

**APPENDIX B
SPECIAL PROGRAMS**

	<u>Page</u>
Ticket to Work	B-1
Rehabilitation Initial Diagnosis and Assessment for Clients	B-4
Learning and Evaluation Center.....	B-6
Client Assistance Program.....	B-7
Access and Accommodations Referral... ..	B-8
Assistive Technology @ Work (AT @ Work).....	B-9
Stay-at-Work/Return-to-Work (SAW/RTW).....	B-10
Increasing Capabilities Access Network (ICAN).....	B-11
Telecommunication Access Program	B-12
Arkansas Kidney Disease Commission	B-12
Governors Commission for People with Disabilities (AGCPD).....	B-14
Assistive Technology Alternative Finance Program.....	B-15

TICKET TO WORK

Clients between 18 and 64 who receive Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) as a disabled adult may be eligible for the Ticket to Work Program. A minor child of a disabled worker or a disabled adult child is not eligible for the Program.

1. Verification of Ticket Assignability from SSA.

- a. Counselors should verify Ticket assignability with client while present, by having client call the SSA Beneficiary Helpline at 1-866-968-7842. The SSA representative can tell the client if they have a ticket, if it is assignable, or if the ticket is assigned to another agency. If the Ticket is assigned to another agency, then the counselor should ask the client if he/she will assign the ticket to ARS.
- b. If the ticket is assigned to another VR agency, the client will need to call the counselor he/she worked with at the other VR agency and ask that the case be closed and the ticket unassigned.
- c. If the ticket is assigned to an Employment Network (EN), then the counselor can complete the Ticket Unassignment form, have the client sign and date it, and then fax it to the number listed on the form.

2. The Ticket becomes active with ARS when the IPE is completed and the case enters status 12.

- a. Each month a list of SSI/SSDI clients who enter status 12 is forwarded to SSA by the Central Office.
- b. The client then enters an "In-use SVR" status and receives Social Security Continuing Medical Disability Review protection as long as the Ticket is assigned to ARS and the client is meeting the IPE goals.
- c. The Ticket also provides other work incentives and benefits such as maintaining health insurance (Medicare and Medicaid) when benefit checks stop due to wages and expedited reinstatement of benefits. Counselors should refer clients to Project AWIN for benefits counseling. Contact Project AWIN at 1-866-284-7521.
- d. Ticket assignment allows ARS to collect reimbursement for services when the client works nine (9) months with wages over Substantial Gainful Activity (SGA). ARS is reimbursed for both actual expenses and administrative, counseling, and placement and tracking costs as long as comparable services and benefits were considered and the costs have not been paid by or will be paid by another source.
- e. Each month a list of closed SSI/SSDI cases are forwarded to SSA by Central Office.
- f. Ticket protection from Continuing Medical Disability Review is terminated after 90 days if the client's ticket is not reassigned.

3. When ARS closes a client's case, the client is offered a Referral to Project AWIN for benefits counseling and clients are informed about a private Employment Networks (ENs).

- a. Ticket protection is extended if the client assigns his/her Ticket within 90 days of case closure to an Employment Network.
- b. ENs can provide follow-along services to the client to support employment outcomes, which can help the client reach and maintain wages over the SGA level.
- c. ARS has entered into Partnership Plus agreements with a number of ENs operating in the state of Arkansas. Those ENs are listed in the Ticket to Work Case Closure brochure.

4. Ticket clients are subject to Timely Progress Review (TPR) every 12 months whether their tickets are assigned to VR or to an EN.

- a. TPRs are SSA's way of verifying Ticket clients are making progress toward self-sufficiency.
- b. TPRs are generally conducted every 12 months in the month the Ticket was first assigned. For example, if a client assigns his/her Ticket for the first time in June, the TPRs will be scheduled in June each year thereafter. It is important to note, SSA does not always conduct a TPR at the first 12-month point. Many clients do not receive a TPR until their Tickets have been assigned for 36 months. However, SSA will always be looking at the client's last 12-month period and the milestones he/she should have completed during that last 12-month period.
- c. SSA requires that certain milestones be met in order to successfully pass a TPR. These milestones are based upon how long the Ticket has been assigned, and will change each 12-month period a Ticket is in use. Therefore, if SSA doesn't conduct a TPR until month 36, the client must have completed the required milestones for months 25 through 36. A breakdown of these requirements can be found at <https://yourtickettowork.ssa.gov/>.
- d. SSA sends the client a TPR form, which must be completed and returned to SSA. If the client brings the TPR to the field office, the counselor can complete information and return the form to SSA.
- e. If the TPR form is not completed and returned to SSA. PPD&E will be contacted.
- f. If Ticket clients do not meet the TPR milestones for any reason including failure to respond, they will be subject to a Continuing Disability Review.

