



**Indiana Family and Social Services  
Administration** Division of Disability and  
Rehabilitative Services Bureau of Rehabilitation  
Services

**Vocational Rehabilitation Services Manual**

## **WHAT IS VOCATIONAL REHABILITATION**

Indiana Vocational Rehabilitation (VR) Services, a program under the Bureau of Rehabilitation Services (BRS), provides VR participants a wide range of services and supports necessary to help them prepare for, secure, retain, advance in or regain employment. VR services are available in all 92 Indiana counties and are individualized to meet the unique needs of each participant. To carry out these services, VR partners with vendors across the state, who may be individual sole proprietors, businesses or other organizations that have successfully completed the registration requirements to provide VR services.

## **WHO ARE VR PARTICIPANTS**

Individuals who have applied for, or are eligible for VR Services.

## **VENDOR POLICY STATEMENT**

VR adopts the standards for vendor qualifications as those established by applicable Indiana statutes, national certification boards, and industry practice. When a vendor is employed in an occupation for which national, state or industry standards have not been established, VR may adopt standards, as it deems appropriate, to ensure the provision of quality services to VR participants.

## **INSTRUCTIONS FOR COMPLETING VENDOR REGISTRATION**

All vendors receiving federal funding must have a DUNS Number. Obtaining a DUNS Number is easy and free. Vendors may look up their agency's DUNS number or register for a number by using this link: [DUNS Number Lookup and Registration](#). Vendors must also register for an Indiana Bidder Registration Number (BRN) by using this link: [Indiana Bidder Registration Number Application](#). Instructions for obtaining a BRN, is available using this link: [Indiana Bidder Registration Number Instructions](#).

Once a vendor receives their BRN, vendors can access the VR Vendor Registration and Claim Payment System (CPS) using this link: [VR Vendor Portal](#). Upon accessing the VR Vendor Registration and Claims Payment System, vendors will be prompted to identify the 'vendor type' as defined below. Vendors will be required to complete contact information, banking and direct deposit information, and other documentation based on the vendor type selected.

**Vendor Type 1:** Vendors seeking to provide **individualized** services to VR participants. Most vendors will fall into this category.

**Vendor Type 2:** Vendors who are accredited VR employment services Community Rehabilitation Program (CRP) providers as required per IC 12-12-1-4.1(b), and do not provide any services other than those included in the [VR Manual of Employment Services](#).

**PLEASE NOTE:** If the CRP provider seeks to provide additional services beyond the scope of employment services as outlined in the VR Manual of Employment Services (e.g. rehabilitation technology, training, transportation, etc.), the entity will need to select 'Vendor Type 1' and complete requirements for those additional services.

**Vendor Type 3:** Entities **not** providing individualized services, but for whom VR is a payor (e.g. accredited educational/training institutions including colleges and universities; medical facilities that do not provide VR services and seek VR reimbursement solely for releasing medical records for VR applicants or eligible individuals; and transportation providers such as public transit, taxi and Medicaid Ride services). Also included individual vendors providing a one-time service to one VR participant (e.g. an individual providing tutoring or notetaking for one VR participant). VR Participants and Guardians receiving reimbursements are also included in this vendor type.

Vendor Type 1 and 2 must also register with the Indiana Secretary of State using this link: [Secretary of State Business Registration](#) or with the Vendor's County Recorder's office, if the Vendor is a Sole Proprietor. Limited background check information can be found using this link: [Limited Back Check Information](#). Blank copies of W-9 forms can be found using this link: [W-9 Form](#). Additionally, all Vendors are required to be without any outstanding federal or state tax debt prior to submitting registration. Vendors that have a current IRS and/or State Revenue tax payment plan must submit a copy of the payment plan when registering and remain current on the plan, once approved. When the debt is paid in full, please submit documentation notifying VR of the completion of the payment plan.

During registration, vendors must select one of the following Business Classifications as applicable to their agency:

**Private Community Rehabilitation Programs (CRPs)** - Private CRPs are programs that are operated as not-for-profit organizations.

**Public Service Provider** - Public service providers are organizations or agencies of State, county, municipal or other local governments.

**Other Private Service Provider** - Private service providers include private not-for-profit organizations, such as VR providers (other than CRPs), proprietary businesses; such as private hospitals and mental health clinics, and contracted service delivery staff.

