

Rehabilitation Technology Services

A. Rehabilitation Technology Services Mission Statement

The goals of Rehabilitation Technology Services are to optimize employment outcomes of individuals with vision impairments, including those with multiple impairments; provide technical support to DBVI and VRCBVI staff; customers; and current or prospective employers of persons with vision impairments and those with multiple impairments. Rehabilitation Technology Services seeks to increase public awareness of the availability of assistive technology and its proper implementation to enhance the employability of persons with vision or multiple impairments. Rehabilitation Technology Services creates individualized solutions by employing the most currently available and most appropriate assistive technology, professional techniques and practices. Rehabilitation Technology Services works cooperatively with other DBVI services and team members to empower those persons with vision and multiple impairments to achieve their greatest possible level of independence.

B. Rehabilitation Technology Services Staff

The Rehabilitation Technology Services staff has continued to grow and change in respect to the needs of the agency. The following positions comprise the Rehabilitation Technology Services staff.

1. Program Director, Rehabilitation Technology Services

The Rehabilitation Technology Services program director operates as the director of rehabilitation technology services and, as such, provides all of the services covered by the Rehabilitation Technology Services specialist (rehab tech specialist). The director also develops and coordinates a statewide field-based program of rehabilitation technology services and technical assistance to agency customers and staff and to current and prospective employers of individuals with vision impairments and multiple impairments. The director advises agency management and field staff regarding the proper selection and installation of assistive computer technology. The director consults with the rehab tech specialists and the information technology specialist on particularly difficult customer and employer situations to identify and implement the best solution. The director acts as the primary consultant for accessibility issues in the area of technology as it relates to customer and staff usage, as well as responding to inquiries from the general public.

2. Rehabilitation Technology Specialist

The rehab tech specialist provides complete and thorough evaluations of the assistive technology needs of individuals with vision impairments and persons with multiple impairments. The rehab tech specialist recommends, develops and installs appropriate solutions to meet customer needs. The rehab tech specialist provides on-site support when needed; telephone and email support where appropriate. The rehab tech specialist makes any modifications to the technology necessary to ensure operation at maximum potential and benefit to the customer.

3. Information Technology Specialist II
The information technology specialist maintains a telephone help line to assist agency customers, staff, employers of individuals with vision impairments and persons with multiple impairments, and the public with assistive technology issues. The information technology specialist provides verbal and/or written information regarding various products utilized to make information accessible for individuals with vision impairments and persons with multiple impairments. The information technology specialist monitors the DBVI Rehabilitation Technology Services Lab, assisting with demonstrations and training in the lab. When scheduling allows, the information technology specialist assists in the troubleshooting and repair of customers' computer systems as well as assistive technology equipment.

C. Rehabilitation Technology Services Overview

Rehabilitation Technology Services comprise the following areas of responsibility.

1. Technical Support
Members of the Rehabilitation Technology Services staff provide technical support to customers, DBVI field staff, VRCBVI staff, college and university professionals, and current and prospective employers of individuals with vision impairments and persons with multiple impairments. Responsibilities in this regard include conducting extensive customer evaluations, developing conceptual solutions, and translating these solutions into effective workstation design or restructuring. Support includes installation of the assistive technology; follow-up with the customer, vocational rehabilitation counselor and employer as needed; and repair or replacement of malfunctioning assistive technology equipment.
2. Consultation
The rehab tech specialists are available for on-site consultation with current and prospective employers of individuals with vision impairments and persons with multiple impairments as a technical resource where questions exist with regard to the modification of equipment on the work site. The rehab tech specialists conduct proper selection, installation and use of assistive technology.
3. Coordination of Services and Technology
The Director of Rehabilitation Technology Services directs all assistive technology and computer related activities, as well as research for DBVI staff, customers, and for VRCBVI (upon request). Through collaboration with the rehab tech specialists and the information technology specialist, the director assures that equipment and techniques employed are current and address the changing needs of the customer. The Rehabilitation Technology Services staff provides training to agency staff in the effective use of the assistive technology as needed. The Rehabilitation Technology Services staff researches new assistive devices and technology to remain current on the latest techniques and trends. The rehab tech specialists develop, build, test and implement custom assistive technology solutions where off-the-shelf technology does not exist or is less appropriate.

