

CODE OF D.C. MUNICIPAL REGULATIONS
TITLE 29. PUBLIC WELFARE
CHAPTER 1. VOCATIONAL REHABILITATION SERVICES

CDCR 29-100 (2007)

29-100. GENERAL PROVISIONS

100.1 This chapter shall govern the administration and operation of the District of Columbia Vocational Rehabilitation Services Program that is:

- (a) An integral part of a statewide workforce investment system; and
- (b) Designed to assess, plan, develop, and provide vocational rehabilitation services to individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice so that they may prepare for and engage in gainful employment.

100.2 This chapter shall refer to vocational rehabilitation services that include services for:

- (a) Vocational Rehabilitation;
- (b) Independent Living; and
- (c) Supported Employment.

100.3 The Rehabilitation Services Administration shall be responsible for implementing the procedures of this chapter.

29-101. PROCESSING REFERRALS AND APPLICATIONS

101.1 An individual may apply for vocational rehabilitation services by contacting the Rehabilitation Services Administration directly or upon referral by an individual, organization, public or private agency and other sources.

101.2 The Rehabilitation Services Administration shall provide technical assistance regarding transitional activities that are available to students with disabilities upon receipt of a referral from the appropriate educational institutional authority.

101.3 The individual or referral source shall, to the extent possible, make available to the Rehabilitation Services Administration medical, social and vocational information to assist in the determination of eligibility for vocational rehabilitation services.

101.4 The Rehabilitation Services Administration may schedule an orientation meeting for an individual upon initial contact or referral to explain the vocational rehabilitation process, the individual's rights, including the right to an appeal hearing, the right to pursue mediation, and the availability of the resources within the Client Assistance Program.

101.5 The Rehabilitation Services Administration shall schedule an interview for an individual with a vocational rehabilitation counselor upon completion of the orientation meeting to assist the individual to apply for vocational and other rehabilitation services.

101.6 The orientation meeting may be waived by the Chief, Client Services Division or his or her designee. If the orientation meeting is waived, the Client Services Division shall schedule an interview with a vocational rehabilitation counselor to assist the individual to apply for vocational rehabilitation services.

101.7 An individual shall be considered to have submitted an application for services when the individual or the individual's representative, as appropriate:

(a) Applies for services by:

(1) Completing and signing an application form;

(2) Completing a common intake application form in a One-Stop center requesting vocational rehabilitation services; or

(3) Otherwise requesting services from the Rehabilitation Services Administration; and

(b) Has provided to the Rehabilitation Services Administration the information necessary to initiate an assessment to determine eligibility for services; and

(c) Is available to complete the assessment process.

29-102. ELIGIBILITY DETERMINATION

102.1 Once an individual has submitted an application for vocational rehabilitation services, an eligibility determination shall be made within sixty (60) days, unless:

(a) Exceptional and unforeseen circumstances beyond the control of the Rehabilitation Services Administration preclude making an eligibility determination within sixty (60) days and the Rehabilitation Services Administration and the individual agree to a specific extension of time; or

(b) An exploration of the individual's abilities, capabilities and capacity to perform in work situations is carried out in accordance with subsection 103.13 or, if appropriate, an extended evaluation is carried out in accordance with subsection 103.14.

103-103. ASSESSMENT FOR DETERMINING ELIGIBILITY

103.1 In order to determine whether an individual is eligible for vocational rehabilitation services, the Rehabilitation Services Administration shall conduct an assessment for determining eligibility in the most integrated setting possible, consistent with the individual's needs and informed choice, and in accordance with this section.

103.2 The Rehabilitation Services Administration shall base an applicant's eligibility for vocational rehabilitation services only on the following basic requirements:

(a) A determination by qualified personnel that the applicant has a physical or mental impairment;

(b) A determination by qualified personnel that the applicant's physical or mental impairment constitutes or results in a substantial impediment to employment for the applicant;

(c) A determination by a qualified vocational rehabilitation counselor employed by the Rehabilitation Services Administration that the applicant requires vocational rehabilitation services to prepare for, secure, retain, or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice; and

(d) A presumption, in accordance with subsection 103.3 of this section, that the applicant can benefit in terms of an employment outcome from the provision of vocational rehabilitation services.

103.3 The Rehabilitation Services Administration shall presume that an applicant who meets the eligibility requirements in subsections 103.2(a) and (b) of this section can benefit in terms of an employment outcome unless the Rehabilitation Services Administration demonstrates, based on clear and convincing evidence, that the applicant is incapable of benefiting in terms of an employment outcome from vocational rehabilitation services due to the severity of the applicant's disability.

103.4 The Rehabilitation Services Administration may presume an applicant eligible for services based on the following:

(a) Any applicant who has been determined eligible for Social Security benefits under Title II or Title XVI of the Social Security Act shall be:

(1) Presumed eligible for vocational rehabilitation services pursuant to subsections 103.2 and 103.3 of this chapter; and

(2) Considered an individual with a significant disability as defined in section 199, and

(b) If an applicant for vocational rehabilitation services asserts that he or she is eligible for Social Security benefits under Title II or Title XVI of the Social Security Act (and, therefore, is presumed eligible for vocational rehabilitation services under subsection 103.4(a) of this section), but is unable to provide appropriate evidence, such as an award letter, to support that assertion, the Rehabilitation Services Administration shall verify the applicant's eligibility under Title II or Title XVI of the Social Security Act by contacting the Social Security Administration. This verification shall be made within a reasonable period of time that enables the Rehabilitation Services Administration to determine the applicant's eligibility for vocational rehabilitation services within sixty (60) days of the individual submitting an application for services in accordance with subsection 102.1.

103.5 The Rehabilitation Services Administration shall ensure that an eligible individual, including an individual whose eligibility for vocational rehabilitation services is based on the individual being eligible for Social Security benefits under Title II or Title XVI of the Social

Security Act, intends to achieve an employment outcome that is consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, by:

(a) Informing individuals, through its application process for vocational rehabilitation services, that individuals who receive services under the program must intend to achieve an employment outcome, and

(b) Considering that the applicant's completion of the application process for vocational rehabilitation services is sufficient evidence of the individual's intent to achieve an employment outcome, and that no additional demonstration on the part of the applicant is required for purposes of satisfying subsection 103.5(a) of this section.

103.6 Nothing in this section, including subsection 103.4, shall be construed to create an entitlement to any vocational rehabilitation service.

103.7 The Rehabilitation Services Administration may initiate the provision of vocational rehabilitation services for an applicant on the basis of an interim determination of eligibility prior to the sixty (60) day period described in subsection 102.1.

103.8 When making an interim determination of eligibility, the Rehabilitation Services Administration shall:

(a) Obtain a written approval from the Administrator of the Rehabilitation Services Administration or his or her designee;

(b) Document in the individual's records the criteria and conditions for making the determination; and

(b) Document in the individual's records the scope of services that may be provided pending the final determination of eligibility.

103.9 When providing services based on an interim determination of eligibility, the Rehabilitation Services Administration shall make a final determination of eligibility within sixty (60) days of the individual submitting an application for services in accordance with subsection 102.1.

103.10 When determining eligibility under this section, the Client Services Division, in accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code Sections 2-1401.01 et seq., (Act), shall not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above-protected categories is prohibited by the Act. Discrimination in violation of the Act shall not be tolerated. Violators shall be subject to disciplinary action.

103.11 Except as provided in subsection 103.12 of this section, the Rehabilitation Services Administration shall base its determination of each of the basic eligibility requirements in subsection 103.2 of this section on:

(a) A review and assessment of existing data, including counselor observations, education records, information provided by the individual or the individual's family, particularly

information used by education officials, and determinations made by officials of other agencies; and

(b) To the extent existing data do not describe the current functioning of the individual or are unavailable, insufficient, or inappropriate to make an eligibility determination, an assessment of additional data resulting from the provision of vocational rehabilitation services, including trial work experiences, assistive technology devices and services, personal assistance services, and any other support services that are necessary to determine whether an individual is eligible.