Any vendor providing a specialized service that has state or national credentialing (e.g. Rehabilitation and/or Assistive Technology, ASL Interpreters), must include a copy of all personnel that will be providing this service. Any vendor that specializes in an occupation or service that requires an Indiana Professional Licensing Agency (PLA) license must include a copy of all personnel that will be providing the service for VR participants with their registration request. More information is available online using this link: [Indiana PLA Licensing Information](#).

Vendors will be notified when their registration request has been received, accepted and/or if additional information is needed. Registration processing takes approximately 4-6 weeks.

## **PAYMENT PROCESS INFORMATION**

Vocational Rehabilitation services and/or goods will be reimbursed at the lowest cost to meet the needs of the individual VR participant. Prior to the Vendor providing services to the VR participant, a VR Counselor will authorize the specific service(s) or good(s) needed to the selected Vendor, per informed choice of the VR participant. Authorization information is submitted to the Vendor to view participant and service/product information, as well as additional terms of the authorization (i.e. specific documentation or billing requirements). Vendor will not be reimbursed for services or goods provided without prior authorization from VR.

Once the Vendor has provided the service or good, the Vendor must electronically submit payment information and all required documentation to request reimbursement from VR, as described through the VR service authorization process.

Documentation requirements vary based on the type of service or good provided, but require at a minimum, invoice, receipt or other documentation or similar verification that the authorized service or good was satisfactorily provided. For some services, such as evaluations and assessments, a detailed written report is also required. Specific documentation requirements for employment services are outlined in the [Manual of Employment Services](#). VR will audit documentation for approval to verify the authorized service was satisfactorily provided, and will communicate with the Vendor if more information is needed. Once payment information submitted by Vendor is approved by a VR Counselor in the VR payment system, electronic payment is made to Vendor's account within 35 days.

## **DEFINITION OF SERVICES OR GOODS AND REIMBURSEMENT RATES**

### **1. ASSESSMENT**

Assessment means services provided and activities performed to determine an individual's eligibility for vocational rehabilitation services, to assign an individual to a priority category for order of selection, or to determine the nature and scope of vocational rehabilitation services to be included in the Individualized Plan for Employment (IPE), including trial work experiences.

#### **REQUIREMENTS OF VENDOR:**

Assessment services shall be obtained only from a licensed or certified specialists, including the following:

- 1) Licensed physicians
- 2) Registered occupational therapists
- 3) Licensed psychologists
- 4) Licensed optometrists
- 5) Licensed podiatrists
- 6) Licensed speech-language pathologists
- 7) Licensed audiologists
- 8) Licensed speech and hearing therapists
- 9) Licensed nurses
- 10) Licensed alcohol and drug addiction counselors
- 11) Licensed clinical social workers
- 12) Licensed physician assistants
- 13) Certified vocational evaluators
- 14) Other

For specific license requirements, refer to the Indiana Professional Licensing Agency's website available online using this link: [Indiana PLA Requirements](#)

**\*\*RATE/FEE:** Reimbursement for any medical or psychological evaluation will not exceed the Indiana Medicaid rate. Current rates are available online using this link: [Indiana Medicaid Fee Schedule](#).

**PLEASE NOTE:** Accredited VR employment service CRPs carrying out trial work experiences or other assessment activities shall be reimbursed at rates outlined in the current VR Manual of Employment Services available on the VR website using this link: [Indiana VR Employment Services Manual](#).

**AUTHORITY:** 460 IAC 14-3-1(9), (10), (11), (34); 460 IAC 14-7; and 34 CFR 361.48

## **2. DIAGNOSIS AND TREATMENT OF IMPAIRMENTS**

Diagnosis and treatment of impairments means:

