

**Aging and Disability Services Division
Assistive Technology for Independent Living Program
Policies and Procedures Manual**



Section 1: Law and Regulation

Aging and Disability Services Division (ADSD) has authority to develop and administer the Assistive Technology for Independent Living Program (AT/IL) under NRS 427A.7951-7957.

Funding for this program is budgeted from State General Fund each biennium through the State of Nevada Legislative process. In addition, existing partnerships through the following federal programs provide for the:

- Use of funding through the Nevada Assistive Technology Collaborative (NATC) is available under the Assistive Technology Act of 1998, As Amended under the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128. The program/service is defined as a State Financing Activity of last resort within the NATC's State Plan for Assistive Technology.
- Use of funding as budgeted by Nevada's Statewide Independent Living Council (SILC) through Nevada's State Plan for Independent Living (SPIL); Title VII Funds Chapter 1, Part B. The program will comply with 34 CFR 364.43.

Section 2: Mission, Vision, Philosophy and Program Services

Mission:

Assist and empower individuals with disabilities to gain the tools necessary to break down barriers and for every opportunity to be as self-sufficient as possible to live of their choosing.

Vision:

All individuals with disabilities are empowered to make informed decisions in how and where they choose to live and work by being the leader in the development of their independent living goals.

Philosophy:

Disability is a natural part of the human experience and in no way diminishes the right of individuals to live independently, enjoy self-determination, make choices, contribute to society, and experience full integration and inclusion in American society; and programs must assure that people with disabilities, and their families, have access to culturally competent services, supports and other assistance and opportunities which promote

independence, productivity, and inclusion.

Program Services:

The AT/IL Program is a statewide program that supports an individual's choice to live in their community. Providing services to support individuals with disabilities to live in their community by addressing physical barriers to their essential daily living needs. The program provides assistance to individuals to identify their Independent Living goals, assistance identifying appropriate Assistive Technology (AT), identifying resources available for the AT, assisting with the coordination with vendors or contractors, and authorizing resources when no other resources are available.

Section 3: Equal Rights

The Aging and Disability Services Division is an equal opportunity State Department. No individual is unlawfully excluded from consideration for services because of race, color, religious creed, national origin, ancestry, gender, gender identity, sexual orientation, age, disability, veteran status, or marital status.

Administration, management, and supervisory levels have the responsibility to further the implementation of this policy and ensure conformance by contractors, service providers and grantees.

Any affiliate or non-affiliated organization or persons who engage in discrimination will cease all business and non-business relationship with the Division.

Section 4: Informed Choice and Participation

The AT/IL program will provide eligible consumers with the opportunity to exercise informed choice throughout the service process. The consumer's participation is essential for the program services to move forward.

Ownership of the Goal belongs to the consumer. The AT/IL Program staff can only inform and support the consumer. This is done by providing information, or access to information, to enable the consumer to make the decision. If the consumer chooses to no longer participate they can withdraw from services at any time. If the consumer refuses to participate the case services could be closed as well and in accordance to closure policy.

The consumer, or their chosen representative, will be able to exercise choice and control throughout the service process including but not limited to:

- Making decisions about their IL goals;
- The order of priority of their IL goals;
- Deciding to develop or waive a plan;
- Engage with their assigned specialist when or if support is needed;

- The services they wish to explore;
- The services they chose to receive;
- The service provider of their choice;
- Their preference towards the delivery of services;

To the greatest extent possible the program staff will provide the consumer, or their chosen representative, the information needed for them to make informed decisions related to the goal/goals that have been established. Staff will respect and support the consumer's decisions. Participation is essential and depends on efforts of the consumer, and others chosen by the consumer, to work jointly with program staff. The following outline describes some of the expectations:

1. Establish who you want to participate if anyone,
2. Be fully engaged in the IL process and development of your Independent Living Goals
3. Gather and use information to participate in planning and problem solving
4. Exercise informed choice
5. Take responsibility in the process
6. Tell staff if support is needed
7. Make and implement decisions
8. Explore resources
9. Assumes the responsibilities for achieving outcomes.
10. Maintain contact with program staff; keep them up to date on any changes to your priorities and needs in regard to your Goals.

Program and Staff

1. Assist individuals in acquiring information with respect to the selection of specific goals, services, service providers, the place of service, and the methods for procuring services;
 2. Maintain flexible procurement policies and methods that facilitate the provision of services;
 3. Ensure that the availability and scope of informed choice is consistent with the obligation of the program; and
 4. Reinforce the facilitative and supportive role of program staff.
1. Opportunities to create new options that will meet the individual's specific needs;
 2. Access to sufficient information about the consequences of each option;
 3. Present opportunities to develop skills to evaluate the information to make informed decisions;
 4. Embrace the individual's strengths, resources, priorities, concerns, capabilities,

and interests; and

5. Promote personal responsibility, to the extent possible, for implementing the chosen options.

Disclaimer about choice and control. The consumer's preference may not align with the availability of services, supports, or resources. Program staff do not control funding resources although in the course of supporting Informed Choice they are required to let consumers know what is available or what is not available. See State Funding Resources for more information if there is a conflict about the consumers preference of services and the program resource.

