

APPENDIX G

EXCEPTIONS TO SERVICE PROVISION POLICY

The provision of VR services is based on the rehabilitation needs of the individual, as those needs are identified in the IPE and consistent with the individual's informed choice. Although it is not the intent of ARS to limit services to any individual, thresholds (maximum allowable amounts) have been established for some services. ARS recognizes that some individuals with disabilities have unique needs, which may need to be considered as an exception to the normal policy. These individuals are informed and provided an opportunity to request an exception to service provision policies due to extenuating circumstances.

Special approval by the District Manager is necessary for an exception. The Manager may approve an exception to the threshold (maximum allowable amount) for a specific service.

The individual is informed of the policy of exceptions to service provision policy and the procedure to request an exception by the Agency. This information is available on the application for services and in the Client Handbook that is provided to each applicant.

PROCEDURES – EXCEPTIONS

- When the counselor becomes aware of the client's extenuating circumstances, the counselor will inform the individual of the procedure to request an exception to a service provision policy.
- The counselor will complete Part 1 of the Request for Exception to Service Provision Policy form to inform the Manager of the extenuating circumstances that might justify an exception to the service provision policy. (See Request for Exception to Service Provision Policy form)
- After a review of the request for the exception, the Manager will respond to the Counselor with the decision by completing Part 2 of the Request for Exception to Service Provision Policy form. The District Manager will provide a copy to the Chief of Field Services.
- The counselor will contact the client by telephone, letter or email to arrange an appointment to discuss the District Manager's decision.
- The counselor will document in the case notes the action taken.
- The individual will be informed of the right to appeal the outcome of the decision if not in agreement

Request for Exception to Service Provision Policy
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Part 1 (To be completed by the Counselor):

Client Name _____ SSN _____

The above named individual is requesting an exception to the service provision policy due to the following extenuating circumstances:

Counselor Signature _____ Date _____

Part 2 (To be completed by the Manager):

The Manager will record his/her decision below stating the reason (s) for the decision and will sign and date. This original will be returned to the Counselor. The Manager will send a copy to the Chief of Field Services.

Manager Signature _____ Date