- 1) Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a physical or mental impairment that constitutes a substantial impediment to employment
- 2) Diagnosis and treatment for mental health services by qualified personnel who meet State licensure laws
- 3) Dentistry
- 4) Nursing services
- 5) Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment
- 6) Drugs and supplies
- 7) Prosthetic, orthotic, or other assistive devices
- 8) Hearing Aids and Dispensers
- 9) Eyeglasses and visual services, including visual training, and the examination and services necessary for the prescription and provision of eyeglasses, contact lenses, microscopic lenses, telescopic lenses, and other visual aids prescribed by personnel who meet State licensure laws and are selected by the individual
- 10) Podiatry
- 11) Physical therapy
- 12) Occupational therapy
- 13) Speech or hearing therapy
- 14) Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and mental restoration services or that are inherent in the condition under treatment
- 15) Special services for the treatment of individuals with end-stage renal disease, including transplantation, dialysis, artificial kidneys, and supplies
- 16) Other medical or medically related rehabilitation services

**REQUIREMENTS OF VENDOR:** Diagnosis and treatment of impairments services shall be obtained only from a licensed or certified specialist. For specific license requirements, refer to the Indiana Professional Licensing Agency's website available online using this link: [Indiana PLA Requirements](#).

**\*\*RATE/FEE:** Reimbursement for any medical or psychological evaluation will not exceed the Indiana Medicaid rate. Current rates are available online using this link: [Indiana Medicaid Fee Schedule](#).

**AUTHORITY:** 460 IAC 14-16

### **3. TRAINING**

Training services are designed to help the individual improve educationally or vocationally or to adjust to the functional limitations of his or her impairment.

#### **POST-SECONDARY TRAINING**

Post-secondary training/education is provided by an accredited institution after high school to prepare students for competitive, integrated employment, resulting in an academic degree.

**\*\*RATE/FEE:** For the cost of attending training at a post-secondary institution, the VR program may pay the lesser of the following documented training expenses: (1) The published fee and tuition costs of the vocational training institution or program attended or (2) The rates outlined in the annual VR post-secondary information memorandum posted on the VR website at: [Post-Secondary Training Service Information](#).

**REQUIREMENTS OF VENDOR:** Services must be procured only from accredited post-secondary institutions. Please provide proof of accreditation.

**AUTHORITY:** 460 IAC 14-18-4(a)

#### **OCCUPATIONAL/VOCATIONAL/TECHNICAL TRAINING**

Occupational, vocational, technical or job skill training is provided by a community college or business, vocational/trade or technical school to prepare students for competitive integrated employment in a recognized occupation, not leading to an academic degree.

**REQUIREMENTS OF VENDOR:** Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. organizations references, curriculum, success rates, placement rates, instructor resume, etc.)

**\*\*RATE/FEE:** For occupational, vocational, and technical training entities that accept financial aid, the VR program may pay the lesser of the following documented training expenses after an individual's expected family contribution and all comparable benefits including federal, state, institutional, private grants, scholarships, and other gift awards have been considered: (1) the published fees and tuition costs of the vocational training institution or program attended or (2) the rates outlined in the annual VR post-secondary information memorandum posted on the VR website at: [Post-Secondary Training Service Information](#). For all other occupational, vocational, and technical training organizations, rates are negotiated through the vendor registration process, based on specific qualifications of vendor, prevailing market rate, and scope of training needed for the VR participant.

**AUTHORITY:** 460 IAC 14-11-2 and 460 IAC 14-18.

#### **DISABILITY-RELATED SKILLS TRAINING**

Disability related augmentative skills training includes, but is not limited to:

- a) Orientation and mobility training
- b) Rehabilitation teaching
- c) Low vision aid training
- d) Braille training
- e) Speech reading training
- f) Sign language training
- g) Cognitive training/retraining.

**REQUIREMENTS OF VENDOR:** Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. specialized training, resume, references, curriculum, etc.).

**\*\*RATE/FEE:** VR will obtain two (2) or more quotes for any low vision aid or other device that costs \$600 or more, and reimbursement will not exceed the lowest quote. Rates for individualized training are reimbursed at rates negotiated through the vendor registration process, based on specific qualifications of vendor, prevailing market rate, and scope of training needed for the VR participant.

**AUTHORITY:** 460 IAC 14-11-2(a) (4) and 460 IAC 14-17.

#### **OTHER TRAINING**

Other training is meant to prepare and develop an individual's skills in order to obtain, keep and excel in employment. Other training includes:

- a) On the job training
- b) Apprenticeship training
- c) Basic academic remedial or literacy training
- d) Approved miscellaneous training not covered elsewhere

**REQUIREMENTS OF VENDOR:** Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. organization references, curriculum, success rates, placement rates, instructor resume, etc.).

