


# LRS CHAPTER 4, TECHNICAL ASSISTANCE & GUIDANCE MANUAL

 <p>LOUISIANA <b>WORKFORCE</b> COMMISSION The Department of Labor</p>	<b>Part</b> 412.09	<b>Name</b> Special Services	<b>Effective Date</b> *2/13/2023**
	<b>Authorization</b> Federal Register, Volume 81, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program, §361.48, §361.50, §361.52, §361.53 and §361.54.		

## I. SPECIAL SERVICES

The following services are personal assistance/support services. The Counselor and consumer are required to explore services/comparable benefits available at the training facility.

- A. Interpreting and/or Transliterating - a certified professional responsible for facilitating accurate communication between a person who is non-English speaking, deaf, hard-of-hearing, deaf-blind, speech impaired and another person. This is achieved receptively and expressively through the use of voice, sign language, fingerspelling, gestures, and written means. Methods may include:
  1. Certified Foreign Language interpreting – used by consumers who are non-English speaking to relay information and participate in services.
  2. Sign language interpreting/transliterating – transmits all auditory input into visual form, and translates the sign form into spoken form.
  3. Tactile interpreting/transliterating – used by deaf-blind consumers who need to “feel” the formation of signs on the interpreter’s hands while interpreting. Some consumers also use “print on palm” in which words are printed by touch on the recipient’s hand using the interpreter’s finger.
  4. Low vision interpreting/transliterating – used by consumers who cannot see the interpreter from a normal distance, such as with consumers who have Usher’s Syndrome or Retinitis Pigmentosa. May also include “tracking”, wherein the visually impaired recipient uses their hands to feel the motion of the signs to gain full understanding of signs.
  5. Cued speech transliterating – uses a system of hand cues which are designed to supplement lipreading/speechreading, is based on the pronunciation of spoken words.
  6. Certified Deaf interpreting/transliterating – may be needed when the consumer has little or no formal sign communication skills, or when the communication mode of a deaf consumer is so unique that interpreters who are hearing cannot adequately access it. A hearing interpreter will be required as well.

7. Team interpreting/transliterating – two or more interpreters are used as a team, rotating responsibilities in established intervals while providing support and feedback to each other. This is often necessary for assignments of more than an hour-and-a-half in duration or in large groups such as conferences, etc.
- B. Note Taker - an individual who takes written notes in a classroom or lecture setting for an individual with a significant disability.
  - C. Reader - is a person who reads orally to an individual with a significant disability who is unable to read printed material. Reader services can be provided for up to 60 hours per month.
  - D. Scribe - an individual who, in addition to taking notes in a classroom or lecture setting, also assists with written assignments outside of the classroom setting. A scribe would only be required in situations where the level of an individual's disability precluded that individual's ability to write or otherwise independently produce written assignments.
  - E. Tutor - a skilled individual who provides remedial instruction (training) in a specific academic area to an individual with a significant disability.
  - F. Rehabilitation Technology - Communication Access Real-Time Translation (CART):
    1. Real-Time Captioning – provides real-time access to spoken information in the classroom or other setting. A trained captionist types verbatim everything that is said into a stenograph machine that is connected to a laptop computer for the consumer to read the information.
    2. C-Print Captioning – a technology that is most often utilized in the postsecondary classroom setting using a laptop computer, word processing software and/or voice-recognition software, and/or other specialized software.

## **II. PURCHASING GUIDELINES FOR SPECIAL SERVICES**

The Counselor must apply all LRS Policy (Chapter 7, Part 115)/Technical Assistance & Guidance (Chapter 4, Parts 411 and 410) relative to Consumer Participation in the Cost of Services and Comparable Services/Similar Benefits.

### **A. General Guidelines**

Counselors should first make every effort to secure reasonable accommodations such as note taker, scribe, reader, interpreter, captioning, and/or tutor services in any setting directly related to employment outcomes.

In the postsecondary setting, services are generally available through the disability services offices at most colleges, universities, vocational technical and/or proprietary schools. However, not all programs provide necessary support services. In such instances, the Counselor must secure a letter from the facility indicating that they do not provide the required service.

Relatives of vocational rehabilitation clients will not be approved as a paid service provider unless such individuals are professionally and occupationally engaged in the delivery of such services by offering their services to the general public on a regular and consistent basis.

### **B. Consumer Participation in Cost of Service**

Special services (personal assistance services) are not contingent upon consumer participation in economic need. (Refer to Chapter 4, Part 411).

### **C. Comparable Services and Similar Benefits**

1. The Counselor must use all available comparable services and similar benefits before LRS provides special services, especially in the post-secondary setting (refer to Chapter 4, Part 410.02).
2. If a Counselor has investigated all comparable services and similar benefits and none are found to be available, the Counselor can purchase the service in accordance with the guidelines set forth below:
  - a. The Counselor must complete the IPE/Plan. Submit to the District Supervisor for approval unless Counselor is on Independent Status. Upon approval the RCA/Counselor will enter the Authorization(s).

b. Cost of Services

*Certified Interpreter and/or Transliterators	\$55.00/hr.
Certified Interpreter and/or Transliterators – After-hours/emergency situations as defined in note below.	\$65.00/hr.
Travel for Certified Interpreter and/or Transliterators	\$55.00/hr.
Qualified but uncertified Interpreter and/or Transliterators	\$35.00/hr.
Qualified but uncertified Interpreter and/or Transliterators – After hours/emergency situations as defined in note below.	\$45.00/hr.
Travel for Qualified but uncertified Interpreter and/or Transliterators	\$35.00/hr.**
Communication Access Real-Time Translation	\$100.00/hr.
Note Taker	\$11.64/hr.
Scribe	\$11.64/hr.
Reader	\$11.64/hr.
Tutor	\$11.64/hr.