Section 5: Residency

A consumer does not need to be a resident in the State of Nevada to receive all services. However, state funded services will require the consumer to be a resident of the state and may have limitations for non-citizens.

Residency to receive service is as follows:

1. If the consumer is a citizen of the United States and present in the state, the following services can be provided:
 - a. Independent Living,
 - b. Assistive Technology; and
 - c. State Funding Resources; for direct services
2. If the consumer is not a citizen of the United States, regardless of legal residency, and present in the state, the following services can be provided:
 - a. Independent Living (34 CFR 364.41),
 - b. Assistive Technology; and
 - c. State Funding Resources; for direct services can only be received if all citizens have been fully served and a waiting list does not exist.

See Section 6: Scope of Services for definitions of services.

Section 6: Scope of Services

The Assistive Technology for Independent Living program scope of services:

Independent Living services

- Provide information and referral, including access to peer support and independent living skills training, and technical assistance;
- Engage consumers having daily living barriers and promote the development of Independent Living Goals;

- Assist consumers develop IL Goals;
 - Development of an Independent Living Plan or Waiver of an IL Plan.
- Technical assistance;
- Identification of the options and resources available.

Assistive Technology services

- Assistance identifying AT modifications, devices/equipment, or services that will best accomplish the consumer's goal/goals;
- Identify potential resources & provide guidance to access those resources;
- Encourage and support AT demonstration and the trial of AT whenever possible;
- Implementing best AT practices provide consumers with the ability to make informed choices.

State Funding Resources when no others can be identified or if the other resources cannot fully cover the cost (also see 10 - State Funding Resources for Assistive Technology Services):

- Authorize funding by purchase order or authorization to vendors for services;
- Make payment to vendors upon confirmed completion of services;
- Home access modifications;
- Assistive devices and equipment;
- Vehicle adaptations to drive and/or transport the person and mobility equipment;
- Care facility transition assistance; and
- Communication technology assistance.

Outreach and Public Awareness:

- Provide sufficient and appropriate outreach and public awareness in services areas;
- Track all activities;
- Monitor consumer referral sources to determine impact;
- Identify unserved and underserved populations;

Section 7: Program Eligibility

Program Eligibility

Eligibility criteria are as follows:

1. Has a severe disability.
2. Experiences a severe functional limitation as a result of the disability.
3. Can reasonably expect that the services available through the program will help them to maintain or improve their independence.

The following may be required if the responses to eligibility criteria are questionable or requested services are not reasonable to the limitations present:

1. Written statement by a licensed and qualified medical professional describing the disability and functional limitation in relation to the area or areas that the Goal or services have been requested.
2. Evaluation by an appropriate licensed therapist to determine either the limit of functionality or ability of the consumer in relation to the areas r areas that the Goal or services have been requested.

Ineligibility Determinations

If an individual is not eligible for services, program staff are to retain all documentation supporting this decision and make a case note in the consumer service record, which is dated and initialed, outlining the rationale for the determination.

A determination of ineligibility may only be made after full consultation with the individual and program staff refers the individual to other resources. Individuals also have a right to appeal the decision.

Ability to Appeal

In all correspondence related eligibility or ineligibility, the applicant must receive a detailed explanation and be provided with the programs Appeals Process (see 14-Appeals Process).

Section 8: Prioritized Program Services

The AT/IL Program services are provided equally to all eligible consumers statewide according to the date their IL Service agreement is signed and returned (Date Plan Received). If a waiting list exists, the oldest cases will be served first and only secondary to services that are prioritized.

Services must be prioritized for consumers that want to transition and relocate from a care facility and into a more integrated community living setting, or if the service is determined necessary to prevent placement into a care facility. This includes transition from acute care when services through this program are necessary for the consumer to return home or into community setting.

Additional organizations and agencies that must be considered in support of prioritized services include but are not limited to the following:

- Money Follows the Person (MFP)
- Centers for Independent Living (CILs)

The consumer's defined Goal or Goals will indicate which need to be prioritized and for the purpose of Relocation or Prevention. The justification will be described in the Consumer Service Record by program staff.

Relocation and transition from a care facility often necessitates that appropriate services have been aligned and will be in place to support the consumer ongoing. If necessary supportive services cannot be secured or are delayed, then the AT/IL Program services

may need to be delayed aligning with the transition schedule that supports the success of the consumer.

For information about Active and Waitlisted Cases see Section 13: Case Management System and Consumer Service Record.

Section 9: Program Services Process

This section describes the program services process, or flow of service, that a consumer or their authorized representative can expect through the AT/IL Program.

Independent Living Philosophy requires, to the greatest extent possible, that the consumer be involved regardless of authority of the person calling and seeking services. The potential consumer should be involved with any discussion about the services that affect them and their life to ensure they are able to contribute and define their wants, needs and priorities. A person without authority does not have the right to engage the potential consumer into Independent Living Goals and services.