103.12 The Rehabilitation Services Administration shall base its presumption under subsection 103.4 of this section, that an applicant who has been determined eligible for Social Security benefits under Title II or Title XVI of the Social Security Act satisfies each of the basic eligibility requirements in subsection 103.2 of this section, on determinations made by the Social Security Administration.

103.13 Prior to any determination that an individual with a disability is incapable of benefiting from vocational rehabilitation services in terms of an employment outcome because of the severity of that individual's disability, the Rehabilitation Services Administration shall:

(a) Conduct an exploration of the individual's abilities, capabilities, and capacity to perform in realistic work situations to determine whether or not there is clear and convincing evidence to support such a determination;

(b) Develop a written plan to assess periodically the individual's abilities, capabilities, and capacity to perform in work situations through the use of trial work experiences, which shall:

(1) Be provided in the most integrated setting possible, consistent with the informed choice and rehabilitation needs of the individual;

(2) Include supported employment, on-the-job training and other experiences using realistic work settings;

(3) Be of sufficient variety and over a sufficient period of time for the Rehabilitation Services Administration to determine that:

(A) There is sufficient evidence to conclude that the individual can benefit from the provision of vocational rehabilitation services in terms of an employment outcome; or

(B) There is clear and convincing evidence that the individual is incapable of benefiting from vocational rehabilitation services in terms of an employment outcome due to the severity of the individual's disability; and

(4) Provide appropriate supports, including assistive technology devices and services and personal assistance services, to accommodate the rehabilitation needs of the individual during the trial work experiences.

103.14 If an individual with a significant disability cannot take advantage of trial work experiences or if options for trial work experiences have been exhausted before the Rehabilitation Services Administration is able to make the determinations described in subsection 103.13(b)(3) of this section, the Rehabilitation Services Administration shall:

- (a) Conduct an extended evaluation to make these determinations;
- (b) Provide vocational rehabilitation services in the most integrated setting possible, consistent with the informed choice and rehabilitation needs of the individual;
- (c) Develop a written plan for providing services necessary to make a determination under subsection 103.13(b)(3) of this section; and
- (d) Provide only those services that are necessary to make the determinations described in subsection 103.13(b)(3) of this section and terminate extended evaluation services when the Rehabilitation Services Administration is able to make the determinations.

103.15 To provide vocational rehabilitation services during the extended evaluation period, the Rehabilitation Services Administration shall:

- (a) Obtain the written approval of the Administrator of the Rehabilitation Services Administration or his or her designee;
- (b) Develop a written extended evaluation plan for each individual;
- (c) Provide vocational rehabilitation services for not longer than (6) months, unless approved by the Rehabilitation Services Administration; and
- (f) Ensure that each extended evaluation plan is dated and signed by the vocational rehabilitation counselor and the individual.

103.16 The Rehabilitation Services Administration shall assess an individual's progress during an extended evaluation as frequently as necessary but at least once every ninety (90) days.

103-104. PROCEDURES FOR INELIGIBILITY DETERMINATION

104.1 If the Rehabilitation Services Administration determines that an applicant is ineligible for vocational rehabilitation services or determines that an individual receiving services under an individualized plan for employment that is developed pursuant to sections 110 and 111 of this chapter is no longer eligible for services, the Rehabilitation Services Administration shall:

- (a) Make the ineligibility determination only after providing an opportunity for full consultation with the individual or, as appropriate, with the individual's representative;
- (b) Inform the individual in writing, supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the individual, of the ineligibility determination, including:
 - (1) The reasons for that determination,
 - (2) The requirements under this section, and
 - (3) The means by which the individual may express and seek remedy for any dissatisfaction, including the procedures for review of determinations in accordance with sections 135 through 169;

(c) Provide the individual with a description of services available from a Client Assistance Program established under 34 C.F.R. Part 370 and information on how to contact that program;

(d) Refer the individual to:

(1) Other programs that are part of the One-Stop service delivery system under the Workforce Investment Act that can address the individual's training or employment-related needs; or

(2) Local extended employment providers if the ineligibility determination is based on a finding that the individual is incapable of achieving an employment outcome as defined in section 199; and

(e) Review within twelve (12) months and annually thereafter if requested by the individual or, if appropriate, by the individual's representative, any ineligibility determination that is based on a finding that the individual is incapable of achieving an employment outcome. This review need not be conducted in situations in which the individual has refused it, the individual is no longer present in the District of Columbia, the individual's whereabouts are unknown, or the individual's medical condition is rapidly progressive or terminal.

105-108. RESERVED

29-109. CLOSURE WITHOUT ELIGIBILITY DETERMINATION

109.1 The Rehabilitation Services Administration may not close an applicant's record of services prior to making an eligibility determination unless the applicant declines to participate in, or is unavailable to complete, an assessment for determining eligibility and priority for services, and the Rehabilitation Services Administration has made a reasonable number of attempts to contact the applicant or, if appropriate, the applicant's representative to encourage the applicant's participation.

109.2 The closure of an applicant's record of services without an eligibility determination shall be based on the written approval of the Administrator of the Rehabilitation Services Administration or his or her designee.

29-110. INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

110.1 The Rehabilitation Services Administration shall ensure that an Individualized Plan for Employment (IPE) meeting the requirements of this section and section 111 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services.

110.2 The Rehabilitation Services Administration shall ensure that services will be provided in accordance with the provisions of the IPE.

110.3 The Rehabilitation Services Administration shall conduct an assessment:

(a) To determine the employment outcome, and the nature and scope of vocational rehabilitation services to be included in the IPE; and

(b) To ensure that the IPE is designed to achieve a specific employment outcome, as defined in section 199, that is selected by the individual consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

110.4 The Rehabilitation Services Administration shall provide the following information to each eligible individual or, as appropriate, the individual's representative, in writing and, if appropriate, in the native language or mode of communication of the individual or the individual's representative:

(a) Information on the available options for developing the IPE, including the option that an eligible individual or, as appropriate, the individual's representative may develop all or part of the IPE:

(1) Without assistance from the Rehabilitation Services Administration or other entity;
or

(2) With assistance from:

(A) A qualified vocational rehabilitation counselor employed by the Rehabilitation Services Administration;

(B) A qualified vocational rehabilitation counselor who is not employed by the Rehabilitation Services Administration; or

(C) Resources other than those in subsection (A) or (B) of this section;

(b) Additional information to assist the eligible individual or, as appropriate, the individual's representative in developing the IPE, including:

(1) Information describing the full range of components that shall be included in an IPE;
and

(2) Information that is appropriate to each eligible individual, such as:

(A) An explanation of the agency guidelines and criteria for determining an eligible individual's financial commitments under an IPE;

(B) Information on the availability of assistance in completing The Rehabilitation Services Administration forms required as part of the IPE; and

(C) Additional information that the eligible individual requests or the Rehabilitation Services Division determines to be necessary to the development of the IPE;

(3) A description of the rights and remedies available to the individual, including, if appropriate, recourse based on the processes described in section 135 through section 169; and

(4) A description of the availability of a Client Assistance Program and information on how to contact the Client Assistance Program.

110.5 The Rehabilitation Services Administration shall ensure that:

(a) The IPE is a written document prepared on forms provided by the Rehabilitation Services Administration;

(b) The IPE is developed and implemented in a manner that gives eligible individuals the opportunity to exercise informed choice in selecting:

(1) The employment outcome, including the employment setting;

(2) The specific vocational rehabilitation services needed to achieve the employment outcome, including the settings in which services will be provided;

(3) The entity or entities that will provide the vocational rehabilitation services; and

(4) The methods available for procuring the services;

(c) The IPE is:

(1) Agreed to and signed by the eligible individual or, as appropriate, the individual's representative; and

(2) Approved and signed by a qualified vocational rehabilitation counselor employed by the Rehabilitation Services Administration;

(d) A copy of the IPE and a copy of any amendments to the IPE are provided to the eligible individual or, as appropriate, to the individual's representative, in writing and, if appropriate, in the native language or mode of communication of the individual or, as appropriate, the individual's representative;

(e) The IPE is reviewed at least annually by a qualified vocational rehabilitation counselor and the eligible individual or, as appropriate, the individual's representative to assess the eligible individual's progress in achieving the identified employment outcome;

(f) The IPE is amended, as necessary, by the individual or, as appropriate, the individual's representative, in collaboration with a representative of the Rehabilitation Services Administration or a qualified vocational rehabilitation counselor (to the extent determined to be appropriate by the individual), if there are substantive changes in the employment outcome, the vocational rehabilitation services to be provided, or the providers of the vocational rehabilitation services;

(g) The individual is informed that amendments to the IPE do not take effect until agreed to and signed by the eligible individual or, as appropriate, the individual's representative and by a qualified vocational rehabilitation counselor employed by the Rehabilitation Services Administration; and

(h) An IPE for a student with a disability receiving special education services is developed:

(1) In consideration of the student's individualized education program (IEP); and

(2) In accordance with the plans, policies, procedures, and terms of the interagency agreement required under 34 C.F.R. § 361.22.

