

Rehabilitation Technology Policy		
Manual: RSB Policy & Procedures	Document Number: 310	Section: Services
IMPACT Review: 1/15/2025	SRC Review: 1/28/2025	Finalized Date: 2/11/2025

DEFINITIONS

Rehabilitation Technology: means the systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, transportation, and recreation. The term includes rehabilitation engineering, assistive technology devices, and assistive technology services (34 CFR 361.5(b)(45)).

Rehabilitation Engineering: means the systematic application of engineering sciences to design, develop, adapt, test, evaluate, apply, and distribute technological solutions to problems confronted by individuals with disabilities in functional areas, such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, education, and integration into the community (34 CFR 361.5(b)(44)).

Assistive Technology Device: means any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of an individual with a disability (34 CFR 361.5(b)(6)).

Assistive Technology Service: means any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device, including:

- The evaluation of the needs of an individual with a disability, including a functional evaluation of the individual in the individual's customary environment;
- Purchasing, leasing, or otherwise providing for the acquisition by an individual with a disability of an assistive technology device;
- Selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices;
- Coordinating and using other therapies, interventions, or services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs;
- Training or technical assistance for professionals (including individuals providing education and rehabilitation services), employers, or others who provide services to, employ, or are otherwise substantially involved in the major life functions of individuals with disabilities, to the extent that training or technical assistance is necessary to the achievement of an employment outcome by an individual with a disability (34 CFR 361.5(b)(6)(iii)).

Vehicle Modification: means alterations, changes or additions to the mechanical or structural components of a vehicle that enable an individual with a disability to safely enter, exit and drive a motor vehicle or ride as a passenger.

- **Structural Vehicle Modifications:** means alterations made to the original equipment manufacturer vehicle that alter the structure of the vehicle. Examples include: raising the roof, lowering the floor, and widening doors.

- **Adaptive Driving Equipment:** means any device, mechanism or equipment added to a vehicle that allow individuals with disabilities to operate the vehicle safely and comfortably. Examples include: hand controls, electronic motor controls, steering aids, foot pedals, and wheelchair lifts.

Adaptive Driver Rehabilitation Services: means specialized services that assess an individual's potential to safely operate a motor vehicle, identify the adaptive equipment and modifications necessary (hand controls, foot pedals, lifts, lowered floors, etc.), and provide individualized training to learn to drive utilizing adaptive equipment. Services are provided by professionals who understand disability and implications for driving.

Home Modification: means necessary home modification services that address appropriate accommodations to, and modifications of, any living space occupied by an IVRS program participant. These may include: additions, improvements, modifications, replacements, rearrangements, reinstallations, renovations, or alterations that materially increase their value or useful life and are necessary for the job candidate to reach the employment goal outlined in the approved [individualized plan for employment](#) (IPE).

Goods and Services: are defined in the [Purchase Principles](#) policy.

SCOPE OF SERVICES

Rehabilitation technology services are available at any point after the job candidate has been determined eligible for services, except to those on the waiting list, unless such services are necessary to determine severity of disability or to participate in [trial work](#). [Potentially eligible](#) students may not receive rehabilitation technology services; however, auxiliary aids and services may be provided when necessary to participate in pre-employment transition services. Rehabilitation technology services are only purchased when necessary to achieve the [IPE](#) goal (this includes self-employment goals).

Rehabilitation technology encompasses a broad range of goods and services, including, but not limited to:

- An evaluation of the ability of the individual to benefit from rehabilitation technology services;
- Seating and positioning;
- Augmentative communication;
- Computer access;
- Environmental controls;
- Mobility equipment;
- Adaptive Driving; and
- Modification of a job site, vehicle, or home.

IVRS does not fabricate or manufacture AT but may be able to assist in the development process.

The provision of rehabilitation technology is based on informed choice of the individual. It typically begins with an assessment of the functional limitations and barriers to employment the job candidate experiences due to their disability. Potential solutions are identified that reduce or eliminate those barriers.

The Assistive Technology (AT) Counselor Specialist is available to train IVRS staff, as well as to assist in the process of assessing, researching, identifying and acquiring goods and services that meet the

individual needs of the job candidate. Involvement of the AT Counselor Specialist is required in all home modifications, adaptive driver training and vehicle modifications.

