Nevada Rehabilitation Division Summary of Participant Services Policy Manual Changes for Nevada State Rehabilitation Council Date: 5/10/2022

Overview

Separation of Policy and Procedures Rational:

In order to better serve the needs of Nevada Vocational Rehabilitation participants in a timely manner, it was identified that the procedural instructions, intermingled with policy complicated the delivery of service and made the document less agile when changes are required. By carefully separating out internal business practices from policy, VR agency will now be able to strengthen consistent standards of service to all participants as well as keep up-to-date with the needs of operation as a state agency. As a result of this work, policy language is simplified, removing unnecessary technical procedural terminology, which will better serve our Vocational Rehabilitation participants and the general public at large. By completing the separation of the two, future circumstances warranting changes to the essence of policy will continue to be handled with Nevada State Rehabilitation Council contributions and VR agency review.

Abbreviations:

- CAP- Client Assistance Program
- CFR- Code of Federal Regulations
- IPE- Individualized Plan for Employment
- SA- Situational Assessment
- SSA- Social Security Administration
- TTW- Ticket To Work
- VR- Vocational Rehabilitation

Policy will contain the following:

- Table of Contents
- Policy Sections and Subsections
- Definitions Definition of Terms / Acronyms

Policy and Procedure Combined Manual was 441 pages. Version 8 Participant Service Policy Manual is 118 pages.

Target Effective Date: 07/01/2022

Note: Minor changes, clarification on current policy, as well as rearranging, re-formatting, or changes in wording that don't change the essence of the policy etc. are not summarized below. Policy changes that affect other sections of the policy may not be summarized in each section; however, it will be noted in the main section.

Section 4: Referral of Participants

Topic:	Clarification or Change Summary:	Explanation:
Subminimum wage referral	Policy Update Page 2: Referral of Individuals Participating in Subminimum	CFR was added to clarify agency
	Wage Employment:	requirements when dealing with
	34 CFR 397.40 What are the responsibilities of a designated State unit for	subminimum wage.
	individuals with disabilities, regardless of age, who are employed at a subminimum	
	wage?	
	The agency must provide or coordinate provision of career counseling and	
	information and referral services to individuals with disabilities who are earning	
	subminimum wage and are known by the agency, to be employed by an entity	
	holding a special wage certificate under Section 14(c) of the Fair Labor Standards	
	Act.	
CCI&R Intervals	Policy Update Page 2-3: Required intervals for Career Counseling, Information and	Required intervals for Career
	Referral Services taken out as it is outlined in CFR indicated in the section.	Counseling, Information and
		Referral Services details removed
		as it is outlined in CFR 34 CFR 397
		<u>Limitations of Subminimum Wage</u> ,
		with includes documentation
		requirements.

Section 5: Ticket to Work Program

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Topic:	Clarification or Change Summary:	Explanation:
Ticket Assignment	Policy Update Page 1: Many work incentives are available to SSA beneficiaries	Addition to clarify that although
	whether or not their Ticket is being used. A limited number of additional benefits	ticket can only be assigned or In-
	are available to SSA beneficiaries from the TTW program, and those benefits can	Use with one entity; both parties
	only be used if the Ticket has been placed "In-Use" with a State Vocational	must collaborate to provide
	Rehabilitation (VR) agency or "Assigned" to an approved Employment Network	services to prevent duplication of
	(EN). The Ticket cannot be "Assigned" to an EN and "In-Use" with a State VR	services.
	agency at the same time; however, collaborated efforts may be coordinated.	

Section 06: Application and Intake

Topic:	Clarification or Change Summary:	Explanation:
Information and Disclosure	Policy Update Page 03: Applicants are provided an Information and	Addition to when CAP and Fair
statement	Disclosure Statement that includes the availability of the Client Assistance	Hearing information is being
	Program (CAP), Fair Hearing Process, Participant Bill of Rights, and	provided for clarity and alignment
	information of confidentiality. Applicants are provided an Information and	with other sections (10, 22, and
	Disclosure Statement, that includes the availability of the Client Assistance	27).
	Program (CAP), Fair Hearing Process, Participant Bill of Rights, and	
	information on confidentiality.	

Section7: Financial Need and Participation

Topic:	Clarification or Change Summary:	Explanation:
Exemptions for Certain Goods	Policy Update Page 2-3: The following goods and services are exempt from	Added job coaching as an example
and Services	financial participation, regardless of whether or not the individual is exempt based	of job-related services for clarity.
	on financial needs:	Added O&M Training and
	 Job related services, such as job search and placement assistance, job 	Rehabilitation Instruction to the list
	retention services, job coaching and follow along services;	of financial participation exempt as
	O&M Training and Rehabilitation Instruction; and	they are services normally
		provided by in-house staff, but
		there are times when an outside
		vendor needs to be utilized to
		provide the service.

