

ARIZONA DEPARTMENT OF ECONOMIC SECURITY – Rehabilitation Services Administration  
Rehabilitation Instructional Services  
**CLIENT SERVICE PLAN**

Client Service Plan Meeting Date (MM/DD/YYYY): 07/02/2025

Client Service Plan Start Time: 1:00 PM

Client Service Plan End Time: 2:00 PM

Vendor Company Name: ABC Vendor Company

Vendor Representative's Name: John Coach

VR Client Name: Sally Sample

VR Counselor Name: Joe Counselor

RSA Authorization #: 01000000A1

VR Client's accommodation needs necessary for successful completion of the service objectives: VR Client would like to work with a Vendor Rep that is fluent in ASL as VR Client is deaf.

Other areas relevant to the service provision and client's accomplishment of service objectives: VR Client is unable to drive and will need assistance with learning how to access public transportation.

VR Client's attendance requirements necessary for successful completion of the stated objectives:

Anticipated number of days per week: 5

Anticipated number of hours per day: 4

Anticipated number of service units: 60

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**1. SPECIFIC SERVICE OBJECTIVES PER TRAINING AREA**

Using clear and measurable terms for each objective, describe the activity and services that will be provided for the VR Client to learn the identified skills and techniques per objective.

**Orientation and Adjustment to Disability**

Training Necessary  Yes  No

Anticipated Date of Training Completion (MM/DD/YYYY): 10/31/2025

1. Objective: VR Client will successfully advocate for themselves regarding accommodation needs in an employment setting.

Describe activities and services that will be provided for meeting this objective: VR Client will role play with Vendor Rep to learn how to communicate with their employer regarding an accommodation. VR Client will receive guidance on how to register for monthly workshops for self-advocacy or how to register for Arizona Education & Empowerment initiative class at Ability 360. VR Client will be instructed on community resource programs available to them, which include ACDHH (Arizona Commission for the Deaf/Hard of Hearing), ASKJAN.org (accommodations), and ACDL (Arizona Center on Disability Law).

Describe skills and techniques to be learned for meeting this objective: VR Client will learn the ability to advocate for themselves.

2. Objective: VR Client will be able to navigate health insurance and organize doctors' appointments around work schedule.

Describe activities and services that will be provided for meeting this objective: VR Client will be taught how to access DB101 to manage benefits and how to apply for AHCCCS Freedom to Work. VR Client will learn how to use her health insurance card. Vendor Rep will discuss with VR Client and VR Client's family about making appointments herself and knowing how to communicate with her employer about her

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appointments. VR Client will be instructed on time management including being on time, planning for transportation, using an electronic calendar, using outlook and related time management skills.

Describe skills and techniques to be learned for meeting this objective: VR Client will have the ability to get the healthcare she needs and will learn organization, so her appointments are set up around her work schedule. The electronic calendar will be a useful tool for VR Client to stay organized.

3. Objective: VR Client will learn the appropriate steps to take in case of an emergency while VR Client is at work.

Describe activities and services that will be provided for meeting this objective: VR Client will contact Community Emergency Preparedness Information Network (CEPIN). VR Client will schedule an appointment to learn the appropriate steps and tools/strategies recommended by CEPIN and will document what accommodations the VR Client will need to request from her employer for an emergency plan.

Describe skills and techniques to be learned for meeting this objective: VR Client will gain the knowledge of what to do in case of an emergency at her work place.

4. Objective: VR Client will be able to identify resources in order to obtain assistive technology.

Describe activities and services that will be provided for meeting this objective: VR Client will be instructed in learning deaf community resources, a budgeting plan, and a saving plan for equipment/disability related needs. VR Client will be assisted in creating a resource tool to use in the future. VR Client will learn about AZTEDP and AZTAP.

Describe skills and techniques to be learned for meeting this objective: VR Client will become familiarized with resources for assistive technology.

5. Objective: \_\_\_\_\_

Describe activities and services that will be provided for meeting this objective: \_\_\_\_\_

Describe skills and techniques to be learned for meeting this objective: \_\_\_\_\_

**Orientation and Mobility Training:**

Training Necessary  Yes  No

Anticipated Date of Training Completion (MM/DD/YYYY): 10/31/2025

1. Objective: VR Client will be able to communicate to get a reduced fare for the bus.

Describe activities and services that will be provided for meeting this objective: VR Client will fill out the application to get the reduced fare, will meet with the clerk, and obtain picture ID. VR Client will understand what is viable financially for means of transportation. VR Client will go over resources that are accessible to VR Client for transportation.

Describe skills and techniques to be learned for meeting this objective: VR Client will learn about available resources and how to maintain access to transportation.

