OVERVIEW

Purpose of Manual

The purpose of this manual is to provide guidance and direction for the Living Independence for Elders (LIFE) Program Staff. This manual is designed to be utilized as a guide to assure that eligible blind and visually impaired older persons are provided the most efficient and effective services.

Synopsis of the Program

The Living Independence for Elders Program (LIFE) is designed to provide eligible blind and visually impaired older Arkansans the services to which they are entitled. These services are delivered most effectively through the utilization of methods and techniques of coping with the physical, psychological, social, and economic problems created by blindness. A generic service delivery approach shall be utilized with emphasis focused on the development of an individualized service plan for each participant. The main objective in all cases will be to enhance the participant’s social functioning ability to cope with the environment and the ability to live independently and self-sufficiently.

Understanding the nature of visual impairment and recognizing the inherent needs in the loss or diminution of vision and the impairments caused by the aging process is a fundamental necessity of the LIFE Program. Emphasis is placed on the awareness and needs of the individual. Consideration is given to the social implementation of relating to impairments caused by vision loss and the aging process. LIFE Program services will be provided by trained personnel whose basic knowledge is supplemented by an understanding and awareness of special needs created by vision loss and by the aging process.

In considering the special needs of older blind individuals, the LIFE Program has a responsibility to become more knowledgeable and assume a leadership role in bringing together participants and available resources. The Living Independence for Elders Program will be referred to throughout this manual as the LIFE Program.

Legal Basis and Funding

The LIFE Program is authorized under the Independent Living Services for Older Blind Individuals Program authorized under Section 72 of the Rehabilitation Act of 1973, as amended. Regulations governing the Independent Living Services for Older Blind Program are contained in the Federal Register at 34 CFR Part 367. The Living Independence for Elders (LIFE) Program grant funded under this program is also subject to the Education Department General Administration Regulation (EDGAR). The Division of Services for the Blind follows various guidelines and regulations issued by the Department of Human Services.
OVERVIEW

Introduction

Consumers and potential consumers of the Arkansas Division of Services for the Blind are afforded certain rights with respect to

- nondiscriminatory availability of services,
- confidentiality of consumer records, and
- an opportunity to appeal decisions regarding their planned services or their eligibility for such services.

Additionally, it is intended that consumers of this agency receive the best and most appropriate services available within agency guidelines and funding capabilities.

Use

While the guidelines and procedures contained herein will serve as general policy, specific legal questions, which are not addressed, may be referred to the Agency Director through appropriate supervisory channels.

When to Inform

Consumers will be notified of rights (nondiscrimination, confidentiality and the appeal process) at the initial interview and throughout the rehabilitation process as appropriate, i.e., development of IPE, Progress/Program Reviews, closure, etc.

06-01-01

PROTECTION OF LEGAL RIGHTS LIFE 2.02

NONDISCRIMINATION POLICY

Policy

All persons eligible for services from the Division of Services for the Blind will receive the full range and scope of appropriate services on the basis of their visual disability and without reference to any other standards of criteria.

This policy of nondiscrimination applies to all of the Division’s programs and activities.

Title VI Compliance

The Division of Services for the Blind and the LIFE Program shall comply with the provisions of the Title VI of the Civil Rights Act of 1964, as amended. The DSB/LIFE Program participants who are otherwise eligible to participate will not be excluded from participation, be denied the benefit of, or be subjected to discrimination on the basis of
race, color, national origin, gender, age, or handicapping condition, including persons testing positive for Human Immunodeficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS), and AIDS Related Complex (ARC).

Section 504 Compliance

The Division’s LIFE Program is administered in such a manner that no person in Arkansas, who is otherwise qualified, will be denied services on the basis of disability.

Legal Basis

The above policy statements are in compliance with

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000D et seq.),
- Federal Regulations (34 CFR Part 361 and 28 CFR Part 35),
- Section 504 of the Rehabilitation Act of 1973, and
- Title II of the Americans with Disabilities Act (ADA).

Protection of Legal Rights LIFE 2.03

CONFIDENTIALITY

Introduction

All personal information regarding applicants/consumers of LIFE services furnished to this agency will be held confidential in accordance with the following regulations and guidelines.

Legal Basis

Agency policy shall be in compliance with

- the Rehabilitation Act of 1973, as amended (Section 361.38),
- Arkansas Department of Human Services Policy 1059, and

Rules

1. All consumer information is the property of the Division.
2. All LIFE applicants, consumers, providers of services, and interested persons will be informed as to the confidentiality of LIFE information and the conditions for release of such information.
3. All employees of this agency are responsible for protecting the confidentiality of consumer records.

What is to be Held Confidential?
All information as to personal facts given or made available to employees or representatives of the Division in the course of the administration of the LIFE Program will be held confidential, including:

- lists of names and addresses,
- records of agency evaluation,
- reports of medical examination and treatment,
- financial information, and
- photographs.

**Consumer Consent for Release**

Information will not be disclosed directly or indirectly, other than in the administration of the LIFE Program, unless the informed consent of the consumer has been obtained in writing.

06-01-01

**Protection of Legal Rights LIFE 2.04**

**CONFIDENTIALITY (Continued)**

**Conditions for Release**

Release of information to any individual, agency or organization shall be conditioned upon satisfactory assurance by such individual, agency or organization that

- the information will be used for the purpose for which it is provided, and
- it will not be released to any other individual, agency or organization.

**Release of Information to Consumer**

- Upon written request, information shall be released to the consumer, or, as appropriate, parent/guardian, or other representative.
- For purposes in connection with any proceeding or action for benefit or damages, only information, which is relevant to the needs of the consumer, may be released.

**Special Provisions for Release of Information to Consumer**

In the case of medical or psychological information, the following guideline applies:

If, in the opinion of the Rehabilitation Teacher, release of such information would clearly **not** be harmful to the consumer, then such information may be released directly to the consumer.

**Release of Information to Organizations Involved in Research**


Information will be released to an organization or individual engaged in research only if the following conditions are met.

- The purpose of the research is directly connected with the administration of the Division’s LIFE Program.
- Satisfactory assurance is given that the information will be used only for the purpose for which it is provided.
- The information will not be released to persons not connected with the study under consideration.
- The final product of the research will not reveal any information that may serve to identify any consumer without written consent of such consumer and an authorized representative of the Division.

**NOTE:** Any request for release of information for research purposes requires approval through supervisory channels.

06-01-01

**Protection of Legal Rights LIFE 2.05**

**CONFIDENTIALITY (Continued)**

**Cases of Abuse**

Individuals who have reasonable cause to believe a child, elderly or disabled person is being abused, neglected or exploited shall report the information. For individuals in a facility, the incident is to be reported to the authority having responsibility for the facility. For other situations, the local office of Adult Protective Services (State Abuse Hotline 1-800-482-8049) will be notified if the individual is an adult; if the individual is a child, then Child Protective Services (Child Abuse Hotline 1-800-482-5964) will be notified.

**Subpoena of Consumer Records**

In the event a subpoena is served on a Rehabilitation Teacher or other Division employee, consumer information should not be released or testimony given except as noted below. The subpoena may specify personal appearance or specific information. Time allowed to respond is specified in the subpoena (immediate response, same day response or multiple day response) and dictates what action is to be taken.