**\*\*RATE/FEE:** Rates are negotiated based on specific qualifications of vendor, prevailing market rate, and scope of the job readiness training experience for the VR participant. Accredited VR employment service providers carrying out job readiness training shall be reimbursed at rates outlined in the VR Manual of Employment Services.

#### **4. REHABILITATION TECHNOLOGY**

Rehabilitation technology means the systematic registration 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. Rehabilitation technology also includes Vehicle

Modification Services, Evaluations and Driver's Training and Home Modification Services and Evaluation. The term includes the following:

**REHABILITATION ENGINEERING SERVICE**

Rehabilitation engineering is the systematic registration of engineering sciences to design, develop, test, evaluate, apply, and distribute technological solutions to problems confronted by individuals with disabilities in functional areas such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, education, and integration into the community.

**ASSISTIVE TECHNOLOGY DEVICES**

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. Hearing Aid Manufacturers are included in this category.

**ASSISTIVE TECHNOLOGY SERVICES**

Assistive technology service is any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device. Services may include:

- 1) evaluating the needs of an individual with a disability, including a functional evaluation of the individual in his/her customary environment
- 2) purchasing, leasing, or otherwise providing for the acquisition by an individual with a disability of an assistive technology device
- 3) selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices
- 4) coordinating and using other therapies, interventions, or services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs
- 5) training or providing technical assistance for an individual with a disability or, if appropriate, the family members, guardians, advocates, or authorized representatives of the individual; and
- 6) training or providing technical assistance for professionals (including individuals providing education and rehabilitation services), employers, or others who provide services to, employ, or are otherwise substantially involved in the major life functions of individuals with disabilities to the extent that training or technical assistance is necessary for an individual with a disability to achieve an employment outcome.

**REQUIREMENTS OF ASSISTIVE TECHNOLOGY SERVICES AND DEVICES EVALUATORS:**

Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. RESNA ATP certification or other appropriate Assistive Technology certification, resume, references, curriculum, success rates, placement rates, etc.). The evaluator must have no vested interest in the services or devices recommended by the completed evaluation report.

**REQUIREMENTS OF VEHICLE MODIFICATION AND DRIVER EVALUATIONS:**



All vehicle modification evaluations and driver evaluations must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. NMEDA membership, resume, references, etc.). All vehicle modification services, evaluations and driver evaluations, including driver training, must be secured from an evaluator of the eligible individual's informed choice who has no ownership or other financial interest in the sale of any vehicle or the sale or installation of any vehicle modification to the eligible individual being evaluated; has no family or other significant personal or business relationship with the eligible individual being evaluated or the eligible individual's family member.

**REQUIREMENTS OF HOME MODIFICATION EVALUATORS:**

Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. resume, references, etc.). Must have no ownership or other financial interest in the residence to be modified; have no family or other significant personal or business relationship with the eligible individual being evaluated or the eligible individual's family member; provide copies of certifications from Certified Aging-in-Place Specialist (CAPS) or a comparable Home Modification Evaluator training course.

**REQUIREMENTS OF HOME MODIFICATION CONTRACTORS:**

Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. resume, references, etc.). Must have no ownership or other financial interest in the residence to be modified; have no family or other significant personal or business relationship with the eligible individual being evaluated or the eligible individual's family member; and provide ADA Construction Certification or comparable ADA Contractor training course completion. Home modification contractors must have at least \$1,000,000 in general liability insurance per 460 IAC 14-20-4(4).

**\*\*RATE/FEE:** VR will obtain two (2) or more quotes for any rehabilitation technology device that costs \$600 or more and reimbursement will not exceed the lowest quote. Rates for evaluations and individualized training on assistive technology are reimbursed at rates negotiated through the vendor registration process, based on specific qualifications of vendor, prevailing market rate, and scope of evaluation or training for the VR participant.

**AUTHORITY:** 460 IAC 14-11-2(a) (4), 460 IAC 14-19-5, 460 IAC 14-20-4

**5. TRANSPORTATION SERVICES**

Transportation means the least cost travel expenses necessary to enable an applicant or eligible individual to participate in another vocational rehabilitation service. Examples of transportation services/expenses include, but are not limited to mileage reimbursement, bus passes, and training on the use of public transportation.

