# Vocational Rehabilitation Services Manual C-300: Communication Services

Revised January 15, 2021

## C-302: Typical Services

Deaf, hard of hearing, blind, visually impaired, and/or deafblind customers may require services such as:

* meeting with a VR counselor to evaluate the customer's needs, as related to the customer's sensory loss;
* working with a VR counselor who has a specialty caseload to address:
  + communication issues and options;
  + diagnostics and evaluations;
  + adaptive devices and other accommodations for work, independent living, and vocational or academic training;
  + specialized training options;
  + ongoing support services, such as Medicaid waiver programs;
  + training options for teens and young adults; and
  + support services, resources, and adaptive devices for teens and young adults for use in an educational environment;
* attending Admission, Review, and Dismissal (ARD) meetings and participating in transition planning with the transition counselor;
* facilitating communication and accommodations; and
* ordering recommended adaptive devices, with the approval of the VR counselor.

If a counselor has determined that an exception will facilitate a customer’s progress and there is not an approval exception listed in policy, counselors are encouraged to staff the request through their chain of management to the Deputy Division Director for Field Services for consideration. VRSM clearly states when no exceptions are allowed.

### C-302-1: Policy

Customers are referred to deafblind field support services when:

* hearing loss is medically documented;
* hearing loss is suspected; or
* the customer is deafblind.

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