

RSA-227 for FY-2023: Submission #44

State name

Minnesota

Report through date

09/30/2023

Grant Award Number

H161A230024

Submitting Organization

Minnesota Disability Law Center

▼ General Information**Designated Agency Identification****Name**

Minnesota Disability Law Center (MDLC)

Address

111 N Fifth St

Address Line 2

Ste 100

City

Minneapolis

State

Minnesota

Zip Code

55403

E-mail Address

mdlc@mylegalaid.org

Website Address

<https://mylegalaid.org/our-work/disability-law>

Phone

[612-332-1441](tel:612-332-1441)

TTY

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Toll-free Phone

[800-292-4150](tel:800-292-4150)

Toll-free TTY

{Empty}

Fax

{Empty}

Operating Agency (if different from Designated Agency)**Name**

{Empty}

Address

{Empty}

Address Line 2

{Empty}

City

{Empty}

Zip Code

{Empty}

State

{Empty}

E-mail Address

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Website Address

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Phone

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TTY

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Additional Information

Name of CAP Director/Coordinator

Jennifer Purrington

Person to contact regarding report

Vienna Branom

Contact Person Phone

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▼ **Part I. Non-case Services**

A. Information and Referral Services

(I&R)

1. Information regarding the vocational rehabilitation (VR) program

4

2. Information regarding independent living programs

0

3. Information regarding American Indian VR Service projects

0

4. Information regarding Title I of the ADA

12

5. Other information provided

5

6. Information regarding CAP

11

7. Total I&R services provided (Lines A1 through A6)

32

B. Training**Activities****1. Number of training sessions presented to community groups and public agencies.**

13

2. Number of individuals who attended these training sessions.

700

3. Describe training presented by the staff. Include the following information:

The Minnesota Disability Law Center's (MDLC) Client Assistance Project (CAP) staff delivered training throughout the state providing hundreds of attendees with information about CAP and vocational rehabilitation (VR) issues. CAP staff conducted 13 trainings and presentations during Fiscal Year 2023, engaging approximately 700 individuals. CAP staff presented to attendees across Minnesota, and participated in national, state, and local virtual events. These events provided participants with information and training on CAP services, Vocational Rehabilitation rights and services, and other disability topics. Presentation attendees included individuals with disabilities, transition-age youth, parents of individuals with disabilities, disability advocacy organizations, service providers, vocational rehabilitation counselors, business representatives, attorneys, potential volunteers, law school students, and community organizations.

During FY2023 CAP staff provided training to SSB counselors and staff about MDLC and CAP services, and about civil rights laws governing reasonable accommodations in employment. As a designated CAP member of the State Services for the Blind Council, CAP staff also presented and shared the FY2022 CAP Annual Report.

CAP staff made a presentation to community members, primarily parents of persons with disabilities, and self-advocates and service providers sponsored by PACER, regarding MDLC and CAP services and options for students with disabilities as they leave secondary school settings. Assisting people to navigate service systems.

CAP staff in northwestern Minnesota joined a West Regional Quality Council, which addresses employment and education issues regarding persons with developmental disabilities, employment, and transition services, and disseminated information about MDLC and CAP advocacy services.

CAP staff made a presentation to conference attendees at the Autism Society of Minnesota 2023 State Autism Conference. The presentation covered Minnesota's Subminimum Wage Task Force activities (see Part IV, A below), anticipating impacts to persons with disabilities once subminimum wage is no longer available to sheltered workshop/center-based employment providers. The presentation provided information about the availability of state vocational rehabilitation services and MDLC and CAP services to access VR services in the community.

B. Tabelaing

CAP staff provided information about MDLC and CAP services to attendees at the Southern Minnesota Autism Community Resource Fair, held in North Mankato. Attending this event included parents, students, professionals providing services in the community.

As in previous years, many CAP presentations were to populations that have been unserved or underserved by Minnesota vocational rehabilitation agencies; such outreach activities are summarized below in Part I, C.