**The consumer or consumer’s representative will determine if release of the information is detrimental to the consumer.**

**Immediate Response**

In some situations no time is allowed to contact anyone (consumer, consumer’s attorney or Area Supervisor) and records must be presented upon receipt of the subpoena.

The Rehabilitation Teacher or Area Supervisor (if Rehabilitation Teacher is unavailable):

1. Takes a copy of the requested case record information and goes before (in order of preferred availability) the:
   - judge noted in the subpoena,
   - judge’s clerk, or
   - attorney requesting subpoena material.

*continued on next page*
Protection of Legal Rights LIFE 2.06

CONFIDENTIALITY (Continued)

Immediate Response Continued

1. Presents the following statement:

“As a representative of the Arkansas Division of Services for the Blind, and in response to the subpoena, I am cooperating with the court. Please be advised that the confidentiality of these records be protected under federal regulations 34 CFR 361.49. Use of these records without consumer consent might jeopardize the case.”

3. Proceed as directed by judge, judge’s clerk or attorney.

Same Day Response

If the subpoena must be responded to the same day it is delivered, the Rehabilitation Teacher must immediately contact the consumer and the Area Supervisor.

If the consumer can be contacted and has signed a specific release form (DSB-8021), then the information may be released without consideration of quashing the subpoena.

If the consumer can be contacted and has an attorney, then contact the consumer’s attorney to:

- advise the attorney of appropriate state and federal legislation regarding confidentiality of LIFE consumer records, and
- give the attorney an opportunity to quash the subpoena.

If the consumer can be contacted, but has no attorney, then the Rehabilitation Teacher must be sure the consumer has signed a specific written release prior to release of the information.

If the consumer can be contacted, but has not signed a specific release form or cannot be contacted, then proceed the same way as described in "Immediate Response."

Protection of Legal Rights LIFE 2.07

CONFIDENTIALITY (Continued)

Multiple Day Response

If the time allowed for response involves more than one day, follow the same procedure as "Same Day Response."

Authorization of Consumer Information
Disclosure of information in accordance with directives from supervisory staff may be made only by the responsible caseload carrying person.

Security of Confidential Records

Consumer records of a confidential nature will be kept in a locked desk or filing cabinet when Division staff is not present to assure proper security. Additionally, it is strongly urged that all employees, in handling confidential records, make it a practice to place such records face down, or otherwise protected from view, when they are not in immediate use and before they are returned to the files.

Rule

Consumer records are not to leave the office. The only exception to this rule is when cases are being transferred. All case folders being transferred must be sent by certified mail or hand delivered.

AIDS and Confidentiality

Caution must be used in safeguarding the confidentiality of the existence of HIV, as well as the actual results of the tests. Division staff will not discuss any of this information with any other Division staff.

Releasing HIV Test Results

Only the diagnosing physician may share the test results with the person tested or with another physician without a release. A signed release specifying the person(s) to whom the information may be released is required for all circumstances. Only the person(s) named in the release may receive, see or act on the information regarding HIV test results, or the fact that testing was done.

Example: If the Rehabilitation Teacher is named in the release, the information is not to be accessible to the secretary for filing, or to anyone else in the office for case review, etc.

Exception: Supervisory or audit review to assure adherence and procedure (not to determine who has been tested).

Protection of Legal Rights LIFE 2.08

CONFIDENTIALITY (Continued)

Informing the Applicant/Consumer

If it is suspected that the applicant/consumer has not been informed of HIV test results, then refer the applicant/consumer to the testing physician.

DO NOT DISCLOSE TEST RESULTS TO THE PERSON TESTED.

Use of the Release Form (DSB-8021)

If the applicant/consumer authorizes the release of HIV status/ AIDS results to facilities, other service providers and/or others, then obtain a written signed authorization for release of this information on the Division Release Form (DSB-8021). A separate DSB-8021 should be used for the release of any HIV information.

The release form must:
• indicate the material to be released,
• indicate to whom the material will be released,
• indicate the purpose for which the information will be used, and
• be signed prior to the release of the information.

If the consumer disavows intent to release the information, even after signing the form, but prior to its release, the information will not be released.

06-01-01

Protection of Legal Rights LIFE 2.09

RIGHTS OF APPEAL AND THE HEARING PROCEDURE

Introduction

The Arkansas Division of Services for the Blind aims within policy and fiscal constraints to provide consumer satisfaction in the provision of LIFE services. In situations where an issue is not resolved after discussion between the applicant/consumer and the Rehabilitation Teacher, an appeal process is available to provide an applicant/consumer an opportunity to remedy any dissatisfaction with respect to:

• denial of services,
• change in planned services,
• termination of services,
• inaction,
• failure to act with reasonable promptness, or
• action by the Division affecting the LIFE/Rehabilitation Program.

Handling Complaints and Appeals

The Arkansas Division of Services for the Blind is committed to ensuring that complaints are handled fairly and impartially. In order to avoid an interruption in services, it is expected that complaints will be handled expeditiously and at the lowest level possible.

Rehabilitation Teachers are to thoroughly investigate a consumer complaint and explore all options and alternatives available within Division policy to foster consumer satisfaction.

Consumer Assistance

While the applicant/consumer may at any time call the following numbers, it is encouraged that they first pursue this agency’s informal appeal process. The numbers are:
• Client Assistance Program (1-800-482-1174)
• The Division of Services for the Blind’s toll free number (1-800-960-9270)

06-01-01

Protection of Legal Rights LIFE 2.10

RIGHT TO APPEAL AND THE HEARING PROCEDURE (Continued)

Legal Basis

The hearing procedures available to applicants/consumers are in compliance with the

• Rehabilitation Act of 1973, as amended, in section 102 (d) and 504, and
• Federal Regulations (34 CFR 361.48) regarding administrative review of agency action and fair hearing.

Notification of Applicant/Consumer Rights and the Appeal Procedure

It is the Division of Services for the Blind’s policy that applicants/consumers be informed of their rights and the Division’s appeal procedures on a timely basis. The following information outlines the information provided and the different times they are given.

• At the completion of the survey interview, the individual is given the Applicant Information Form (DSB-8033).
• Upon applicant/consumer request, the individual is given a detailed description of Appeal Procedure (found in this section).
• At the initial IPE development, program or progress reviews of the IPE, the consumer is given written reference on the IPE to material previously presented to the consumer.
• Upon completion of ineligibility determination/IPE Program outcome, the consumer is given the Applicant Information Form (DSB-8033), and if requested, a detailed description of Appeal Procedure.
• Upon consumer/applicant request, the individual is given a copy of LIFE Manual (Section 2) which addresses consumer rights and appeal procedures.

Applicant/Consumer Options

The applicant/consumer may choose to request either or both of the options listed below:

• an informal review (informal administrative review)
• a formal review (impartial hearing)

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06-01-01

Protection of Legal Rights LIFE 2.11

RIGHT OF APPEAL AND HEARING PROCEDURE (Continued)

Applicant/Consumer Options Continued
An informal review is used to clarify issues and resolve disputes at the lowest possible level. The review involves the Rehabilitation Teacher, the Area Supervisor, and, if necessary, an informal administrative hearing. THIS REVIEW IS NOT INTENDED TO DELAY OR IN ANY WAY DENY ACCESS TO A FORMAL REVIEW. Any planned services will continue to be provided pending the outcome of the appeal or review.

A formal review involves a formal hearing by an impartial hearing officer. It may be requested at any time.