**REQUIREMENTS OF VENDOR:** Vendors providing training on the use of public transportation must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services, as applicable (i.e. license, resume, references, etc.).

**\*\*RATE/FEE:** Rates will not exceed the standard rate published by the transportation entity (e.g. public transit, taxi, Medicaid rides).

**AUTHORITY:** 460 IAC 14-3-1(76) and 34 CFR 361.5(c) (56)

## **6. PERSONAL ASSISTANCE SERVICES**

Personal assistance services are a range of services provided by one 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 must be designed to increase the individual's ability to perform everyday activities on or off the job. The services must be necessary to the achievement of an employment outcome and may be provided only while the individual is receiving other VR services. This services includes reader services, personal attendant services, and other related services based on individual VR participant need.

**REQUIREMENTS OF VENDOR:** Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. resume, references, etc.).

**\*\*RATE/FEE:** Reimbursement will not exceed the Indiana Medicaid rate. Current rates are available online using this link: [Indiana Medicaid Fee Schedule](#).

**AUTHORITY:** 460 IAC 14-11-2(1), 460 IAC 14-11-6

## **7. TECHNICAL ASSISTANCE SERVICES**

Technical assistance and other consultation services provided to conduct market analyses, to develop business plans, and to provide resources to individuals in the pursuit of self-employment, telecommuting and small business operation outcomes.

**REQUIREMENTS OF VENDOR:** Services must be procured only from a qualified service provider. Please submit documentation regarding proof of qualifications of agency to provide services (i.e. resume, references, curriculum, success rates, etc.).

**\*\*RATE/FEE:** Rates are negotiated based on specific qualifications of vendor, prevailing market rate, and scope of consultation services to the VR participant.

**AUTHORITY:** 460 IAC 14-11-2(1), 460 IAC 14-13-2

## **8. COMMUNICATION ACCESS SERVICES**

For individuals who are Deaf, Hard of Hearing, or are Deaf-Blind, communication access services include providing a qualified American Sign Language (ASL) sign language interpreter, oral interpreter, certified Deaf interpreter, signing exact English interpreter, cued-speech interpreter,

tactile interpreter, Video Remote Interpreting (VRI), remote, or live Communication Access Real-time Translation (CART) services.

**TYPE OF COMMUNICATION:**

Under 'Description of Services or Goods' in VR Vendor Registration tab, Vendor must indicate specific type of communication, based on the following selections:

- a. ASL Interpreter
- b. Certified Deaf Interpreter
- c. Tactile Interpreter
- d. Oral Interpreter
- e. Signing Exact English
- f. Video Remote Interpreting (VRI)
- g. C-PRINT
- h. Remote CART
- i. Live CART

**REQUIREMENTS OF VENDOR:** VR makes every effort to use local interpreters that meet the vocational needs of each VR participant. Please indicate on the 'Service Locations' section of the registration, the counties within a 50 mile radius from the vendor's residence. In order to receive certification as an interpreter, the vendor must register with Indiana Deaf and Hard of Hearing Services (DHHS) in the manner prescribed by DHHS and 460 IAC 2-3-3 Indiana Interpreter Certification (IIC) Requirements. All credential renewals must be forwarded to [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov) and [DHHSHelp@fssa.in.gov](mailto:DHHSHelp@fssa.in.gov) upon receipt.

**\*\*RATE/FEE:** Hourly rates, based on Interpreter and CART certification levels and prevailing market rate, are as follows:

- a. Non – IIC interpreters (only used with pre-approval from DHHS's Director) - \$18.00
- b. Provisional - \$30.00
- c. Grandfathered - \$35.00
- d. Nationally Certified with RID or any other nationally recognized certification organization for 10 years or less - \$45.00
- e. Nationally Certified with RID or any other nationally recognized certification organization for more than 10 years and less than 15 years - \$50.00
- f. Nationally Certified with RID or any other nationally recognized certification organization for more than 15 years - \$55.00
- g. Video Remote Interpreting - \$1.00/minute with minimum of 30 minutes paid per job.
- h. Non-Certified CART (only used with pre-approval from DHHS - \$30.00
- i. C-PRINT providers - \$40.00
- j. CART (Court Reporting School Certificate) or 180 wpm literary, 225 wpm Q and A or Speech to Text - \$55.00
- k. CART (NCRA CRR – Certified Real-time Reporter or CCP – Certified CART Provider)/ National Speech to Text - \$90.00

