

## CHAPTER 7: LRS Policy Manual

<b>Part</b> 101	<b>Name</b> Agency Profile	<b>Effective Date</b> *July 1, 2010**
<b>Director</b> Ken York	<b>Signature</b> on file	
<b>Appointing Authority</b> Johnny Riley	<b>Signature</b> on file	

### A. MISSION.

To assist persons with disabilities in their desire to obtain or maintain employment and/or to achieve independence in their community by providing rehabilitation services and by working cooperatively with business and other community services.

### B. PROGRAM ADMINISTRATION.

Louisiana Rehabilitation Services, hereafter referred to as LRS, will secure appropriate resources and support in administering the various programs under the responsibility of the agency. These programs include, but are not limited to:

1. Vocational Rehabilitation Program;
2. Title VII Part B Independent Living Program;
3. \*\*\*
4. Title VI Supported Employment Program;
5. Randolph-Sheppard Blind Vending Facility Program.
6. \*\*\*
7. \*\*\*
8. \*\*\*

### C. THE MANUAL'S FUNCTION.

This manual sets forth the policies of LRS in carrying out the agency's mission, specifically as this mission relates to the Vocational Rehabilitation Program.

### D. EXCEPTIONS.

The director or designee shall have the sole responsibility for any exceptions to this policy manual.

**E. NONDISCRIMINATION.**

All programs administered by and all services provided by LRS shall be rendered on a nondiscrimination basis without regard to handicap, race, creed, color, sex, religion, age, national origin, duration of residence in Louisiana, or status with regard to public assistance in compliance with all appropriate state and federal laws and regulations to include Title VI of the Civil Rights Act of 1964.

**F. COMPLIANCE WITH STATE LAWS, FEDERAL LAWS AND REGULATIONS, AND DEPARTMENTAL POLICIES AND PROCEDURES.**

Staff shall comply with all state and federal laws, agency and civil service rules and regulations, Title I of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA) of 1990 (Public Law 101-336).

**G. COST-EFFECTIVE SERVICE PROVISION.**

Services shall be provided in a cost-effective manner.

**H. RECORDS.**

A record must be maintained for each applicant/client and shall contain documentation to support a counselor's decision regarding eligibility, Order of Selection, and subsequent decisions to provide, deny, or amend services.

**I. DATA COLLECTION.**

Staff shall ensure the provision of client and financial data necessary for the operation of the agency's information and financial system.

**J. EXPEDITIOUS SERVICE DELIVERY.**

All referrals, applications and provision of services will be handled expeditiously and equitably.

**K. CLIENT ASSISTANCE PROGRAM.**

All programs, including community rehabilitation programs, and projects that provide services to individuals with disabilities under this Act shall advise such individuals, or the parents, family members, guardians, advocates, or authorized representatives of the individuals, of the availability and purposes of the client assistance program, including information on means of seeking assistance under such program.

**L. EQUAL EMPLOYMENT OPPORTUNITIES.**

1. LRS will comply with Title VII of the Civil Rights Act of 1964 as amended, and Title V of the Rehabilitation Act of 1973, as amended.

2. In addition, all community rehabilitation programs supported by grants or funding from the Rehabilitation Services Administration, must be operated in compliance with these laws.

**M. AFFIRMATIVE ACTION PLAN.**

LRS will take affirmative action to ensure that the following will be implemented at all levels of administration: recruit, hire, place, train and promote in all job classifications without regard to non-merit factors such as race, color, age, religion, sex, national origin, disability or veteran status, except where sex is a bonafide occupational qualification.

**N. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT.**

LRS will provide a comprehensive system of personnel development in accordance with the Rehabilitation Act Amendments of 1998.

**O. APPLICANT/CLIENT.**

For purposes of representation, the term *applicant/client* refers to an individual who has applied for vocational rehabilitation services or in certain cases, a parent, or family member, or guardian, an advocate, or any other authorized representative of the individual.

**P. COOPERATIVE AGREEMENTS.**

LRS will use services provided under a cooperative agreement as comparable services and benefits.

**Q. SERVICES TO AMERICAN INDIANS WITH DISABILITIES.**

LRS will provide vocational rehabilitation services to American Indians with disabilities to the same extent that these services are provided to other individuals with disabilities which will include, as appropriate, services traditionally available to Indian tribes on reservations.

**R. MISREPRESENTATION, FRAUD, COLLUSION, OR CRIMINAL CONDUCT.**

1. Individuals who obtain access to the services provided by LRS through means of misrepresentation, fraud, collusion, or criminal conduct shall be held responsible for the return of funds expended by LRS on the individual's behalf. Further, such actions shall result in the closure of the individual's vocational rehabilitation case record. Failure on the

individual's part to make reparation of funds to the agency may result in legal action being taken by LRS.

2. In cases in which LRS is in possession of clear evidence of misrepresentation, fraud, collusion, or criminal conduct on the part of the individual for the purpose of obtaining services for which the individual would not otherwise be eligible, the individual's case will be referred to \*Louisiana Workforce Commission,\*\* Bureau of General Counsel for consultation and/ or investigation. If \*Louisiana Workforce Commission,\*\* Bureau of General Counsel concurs or determines that the individual has obtained services through misrepresentation, fraud, collusion, or criminal conduct, a certified letter will be directed to the individual by the LRS Counselor demanding payment in full of funds which have been expended by the agency on the individual's behalf. The failure of the individual to comply with the demand for reparation may result in legal action being taken on behalf of LRS.

#### **S. INFORMED CHOICE.**

LRS shall provide information and support services to assist applicants and eligible individuals in exercising informed choice throughout the rehabilitation process, consistent with the following:

1. To inform each applicant and eligible individual through appropriate modes of communication;
2. To assist applicants and eligible individuals in exercising informed choice in decisions related to the provision of assessment services;
3. To maintain flexible procurement guidelines and methods that facilitate the provision of services;
4. To provide or assist eligible individuals in acquiring information necessary to develop the components of the Individualized Employment Plan.

#### **T. CONSTRUCTION.**

Nothing in this Policy Manual shall be construed to create an entitlement to any vocational rehabilitation service.

#### **\*AUTHORIZATION**

Federal Register, Volume 66, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program.

#### **CONTACT**

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