**Due Process Procedures**

The grievance procedure starts the 45-day clock at the time the individual first appeals the State Agency’s decision or determination. The entire appeals process, informal and formal, is a 45-day process. The appeals procedure will normally progress in the following sequence:

- Applicant/consumer should discuss with Rehabilitation Teacher and ask for a decision.
- If dissatisfied, applicant/consumer can ask for an informal administrative review from a Program Administrator.
- If still dissatisfied, applicant/consumer can ask for an impartial hearing.

**Decision of the Rehabilitation Teacher**

An applicant/consumer who is dissatisfied with an action (inaction) by DSB should notify the Rehabilitation Teacher of the matter in contention. If after discussing the decision and the applicant/consumer is still dissatisfied, the applicant/consumer will be asked to complete a request for an administrative review. Rehabilitation Teacher will advise the applicant/consumer of CAP assistance. This request for administrative review will be given to the Program Administrator and the Case Reviewer.

06-01-01

**Protection of Legal Rights LIFE 2.12**

**RIGHT OF APPEAL AND HEARING PROCEDURES (Continued)**

**Informal Administrative Review**

The Case Reviewer will schedule the informal administrative review that will be conducted within ten (10) days of the initial date of request

- at the time and place convenient to the applicant/consumer (usually during business hours at the DSB local office), and
- by the Case Reviewer who has no direct knowledge of the details involved in the matter and has not participated in the decision being reviewed.

The applicant/consumer has a right to:

- be represented by an attorney, client assistance, parent or guardian, friend, relative, or any other representative of his/ her choice (NOTE: DSB cannot provide reimbursement or attorney fees),
- reader services or interpreter services (requires a three (3) working day notice to arrange for these services),
- present evidence and call witnesses in support of the case,
- question Agency staff members, and
• receive a decision in writing from the person conducting the administrative review within five (5) days following the review.

**Impartial Hearing**

When an applicant/consumer or his/her representative wishes to request an impartial hearing, he/she may do so by submitting a request in writing to the Director of the Division of Services for the Blind. The request must be made no later than five (5) days of the administrative review decision.

When the Division Director receives a request for a formal hearing, he will request a copy of the consumer’s file from the Program Administrator. If the request for a hearing was not requested in a timely manner, the Director should be notified of that fact by the Case Reviewer. The Impartial Hearing will be completed no later than forty-five (45) days from the date of initial request.

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06-01-01

**Protection of Legal Rights LIFE 2.13**

**RIGHT OF APPEAL AND HEARING PROCEDURE (Continued)**

**Impartial Hearing Continued**

The file will also contain a memorandum that summarizes the basis for the administrative review decision. It will also contain a statement of issues and a summary of all factors supporting the administrative review decision. All statements should be written in simple language. Ambiguous and technical words and phrases shall be avoided. The memorandum should be prepared in quadruplicate. The original memorandum is sent to the applicant/consumer, with copies to the appropriate rehabilitation staff member, Program Administrator and Case Reviewer.

The applicant/consumer and/or his/her representative has the right to go to the local DSB office to review the consumer’s record of services. The applicant/consumer will be advised of this fact by letter.

Parties to a hearing conducted pursuant to these procedures shall be afforded the following:

- The right to be represented by counsel and by individuals with special knowledge or relevant training.
- The right to present evidence and confront, cross-examine and compel the attendance of witnesses.
- The right to prohibit the introduction of evidence not discussed at least five (5) days prior to the hearing.
- The right to have an interpreter present. (In scheduling an interpreter, three (3) working days notice should be given.)
- The right to a written report of the findings of fact and conclusions shall be provided to all parties within thirty (30) days of the hearing.

**Requests for Witnesses**

The applicant/consumer and/or representative will be advised by a letter prepared by DSB, and sent certified mail, return receipt requested, that he/she has ten (10) days from the date of signature on the certified mail receipt to request witnesses.

The Program Administrator must advise the Director at the time the Hearing File is submitted, of any witnesses he/she wishes to appear in order to document the action or to support an administrative decision.
Scheduling the Hearing

After the time frame for submitting applicant/consumer witnesses has expired, the hearing will be completed within the forty-five (45) days of the initial request. The scheduling letter advises the applicant/consumer of the time, date, place of hearing, and the name of the Impartial Hearing Officer (IHO) who will conduct the hearing. The IHO shall be selected from a pool of qualified persons by DSB.

The IHO will make a decision based on the provisions of the approved State Plan and the Rehabilitation Act and provides the applicant/consumer, or, if appropriate, the individual’s parent, guardian, or other representative and the Director of the Division of Services for the Blind, a full written report of the findings and grounds for the decision within thirty (30) days of the completion of the hearing.

Non-Attendance

If either DSB or the applicant/consumer requests that the hearing be rescheduled prior to the date of the hearing, a request may be made to the Director, to determine if good cause for such a request exists. If it is determined that good cause does exist, the hearing may be rescheduled. If the applicant/consumer fails to appear for the hearing and does not provide notice prior to the date of the hearing, the appeal may be dismissed at the discretion of the IHO. If an emergency arises, the applicant/consumer must justify in writing his/her reasons for non-appearance.

Responsibilities of the IHO During the Hearing

During the hearing, the IHO will be responsible for the following:

- preside over the hearing
- maintain a professional atmosphere
- ensure that the hearing is conducted in a fair and impartial manner
- explain hearing procedures and swear in witnesses
- apply rules to obtain the most credible evidence available
- allow cross examination of any matter pertinent to the proceeding

continued on next page

Responsibilities of the IHO During the Hearing Continued

- exclude irrelevant or unduly repetitious evidence
- make available all documents or other evidence for review by either side
• allow the agency to present its case first by central office legal counsel or the Area Supervisor, followed by
  the petitioner’s submission of his/her case (unless other arrangements are made)
• allow either side to present rebuttal evidence
• ensure that all facts are heard by both parties
• utilize a court reporter or appropriate electronic device to prepare a verbatim record of the hearing
• provide for reasonable recesses during lengthy hearings

Role of Each Party During Hearing

During the hearing, each party may:

• represent itself or be represented by an attorney or other authorized representative
• make opening statements at the hearing and present relevant and material evidence
• present witnesses, advance argument, offer additional evidence, and question or refute evidence
• be aware of the names and addresses of all witnesses
• present proposed findings of fact and conclusions of law after presentation of evidence is closed for the
  hearing within a time set by the hearing officer

Decision

The IHO will review the record of the hearing and prepare a report containing his/her decision. The decision will be
based on the provisions of the Approved State Plan and the Rehabilitation Act, as amended, and appropriate state
law.

The report must be provided to the applicant/consumer and Agency within thirty (30) calendar days from the date
the hearing was completed.

The applicant/consumer will be advised at the time the decision is sent that the decision will become final twenty
(20) days from the date of mailing, unless it is to be reviewed by the Director of DSB.

06-01-01

Protection of Legal Rights LIFE 2.16

RIGHT OF APPEAL AND HEARING PROCEDURE (Continued)

Review of the Decision

If the Director of DSB decides to review the decision of the IHO, the Director shall notify in writing, the applicant/
consumer, or, if appropriate, the individual’s parent, guardian or other representative of that intent within twenty
(20) days of the mailing of the IHO’s decision.