4. Technology Liaison

The Director of Rehabilitation Technology Services, with the support of rehabilitation technology staff, serves as technical resources to various committees and groups as assigned; ensuring that these groups are fully aware of the latest implementation techniques and technology. Members of the Rehabilitation Technology Services staff assist in the development of public information programs designed to acquaint the general public with the abilities of those workers with vision impairments and those with multiple impairments.

D. Prioritization of Referrals for Rehabilitation Technology Services.

The following are the prioritization criteria for use by Rehabilitation Technology Services staff.

1. Active DBVI Vocational Rehabilitation Cases

Priority for Rehabilitation Technology Services will be given to active DBVI vocational rehabilitation customers.

- a. All requests for assistive technology evaluations, whether in the regional offices or off site, must be made in writing using the Referral for Assistive Technology Evaluation Form found in AWARE and the DBVI Forms File Cabinet:
- b. Requests for any technical assistance or intervention **other** than an assistive technology evaluation must be made in writing using Request for Rehabilitation Technology Services form (includes the customer contact information, all appropriate site contact information, the nature of the request, and the requested date of completion) found in AWARE and the DBVI Forms File Cabinet.

2. DBVI Personnel Referrals

Referrals for services may be made for DBVI personnel via written request by the person's supervisor. The rehab tech specialist will contact the recipient of services within 10 workdays to schedule an evaluation if necessary. For research issues such as the feasibility of interfacing various technologies, a written request will receive a response within 10 workdays. If additional research is necessary beyond the 10 workday dead line, this will be indicated in the response. These activities will be recorded in the rehab tech specialist's monthly log.

3. DBVI Operational Team Consultation

Consultation with various committees, teams and groups established by DBVI will be made as the service schedule allows. The meetings for such information exchange are usually scheduled with sufficient time to allow for scheduling conflicts to be easily resolved. Priority will be given to DBVI customers needing evaluations in order to gain or keep employment.

4. DBVI Customers who are not VR Customers

RIO, ES and DB customers not participating in the VR program may be served by the rehab tech specialist as the technology specialist's time and workload permit. The top priority will be to serve the VR customers. Referral and service procedures in such instances will generally be the same as for VR customers. The RIO, ES, and DB

program directors must be copied so that they are aware of the request. In all cases, a written request must be submitted to the technology specialist through the Request for Rehabilitation Technology Services* or the Referral for Assistive Technology Evaluation Form* (if an evaluation is warranted) found in AWARE and the DBVI Forms File Cabinet.

5. Outside Consultations

Consultations with employers who seek information regarding assistive technology for individuals who are not DBVI customers or who do not fulfill the criteria listed elsewhere in this section may be obtained by written request to the rehabilitation technology specialists who will schedule such consultations as their service schedules allow. Priority will be given to DBVI customers who need evaluations in order to gain or keep employment.

6. Special Events

Arrangements can be made for special events and activities for public relations or other reasons based on the same scheduling criteria detailed in the item listed above which deals with consultation with committees.

E. The Referral Process for Active DBVI VR Cases

The following is the process for referring customers to rehabilitation technology staff for both evaluations and all other requests for services. All requests for rehab tech services will be within the AWARE system. When the VR counselor requests rehab tech services for a customer, they will need to refer them to their rehab tech specialist's caseload so that the customer will be in the system.

