

OK FUNDING FOR AT

A GUIDE TO SOLVING THE FUNDING PUZZLE AND RECEIVING
ASSISTIVE TECHNOLOGY IN OKLAHOMA

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Developed by
OKLAHOMA ABLE TECH
Oklahoma's Assistive Technology Act Program
Oklahoma State University, Department of Wellness



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- Sharing information about their programs and services;
- Reviewing the information in this document for accuracy;
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OK FUNDING FOR AT

FOREWORD

OK FUNDING for AT: A Guide to Solving the Funding Puzzle and Getting Assistive Technology in Oklahoma is a collection of process and program information for use by individuals with disabilities, their families, advocates and service providers. We hope this “funding guide” will assist you in your search for funding, make the process easier and aid you in getting the assistive technology you need.

The information contained in this guide is the most current. However, it is subject to change at any time. Thus, new information will be contained in future editions of *OK FUNDING for AT*.

This guide describes possible public and private sources of funding and strategies to obtain funding for assistive technology from these sources. It is well organized and designed to be simple to use. It is our hope that *OK FUNDING for AT* will be used to help individuals understand public programs and to assist in identifying potential funding sources. Please share your experiences with us and with others.

We have verified all the sources contained in this guide. However, if you know of other funding sources that are not included in the guide, contact us so we can include this information in our updates. If you have questions during the process of obtaining funding, or know of any information in this guide that needs to be changed or added, call us at the number(s) listed.

Please share your successes and experiences with us and submit copies of your requests for funding so that we can assist others in acquiring assistive technology.

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ABLE Tech INFO-line, Toll Free (888) 885-5588
website: <http://okabletech.okstate.edu>

The Oklahoma ABLE Tech program is designed to make assistive technology devices and services more available and accessible to ALL Oklahomans with disabilities. *OK FUNDING for AT* was produced as part of this effort.

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SECTION I

Introduction to Assistive Technology and Oklahoma ABLE tech

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WHAT IS ASSISTIVE TECHNOLOGY?

Assistive technology is devices and services designed to make your life easier, or to help you perform specific tasks. If you are one of the 600,000 Oklahomans with disabilities, assistive technology devices becomes the door to opportunity and can assist you in realizing your potential. Technology can be a great enabler and an equalizer of opportunity.

Assistive technology is any item or piece of equipment used to improve the capabilities of people with disabilities such as a scooter or wheelchair, aids to help those with low vision or blindness, devices to assist individuals with hearing impairments, specialized computer hardware and software, aids for daily living, and communication devices. Assistive technology allows people with disabilities to function independently in recreation, education, employment, and daily living activities.

Assistive technology in the classroom brings children with and without disabilities together to share social and educational experiences. In the office or work setting, assistive technology enables people with disabilities to utilize knowledge and skills to be productive. At home, assistive technology makes life easier and more enjoyable. From simple to complex, assistive devices provide more opportunities and greater personal independence for people with disabilities.

See Appendix A for the legal definition of assistive technology within the Assistive Technology Act.

TYPES OF ASSISTIVE TECHNOLOGY (AT)

For the purposes of this guide, the types of AT devices are divided into the following categories. Picture icons have been developed and included to represent each category of AT devices. These categories and icons have been used in this guide to quickly identify what types of AT devices are provided or covered by each funding source for eligible applicants. You may want to refer to this list when using the information on funding sources included in this guide.



Aids for Daily Living: devices for use in activities of daily living; such as, eating, bathing, dressing, toileting, grooming, cooking, cleaning, and home maintenance. Some medical devices such as glucose monitors, respirators and many other types of machines and related disposable supplies are also daily living aids.



Aids for Hearing Impaired: devices for persons who are deaf or hard of hearing; such as, hearing aids, TDDs, and visual alerting systems.





Aids for Vision Impaired: devices for persons who are blind or visually impaired; such as, magnifiers, braille, speech output devices, and large print computer screens.





Speech Communication: devices that provide a means for expressive and receptive communication for persons with limited speech; such as, electronic devices with speech output and/or non-electronic devices. Augmentative Alternative Communication (AAC) devices are considered speech communications devices.


WHAT IS OKLAHOMA ABLE TECH?


 **Mobility, Seating & Positioning:** devices to improve personal mobility for persons with physical disabilities; such as, manual and electric wheelchairs, walkers, crutches, motorized scooters, and other utility vehicles. This includes seating systems to improve body stability and sitting posture, provide trunk and/or head support, and reduce pressure on the skin surface (i.e., cushions, contour seats, lumbar and head supports).