If the Director of DSB fails to provide notice within twenty (20) days as required, the IHO’s decision becomes a
final decision.

If the Director of DSB decides to review the decision of the IHO, the applicant/consumer, or, if appropriate, the
individual’s parent, guardian or other representative is provided an opportunity for the submission of additional
evidence and information relevant to the final decision.

The Director may not overturn or modify a decision of an IHO, or part of such a decision, that supports the position
of the individual unless the Director concludes, based on clear and convincing evidence, that the decision of the IHO
is clearly erroneous on the basis of being contrary to federal or state law, including policy.
Within thirty (30) days of providing notice of intent to review the IHO’s decision, the Director of DSB makes a final decision and provides a full report, in writing, of the decision, and of the findings and grounds for the decision, to the applicant/ consumer, or, if appropriate, the individual’s parent, guardian, or other representative.

Unless the applicant/consumer so requests, or, if appropriate, a parent, a family member, or guardian, an advocate, or an authorized representative of such individual so requests, pending a final determination of such hearing or other final resolution under this subsection, the agency shall not institute a suspension,

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06-01-01

Protection of Legal Rights LIFE 2.17

RIGHT OF APPEAL AND HEARING PROCEDURES (Continued)

Review of the Decision Continued

reduction or termination of services being provided under the IPE, unless such services have been obtained through misrepresentation, fraud, collusion, or criminal conduct on the part of the applicant/consumer.

Except for the time limitation established above, a party or both parties may request a reasonable extension of time for good cause.

06-01-01

Protection of Legal Rights LIFE 2.18

CLIENT ASSISTANCE PROGRAM

Overview

The Client Assistance Program (CAP) is established and funded in the Rehabilitation Act. This program is designed to uphold the rights of individuals who are applying for or receiving services from DSB. CAP is operated independent of any agency which provides treatment, services or rehabilitation to individuals under the Rehabilitation Act.

CAP Services

When an applicant/consumer is not satisfied with services provided or denied from DSB, the Client Assistance Program can assist in resolving the problem. CAP personnel offers the following:

- provides information and referral services
- gives information on consumer rights
- advises consumers of the procedure to follow for resolving problems
- aids, if requested by the applicant/consumer, in pursuing administrative or legal action, if necessary, to ensure the consumer’s rights under the Rehabilitation Act are protected.
Rehabilitation Teacher Responsibility

It is the DSB Rehabilitation Teacher’s responsibility to inform applicant/consumer of the Client Assistance Program and how to access the service.

Number to Contact

The Client Assistance Program can be reached at one of the following number:

1-800-296-1775 V/TDD, or

1-800482-1174 V/TDD

Applicant Information Form (DSB-8033)

ALL DSB applicants are to be given the Applicant Information Form (DSB-8033). This form explains the applicant’s rights and responsibilities, and provides information on appeals and the Client Assistance Program. A copy of this form, signed by the applicant, is to be placed under the Application for Services Form in the case record.

06-01-01
Eligibility LIFE 3.01

OVERVIEW

Individuals to be Served

Persons eligible for LIFE Program services will be those who are 55 years of age or older and must be classified in one of the following categories:

- total blindness
- legal blindness
- visually impaired

Total Blindness

Any permanent visual condition resulting in total loss of vision.

Legal Blindness

Any visual condition resulting in:

- a visual acuity for distance vision in the best eye with the best correction of 20/200 or less, or
- the widest diameter of visual field subtending an angle of less than 20 degrees.

Visually Impaired

A progressive visual condition with a visual acuity of 20/50 in the best eye after correction, which may result in total or legal blindness, or there is imminent danger that the individual may become totally or legally blind as documented by a physician who is skilled in diseases of the eye.

06-01-01

Eligibility LIFE 3.02

DETERMINATION OF ELIGIBILITY

Introduction

The primary purpose of determining eligibility is to identify those individuals with visual disabilities who may be served with LIFE funds. The intent is to empower the individual to maximize their independence in the home and community.

The Role of the Rehabilitation Teacher

The Rehabilitation Teacher has the responsibility for determining an individual’s eligibility for LIFE Program services. This responsibility cannot be delegated.
NOTE: For Rehabilitation Teacher’s within their first six months of employment, each Certificate of Eligibility (DSB-8003) must be reviewed and approved by the supervisor.

Eligibility Criteria for LIFE Services

The individual’s vision loss must constitute a substantial barrier to independent living and there must be reasonable expectation that services provided would enable the program participant to function more independently.

60 Day Rule

Eligibility determinations for LIFE services must be made within 60 days after the consumer has applied for LIFE services. Exceptions can only occur if the consumer is notified that exceptional and unforeseen circumstances beyond the agency's control prevent making a determination within the prescribed time (60 days) and the consumer agrees that the extension of time is necessary. Document that the consumer has agreed in a contact report and by placing a copy of a letter signed by the consumer in the record of services.

Residence Requirement

There is not a residency requirement, however, an individual must be physically located within the state and be available for services. Individuals who miss three consecutive scheduled appointments jeopardize services and may result in case closure.

Residential Care Facilities

Older individuals who are in residential care facilities are eligible to receive all LIFE Program services if all other eligibility criteria are met.

06-01-01

Eligibility LIFE 3.03

DETERMINATION OF ELIGIBILITY (Continued)

Non Discrimination

Eligibility requirements will be applied without regard to sex, race, age, creed, color, national origin, or type of disability. Individuals will not be excluded or found ineligible solely on the basis of the type or cause of blindness including those persons who are tested positive for HIV, AIDS or AIDS Related Complex (ARC).

Age Limits for Eligibility

The LIFE Program is specially designed to serve older blind and visually impaired Arkansans, therefore, a lower age limit of 55 years of age has been established. No upper age limit may be established that will, in and of itself, result in finding ineligible any individual who is otherwise eligible.

Basis for Determination

To determine the presence of a visual disability and resulting limitations, there must be:
Functional Limitations

Functional limitations are limitations imposed by a visual disability that impedes or limits an individual’s ability in an area of physical or mental functioning.

06-01-01

Eligibility LIFE 3.04

GUIDELINES

Rehabilitation Teacher Judgement

Rehabilitation Teacher judgement is a critical factor in all issues of eligibility, particularly in determining the diagnostics necessary to determine eligibility and the resources for those diagnostics.

There may be situations when a Rehabilitation Teacher is unable to obtain a current visual report because of the consumer’s health or circumstances. If the Rehabilitation Teacher can document a history of blindness or an old eye report verifies the visual loss is progressive or permanent, consumer can be determined eligible based on Rehabilitation Teacher observation and historical records.

Functional Limitations

Functional limitations may be substantiated by medical or psychological reports, but are primarily documented by the Rehabilitation Teacher through a functional skills assessment.

Skill categories which need to be assessed include, but are not limited to the following:

- orientation and mobility
- medical management
- self-care management
- communication
- time management
- meal preparation
- laundry
- leisure time activities
- homemaking skills
Secondary Disability

At any time a secondary disability is suggested by the consumer, an outside source, or suspected by the Rehabilitation Teacher, it should be explored to the extent necessary to determine functional limitations.

06-01-01

Eligibility LIFE 3.05

EMPLOYMENT

Overview

Individuals who are LIFE clients and express a desire for employment should be assessed by the Rehabilitation Teacher for possible referral to the Vocational Rehabilitation Program.