110.6 The Rehabilitation Services Administration shall develop an IPE for the individuals determined to be eligible for vocational rehabilitation services within a reasonable time whereas to take into consideration the needs of the individuals.

110.7 To the extent possible, the employment outcome and the nature and scope of rehabilitation services to be included in the individual's IPE shall be determined based on the data used for the assessment of eligibility under section 103.

110.8 If additional data are necessary to determine the employment outcome and the nature and scope of services to be included in the IPE of an eligible individual, the Rehabilitation Services Administration shall conduct a comprehensive assessment of the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, including the need for supported employment services, of the eligible individual, in the most integrated setting possible, consistent with the informed choice of the individual.

110.9 In preparing the comprehensive assessment, the Rehabilitation Services Administration shall use, to the maximum extent possible and appropriate, and in accordance with confidentiality requirements, existing information that is current as of the date of the development of the IPE, including:

(a) Information available from other programs and providers, particularly information used by education officials and the Social Security Administration;

(b) Information provided by the individual and the individual's family; and

(c) Information obtained under the assessment for determining the individual's eligibility and vocational rehabilitation needs.

29-111. CONTENT OF THE INDIVIDUALIZED PLAN FOR EMPLOYMENT

111.1 Regardless of the approach in subsection 110.4(a) that an eligible individual selects for purposes of developing the IPE, each IPE shall include the requirements set forth in this section.

111.2 The Rehabilitation Services Administration shall ensure that each IPE contains the following mandatory components:

(a) A description of the specific employment outcome, as defined in section 199, that is chosen by the eligible individual consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice;

(b) A description of the specific rehabilitation services under section 113 that are:

(1) Needed to achieve the employment outcome, including, as appropriate, the provision of assistive technology devices, assistive technology services, and personal assistance services, including training in the management of those services; and

(2) Provided in the most integrated setting that is appropriate for the services involved and is consistent with the informed choice of the eligible individual;

(c) Timelines for the achievement of the employment outcome and for the initiation of services;

(d) A description of the entity or entities chosen by the eligible individual or, as appropriate, the individual's representative that will provide the vocational rehabilitation services and the methods used to procure those services;

(e) A description of the criteria that shall be used to evaluate progress toward achievement of the employment outcome; and

(f) The terms and conditions of the IPE, including, as appropriate, information describing:

(1) The responsibilities of the Rehabilitation Services Administration;

(2) The responsibilities of the eligible individual, including:

(A) The responsibilities the individual will assume in relation to achieving the employment outcome;

(B) If applicable, the extent of the individual's participation in paying for the cost of services; and

(C) The responsibility of the individual with regard to applying for and securing comparable services and benefits as described in section 114; and

(3) The responsibilities of other entities as the result of arrangements made pursuant to the comparable services or benefits requirements in section 114.

111.3 An IPE for an individual with a most significant disability for whom an employment outcome in a supported employment setting has been determined to be appropriate shall:

(a) Specify the supported employment services to be provided by the Rehabilitation Services Administration;

(b) Specify the expected extended services needed, which may include natural supports;

(c) Identify the source of extended services or, to the extent that it is not possible to identify the source of extended services at the time the IPE is developed, includes a description of the basis for concluding that there is a reasonable expectation that those sources will become available;

(d) Provide for periodic monitoring to ensure that the individual is making satisfactory progress toward meeting the weekly work requirement established in the IPE by the time of transition to extended services;

(e) Provide for the coordination of services provided under an IPE with services provided under other individualized plans established under other federal or District of Columbia programs;

(f) To the extent that job skills training is provided, identify that the training shall be provided on site; and

(g) Include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities.

111.4 The IPE for each individual shall contain, as determined to be necessary, statements concerning:

(a) The expected need for post-employment services prior to closing the record of services of an individual who has achieved an employment outcome;

(b) A description of the terms and conditions for the provision of any post-employment services; and

(c) If appropriate, a statement of how post-employment services will be provided or arranged through other entities as the result of arrangements made pursuant to the comparable services or benefits requirements in section 114.

111.5 The IPE for a student with a disability who is receiving special education services shall be coordinated with the student's individualized education program (IEP) in terms of the goals, objectives, and services identified in the IEP.

29-112. RECORD OF SERVICES

112.1 The Rehabilitation Services Administration shall maintain for each applicant and eligible individual a record of services that includes, to the extent pertinent, the following documentation:

(a) If an applicant has been determined to be an eligible individual, documentation supporting that determination in accordance with the requirements under section 103;

(b) If an applicant or eligible individual receiving services under an IPE has been determined to be ineligible, documentation supporting that determination in accordance with the requirements under section 104;

(c) Documentation that describes the justification for closing an applicant's or eligible individual's record of services if that closure is based on reasons other than ineligibility, including, as appropriate, documentation indicating that the Rehabilitation Services Administration has satisfied the requirements in section 109;

(d) If an individual has been determined to be an individual with a significant disability or an individual with a most significant disability, documentation supporting that determination;

(e) If an individual with a significant disability requires an exploration of abilities, capabilities, and capacity to perform in realistic work situations through the use of trial work experiences or, as appropriate, an extended evaluation to determine whether the individual is an eligible individual, documentation supporting the need for, and the plan relating to, that exploration or, as appropriate, extended evaluation and documentation regarding the periodic assessments carried out during the trial work experiences or, as appropriate, the extended evaluation, in accordance with the requirements under subsections 103.13 and 103.14;

(f) The IPE, and any amendments to the IPE, consistent with the requirements under section 111;

(g) Documentation describing the extent to which the applicant or eligible individual exercised informed choice regarding the provision of assessment services and the extent to which the eligible individual exercised informed choice in the development of the IPE with respect to the selection of the specific employment outcome, the specific vocational rehabilitation services needed to achieve the employment outcome, the entity to provide the services, the employment setting, the settings in which the services will be provided, and the methods to procure the services;

(h) In the event that an individual's IPE provides for vocational rehabilitation services in a non-integrated setting, a justification to support the need for the non-integrated setting;

(i) In the event that an individual obtains competitive employment, verification that the individual is compensated at or above the minimum wage and that the individual's wage and level of benefits are not less than that customarily paid by the employer for the same or similar work performed by non-disabled individuals;

(j) In the event an individual achieves an employment outcome in which the individual is compensated in accordance with section 14(c) of the Fair Labor Standards Act (29 U.S.C. § 214(c)) or the Rehabilitation Services Administration closes the record of services of an individual in extended employment on the basis that the individual is unable to achieve an employment outcome or that an eligible individual through informed choice chooses to remain in extended employment, documentation of the results of the annual reviews required under section 115, of the individual's input into those reviews, and of the individual's or, if appropriate, the individual's representative's acknowledgment that those reviews were conducted;

(k) Documentation concerning any action or decision resulting from a request by an individual under sections 135 through 169 for a review of determinations made by the Rehabilitation Services Administration personnel;

(l) In the event that an applicant or eligible individual requests under subsection 118.11 that documentation in the record of services be amended and the documentation is not amended, documentation of the request;

(m) In the event an individual is referred to another program through the Rehabilitation Services Administration's information and referral system, including other components of the statewide workforce investment system, documentation on the nature and scope of

services provided by the Rehabilitation Services Administration to the individual and on the referral itself;

(n) In the event an individual's record of service is closed under section 116, documentation that demonstrates the services provided under the individual's IPE contributed to the achievement of the employment outcome; and

(o) In the event an individual's record of service is closed under section 116, documentation verifying that the provisions of section 116 have been satisfied.