Driver Rehabilitation Services

This service can only be provided by entities with appropriate credentials through the Association for Driver Evaluation Specialists (ADED), including Driver Rehabilitation Specialists (DRS), Driver Rehabilitation Professionals (DRP), and Certified Driver Rehabilitation Specialists (CDRS); or Occupational Therapists (OT) with specialized training or certification through ADED or the American Occupational Therapy Association.

Type of Driver Rehabilitation Programs:

- Basic: No adaptive equipment is needed. Refer to the [Other Training](#) policy.
- Low Tech: Basic adaptations to the mechanical components (gas, break, steering) of the vehicle. Typically, requires an individual to be able to transfer into the driver's seat. Services provided by a DRS, DRP or CDRS.
- High Tech: Electronic or relocated controls are necessary and individualized. Accommodates an individual who needs to drive from a wheelchair. Services are provided by a CDRS.

IVRS supports driver rehabilitation programs under this policy when the training is necessary to learn to drive the vehicle with a low tech or high-tech modification. For all other driver's education and training, refer to the [Other Training](#) policy.

IVRS does not fund adaptive driver services for students in high school with a general goal of competitive integrated employment.

OVERALL AGENCY EXPECTATIONS

The devices and related services should be used as intended according to established state or federal health and safety standards, as applicable.

When individualized prescriptions and fittings for equipment or devices are required, they shall be completed only by individuals licensed for such activity in the state. In the absence of a licensure law, such activity shall be performed by individuals qualified to provide that service.

Job candidates should obtain insurance on devices, if they are not already covered under a homeowner, renter, vehicle, or medical insurance policy. IVRS does not pay for insurance premiums for these items. It is the responsibility of the individual to ensure that the equipment is well taken care of and to understand that IVRS does not replace items that have not been maintained properly due to misuse.

If it is determined that a warranty makes sense for a rehabilitation technology item purchased, the IVRS counselor may consider this type of purchase.

IVRS staff should complete the Assistive Technology Specialist Request Form and then submit it to the AT Counselor Specialist if they would like the assistance of the AT Counselor Specialist in a particular case. The AT Counselor Specialist *must* be involved in all home and vehicle modifications.

IVRS will not fund rehabilitation technology which is the responsibility of another entity (i.e. educational institutions, employers, etc.) under ADA, IDEA, or other laws or regulations. Consultation, planning and

assessment services may be provided. A search for comparable services and benefits must be conducted per guidelines listed in that policy.

Some job candidates may require an evaluation to determine the appropriateness of a particular good or service within the scope of this policy. These evaluations are authorized under the Assessment category and the R-406 Financial Inventory is not required.

The R-406 Financial Inventory is required for all goods and services that fall within the scope of this policy. Additionally, IVRS uses Medicaid rates for rehabilitation technology goods when applicable, and Medicare rates when Medicaid rates are not available. If IVRS maintains a master agreement for a selected vendor, the rates within the master agreement are utilized.

Staff must abide by rules for purchases as outlined in the Purchase Principles policy and Procurement Policy.

Computers and related purchases (e.g., smart watches, ergonomic keyboard/mouse, etc.) may be considered rehabilitation technology when the purpose of the device is to accommodate a disability-related need and the job candidate requires the device to support participation in other vocational rehabilitation services or to reach their vocational goal. Related software purchases (e.g., speech recognition, word prediction, etc.) necessary for accessibility would also be considered rehabilitation technology. For computer purchases, refer to the [Computer Request](#) policy.

AGENCY EXPECTATIONS SPECIFIC TO HEARING AID PURCHASES

When a job candidate requests IVRS assistance towards the purchase of a new hearing aid(s), IVRS staff should document in the case notes (if not already included):

- The impact of the hearing loss on the vocational goal;
- The job candidate's work environment;
- Other communication barriers related to employment; and
- The job candidate's ability to communicate (e.g., currently wears hearing aid(s), use of AT, use of interpreter).

Additional components (e.g., molds, batteries, etc.) may be supported when necessary.

Ongoing maintenance and expenses related to hearing aids and components are the responsibility of the job candidate.

IVRS staff utilizes the Medicaid threshold for hearing aids for vocational purposes. The hearing aid rates are located on the [IVRS staff site](#).

AGENCY EXPECTATIONS SPECIFIC TO VEHICLE MODIFICATIONS

Modifications to a vehicle are only provided when public transportation, paratransit, and other alternative modes of transportation are explored and do not meet the needs of the job candidate. After alternate modes of transportation have been explored and it is determined a vehicle modification is necessary to achieve the employment goal in the approved IPE, the counselor, job candidate and AT Counselor Specialist conduct an exploration for the most appropriate and cost-effective option. The job candidate may be the driver of the modified vehicle or the passenger.