 **Computers & Related:** Hardware and software products to access, interact with, and use computers at home, work or school. Includes modified or alternate keyboards, switches activated by pressure, touch screens, special software, or voice to text software.

 **Learning Cognition & Developmental:** devices to provide access to educational materials and instruction in school or other environments; may include specialized software.

 **Environmental Adaptations:** environmental and structural adaptations that remove or reduce barriers and promote access to and within the home, employment and community facilities. This includes home modifications, environmental controls and switches that enables the person with limited mobility to control various devices such as appliances, electronic aids, and security systems.

 **Vehicle Modifications:** adapted driving aids, such as, hand controls, lifts, and modified vans or other motor vehicles used for personal transportation.

 **Recreation & Leisure Devices:** devices and modifications that enable persons with disabilities to participate in a) recreational activities; such as, adapted equipment for water skiing, wheelchair basketball, etc., or b) leisure activities using devices such as braille or large print playing cards or board games, adapted tools for gardening, books on tape, etc.

Oklahoma ABLE Tech is a sponsored program of the Department of Wellness, Oklahoma State University, which is the lead agency for the "Tech Act" grant as designated by Governor Frank Keating in 1995. The purpose of ABLE Tech is to make assistive technology devices and services more available and accessible to individuals with disabilities and their families. In addition, ABLE Tech collaborates with state agencies and organization to enhance the understanding and access to AT. ABLE Tech is funded under the Assistive Technology Act of 1998, as amended in 2004 by the U.S. Department of Education, Rehabilitation Service Administration. ABLE Tech is a valuable resource for persons with disabilities, their families, advocates, and service providers. Although Oklahoma ABLE Tech does not purchase or sell AT devices they do provide the following services.

- Device short-term loan program allows individuals to borrow AT in order to "try before you buy". Short-term loans are also beneficial for the purposes of assessment, meeting interim needs when devices need to be repaired and for personnel development activities. ABLE Tech partners with various organizations across the state to make specialized equipment available.
- Device demonstration programs have provided an opportunity to compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals. The device explorations is designed to support informed decision-making regarding the appropriate purchase of assistive technology.
- An assistive technology "Oklahoma Equipment Exchange" (OEE) Program is a free service to help Oklahomans with disabilities needing assistive technology to find affordable, used adaptive equipment to meet their needs. To buy, donate, or sell used AT call the Oklahoma ABLE Tech INFO-line at 1-888-885-5588 or visit the website at <http://oec.okstate.edu>.

- The Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) in partnership with the Oklahoma Health Care Authority (OHCA) is designed to reuse valuable durable medical equipment (DME) that is no longer needed, and reassign it to an Oklahoma resident in need. Priority will be given to SoonerCare members, but any Oklahoma resident is eligible with a completed application. The program retrieves specific types of donated equipment and reassigns to the best matched eligible individual. Pickup and delivery services are limited to central Oklahoma residents. However, any Oklahoma resident can make arrangements to drop-off or pickup equipment at the OKDMERP office in Oklahoma City.
- A low interest bank loan through a partnership with BancFirst and the Oklahoma Assistive Technology Foundation offers an Alternative Financing Program (AFP). The AFP provides Oklahomans with disabilities or those that have a dependent with a disability the opportunity to borrow money for the purchase of needed AT.
- A low interest bank loan through a partnership with BancFirst and the Oklahoma Assistive Technology Foundation also offers an Access to Telework Fund (ATF) bank loan program. The purpose of the ATF is to provide an opportunity for Oklahomans with disabilities that want to telework to borrow money to purchase computers and other equipment.
- Accessible electronic and information technology training, technical assistance, and consultation for state agencies and higher education institutions. ABLE Tech's training is aimed at providing a clear understanding of Oklahoma's electronic and information technology accessibility law and to help agencies provide accessible services and comply with standards. ABLE Tech provides web and digital accessibility review, training and consulting to help agencies and higher education institutions provide, understand and design sustainable digital accessibility processes. Services may also include consultation in the design, development, and procurement of accessible web sites, software, and digital documents (Microsoft Word, Adobe PDF).
- Assistance to Oklahoma's elementary and secondary schools through a variety of resources, training, and one-on-one support to serve students with print disabilities who need accessible instructional materials (AIM). AIM is a specialized format of curricular content that provides accessible text to students who cannot access printed text. Formats include: braille, audio, large print, and digital text. AIM is for students with sensory, physical, cognitive and learning differences that have difficulty accessing printed materials. Students with print disabilities can include; low vision or are blind, a reading disability such as dyslexia, or a physical limitation such as cerebral palsy. The Individuals with Disabilities Education Act (IDEA, 2004) requires that states and school districts provide accessible versions of instructional materials to students with disabilities in a timely manner, typically at the same time as their peers. Receiving accessible instructional materials in a timely manner is an essential component of a free appropriate public education (FAPE).
- Information and referral services on AT through the Oklahoma ABLE Tech INFO-line at 1-888-885-5588. This service is available to people of all ages with disabilities, their family members, and professionals. INFO-line's resources include a statewide computer database, national resources, a collection of AT catalogs, product literature, vendor and evaluation information.
- Assistance to farmers and ranchers through the Oklahoma AgrAbility program. An AgrAbility specialist provides information and referral to Oklahoma farmers and ranchers with disabilities to assist them in maintaining their agricultural lifestyle.