The Rehabilitation Teacher should determine if the consumer’s need(s) could be met by LIFE Program services.

Vocational Rehabilitation Referral

If it is determined that VR assistance is required, the Rehabilitation Teacher should complete a Referral Form (DSB-8065) and forward it to the appropriate VR Counselor for possible services.

06-01-01

Eligibility LIFE 3.06

CERTIFICATE OF ELIGIBILITY (DSB-8003)

Purpose

The DSB-8003 is used to certify that an individual has met basic eligibility requirements for LIFE Program services.

Who Completes the DSB-8003

It is the responsibility of the Rehabilitation Teacher to complete the form.

When to Complete the DSB-8003

After required documentation has been gathered and eligibility determined, the Certificate of Eligibility will be completed upon entrance into Status 02 (Service Delivery).

NOTE: The date on the Certificate of Eligibility, DSB-8018 (Client Statistical Record), and case narrative should match.

06-01-01
Eligibility LIFE 3.07

DETERMINED INELIGIBLE

Introduction

An individual who has applied for services from this agency may not be eligible for LIFE services. The Rehabilitation Teacher must document in the case service record that eligibility criteria are not met in order to show ineligibility. An applicant’s case service record may not be closed prior to making an eligibility determination unless circumstances are evident which prevent this decision.

Necessary Actions

When a consumer has been determined ineligible to receive services from the LIFE Program, the case needs to be moved to Status 08 (Closed Ineligible/Not Accepted). The applicant will be informed in writing of this decision and will be asked to sign a closure document that states the reason for closure. The Rehabilitation Teacher will inform the consumer of his/her right to appeal the decision. The consumer will once again be given the Client Information Form which gives the details of CAP services. The closing narrative dictated by the Rehabilitation Teacher will document all of the actions taken.

Note

If the consumer has died, or the Rehabilitation Teacher is unable to locate the consumer, the Rehabilitation Teacher should make notation of this on the closure document and in the closing narrative. The date on the closure form, DSB-8018 (Client Statistical Record), and closing narrative should match.

06-01-01
Diagnostic Study/Assessment and Evaluation LIFE 4.01

DIAGNOSTIC STUDY/ASSESSMENT

Purpose of Diagnostics

All diagnostics are gathered to help applicants/consumers better understand their skills, abilities, and interests and to assist the Rehabilitation Teacher in making decisions in partnership with the consumer.

Purpose of Preliminary Diagnostics

The diagnostic study is done during the initial contacts with the consumer. At this time the Rehabilitation Teacher gathers the pertinent information required to determine eligibility and make it possible for the consumer to receive needed services without undue delay.

Who May Participate?

ALL applicants are entitled to participate in the preliminary diagnostic study.

RULE

All diagnostic work for the purpose of establishing eligibility must be completed prior to placing a consumer in active status.

Scope

Thorough diagnostic study represents the completion of all diagnostic studies/assessments necessary to determine the nature and scope of services needed by the consumer in order to develop the IPE.

The Assessment Process

Obtaining detailed information concerning the consumer’s current situation and ability to function within his environment can facilitate the assessment process.

The Rehabilitation Teacher can obtain this information through a well-conducted interview, observation of the physical environment, completion of Division forms, and documents from outside sources.

Areas to be Considered

For purposes of assessing the consumer’s needs, the following areas are to be covered. This outline is not to be considered all-inclusive.

continued on next page

06-01-01

Diagnostic Study/Assessment and Evaluation LIFE 4.02

DIAGNOSTIC STUDY/ASSESSMENT (Continued)
Areas to be Considered Continued

- Medical reports
- Consumer’s statement of problem(s)
- Rehabilitation Teacher’s perception of problem(s)
- Consumer’s visual and/or physical problems and resulting limitations (this should include information concerning the probable cause of blindness, probable degree of blindness and length of time consumer has been blind)
- Consumer’s living situation (housing, living standards, availability of transportation, financial resources, hazardous conditions, etc.)
- Consumer’s family situation (consumer’s relationship with the family including attitudes of the family toward the consumer and the consumer’s attitude toward the family)
- Consumer’s social life, recreational opportunities and community interaction
- Assessment of consumer’s skills related to:
  - mobility
  - self-care
  - medical management
  - home management
  - meal preparation
  - laundry
  - time management
  - communication

06-01-01

Diagnostic Study/Assessment and Evaluation LIFE 4.03

EVALUATION

Introduction

Utilizing the basic information obtained during the assessment process, the consumer’s current situation will be evaluated through analyzing the individual’s capacity to cope with the problems.

Definition

Evaluation is the process of analyzing the information obtained during the assessment, taking into consideration the strengths and weaknesses of the individual, the resources available within the family group and community, and the motivation of the person toward independent living.

Decision

The specific problem areas will be identified through the evaluation process and a decision reached as to whether the Division of Services for the Blind and its services are appropriate for the type of situation/problem(s) presented.
The Rehabilitation Teacher and consumer will discuss the problem areas found and determine together if the consumer would benefit from LIFE services and define how those services will enable the consumer to reach the IPE goal.

06-01-01
The LIFE Process LIFE 5.01

CASE ESTABLISHMENT

Outreach

Outreach is the method used by LIFE Rehabilitation Teachers to locate and encourage persons who may be eligible to make application for services offered by the Division of Services for the Blind. Outreach is a systematic attempt to provide services beyond conventional limits, to a particular segment of a community. Outreach requires LIFE Rehabilitation Teachers to:

- establish and maintain a good working relationship with potential referral sources,
- maintain efficient and accurate referral sources,
- respond to requests and schedules in a timely manner,
- make presentations to individuals and groups, and
- keep appointments and visits.

The LIFE Rehabilitation Teacher should develop working relationships with

- physicians,
- public officials,
- county and state employees,
- area agencies on aging,
- aging network personnel,
- senior center staff and programs,
- health related organizations,
- Employment Security Division,
- county health nurses,
- Department of Human Services staff, and
- other potential referral agencies and sources in the respective area of service.

06-01-01

The LIFE Process LIFE 5.02

REFERRALS

New Referrals

An individual who is 55 years of age or older becomes a referral to DSB when contact is made to the LIFE Program to request information or services. If possible, the following information should be obtained at the time of referral:

- name
- address
- telephone number
- reported disability
- gender
Initial Contact

All referrals will be contacted by phone within 24 hours to arrange a personal contact (face-to-face meeting). A personal visit will take place within ten (10) days of the original contact with the referral.

If the referral does not have a telephone, a letter will be sent to acknowledge the referral and arrange personal contact.

If the assigned Rehabilitation Teacher is unavailable, the respective Secretary should make contact by telephone or letter to acknowledge receipt of the referral and arrange personal contact.

DSB-8065

The DSB Referral Form (DSB-8065) is used to record the initial information on a new referral. When a referral is taken by phone, the DSB-8065 is to be completed and given to the appropriate Rehabilitation Teacher. Referrals will be assigned to a Rehabilitation Teacher according to the referral’s residence. The DSB-8065 is also used to make referrals within the agency from one program to another.

The top portion of the form is to be completed by the DSB staff member taking the referral. The bottom portion will be completed by the assigned Rehabilitation Teacher.

06-01-01

The LIFE Process LIFE 5.03

CASE STATUS SYSTEM

Overview

The case status system is the method used by the LIFE Program to track the movement of participants. This process begins at application and continues as long as the participant is eligible for and in need of services.