1. Contacting the program
 - a. Open discussion about the services being sought.
 - b. Determine if the caller is the potential consumer or has authority to act on the potential consumers behalf.
 - c. Engage with the caller to determine if the services being sought are also services that are available.
 - d. Determine if the potential consumer want to develop Independent Living Goals, explore Assistive Technology solutions and services, and explore the options and resources available to them.
 - e. Referrals to other resources and technical assistance if applicable.
 - f. Provide the appropriate information:
 - i. General information if the potential consumer wants to review and take time to think about it.
 - ii. Provide as Program Information Packet (PIP) if they want to proceed.
 - g. Program Information Packet is provided to the potential consumer to review, complete, and return the IL Applicant Questionnaire.
 - h. If not returned in 30 days, the potential consumer will receive at least one follow up call. If not returned the call is closed.
 - i. If returned the Consumer Service Record is started.
2. Becoming a Consumer
 - a. Establish the people you want involved and what their roles will be.
 - b. Complete the consumer record demographic information.
 - c. Review the IL Applicant Information and start discussing the Goal/Goals.
 - d. Decide to either develop an Independent Living Plan or Waiving a Plan.
 - i. Developing an IL Plan includes the details of the next step to take place towards the accomplishment of the Goal/Goals and setting

- time frames for the completion of the steps and who is responsible for each.
- ii. Waiving a Plan removes the detailed process but still requires the defining of the Goal/Goals. Steps will still need to be taken of course but not written into the IL Service Agreement.
3. Developing Independent Living Goals and the consumer setting which are their priorities
 - a. The IL Service Agreement contains the goals and if chosen the steps in the IL Plan; if the IL Plan is waived the agreement will only include the Goal/Goals.
 4. The IL Service Agreement is provided to the consumer to review, sign, and return.
 5. Next steps towards accomplishing the Goal/Goals.
 - a. Defining the barriers that exist between the current situation and the Goal outcome.
 - b. Identifying potential solutions.
 - c. Review the options and resources available for the solutions identified.
 - d. Final review with the consumer confirms solution and pathway that they want to take.
 6. Quotes from Vendors will be collected for the services that are needed to accomplish the Goal/Goals.
 - a. Vendor provides the services.
 7. Solution provided and the consumer reviews Goal with program staff and determines if it has been met.
 8. Closing of the case.
 9. Consumer gives feedback through a survey on their satisfaction and outcome.

Section 10: State Funding Resources and Direct Services

State funding resources for the purchase of assistive technology (AT) and AT services can be available through this program, including evaluation and training. The resources can also be utilized for costs and items needed for a consumer to transition into a community setting from a care facility. The resources are last resort, meaning all other resources must be exhausted. Program resources can be used collaboratively with other resources. The AT services must be both necessary for the consumer to meet their Goal and are essential to their daily living in a community setting. State funding resources may require financial participation, or co-payment, based income see Co-Payment-Financial Participation. Independent Living Services and Assistive Technology Services, as described in the Scope of Services, do not require financial participation or co-payment.

This section will address the following:

1. Transition services
2. Choice of specific Vendors, Devices, or Modifications
3. Your needs, your AT, planning for maintenance, repair, or replacement
4. Repairs to existing AT
5. Types of AT and AT Services
 - a. Home access modifications

- b. Daily living AT
 - c. Vehicle modifications including modifications on new or used vehicles
 - i. Used Vehicle Formula
 - d. Adaptive driver evaluation and driver training
 - e. Personal mobility, including devices and prosthetics
 - f. Communication devices for hearing or speaking
6. Exceptions to policy
7. Service Animals

Transition services:

Consumers transitioning from a nursing facility, or acute care, to community-based living, funding may be provided to cover essential costs and items until the consumer's income is back within their control.

Funding includes security and utility deposits, food staples, basic clothing, linens, basic kitchen and bathroom supplies, basic furniture, and other essential items necessary for a smooth and successful transition into the community. Other resources must still be considered and coordinated through referral and program support. Coordination with the Money Follows the Person and the states Centers for Independent Living must be fully explored to give the greatest benefit to the consumer.

The program's community partner has authority to approve expenses up to \$2,500; any amount over that figure, up to \$5,000, requires the approval of the ADSD Program Director. Costs exceeding \$5,000 require the approval of the supervising ADSD Chief.

Choice of specific Vendors, Devices, and Modifications:

Program services include identification of the AT service remove the barrier, address the need, and accomplish the Independent Living Goal. If it is determined that alternative, and appropriate, AT services can adequately address the consumer's need, then resources would be provided towards the alternative AT service.

The consumer can request a specific and preferred device or modification that is at a higher cost than a comparable device or modification and has the choice to pay the cost difference to obtain what they desire.

The consumer also has the choices to select a preferred vendor. If the service through the vendor is a higher cost than other quotes obtained, the consumer has the option to either pay the cost difference or to negotiate with the vendor to reduce the cost. The AT service must be both necessary for the consumer to meet their Goal, essential to their daily living, and within the services the program can provide. The negotiation is not for the purpose for items or services outside of what is necessary to accomplish the Goal (additional work, materials, or extras). The preferred vendor must still meet the requirements for the service. Examples would be if a shower transfer bench enables the individual to access the shower, although they would prefer to have the bathing area

modified. The program could apply the value of the shower transfer bench to the modification that is preferred. Similarly, if a specific manufacture, make, or model of AT was preferred the value of the alternative device could be applied to the preferred device.