112.2 The Rehabilitation Services Administration, in consultation with the State Rehabilitation Council, shall determine the type of documentation that the Rehabilitation Services Administration shall maintain for each applicant and eligible individual in order to meet the requirements in subsection 112.1 of this section.

29-113. SCOPE OF VOCATIONAL REHABILITATION SERVICES FOR INDIVIDUALS WITH DISABILITIES

113.1 The Rehabilitation Services Administration shall ensure, as appropriate to the vocational rehabilitation needs of each individual and consistent with each individual's informed choice, that the vocational rehabilitation services, as set forth in subsection 113.2, are available to assist the individual with a disability in preparing for, securing, retaining, or regaining an employment outcome that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

113.2 The Rehabilitation Services Administration shall provide, as appropriate, the following services:

(a) An assessment for determining eligibility for services by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology, in accordance with section 103;

(b) An assessment for determining vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology, in accordance with section 110;

(c) Vocational rehabilitation counseling and guidance, including information and support services to assist an individual in exercising informed choice;

(d) Referral and other services necessary to assist applicants and eligible individuals to secure needed services from other agencies, including other components of the statewide workforce investment system, and to advise those individuals about client assistance programs;

(e) Physical and mental restoration services, to the extent that financial support is not readily available from a source other than the Rehabilitation Services Administration (such as through health insurance or a comparable service or benefit);

(f) Vocational and other training services, including personal and vocational adjustment training, books, tools, and other training materials, except that no training or training ser-

vices in an institution of higher education (universities, colleges, community or junior colleges, vocational schools, technical institutes, or hospital schools of nursing) may be paid for with funds under this part unless maximum efforts have been made by the Rehabilitation Services Administration and the individual to secure grant assistance in whole or in part from other sources to pay for that training;

(g) Maintenance, in accordance with the definition of that term in section 199;

(h) Transportation in connection with the rendering of any vocational rehabilitation service and in accordance with the definition of that term in section 199;

(i) Vocational rehabilitation services to family members, as defined in section 199, of an applicant or eligible individual if necessary to enable the applicant or eligible individual to achieve an employment outcome;

(j) Interpreter services, including sign language and oral interpreter services, for individuals who are deaf or hard of hearing and tactile interpreting services for individuals who are deaf-blind provided by qualified personnel;

(k) Reader services, rehabilitation teaching services, and orientation and mobility services for individuals who are blind;

(l) Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;

(m) Supported employment services in accordance with the definition of that term in section 199;

(n) Personal assistance services in accordance with the definition of that term in section 199;

(o) Post-employment services in accordance with the definition of that term in section 199;

(p) Occupational licenses, tools, equipment, initial stocks, and supplies;

(q) Rehabilitation technology in accordance with the definition of that term in section 199, including vehicular modification, telecommunications, sensory, and other technological aids and devices;

(r) Transition services in accordance with the definition of that term in section 199;

(s) Technical assistance and other consultation services to conduct market analyses, develop business plans, and otherwise provide resources, to the extent those resources are authorized to be provided through the statewide workforce investment system, to eligible individuals who are pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome; and

(t) Other goods and services determined necessary for the individual with a disability to achieve an employment outcome.

29-114. COMPARABLE SERVICES AND BENEFITS

114.1 The Rehabilitation Services Administration shall use comparable benefits as defined in subsections 114.2 through 114.5, in providing vocational rehabilitation services and benefits.

114.2 Prior to providing any vocational rehabilitation services, except those services listed in subsection 114.3 of this section, to an eligible individual, or to members of the individual's family, the Rehabilitation Services Administration shall determine whether comparable services and benefits, as defined in section 199, exist under any other program and whether those services and benefits are available to the individual unless such a determination would interrupt or delay:

- (a) The progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
- (b) An immediate job placement; or
- (c) The provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

114.3 The following vocational rehabilitation services described in section 113 are exempt from a determination of the availability of comparable services and benefits under subsection 114.2 of this section:

- (a) Assessment for determining eligibility and vocational rehabilitation needs;
- (b) Counseling and guidance, including information and support services to assist an individual in exercising informed choice;
- (c) Referral and other services to secure needed services from other agencies, including other components of the statewide workforce investment system, if those services are not available under this chapter;
- (d) Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
- (e) Rehabilitation technology, including telecommunications, sensory, and other technological aids and devices; and
- (f) Post-employment services consisting of the services listed under subsections 114.3(a) through (e) of this section.

114.4 If comparable services or benefits exist under any other program and are available to the individual at the time needed to ensure the progress of the individual toward achieving the employment outcome in the individual's IPE, the Rehabilitation Services Administration shall use those comparable services or benefits to meet, in whole or part, the costs of the vocational rehabilitation services.

114.5 If comparable services or benefits exist under any other program, but are not available to the individual at the time needed to ensure the progress of the individual toward achieving the employment outcome in the eligible individual's IPE, the Rehabilitation

Services Administration shall authorize the appropriate vocational rehabilitation services only until those comparable services and benefits become available.

114.6 The applicant or eligible individual shall be responsible for cooperating with the Client Services Division in seeking and promptly applying for comparable services and benefits.

29-115. ANNUAL REVIEW OF INDIVIDUALS IN EXTENDED EMPLOYMENT AND OTHER EMPLOYMENT UNDER SPECIAL CERTIFICATE PROVISIONS OF THE FAIR LABOR STANDARDS ACT

115.1 The Rehabilitation Services Administration shall ensure the following are conducted:

(a) An annual review and reevaluation in accordance with the requirements for an individual with a disability served under this chapter:

(1) Who has achieved an employment outcome in which the individual is compensated in accordance with section 14(c) of the Fair Labor Standards Act (29 U.C.S. § 214(c)); or

(2) Whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome or that the individual made an informed choice to remain in extended employment; and

(b) For each individual with a disability who meets the criteria in subsection (a) of this section, the Rehabilitation Services Administration shall:

(1) Review annually and reevaluate the status of each individual for two (2) years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities, and needs of the individual with respect to competitive employment or training for competitive employment;

(2) Enable the individual or, if appropriate, the individual's representative to provide input into the review and reevaluation and shall document that input in the record of services, consistent with subsection 112.1(j), with the individual's or, as appropriate, the individual's representative's signed acknowledgment that the review and reevaluation have been conducted; and

(3) Make maximum efforts, including identifying and providing vocational rehabilitation services, reasonable accommodations, and other necessary support services, to assist the individual in engaging in competitive employment.

29-116. REQUIREMENTS FOR CLOSING THE RECORD OF SERVICES OF AN INDIVIDUAL WHO HAS ACHIEVED AN EMPLOYMENT OUTCOME

116.1 The record of services of an individual who has achieved an employment outcome may be closed only if all of the following requirements are met:

(a) The individual has achieved the employment outcome that is described in the individual's IPE that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;

(b) The individual has maintained the employment outcome for an appropriate period of time, but not less than ninety (90) days, necessary to ensure the stability of the employment outcome, and the individual no longer needs vocational rehabilitation services;

(c) At the end of the appropriate period under subsection (b) of this section, the individual and the qualified rehabilitation counselor employed by the Rehabilitation Services Administration consider the employment outcome to be satisfactory and agree that the individual is performing well in the employment; and

(d) The individual is informed through appropriate modes of communication of the availability of post-employment services.

117. RESERVED

29-118. USE AND CONFIDENTIALITY OF INDIVIDUAL INFORMATION

118.1 The Rehabilitation Services Administration shall keep records to document information about applicants and eligible individuals in the administration of vocational rehabilitation services program.

118.2 All information regarding an applicant or eligible individual provided to or created by the Rehabilitation Services Administration, its representatives, or its employees, in the course of the administration of the vocational rehabilitation services program shall be privileged and confidential.