1. Referrals requesting an evaluation, either in a regional office, onsite at a residence, a place of employment, or an educational setting, require the Referral for Assistive Technology Evaluation Form* found in AWARE and the DBVI Forms File Cabinet and viewed as a letter. The customer is placed in the rehab tech specialist's caseload.
2. All other requests for Rehabilitation Technology Services outside of evaluations, such as installations, repairs, software updates, and other maintenance and troubleshooting tasks require a Request for Rehabilitation Technology Services Form* found in AWARE and the DBVI Forms File Cabinet. The customer is placed in the rehab tech specialist's caseload.
3. The rehab tech specialist will contact the customer or respond to the case manager within 30 days of referral for assistive technology evaluation or the request for Rehabilitation Technology Services, and will submit written findings and recommendations as a service note or case note (as the situation commands) in the AWARE system within 10 work days of completion of the evaluation/service.
4. The rehab tech specialist will inform the VR counselor of the date of the evaluation and the expected date they will receive the equipment quotes in order to ensure that the VR counselor orders the equipment before the quotes expire (expiration dates will be on the

- quotes). If the VR counselor feels they cannot order the equipment until a later date, for whatever reason, the rehab tech specialist may take one of the following actions:
- a. Postpone the evaluation until a time closer to when the VR counselor can order the equipment.
 - b. Conduct the evaluation and make the equipment recommendations in generic terms. Recommendations for a laptop can be made without specifying brand or model, as well printers, keyboards, software programs, and assistive technologies. Costs can be estimated. In this way, the VR counselor would know what to expect in expenditures without the rehab tech specialist spending time getting specifications and quotes that may expire before an order is placed.
5. Upon arrival of ordered equipment, the rehab tech specialist will contact the customer and arrange a date for delivery and set up. The rehab tech specialist will ensure the system or items are working properly and the customer has been given a basic overview of the setup. The rehab tech specialist will contact the case manager and inform them of the equipment delivery.
 6. After the rehab tech specialist accepts the authorization and the first service item is completed, the case will remain open in rehab tech until the VR counselor requests its closure. In this way, the VR counselor can add additional service items to the case without having to re-refer the customer every time a service is requested. If, after closure, another service is warranted, then the VR counselor will have to re-refer the case to rehab tech services, or the case will be handled as a closed case and given closed case status (lower priority).
 7. Rehabilitation Technology Services provided by the DBVI rehab tech specialist must be included by the counselor on the IPE (status 12 and above). Once the counselor has determined rehabilitation technology services are needed at IOE development or later, it is permissible to make one entry on the IPE to cover the service to be provided by the DBVI rehab tech specialist for the duration of the case (use service code S6006). In order to show the service to be provided until case closure, service dates would be from date of referral to the rehab tech specialist to vocational goal date. Other rehabilitation technology services, such as equipment, etc. not provided by the DBVI rehab tech specialist, would be entered on the IPE at the time they are planned.
 8. When requested by the VR counselor, an assessment may be provided by the DBVI rehab tech specialist in status 10 if needed to help determine the vocational goal. If rehab technology services are still needed after the IPE is developed, they will be included as a component of the IPE.
 9. When counting the number of customers served, the rehab tech director will look into every rehab tech specialist's case load for a particular year and count as served any customer with an admitted or completed status. For example, if an open case carries over to the next year, that will be considered a customer served for that new year, even if

the customer was counted as a person served in the previous year. If the person is open in rehab tech for three years, then they will be counted each year as a person served. These are known as on hand count cases. This should capture all the service items requested for a customer while their case is open in rehab tech without having to examine each case to correlate dates and services.

F. The Referral Process for Open Non VR Cases and for Closed Cases

The following points apply to the Rehab Technology Specialists and IT Support Specialist.