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Funding Strategy

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DEVELOPING A FUNDING STRATEGY

The first thing to remember when seeking funding for assistive technology (AT) is that funding is usually available. Though the journey may take a while and may try your patience; do not give up! Persistence is the key, coupled with information.

Determining age, disability and other basic eligibility criteria will shorten the process and allow an individual to move through the subsequent funding steps. Knowing what device or equipment is needed and for what purpose(s) is an important factor, because ALL funding sources have a particular focus or purpose, such as vocational/ employment, education, medical, etc. Thus, knowing the purpose(s) or use of the assistive technology can assist narrowing down the list of possible funding sources.

Ask questions: seek out information, suggestions and guidance from peers, service providers and professionals in the field of assistive technology. Learn ALL you can! Gathering the right information and documenting your need(s) is fundamental in the approach to obtain funding and will become a core part of the request to the funding source(s).

STEPS AND STRATEGIES TO ACQUIRE FUNDING FOR ASSISTIVE TECHNOLOGY

In developing a funding strategy, it is important to follow some basic steps to increase the chances of success. The development and use of funding worksheets can be beneficial and help in working with accuracy and efficiency. We also recommend keeping a list of names, phone numbers, and notes.

Step 1: Define and document the need.

Why is Assistive Technology Needed?

This involves identifying the areas AT may be of assistance. You may already have some idea about how AT could provide you with fuller access, inclusion in society and improve your quality of life. However, funding success depends upon clearly describing the need and exactly how AT may assist in the home, school, work and/or in daily community activities.

To be successful in obtaining funding for AT devices and services, it is necessary to justify and document the need(s). At this point, it may be wise to involve a professional and/or an advocate to assist in documenting these need(s). This person should have a great deal of experience or information to help thoroughly and precisely document those needs. Describe the specific benefits of the AT and what the device will enable you to accomplish at home, school, work and/or in daily life in the community. If seeking funding from health insurance providers, Medicaid, etc., determine the health-related and preventative benefits of the AT device (i.e., prevention of accidents/falls, further injury; prevention of physical or health deterioration; additional loss of function; employment; etc).

This professional might be a teacher or early interventionist, a speech therapist, a physical therapist, an occupational therapist, a vocational counselor, an independent living coordinator, an assistive technology professional, or a rehabilitation engineer. The necessary documentation may include input from a combination of these professionals, depending on specific need(s). Involve one or more of these professionals throughout the request, but begin with the documentation of need. This is also the time to involve an advocate and other support persons. Detailed guidelines on documentation of need are included in the next section.

Step 2: Identify the equipment and/or services needed.

What assistive device, equipment, or service is needed?

Once the need has been defined and documented, the AT devices and services required to fill this need must be identified and described. THIS IS THE CRITICAL STEP IN THE FUNDING PROCESS AND MUST BE DONE IN DETAIL. This includes a specific written justification from the appropriate professionals. This justification can take several forms: a) an evaluation or assessment report, b) a medical prescription, or c) other written justification that may be needed including letters of support.

This information is used to develop a written "documentation of need" or justification and must be written in such a way that it convinces or proves to the funding source of the AT needed for specified purposes or outcomes. The extent, detail and scope of this written justification will also depend on which funding sources are pursued. Later you may

find it necessary to come back to this step in the process for further documentation and/or clarification. No matter which funding sources are being approached for obtaining AT, it is vital to demonstrate and document the need. The following is a list of supportive materials that are often essential in documenting these needs:

- Physician's prescription for the AT devices and/or services, and often a letter of medical necessity.
- For Medicare, Medicaid and other medical/health-related sources, there must be a determination of "medical necessity" to receive authorization for assistive technology. It is strongly recommended, and usually required, that the physician also write a letter substantiating this medical necessity.
- Letters of medical necessity from the other licensed health care professionals involved in the case (physical therapist, occupational therapist, speech therapist, AT profession, etc).
- Detailed explanation of the individual's functional skills and capabilities without the AT device or equipment and how these will be improved with the requested AT device or equipment.
- Photograph of the individual, if it helps to demonstrate the need.
- A video may be required to demonstrate the person's capacity to use the device.
- Literature concerning the specific AT device with specifications as they pertain to this individual.
- Specifications of the AT device or equipment including cost, features, and a catalog picture or photograph.