Your AT, your needs, Planning for maintenance, repair, or replacement:

The consumer is the owner of the AT no different that if purchased directly. The consumer is responsible for the maintenance, repair, or pursuing warranty work and replacement if applicable.

Repairs to a consumer's existing AT:

Requests to repair or update a consumer's AT device will be reviewed on a case-by-case basis.

1. **Home Access Modifications:** Modification are intended to meet a consumer's need into the future. Resources for home modifications cannot be approved if the home will not be available to the consumer into the foreseeable future. Modifications cannot be approved if the home is in foreclosure or at risk of foreclosure. The homeowner must provide proof that the home mortgage is current, or the home is owned outright.
2. The homeowner must provide signed approval for the modifications as well as acknowledge the responsibility for repairs or any type of abatement, if necessary, at any point in the modification. The documentation will be attached to the Consumer Service Record.
3. The program acknowledges a person's right to choose housing of their preference. However, when those choices result in the need for extensive modifications it impacts all consumer's needing services. Therefore, the program may not provide home modifications where a consumer, parent, or guardian, knowingly purchases, leases, or rents a home that does not substantially meet the accessibility needs. This includes instances where consumers have received services in the past and moved.
4. Housing modifications are for accessing the home and areas within the home necessary for accomplishing essential activities of daily living.
 - a. Types of modifications include ramps, lifts, bathroom modifications, widening of doors, handrails, and grab bars, and transferring devices.
 - b. Program resources can only provide for a single point of access; multiple points of entry into the home are not available. Resources cannot provide an alternative access if a point of access already exists.
 - c. Ramp and Porch lift landings must be consistent with the access need only. In cases where a deck or porch must be removed and replaced, the maximum

size must be consistent with landing specifications e.g., standard of 5' x 5' clear space. If the landing exceeds the standard size, the program staff must provide sufficient justification.

i. If the consumer wants the landing size increased the cost difference will be the consumer's financial responsibility.

5. For rental properties, the program will fund non-structural access (ramps, grab bars, handrails, tub-cutouts, etc.), and structural changes (such as a widened door) up to \$3,000 in total.
 - a. Options for rental homes that are not included above are devices that can be readily removed and taken if the individual was to move e.g., portable ramp, floor to ceiling poles, handheld showers, non-permanent grab bars.
 - b. All work done in rental situations must be pre-approved in writing by the owner or authorized management.
 - c. If the homeowner or authorized management requires that the home will be restored to its original condition, the individual assumes all responsibility and cost for doing so.
6. Material upgrades beyond standard materials will be at the homeowner's expense.
7. Only fabric or plastic shower curtains; no sliding doors.
8. Program resources cannot provide the purchase or installation of walk-in bathtubs, spas, or jacuzzies.
9. Only licensed contractors with the State of Nevada can be utilized to make home modifications. They are responsible for any building permit/permits required. If the contractor is not licensed with the State of Nevada, they may not be used.
10. The program resources cannot be utilized for new construction, home additions, or structural changes to a residence such as moving walls or changing the use of the area.
 - a. Partial walls at tub ends and widened doorways are not considered structural changes.
11. The homeowner or authorized management is responsible for repairs to the home if the repair is beyond the basic nature of the modification.
 - b. If the abatement of mold, asbestos or lead from the living structure is required, at any point in the process, it is the responsibility of the homeowner to remediate the hazardous materials.

- c. If the discovery of mold is found after the home modification has begun the contractor's responsibilities prevail. The room may be closed off and left in disrepair until appropriate remediation is completed.

12. If there is suspicion of mold the program will not approve funding the project until a plan and resources for the potential remediation can be put into place.

- d. The homeowner, authorized management, and/or individual is responsible to give full disclosure regarding past or present water damage.

Assistive Technology for Daily Living:

Devices that enhance the capacity of people with disabilities to live independently, specifically AT that assists with the essential daily living needs such as transferring, dressing, personal hygiene, bathing, toileting, cooking, eating, shopping, and managing money. The AT services must be both necessary for the consumer to meet their Goal and are essential to their daily living in a community setting.

Vehicle modifications including modifications on new or used vehicles:

The vehicle modifications must fall within the criteria listed to be eligible for program resources:

1. Vehicle must be running, licensed, insured, and registered in the state of Nevada to for funding resources to be considered.
2. Vehicles with over 60,000 miles must be inspected by a professional mechanic and a written statement of vehicle safety and condition must be provided. Assurance must be made that the vehicle will last as long as the modification.
 - a. Mechanical hand controls are excluded
 - b. Devices that are capable of removal and installation on other vehicles can also be considered on a case-by-case basis.
3. The program will not modify used vehicles where the cost of the modifications exceeds the vehicle's value.
 - a. Mechanical hand controls are excluded.
 - b. Devices that are capable of removal and installation on other vehicles can also be considered on a case-by-case basis.
4. Vehicles must be of adequate size and weight to accommodate any lifts that are installed. The IL program will ask vendors to consult with the lift manufacturer's specifications in deciding if a vehicle is appropriate.
5. The vehicle to be modified must belong to a member of the IL applicant's household to ensure that the client will have regular, ongoing access to the vehicle.