1. The rehab tech specialists' primary, overriding responsibility is to service open VR cases. Secondary to that may be attention to open RT cases on a very limited case by case basis, and only as time permits. Generally, the rehab tech specialists in the regional offices should not spend more than approximately 5% of their time over a one year time span, in any way, on non VR cases because of the demands of their VR cases, which must be addressed. Any time spent on services provided by the rehab tech specialist for open non VR cases must be documented on the specialist's timesheet under the appropriate funding source. (See # 9)
2. Should the rehab tech specialist determine that the time necessary for a non VR case in question will exceed the amount of time available to give, then the specialist will provide to the case manager consumer information on resources that may be contacted.
3. The contact and referral procedure between the RT case manager and the rehab tech specialist will follow the same guidelines as those for VR Referrals.
4. The rehabilitation technology services staff has no responsibility concerning closed cases whatsoever. Nevertheless, because of the unique nature of their specialized hardware and software, it is acknowledged that former DBVI VR and RT low vision and blind customers need at least a starting point for advice on how to handle their assistive technology when problems develop. Additionally, there may be a closed case situation that is employment critical, where a job is on the line. Therefore, the IT support specialist at the Tech Support Desk may handle calls from closed cases. Our tech support may be able to resolve the problem over the phone or at least give the person resources as to where they may go for assistance.
5. On a case by case basis, the rehab technology specialists and the IT support specialist have departmental permission to work on the computer system of a closed case only IF
 - a. It is an assistive technology issue
 - b. It is employment critical (not applicable for the RT cases)
 - c. The staff person has the time
 - d. It is not a long term, time consuming repair (i.e. rebuilding a system, extensive onsite visits)
 - e. The system is delivered to HQ or the regional office and picked up from there
6. Identified user issues need to be stated when first encountered (i.e. installation of questionable software, multiple viruses, abuse to system, etc.) and the user informed of

the situation. Repairs are not warranted for this type of problem at any time. The system will need to be taken to a repair facility, as any other computer user would do.

7. It is suggested that the IT support specialist and the rehab technology specialists provide the person with the DBVI tech support number so they may give it to the person/company performing the repairs, in the event they need guidance or advice on the assistive technology.
8. It is understood that many of the needs of even our closed case customers require the expertise of Rehabilitation Technology Services when it comes to their assistive technology. That is why the options of the Tech Support desk and, in certain cases, delivery and pickup of the system by the user to a DBVI office at a time convenient for the rehab technology specialist or IT support specialist, are offered. This should not be the norm, though. It is on a case by case basis.
9. In the event that it is determined rehab tech should provide services to a non VR or closed case, then the rehab tech specialists must document on their timesheets under the proper funding source the time spent on that case. Closed VR cases should be documented under VR (as the services may continue to support the client in employment), and both open non VR and closed non VR cases should be documented under either Older Blind or State Funding.

G. Guidelines for Equipment Recommendations and Customer Informed Choice

1. If a client requests a certain brand or model of computer or other device, the rehab tech specialist must investigate the request to determine if there is a specific reason for the request.
 - a. Does this device better meet the needs of the client?
 - b. Does this device have a feature no other one has that the client must utilize?
 - c. Is this device necessary to complete a particular task?
 - d. Is the device (computer) recommended and supported by the college or university which the client will attend?
2. If the answer is yes to any of the above questions, then there is justification for purchase.
3. If you find that none of the above answers are yes, and that the client simply wants a certain brand of computer because of its name, or it has extended features not really necessary for the client, then the rehab tech specialist does not have to purchase what the client demands. If the rehab tech specialist prefers a specific brand or model of a computer or device based on its reliability, compatibility, tech support history, warranty, and cost effectiveness, then the rehab tech specialist may stand behind that recommendation.
4. It is not necessary, nor desirable, for the rehab tech specialist to recommend multiple brands and models of computers based on unsubstantiated customer demand. The systems may be untested for compatibility with the assistive technology or have other hardware and/or software issues. If the customer prefers another model, then they are

free to purchase what they prefer. They have been informed of what rehab technology services offer, and they can decide whether or not to accept. That is informed choice.

DBVI Technology Tutor Network

A. Purpose of Technology Tutor Network

Tutorial training may be provided to assist the customer in achieving a vocational goal. This training may be necessary when the customer needs individual instruction in order to develop a specific skill. Tutorial training is usually limited to the development of computer or assistive technology skills needed to achieve educational or vocational goals.

B. Procedures

The Provision of Services Agreement* must be completed for every tutorial vendor. It must be signed by the vendor (contractor) and the Program Director – Rehabilitation Technology Services. This contract sets forth the provisions under which services are provided. Attachment A* and the Service Provider Form* must be completed in conjunction with the Provision of Services Agreement.