118.3 The applicant or eligible individual has a right to privacy and shall be informed about the confidential nature of information acquired and the conditions governing inspection of records.

118.4 All confidential records shall be kept an office(s) designated by the Rehabilitation Services Administration.

118.5 The information shall be considered privileged and the case record or information shall not be released in judicial or administrative proceedings, either voluntarily or as a result of any subpoena or judicial process, including requests from a government authority,

the courts, law enforcement officials, or from any other outside source, with the following exceptions:

(a) Information or the contents of the record of services may be released upon the direct order of a judge as part of a judicial proceeding; or

(b) Information may be released with the specific written consent of the applicant or eligible individual (or guardian or individual's representative), after the applicant or eligible individual has been informed of the right of choice over release of the information.

118.6 Confidential records shall be open to inspection in the Rehabilitation Services Administration's office only under the following conditions:

(a) By authorized Rehabilitation Services Administration employees and those of the United States government, department of education, in connection with their official duties in the administration of the vocational rehabilitation programs;

(b) By personnel of a rehabilitation agency approved by the Administrator of the Rehabilitation Services Administration when inspection of the record is for the sole purpose of providing related rehabilitation services and the agency and personnel are subject to standards of confidentiality comparable to those of the Rehabilitation Services Administration; and

(c) By an outside source, when a written waiver specifically consenting to have the record reviewed has been obtained from the applicant or eligible individual or legal guardian or individual's representative.

118.7 The use or disclosure of information concerning applicants and eligible individuals shall be limited to purposes directly connected with the following:

(a) The administration of the vocational rehabilitation, supported employment, independent living, or other programs of the Rehabilitation Services Administration for the purpose of:

- (1) Establishing eligibility;
- (2) Determining the nature and scope of services; and
- (3) Providing services; and

(b) The investigation, prosecution, or criminal or civil proceeding conducted in connection with the administration of the program, unless expressly prohibited by Federal or District of Columbia laws, rules or regulations.

118.8 The Rehabilitation Services Administration shall secure the written and informed consent of the applicant or eligible individual or legal guardian or individual's representative as authorization for requesting information about the applicant or eligible individual from other agencies or individuals. Copies of signed consent forms shall be maintained in the record of services.

118.9 When requested in writing by the applicant or eligible individual or their guardian or individual's representative, the Rehabilitation Services Administration shall make all information in the case record accessible to them in a timely manner.

118.10 If the Rehabilitation Services Administration believes that medical, psychological, or other information that may be harmful to the individual, may not be released directly to the individual, the Rehabilitation Services Administration may provide such information through their guardian or individual's representative, a physician or a licensed or certified psychologist.

118.11 An applicant or eligible individual who believes that information in the individual's record of services is inaccurate or misleading may request that the Rehabilitation Services Administration amend the information. If the information is not amended, the request for an amendment shall be documented in the record of services.

119-134. RESERVED

29-135. ADMINISTRATIVE REVIEWS AND FAIR HEARINGS SCOPE

135.1 The purpose of these rules is to establish procedures for the conduct of administrative reviews and fair hearings consistent with the District of Columbia Administrative Procedure Act and the Rehabilitation Act of 1973, as amended.

135.2 An applicant for or client of the Vocational Rehabilitation Services Program dissatisfied with a determination of the Administration may request an administrative review and if dissatisfied with the results of that review, may request a fair hearing.

135.3 An applicant for or client of the Vocational Rehabilitation Services Program may request a hearing without requesting an administrative review.

135.4 An applicant for or client of the Vocational Rehabilitation Services Program may designate a representative to assist him or her at any stage of an administrative review or fair hearing. The designated representative may assist the applicant or client to exercise any or all rights accorded to him or her in an administrative review or fair hearing.

29-136. ADMINISTRATIVE REVIEWS

136.1 The purpose of an administrative review shall be to provide an informal procedure by which the Administration may afford an applicant or client an opportunity to seek a resolution of a complaint the applicant or client may have with any determination concerning the furnishing or denial of services in the Vocational Rehabilitation Services Program.

29-137. RIGHT TO AN ADMINISTRATIVE REVIEW

137.1 Each applicant for or client of the Vocational Rehabilitation Services Program and his or her representative, if one has been designated by the applicant or client, shall be informed both orally and in writing at the time of application and at the time of any determination affecting the applicant's or client's receipt of vocational rehabilitation services of the following:

- (a) The right to request an administrative review;
- (b) Procedures to be followed to request an administrative review;
- (c) The right to be represented by legal counsel, relative, friend or other spokespersons, at the applicant's or client's expense; and
- (d) The right to request a qualified interpreter, if the applicant or client or the applicant's or client's witness is deaf, or because of a hearing-impairment, cannot readily understand or communicate the spoken English language; or
- (e) The right to request reader services if the applicant or client or the applicant's or client's witness is severely visually impaired.

137.2 Administrative reviews shall be conducted by a panel designated pursuant to section 141 of these rules.

29-138. REQUEST FOR AN ADMINISTRATIVE REVIEW/TIMELINESS

138.1 Each applicant for or client of the Vocational Rehabilitation Services Program may request an administrative review in writing.

138.2 Each request for an administrative review shall contain a concise statement of the Administration's actions by which the applicant or client is aggrieved.

138.3 Each request for an administrative review shall be made within fifteen (15) working days of the action of the Administration by which the applicant or client is aggrieved.

29-139. PLACE FOR ADMINISTRATIVE REVIEW/COMMUNICATION SERVICES

139.1 Each administrative review shall be conducted at an office designated by the Administration within fifteen (15) working days of the receipt of the request by the Administration.

29-140. NOTICE OF ADMINISTRATIVE REVIEW

140.1 The Administration shall send by registered mail a notice of the time and place of the review and the issues which are the subject of the review to the applicant or client and his or her representative at least five (5) working days prior to the administrative review, except for good cause shown by a party or at the request of both parties.

29-141. COMPOSITION OF THE ADMINISTRATIVE REVIEW PANEL

141.1 Each administrative review shall be conducted by a panel appointed by the Office of Appeals and Compliance in the Rehabilitation Services Administration. The panel shall be comprised of supervisory personnel who have not participated in the determination under review and are not directly supervised by anyone who participated in the agency action.

29-142. RESPONSIBILITIES OF THE ADMINISTRATIVE REVIEW PANEL

142.1 The Administrative Review Panel's responsibilities shall include, but are not limited to, the following:

- (a) Reviewing the oral and documentary evidence submitted at the administrative review in order to assess the factual and legal issues which are presented in the complaint;
- (b) Ascertaining the validity of the Administration's determination and if possible, achieving an informal resolution of each complaint; and
- (c) Rendering a written and oral decision on the merits of the complaint at the conclusion of the review in the presence of the applicant or client.

29-143. DECISION OF THE ADMINISTRATIVE REVIEW PANEL

143.1 The Administrative Review Panel shall render a written decision which sets forth its evaluation and resolution of the complaint and describes the actions required of the Administration as well as those required of the applicant or client in implementing the decision.

143.2 Each written decision of the Administrative Review Panel shall notify the applicant or client, and his or her designated representative, if any, of his or her right to request a hearing for a formal review of the decision within fifteen (15) working days of the issuance of the Administrative Review Panel's decision.

143.3 If the applicant or client disagrees with the Panel's decision, he or she shall notify the Office of Appeals and Compliance in the Rehabilitation Services Administration, in writing, of his or her disagreement with the decision of the Administrative Review Panel within five (5) working days of the decision.

29-144. ADMINISTRATIVE REVIEW RECORD

144.1 Each administrative review record shall include:

- (a) Documentation of a request for an administrative review;
- (b) All oral and documentary evidence introduced at the administrative review; and
- (c) All decisions which are the result of the administrative review.

144.2 All oral and documentary evidence introduced at the administrative review and all decisions resulting therefrom shall be maintained as a part of the official record.

29-145. RIGHT TO A HEARING

145.1 Each applicant for or client of the Vocational Rehabilitation Services Program who is dissatisfied with any determination concerning the furnishing or denial of services shall be entitled to a hearing by the Office of Fair Hearings of the Department.