6. The IL program will only fund the cost of a conversion and will not fund any part of the cost of a vehicle. If an already-converted vehicle is being purchased, the IL program will fund the portion of the cost that is reasonably allocated to the accessibility conversion. See Used Vehicle section.

7. The following policies apply to modifying vehicles or vehicles already modified:
 - The program will only pay for accessibility equipment and shall not purchase vehicles.
 - When the program and client agree to purchase an already-converted vehicle, the program's share of the cost will be determined by the "Used Vehicle Formula" currently in use by the program.
 - If program staff finds it necessary, an independent evaluation may be ordered to determine the specific accessibility needs of the applicant.
 - The program will not contribute more than \$12,000 toward the cost of any vehicle modification or modified vehicle purchase, subject to the "Used Vehicle Formula."
 - Three estimates of cost or bids from vendor(s). If the number of vendors providing this service within a 50-mile radius of the applicant is less than three, only a bid per vendor is necessary.
 - Any exceptions to these policies can be appealed by the applicant to the Program Director and the supervising Chief.
 - If a client re-applies for a van modification after receiving one from the program, the program's share of the cost will be reduced as follows:
 - Months from Closure to New Application: 0-12
% Reduction in IL Share of Cost:100%
 - Months from Closure to New Application:13-24
% Reduction in IL Share of Cost:80%
 - Months from Closure to New Application: 25-36
% Reduction in IL Share of Cost:60%
 - Months from Closure to New Application: 37-48
% Reduction in IL Share of Cost:40%
 - Months from Closure to New Application: 49-60
% Reduction in IL Share of Cost: 20%

Used Vehicle Formula

Used Modified Vehicles which are already converted may be purchased. The IL program pays for the conversion portion of the purchase and the consumer pays for the van portion.

The AT/IL program will pay the higher of the two amounts derived from either of the two following formulas up to \$12,000.00:

Formula A

1. The price of the converted vehicle should be assessed for general fairness by looking at similar vans for sale. Such prices can be found through www.disableddealer.com or other places where advertised prices are available.
2. The book value of the van itself (as if it were unconverted) should be deducted from the total sales price of the converted van to determine the gross value of the conversion.
3. The gross value of the conversion should then be reduced by 2% per year for the age of the conversion (not the van).

For example, a 4-year-old van selling for \$15,000 with a book value of \$10,000 would calculate as follows:

$$15,000 - 10,000 = 5,000$$

$$(1.0 - .08) \times 5,000 = 4,600$$

The IL program share would be \$4,600

Formula B

This formula allows for those situations where an IL client is able to get an especially good price on a used van...

1. The current retail price of the conversion equipment (if bought new today) should be determined by contacting a company who does such conversions.
2. This price should be depreciated by 20% for the first year of its age, plus 10% for each additional year.

For example, a 5-year-old van selling for \$10,000 with a book value of \$10,000 and a conversion that would sell for \$16,000 currently, would calculate as follows:

$$(1.0 - .60) \times 16,000 = 6,400$$

Under formula A, the IL share for this van would be 4,600, under formula B, the IL share is \$6,400.

Both of these formulas have been set up in an Excel spreadsheet for automatic calculation. The collection of the necessary data and the calculation are the responsibility of the ILP Manager.

Hand Controls

No mechanic's inspection of the vehicle is necessary when only hand controls are being installed. Because hand controls require a special skill and a driver's license endorsement, all clients who will be using Hand Controls for the first time will be evaluated. A professional evaluation agency will be contracted to assess the client's

ability to drive safely with Hand Controls. If the evaluator believes the client can safely drive, then driver training hours will be purchased to prepare the client for their driver's test.

Adaptive Driver Evaluation

Consumers requesting a modification to enable independent driving and who will be a driver may be evaluated by a certified driver evaluation unit for safe driving ability and for equipment needed to drive safely. If appropriate, a report from a certified driver evaluation unit will include prescriptive specifications for adaptive driving equipment and vehicle modification. The program will assist the applicant in the arrangements and pay for the cost of an evaluation. Driver evaluation report is required only if the applicant is driving from a wheelchair or will utilize hand controls and does not have a current driver's license with the restrictions for these devices. In other words, if the client is currently a driver and their needs are not a result of a newly obtained or progressive disability then an evaluation will not be necessary.

Adaptive Driver Training

Consumers with a Goal for independent driving with adaptive equipment may require driver training. The service can be provided when appropriate. Only driving schools and trainers who are licensed or certified under NRS 483.70-780 may be used.

Personal mobility, including mobility devices and prosthetics

Consumers with a personal mobility Goal can obtain mobility devices such as wheelchairs, walkers, canes, power mobility devices, or prosthetics. These can be provided when appropriate and necessary for the daily living. The program supports consumer's choice in their preferred mobility device or use of a prosthetic. However, the program resources are to provide for the primary mobility need to accomplish their daily living needs. Recreational mobility devices cannot be provided nor can secondary devices.

