitation engineering, assistive technology devices, and assistive technology services.

*Reference: §361.5(b)(45)*

**Secondary school:** high school.

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**Self-employment** means working for oneself and may be temporary, home-based, contractual, full-time, part-time. Self-employment through business entrepreneurship means that a person owns, operates and manages a business; no supervisor oversees the person.

*Reference: State definition*

**Student's representative:** means any representative chosen by the student (if 18 years old), including a parent, guardian, other family member, or advocate, unless a representative has been appointed by a court to represent the student, in which case the court-appointed representative is the student's representative.

**Substantiality of services** means that VR services, whether provided by staff or purchased:

- Were necessary for the client to achieve employment consistent with his/her strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice; and
- Contributed directly and substantially to the employment outcome achieved by the client.

**Substantial impediment to employment** means that a physical or mental impairment (in light of attendant medical, psychological, vocational, educational, communication and other related factors) hinders an individual from preparing for, entering into, engaging in, or retaining employment consistent with the individual's abilities and capabilities.

*Reference: §361.5(b)(52)*

**Support services** are any services necessary for the eligible individual to derive full benefit from his or her VR plan. These services can only be provided in conjunction with non-support services. They are maintenance, transportation, services to family members, reasonable accommodations to facilitate participation in core VR services (such as sign language interpreters, readers or personal assistance), and referral to other services.

*Reference: State definition based on federal guidance*

**Supported employment means :**

- Competitive employment in an integrated setting, or employment in integrated work settings in which individuals are working toward competitive employment, consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of the individuals with ongoing support services. This service is provided for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disabilities; and who, because of the nature and severity of their disabilities, need intensive supported employment services from RS and extended services after transition to perform this work.
- Transitional employment for individuals with the most significant disabilities due to mental illness. (See the definition of transitional employment in this glossary.)

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*Reference: §361.5(b)(53)*

## Supported employment services

Please refer to the Supported Employment Part in Section 3 for complete information.

**Transition services** means a coordinated set of activities for a student designed within an outcome-oriented process that promotes movement from school to post-school activities, including postsecondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation. The coordinated set of activities must be based upon the individual student's needs, taking into account the student's preferences and interests, and must include 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. Transition services must promote or facilitate the achievement of the employment outcome identified in the student's IPE.

*Reference: §361.5(b)(55)*

**Transitional employment**, as used in the definition of supported employment, means a series of temporary job placements in competitive work 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.

*Reference: §361.5(b)(56)*

**Transportation** means travel and related expenses that are necessary to enable an applicant or eligible individual to participate in a VR service, including expense for training in the use of public transportation vehicles and systems.

***RSA Guidance:*** *The following are examples of expenses that would meet the definition of transportation. The examples are purely illustrative, do not address all possible circumstances, and are not intended to substitute for individual counselor judgment.*

- ***Example:*** *Travel and related expenses for a personal care attendant or aide if the services of that person are necessary to enable the applicant or eligible individual to travel to participate in any vocational rehabilitation service.*
- ***Example:*** *Relocation expenses incurred by an eligible individual in connection with a job placement that is a significant distance from the eligible individual's current residence.*
- ***Example:*** *The purchase and repair of vehicles, including vans, but not the modification of these vehicles, as modification would be considered a rehabilitation technology service.*

*Reference: §361.5(b)(49)*

Transportation is a support service and will be provided only in conjunction with other rehabilitation services. This service may include, but is not limited to:

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- Mileage, parking fees and road tolls.
- Short-term travel related expenses, such as food and shelter, incurred by an individual when participating in authorized services.
- Use of public transportation.
- Taxi or bus fares.
- Limited vehicle repairs and maintenance essential to the operation of a personal vehicle used to participate in other IPE services.
- Limited vehicle purchase when there is no cost effective alternative and when necessary to participate in the IPE or to achieve employment.
- Relocation expenses incurred by an individual who will be permanently relocating in connection with participation in IPE services or a job placement that is a significant distance from the person's current residence.

*Reference: State guidance*

**WIOA:** Workforce Innovation and Opportunity Act. The Rehabilitation Act, as amended, authorizes Pre-ETS services. The Rehabilitation Act is Title IV of WIOA.