**AUTHORITY:** 460 IAC 2-3-3; 460 IAC 2-3-4; IC 12-12-7-5

## **9. EMPLOYMENT SERVICES**

Definitions, rates and more information regarding Employment Services can be viewed by using this link: [Employment Services](#). All CRPs must register and upload a copy of their current accreditation. Additionally, please upload Limited Background Checks for each staff member working with VR participants.

## **10. OTHER VR SERVICES**

VR applicants and eligible individuals may require services to achieve competitive, integrated employment that fall outside of the above categories. This may include occupational licenses, tools and equipment, initial stocks and supplies, foreign language translation, traumatic brain injury resource facilitation services, note taker or tutoring services or other services.

**\*\*RATE/FEE:** VR will obtain two (2) or more quotes for any item \$600 or more, and reimbursement will not exceed the lowest quote. Reimbursement for any medical care will not exceed the Indiana Medicaid rate. Current rates are available online using this link: [Indiana Medicaid Fee Schedule](#). Other rates are negotiated based on specific qualifications of vendor, prevailing market rate, and specific scope of services provided to the VR participant.

## **VENDOR TRANSPORTATION EXPENSES**

Transportation expenses that are incurred by the vendor while providing an authorized VR service are reimbursed at the state mileage rate which is available online using this link: [IDOA Travel Services](#). If a vendor incurs additional transportation costs, describe cost under the 'Description of Services or Goods' section when completing the vendor registration.

## **ADDITIONAL INFORMATION**

Vendors can obtain further information by visiting the VR Vendor website to review the most current information, access training, access the Claims Payment System (CPS), and sign up for the VR Vendor News and Updates List Serve. The VR Vendor website is available using this link: [VR Vendor Website](#).

**PLEASE NOTE:** Vendors are required to review agency information at least annually ensuring all information is correct and certifications/accreditations/licensures are still valid. Vendors will not be reimbursed for services that were provided during any lapse in licensing or certification. For any questions or concerns, please contact [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov)

## **DEFINITIONS AND ABBREVIATIONS**

**ADA** - Americans with Disabilities Act  
**ASL** - American Sign Language  
**AT** - Assistive Technology  
**ATP** - Assistive Technology Professional Certification  
**BRN** - Indiana Bidder Registration Number  
**BRS** - Bureau of Rehabilitation Services  
**BVIS** – Blind and Visually Impaired Services  
**CAPS** - Certified Aging-in-Place Specialist  
**CART** - Computer Aided Real-time Transcription OR Communication Assisted Real-time Transcription  
**CCP** - Certified CART Provider  
**CFR** - Code of Federal Regulations  
**C-PRINT** – Speech-to-Text Captioning Technology  
**CPS** - Claims Payment System  
**CRP** - Community Rehabilitation Program  
**CRR** - Certified Real-time Reporter  
**DDRS** - Division of Disability and Rehabilitative Services  
**DHHS** - Deaf and Hard of Hearing Services  
**FSSA** - Family & Social Service Administration  
**IAC** - Indiana Administrative Code  
**IC** - Indiana Code  
**ICC** - Indiana Interpreter Certification  
**IDOA** – Indiana Department of Administration  
**IL** - Independent Living  
**IPE** - Individualized Plan for Employment  
**ISP** - Interpreter Service Program  
**NCRA** – National Court Reporters Association  
**NMEDA** - National Mobility Equipment Dealers Association  
**PCG** - Public Consulting Group  
**PLA** - Professional Licensing Agency  
**RESNA** - Rehabilitation Engineering and Assistive Technology Society  
**RID** - Registry of Interpreters for the Deaf, a national interpreter organization  
**TBI** - Traumatic Brain Injury  
**VR** - Vocational Rehabilitation Services  
**VRC** - Vocational Rehabilitation Counselor  
**VRCC** - Vocational Rehabilitation Case Coordinator  
**VRI** - Video Remote Interpreting  
**VRS** - Video Relay Services (telephone relay service)