IVRS will only assist with modifications to vehicles that are owned by the job candidate or the job candidate's family. Proof of ownership and insurance must be provided. When the modification is to a family vehicle it will only be performed when the vehicle is the primary mode of transportation for the job candidate for employment purposes and services under the IPE.

For job candidates who do not have a current Vehicle Modification Prescription and will be operating the vehicle, vehicle modifications are provided upon completion of an adaptive driver evaluation and training and according to the Vehicle Modification Prescription provided by the Driver Rehabilitation Specialist, Driver Rehabilitation Professional, or Certified Driver Rehabilitation Specialist. Although the vehicle modification occurs after the adaptive driver evaluation and training, the counselor should provide information on how IVRS would support both the vehicle modification and training prior to the evaluation so that the job candidate can make an informed choice.

Before a behind-the-wheel evaluation is performed, the job candidate must have or obtain a driver's license or driver's permit. Usually it is recommended that the job candidate's physician provide a release to resume driving. A driving evaluation, consisting of a clinical and behind-the-wheel assessment is required to determine if an individual is able to safely operate a vehicle and the adaptive equipment necessary for them to drive. Successful completion of driver training using a modified vehicle is necessary before the purchase of the recommended modifications when the job candidate has not used the modifications previously.

The R-406 Financial Inventory is required for all adaptive driver training and vehicle modifications. IVRS staff and the job candidate must discuss the financial costs and develop a plan on the vehicle maintenance and repair and other costs (e.g., insurance).

Modifications can only be provided by vendors who agree to adhere to the guidelines of the [National Mobility Equipment Dealers Association \(NMEDA\) Quality Assurance Program \(QAP\)](#).

Any necessary vendor travel is issued according to the State of Iowa expenditure allowances and authorized under the service category that matches the service provided. Any necessary travel by the job candidate is covered under the Transportation policy.

For vehicles that are not new, the vehicle to be modified must be inspected by a qualified mechanic and certified that the condition of the vehicle, including (but not all encompassing) power train, brakes, electrical system, body and safety features warrant modification of the vehicle. During this inspection, the mechanic will need to determine if there are any recalls on the vehicle and those will need to be corrected before the vehicle modification occurs. The Mechanical Evaluation for Vehicles must be completed.

Best practice is that invoices are itemized, with parts and labor separated out.

PROCEDURES SPECIFIC TO VEHICLE MODIFICATIONS

A referral to the AT Counselor Specialist is made when the job candidate expresses interest in a vehicle modification.

Initial Planning Discussion

The counselor and AT Counselor Specialist engage in a comprehensive discussion with the job candidate on the following:

- Review of the job candidate's employment goal and why a driver's license and vehicle is necessary to engage in services and reach the employment goal. Discussion of alternative modes of transportation and why they are unable to meet the needs of the job candidate.
- Discussion of the vehicle modification policy and procedures, including need for registration and insurance, so the job candidate is aware of the steps and timeline that are required and procurement process that has to be followed.
- Job candidate makes an informed decision to move forward with an evaluation.

Adaptive Driver Evaluation

- A copy of the State of Iowa Learner's Permit or driver's license is attached to the case notes.
- A copy of a doctor's approval for participation in driver evaluation and training is attached to the case notes, if applicable.
- Information on vendors that best meet the specific technology needs is shared with the job candidate. This discussion includes information on the vendor's fee for service. The most appropriate vendor that meets the job candidate's needs is selected, and a release of information is signed. IVRS may prioritize a contracted vendor; however, cost, location and other factors should be considered.
- A referral to the vendor is made.
- Upon acceptance of the referral, Assessment service is added to the IPE with dates of services, selected vendor, and costs.
- An authorization is created utilizing the appropriate rate, applicable mileage and fees, and the timeframe for the evaluation to be completed.
- Once the evaluation is completed, the report is received and reviewed with the job candidate.
- The job candidate makes an informed decision on moving forward with training and vehicle modification. Rehabilitation Technology is added to the IPE with vendor, dates of service, and costs.