Glossary of Terms

Employment Networks (ENs) - Employment Networks are private or public organizations, approved by SSA, that provide employment services to beneficiaries with

disabilities. ENs can provide job retention services and other types of post-employment services and supports to help clients keep their jobs and increase their earnings.

Project AWIN – Project AWIN is the Work Incentives Planning and Assistance (WIPA) Program for the state of Arkansas. Project AWIN is designed to help Ticket to Work clients understand Social Security work incentive rules and how to access work incentives available under the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) program. Benefits counselors can meet with clients individually to discuss how returning to work will affect their benefits as well as recommend work incentives that can maximize their income and healthcare options as they return to work.

Ticket to Work Program – The purpose of the Ticket to Work Program is to expand the employment opportunities for most individuals receiving benefits and reduce their dependency on SSA benefits.

Ticket Assignment – SSDI/SSI beneficiaries eligible for a Ticket have the choice of placing their Ticket In-Use with ARS or assigning their Ticket to an Employment Network (EN). The beneficiary may decide to come directly to ARS for services or may be referred to ARS by another agency or EN. When the beneficiary signs the IPE, the beneficiary has placed his/her ticket “In-use SVR.” A beneficiary cannot use both ARS and an EN at the same time.

REHABILITATION INITIAL DIAGNOSIS AND ASSESSMENT FOR CLIENTS (RIDAC)

Rehabilitation Initial Diagnosis and Assessment for Clients (RIDAC) is a support unit for the Field Program. Its goal is to provide diagnostic services to counselors working with individuals during the initial stages of case development and planning. Services are provided at the RIDAC Office, local field offices, or a setting arranged by the counselors and/or District Managers. Services include general medical examinations and consultations, mental health assessments, psychoeducational and vocational evaluations, and case consultation. To expedite the evaluation process, the counselor should make every effort to secure existing information. To the extent that existing data does not describe the current functioning of the individual, is insufficient, or inappropriate to make an eligibility determination, additional assessment may be requested. 34 C.F.R. § 361.42

To insure competent, consistent professional quality, RIDAC diagnostic evaluation services are completed by individuals who are Arkansas licensed physicians, psychologists, or psychological examiners. If RIDAC were to expand evaluation service, employed individuals will be licensed to perform the type of service provided by the appropriate Arkansas Licensing Board.

PROCEDURES – RIDAC REFERRAL

- Complete the RIDAC Service Authorization. It is very important the referring counselor indicate any assessment problems or questions to be addressed. In addition, necessary accommodations related to mobility, vision, hearing, etc. should be identified. During the course of the evaluation RIDAC staff will address identified problems or questions. If other evaluation concerns are discovered, they will be evaluated to determine if the identified concern could have an impact on the success of the rehabilitation program. If a general medical examination is requested, complete the top portion of the general medical form and attach it to the RIDAC Service Authorization.
- When individuals have not reached the age of majority, an informed consent for the RIDAC assessment is signed by the appropriate parent / legal guardian with a copy attached to the RIDAC Service Authorization Form. Referring rehabilitation counselors are to insure that all individuals referred to the RIDAC assessment consent to the evaluation process.
- When individuals are over the age of majority but have been determined incompetent by the courts, an informed consent for the RIDAC assessment is signed by the appropriate parent / legal guardian with a copy attached to the RIDAC Service Authorization Form. Additionally, the guardianship paperwork from the court should be attached to the RIDAC Service Authorization Form. Referring rehabilitation counselors are to insure that all individuals referred to RIDAC assessment consent to the evaluation process.