At this point in the funding process, obtain prices for the AT devices and/or equipment identifying vendors or where it can be purchased. This can be very important because the funding source will always be concerned with the cost of the device, and because the identified dealer of the equipment may be able to help you along in the process. Some funding sources, such as Medicare and Medicaid, ONLY purchase equipment from designated Durable Medical Equipment (DME) dealers that have completed the approval process and appear on the "approved vendor" list. If you plan to approach Medicare or Medicaid, you may have to locate such a dealer.

Step 3: Determine if an alternative device will meet the need.

Is there an alternative device or equipment that will function equally as well?

Based on past funding approvals and denials for assistive technology, there may be a need to determine if any alternative devices that would also meet your need(s). Investigate these alternatives BEFORE applying to any funding source. Be as prepared as possible in order to make the process easier.

When reviewing requests, all funding sources will determine if the charge for the AT devices and/or services is reasonable and at a customary or typical rate. Also, the funding source may have to be convinced that the assistive technology is cost effective. To determine if a request is reasonable, consider the following questions:

Guiding Questions

- What AT device and/or service will achieve the targeted level of functioning?
- What professionals are available who can help justify the medical necessity for the AT device (if pursuing medical related source)?
- Is there a case manager or program coordinator assigned to the case? How can one be secured?
- Where can the AT be obtained?
- How much does it cost? Can it be rented?
- Can the equipment manufacturer or local vendor provide any special assistance?
- What additional services are needed, such as training, follow-up and maintenance of the device.

Is there a way to borrow, make or fabricate this device or equipment?

- Can it be borrowed from ABLE Tech's short-term equipment loan program?
- Do the benefits of the device or equipment outweigh the expense?
- Is there a less expensive device or service that meets the individuals need(s) just as effectively?
- Does the device or equipment serve the same purpose as the equipment that is already available to the individual?

If possible visit an AT demonstration center, in order to compare the features of similar devices. If there are no alternative devices that can be found that will meet the particular need, be sure to have that fact well documented. Remember, do not let the cost of the assistive technology prevent selecting the most appropriate AT device or adaptation. This process of matching the technology to needs is crucial to the successful use of AT once it is acquired.

Step 4: Determine potential funding sources.

What potential funding sources are available?

Now that you have determined the AT need, begin the process of requesting funding assistance. You may choose to personally pay for the AT, if that is possible. On a case by case basis, there may be sources legally mandated to assist with the purchase of the AT.

Before approaching any one source; it would be helpful to make a list of all possible sources and then prioritize them. This will provide ready options to go to if you have difficulty with the primary choice. The key, again, is to be well-prepared: with choices, with documentation, with determination.

Individuals may want to seek assistance in identifying and approaching funding sources. Possibilities would include the Durable Medical Equipment (DME) vendor, a case manager, a social worker, a health care professional, or one of the professionals that helped the individual to identify the AT devices and/or services to meet the individuals AT need(s). It is important to involve as many support people as possible.

At this point in the process you should ask yourself the following questions:

- Can you or your family pay for the device?
- Do you have private health insurance? If so, does the policy cover the type of AT devices and/or services that are needed?
- Are there public funding sources available and appropriate for the individual's need and circumstances?
- Are there limits to how much the program pays?
- Does your particular disability qualify and is there financial criteria that must be met?
- Who will "own" the AT device or equipment, the individual or the public agency/program?
- Are there private funding sources available?
- What is the specific eligibility criteria for each one?
- What is the application process? How long is the wait and are funds readily available?
- Do you qualify for any low-interest loan program available through ABLE Tech?
- Are there manufacturer or company rebates or discounts available for the specific AT device or equipment?
- Does the equipment supplier or vendor have special approaches to financing?
- Is a home equity loan a possibility?

A personal or home equity loan could be done as a last resort if you just do not wish to get involved with a lot of bureaucracy and red tape. Conventional bank loans, however, may be difficult to obtain for assistive technology. Also, Oklahoma ABLE Tech and BancFirst have the Alternative Financing Program (AFP), a customized lending program for financing assistive technology.