Communication devices for hearing or speaking

Consumers with a personal Communication Goal can obtain hearing aids or augmentative and alternative communication devices. According to the use of this funding all other resources must be exhausted or utilized to their maximum benefit.

Exceptions to policy

Exceptions to this program policy can be taken into consideration on a case-by-case basis when barriers between the consumer's Goal and the most appropriate Solution warrant consideration. The consumer and their assigned

program staff must present the request for the exception to the Program Director to be reviewed with the supervising Chief.

Service Animals

The AT/IL Program cannot provide service animals or services to keep or maintain a service animal.

Section 11: Financial Participation and Co-Payment

All Consumers who are eligible for AT/IL Program services and requiring State Funding Resources for the purchase of AT services or transition services will need to participate in the Financial Participation and Co-payment.

In determining financial participation of a consumer, the gross annual income of the consumer, the consumer's spouse or, in the case of a dependent child, the child's parent(s), must be counted. From the total, the following will be deducted:

- a) The monthly medical expenses for all individuals legally dependent on the income above. The definition of medical expenses is intended to be inclusive and will include such items as co-pays, monthly health insurance premiums, and 1/12 of any out-of-pocket expenses incurred in the past year for items such as wheelchairs, hospital beds or vehicle modifications.
- b) 200% of the federal poverty level for each person legally dependent on the income listed above.

A consumer's cost sharing for AT/IL Resources will be 10% of the remaining amount. A consumer will be asked to pay all costs up to this amount and no costs over this amount directly to the vendor of services. The program will not receive the co-payment.

If there is evidence of compelling and urgent circumstances or hardship presented by the consumer, their representative, or program staff, it will be presented to the Program Director for review with the supervising Chief. Through this process the program may waive the requirement for the consumer to participate in the cost of services.

If a consumer declines to pay the determined cost of services, the vendor may terminate the service until such time as a reasonable solution can be found.

Section 12: Collaborative Funding of Services

The AT/IL Program's State Funding Resources are a last resort of funding.

However, an individual may have another resource available, but that resource may not fund the entire service need.

Examples of reasons that collaborative funding might be justified include:

- The other resource has a policy limiting funding for a needed device;
- The other resource has a policy limiting total funding for a recipient;
- The other resource requires a co-payment; or,
- Collaborative funding will save state General Fund or other public dollars.

Collaboratively funded services must be well-documented in case notes and fiscal records must reflect the dollars funded by the ILP and each additional funding source.

For example, an individual may be eligible for Medicare and in need of a wheelchair. But Medicare might have a co-payment of 20% of the cost of the wheelchair. In this case, the program staff approval funding of the co-payment.

Section 13: Case Management System and Consumer Service Record

ADSD uses an electronic case management to maintain the Consumer Service Record. In the system the program staff will collect information from the calls for services as well as document the Consumer Service Record (CSR) if the caller decides to become a consumer.

Electronic Case Data

- The provider will ensure that the electronic data is kept and maintained on a secured network which cannot be accessed except by approved staff.
- Program providers will ensure staff record all callers for program services in the system and that they are well documented to the expected outcome of the call. Does the caller want to proceed and become a consumer or do decisions need to be made by the caller first?
- Program providers are responsible to ensure that all CSRs have all necessary documentation with a consumer signed service agreement that includes the consumers goals as well as includes the decision to Develop and Independent Living Plan or Waive a Plan.
- All documents pertaining to the CSR will be attached in the system as defined in the system manual. This includes documentation required for specific services and including vendor quotes.

Active and Waitlisted Cases

A case is determined Active when funding is available to move the case forward and a purchase order can be issued for the modifications or devices in need. Cases where

funding is not available are on the Waiting List. If the program staff identified a case as a priority (see Section 8 - Prioritized Services) the case will be considered Active.

Case Follow-up and Case Notes

The Consumer and program staff must maintain contact with the, both Active and Waitlisted. Detailed and precise case notes will be made to document the case and steps taken to assist the individual in reaching their goals. Individuals are also responsible to maintain contact with the program staff they are working with and keep them updated of any changes as related to their needs and goals.

- Consumer and program staff will follow up on Active Cases at minimum every 2 weeks.
- Consumer and program staff will follow up on Waitlisted Cases at minimum every 30 days.

Section 14: Appeals Process

The consumer, or their authorized representative, have a right to file a complaint or appeal any decision they are in disagreement with. The complaint/appeal process is as follows:

1. The individual submits in writing their complaint or reason for an appeal of a decision and submits it to the program staff.
2. If the program staff is unable to resolve the issue, the complaint or request for an appeal is routed to the program staff's supervisor.
3. If the individual is still dissatisfied with the outcome, the complaint or appeal request is routed to the ADSD Program Director.
4. If the individual is still dissatisfied with the outcome, the complaint or appeal request is routed to the Supervising Chief of the Program Director.
5. If the individual is still dissatisfied with the outcome, the complaint or appeal request is routed to the Administrator of ADSD.
6. If the individual is still dissatisfied with the outcome, they are referred to the Client Assistant Program (CAP).