THE LIFE PROCESS

From Status 01 (Applicant) 60 day limit, the case is moved to Status 08 (Closed Ineligible/Not Accepted) or Status 02 (Active/Service Delivery) 1 year limit.

From Status 02 (Active/Service Delivery) 1 year limit, the case is moved to Status 09 (Closed from Active/Service Delivery).

06-01-01
The LIFE Process LIFE 5.04

STATUS 01 – APPLICANT

Definition

Status 01 represents entrance into the LIFE process. A consumer is placed in this status after making application to the LIFE Program and is available for an assessment to determine eligibility.

Purpose

The purpose of placing an individual in Status 01 is to gather diagnostic information sufficient to make a determination of:

- eligibility (Status 02) or
- ineligibility (Status 08).

If the consumer is found to be eligible for services from the LIFE Program, it is during this period that the Rehabilitation Teacher and consumer begin developing an IPE.

Required Documents

After a referral has been received on a potential consumer, the following should be completed in order to place the individual in Status 01:

- Complete the DSB-8018 (Case Management Form).
- Complete the DSB-8007 (Application for Services Form). Before the application is signed, the consumer should be informed of CAP, Radio Reading Service, Talking Book Service, consumer groups (ACB, NFB, IABP, etc.) and Voter Registration.
- Secure a signed CAP (DSB-8033) Form (applicant also receives a copy of the form).
- Secure a signed Voter Registration Form (whether they want to register or not).
- Complete the Mississippi State University Pre-Assessment Form.
- Inform the consumer of his/her rights and responsibilities and what DSB can and cannot do. This should be documented in the Initial Interview Narrative.
- Enter consumer in BSIS.

- Complete case narratives including initial interview.

Time Limits

Cases should not remain in Status 01 longer than 60 days from the date the consumer signed the Application for Services Form (DSB-8007).

06-01-01

The LIFE Process LIFE 5.05

STATUS 01 – APPLICANT (Continued)
Gathering Information

While in Status 01, the following documents should be gathered:

- Release of Information Form (DSB-8021). Use this document to obtain medical information on the consumer.
- Eye Report Form (DSB-8012) or a letter from the consumer’s doctor giving the consumer’s visual acuity, visual fields, diagnosis, prognosis, and recommendations. The doctor must sign the eye report/letter.
- Any other pertinent medical information which could impact the consumer’s rehabilitation outcome.
- Letter to the referral source thanking them for referring the consumer to DSB (this is not required, but a professional courtesy).
- If it is necessary to keep the consumer in Status 01 longer than 60 days, an Extension Letter must be completed by the Rehabilitation Teacher and signed by the consumer.
- A functional skills assessment will be completed on all applicants to determine the nature and scope of services that may be needed.

Available Services During Status 01

If needed, the following services may be provided while in Status 01:

- assessment
- transportation
- reader service
- interpreter service
- miscellaneous

Moving From

Status 01

Movement out of Status 01 occurs once a determination has been made that the applicant should be certified as:

- eligible for LIFE services (Status 02)
- ineligible for LIFE services (Status 08)

06-01-01

The LIFE Process LIFE 5.06

STATUS 02 – ACTIVE/SERVICE DELIVERY

Definition

A consumer is placed in Status 02 after eligibility is determined and the IPE (Individualized Plan for Elders) has been completed.

Purpose
Moving a consumer into Status 02 indicates that the consumer is ready for services that will assist him/her in the accomplishment of the rehabilitation goal. While in the active/service delivery status, services which have been planned for in the IPE will be provided.

**Required Documents**

Upon entering Status 02, the following documents are required:

- Certificate of Eligibility (DSB-8003)
- IPE (DSB-8017)
- Updated Client Statistical Record (DSB-8018) placing the consumer in Status 02
- Updated case narratives

**Time Limits**

Cases should not remain in Status 02 longer than one year from the date the consumer signed the IPE. Supervisory approval is required if it becomes necessary to extend this timeframe.

**When to Move**

**Out of Status 02**

Reasons to move a case out of Status 02 to Status 09 include, but is not limited to, any one of the following:

- planned services have been provided and the IPE goal has been achieved,
- voluntary withdrawal of participation in services,
- death,
- unable to locate consumer or consumer has moved,
- consumer institutionalized, and/or
- consumer fails to cooperate.

06-01-01

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**The LIFE Process LIFE 5.07**

**STATUS 08 – CLOSED INELIGIBLE/NOT ACCEPTED**

**Definition**

A consumer placed in Status 08 is one who is not accepted for LIFE services.

**Purpose**

The purpose of Status 08 is to identify all consumers not accepted for LIFE services and closed from Status 01.

**When to Move Into Status 08**

When a case has been processed through Status 01 and evidence is documented regarding the reason for not accepting the case for LIFE services, the case must be moved into Status 08.
**Required Documents**

The following documents are required when moving a case to Status 08:

- Closure form signed by consumer and Rehabilitation Teacher
- Mississippi State University Post Assessment Form
- Updated Client Statistical Record (DSB-8018)
- Closure narrative
- All outstanding balances need to be paid or cancelled
- Give applicant a copy of the CAP Form (DSB-8033)

06-01-01

**The LIFE Process LIFE 5.08**

**STATUS 09 – CLOSED FROM SERVICE DELIVERY**

**Definition**

A case placed in Status 09 is one that is being closed from Service Delivery (Status 02).

**Purpose**

The purpose of Status 09 is to identify all persons:

- successfully rehabilitated or
- who did not reach their rehabilitation goal even though the IPE had been developed and services initiated.

**When to Move**

**Into Status 09**

A consumer is moved into Status 09 if:

- consumer’s IPE has been completed, and
- the consumer is independently functioning commensurate with ability or circumstances at the time of closure,

OR

- circumstances prevent the consumer’s attainment of self-sufficiency.

**Required Documents**

The following documents are required when moving a case to Status 09:

- Closure form signed by consumer
- Mississippi State University Post Assessment Form
- Updated Client Statistical Record (DSB-8018)
- Closure narrative
- All outstanding balances need to be paid or cancelled
The LIFE Process LIFE 5.09

TRANSFERS

Introduction

A transfer will be made when a consumer on a Rehabilitation Teacher’s masterlist permanently moves into another Rehabilitation Teacher’s area. Transfers cannot be made if there is an outstanding balance for the case.

Transferring Out

When it is determined that a case should be transferred to another Rehabilitation Teacher, the following instructions should be followed:

- All outstanding authorizations need to be paid or cancelled, otherwise the transfer cannot take place.
- Update case narratives and document the reason for the transfer.
- If possible, change address, phone number, etc. in BSIS.
- If transferring the case to another field office, send the case file to the receiving counselor via CERTIFIED MAIL, RETURN RECEIPT REQUESTED.
- The **LAST** step will be transferring the case in BSIS. The Rehabilitation Teacher should ensure that the case is in order and updated before the actual transfer. Once the transfer action has taken place, the transferring Rehabilitation Teacher no longer has access to the case.

06-01-01
Individualized Plan for Elders LIFE 6.01

OVERVIEW

Concept of the IPE

The Individualized Plan for Elders (IPE) is conceived as a personal schedule for consumers receiving services from the LIFE Program. The IPE is jointly developed between the consumer and/or representative, as appropriate, and Rehabilitation Teacher. The IPE is considered a limited partnership and can be changed by an amendment during the rehabilitation process.