C. Agency Outreach

Describe the agency's outreach efforts to previously un-served or underserved individuals including minority communities.

CAP staff reached un-served and underserved individuals, including minority communities, through a combination of outreach; publication of online materials, videos, podcasts; and monitoring employment service providers and other congregate care facilities. CAP staff conducted outreach that was specifically targeted towards reaching historically un-served and underserved populations and minority communities. In FY2023, MDLC allocated to outreach employees to reaching diverse communities. Our outreach staff have participated in awareness and education events specific to Somali people with disabilities, LGBT+ people with disabilities, and we were invited to the Bilal Oromo Dawa Center to talk about our services.

A. Outreach to Transition-Aged Students

1. Outreach Presentations and Tabeing

CAP delivered a presentation to the Mankato Area Community Transition Interagency Committee (CTIC), at their "Information Night." The presentation was aimed at young adults with disabilities, parents, teachers and other service providers. Topics covered included MDLC, CAP and VR services and advocacy.

2. Into Adulthood project for Transition-Aged Youth

To reach transition-age youth, CAP staff continued to promote our "Into Adulthood" project. Into Adulthood is a multi-media project that includes information for youth about their rights with vocational rehabilitation, high school, post-secondary education, work, transportation, health insurance, and other benefits needed to work. CAP's experience, after talking with youth and their families during outreach across Minnesota, is that many youths and families do not know about their rights and the services that are available to them. The goal of the Into Adulthood project is to provide information about rights and services that youth need to transition to competitive, integrated employment and more independence.

CAP staff focused the Into Adulthood work to target youth in a medium where they seek information, specifically on social media, working with MMLA/MDLC's social media communications manager. Throughout the year, CAP staff strategized about how to best distribute the Into Adulthood materials to a wider audience at gatherings such as transition fairs aimed at transition-aged clients interested in employment. Accordingly, CAP staff attended events where they delivered presentations and disseminated information about the Into Adulthood resource. This included the Columbia Heights Pride festival, the People's Pride festival in Powderhorn Park, Minneapolis, the Dakota County transition fair, and the Anoka County transition fair.

Additionally, CAP's Into Adulthood website helped us share our guide, videos, podcasts and other resources. We have five versions of the Into Adulthood Guide on our website including a version with a fun, engaging design in English and accessible PDFs in English, Spanish, Hmong and Somali.

CAP staff shared the Into Adulthood materials when doing monitoring activities at Brooklyn Avenues, a metro area residential facility for high school and young adults at risk for homelessness.

3. Other Outreach to Transition-Aged Youth

CAP Staff also provided materials about transition and employment services during monitoring visits to juvenile detention facilities to inmates with disabilities, including Minnesota Correctional Facility - Red Wing, Ramsey County Juvenile Detention Center and Washington County Temporary Holdover Facility and East Central Regional Juvenile Detention Center in Lionel Lakes, Anoka County.

4. Monitoring Center-Based Employment Facilities

CAP staff continued its monitoring of facilities that provide employment services in Minnesota to assess how employment services to persons with the most severe disabilities were addressing the transition to providing services aimed towards competitive, integrated employment.

CAP staff monitored Opportunity Partners in Minnetonka, a metro area center-based employment services provider transitioning to a model where services provided are primarily for integrated, competitive

employment. We gathered information about that facility and its business and funding sources and trends, and interviewed facility management, supervisors, staff and program participants.

CAP will continue this monitoring work in the following year, planning to monitor facilities in outstate Minnesota at various stages of the transition to integrated, competitive employment.

5. Other Monitoring

CAP staff provided information about MDLC and CAP services during monitoring visits to Bemidji congregate care facilities, including Evergreen, a juvenile shelter for adolescents, Winniesusu and Hawkins House, both group homes for juvenile girls.

CAP has just begun a project of visiting all the ILCs in Minnesota. This will occur throughout the next fiscal year.