29-146. NOTICE OF RIGHT TO A HEARING

146.1 Each applicant for or client of the Vocational Rehabilitation Services Program and his or her designated representative, if any, shall be informed both orally and in writing at the time of the initial application and at the time of any action affecting the applicant's or client's claim for services of the following:

- (a) The right to request a hearing;
- (b) The method by which a hearing may be obtained as setout in section 149 of these rules;
- (c) The right to be represented by legal counsel, relative, friend, or other spokesperson, at the applicant's or client's own expense; and
- (d) The right to a qualified interpreter, if the party or the party's witness is deaf, or because of a hearing impairment cannot readily understand or communicate the English language; or
- (e) The right to a reader, if the applicant or client or the applicant's or client's witness is severely visually impaired

29-147. FILING OF DOCUMENTS

147.1 No particular form shall be prescribed for documents which may be filed in proceedings under these rules.

147.2 Each request for a hearing, or other document which may be filed in proceedings under these rules, shall meet the following requirements:

- (a) Be clearly legible;
- (b) Contain a clear, concise statement of the facts and the relief sought; and
- (c) Be signed by the party involved or the party's representative.

147.3 Each document, including the request for a hearing, shall be filed with the Office of Fair Hearings.

147.4 When a document is filed, the filer shall serve a copy of the document on each party in the action. In any case in which an applicant or client has designated a representative, the representative shall also be served a copy of the document.

147.5 Unless otherwise ordered by the hearing examiner, filing of documents may be accomplished by first class mail.

147.6 Filing shall be considered complete upon receipt.

29-148. RESPONSE TO MOTIONS

148.1 Each party upon whom a motion is served shall have ten (10) working days from the date of service of the motion to submit a response.

29-149. REQUEST FOR A HEARING/TIMELINESS

149.1 Each request for a hearing shall be submitted in writing by the applicant or client to the Office of Fair Hearings.

149.2 Each written request for a hearing shall be submitted personally or by certified mail, return receipt requested.

149.3 Each request for a hearing shall be signed by the applicant or client or on the applicant's or client's behalf by an authorized representative.

149.4 Each applicant or client shall request a hearing within fifteen (15) working days after an adverse decision based on an administrative review or, in the absence of an administrative review, within thirty (30) working days of the occurrence of the action upon which the complaint is based.

29-150. NOTICE OF DOCKETING OF A PRE-HEARING CONFERENCE AND A HEARING OF THE ADMINISTRATION'S DETERMINATION, ORDER, OR ANSWER

150.1 Upon receipt of a request for a hearing, the Office of Fair Hearings shall promptly send to each party, including the designated representative of the applicant or client, if any, a notice of docketing of pre-hearing conference and a notice of a hearing.

150.2 The Office of Fair Hearings shall send a copy of the applicant's or client's request for a hearing to the Administration at the same time that the Office sends the notice of docketing of pre-hearing conference to the Administration.

150.3 Upon receipt by the Administration of a notice of docketing or notice of pre-hearing conference and hearing, the Administration shall file with the Office of Fair Hearings any written decision which may have resulted in the request for a hearing.

150.4 If no written decision has been issued by the Administration, the Administration shall file a brief statement concerning the determination or incident which led to the request for a hearing by the Office of Fair Hearings.

150.5 The Administration shall provide a copy of each document submitted to the Office of Fair Hearings to the applicant or client, and his or her designated representative, if any, at the same time.

150.6 The Administration's determination, order, or statement required by sections 150.3 or 150.4, shall contain the following:

(a) The complete factual statement of the reasons for the Administration's actions, including the date, and nature of the action; and

(b) The relevant provisions from the applicable statutes, regulations, or departmental handbooks or manuals.

29-151. PLACE FOR HEARING/COMMUNICATION SERVICES

151.1 Each hearing shall be conducted at the Office of Fair Hearings within forty-five (45) days of the receipt of the request for the hearing, unless an applicant or client requests an extension of time for good cause or both parties request an extension of time.

151.2 The Department shall arrange reader services, qualified interpreter services, or other communication services, if the applicant or client or any other party requests these services for the hearing in a timely manner.

29-152. NOTICE OF HEARING AND OF HEARING PROCEDURES AND ISSUES

152.1 The Office of Fair Hearings shall provide a notice of the time, place, and issues which are the subject of the hearing to each party and the party's representative at least ten (10) days prior to the hearing by certified mail. A hearing may be delayed for good cause shown by a party or at the request of both parties.

152.2 The Office of Fair Hearings shall provide the applicant or client, and his or her designated representative, if any, with a copy of the hearing procedures and other relevant information necessary to enable the applicant or client to prepare for the hearing.

29-153. PRE-HEARING CONFERENCE

153.1 Upon the hearing examiner's own motion or the motion of a party, the hearing examiner may request each party, or the party's representative, to meet for a hearing conference to consider the following:

- (a) Simplification of the issues;
- (b) The amendment of documents for purposes of clarification, simplification, or limitation;
- (c) Stipulations, admissions of fact, and authentication of documents;
- (d) Limitation of the number of parties and witnesses offered for the purpose of corroborating or establishing a single material fact or issue, or when the party has not furnished satisfactory evidence that the witness will be able to give testimony which is material to an issue at the hearing; and
- (e) Any other matters that may expedite the disposition of the proceeding and assure a just resolution of the complaint.

153.2 Each pre-hearing conference shall be held immediately prior to the hearing.

153.3 The hearing examiner shall state on the record the stipulations, settlements, and other matters agreed to by each party or the party's representative at the pre-hearing conference.

153.4 The hearing examiner shall not be present while the parties are negotiating a voluntary settlement of the case.

29-154. CONDUCT OF HEARING

154.1 Each hearing shall be conducted by an impartial hearing examiner who has not been involved in the action which is at issue in the hearing or with the administration or operation of the Vocational Rehabilitation Services Program.

154.2 Each hearing shall be recorded verbatim, shall be conducted in accordance with D. C. Code, section 1-1509, and shall be open to the public unless the hearing examiner for good cause determines otherwise.

154.3 The hearing examiner shall receive oral and documentary evidence, but shall exclude irrelevant, immaterial, and unduly repetitious evidence.

154.4 Each party shall have the following rights:

- (a) To call and examine witnesses;
- (b) To introduce documentary evidence;
- (c) To cross-examine opposing witnesses on any matter relevant to the issues under review even though that matter was not covered in the direct examination; and
- (d) To submit rebuttal evidence.

154.5 All papers and documents introduced into evidence at the hearing shall be filed with the hearing examiner and provided to the other parties. All such documents and other evidence submitted shall be open to examination by the parties and opportunities shall be given to refute the facts and arguments advanced on either side of the issues.

29-155. DUTIES AND POWERS OF THE HEARING EXAMINER

155.1 The hearing examiner shall have authority with respect to cases to do the following:

- (a) To control the order of presentation of evidence at the hearing;
- (b) To direct and rule on matters concerning the conduct of the hearing and of the parties appearing;
- (c) To limit the number of witnesses offered for the purpose of corroborating or establishing a single material fact or issue, or where the party has not furnished satisfactory evidence that the witness will be able to give testimony which is material to an issue at the hearings;
- (d) To rule upon offers of proof and receive relevant evidence at the hearing;
- (e) To call and examine witnesses and introduce into the record documentary or other evidence;
- (f) To adjourn the hearing as the needs of justice and good administration require;
- (g) To issue any order or direct the parties in any manner deemed necessary for the purpose of a fair and prompt adjudication of the issues; and
- (h) To take any other action authorized by these rules or necessary under these rules.

29-156. STANDARD OF PROOF

156.1 Each decision and order shall be supported by reliable, probative, and substantial evidence.

29-157. TRANSCRIPT

157.1 A transcript shall be made of the oral evidence and shall be made available to the parties.

29-158. DECISION OF THE HEARING EXAMINER

158.1 The hearing examiner shall prepare a written decision based on the provisions of the approved State Plan and the Act and provide to the applicant or client, or if appropriate, the individual's parent, guardian, or other representative and to the Director a copy of the decision within thirty (30) days after completion of the hearing.