Documentation

There is a wide range of services available to LIFE consumers who are earnestly seeking a goal of independent living. In the provision of services through the IPE, the Rehabilitation Teacher MUST document the need for the services and how the services will assist the consumer in accomplishing the goal and achieving independence.

Aim

The aim of the IPE is to:

- improve communication between the consumer and the Rehabilitation Teacher to assure the consumer’s involvement in the program
- insure that the rights of the consumer are protected
- measure progress and promote achievement of the long-range goal

Planning

Based on the assessment/evaluation, the Rehabilitation Teacher and consumer determine together how each will be involved and the services to be provided in reaching a solution to the stated problem(s). The method of service provision, however, is a professional determination based upon the Rehabilitation Teacher’s knowledge, skills and clear understanding of the consumer’s problems.

The problem statements and supporting services to be provided will be formally documented in the IPE (DSB-8017).

06-01-01

Individualized Plan for Elders (IPE) LIFE 6.02

IPE FORM

Introduction

In response to the legal requirements for a written record of the rehabilitation program, DSB has created the following documents:
Purpose of the DSB-8017 IPE

The purpose of the IPE is to formalize the development of a plan of rehabilitation services by the Rehabilitation Teacher and consumer and/or representative, as appropriate, and documents the responsibilities of all parties involved.

The IPE documents the rehabilitation goal, services, and responsibilities of the Rehabilitation Teacher and consumer in this limited partnership. By this time in the rehabilitation process, the Rehabilitation Teacher MUST have adequate documentation supporting the services needed to assist the consumer in obtaining a goal of independent living that is commensurate with the consumer’s documented ability.

Development of the IPE

The DSB-8017 is ALWAYS developed when a consumer moves from Applicant Status (Status 01) and is placed in Active/Service Delivery Status (Status 02).

Dates

The date the IPE is signed should match the date the consumer is moved into Active Status (02) in BSIS.

IPE Disbursement

The original IPE, which has been signed and dated, is to be filed on the left side of the case service record. Provide the consumer a signed copy of the IPE.

06-01-01

Individualized Plan for Elders LIFE 6.03

COMPLETING THE IPE FORM

Purpose

Read and explain to consumer.

Client’s Responsibilities

Read and explain to consumer.

Client's Rights and Solutions
Read and explain to consumer.

**Category**

A category is a type of assistance that will be outlined in the IPE. There are several IPE categories available to aid in detailing the plan of service. A number of services can be planned for in each category.

**Specific Responsibilities of DSB, Client and Other Entities**

List and describe the responsibilities of DSB, the consumer and any other entities involved for each particular category. Information will be in sufficient detail to ensure that all parties involved know exactly what is expected of them during the LIFE process.

**NOTE:** This is a very important section of the IPE and as much time as needed should be taken to ensure that the consumer understands and accepts responsibility for the IPE and its outcome.

**Services**

List the services to be provided within each category including the name of the vendor from whom the service will be purchased.

**Evaluation Method**

Describe how the progress of the plan will be monitored.

**Evaluation Schedule**

Each detailed plan includes an evaluation schedule. Record how often the IPE progress will be evaluated.

**Start and End Dates**

List the estimated date each detailed plan is to begin and end.

**NOTE:** Plans are not to be written for more than a year at a time. Cases remaining in Status 02 longer than one year **MUST** first have supervisory approval.

06-01-01

**Individualized Plan for Elders (IPE) LIFE 6.04**

**COMPLETING THE IPE FORM (Continued)**

**Costs**

The consumer and Rehabilitation Teacher need to understand exactly who will be paying for the planned services. List the approximate cost of the services listed in the detailed plan.

**NOTE:** All other available sources must be utilized before DSB funds are expended.
Annual Review

Read and explain to the consumer that the IPE is scheduled for an annual review one year from the date it is originally signed.

Consumer’s Understanding of the IPE

The consumer completes this section explaining his/her involvement in the development of the IPE. The consumer must initial if the Rehabilitation Teacher has written the comments. **THIS SECTION IS NOT AN OPTIONAL SECTION; IT IS MANDATED BY LAW.**

Signatures/Date

Both the Rehabilitation Teacher and consumer should sign the IPE if both are in agreement to its terms and conditions. Record the date the IPE is signed by the consumer.

06-01-01

Individualized Plan for Elders (IPE) LIFE 6.05

IPE AMENDMENT

Purpose

An amendment to the original IPE is made when a change takes place in the rehabilitation program after its original development. Should it become necessary to make changes in the IPE, the Rehabilitation Teacher and consumer **MUST AGREE TO THE CHANGE AND BOTH MUST SIGN THE IPE AMENDMENT FORM BEFORE THE CHANGES TAKE EFFECT.**

When to Amend

The original IPE needs to be amended when the Rehabilitation Teacher and consumer agree that a service, aid or appliance, or extension of time, etc. is needed in order to accomplish the independent living goal. An amendment reflects a change in the IPE that was not evident as something needed at the time the plan was originally developed.

Completing the Amendment

When completing an amendment, follow the same guidelines listed for the original IPE.

06-01-01
OVERVIEW

Definition of Services

Services are activities which motivate individuals toward the kind of functioning they desire within the framework of their individual capacities and potential.

Mandate

All goods and services necessary for the consumer to achieve a successful outcome will be provided as planned for on the IPE.

Services Provided

Only those services specified for on the IPE may be provided by DSB. Should the consumer need additional services to reach the IPE goal, an amendment to the IPE must be completed.

Authorizing Services

All services or goods for which DSB is to pay must be authorized in writing, simultaneously with, or prior to, the provision of the services or goods.

In-State Services

It is the policy of DSB to provide all services to consumers from within the state whenever possible. If DSB purchases a service outside of the state that is available within the state, the consumer will be responsible for any difference in the cost of the service.

Out-of-State Services

If a consumer is in need of a service that will assist in achieving a successful outcome, and the service is not available within the state, the service may be provided from a vendor outside the state and the expense endured fully by DSB.

COUNSELING, GUIDANCE AND REFERRAL SERVICES

Definition

Counseling and guidance services are those services provided when a consumer is consulted with or advised regarding any problem/situation impacting upon any facet of his/her successful independent functioning. These ongoing services may be provided during any stage of the rehabilitation process.

Counseling and guidance implies a greater impact has been made upon the consumer by the provision of such services; in other words, the consumer’s life must somehow be changed.

Examples
The following are examples of counseling and guidance:

- assisting consumer in understanding his/her capacity, attitude and interest throughout the rehabilitation process on the basis of assessment of the consumer’s progress toward selected goals
- helping consumer understand his/her limitations and health, personal and social problems
- assisting consumer in understanding the services available from the agency and other community resources and how they can best be obtained and utilized
- assisting consumer in situations encountered in achieving rehabilitation, e.g., control of anxieties concerning physical restoration, improving personal appearance, managing finances, etc.
- working with family members, relatives and various segments of the community to aid in the individual’s social adjustment

**What are Referral Services**

Referral services are those services which assist a consumer in accessing other agencies or resources. These services are provided according to the individual needs of the consumer.