6. CAP Factsheets and Brochure - Review and Update

CAP staff also reviewed and updated all our factsheets, available to the general public at LawHelpMN.org. These factsheets cover CAP services, eligibility for VRS and SSB services, scope of VR services, developing an Individualized Employment Plan, VR services for self-employment/small businesses, and appealing a VRS or SSB decision. The website LawHelpMN.org contains basic legal information about many other areas impacting persons with disabilities, including public benefits, housing and other disability programs, to name a few.

CAP staff also redesigned, published and disseminated its CAP Brochure, which had not been updated since the mid-90s. Staff reviewed how CAP services are publicized in other states, using those ideas to expand and make the information in the brochure more accessible to Minnesotans with disabilities interested in work. The brochure graphics were entirely redesigned resulting in a publication much more attractive and easier to read, with plain language accessible to a wider audience.

Persons of Color:

CAP staff provided trainings, outreach, and expertise to diverse communities across the state of Minnesota. In fiscal year 2023, CAP staff conducted 5 targeted outreach activities for people of color. These engagements reached approximately 600 individuals. CAP staff also conducted outreach at Augsburg University, providing information on Special Education law to a diverse student body. We were also invited to the Bilal Oromo Dawa Center Non-profit for a tour and discussion about our services. MDLC also spoke to an administrator from the Somali Parents Autism Network about the resources we could provide to their organization.

D. Information Disseminated To The Public By Your Agency

1. Agency Staff Interviewed or Featured on Radio and TV

1

2. Articles about CAP Featured in Newspaper/Magazine/Journals

2

3. PSAs/Videos Aired about the CAP Agency

0

4. Publications/Booklets/Brochures Disseminated by the Agency

700

5. Number of Times CAP Exhibited at Conferences, Community Fairs, etc.

26

6. Other

0

Please explain below

MDLC created an informative document titled "Ending the Subminimum Wage in Minnesota."
https://mylegalaid.org/uploads/Ending-the-Subminimum-Wage-in-Minnesota_October-2022-sm.pdf

E. Information Disseminated About Your Agency By External Media Coverage

Describe the various sources and information disseminated about your agency by an external source.

N/A

▼ **Part II. Individual Case Services**

A. Individuals served

1. Individuals who are still being served as of October 1 (carryover from prior year)

5

2. Additional individuals who were served during the year

36

3. Total individuals served (Lines A1+A2)

41

4. Individuals (from Line A3) who had multiple case files opened/closed this year.

5

5. Individual still being served as of September 30 (Carryover to next year. This total may not exceed Line A3.)

5

B. Problem areas

1. Individual requests information

7

2. Communication problems between individual and VR counselor

4

3. Conflict about VR services to be provided

7

4. Related to VR application/eligibility process

10

5. Related to assignment to order of selection priority category

0

6. Related to IPE development/implementation

6

7. Related to independent living services

0

8. Other Rehabilitation Act-related problems

0

9. Non-Rehabilitation Act related

11

10. Related to Title I of the ADA

28

C. Intervention Strategies for closed cases

1. Short Term Technical Assistance

25

2. Investigation/Monitoring

6

3. Negotiation

0

4. Mediation and other methods of Alternative Dispute Resolution

3

5. Administrative / Informal Review

7

6. Formal appeal / Fair Hearing

0

7. Legal remedy / Litigation

0

8. Total

41

D. Reasons for closing individuals' case files

1. All issues resolved in individual's favor

8

2. Some issues resolved in individual's favor

4

3. CAP determines VR agency position/decision was appropriate for the individual

0

4. Individual's case lacks legal merit

15

5. Individual chose alternative representation

2

6. Individual withdrew complaint

1

7. Issue not resolved in clients favor

3

8. CAP services not needed due to individual's death, relocation, etc.

0

9. Individual not responsive/cooperative with CAP

6

10. CAP unable to take case due to lack of resources

2

11. Conflict of interest

0

12. Other

0

(Please explain below)