Adaptive Driver Training

- An authorization with the recommended number of hours is completed, including the applicable mileage and fees and the timeframe for services to be completed.
- Following completion of the training, the vendor provides a training report and the Vehicle Modification Prescription.
- The counselor and the AT Counselor Specialist meet with the job candidate to review and discuss the report, the Vehicle Modification Prescription, vehicle options (make and model, mileage, new or used, etc.), job candidate financial participation, and the procurement process.

Vehicle Modification and Procurement Process

- The AT Counselor Specialist and counselor agree on moving forward with the vehicle modification and ensure all steps and documentation are in the case record. If the job candidate has not obtained a driver's license, an exception to policy must be completed.
- The job candidate makes an informed decision on the preferred type of vehicle. A mechanical evaluation, if applicable, is completed; any issues are corrected, and the mechanical evaluation is attached to the case notes.

- The AT Counselor Specialist selects vendors that can meet the prescription requirements, obtains release of information, and uploads these into IRSS.
- The AT Counselor Specialist leads the procurement process for all vehicle modifications and involves the Purchasing Agency 2 (PA2), when required. Requests for quotes or bids are sent.
- At the completion of the bidding process, the AT Counselor Specialist reviews the quotes with the job candidate and counselor. The AT Counselor Specialist ensures all quotes and documentation are in the case record and that case notes are updated.
- Assistant Bureau Chief reviews all vehicle modifications and includes the RSB Bureau Chief when required. Any Exceptions to Policy are submitted to the RSB Bureau Chief for approval. AT Counselor Specialist is notified to proceed.
- A new Rehabilitation Technology service line is added to the IPE for the vehicle modification and identified vendor.
- The AT Counselor Specialist notifies the counselor and area office support staff that the authorization can be created and sent to the vendor. Any authorizations with an exception require RSB Bureau Chief approval. For authorizations over \$50,000, the area office generates a case authorization, but does not send to vendor. The PA2 is notified to create a purchase order that is sent to the vendor.
- The AT Counselor Specialist notifies the vendor and coordinates the modification with the counselor and job candidate and communicates with the team throughout the process.
- The AT Counselor Specialist informs area office support staff that an authorization may be created to the DRS, DRP, or CDRS for the final inspection and fitting and additional required training.
- Once the modification, inspection and final fitting are completed, the counselor and area office support staff are notified that payment may be processed when the billing is received. Level 2 documentation (method to secure the quotes; quotes received or documentation of those not received; and the Procurement Worksheet) will all be attached to the billing claim.
- Once the final fitting and additional training are completed, the AT Counselor Specialist and counselor meet with the job candidate to ensure licensure was obtained, as applicable, and reiterate job candidate responsibilities for the vehicle.

AGENCY EXPECTATIONS SPECIFIC TO HOME MODIFICATIONS

Home modifications are only authorized when necessary to support and derive full benefit from other rehabilitation services. Modifications of the home must be disability-related and relevant to the vocational goal. IVRS funds the most economical and cost-effective goods and services, including materials, that meet the identified needs. Least costly options are explored, such as adaptive equipment, repurposing of current spaces or other accommodations that might negate the need for structural modifications. If a job candidate chooses goods, services, materials, or work beyond the agreed upon scope or a costlier option, the job candidate assumes responsibility for those additional costs.

All home modifications must follow the procedures outlined below in this policy.

The [R-406 Financial Inventory](#) is used to determine the job candidate's financial participation. The IVRS maximum participation is \$10,000 without an exception.

IVRS does not fund new land or property purchases, nor does IVRS bring existing properties into compliance with state/local building codes. IVRS does not assist with structural repairs needed prior to the modification. It is the responsibility of the property owner to make any needed repairs. Upon completion of the modification, the job candidate is responsible for ongoing maintenance of the home and modifications and for maintaining homeowner's insurance that covers any equipment and modifications. IVRS does not restore property to its original state after modifications are completed.

IVRS assists with home modifications at the job candidate's primary home residence. The property being modified must be owned by the job candidate or their family. It is expected that the job candidate plans to live in the residence for the foreseeable future.

If IVRS is modifying a job candidate's home for purposes of operating a small business open to customers and vendors, this constitutes a project of public interest and therefore is subject to the [Build America, Buy America Act \(BABAA\) regulations](#), even though it is a private home. Home modification projects to a job candidate's home for personal and private use do not constitute an infrastructure project and therefore the BABAA regulations do not apply.

PROCEDURES SPECIFIC TO HOME MODIFICATIONS

A referral to the AT Counselor Specialist is made when the job candidate expresses interest in a home modification. Case notes should include documentation of all steps in the home modification procedures, as outlined below.