All decisions of each process are to be determined within ten (10) business days of receiving complaint or appeal request and written notification sent to the individual within five (5) business days of decision.

Section 15: Vendor Services, Quotes & Authorizations

This section describes the policy and process that the AT/IL Program community partner would follow for the purchase of direct services through State Funding Resources.

The process for obtaining quotes for direct consumer services from vendors, having a Purchase Order (PO) issued to a vendor, and payment to the vendor upon completion of the work. The direct services are the solutions that are necessary for the completion of the consumers Goal/Goals. If a consumer qualifies for other funding, including self-funding, the individual will need to follow the guidelines of the other resource.

The following process describes the roles as follows:

1. Independent Living Specialists (ILS)
2. Supervisor of the ILS
3. Organizations fiscal staff – Person that issues Purchase Orders (PO) and pays Invoices
4. ADSD Program Director/Specialist
5. ADSD Chief supervising the Program Director/Specialist

Role of the IL Specialist (ILS):

The IL Specialists (ILS) will provide support and technical assistance to the consumer in obtaining vendor quotes for services that are necessary to accomplish the consumer's IL Goal/Goals.

- After the appropriate services have been identified the ILS will seek quotes from all participating vendors that provide the type of services needed. A minimum of three quotes are necessary. See the section "Exceptions for obtaining three quotes".
- The ILS reviews the quotes ensuring that the services quoted are necessary to accomplish with the consumer's Goal/Goals.
- The ILS ensures that necessary documentation has been provided and is in the Consumer Services Record (CSR or consumer case file). See the section "Additional Documentation Required".
- The ILS will update the Solution in the ADSD case management system including the Service Description, Written Justification, Other Resources Available, Other Resource Funding Amount, Vendor, and Actual Cost to Program.
- The ILS will document in the Purchase Order Request (POR) case note any information such as: if the consumer has preferred a vendor or service that has a higher quote cost than other vendors or device. See "State Funding Resources" for detail on this option.
- The ILS will submit a POR case note through the case management system.
- The ILS will confirm that work has been completed and accepted by the consumer prior to any invoice being paid. The Solution in the CSR will receive the appropriate Service Status and date of completion.

- The ILS will communicate to the approved fiscal staff once this has been confirmed.
- The ILS will document the completion of services in the CSR.

Role of the community partners ILS Supervisor and Fiscal Staff:

The staff describe will review the request from the ILS which should have all the pertinent information regarding the services related to the quotes and issues the PO after all approvals and documentation have been completed.

- The appropriate staff will review the POR case note and the Solution in the CSR and ensure all necessary information has been provided.
- Verify that approval from the appropriate level has been obtained for both the case and the individual service(s) being authorized.
- The PO issued and the appropriate staff will update the Solution in the CSR with the PO number and the Funding Authorization Date.
- The staff person will email (if email in not possible fax) a copy of the PO to the awarded vendor and copy the ILS in the email.
- The staff person will attach the PO to the POR case note in the case management system.
- The organization is responsible for managing all accounts payable in accordance with General Accounting Practices.
- The organization will ensure that documentation is received confirming the work is complete and satisfactory prior to paying any invoice. Vendor shall collect the consumers signature on the purchase order, invoice, or document approved by the organization that ensure the consumer has signed off on the project's completion.

Assurances by the community partner and their staff:

- The IL Goal is essential for the consumer's daily living.
- The services and/or Assistive Technology being purchased is required to achieve an IL Goal.
- The work is being performed by individuals or business who are licensed and qualified to do the work and/or provide the requested Assistive Technology.
- The selection of vendor represents the lowest cost, most appropriate source for the services and AT Being provided.
- Whenever possible, at least three quotes will be obtained from licensed and qualified vendors.
- If three or more quotes are not obtained, a statement will be provided by the IL Specialist to justify why the selected vendor was chosen.

Payments to vendor by the community partner:

- The community partner will ensure a method of paying vendors invoices that have been submitted on a weekly basis.

Approval authority for services:

All requests for a purchase order will require approvals based on the cost of the service. The following approval tiers are the structure that is expected:

Tier 1 - IL SPECIALIST

Tier 2 – Supervising Staff of the IL Specialist

Tier 3 – ADSD Program Director

Tier 4 – ADSD Chief supervising the ADSD Program Director

Tier 1 - \$ 0 - \$5,000

Tier 2 - \$5001 - \$15,000

Tier 3 - \$15,001 - \$25,000

Tier 4 - Cases in excess of \$25,000

Additional Documentation Required: The ILS must have the following before a POR is made. If a POR has been submitted the ILS is confirming they have all the documents within the consumer service record (CSR). Monitoring and CSR review must be implemented by the community partner to ensure the program complies.

