

Nevada Rehabilitation Division
 Summary of Participant Services Policy Manual Revisions for Nevada State Rehabilitation Council
 Meeting Date: 09/12/2023

Abbreviations:

- VR- Vocational Rehabilitation

Target Revision Date: 09/15/2023

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.

Page numbers stipulated in this overview reflect the pages on the draft section pages attached that show the full revisions and additions. General revisions and updates are indicated in red text. Refer to the attached draft section pages for full changes (i.e. deletions, etc.).

Section 06: Application and Intake

Topic:	Clarification or Change Summary:	Explanation:
Application for Services	<p>Revision on pages 1 replaced less detailed explanation with:</p> <p>An individual is considered to have submitted an application when the individual or the individual's representative, as appropriate:</p> <ul style="list-style-type: none"> • Completes one of the below actions; <ul style="list-style-type: none"> ○ Has completed and signed an agency application form; <ul style="list-style-type: none"> ▪ Evidence of signature may be, as appropriate, a witnessing mark, audiotape or a record from a Telephone Device for the Deaf (TTD), such as a Text Telephone (TTY). ○ Has completed a common intake application form in a one-stop center requesting vocational rehabilitation services; or 	Clarify what is considered to have submitted an application for VR Services.

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<p>Online Application Process</p>	<ul style="list-style-type: none"> ○ Has otherwise requested services from the agency; <p>and</p> <ul style="list-style-type: none"> • Has provided the agency information necessary to initiate an assessment to determine eligibility; and • Is available to complete the assessment process. <p>Revision page 2 to remove questionnaire from the application and update location of application for VR services is located</p> <p>Nevada has established an online process for application submission. Individuals interested in services are directed to watch the online orientation video and complete the application through the online portal at Nevada Vocational Rehabilitation. After VR receives the completed application, the individual is scheduled and notified of their intake appointment and method with assigned counselor.</p>	<p>Refine and streamline the online application process. Application now found on NV VR new website vs old DETR-Rehab.</p>
<p>CAP & Fair Hearing</p>	<p>Revision on page 3-4 to refine CAP and Fair Hearing information provided to applicants.</p> <p><u>Client Assistance Program and Fair Hearing:</u></p> <p>Applicants are provided information on the availability of the Client Assistance Program (CAP) and Fair Hearing Process at the time of application.</p>	<p>Refine and streamline on how CAP & Fair Hearing information is provided at the time of application. Note: This will be a letter in the application packet.</p>

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Pre-Intake and Intake	<p>Revision on pages 3-4 to include Pre-intake process</p> <p><u>Pre-intake and Intake:</u></p> <p>Pre-intake is completed following an application for services. The pre-intake is an initial contact with the counseling team to prepare for the intake appointment including processing documents.</p> <p>A participant's intake is an interview utilizing concepts from person-centered planning and informed choice. The intake is an important step in the VR process to review the program and discuss the applicant's needs and goals to obtain competitive integrated employment.</p>	Increase applicant and VR engagement.
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Section 10: Counseling and Guidance, Assessment of Vocational Rehabilitation Needs (AVRN) and Individualized Plan for Employment (IPE)

Topic:	Clarification or Change Summary:	Explanation:
IPE Annual Reviews	<p>Revision on pages 4-5 5 to clarify annual review ** Removed "from the date of the original IPE"</p> <p>10. <u>IPE Annual Reviews</u></p> <p>IPE Annual Reviews document the participant's progress toward achievement of the employment outcome. They occur as often as necessary, but no less than annually.</p>	Revision based on Legislative Council Bureau (LCB) Audit.

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Section 12: Scope of VR Services Overview

Topic:	Clarification or Change Summary:	Explanation:
Exceptions to Service Restrictions	<p>Addition on page 4 to describe an exception process to the services restrictions</p> <p>Exceptions to the above restrictions may be granted with written request and approval when rigid adherence could seriously jeopardize the participant's opportunity to achieve the rehabilitation objective and an employment outcome. Requests for policy exceptions are considered on a case by case basis and must be submitted in writing to the Rehabilitation Counselor.</p>	Describe the process for participants to request an exception to service restrictions.

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

Topic:	Clarification or Change Summary:	Explanation:
Services to Individuals with Deafness or Hearing Loss	<p>Revision on page 2 to update heading name and addition of overall services the agency provides within this part</p> <p><u>Services to Individuals with Deafness or Hearing Loss</u></p> <p><u>Overview</u> Participants with a non-progressive, congenital, or long-standing hearing loss or deafness may be determined eligible for VR services based on appropriate documentation of the hearing loss or deafness. The agency provides</p>	Change heading name from "Hearing Loss and Provision of Hearing Aids" to "Services to Individuals with Deafness or Hearing Loss" and update the overview to be in alignment with the part for "Services for Individuals