C. Technology Training Guidelines

It is the policy of the Department for the Blind and Vision Impaired (DBVI) to establish minimum requirements for technology service providers with whom the DBVI contracts to provide technology training to consumers.

1. If DBVI will be paying for the service, only those tutors who have been approved through the DBVI Technology Tutor Network (TTN) and who have been placed on the DARS approved vendor list will be used to teach consumers the use of assistive technology and application software.
2. On-site Technology Training:
DBVI may contract with tutors approved by TTN for community-based technology training on the following types of assistive technology and mainstream technology:
 - a. Large print access systems
 - b. Speech access systems
 - c. Braille access systems
 - d. Braille communication devices
 - e. Scanners
 - f. Mobile technology
 - g. Deaf Blind technology
 - h. Mainstream operating systems and applications as they interface with assistive technology
3. Application and Approval:
Individuals seeking to provide on-site technology training may apply by submitting an

application* to the DBVI Rehabilitation Technology Services Program Director. The application must contain:

- a. a description of the adaptive devices or software products on which the applicant is seeking approval
 - b. a description of the operating and application programs the applicant can teach
 - c. and provide three letters of recommendation describing the applicant's ability to teach and/or expertise in the subject areas
4. Proficiency Interview
A proficiency interview with a representative of the TTN will be given to determine the applicant's technical expertise. References will be required regarding the applicant's teaching experience and skills. See "D. Tutor Qualifications." If the TTN representative approves an applicant, the Director of Rehabilitation Technology Services will forward the individual's name and pertinent information to DARS to initiate the necessary paperwork to get the applicant placed on the DARS approved vendor list. The director will send to the field the approved list of vendors.
5. Retaining Approved Status:
Approved status is limited to the specific devices or systems on which the tutor has qualified. DBVI retains the right to terminate the services of a tutor if the student or the case manager indicates the need for DBVI action (and the need is verified), or if the tutor is unable to meet the expectations outlined in these guidelines. DARS will be notified when DBVI terminates a vendor to trigger the removal of the individual from the approved vendor list.
6. Confidentiality:
The prospective tutor must provide assurances that student information will be used only for the purposes of fulfilling the responsibilities of on-site training and that student information will not be released to any other individual, agency, or organization.
7. Training Reports:
All TTN Training Reports* must be in the format required by DBVI and are due to the case manager no later than 15 days after training is completed. Payment will not be made until the final report is submitted to the hiring case manager. An initial report and a final report are required. The number of progress reports is left to the discretion of the case manager.
8. Monitoring:
The case manager monitors the work being done by the tutor. If a pattern of unsatisfactory work develops, such as student complaints, failed goals, unreliability, etc. the case manager notifies the program director. The program director then contacts the students or case managers who lodged complaints and document their responses. Further action involves contact with the tutor and then taking appropriate action (i.e. develop a plan to meet the concerns, probationary time period, termination from the tutor

network). Consistent unsatisfactory performance will result in termination of the tutor's approved status.

D. Tutor Qualifications

1. Tutors must have the following qualifications:
 - a. the ability to train individuals in the use of computers or other communication devices, access programs, and application software
 - b. experience interfacing assistive technologies with computers and application software
 - c. the ability to work effectively with people who are vision impaired
 - d. the ability to communicate effectively orally, in writing, and via sign language, where applicable
 - e. a positive proficiency interview with a representative of the TTN, including questions on those assistive technology devices, operating systems, and application programs listed in the tutor's application
 - f. the ability to configure the assistive technology, interfaced with application software, to a level consistent with the performance requirements of the student
 - g.