- See policy section 10-State Funding Resources to confirm all required service documentation.
- Home Modifications require either a proof of home ownership or written approval from the owner/manager of the home and property approving modifications. If the home and land are not owned by the same person then approval from both are required if the modification attaches or sits on the land such as ramps, concrete landings or walks, or a porch lift.
- Home Modifications require confirmation from the ILS that the owner of the home is not behind in payment or at risk of foreclosure.
- Interior Home Modifications require a signed acknowledgment if mold is found within the home that the remediation of the mold is the homeowners' responsibility before work can be completed.
- Vehicle Modifications require a written approval if the vehicle is owned by someone in the consumer's household but not the consumer. Policy requires that the person owning the vehicle lives in the household with the consumer.

Exceptions for obtaining 3 quotes:

- When less than three (3) contractors or service providers submit quotes. Sometimes a vendor/vendors do not respond to quote requests. If a vendor/vendors do not respond and provide a quote the POR will be submitted with the quotes that were obtained. This would be documented in the CSR.
- If there are only 1 or 2 vendors that provides a specific service. The ILS must document this when requesting the PO.
- Only one quote is possible for the purchase of a modified vehicle. The program will cover the higher of the two amounts derived from specified formulas up to \$12,000.00 towards the modifications on the vehicle. For an already modified vehicle there will only be one vendor quote and a copy of the IL Used Van Formula which determines how much can be funded towards the modifications

on the vehicle up to a maximum of \$12k. The consumer is responsible for the vehicle value and all costs beyond the maximum funding available.

- Collaboration with other funding sources that have determined the vendor already or have a limited selection of approved vendors.
- If the consumer requires home modifications that are outside of the AT/IL Program services but a necessary, part of the overall access modification there is a chance that multiple vendors will not be able to participate. Such as repairs to the home, additions, or structural changes that are outside the scope of AT/IL resources. In this situation the ILS monitors and reviews the quotes with the consumer/representative. Quotes will be obtained for both the Non-AT/IL work and the work that AT/IL can provide funding towards. The vendor selected for the Non-IL work is most typically selected for the modifications from AT/IL resources. It is seldom that the vendor selected for the Non-IL is not also the lowest cost vendor. If the vendor is higher in the AT/IL portion, however lower for the non-AT/IL work then the case should be reviewed with the ADSD Program Director and if determined necessary the Supervising Chief.

Consumer preference for higher cost vendor:

- If the consumer has a preference and the preferred vendor has a higher cost, there are two options:
 - Option 1, the consumer can agree to pay the difference of the higher cost vendor as compared to the lower cost vendor.
 - Option 2, the consumer can negotiate directly with the preferred vendor to lower their price to match lower vendors quoted cost.
- If a higher cost vendor is selected based on meeting the IL Goal, The ILS will note why there is a vendor preference and provide details on why the lower cost vendor is not selected. For example, the ILS knows a vendor did not look at the client's home and the scope of work is not consistent with those attending the home walk through.

Section 16: Closures

This section describes the policy and process that the AT/IL Program community partner would follow for the closure of a case.

1. Case Closures in general are defined as follows:
 - a. The closure of an active case must occur for one of the following reasons:
 - i. Goals Met—this closure reason is used when the consumer agrees that they believe their Goal/Goals have been met.
 - ii. Withdrawn— this closure reason is used when a consumer withdraws their request for services, and also when the consumer does not respond to a letter requesting contact (Contact Closure Letter).

- iii. Died – The consumer has passed away.
 - iv. Moved—The consumer has asked for the closure if the case because of moving. This selection can also be selected if there is evidence that the consumer has moved and without a forwarding address.
 - v. Other—this closure reason is primarily used when a client receives all needed services from some other source.
2. This section covers the following:
 - Closure of the case because of inability to contact the consumer or their authorized representative;
 - The consumer is unresponsive to provide requested documentation;
 - The services cannot be completed;
 - Alternative resources have been identified however the consumer will not participate.
 - i. If a phone or email is disconnected a “Contact Closure Letter” Contact Closure letter will be sent to the consumers last known address immediately. The letter will request contact within 15 days, or the case will be closed.
 - ii. If email is the method of communication and the consumer has not responded in 5 working days, then phone calls shall be attempted as described. If these are not successful a “Contact Closure Letter” will be sent to the consumers last known address immediately. The letter will request contact within 15 days, or the case will be closed.
 - iii. The goal or need cannot be addressed. E.g., home modification that violates building code, creates a safety hazard for the client or others, service cannot be provided until the consumer purchase or obtains a vehicle or home, or the service can be provided by another resource.
3. Closure for ineligibility:
 - Ineligibility determinations must be based upon clear and convincing evidence.
 - Ineligibility determinations are made only after full consultation or after an opportunity for full consultation with the applicant or their representative.
 - a. Determinations of ineligibility must be based on one of the following:
 - i. The individual does not have a severe disability that results in a substantial impediment to independence, or
 - ii. There is not a reasonable expectation that AT/IL Program services will help to maintain or improve their independence.

iii. The goal or need cannot be addressed. E.g., home modification that violates building code, creates a safety hazard for the consumer or others, service cannot be provided until the consumer purchases or obtains a vehicle or home, or the service can be provided by another resource.

b. A closure letter in this area must include the Appeals Process.