NOTE: After-Hours/Emergency Interpreting - Interpreter and/or Transliterators services provided after-hours or in emergency situations are those LRS approved assignments occurring between the hours of 5:00 p.m. – 8:00 a.m., weekends, and state approved holidays and may be billed as a three-hour minimum.

D. Method of Payment

Prior to the Counselor/RCA authorizing payment to the vendor/provider after actual delivery of item(s)/services the following must be met:

1. The provider must provide a bill/invoice in order to receive payment. If the provider/vendor does not have a billing invoice, the provider can use LRS' form RS-22 Billing Invoice.
2. The Consumer must verify that services were secured as outlined on the invoice. The Consumer can either write anywhere on the invoice or on the time sheet of the individual who has delivered the service that the service has been received or submit in writing (e-mail is acceptable), a note to the Counselor indicating that the services have been received. By doing so the Consumer is requesting LRS to make payments to the provider.
3. Vendor/Provider submits invoice to LRS for payment as outlined above for note-taker, scribe, reader, and tutor. See additional guidelines in (E) below that are required, prior to processing payment, for interpreter, transliterator and/or CART services.

E. Additional Guidelines for Securing/Paying for Interpreter, Transliterater and/or CART Services

1. The Counselor/RCA will contact the vendor directly by fax, phone, or e-mail no less than 24 hours in advance, if at all possible, to request services.
2. The Counselor/RCA will ensure the vendor has complied with the following guidelines prior to processing these invoices for payment:
  - a. The vendor must submit separate invoice(s) on each consumer with supporting billing information to include:
    - i. Name of the LRS staff requesting service
    - ii. Consumer's full name; no initials or nicknames will be accepted (Exception: Public forums or other large public activities where there is no access to participant names)
    - iii. Date of service
    - iv. Beginning and ending time of assignment inclusive of portal to portal as defined in (b) below, when applicable
    - v. Consumer's signature verifying receipt of services, or signature of pertinent on-site authority when the consumer is a no-show (Exception: no signature will be required for no-shows in the post-secondary setting)
    - vi. Indication of No-Shows (NS) and Failure to Cancel (FC), if applicable
  - b. Vendors' invoices must comply with the following billing guidelines:
    - i. No additional charges may be added to the flat rates as listed in II(C)(2)(b) above (i.e. vendor cannot add additional cost for supplies, disks, hotels, administrative fees, etc).
    - ii. Team interpreting will be used if an assignment is two hours or more in duration with the exception of assignments that require special consideration (i.e. Deaf-Blind interpreting, minimal language skills interpreting).
    - iii. Only one captionist is allowed for CART assignments.

- iv. The most qualified skilled interpreters are to be used for all LRS assignments. Certified interpreter(s) must be used first and whenever possible. Uncertified interpreters may only be utilized by the vendor as a last resort.
- v. After the first two hours of service, direct service provision will be calculated in 15-minute increments at the approved hourly rate.
- vi. A two-hour (2) hour minimum may be charged for assignments that are less than two hours in duration **except** as follows:
  - (a) Back-to-back meetings with LRS staff and/or consumers must be charged as a continuous assignment if the interpreter remains at one location and interprets for more than one (1) consecutive consumer. All consumers must be identified on the invoice.
  - (b) Portal to portal travel may be charged in addition to the 2-hour minimum only if it is more than 25 miles one-way. Portal to portal is defined as the period of time between the time of departure for the assignment and the time of return from the assignment, or next job assignment, whichever is lesser.
  - (c) No-Shows (N/S) can be charged for a minimum of two (2) hours or of the time scheduled, whichever is greater, unless the interpreter is reassigned (except in the postsecondary setting). This charge is to be identified on the invoice as N/S. Portal to portal cannot be charged for a no-show.
  - (d) Failure to Cancel (F/C) – if an assignment lasting a day or more is not canceled within 24 hours or less the allowable charge is a minimum of two (2) hours or of the time scheduled, whichever is greater, unless the interpreter is reassigned. This charge is to be identified on the invoice as F/C.
  - (e) The Vendor is to notify the Counselor after two (2) consecutive instances of No-Shows and/or Failure to Cancel timely by the consumer. The Counselor is then to provide counseling to the consumer regarding his/her responsibility to timely notify the counselor or vendor (not the interpreter) when they

will not be able to attend as scheduled. The Counselor is to further advise the Consumer, if this continues, the agency will not continue to provide this service due to excessive NS and/or FC, and take action as necessary.

- (f) Actual time only may be charged in the postsecondary setting, billed in 15-minute increments; a two-hour minimum will not be allowed. Portal to portal travel cannot be charged more than one time per day per interpreter in the postsecondary setting.
- (g) All vendor questions or concerns regarding invoices will be directed to regional office staff.
- (h) Invoices for no shows and failure to cancels must be routed to the Executive Director of Blind Services at State Office for payment.
- (i) Regional Office staff must contact the Executive Director of Blind Services for technical assistance regarding any problems or concerns with provision of these services through the vendors.

**F. CART SERVICES**

The following vendor offers CART services statewide.

<b>Vendor</b>	<b>Contact Information</b>
Caption That! 12359 Allison Drive Geismar, LA 70734	Lindsey Hebert (225) 287-9009 (Cell) E-Mail: Captionthatservices@yahoo.com