- When existing medical, psychological, employment, history, or disability information is available, a consultation with the appropriate RIDAC staff can be obtained to review the existing data. The RIDAC staff person will complete a written report or consultation form.
- Contact the individual responsible for scheduling in the local office to obtain an appointment. Once the appointment has been obtained, the RIDAC Service Authorization and, if appropriate, the general medical form should be given to the individual responsible for scheduling RIDAC appointments in the local office. When available, existing psychological testing records, mental health reports, medical records, etc., shall be made available for review by the RIDAC evaluation team.
- The referring counselor is responsible for notifying the individual of the RIDAC appointment and providing directions to the evaluation site as well as other pertinent information. If the individual fails to report as scheduled, the RIDAC Service Authorization will be returned to the referring counselor documenting the individual's failure to report. To reschedule, follow procedures as outlined above.

The RIDAC program has a goal of returning evaluations completed within 10 work days or less from the time the individual is seen. However, when specialized evaluations are completed that require individualized evaluation, for instance neuropsychological limitations, the report time will likely be extended. RIDAC assessment forms will be maintained for a period of three months. Original evaluation reports shall be forwarded to the client file maintained by the referring field counselor. However, electronic records of the report will be transferred to the secured RIDAC folder and later transferred for permanence to be maintained in a secured location.

LEARNING & EVALUATION CENTER

The Learning and Evaluation Center (LEC) provides direct service to ARS clients through individual psychological/neuropsychological evaluations, after referral from the Counselor and also generally after a RIDAC screening evaluation. LEC evaluations generally require one to two days, are conducted by licensed psychology professionals, followed by a detailed written report and individual feedback session involving the counselor, the consumer, and other family members if indicated. All evaluations are conducted in Little Rock with feedback sessions typically conducted at an ARS office near the consumer's home.

The purpose of the evaluation is to assist in the diagnosis of disabilities that may be affecting the consumer's educational progress, to identify strengths that may be used to mitigate disabilities, and to suggest accommodations when those may be helpful. Evaluations may also be focused on identifying strengths and weaknesses in areas more related to abilities to perform in the workplace, when a RIDAC screening evaluation has not been able to answer those questions. Neuropsychological evaluations for consumers who may have suffered from some form of traumatic brain injury are conducted to help determine the consumer's recovery process and readiness for job training, job placement, or further education.

The LEC regularly works in collaboration with the Access and Accommodations program regarding the need of assistive technology accommodations for clients with physical, sensory, or learning disabilities.

CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is operated by an agency designated by the Governor and is independent of any agency that provides treatment, services, or rehabilitation to individuals under the Rehabilitation Act.

The purpose of the Client Assistance Program is to:

- 1) Provide an information and referral service to rehabilitation clients and applicants.
- 2) Assist clients and applicants in relationships with projects, programs, and facilities providing VR services.
- 3) Assist, upon request from the client or applicant, in pursuing legal, administrative, and other remedies available to ensure the protection of their rights under the Rehabilitation Act.

CAP can advise the ARS of identified problems, problem areas in the delivery of VR services to persons with disabilities and suggest methods and means of improving the delivery of services.

ACCESS AND ACCOMMODATIONS REFERRAL

Date:

Contact: 501-683-3009 Send Referral to Email: AccessAr@Arkansas.gov

Client is: Vocational Rehabilitation IL Other (explain) _____

Client is: Student / where _____ Employed / where _____

Assistive Technology Evaluation for learning, cognition, vision deficits, etc.

Assistive Technology, Ergonomic Evaluation for Students & Job Seekers

Hearing Technology

Home Modification

Vehicle Modification

Accommodation Consultation (Ergonomic, Workplace Modification)(Job Retention)

Wheelchair or Prosthetic

Counselor Information

Name:

Office:

Phone:

Email:

Client Information

Name:

Address:

City: Zip:

Phone:

Email:

Disability(s):

Reason for Referral

**Please Make Sure to Assign the Client to Access and Accommodations in the Case Management System.*

ASSISTIVE TECHNOLOGY AT WORK

The Assistive Technology at Work (AT@Work) program is designed to assist Arkansas Rehabilitation Services's clients and referring Vocational Rehabilitation Counselors in selecting and obtaining the appropriate assistive technology to facilitate the achievement of their established vocational goals and attain successful, competitively integrated employment.

Services through the AT@Work program include assistive technology and accommodation evaluation and assessment, assistive technology device selection and procurement, training, and technical assistance. These services are primarily directed as it relates to education, school, training programs, and vocational and technical education programs.

AT@Work is a statewide program that is staffed by Occupational Therapists, Access and Accommodations Specialist, and Administrative Assistant. AT@Work can also recruit the assistance of the Physical Therapist and Speech Language Pathologist stationed at the Arkansas Career Training Institute (ACTI) in Hot Springs if these services are in the best interest of the ARS client and referring counselor.