E. Group Classes, Seminars, and Workshops

1. A qualified tutor may conduct group sessions. The guidelines for the selection of the tutor, payment, class size, and curricula are as follows:
 - a. A tutor can conduct a seminar, class, or workshop in their area of expertise in which they have been certified or upon approval of the Rehab Technology Services program director.
 - b. The selection of the tutor will require approval by the Rehab Technology Services program director along with (as requested) collaborative input from case managers or regional managers familiar with the tutor.
 - c. There will be a flat rate for each client to attend a session which can be directly charged to the client's case, thereby eliminating the need to find funding elsewhere. The rate includes class preparation time, instruction, and travel reimbursement.
 - d. The rate will be determined by the subject matter, the complexity level of the class, the size of the class, and the length of the class. Because of these variables, there will be no standard rate for compensation.
 - e. The above variables will be determined by the Rehab Technology Services program director and the tutor.
 - f. The tutor will submit a curricula or set of lesson plans detailing what will be taught and outlining class objectives at the time of planning.

F. Technical Support Provided by Tutors

The issue of tutors providing technical support as the need arises when tutoring, and getting paid a different rate for it, has come up again. Recently, a tutor has provided intense technical support beyond tutoring, and he feels he should be paid a tech support rate. I tend to agree with him on paying extra for tech support because of the following reasons:

1. Tutoring cannot continue until the issue is resolved.

2. For a tutor to leave the session and wait for a Rehab Tech specialist to come back and fix the issue may take weeks.
3. If the client has to wait for a Rehab Tech specialist, nothing is helping him move forward in the interim. Everything is on hold.
4. The tutor has the skill level to resolve the problem.

Now the question arises as to what constitutes a bona fide technical issue as opposed to an easy fix a tutor should be able to do in the course of tutoring. The following criteria have been created:

1. The issue cannot be resolved in user adjustments or settings centers. These are set up for the user to be able to adjust and tweak themselves and should be taught to the client and not considered tech support.
2. It is not a simple update installation or any process meant to be executed on a basic user level.
3. Resolution of the issue involves uninstalling and reinstalling software, extensive research on the Internet, or working with direct telephone support from the application or equipment vendors.

The next question is how does the tutor handle taking on a tech support issue? What steps need to be taken? The following illustrates the process.

1. Every tutoring assignment should begin with a one hour (possibly two hour) session where the tutor evaluates the skill level and equipment status of the client. It is at this time that many technical problems can be identified and reported to the case manager. Included in the report is the statement that in order to resolve the issues, the tutor can do it for the tech support rate, or the tutor waits until the Rehab Tech specialist can do it. The decision rests with the case manager.
2. In the situation where all appears to be going well, but a technical issue unexpectedly arises, I would suggest the tutor go ahead and fix it if he can. To stop and wait for permission is counterproductive. Or he just may be unable to get in touch with the case manager. In that case, the tutor is to do the job, charge the fee, and immediately afterwards inform the case manager via email or phone message what was done and why. If a phone message is left, a written follow-up of the circumstances resulting in the technical support provided must be submitted to the case manager or included in the billing form.
3. DBVI staff can control overuse of the technical support fee by any one vendor in the following manner. If the case manager begins to question how often a tutor charges for tech support, then they can look at what the tutor reported as the problem and confer with rehab tech staff to determine if the situation sounds legitimate.
4. Whether or not any tutor can handle a tech support issue will have to be based on either trial and error, or past performance history of the tutor.
5. The Excel billing forms will be changed to include a range for technical support. The revised forms will be in the Forms Cabinet.
6. DBVI has a code in the system for Individual and Systems Advocacy which is S9000 and could be used here. It is already set up to be reported to DBVI program federal reports. There is no set fee to the code, so if a fee is required, it will need to be explained when the authorization is developed.

7. We have set an additional payment of \$25 per hour above whatever rate the tutor was hired for to cover the additional technical support. This additional payment per hour is only for the time spent on tech support within a session. If a tutor has a three hour session, and one hour is spent on tech support, then \$25 is added only to that one hour. The other two hours are charged the normal tutor rate

If a tutor doesn't get fair compensation for technical support, he or she will eventually just leave a session and wait till the Rehab Tech specialist or someone else fixes it and then return. That will just negatively impact the client. The number of clients successfully placed in employment status is projected to rise. The number of rehab tech support staff remains the same. If we put more people to work, we will need more support resources to get them ready and keep them there. Qualified tutors in the tutor network are potential resources that can be utilized.

