

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

CHAPTER 20 – OTHER SERVICES	1
CSG Table of Contents	1
2000 INTERPRETER AND NOTE-TAKING SERVICES	1
2010 PERSONAL ASSISTANCE SERVICES	4
2020 SERVICES TO FAMILY MEMBERS	8

[CSG Table of Contents](#)

CHAPTER 20 – OTHER SERVICES

Federal Regulations

[34 CFR 361.5](#) - Definitions

State Rules

[5 CSR 20-500](#)

2000 INTERPRETER AND NOTE-TAKING SERVICES

2000.1 [Institutions of Higher Education \(IHE\) Cooperative Agreement](#)

2000.2 **Guidance**

Initial Considerations

- Assistance with the cost of interpreter and/or note-taking fees are provided as a secondary service for clients who are deaf, non-English speaking, or whose disability significantly affects their receptive and expressive communication skills.
- When considering a request for interpreter or note-taking services:

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- Determine the duration and extent of interpreter and/or note-taking services required for the client to participate in their assessment or rehabilitation plan.
- Identify/coordinate interpreter services with providers, vendors, schools, employers, etc. in accordance with federal ADA and 504 laws/regulations and VR cooperative agreements.
- Sign-language interpreters must be certified and licensed to practice in Missouri.

2000.3 Procedure

- Interpreter services provided for deaf or non-English speaking clients are not based on financial need, and documentation of financial information is not required.
- Note-taking services are based on financial need, unless they are associated with sign language interpreter services, and then they are not based on financial need.
- Comparable services should be utilized to pay all or part of the costs of interpreters or note-takers whenever available. This should be documented on the IPE and Cost Scenario, if appropriate and/or in the case file.
- Meet with the client to review and discuss client responsibilities regarding interpreter services and sign the IPE if it is an IPE-related service.

2000.4 Authorization and Billing

Interpreter Fees

- Prepare an authorization in accordance with fees listed in the Frequently Used Procedure Codes or the actual cost of services, whichever is less.
- Authorizations for interpreters may be issued for a minimum of two hours if the time required is less than two hours.

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- Transportation for the interpreter may be authorized when the interpreter is required to travel beyond their normal service delivery area. The maximum payable rate for transportation is the currently established state reimbursement rate. This should be discussed and agreed upon prior to the provision of the service.

Note-taking Fees

- Prepare an authorization in accordance with fees listed in the Frequently Used Procedure Codes or the actual cost of services, whichever is less.

Invoice Requirements

- Verification of Services documentation should be included with the invoice.
- Paid directly to an interpreter/interpreter agency/note-taker:
 - Client name and signature
 - VR Authorization number
 - Date of service and time (start/end)
 - Interpreter name and certification level/license number
 - Signature from interpreter/note-taker
 - Location
- Paid to a college-providing interpreting services using staff interpreters/note-takers:
 - Client name and signature
 - VR Authorization number
 - Date of service and time (start/end)
 - Class name
 - Interpreter name, certification level/license number
 - Signature from interpreter/note-taker
 - Signature from the college official
- Paid to a college-reimbursing them (1/2) when they have contracted with interpreter agency/note-taker:

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- Invoice from Interpreter agency to College should be attached showing:
 - Client name and signature
 - Class name
 - Date of service and time (start/end)
 - Number of hours
 - Interpreter name, certification level/license number
 - Amount billed
 - Signature from interpreter/note-taker

- Invoice from College to VR should include:
 - Client name and signature
 - VR Authorization number
 - Date of service and time (start/end)
 - Number of hours
 - Amount being billed, not to exceed ½ of the original amount billed by the Interpreter agency invoice(s)
 - Signature from college official and student

2010 PERSONAL ASSISTANCE SERVICES

2010.1 Definition

- **Personal Assistance Services** – a range of services, provided by one or more individuals, designed to assist the client with daily living activities required to prepare for work.
 - A secondary service that may be required by the client to enable him/her to complete the primary rehabilitation service(s).

2010.2 Guidance

Initial Considerations

- Personal assistance services may only be provided while the client is:

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- participating in an evaluation/assessment, and/or
- successfully completing their rehabilitation plan
- The client and counselor will jointly determine the type and amount of personal assistance needed, based upon the client's disability-related needs and the location, type, and accessibility of the rehabilitation service(s).
- Personal assistance services is not based upon a determination of financial need, and documentation of income does not need to be obtained.
- Comparable services/benefits should be used to reduce the cost of personal assistance services whenever possible.
- If the client is a recipient of Medicaid, they should apply for personal assistance services through the Department of Health and Senior Services or the local Independent Living Center as a comparable service, and/or to coordinate the provision of assistance services.
- Consider the following time-limited guidelines when developing a plan for personal assistance services with the client:
 - Commuting distance - Number of hours is limited to the time required for the client to participate in the rehabilitation service (e.g., commuting to the training site, during the training and returning to residence).
 - Client required to live away from residence - Personal assistance services may be authorized but may not exceed 42 hours per week without justification.
 - Other comparable services must be used if the client requires personal assistance services in excess of 42 hours, such as Medicaid, Department of Health and Senior Services, insurance, client resources, etc.
 - Any exceptions must be approved by the District Supervisor.
 - Documentation justifying the exception must be placed in

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

the case file.