158.2 The decision shall set forth the principal issues and relevant facts adduced at the hearing and the applicable provisions in law, regulation, and agency policy. It shall contain findings of fact and conclusions with respect to each of the issues and the reasons and basis therefor.

158.3 The hearing examiner's decision shall be based on the oral and documentary evidence admitted at the hearing and all material facts with respect to which official notice is taken.

158.4 The transcript of testimony, exhibits, and all papers and documents filed in the hearing shall constitute the exclusive record for the decision.

29-159. FINAL DECISION

159.1 The Director may elect to affirm the hearing examiner's decision without further review. If a case is not reviewed, the decision of the hearing examiner becomes final and shall be issued by the Director to the applicant or client, and his or her designated representative, if any, within twenty (20) days after the receipt of the decision.

159.2 If the Director decides to review the decision, the Director shall notify in writing the applicant or client or, if appropriate, the individual's parents, guardian, or other representative of his or her intent to review the proposed decision within twenty (20) days of the mailing of the impartial hearing officer's decision.

159.3 If the Director fails to provide the notice required in section 159.2, the hearing officer's decision becomes a final decision.

159.4 If a decision is reviewed and after the parties have been afforded the opportunity to submit additional information pursuant to D. C. Code, section 1-1509(d), the Director shall issue a decision in accordance with the requirements of section 156.1. This decision shall be final and binding upon the parties, unless otherwise specifically indicated in the decision.

159.5 The decision of the Director shall be based on standards of review contained in written Administration policies and procedures.

159.6 The Director shall issue the final decision within thirty (30) days of providing notice of his or her intent to review the proposed decision to the applicant or client, or his or her representative and may affirm, modify, remand, or reverse the decision in accordance with D. C. Code, section 1-1509. The decision shall provide a full report in writing of the decision and of the findings and grounds for the decision.

159.7 The Director shall promptly transmit a copy of the final decision to each party and to each party's representative.

159.8 The Director shall not delegate the responsibility of making the final decision to any other officer or employee of the agency.

29-160. RIGHT TO APPEAL

160.1 The applicant or client may appeal the final decision of the Director by filing a petition for review in the District of Columbia Court of Appeals in accordance with the rules and procedures prescribed by the court.

29-161. COMPUTATION OF TIME

161.1 In the computation of time within which an action shall be taken or an appeal filed, the calendar day on which the action occurred shall not be included.

161.2 If the last day that an action may or shall be filed is a Saturday, Sunday, or a legal holiday, that day shall be excluded from the computation of time and the time period shall extend until the end of the next day which is not a Saturday, Sunday, or a legal holiday.

29-162. EXTENSION OF TIME

162.1 Each request for an extension of time for the filing of a document, brief, or motion shall be submitted prior to the day on which the document, brief, or motion is due to be filed.

162.2 The request for an extension of time requirement may be waived for good cause shown at the discretion of the hearing examiner.

29-163. CONTINUANCES

163.1 The hearing examiner may grant a continuance of a hearing upon a showing by a requesting party of good cause or if both parties agree to a continuance.

29-164. CONSOLIDATION

164.1 Cases may be consolidated on the motion of a party or on the hearing examiner's own motion, where there exist similarly situated parties, common questions of law or fact, or in such other circumstances as justice and the administration of the Act may require.

29-165. SEVERANCE

165.1 Upon the hearing examiner's own motion, or upon the motion of any party or intervenor, the hearing examiner may, for good cause, order any proceeding severed with respect to some or all of the issues or parties.

29-166. INTERVENTION

166.1 A petition to intervene may be made or filed before the commencement of a formal review.

166.2 A petition to intervene may be made orally or in writing. If made orally, the petition shall be made on the record with all parties present.

166.3 Each petition to intervene shall meet the following requirements:

(a) Set forth the interest of the petitioner in the proceedings;

(b) Show that participation by the petitioner will likely assist in the determination of the issues in question; and

(c) Demonstrate that intervention will not likely delay the proceeding unnecessarily.

166.4 The hearing examiner may grant a petition for intervention to the extent and upon the terms that the hearing examiner determines shall best serve the interest of justice.

29-167. REPRESENTATION OF PARTIES AND INTERVENERS

167.1 Each party or intervenor shall appear in person, or through an attorney or other representative at the party's own expense.

29-168. SETTLEMENT

168.1 The hearing examiner shall encourage settlement at every stage of the proceeding, if settlement is consistent with the provisions and objectives of the Act.

168.2 The parties shall submit any settlement agreement to the hearing examiner in writing or orally on the record.

168.3 If the parties agree to settle the case, the hearing examiner shall issue an order setting forth the terms of the settlement and closing the case.

29-169. EX PARTE COMMUNICATION

169.1 The hearing examiner in a proceeding shall not communicate directly or indirectly regarding any fact or issue of law with any party or party's representative, except on notice and with an opportunity for each party or party's representative to participate.

29-199. DEFINITIONS

199.1 For purposes of this chapter, the following terms and phrases shall have the meanings ascribed below:

Act - means the Rehabilitation Act of 1973, as amended (29 U.S.C. §§ 701 et seq.).

Applicant - means an individual who submits an application for vocational rehabilitation services.

Appropriate modes of communication - means specialized aids and supports that enable an individual with a disability to comprehend and respond to information that is being communicated. Appropriate modes of communication include, but are not limited to, the use of interpreters, open and closed captioned videos, specialized telecommunications

services and audio recordings, Brailled and large print materials, materials in electronic formats, augmentative communication devices, graphic presentations, and simple language materials.

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.

C.F.R. -- means or stands for the Code of Federal Regulations.

Clear and convincing evidence (as used in section 103) - means that the Rehabilitation Services Administration shall have a high degree of certainty before it can conclude that an individual is incapable of benefiting from services in terms of an employment outcome. The "clear and convincing" standard constitutes the highest standard used in the American civil system of law and is to be individually applied on a case-by-case basis. The term "clear" means unequivocal.

Client - means an applicant for vocational rehabilitation services who meets the eligibility requirements.

Client Assistance Program or CAP - means the program established pursuant to 34 C.F.R. Part 370 for the purpose of advising, informing, assisting and advocating for applicants and eligible individuals regarding all services and benefits available pursuant to this chapter.

Client Services Division - is a division within the Rehabilitation Services Administration, Department of Human Services.

Comparable services and benefits - means:

(a) Services and benefits that are:

(1) Provided or paid for, in whole or in part, by other Federal, State, or local public agencies, by health insurance, or by employee benefits;

(2) Available to the individual at the time needed to ensure the progress of the individual toward achieving the employment outcome in the individual's individualized plan for employment in accordance with section 111; and

(3) Commensurate to the services that the individual would otherwise receive from the Rehabilitation Services Administration.

(b) For the purposes of this definition, comparable benefits do not include awards and scholarships based on merit.

Competitive employment - means work:

(a) In the competitive labor market that is performed on a full-time or part-time basis in an integrated setting; and

(b) For which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have a disability.

Department of Human Services - means a department within the government of the District of Columbia.

Determination - means an official written decision made or an action taken by a representative of the District of Columbia, Department of Human Services, Rehabilitation Services Administration affecting eligibility or the provision of services.

Eligible individual - means an applicant for vocational rehabilitation services who meets the eligibility requirements of subsection 103.1.

Employment outcome - means, with respect to an individual, entering or retaining full-time or, if appropriate, part-time competitive employment, as defined above, in the integrated labor market, supported employment, or any other type of employment in an integrated setting, including self-employment, telecommuting, or business ownership, that is consistent with an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Extended employment - means work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act (29 U.S.C § 214(c)).

Extended services - means ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment and that are provided by a District of Columbia agency, a private nonprofit organization, employer, or any other appropriate resource, from funds other than funds received under 34 C.F.R. Part 361 and 34 C.F.R. Part 363 after an individual with a most significant disability has made the transition from support provided by the Client Services Division.

Extreme medical risk - means a probability of substantially increasing functional impairment or death if medical services, including mental health services, are not provided expeditiously.