REFERRAL AND ASSESSMENT PROCESS

The following process is recommended in those situations when the Counselor identifies the potential need for assistive technology:

- 1) Counselor determines need for an assistive technology assessment or consultation.
- 2) Counselor completes the AT@Work Referral Form in full and forwards to the AT @ Work Program Manager via e-mail or fax.
- 3) Program Manager receives Referral Form, reviews and assigns to the appropriate AT@Work evaluator.
- 4) Evaluator reviews the referral. Prior to scheduling the assessment, the Evaluator contacts the referring Counselor to ascertain the Counselor's perception of the individual's specific needs and requests other information.
- 5) Evaluator and Counselor will discuss the availability of IL or VR funds and determine the need to proceed with the evaluation.
- 6) Evaluator and Counselor will determine responsibility of scheduling the assessment in a timely manner based on the availability of the consumer, Counselor and evaluator.
- 7) Evaluator will complete a functional assessment addressing the referred individual's specific need of assistive technology based on the Counselor's request.
- 8) Evaluator will complete a report summarizing findings with recommendations for any needed technology prioritized.
- 9) Evaluator and Counselor will determine responsibility for procurement of recommended and agreed upon assistive technology. The Evaluator will provide vendor information, along with the quoted cost of the technology.
- 10) Evaluator will determine training needs regarding recommended technology prior to purchase.

- 11) Evaluator and Counselor will jointly agree as to responsibility for follow-up services including final approval of modifications/adaptations.
- 12) The Counselor will be responsible for processing payment of authorized and purchased technology.

STAY-AT-WORK/RETURN-TO-WORK (SAW/RTW)

Program Description

SAW/RTW is designed to provide support to employers and employees when an employee experiences an injury or illness that results in disability, inhibiting the employee from remaining at work or returning to work as soon as it is safe and medically feasible. Program staff has the expertise to assist in the areas of: Vocational counseling to assist an employee in the process of adjusting to a disability and the importance of remaining positive as it relates to stay and work/return to work efforts; Specialized vocational assessments that help identify and employee's vocational strengths and weaknesses as it relates to successful job performance; Job site assessment to determine how an employee's presenting disability interferes with task performance with identification of potential modifications to the work environment; Job analysis to identify the specific functions of a job and the mental and/or physical requirements needed for successful job performance; Individualized employee training regarding the correct use of any new technology or equipment introduced to assist in work performance; Staff can also provide general ergonomic assessments and training targeted toward employees in jobs that may present the likelihood of occurrence of injury or illness that leads to disability.

Development of a stay at work/return to work plan that, if required, addresses the need for accommodation in the workplace; with employer assistance, an investigation to determine potential assignments for transitional employment.

Referral and Assessment Process

- 1) Initial contact/referral with Access and Accommodations (A&A) is made through accessar@arkansas.gov.
- 2) Counselor will assign A&A to the client in the case management system so they have access and are able to review all necessary documents.
- 3) The client will be assigned to the appropriate A&A evaluator, and the evaluator will confirm the receipt of the referral with the counselor, and gain further information if necessary.
- 4) The A&A evaluator will contact the employee to gather additional data and schedule an on-site assessment. This will then be coordinated with the counselor, employer contact, and the employee.
- 5) The A&A evaluator will conduct the on-site assessment and communicate the

- results of the on-site assessment with the employer contact.
- 6) The A&A evaluator will generate an official report and provide the report to the employer contact as well as the counselor. This is then discussed between the employer contact, the counselor, and the employee. (Evaluator and A&A staff are available upon request or if necessary) (Closing data added to the A&A database by the evaluator)
 - 7) If accommodations are acquired and installed. (Evaluator and A&A staff are available upon request or if necessary)
 - 8) A&A staff will provide follow-up training if necessary or upon counselor request.

INCREASING CAPABILITIES ACCESS NETWORK

Increasing Capabilities Access Network (ICAN) is Arkansas's statewide assistive technology program. ICAN is federally mandated to provide training, device loans, demonstrations and donations in the area of assistive technology to persons with disabilities – all ages, all disabilities, their family members, caregivers, therapists, educators, employers, professionals and other interested parties.