2. Objective: VR Client will be able to take the bus by herself.

Describe activities and services that will be provided for meeting this objective: VR Client will ride the bus with Vendor Rep in order to learn how to get on and off the bus. VR Client will learn what side the doors of the bus are on. VR Client will learn cardinal directions. VR Client will download the bus application on their smart phone and learn how to look for bus routes with the app. VR Client will also become familiar with the Valley Metro website. VR Client will map out how long it takes to and from work on the bus. Vendor Rep will ride the bus with the VR Client until VR Client feels comfortable being able to do this independently.

Describe skills and techniques to be learned for meeting this objective: VR Client will be able to travel to her work place and know how to get around her community.

3. Objective: VR Client will be able to go from one bus route to another.

Describe activities and services that will be provided for meeting this objective: Once VR Client feels comfortable riding the bus, VR Client will try to transfer from one bus route to another. VR Client will practice transferring bus routes with Vendor Rep until they can do this independently. VR Client will utilize the app on their smart phone to see when VR Client needs to transfer to another route.

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Describe skills and techniques to be learned for meeting this objective: VR Client will be able to transfer bus routes without getting lost. VR Client will learn when to get off at a stop and which bus to get on when transferring.

4. Objective: VR Client will be able to safely cross the street.

Describe activities and services that will be provided for meeting this objective: VR Client will learn how to press the button at the crosswalk in order to cross the street. VR Client will learn the signs of the pedestrian crosswalk to know when it is safe to cross the street. VR Client will learn to look both ways before crossing the street. VR Client will work with the Vendor Rep in crossing the street.

Describe skills and techniques to be learned for meeting this objective: VR Client will learn about safety when crossing the street and how to be more self-aware in their surroundings.

5. Objective: VR Client will know how to use TTY to communicate with employer and for emergency communication.

Describe activities and services that will be provided for meeting this objective: VR Client will role play with Vendor Rep to learn how to inform employer that they are sick and will not be coming to work. VR Client will also role play to learn how and when to call 9-1-1 in case of an emergency.

Describe skills and techniques to be learned for meeting this objective: VR Client will feel confident using TTY to communicate with her employer and her community.

**Manual Adaptive Communication Training:**

Training Necessary  Yes  No

Anticipated Date of Training Completion (MM/DD/YYYY): 10/31/2025

1. Objective: VR Client will be able to learn 50 basic signs that will assist her in an employment setting.

Describe activities and services that will be provided for meeting this objective: VR Client will be instructed by Vendor Rep and will practice using these signs.

Describe skills and techniques to be learned for meeting this objective: VR Client will be able to use these signs on a daily basis to communicate with her employer and co-workers. VR Client will be able to socialize more and build rapport in her work environment.

2. Objective: \_\_\_\_\_

Describe activities and services that will be provided for meeting this objective: \_\_\_\_\_

Describe skills and techniques to be learned for meeting this objective: \_\_\_\_\_

3. Objective: \_\_\_\_\_

Describe activities and services that will be provided for meeting this objective: \_\_\_\_\_

Describe skills and techniques to be learned for meeting this objective: \_\_\_\_\_

4. Objective: \_\_\_\_\_

Describe activities and services that will be provided for meeting this objective: \_\_\_\_\_

Describe skills and techniques to be learned for meeting this objective: \_\_\_\_\_

5. Objective: \_\_\_\_\_

Describe activities and services that will be provided for meeting this objective: \_\_\_\_\_

Describe skills and techniques to be learned for meeting this objective: \_\_\_\_\_

**2. OUTCOME OF THE SERVICE PLANNING MEETING**

Check one (1):

Vendor accepts referral and agrees to begin services within twelve (12) business days from the Client Service Plan meeting

Vendor or VR Client declines referral. Explain why: \_\_\_\_\_

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- VR Client and/or VR Counselor was a “no-show” for Client Service Plan meeting (one (1) time max. fifteen (15) minute billing for discussion of service provision and outreach to party not present)
- Revised Client Service Plan. Date Revised: \_\_\_\_\_

If unable to start service within twelve (12) business days, please explain why: \_\_\_\_\_

VR Client Signature: \_\_\_\_\_ *Sally Sample* \_\_\_\_\_ Date: \_\_\_\_\_  
07/02/2025

VR Client Guardian/Representative  
Signature (if applicable) \_\_\_\_\_ Date: \_\_\_\_\_

Vendor Representative Signature: \_\_\_\_\_ *John Coach* \_\_\_\_\_ Date: \_\_\_\_\_  
07/02/2025

VR Counselor Signature: \_\_\_\_\_ *Joe Counselor* \_\_\_\_\_ Date: \_\_\_\_\_  
07/02/2025