N/A

E. Results achieved for individuals

1. Controlling law/policy explained to individual

18

2. Application for services completed

0

3. Eligibility determination expedited

0

4. Individual participated in evaluation

0

5. IPE developed/implemented/Services Provided

3

6. Communication re-established between individual and other party

2

7. Individual assigned to new counselor/office

1

8. Alternative resources identified for individual

8

9. ADA/504/EEO/OCR complaint made

0

10. Other

9

(Please explain below)

Referred elsewhere- 5

Brief Service partially resolved- 3

None- 2

▼ Part III. Program Data

A. Age

1. Up to 18

1

2. 19 - 24

3

3. 25 - 40

12

4. 41 - 64

24

5. 65 and over

1

6. Total (Sum of Lines A1 through A5. Total must equal Part II, Line A3.)

41

B. Gender

1. Females

25

2. Males

16

3. Nonbinary or Another Gender

0

4. Unknown

0

5. Total (Lines B1+B2+B3+B4. Total must equal Part II Line A3.)

41

C. Race/ethnicity of Individuals Served

1. Hispanic/Latino of any race

1

2. American Indian or Alaskan Native

0

3. Asian

0

4. Black or African American

6

5. Native Hawaiian or Other Pacific Islander

0

6. White

25

7. Two or more races

0

8. Race/ethnicity unknown

9

D. Primary disabling condition of individuals served

1. Acquired Brain Injury

0

2. ADD/ADHD

3

3. AIDS/HIV

0

4. Amputations or Absence of Extremities

0

5. Arthritis or Rheumatism

0

6. Anxiety Disorder

0

7. Autism Spectrum Disorder

3

8. Autoimmune or Immune Deficiencies

0

9. Blindness

2

10. Other visual impairments

2

11. Cancer

0

12. Cerebral Palsy

3

13. Deafness

4

14. Hard of Hearing/Hearing Impaired

0

15. Deaf-blind

0

16. Diabetes

1

17. Digestive disorders

0

18. Epilepsy

0

19. Heart and other circulatory conditions

1

20. Intellectual Disability

2

21. Mental illness

13

22. Multiple Sclerosis

1

23. Muscular Dystrophy

0

24. Muscular/Skeletal Impairment

1

25. Neurological Disorders/Impairment

1

26. Orthopedic impairments

1

27. Personality Disorders

0

28. Respiratory Disorders/Impairment

0

29. Skin Conditions

0

30. Specific learning disabilities (SLD)

0

31. Speech Impairments

0

32. Spina Bifida

0

33. Substance abuse

0

34. Other disability

3

35. Total (Sum of Lines D1 through D34. Total must equal Part II, Line A3.)

41

E. Types of Individuals Served

1. Applicant of VR

41

2. Individual eligible for VR services currently on a wait list

0

3. Individual eligible for VR services not currently on a wait list

11

4. Applicant or individual eligible for Independent Living

2

5. Transition student/High school student

4

6. All other applicants or individuals eligible for other programs or projects funded unther Rehabilitation Act

15

▼ Part IV. Systemic Activities and Litigation

A. Non-Litigation Systemic Activities

1. Number of non-litigation systemic activities not involving individual representation that resulted in the change of one or more policy or practice of an agency.

4

2. Describe the systemic activities conducted by CAP during the fiscal year and its impact on other agency's policies or practices.

A. Systemic Policy Work re Subminimum Wages in Minnesota

1. Monitoring 14C Center-Based Employment Facilities

As in previous years, CAP staff visited center-based employment providers to assess their services to Minnesotans with the most severe disabilities and the transition to integrated, competitive employment. This transition is now occurring throughout the state as community organizations recognize that subminimum wage work is on the decline and on the brink of being abolished altogether. Several different facilities have made concrete plans to or have already begun to transition away from their practice of 14C certification usage because of MDLC's advocacy. The transition out of subminimum wage work for these large facilities will help the 433 people they employ and pay less than minimum wage find gainful employment where they are paid fairly.

a. Opportunity Partners

CAP staff visited Opportunity Partners in Minnetonka which serves the west metro. Due to MDLC's dedicated work, monitoring, and education efforts on subminimum wage and sheltered work, this provider has decided to change their current practice and transition out of subminimum wage work.

b. RISE, Inc.