Client Responsibilities

- **In-home personal assistance** -The client and/or family are responsible for in-home personal assistance services.
- **Long-term support** - The client and/or family must have resources in place to provide personal assistance services upon completion of Vocational Rehabilitation services and during gainful employment.
- **Training the attendant** -The client and/or family are responsible for contracting with and training the personal attendant(s). The counselor will assist the client by providing information about agencies and programs which provide assistance with employing and training attendants (e.g., Independent Living Centers).
- **Personal Attendant Time Sheet** - The personal attendant must complete a time sheet with verification signature by client or the VR approved vendor and the attendant. The attendant is responsible for submitting this time sheet to the counselor for payment. (Form may be found in [CSG 9999](#))

2010.3 Procedure

- Search for and apply all comparable services/benefits.
- Meet with the client to review and discuss client responsibilities regarding personal assistance services, provide copies of the attendant time sheets and sign the IPE, if it is an IPE-related service.
- Verify with the client that services have been provided.
- In providing quality customer service, contact with the client should be regular and ongoing as agreed upon in the IPE.

2010.4 Authorization and Billing

- Authorizations for personal assistance services should be made payable to the attendant.

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- The personal attendant is not an employee of VR or the State of Missouri. The attendant will, however, receive an IRS Form 1099 from the State of Missouri, if applicable.
- If a justifiable reason exists which prevents direct authorization to the attendant, personal assistance services may be temporarily authorized via the client.
 - Documentation supporting not using the attendant as the vendor must be present in the case file.
 - In this situation the client will be responsible for complying with all applicable IRS tax laws including reporting of income.
- Prepare an authorization in accordance with rates as listed in the Frequently Used Procedure Codes or the actual cost of services, whichever is less. The hourly rate for this service may not be less than the current state minimum wage.
- Authorizations should be issued on an hourly rate for the number of hours agreed upon by the client and counselor.
- An authorized district office signature verifying receipt of services, with supporting documentation, is required before the bill may be submitted for payment.
 - A Personal Attendant Timesheet is required when billing and must include verification signature by client or the VR approved vendor and the attendant.

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

2020 SERVICES TO FAMILY MEMBERS

2020.1 Definitions

- **Services to Family Members** – This includes those goods or services provided to a family member (i.e., child care service) which helps the client derive full benefit of other VR services.
 - A family member is an individual:
 - Who either –
 - Is a relative or guardian of the client; or
 - Lives in the same household as the client;
 - Who has a substantial interest in the well-being of that client; and
 - Whose receipt of VR services is necessary to enable the client to achieve an employment outcome

2020.2 Guidance

Initial Considerations

- Services to Family Members may only be provided as a secondary service while the client is:
 - participating in an evaluation/assessment, and/or
 - successfully completing their rehabilitation plan
- The decision to provide services to a member of the client’s family should be based on a determination that, without such services:
 - the client will be unable to begin VR services, or
 - the client will be unable to continue to receive VR services listed on the Individual Plan for Employment (IPE), or

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- the client's continued participation in the VR program would be jeopardized/interfered with to the extent that employment would be unnecessarily delayed or could not be achieved.
- Services to Family Members are based upon a determination of financial need, and documentation of income needs to be obtained.
- All available comparable services/benefits should be considered before obligating funds. The counselor is encouraged to assist the client in seeking other resources such as the Family Services Division (FSD), or other community support services.
- When providing services to family members, document the following:
 - Why services are needed
 - Which family member(s) need the service
 - What services are needed
 - How these services are expected to contribute to the rehabilitation of the client
 - How services will be evaluated as meeting the rehabilitation objectives of the client's IPE
 - A system to monitor client progress in the primary service and evaluate whether services to family members are still warranted
- When services to family members involve VR assistance with the cost of childcare, the counselor should discuss with the client, and document the following:
 - Will the childcare provider act as a vendor to the state and accept payment directly from VR?
 - If yes, give provider information on how to be set up as a new vendor (if not already a vendor).
 - If no, give the client information on how to be set up as a new vendor (if not already a vendor), and request a signed

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

attendance sheet from the childcare provider be submitted with the bill.

- Will the vendor accept the current Family Support Division (FSD) rate for childcare?
 - If no, document how the higher amount meets the R.A.A.N. test (Reasonable, Allowable, Allocable and Necessary).

Procedure

- Search for and apply all comparable services/benefits.
- If the primary rehabilitation service is interrupted, services to family members will not be provided.
- Meet with the client to review and discuss client responsibilities regarding services to family members and sign the IPE if it is an IPE-related service.
- Verify with the client that services have been provided.
- In providing quality customer service, contact with the client should be regular and ongoing as agreed upon in the IPE.

2020.3 Authorizing/Billing Services

- Authorizations for child care services should be made payable to the child care provider.
- The child care provider is not an employee of VR or the State of Missouri. The child care provider will, however, receive an IRS Form 1099 from the State of Missouri, if applicable.
- If a justifiable reason exists which prevents direct authorization to the child care provider, child care services may be temporarily authorized via the client.
 - Documentation supporting not using the child care provider as the vendor must be present in the case file.

CSG Client Services Guide	Date Issued 3/11/15	Subject Other Services	Other Services
			Section 2000

- In this situation the client will be responsible for complying with all applicable IRS tax laws including reporting of income.
- If the service is for childcare, and the client is in training, note on the authorizing document, “Child care services will be suspended if the client interrupts training”.
- An authorized district office signature verifying receipt of services is required before the bill may be submitted for payment.
- Maximum allowable charges should be processed as follows:
 - If charges are less than the authorized amount, pay the amount billed, and mark as the final bill.
 - If charges are more than the amount authorized, draw a line through the amount billed, write and pay VR’s maximum allowable.