Traditional sources that have provided funding for assistive technology in the past are currently a time when "precedence setting" may occur. A strategy that might be effective in another state may not be as effective in Oklahoma. If the assistive technology is a newly developed device, the funding source may take a conservative "hands-off" attitude. Knowing these things, it is important to plan the strategy and show patience and respect when dealing with prospective funding sources.

Helpful Hints for Approaching Funding Sources

- Be polite, pleasant, and businesslike.
- Communicate in writing whenever possible and keep a copy. Encourage and develop a positive working relationship by directing letters or calls to the same person each time.
- Maintain a routine connection with the funding source and DO NOT permit time gaps of three or more months between communications.
- Maintain a record of ALL written and verbal communications. This is a time that you should NOT follow any "don't call us, we'll call you" practices. "The squeaky wheel gets the grease!"
- Offer cooperation and willingness to provide proof of medical necessity and show how the technology will benefit the funding source.
- When questioned, try to educate and inform in an assertive, knowledgeable manner, emphasizing long-term monetary benefits to the funding source.
- Remain patient and diplomatic while being persistent and assertive.
- Never threaten the agency or company with legal action, unless you are being discriminated against. This is an often-heard threat and will not intimidate any agency or insurance company. In fact, it often reduces chances of getting needed AT and/or delays the process significantly.
- When someone goes out of his/her way to help, express sincere thanks and appreciation.
- Keep records of the names of people spoken to, what was said, where you were referred to next.

Step 5: Gather all essential information to be submitted including necessary prescriptions and other justifications.

What information is necessary for each funding source to which I will apply?

Paperwork is an essential and necessary part of the funding process. Be prepared to provide extensive support for the request. Ask specifically what information is required by the funding source. If it is unclear or it is uncertain - ASK QUESTIONS and request clarification (written if necessary).

Each funding source requires information to be submitted. The required information will differ from one funding source to another. However, the following list contains information typically required by most funding sources:

- Information about age, disability/medical diagnosis, prognosis, evaluation reports, etc.
- Information on financial status such as private insurance coverage, employment status, level and source of income, etc. (only needed when specific financial criteria are part of determining eligibility).

A service provider, will typically assist with gathering and completing all the required paperwork. After the request for assistive technology has met all the criteria and all necessary paperwork has been submitted, you will receive a decision of approval or denial from the funding source.

Step 6: Seek appeals as appropriate.

Why was my application denied? How do I file an appeal?

If the request for funding is denied, you may appeal the decision. The appeals process is an opportunity to approach the funding source and ask for a review

of the initial decision. Often, the denial for funding for AT is due to a lack of understanding or knowledge of assistive devices by the eligibility determination specialist.

ALL PUBLIC OR GOVERNMENTAL AGENCIES HAVE AN INTERNAL APPEALS PROCESS. YOU HAVE A RIGHT TO REQUEST AN APPEAL AND TO HAVE YOUR REQUEST OR CLAIM REVIEWED.

Specifics on the appeals process for public agencies are included, by agency, in the fact sheets in Section III: Public Sources of Funding.

If possible, determine why the initial request was denied. Is further supporting information needed? Was there a lack of funds? Good rapport with the funding source personnel will prove helpful at this point. If you have dealt professionally and respectfully with agency personnel prior to this point, it is likely that these same professionals will be willing to discuss why the request was

denied and will make suggestions to assist with the appeal.

Try to find evidence of whether the agency has previously funded such a device in the past. If so, a precedent has been set, and it will be more difficult for the agency to deny your appeal.

Guiding Questions

- What is the most likely source of funding?
- Are there financial criteria? (Remember that this information will be verified by the agency. It is critical that all resources are reported.)
- Have you dealt with this source before? Were you successful? What problems did you encounter? Who was the contact person?
- Is there more than one potential source of funding available?
- Is it possible for two different funding sources to coordinate payment that will equal or approach the total cost?
- Are there individuals with disabilities who have been successful in receiving funding for the device you seek?
- Will the device or service enable you to enter or continue employment, live more independently, enter or continue schooling or improve your overall health? Depending on the funding source, you may have to prove one or more of these benefits.
- Are the written policy coverages of sources available? Review these for wording and specific jargon that will assist in writing the justification.
- If you became disabled through a work-related accident, is the cost of the device or service the responsibility of worker's compensation insurance?
- Is there a local civic or charitable organization, foundation or association in your area that can help raise the necessary funds?