06-01-01

**Services LIFE 7.03**

**RESTORATION SERVICES**

**Definition**

Physical and mental restoration services are those services necessary to

- correct or
- substantially modify

within a reasonable period of time a physical or mental condition which is

- stable or
- slowly progressive, and
- results in a substantial handicap

directly affecting the self-sufficiency of a consumer.

**Purpose**

Restoration services are provided to enable a consumer to become self-sufficient in the home and community by reducing or eliminating functional limitations imposed by the disabling condition, providing greater opportunity for the consumer to live more independently.

**Use of Comparable Services and Benefits**

Prior to the provision of any physical or mental restoration services, the Rehabilitation Teacher must determine if a comparable service or benefit is available to provide such services or cover a portion or total cost thereof.
Examples

Examples of physical and mental restoration services include the following:

- medical services
- surgery and hospitalization for surgery and/or treatment
- diagnosis and treatment of mental or emotional disorders by a psychiatrist or psychologist
- dental work
- drugs and supplies incidental to surgery and/or treatment
- prosthetics or other assistive devices
- physical, speech or hearing therapy

06-01-01

Services LIFE 7.04

TRANSPORTATION/GUIDE SERVICE

Definition

Transportation is defined as necessary travel and related expenses in connection with transporting a consumer who is disabled for the purpose of providing LIFE services. It is considered a supportive service which contributes to the consumer’s ability to benefit from other LIFE services.

When to Provide

Transportation services may be furnished in connection with other rehabilitation services at any time during the rehabilitation process.

What is Included

Transportation services may include the following:

- fares/travel costs to use public or private modes of transportation
- attendant/escort for a person who is severely disabled
- travel cost incurred by an attendant/escort

Rehabilitation Teacher Duties

It is the Rehabilitation Teacher’s responsibility to assure that:

- no consumer is unable to obtain services due to the lack of transportation
- available transportation without cost to the agency is utilized whenever possible
- if agency funds are used, purchased fares must be the lowest available for type of transportation employed

Payment

Using the DSB-1080 payment should be made directly to the vendor.
Services LIFE 7.05

READER SERVICE FOR THE BLIND

Definition

Reader service is oral reading or taped recording provided by a vendor to a blind consumer. The material read is that which is otherwise inaccessible to the consumer and is only provided for training purposes or to keep the consumer employed.

Payment

The fee for this service, up to a maximum of $8.00 per hour, should be negotiated between the Rehabilitation Teacher and the reader and reports on a DSB statement of reader service form. The statement of reader service form should be submitted to the Rehabilitation Teacher by the consumer at the end of each calendar month for payment. The Rehabilitation Teacher will complete the DSB-1080 and pay the vendor directly for this service.

Allowable Hours

The Rehabilitation Teacher and consumer should negotiate the number of hours of reader service needed. This is a limited service and the consumer should understand this at the onset of this service.

Consumer Responsibility

It is the consumer’s responsibility to

- utilize all other reading sources to the maximum degree possible prior to seeking payment by DSB, and
- submit the DSB statement of reader service form at the end of each month.

06-01-01

Services LIFE 7.06

ORIENTATION AND MOBILITY

Orientation

Orientation consists of instructing blind and visually impaired persons in the use of their remaining senses to understand their relationship to their environments and how to move about safely within them.

Mobility
Mobility services are designed to provide instruction in the use of aids, methods and skills which enable blind and visually impaired persons to move from one place to another with confidence, safety and purpose.

**Rehabilitation Teacher’s Duties**

The Rehabilitation Teacher’s duties include teaching techniques of adapting to the immediate surroundings so that individuals may travel independently and safely within them.

**Specialized O & M Services**

The Rehabilitation Teacher will evaluate the consumer’s mobility skills to determine whether or not specialized mobility training is needed and will make the necessary referral when appropriate. Specialized orientation and mobility training can be provided by contracting with a certified O & M specialist.

**Purchases**

The necessary training, mobility aids and related materials may be purchased as a part of providing orientation and mobility services if not otherwise available.

06-01-01

**Services LIFE 7.07**

**DAILY LIVING SKILLS**

**Definition**

Independent living services entail the instruction of consumers in the skills which enable them to adapt and readjust to methods of caring for their daily living needs.

**Personal Care**

This service entails instruction in grooming, medical management, storage of clothing, marking of possessions for identification, and other similar personal care needs, as well as instruction in the use of special adaptive devices which assist in making activities of daily living easier to perform.

Material and supplies may be purchased as a part of the provision of this service.

**Homemaking Skills**

This service involves instruction in basic homemaking skills which enables consumers to live as independently as possible. Instruction may include teaching the safe use of kitchen facilities, cleaning techniques, laundering clothes, how to purchase and prepare food items, and general adaptive home management techniques.

Necessary items may be purchased as a part of the provision of this service.

**Communication Skills**
The provision of this service is designed to increase the consumer’s abilities to adapt in a sighted society by utilizing basic communication methods. The Rehabilitation Teacher’s duties may include the teaching of Braille, abacus, mental mathematics, script writing, typing, and in the use of electronic devices.

Communication aids and supplies may be purchased, when necessary, as a part of the provision of this service.

**Leisure Time Activities**

This service is intended to enhance the consumer’s ability to perform numerous tasks and to enhance his/her social interaction. Recreational helps may include the purchase of games, adaptive equipment, transportation, supplies, or other services that will enhance the consumer’s social interaction.

06-01-01

**Services LIFE 7.08**

**LOW VISION**

**Definition**

This service is provided to enable persons, who can benefit from low-vision aids, to utilize magnification devices since these devices can be of invaluable assistance in maintaining independence.

**Assessment**

When appropriate, the Rehabilitation Teacher will provide a low vision assessment. This assessment is to aid the Rehabilitation Teacher and consumer in determining if the consumer will need a more thorough assessment by a low vision specialist.

**Rehabilitation Teacher’s Responsibilities**

The Rehabilitation Teacher will schedule, and arrange for the purchase of, low vision examinations and aids when the consumer is in need of such services.

**CCTV’s**

A low vision specialist must evaluate the consumer and a recommendation obtained before DSB can purchase a closed circuit television (CCTV).

06-01-01

**Services LIFE 7.09**

**OTHER SERVICES**

**Library Services**
This service is provided to assist consumers in obtaining Talking Book Services from the Library for the Blind and Physically Handicapped. The Rehabilitation Teacher will assist the consumer in filing applications for such services and familiarizing consumers with the operations of the machines and related equipment.

This service is necessary to assure that the consumers will be better able to benefit from library services and thereby more easily meet their own educational and recreational needs.

**Special Aids and Appliances**

This service entails the provision of and instruction in the use of devices that are specially designed and adapted to the needs of visually impaired persons.

**Prosthetic Appliances**

Prosthetic appliances are restricted to dark glasses, eyeglasses and artificial eyes which may be required to meet the needs of visually impaired persons and are not available through other sources.

Eyeglasses, which will enable the consumer to function safely and as independently as possible within their environment, may be purchased. Artificial eyes and/or dark glasses may be purchased for medical/cosmetic purposes.

**Prior approval from the supervisor is required for all above-mentioned prosthetic appliances except dark glasses needed for cosmetic purposes.**

**Other Services**

Other services frequently involve coordination with associate agencies, volunteers and community organizations. The Rehabilitation Teacher will enlist the support of all appropriate resources that will provide the opportunity for each consumer to achieve his/her maximum potential.

06-01-01