Initial Discussion on Home Modifications

The counselor and AT Counselor Specialist engage in a comprehensive discussion with the job candidate on the following:

- Barriers the job candidate is experiencing in the home due to their disability that are impacting the ability to reach their employment goal.
- Discussion of the home modification policy and procedures so the job candidate is aware of the steps and timeline that are required and procurement process that has to be followed.
- Home ownership and homeowner insurance are verified.

Home Modification Assessment

The assessment is completed by the counselor and the AT Counselor Specialist.

- The AT Counselor Specialist will work with the counselor to gather information and will travel onsite when necessary.
- The AT Counselor Specialist completes an assessment report that includes potential modifications to consider.
- The report is reviewed with the counselor and the job candidate and discussion occurs on cost-effective options that meet the needs of the job candidate.
- Agreement is reached on the scope of the home modification that IVRS agrees is necessary for the job candidate's employment goal and that IVRS will support.
- The AT Counselor Specialist develops the Scope of Work that will be utilized in the procurement process.
- The job candidate makes an informed decision on moving forward with the home modification.

- Proof of home ownership and homeowner's insurance are uploaded into IRSS.

Home Modification Procurement Process

- The AT Counselor Specialist leads the procurement process for all home modifications and involves the PA2, when required.
- If the request is for modification of a second residency or a residence that is not owned by the job candidate or their family, the counselor completes an exception to policy for approval.
- The AT Counselor Specialist and PA2 (when Level 2 authority is needed) identify potential vendors.
- The counselor obtains releases of information.
- The AT Counselor Specialist and PA2 request quotes or bids from vendors, including an outline of the Scope of Work and vendor requirements.
- The AT Counselor Specialist reviews the quotes or bids received with the counselor and job candidate to ensure agreement with proceeding.
- All home modifications are reviewed by the Assistant Bureau Chief and the RSB Bureau Chief reviews when required. Any Exceptions to Policy are submitted to the RSB Bureau Chief for review and approval.
- Home Modification is added to the IPE with the vendor, dates, and costs.
- Support staff create the authorization, as directed by the AT Counselor Specialist and PA2. Authorizations with an Exception require RSB Bureau Chief approval in IRSS. Authorizations over \$50,000 are not sent to the vendor. Instead, the PA2 generates and sends a purchase order to the vendor and provides instructions to staff.
- The Assistive Technology Specialist notifies the vendor to initiate the work.

Completion of Home Modification

- The AT Counselor Specialist and counselor follow-up with the vendor and job candidate throughout the process to ensure adherence to the Scope and timeline.
- The AT Counselor Specialist and counselor verify completion of agreed-upon work.
- Once the modification is completed, the counselor and area office support staff are notified that payment may be processed with the billing is received. Level 2 documentation (method to secure the quotes; quotes received or documentation of those not received; and the Procurement Worksheet) will all be attached to the billing claim.
- The AT Counselor Specialist and counselor review with the job candidate their responsibilities for ongoing repairs, maintenance and insurance.

EXCEPTIONS

- Funding more than \$10,000 for home modifications for the life of the case.
- Funding to modify a secondary residence or a residence that is not owned by the job candidate or their family. ***This requires approval of an RSB Bureau Chief.*
- Funding more than one vehicle modification for the life of the case.
- Funding a vehicle modification when the job candidate already has an operable modified vehicle.
- Not requiring the job candidate to obtain a driver's license before a vehicle modification is completed.

- Purchasing services to repair a home or vehicle prior to a modification. Ownership of these items typically places the responsibility for maintenance and repairs on the owner.
- Replacing goods previously purchased by IVRS over the life of the current case.
- Authorizing above the fee schedule rate, when applicable.
- Authorizing above the contracted, or Master Agreement rates, when applicable.
- Any other exception to meet the individual disability or vocational need of the job candidate.

APPLICABLE FORMS, DOCUMENTS, LINKS

- [Client Assistance Program Website](#)
- [Computer Request Policy](#)
- [Exception to Policy](#)
- [Individualized Plan for Employment Policy](#)
- [IVRS Self-Employment Program Policy](#)
- [Mechanical Evaluation Form](#)
- [Personal Computer Purchase Review Guide](#)
- [Purchase Principles Policy](#)
- [R-406 Financial Inventory Policy](#)
- [Rehabilitation Technology Policy](#)