SERVICES

Loan: A wide range of AT devices are available for loan to try-out before buying, use while another is being repaired or borrow for use in a temporary time of need. Wheelchairs, standers and walkers require a doctor's or therapist prescription. ICAN requires a Speech and language therapist or an occupational therapist to check out any AAC (Augmentative and Alternative Communication device) over \$3000. ICAN requires State ID to receive the equipment.

Donation: Used AT in good condition can be donated to ICAN. These donations are repaired (ICAN can only do minor repairs) and sterilized then made available at no cost to individuals and agencies. Equipment, such as wheelchairs, standers and walkers require a doctor's prescription.

Demonstration: If you are considering what type of device might work best for you, one of your clients, family member or friend ICAN offers AT device demonstrations to assist in making an informed decision.

Equipment Exchange: The public can list and find used devices for sale, trade or donation through our website.

Training Opportunities/Exhibits: ICAN works with therapist, vendors and professionals to develop AT trainings and/or exhibits in areas such as workplace accessibility, computer access, low vision, hearing impairment, switch access and learning software.

ICAN is a statewide resource for information in all areas of assistive technology, such as funding resources, accessibility at work, school and/or home, and much more. Visitors to our technology center can see numerous devices in simulated office, school and home situations as well as hands-on experiences.

For more information visit our website (www.ar-ican.org) or contact us at:

ICAN

Phone: 501-666-8868

Fax: 501-666-5319 or Toll Free: 800-828-2799

TELECOMMUNICATIONS ACCESS PROGRAM

The Telecommunications Access Program (TAP) was established by Act 501 in 1995 and amended by Act 530 of 2001. It is a statewide equipment distribution loan program for Arkansans with disabilities or impairments to receive equipment necessary to be able to communicate on the telephone. Any individual who has a disability that impairs their ability to effectively access the telecommunication network may apply for the program. Eligibility is based on Arkansas residency, personal telecommunication service, certification of disability by an approved certifier, and income eligibility. Approved individuals may be eligible for up to two adaptive equipment systems to provide access to telecommunication service.

Interested individuals must complete the TAP application form and submit any additional information the program deems necessary to determine an applicant's eligibility. This information is also used to determine the adaptive equipment which best meets each eligible individual's needs. Individuals determined eligible must sign an agreement to follow TAP rules.

All information is maintained confidential and TAP follows the ARS appeals process. Additional information and application forms may be obtained from TAP, by calling (501) 686-9693 or 1-800-981-4463.

ARKANSAS KIDNEY DISEASE COMMISSION

HISTORY AND LEGISLATIVE AUTHORITY

The Arkansas Kidney Disease Commission (AKDC) was established by the General Assembly of the State of Arkansas through Act 450 of 1971 to establish a program for the care and treatment of persons with chronic renal disease. The legislation charged the AKDC to "provide financial assistance for persons suffering from chronic renal disease who require life-saving care and treatment to the extent as determined by the Commission." The ten-member, Governor appointed, AKDC Board provides general over-site to the program with the ARS Commissioner serving on the Board as Secretary/Chief Disbursing Officer.

SERVICES AND PROGRAMS

Services available to individuals determined eligible for the AKDC are dependent on treatment status as well as eligibility for benefits related to other programs such as Medicare, Medicaid, Veterans, or private health insurance. The program has an annual limit of funding provided per client with that limit subject to change based on the availability of funds. The AKDC may provide financial assistance to eligible individuals for payment of prescription drugs, pre-transplant dental services, ~~transportation services~~, and in certain instances, medical services. In addition, the AKDC is dedicated to providing support to educational activities related to preventative measures and healthy living with End Stage Renal Disease (ESRD).

PRESCRIPTION DRUGS

The AKDC may pay for a limited number of ESRD related and post-kidney transplant prescriptions. With certain medications prior-approval is required. There are patient co-payments for all allowable medications. Clients are required to utilize available drug benefits before requesting the AKDC to provide prescription coverage as the program is identified as a payer of last resort.

DENTAL SERVICES

The AKDC may assist with payment of infectious free dental care for program clients awaiting kidney transplantation. Payments for services rendered will require prior approval of such treatments and follow the established AKDC dental fee schedule. As the AKDC is a payer of last resort, clients with dental coverage are required to utilize the benefit. The program can assist with co-payment.

MEDICAL SERVICES

The AKDC may assist in paying for some ESRD related medical treatment costs during the Medicare three-month waiting period or when other coverage does not exist. Documentation of lack of coverage and prior approval is required. The availability of this service is dependent on funding.