Section 10: Counseling and Guidance, Assessment of Vocational Rehabilitation Needs (AVRN) and Individualized Plan for Employment (IPE)

Topic:	Clarification or Change Summary:	Explanation:
Expiring IPEs	Policy Update Page 6:	Expiration of IPEs added to provide
	11. Expired IPE and Individual IPE Services	public that participants will be
	Participants will be notified in writing with appeal rights of an upcoming	contacted when their IPE is
	expiring IPE and/or individual IPE services.	expiring and that they will be
		provided appropriate rights
		information. Provided for clarity
		and alignment with other sections
		(6, 22, and 27).

Section 12: Scope of VR Services Overview

Topic:	Clarification or Change Summary:	Explanation:
Scope of Services Available	Policy Update Page 01: Job related services, including job search and	Added job coaching as an example
	placement assistance, job retention services, job coaching and follow up or	of job-related services for clarity.
	follow along services.	

Subsection 12.1: Medical/Psychological/Dental/Hearing Loss/Blindness/Substance Use

Topic:	Clarification or Change Summary:	Explanation:
34 CFR 361.5 (c) (39)	Policy Update Page 1: The agency provides physical and psychological treatment	Added 34 CFR 361.5 (c) (39) to
	services in accordance with 34 CFR 361.5 (c) (39) Applicable definitions: Physical	provide scope of services
	and mental restoration services.	information.
NAC 483.415	Policy Update Page 4: The application process to operate a motor vehicle while wearing a bioptic telescopic device is defined in Nevada Administrative Code (NAC) 483.405 (Driver's License- License to operate a motor vehicle while wearing the device: Application), eligibility requirements are defined in Nevada Administrative Code (NAC) 483.410 (Driver's License- License to operate motor vehicle while wearing device: Requirements for eligibility), and restrictions are defined in Nevada Administrative Code (NAC) 483.415 (Driver's License- License to operate motor vehicle while wearing device: Restrictions). Other driving alternatives will be considered.	Added NAC 483.415 to provide information on driver license restrictions while waring telescopic device.

Subsection 12.2: Work Based Exploration, Learning and Training Experiences

Topic:	Clarification or Change Summary:	Explanation:
Drug Testing Requirement for	Policy Update Page 2: The participant must complete and pass a drug test prior to	Addition to be transparent of drug
Situational Assessment (SA)	participating in a SA.	testing requirements for SA as this
		is already part of the SA program;
		and to be in alignment with other
		type of work assessment and
		experience requirements.

Subsection 12.3: Scope of VR Services; Employment Development, Job Placement, Job Retention, Job Coaching and Service Coordination

Topic:	Clarification or Change Summary:	Explanation:
Choosing a placement provider	Policy Update Page 2: Participants who need a basic level of job search assistance	Examples provided of internal and
	and support will be referred to internal (the internal job development team) and	external resources for job
	external resources (Job Connect/American Job Centers).	placement.

Section 13 Supported Employment

Topic:	Clarification or Change Summary:	Explanation:
34 CFR 363.1	Policy Update Page 1: Based on 34 CFR 363.1 What is the State Supported Employment Services program?	Added 34 CFR 363.1 to provide full definition of supported employment.
34 CFR 363.54	Policy Update Page 3: 34 CFR 363.54 When will an individual be considered to have achieved an employment outcome in supported employment?	Added 34 CFR 363.54 to provide guidance on employment outcome achievement for supportive employment.
CFR 363.4 and 34 CFR 363.22	Policy update Page 4: IV. Use of Supported Employment Funds: The agency receives Supported Employment funding to provide supported employment services. Refer to 34 CFR 363.4 (What are the authorized activities under the State Supported Employment Services program?) for a description of these activities. Per 34 CFR 363.2234 CFR 363.22 (How are funds reserved for youth with the most significant disabilities?) Fifty percent (50%) of Supported Employment funds must be reserved for the provision of supported employment and/or extended services	Added 34 CFR 363.4 and 34 CFR 363.22 to provide information on requirements for utilization of supported employment funds.
	for youth who are eligible for supported employment services.	

Section 22: Fair Hearing and Mediation Procedures

Topic:	Clarification or Change Summary:	Explanation:
Availability of CAP and Fair	Policy Update Page 1: The availability of the Client Assistance Program (CAP) and	Addition to when CAP and Fair
Hearing Information	Fair Hearing information is provided to participants in writing:	Hearing information is being
	At time of application,	provided for clarity and alignment
	 At the time of Order of Selection category assignment, 	with other sections (6, 10 and 27).
	At the time of IPE development (included under terms and conditions of	
	the IPE), and	
	Whenever services are reduced, suspended, or terminate	

Section 27: Workplace Safety, Disruptive Behavior and Expected Code of Conduct

Topic:	Clarification or Change Summary:	Explanation:
Other Disruptive Behaviors	Policy Update Page 02: The availability of the Client Assistance Program (CAP)	Addition to when CAP and Fair
	and Fair Hearing information is provided in writing to participants whenever	Hearing information is being
	services are reduced, suspended, or terminated.	provided for clarity and alignment
		with other sections (6, 10 and 22).