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<p>Provision of Hearing Aids</p> <ul style="list-style-type: none"> • Audiology Eval. • ENT • Qualified Hearing Professional 	<p style="color: red;">services for the diagnosis and treatment of hearing loss and deafness.</p> <p>Revisions on pages 2-3 under Provision of Hearing Aids</p> <p style="color: red;"><u>Provision of Hearing Aids</u></p> <p style="color: red;">A recent audiology evaluation is not required if the individual does not require a new hearing aid(s) or other services directly related to alleviating the hearing loss, and if the participant and counselor determine this evaluation is unnecessary to meet the vocational and/or medical restoration needs of the individual.</p> <p>For all other participants a <u>current diagnostic</u> statement within the past six (6) months from a qualified audiologist or other qualified hearing professional is required to provide hearing aids or other services directly related to alleviating the hearing loss. An ENT evaluation must be obtained if it is recommended by the audiologist or other qualified hearing professional.</p>	<p>with Blindness or Visual Impairments”.</p> <p>Addition and update for clarification and introduction for the provision of hearing aids.</p> <p>Note: ENT now only required if recommended vs other previous situations. To be better in alignment with updated 21 CFR 801.421 NRS 637B.242</p>
<p>Qualified Hearing Professional</p>	<p>Addition on page 3 Qualified Hearing Professional</p> <p style="color: red;"><u>Qualified Hearing Professional</u></p> <p style="color: red;">Audiology and hearing aid evaluations and prescriptions, or an audiology consult must be provided by a certified audiologist. Hearing aid dispensing and other services can be provided by a qualified hearing professional. Acceptable licensure and certification types can be found on the State of</p>	<p>Information to indicate services the qualified hearing professional can provide and where to find acceptable licensure and requirements.</p>

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<p>Hearing Aid Evaluation Recommendation Requirement</p>	<p>Nevada Speech-Language Pathology, Audiology & Hearing Aid Dispensing Board.</p> <p>Revisions on page 3 under Hearing Aid Recommendation to update requirements</p> <p><u>Hearing Aid Recommendation</u> A hearing aid recommendation is required for the purchase of prescribed hearing aids.</p> <p>A hearing aid recommendation is not required for the purchase of over the counter (OTC) Hearing Aids.</p>	<p>Define when a hearing aid recommendation is required because VR may now assist with both prescriptive and OTC hearing aids.</p>
<p>Purchase of Hearing Aid(s)</p> <ul style="list-style-type: none"> • OTC • Prescriptive 	<p>Revisions on pages 3-4 under the Purchase of Hearing Aid(s) Purchase of Hearing Aid(s)</p> <p>The agency can purchase over the counter (OTC) and prescriptive hearing aids.</p> <p>The purchase of over the counter (OTC) hearing aids</p> <ul style="list-style-type: none"> • requires three vendor quotes • VR does not guarantee that OTC hearing aids will fully meet the participant’s functional and employment needs as they don’t require a prescription or hearing evaluation <p>The purchase of prescriptive hearing aids requires the following to be completed by the audiologist within the last 6 months:</p> <ul style="list-style-type: none"> • audiology evaluation 	<p>Stipulate the different aspects and requirements for purchase between the OTC and prescriptive hearing aid(s).</p>

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<p>Provision of Cochlear Implant Services</p> <ul style="list-style-type: none"> • Cochlear Implant Services 	<ul style="list-style-type: none"> • hearing aid recommendation • ENT evaluation, if recommended by the audiologist or other qualified hearing professional <p>If the participant currently has hearing aid(s) and there is no change in hearing loss, the devices will be evaluated to determine if they are repairable. VR will not purchase a new hearing aid(s) either OTC or prescriptive for an individual if VR has previously funded hearing aid(s) for the individual within the last five years unless there is a significant change in the hearing loss or functional requirements per an audiologist or other qualified hearing professional.</p> <p>The agency will not replace prescriptive or OTC hearing aids that are lost, damaged by accident, or neglect. It is recommended that the participant discuss manufacturer's warranty information with the provider/vendor of the hearing aids to understand the limits of the warranty. The participant may purchase additional coverage on their own.</p> <p>Addition on page 4 under the Provision of Cochlear Implant Services for include this service</p> <p>Provision of Cochlear Implant Services</p> <p>For employment needs, the agency will support the provision of cochlear implants; including implantation surgery, maintenance, repair, aural rehabilitation program (training), and necessary medical follow up appointments. Requests will be evaluated on a case by case basis.</p>	<p>Inclusion and stipulation for cochlear implant services.</p>
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<p>Services for Individuals with Blindness or Visual Impairments</p> <ul style="list-style-type: none"> • Residential Training Programs 	<p>To meet state and federal regulations and professional standards for the provision of cochlear implants, there must be a medical statement that, based on an examination, there is no medical contraindication to implantation or training; a prescription by an otologist or otolaryngologist; and a statement from an audiologist indicating that the participant cannot achieve functional hearing from a hearing aid or other means of amplification and supporting the use of the implant.</p> <p>Revision on page 5 Under Services for Individuals with Blindness or Visual Impairments (begins on page 4) to include aspect for residential training programs</p> <p>Participants found eligible for VR services based on legal blindness may be provided an audiology examination and evaluation of their hearing if it appears or it is reported there is also a hearing loss. For employment needs, the agency will fund disability related residential training programs. Requests will be evaluated on a case by case basis.</p>	<p>Inclusion and stipulation for residential training programs.</p>
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Section 25: Older Individuals Who Are Blind

Topic:	Clarification or Change Summary:	Explanation:
<p>Plan</p>	<p>Revision on page 2 to update the name of the plan and update timeframe for plan development for OIB cases</p> <p><u>Individualized Written Independent Living Plan (IWILP)</u></p> <p>For Individuals eligible for the OIB program, a written signed <u>Individualized Written Independent Living Plan (IWILP)</u> will be</p>	<p>Change “Individualized Plan of Service (IPS)” to “Individualized Written Independent Living Plan (IWILP)” to be in alignment with agency case management system.</p>

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	<p>developed within forty-five (45) business days of eligibility determination. Services provided will be developed jointly by the designated staff person and the participant. Services provided must be included on the IPS and be pre-authorized.</p>	<p>and Change that the plan developed within 45 days from application to within 45 days from eligibility determination. Previously the plan was to be developed at the same time as eligibility; which generally is not feasible to complete appropriate assessments to assist with determining the needs for the plan.</p>
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