Also note: There are a limited number of tutors who would qualify to provide technical support. This situation would probably be an exception to the rule, and would most likely involve the same tutors.

H. Training Plans, Tutoring Arrangements, Reporting, Payment

1. The case manager will:
 - a. Obtain the name of the tutor on the DBVI Technology Tutor Network list (maintained by the Director of Rehabilitation Technology Services) and initiate contact with the tutor
 - b. Inform the tutor of the nature of requested training, the proposed training site, and number of hours allowable for training
 - c. Determine the tutor's availability for the assignment
 - d. Provide student contact information
 - e. Write the authorization for the purchase of service
2. The tutor will:
 - a. Contact the student to discuss training needs and set up a training schedule
 - b. Inform the case manager of the student's training schedule and of any issues that came up during the student/tutor contact
 - c. Adequately prepare for initial training to ensure that training time is used effectively and productively
 - d. Provide one-to-one training at the agreed upon training site
 - e. Submit an initial training report documenting what the tutor found on the first visit and the setup and schedule for subsequent training. Interim progress reports may be required at the discretion of the case manager. The final training report and payment invoice must be submitted to DBVI within 15 days of training completion.
3. The prospective student and the case manager will:
 - a. Prepare a training plan (skills lists for various devices and software products are available)
 - b. Determine together the number of hours needed for the training (training time estimates are available)

4. Increases to Allowable Hours:

It is the responsibility of the tutor to negotiate extensions to allowable training hours with the case manager in advance. Hours not authorized in advance by the case manager are not billable.

5. Charges and Payments:

- a. Statewide, excluding northern Virginia, the hourly rate for regular technology tutoring, such as in a residence or at school is \$45 per hour.
- b. In northern Virginia, the hourly rate for regular technology tutoring, such as in a residence or at school is \$55 per hour. The following cities and counties are covered under the Northern Virginia differential: Arlington, Alexandria, Fairfax County, Fairfax City, Falls Church, Manassas, Manassas Park, Prince William, and Loudoun County.
- c. Statewide, excluding northern Virginia, the hourly rate for business technology tutoring, which involves tutoring in a business facility or at a place of employment is \$60 per hour. This is a \$15 per hour increase over regular tutoring because of the additional responsibility and complexity of the assignment.
- d. In northern Virginia, the hourly rate for business technology tutoring, which involves tutoring in a business facility or at a place of employment is \$70 per hour. This is a \$15 per hour increase over regular tutoring because of the additional responsibility and complexity of the assignment.
- e. A \$25 per hour additional payment will be made for every hour a tutor spends performing tech support. If two hours of a four hour session is spent providing technical support, \$25 will be added to each of the two hours. (See section under Technical Support)
- f. The tutor will be paid one half the hourly rate of the service provided for report writing. This will take reflect statewide locations versus northern Virginia, and regular tutoring versus business tutoring. Although there is a one hour limit allowed for each report, the number of reports per tutoring assignment is left to the discretion of the case manager. There should be an initial report and a final report MINIMUM.

Here is the breakdown for report writing:

Regular tutoring statewide, not NOVA:	\$22.50 per report
Regular tutoring NOVA:	\$27.50 per report
Business tutoring statewide, not NOVA:	\$30.00 per report
Business tutoring NOVA:	\$35.00 per report

- g. For the entire state, there will be an additional \$25 per hour of travel (does not include tutoring time), above and beyond mileage, for travel 100 miles or over round trip. If an assignment is 60 miles away, for a round trip total of 120 miles, at a travel time of 2.5 hours, there would be the additional reimbursement of \$62.50 (2.5 hours X \$25 = \$62.50).
- h. For the entire state, the gas mileage rate is set for the tutor network at .50 per mile (regardless of current state rate).
- i. Lodging and meal reimbursement, according to STR, if training requires overnight stay

- j. Payments are made, following receipt of the bill and training report from the tutor, in accordance with the allowable fees and after approval by the case manager. Invoice forms are available from the case managers.
- k. Payment may be made to the tutors through check, credit card, or electronic deposits.