PATIENT EDUCATION

The AKDC is dedicated to educating program clients and the public at large in improving health behavior of patients with ESRD as well as preventative education to sustain healthy kidneys. The purpose of this service is to maintain and hopefully improve the health of program clients and also if not prevent then slow down the loss of kidney function. This is met through conveying the importance of patient compliance when taking medication, nutritional needs, life-style changes, as well as, resources that are provided for the success of preventing ESRD or at least surviving the disease should it occur.

AKDC Phone: (501) 686-2807 | **Fax:** (501) 686-2831.

GOVERNOR'S COMMISSION ON PEOPLE WITH DISABILITIES

In 1985, Act 911 created the Governor's Commission on People with Disability (AGCPD) and made it part of Arkansas Rehabilitation Services (ARS). The enacted legislation outlines the criteria for the commission membership, is governor appointed and meets quarterly.

Purpose

1. Advise and assist the Governor in developing policies designed to meet the needs of citizens with disabilities.
2. Help coordinate state and private provider programs and activities relating to people with disabilities.
3. Cooperate with state agencies and private providers to assure that the services which the Governor and the Arkansas General Assembly have authorized for people with disabilities are, in fact, provided.
4. Cooperate with and assist political subdivisions of the state and private providers in the development of local programs for people with disabilities including, but not limited to, coordination and community planning, information services, counseling, services, discrimination of information and volunteer activities.
5. Stimulate community interest in the problems of people with disabilities and promote public awareness of resources available for such people.
6. Refer people seeking advice, assistance and available services in connection with particular problems of people with disabilities to the appropriate departments and agencies of the State and Federal governments or to agencies providing services by contract with such governmental entities as well as other private providers.
7. Consult and cooperate with universities, colleges, and educational institutions in the private programs for people with disabilities.
8. Make or cause to be made such studies of needs of people with disabilities as may be appropriate.
9. Serve as a clearinghouse for information relating to the needs of people with disabilities.
10. Sponsor conferences relating to problems of, and services for, people with disabilities.
11. Assist state and local governments in eliminating obstacles to dignity and achievement which people with disabilities may face as a result of a government and society unaware of or insensitive to their needs.

12. Examine Federal, State, and local programs for people with disabilities, and provide assistance where greater coordination between Federal, State, and local programs are needed.
13. Cooperate with Arkansas General Assembly and the President Committee on Employment of the People with Disabilities.

AGCPD provided scholarships

The AGCPD scholarship program is an activity the commission has elected to undertake. The AGCPD provides educational scholarships specifically for people with disabilities. The amount and number of the scholarships provided are approved by the commission members. These scholarships are funded by private donation, and through fines associated with accessible parking law. Scholarship applications are made available at the beginning of December each year, are due by the end of February, and are awarded every summer. These scholarships are a one-time award and are awarded per the recommendation of the scholarship sub-committee.

Phone: (501) 682-5317| **Fax:** (501) 296-1883.

ASSISTIVE TECHNOLOGY ALTERNATIVE FINANCING PROGRAM

The Arkansas Assistive Technology Alternative Financing Program (AFP) provides Arkansans with disabilities access to extended-term, below market interest rate loans for the purchase of assistive technology. The AFP is a loan program (not a grant program) provided in partnership by Arkansas Rehabilitation Services (ARS) and the Governor appointed Technology Equipment Revolving Loan Fund (RLF) Committee. The AFP is funded by a one-time federal grant through the US Department of Education's National Institute on Disability and Rehabilitation Research.

To be eligible for the AFP an individual must be an Arkansas resident with a disability and in need of assistive technology. For program purposes, a disability is defined as a physical or mental impairment that substantially limits one or more major life activities. Assistive technology is devices or services that assist people with disabilities to live more independently and productively and to improve quality of life at work, in school, at home, or in recreation or leisure activities.

ARS is the lead agency for the AFP and has the primary responsibilities of policy/procedure and program guidelines development and implementation; marketing; and the initial application review process. ARS has assumed all responsibilities related to review of applications, developing closing documents, closing for loans approved, and servicing loans made. The Governor appointed RLF Committee had and continues the responsibilities of providing program oversight and approving/denying all applications for loans.

Phone: (501) 296-1663| **Fax:** (501) 296-1655.