Assistive products and devices are becoming available at a much faster rate than are the funds to pay for them. Much of this new and innovative technology can be very expensive. The need for it will continue to be questioned by funding sources and denials will occur. Be aware of the variety of assistive technology options which exist.

Again, make sure to know what specific information is required by the source. Always check paperwork closely to be sure it is complete and correct.

What happens when funding is approved and authorization occurs?

Written approval will be given for the amount of money that has been authorized toward the purchase of the specified assistive technology. If the approval is for the entire or full amount requested/needed, the AT supplier or vendor will process the order and deliver the equipment. If the approval is for less than the full amount, locate other options to fund the remaining amount. This is why it is important to determine ALL potential funding sources as soon as possible, so that you can expedite the process.

Final Suggestion...

Never give up when it comes to funding! Key components in successfully obtaining funding are:

- Perseverance and determination
- Exercising self-advocacy
- Educate the funding source personnel by demonstrating the benefits of the AT device
- Investigating and actively seeking alternate funding sources if necessary

APPEALS AND ADVOCACY

In Oklahoma, there are several resources to assist with the appeals process and/or to pursue other routes, such as legal action. These include the Client Assistance Program (CAP), Office of Disability Concerns, Office of Client Advocacy, Oklahoma Parents Center, Alternative Dispute Early Settlement Mediation Program, Legal Aid Services of Oklahoma, Special Education Resolution Center, and Oklahoma Disability Law Center.

Client Assistance Program (CAP)

The Client Assistance Program (CAP), a program within the Office of Disability Concerns, is the advocacy unit that assists eligible persons with complaints, appeals and understanding the 1998 Rehabilitation Act Amendments.

The CAP assists by providing:

- Information about the Rehabilitation Act of 1973 and amendments
- Information about benefits available to clients and applicants through the Vocational Rehabilitation program
- Mediation between counselors, facilities and clients to resolve problems
- Assistance to clients and applicants in pursuing all available remedies to ensure the protection of their rights
- Education about CAP and Vocational Rehabilitation program for the public

William Ginn, Director
Office of Disability Concerns
2401 NW 23rd, Suite 90
Oklahoma City, OK 73107-2423
(405) 521-3756 (Oklahoma City, V)
(800) 522-8224 (statewide, V/TDD)
FAX: (405) 522-6695
www.odc.ok.gov/cap.html

Office of Disability Concerns

The Office of Disability Concerns (ODC) is an independent state agency whose purpose is to help state government develop policies and services that meet the needs of Oklahomans with disabilities. ODC serves as a resource, to people with disabilities, who want to present their views and recommendations to the Governor, the State Legislature and State agencies. The Office of Disability Concerns provides information and referral, technical assistance to individuals with disabilities, businesses and governmental entities on various topics concerning people with disabilities.

2401 NW 23rd, Suite 90
Oklahoma City, OK 73107-2423
(405) 521-3756 (Oklahoma City, V)
(800) 522-8224 (statewide, V/TDD)
FAX: (405) 522-6695
www.odc.ok.gov

Special Education Resolution Center (SERC)

The Special Education Resolution Center (SERC) manages the special education due process hearing system and mediation services for the State of Oklahoma. The duties of SERC have been expanded to include innovative programs to assist parents and school districts to settle disputes at the earliest stage possible. At no cost to either party, SERC provides highly trained hearing officers and mediators to assist with disputes which may develop at any time during the relationship of the parties over special education issues. Additionally, SERC also provides highly trained facilitators during required resolution sessions of due process. SERC provides stakeholder training that supports mutual collaboration. SERC offers support to all children with disabilities, ages 0-21.

Jo Anne Pool-Blades, Program Manager
9726 E 42nd Street, Suite 203
Tulsa, OK 74146
(918) 270-1849
(888) 267-0028
FAX: (918) 270-2062
<http://serc.okstate.edu>

Oklahoma Parents Center, Inc.

The Oklahoma Parents Center is the statewide parent training and information (PTI) center serving parents of children with disabilities. The goal is to educate and support parents, families and professionals in building partnerships that meet the needs of children and youth with the full range of disabilities ages' birth to 26. It is a regionalized model with staff living in the area that they serve. Oklahoma Parents Center provides the following services statewide:

- Training on a variety of topics related to children with disabilities
- Community IEP Partner Training and Matching
- Count Me In Disability Awareness Programs
- Information and referral
- Special Education Help-Line
- Statewide Conference
- Quarterly newsletter

Sharon House, Executive Director
223 N. Broadway, P. O. Box 512
Holdenville, Oklahoma 74848
(877) 553-4332 (V/TDD)
FAX: (405) 379-2106
info@oklahomaparentscenter.org
www.OklahomaParentsCenter.org

Legal Aid Services of Oklahoma, Inc.