CAP staff also monitored RISE, Inc., an employment services provider for persons with mental illness and developmental disability that offers both center-based, subminimum wage employment to clients and employment services for clients working in the community doing competitive, integrated employment and enclave work. They are also working to develop a plan to transition over the long term to more work in the community for their program participants. Due to MDLC's dedicated work, monitoring, and education efforts on subminimum wage and sheltered work, this provider has decided to change their current practice and transition out of subminimum wage work.

c. Workabilities

CAP staff also visited Workabilities, in Golden Valley, also located in the west metro area of the Twin Cities. Workabilities serves persons with developmental disabilities and mental health disabilities, in center-based work doing assembly and packaging at subminimum wage. They are making an internal plan to transition their programs away from subminimum wage work.

CAP will continue to monitor employment services providers as they provide employment services to persons with the most severe disabilities and work on transition to integrated, competitive employment in the community.

CAP has just begun a project of visiting and collaborating with the ILCs in Minnesota. This will occur throughout the next fiscal year.

4. VRS and SSB phaseout of Order of Selection

One positive aspect of the COVID-19 pandemic was its impact on the financial health of Minnesota's two vocational rehabilitation agencies. Because services and outcomes declined during the pandemic, VRS and SSB had more funding to serve new consumers. Consequently, both agencies stopped using their respective Order of Selection to prioritize services and are now serving all Minnesotans with disabilities interested in work who are eligible for VR services. For the first time in decades, there are no waiting lists for VR services in Minnesota. As designated members of both agencies' citizen advisory councils, CAP staff supported and applauded the move to phase out order of selection and VR agency waiting lists.

5. VRS and SSB Stopped Consumer Financial Participation.

During the year both VRS and SSB announced they were changing their policies and state rule to no longer require consumers to pay part of some VR service costs. This has been an ongoing issue CAP has raised with VRS and SSB for many years, in both individual case representation and systemic policy advocacy. For decades consumers have complained to CAP about their negative experiences with CFP. This has included having to disclose private financial information to get VR funding for certain services. Consumers have also reported decreased willingness to continue with the VR process due to CFP's financial impacts on their household finances, already limited without CFP requirements. And, on occasion, CFP has been levied on consumers in entirely inappropriate circumstances, particularly with school and small business development funding. Although CAP has responded with advocacy and assistance with waiver requests, we will never know how many consumers were unable to reach employment goals because of CFP and did not have the wherewithal to contact CAP for help. In any event, as designated members of both agencies' citizen advisory councils, VRS' Core Policy group and in CAP check-in meetings with VR agency directors, CAP staff supported and applauded the move to get rid of CFP.

6. VRS – CAP Release Forms

During FY2023 an issue arose with certain VRS staff rejecting the release form used by CAP to access private data on behalf of their clients and insisting on their own agency-generated release form. This created an extra hurdle for CAP clients to get the advocacy assistance they needed to resolve problems with VRS. After some months of frustration by CAP clients and staff dealing with this issue, CAP staff

reached out to VRS field management. With one telephone call the issue was solved, apologies issued, and CAP was allowed to continue using its CAP-VRS release form without any changes.

In FY2023, CAP case handlers:

State Rehabilitation Council: One of our advocates was a CAP representative.

VRS Core Policy Group: One of our advocates was a CAP/SRC representative.

B. Litigation

a. Number of cases requiring litigation involving individual representation filed during fiscal year.

