

# Chapter 305: Personal Services

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Vermont Division of Vocational Rehabilitation  
Policy and Procedures Manual

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## Section I. Definitions

- A. **"Attendant care"** means assistance needed for self-care and in performing activities of daily living such as getting dressed, toileting, and eating.
- B. **"Foreign language interpreter"** means qualified individual who can translate a foreign language.
- C. An **"Individual who is Deaf"** has severe hearing loss that may require alternative methods of communication. Some examples of alternative communication include but are not limited to sign language, lip-reading, electronic communications such as texting or email, and cue speech. Some deaf people also have their own culture which means that they have their own language, ways of life, values and arts.
- D. An **"Interpreter"** (interpreters) is (are) hearing and should have the ability to speak both the verbal native language of the consumer and sign language. Interpreters help facilitate communication between deaf and hearing speakers. Staff must utilize the State contract for ASL Interpreter services to ensure that the interpreters meet requirements. More information about qualifications/training can be seen at <http://www.rid.org/> .
- E. **"Note-taker"** means a person who records in writing the pertinent parts of a meeting or classroom training.
- F. **"Personal service"** means a service such as attendant care, interpreters, note-takers, readers, tutors, and tutor-trainers furnished by one person for another who is not able to perform the activity without significant difficulty. Such services are normally provided to support other vocational rehabilitation services.
- G. **"Reader"** means a person who reads ordinary written material aloud for the benefit of one who is unable, by reason of disability, to read it.
- H. **"Tutor"** means a person who assists another person in learning an academic subject such as algebra or chemistry.
- I. **"Tutor-trainer"** (also known as "job coach", "employment training specialist", or "ETS") means a person who assists or teaches another person employment skills such as writing a resume, filing a job application, proper conduct at a job interview, job placement, learning a job, etc.

## Section II. General Policy

- A. After other reasonable alternatives and comparable services and benefits have been identified and used, if available, personal services may be provided as they are needed to determine a person's eligibility for vocational rehabilitation services, to develop a plan of services, or to meet the objectives of the Individualized Plan for Employment, including post-employment services. The duration for providing a personal service is limited to the time it takes to accomplish (or fail to accomplish) the objective(s) for which

it is needed. To help ensure informed choice, persons who might need personal services shall be apprised of their availability and of the applicable spending guidelines at the time of plan development. Personal services providers must be told of and agree to the Agency of Human Services' policy on confidentiality.

### Section III. Interpreters

- A. Interpreters for people who are deaf: Interpreters certified as appropriate for the task at hand by the National Registry of Interpreters for the Deaf (NRID) will be used by the Division. Exception to the certification requirement may be made if the person:
1. Already has his/her own interpreter who is not certified but is satisfactory to him/her; or
  2. Has been given the option of rescheduling when a certified interpreter is available and has chosen to proceed with a non-certified one; and
  3. A Division Rehabilitation Counselor for the Deaf or the Coordinator of Services for the Deaf has determined that the proposed non-certified interpreter:
    - a) Has a skill level appropriate for the assignment; and
    - b) Is knowledgeable of and will uphold the AHS confidentiality policy.
- B. Spending guidelines will be maintained for varying certification levels and experience of interpreters.
- C. Foreign language interpreters: Rates of payment may be negotiated with the interpreter but shall not exceed the maximum payable to an interpreter for people who are deaf.

### Section IV. Spending Guidelines

- A. Spending guidelines shall be set by the Division, with the input of the State Rehabilitation Council (SRC), for personal services identified in this policy. The guidelines shall be reviewed annually; the Division Director may adjust them accordingly. Exception to the spending guidelines may be made by the Division Director or designee depending on the level of difficulty of the task at hand, the current lack of alternative qualified providers, and the immediacy of the need.

#### Guidance – Specific spending guidelines.

- **Attendant Care:** No more than the minimum prevailing rate for attendant care services provided through the Vermont Department of Disabilities, Aging and Independent Living.
- **Interpreters for the Deaf:** Will be reimbursed according to the rates established in the State AA-16 blanket contract for certified interpreters, and up to \$20 per hour for non-certified interpreters. Use of non-certified interpreters is restricted. Check with a Rehabilitation Counselor for the Deaf or Central Office staff for more specific information.

- **Foreign language interpreters:** DVR staff should use the AHS blanket contract for foreign language interpreters and pay the prevailing rate. Information of AHS resources for foreign language interpretation can be found at <http://intra.ahs.state.vt.us/limited-english-proficiency>
- **Note-taking:** Prevailing State minimum wage.
- **Reader services:** Prevailing State minimum wage.
- **Tutor services:** \$12 - \$15 per hour.
- **Employment Training Specialist:** up to the maximum allowed under the State AA-16 Employment Training Specialist contract .
- **Driver:** Prevailing State minimum wage (including waiting time) plus mileage and meals at the rate reimbursed to a State employee.

**End Guidance.**