Legal Aid Services of Oklahoma, Inc., is a nonprofit Oklahoma corporation providing free legal services to Oklahoma's poor as well as its senior citizens. Attorneys and paralegals at Legal Aid can help with civil (non-criminal) cases involving basic needs. Priority is given to the most urgent cases.

See Appendix C for a list of the Regional Law Centers.

Legal Aid Services of Oklahoma, Inc.
2915 Classen Blvd., Suite 500
Oklahoma City, OK 73106
(888) 534-5243
www.legalaidok.org

Office of Client Advocacy

The Office of Client Advocacy, Oklahoma Department of Human Services (DHS), provides advocacy assistance, conducts investigation and maintains grievance programs to promote client safety and independence and the delivery of OKDHS programs and services in a fair, honest and professional manner.

Kathryn Brewer, Advocate General
Oklahoma Department of Human Services
P. O. Box 25352
Oklahoma City, OK 73125
(405) 525-4850
(800) 522-8014 (statewide)
FAX: (405) 525-4855
www.okdhs.org/divisionsoffices/oca

Alternative Dispute Early Settlement Mediation Programs

The Alternative Dispute Resolution System in Oklahoma is currently made up of eleven community-based mediation centers (Early Settlement) and twelve programs developed by state agencies. (Appendix A) This system which was authorized (1983) and funded (1985) by the state legislature through the Oklahoma Dispute Resolution Act, which is administered and supervised by the Administrative Director of the Courts (ADC) through his designee, the ADR System Director, with the ongoing input of the Dispute Resolution Advisory Board. The purpose of the system, as stated in the Act is "to provide to all citizens of this state convenient access to dispute resolution proceedings which are fair, effective, inexpensive, and expeditious."

Sue D. Tate, ADR System Director
2100 N. Lincoln Blvd., Suite 3
Oklahoma City, OK 73105
(405) 556-9873
sue.tate@oscn.net
www.oscn.net.static/adr/

See Appendix B for a list of the Early Settlement Mediation Regional Offices.

Oklahoma Disability Law Center (ODLC)

The mission of the Oklahoma Disability Law Center, Inc. is to protect, promote and expand the rights of people with disabilities. The ODLC mission reflects a belief that people with disabilities are entitled to be treated with dignity and respect; to be free from abuse, neglect, exploitation and discrimination. The ODLC mission also reflects the belief that people with disabilities are entitled to equal rights and to equally effective access to the same opportunities as are afforded to other members of society.

Tulsa Office
2828 E 51st St., Suite 302
Tulsa, OK 74105
(918) 743-6220 (V/TDD)
(800) 266-5883 (V/TDD)
<http://oklahomadisabilitylaw.org/>

Oklahoma City Office
2915 Classen Blvd
300 Cameron Bldg
Oklahoma City, OK 73106
(405) 525-7555 (V/TDD)
(800) 880-7755 (V/TDD)

POTENTIAL FUNDING SOURCES AT A GLANCE FOR PEOPLE WITH DISABILITIES IN OKLAHOMA

Additional Sources Across Age Groups include Private Sources, Service Clubs, Fraternal Organizations, Low Interest Loan Programs, Charitable Organizations, Grants, and Foundations

PRE-SCHOOL AGE

SoonerStart
 Head Start
 Special Education
 Private Insurance
 Medicaid
 Medicaid - Home & Community Based Waiver
 Social Security Income (SSI)
 SSI - Disabled Children's Program
 Family Support Assistance
 JD McCarty Ctr for Children with Dev Disabilities
 Oklahoma Equipment Exchange
 OK Durable Medical Equipment Reuse Program
 Easter Seals of Oklahoma
 Muscular Dystrophy Association
 Donna Nigh Foundation

WORKING AGE

Medicare
 Private Insurance
 Medicaid
 Medicaid - Advantage Waiver
 Medicaid - Home & Community Based Waiver
 My Life, My Choice Waiver
 Social Security Disability Insurance (SSDI)
 Social Security Income (SSI)
 Vocational Rehabilitation
 Supported Employment
 Veterans Benefits
 Oklahoma Equipment Exchange
 OK Durable Medical Equipment Reuse Program
 Independent Living Services
 Donna Nigh Foundation

