

Participant Services

The TVR program budget often includes a section designated for payment of participant services. Sometimes services such as assessments, transportation, and diagnosis and treatment of impairments, are necessary and paid for before eligibility has been determined. Most services, however, are provided after the IPE has been developed and signed. It may be useful for programs to write policies and procedures around particular services (e.g., transportation, vocational and other training, personal assistance) to ensure maximum use of comparable services, fairness among participants, and conservative fiscal management around potentially costly services.

For more information on program budgets, see Module 3 under ["Establishing Initial Program Budget from Grant Documents."](#)

Informed Choice When Procuring Participant Services

The Rehabilitation Act emphasizes the need to ensure TVR participants are provided as much informed choice as possible when it comes to decisions around TVR services. This includes information about potential vendors and service providers, costs associated with services, applicable policies and procedures around services, and the various methods available to pay for the services. While options for payment for participant services may be limited because TVR programs need to utilize the tribal finance office for purchasing services, directors are encouraged to promote autonomy among participants. One way to do this is to arrange for accounts to be created with vendors that use vouchers to let participants purchase items without the need for TVR staff to be present. Reference: [34 CFR 371.43\(e\)\(3\)](#) and [Rehabilitation Act, Section 102\(d\)\(3\)](#) (page 68)

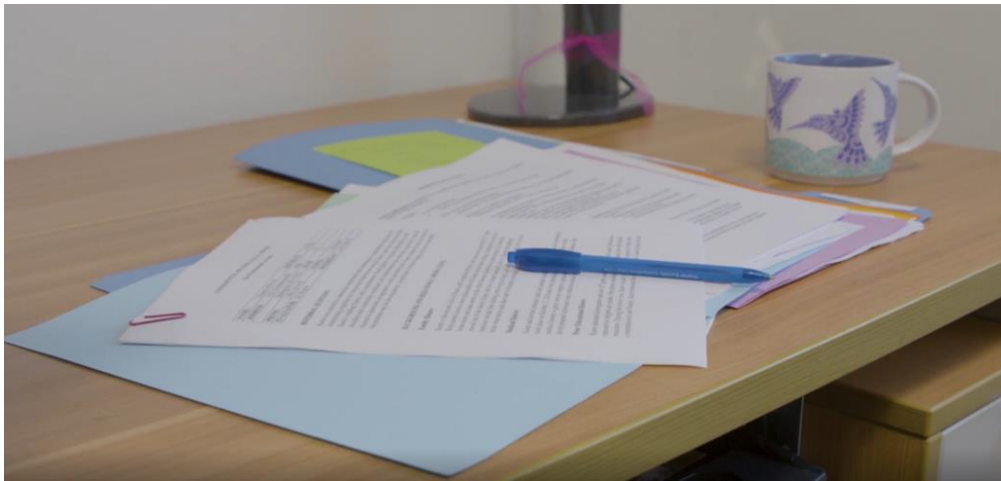
Comparable Services

Comparable services are any TVR services that are paid (all or part) by another program, business, or organization. Examples include health insurance, financial aid, fee reduction, payments by other programs or agencies, and free services from other businesses or charitable organizations. Comparable services do not include money or scholarships received by a participant for special recognition of their talents and/or efforts.

Comparable services do not need to be researched for the following six types of services:

1. Assessment
2. Counseling and guidance
3. Referral
4. Job-related services
5. Rehabilitation technology
6. Post-employment services

Reference: [34 CFR 371.6 Comparable services and benefits](#) and [Rehabilitation Act, Section 101\(a\)\(8\)](#) (page 39)



Services to Groups

Federal guidance lists several types of services typical in TVR settings that can be created for the benefit of multiple participants. It is important to note that TVR agencies who offer services to groups must develop and maintain written policies covering the nature of the services, scope of the services and the criteria under which the services are provided. TVR agencies must also document the services to ensure the proper and efficient administration of the services, including the types of services provided, the costs of those services, and, to the extent feasible, estimates of the numbers of individuals benefiting from those services.

Common services to groups are listed below and more details can be found in [34 CFR 371.6 Vocational Rehabilitation Services for Groups of Individuals provided for the benefit of groups of individuals with disabilities.](#)

- Small businesses operated by individuals with significant disabilities
- Community rehabilitation programs
- Telecommunications systems
- Non-visual access to information
- Technical assistance to businesses
- Transition consultation and technical assistance
- Transition services to youth with disabilities
- Assistive technology services
- Advanced training in STEM, medicine, law or business fields

Post-Employment Services

As stated in the [Rehabilitation Act, Section 102\(b\)\(4\)\(G\)](#) (page 63) and then included as a VR service in [Section 103\(a\)\(20\)](#) (page 70), the IPE must include a description of the projected need for post-employment services, if necessary, that are necessary to assist an individual with a disability to, retain, regain, or advance in employment after successful closure. [34 CFR 371.6 Post-employment services](#) provides a more complete description, including information about how post-employment needs should not require complex nor comprehensive provision of services and that post-employment services should only last a short amount of time.

Examples of instances where post-employment services are provided include when:

- A participant's employment is jeopardized because of conflicts with supervisors or co-workers.
- A participant requires behavioral health services and counseling to maintain employment.
- A participant requires assistive technology to maintain the employment.
- A participant's job is eliminated through employer reorganization and new placement services are needed.
- An individual's employment is no longer consistent with his or her unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. This type of situation will

need to be evaluated further to determine whether significant services may need to be provided. In such a case, the counselor may decide to open a new case with the participant.

Typical TVR Services

Per the [Rehabilitation Act, Section 103](#) (page 68) and [34 CFR 371.6](#), typical services provided by TVR agencies include the following (click on the service for details):

- [Assessment](#)
- [Counseling and guidance](#)
- [Referral](#)
- [Job-related services](#)
- [Vocational training](#)
- [Diagnoses and treatment of impairments](#)
- [Maintenance](#)
- [Transportation](#)
- [Personal assistance](#)
- [Interpreter/reader services](#)
- [Rehabilitation teaching](#)
- [Occupational licenses, tools, equipment, and initial stocks and supplies](#)
- [Technical assistance/consultation for self-employment/small business/telecommuting](#)
- [Rehabilitation technology](#)
- [Transition Services](#)
- [Supported employment](#)
- [Customized employment](#)
- [Encouraging advanced training](#)
- [Services to the family](#)
- [Culturally appropriate services](#)

Financial Literacy

It is recommended that a counselor review a participant's financial situation with them as a part of the TVR process. The following resources were developed for a TVR Institute Coffee Break session to provide more information to TVR counselors about financial literacy in the provision of services.

- [Financial Literacy Training Video](#) by Joy Kramer, Sunny Guillory, and Regina James (1hr 18min).
- [Financial Literacy Presentation \(ppt\)](#)