Fair Labor Standards Act -- means the United States Fair Labor Standards Act of 1938, as amended, and codified at 29 U.S.C. §§ 201 et seq.

Family member (for purposes of receiving vocational rehabilitation services in accordance with subsection 113.2(i)) - means an individual:

(a) Who either:

- (1) Is a relative or guardian of an applicant or eligible individual; or
- (2) Lives in the same household as an applicant or eligible individual;

(b) Who has a substantial interest in the well-being of that individual; and

(c) Whose receipt of vocational rehabilitation services is necessary to enable the applicant or eligible individual to achieve an employment outcome.

Good cause - means a substantial reason, a legitimate justification for acting or failing to act.

Impartial hearing officer - means the individual appointed by the Director that is selected to carry out the responsibilities associated with sections 135 through 169.

Individual with a disability (except as defined in the subsection that immediately follows) - means an individual:

(a) Who has a physical or mental impairment;

(b) Whose impairment constitutes or results in a substantial impediment to employment; and

(c) Who can benefit in terms of an employment outcome from the provision of vocational rehabilitation services.

Individual with a disability for purposes of 34 C.F.R §§ 361.5(b)(14), 361.13(a), 361.13(b)(1), 361.17(a), (b), (c), and (j), 361.18(b), 361.19, 361.20, 361.23(b)(2), 361.29(a) and (d)(5), and 361.51(b) - means an individual who:

(a) Has a physical or mental impairment that substantially limits one or more major life activities;

(b) Has a record of such an impairment; or

(c) Is regarded as having such an impairment.

Individual with a most significant disability - means an individual with a significant disability who is provided priority vocational services in those states that have implemented order of selection procedures pursuant to 34 C.F.R. § 361.36.

Individual with a significant disability - means an individual with a disability:

(a) Who has a severe physical or mental impairment that seriously limits one or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;

(b) Whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and

(c) Who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

Individual's representative - means any representative chosen in writing by an applicant or eligible individual, as appropriate, including a parent, guardian, other family member, or advocate, unless a representative has been appointed by a court to represent the individual, in which case the court-appointed representative is the individual's representative.

Individualized Plan for Employment (IPE) - means a plan prepared pursuant to sections 110 and 111 of this chapter.

Integrated setting - means:

(a) With respect to the provision of services, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals;

(b) With respect to an employment outcome, means a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than non-disabled individuals who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.

Maintenance - means monetary support provided to an individual for expenses, such as food, shelter, and clothing, that are in excess of the normal expenses of the individual and that are necessitated by the individual's participation in an assessment for determining eligibility and vocational rehabilitation needs or the individual's receipt of vocational rehabilitation services under an individualized plan for employment.

Mediation - means the act or process of using an independent third party to act as a mediator, intermediary, or conciliator to assist persons or parties in settling differences or disputes prior to pursuing formal administrative or other legal remedies.

Natural Supports -- means supports that are typically available to all workers in the workplace. Workplace supports may include, but are not limited to, such things as a co-worker mentor who assists an employee in learning the job, a supervisor who monitors work performance, a co-worker who assists the client in developing social relationships, orientation training or other company sponsored training events, an employee assistance program and other supports that may be available.

One-Stop Center or One-Stop service delivery system -- means a service delivery system that is structured pursuant to Title I of the Workforce Investment Act of 1998, in accordance with 20 C.F.R. Part 662.

Personal assistance services - means a range of services provided by one (1) or more persons designed to assist an individual with a disability to perform daily living activities on or off the job that the individual would typically perform without assistance if the individual did not have a disability. The services shall be designed to increase the individual's control in life and ability to perform everyday activities on or off the job. The services shall be necessary to the achievement of an employment outcome and may be provided only while the individual is receiving other vocational rehabilitation services. The services may include training in managing, supervising, and directing personal assistance services.

Physical or mental impairment - means:

(a) Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculo-skeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine; or

(b) Any mental or psychological disorder such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Post-employment services - means one (1) or more of the services identified in section 113 of this chapter that are provided subsequent to the achievement of an employment outcome and that are necessary for an individual to maintain, regain, or advance in employment, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Post-employment services are intended to ensure that the employment outcome remains consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. These services are available to meet rehabilitation needs that do not require a complex and comprehensive provision of services and, thus, should be limited in scope and duration. If more comprehensive services are required, then a new rehabilitation effort should be considered. Post-employment services are to be provided under an amended individualized plan for employment; thus, a re-determination of eligibility is not required. The provision of post-employment services is subject to the same requirements as the provision of any other vocational rehabilitation service. Post-employment services are available to assist an individual to maintain employment, e.g., the individual's employment is jeopardized because of conflicts with supervisors or coworkers, and the individual needs mental health services and counseling to maintain the employment; to regain employment, e.g., the individual's job is eliminated through reorganization and new placement services are needed; and to advance in employment, e.g., the employment is no longer consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Rehabilitation Services Administration - means an administration within the Department of Human Services, District of Columbia.

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, independent living, and recreation. The term includes rehabilitation engineering, assistive technology devices, and assistive technology services.

Sheltered setting -- means a non-integrated work environment designed for applicants and eligible individuals that are closely supervised by other individuals who provide the necessary vocational services and supports.

State - means one (1) of the United States of America to include the District of Columbia, Commonwealth of Puerto Rico, the U.S. Virgin Islands, Guam American Samoa and the Commonwealth of the Northern Mariane Islands.

State Director - means the Administrator of the Rehabilitation Services Administration.

Statewide workforce investment system - means a system described in section 111(d)(2) of the Workforce Investment Act of 1998 (29 U.S.C. § 2821(d)(2)).

State plan - means the State plan submitted by the District of Columbia for vocational rehabilitation services submitted pursuant to 34 C.F.R. § 361.10.

State Rehabilitation Council -- means the council established within the District of Columbia pursuant to 34 C.F.R. §§ 361.16 and 17 for the purpose of assisting the Client Services Division with the development, implementation, and revision of policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services.

Substantial impediment to employment - means that a physical or mental impairment (in light of attendant medical, psychological, vocational, educational, communication, and other related factors) hinders an individual from preparing for, entering into, engaging in, or retaining employment consistent with the individual's abilities and capabilities.

Supported employment - means:

(a) Competitive employment in an integrated setting, or employment in integrated work settings in which individuals are working toward competitive employment, consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals with ongoing support services for individuals with the most significant disabilities:

(1) For whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability; and

(2) Who, because of the nature and severity of their disabilities, need intensive supported employment services and extended services after transition to perform this work; or

(b) Transitional employment for individuals with the most significant disabilities due to mental illness.

Supported employment services - means ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment that are:

(a) For a period of time not to exceed eighteen (18) months, unless under special circumstances the eligible individual and the rehabilitation counselor or coordinator jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment; and

(b) Following transition, as post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.

Transition services - means a coordinated set of activities for a student designed within an outcome-oriented process that promotes movement from school to post-school activities, including postsecondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation. The coordinated set of activities shall be based upon the individual student's needs, taking into account the student's preferences and interests, and shall include instruction, community experiences, the development of employment and other post-school adult living objectives, and, if appropriate, acquisition of daily living skills and functional vocational evaluation. Transition services shall promote or facilitate the

achievement of the employment outcome identified in the student's individualized plan for employment.

Transitional employment (as used in the definition of "supported employment") - means a series of temporary job placements in competitive work in integrated settings with ongoing support services for individuals with the most significant disabilities due to mental illness. In transitional employment, the provision of ongoing support services shall include continuing sequential job placements until job permanency is achieved.

Transportation - means travel and related expenses that are necessary to enable an applicant or eligible individual to participate in a vocational rehabilitation service, including expenses for training in the use of public transportation vehicles and systems.

U.S.C. - means or stands for United States Code.

Vocational Rehabilitation services -- means those services listed within section 113.2 of this chapter that are necessary to determine an applicant's eligibility or that are necessary for an eligible individual to prepare for, secure, retain, or regain employment consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Workforce Investment Act -- when referred to in this chapter, means Title I of the Workforce Investment Act of 1998, which is codified generally at 29 U.S.C. §§ 2801 et seq.