0

b. Number of on-going cases pending at start of fiscal year (carryover from prior fiscal year).

0

c. Number of cases resolved through litigation during fiscal year.

0

2. Describe the agency's on-going and completed systemic litigation activities involving individual representation.

During the 2023FY CAP staff undertook no systemic litigation activities involving individual representation, relying instead on informal review and individual informal advocacy which successfully resolved cases before having to resort to formal administrative or legal remedies.

▼ Part V. Agency Information

A. Designated Agency

1. Agency Type (select only one option):

External-Protection and Advocacy agency

2. Name of designate agency:

Minnesota Disability Law Center/Mid-Minnesota Legal Aid

3. Is the designated agency contracting CAP services?

No

4. If yes, name of contracting agency:

N/A

B. Staff

Employed

1. Provide a description of all CAP positions

Attorney Full Time 0.51 100% 0.51

Attorney Part Time 0.00 100% 0.00

Paralegal Full Time 1.17 100% 1.17

Paralegal Part Time 0.02 100% 0.02

Clerical Full Time 0.01 100% 0.01

Clerical Part Time 0.00 100% 0.00

▼ Part VI. Case Examples

Case Examples

Provide some examples of some interesting cases during the past fiscal year.

1. An adult with autism and mental illness living and working in southwestern Minnesota received funding for employment services through the waiver program. He called CAP for help with his employer/employment services provider, which were the same organization. He was employed as an information technology worker for the county, through a contract held by his employment services provider. This arrangement was satisfactory until management changed at the organization and conflicts developed between the client, his job coach and other employment service staff. CAP investigated the case and contacted the local VRS regional area manager to see how things could be improved, aware of the lack of alternate service providers in that part of the state. The Regional area manager called the client's social worker who then spoke with the employment service provider and offered the client the option of pursuing VR services to work in the community. Despite this intervention things did not improve for the client, and he lost his job. He was still receiving vocational services from the same provider and growing ever more unhappy with how he was being treated. When CAP staff called the client to follow up on the case, he again asked for help and CAP arranged for the client to apply for VR services, get better job placement services and look for a different employment services provider to get the job coaching and other supports he will need to keep a new job. VRS reports they are excited to work with this client as he has a solid work history and vocational skills.

2. A Native American man with multiple physical and mental health disabilities lived on one of the Ojibwe reservations in northeastern Minnesota. He was enrolled in a post-graduate program at a local private university designed for community leaders interested in public service but was denied funding and support from VRS. He called CAP for help and CAP investigated the case, learning there were multiple barriers to funding for his school program. This included a student loan default from the early 2000s, and the gap in funding resulting from VRS' policy to fund only what they would provide for schooling at a public university. CAP staff advised the client on concrete steps he could take to resolve these issues and approach VRS again for the school funding he needs to continue with the program. The client also pursued computer training recommended by his VR counselor, attending twice a week. When the client and his wife contracted COVID, he missed a two-week deadline to respond to VRS about interest in further VR services, and his case was closed. CAP staff is currently advocating on client's behalf to re-open his VRS case so that he can move forward to get the services and funding he needs to complete his post-graduate program and start working in his field.

3. An SSB consumer with Blindness and mental health disabilities called CAP for assistance. He had an IPE for vocational training and other services to become a computer cyber security professional. To this end, he took courses in a post-graduate certificate program. He was nearing the end of his coursework when he failed a test under circumstances where reasonable accommodations, he needed to be successful in the course were not in place. As a result, the client did not complete his certificate program in cyber security. He believed SSB was part of the problem in failing to sufficiently advocate on his behalf regarding the accommodations process. CAP staff investigated and convened an informal review meeting to address the client's concerns and help him move forward with vocational rehabilitation. At the meeting, the parties made progress on the issues raised by the client and addressed some concerns raised by SSB in serving him further. Ultimately, with information and recommendations provided by CAP staff about legal remedies available to him the client was able to make informed choices about how best to proceed.

4. A man with autism and depression was working for a supermarket in Central Minnesota when a new store manager told him he could not return to work unless his job coach came with him. He called CAP for help. CAP staff investigated the situation and then advocated on the client's behalf to make VRS, county disability services and his job coach aware of his concerns and put services in place. As a result, the client is now receiving VR services, Home and Community Based Services including employment support services, and independent living services. Plus, the client has since moved into his own apartment and is now living independently. CAP staff advised the client about civil rights laws governing employment for persons with disabilities and advised him on how to pursue a complaint on his own and make the most effective use of the civil rights agency complaint investigation and mediation process. Meanwhile, workplace conditions have improved and there is a lead employee who is now the client's "go-to" person for help with any concerns or problems on the job. The client reports that since that person has gotten involved, "things are a lot better."

5. A student with autism and ADHD enrolled at the Minnesota Independence College and Community, a post-secondary vocational training program for transition-aged students with disabilities. She had just moved into the dorms when county disability services cut the educational training funding from her Consumer Directed Community Supports waiver by tens of thousands of dollars. CAP staff handled the

county disability services appeal, resulting in a favorable decision from the Administrative Law Judge that doubled the annual amount allocated from her waiver for educational funding. During pendency of the appeal the client mentioned to CAP staff that she had contacted VRS and expressed interest in services. She reported that a VRS staff member had said they would call her back but then didn't. CAP staff had her sign a release and contacted VRS on the client's behalf. VRS then acted quickly to work with client on an application for services. In the meantime, however, the client got a job on her own and started working.

6. The adult client with Cerebral Palsy, anxiety and depression contacted MDLC with issues related to VRS. He uses a customized, lightweight manual wheelchair to get around. VRS referred the client to MDLC. The client currently gets SSDI through a Ticket to Work "Work trial" program, but the SSDI benefit/eligibility will "sunset" around the end of this year. The client currently has a part-time job he thoroughly enjoys but needs to be able to travel to/from the bus line to get to work.

Client applied for assistance with VRS in getting a "power assist attachment" for his manual wheelchair to help him get to/from the bus line during winter months. The snow gets caught in his chair. All insurances require durable medical equipment to be "medically necessary" inside the home, but they don't seem to fund this equipment for use outside the home. So, the client sought VRS' help. First VRS told the client he would need to be denied by insurance and his employer for the equipment. This was not acceptable to the client and seemed contrary to policies. The client met with his VRS counselor in person. They planned for getting the power assist attachment. The next week, the counselor told the client her supervisor denied the plan for various reasons. VRS then refused to give these reasons in writing when the client asked. Our advocate met with the client over video chat and discussed options with him. Our advocate let him know she would advocate on his behalf at a meeting with VRS, and for him to send her the materials supporting his case. After our advocate got involved, VRS reconsidered and agreed to the power assist. However, there was a delay in purchasing the adapter, and our advocate got involved once again only to find out VRS was trying to require consumer finance participation. Our advocate convinced them to waive this, which they agreed. They put it out for bid in December, and the client didn't reach out to our advocate for help after this.

▼ Certification

Reports are to be submitted to RSA within 90 days after the end of the fiscal year covered by this report. Please be reminded that you can enter data directly into the RSA website via the internet. Information on transmittal of the form is found on pages 19 and 20 of the reporting instructions.

Name and Title of Authorized Certifying Official

I agree to submit this form by electronic means. By signing this form electronically, I certify under penalty of perjury that my answers are correct and complete to the best of my knowledge. I understand that an electronic signature has the same legal meaning and can be enforced in the same way as a written signature.

Full Legal Name of Signer:

Vienna Branom

Certifying Official Title

Grants Manager

By checking this box and typing my full legal name above, I am electronically signing this form.

Yes

Date Certified (mm/dd/yyyy)

2023-12-29

OMB Notice

OMB Control Number: 1820-0528, approved for use through 07/31/2023

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