SCHOOL AGE

Special Education
 Head Start
 Private Insurance
 Medicaid
 Social Security Income (SSI)
 SSI - Disabled Children's Program
 Medicaid - Home & Community Based Waiver
 JD McCarty Ctr for Children with Dev Disabilities
 Family Support Assistance
 Vocational Rehabilitation
 Supported Employment
 Oklahoma Equipment Program
 OK Durable Medical Equipment Reuse Program
 Easter Seals of Oklahoma
 Muscular Dystrophy Association
 Donna Nigh Foundation

SENIORS

Medicare
 Private Insurance
 Medicaid
 Medicaid - ADvantage Waiver
 Sooner Seniors Waiver
 Social Security Disability Insurance (SSDI)
 Social Security Income (SSI)
 Single Family Housing Loan & Grant Program
 Veterans Benefits
 Oklahoma Equipment Program
 OK Durable Medical Equipment Reuse Program
 Senior Citizens Hearing Aid Project

GLOSSARY OF ASSISTIVE TECHNOLOGY TERMS

Accessible Instructional Materials (AIM) - specialized formats for curricular content that can be used by and with students who have a print disability. Formats can include braille, large print, audio or digital text.

activities of daily living (ADL) - activities that reflect a person's ability to perform tasks that are essential for self-care, such as bathing, grooming, feeding oneself, dressing, toileting, and mobility including walking, transferring, or independently using a wheelchair to move from one place to another.

advocacy - speaking or acting on behalf of someone to protect his or her rights and needs.

alternative and augmentative communication (AAC) - any system that aids individuals who are not independent verbal communicators. The system can include speech, gestures, sign language, symbols, synthesized speech, dedicated communication aids or microcomputers.

Americans with Disabilities Act (ADA) - the Americans with Disabilities Act Amendment Act (ADAAA) of 2008 assures full civil rights of people with disabilities. Guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services and telecommunications.

appeal - a process which takes place after a request or application is denied. Additional information is supplied to the funding agency so they may reconsider the request.

apps - application software, also known as an app, is computer software designed to help the user to perform specific tasks. Many apps can assist an individual with disabilities to be more independent in a variety of task such as speaking, reading, learning, and memory.

assistive technology (AT) - a term to describe any type of assistive device or service.

assistive technology device - 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 functional capabilities of individuals with disabilities.

assistive technology service(s) - any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device. These include evaluation and assessment, acquisition and/or purchase, coordination with existing services, training and technical assistance for an individual with a disability and/or the family, and training or technical assistance for service providers and employers who are substantially involved with the individual.

Assistive Technology Professional (ATP) - a trained assistive technology professional analyzes the needs of individuals with disabilities, assists in the selection of the appropriate device or equipment, and trains the individual on how to properly use the specific device or equipment. An ATP is certified by RESNA through a credentialed process.

durable medical equipment (DME) - a piece of equipment that can withstand repeated use, is primarily and customarily used to service a medical or therapeutic purpose, is generally not useful to a person in the absence of illness or injury, and is appropriate for use in the home.

environmental adaptations - modifications or changes made to an individual's environment (e.g., home, work, school, community) to assist in living independently. These modifications include ramps, widening of doorways, modifying bathrooms, special furniture, other additions of equipment, etc.

environmental control unit (ECU) - a system that enables individuals to control various devices in their environment with single or multiple switches. The control unit may be mounted on a wheelchair for ease of access. Devices that can be operated with ECUs include lights, door openers, televisions and telephones.

Free and Appropriate Public Education (FAPE) - IDEA requires state and local education agencies that accept Federal funds to provide a FAPE, in the least restrictive environment, for ALL children with disabilities who are ages 3-21.

inclusion and integration - use of the same community resources available to others. Contact and interactions with citizens without disabilities including physically, socially, academically or vocationally and societally.

Individual Education Program (IEP) - a plan used to document appropriate and individualized education. The IEP puts in writing the child's current level of functioning, annual goals, short-term objectives and support and/or related services needed to achieve these goals and objectives (including the need for AT devices and services).

Individualized Plan for Employment (IPE) - a written plan developed by a consumer and a vocational rehabilitation counselor to outline all the services needed to find employment and an appropriate career of the consumer's choice.

interdisciplinary team - individuals involved in assessment and recommendations for persons with disabilities. The team consists of persons from a wide variety of disciplines including, but not limited to, medical experts, educators, speech language pathologists, occupational therapists, physical therapists, rehabilitation engineers, care providers, psychologists, rehabilitation counselors, and social workers.

medically necessary - The condition must be medical in nature and services necessary to alleviate a medical condition, not for convenience. Treatment of client condition, disease, or injury should be based on predictable health outcomes. Items need to be prescribed by a health care professional.

Occupational Therapist - help persons with both physical and emotional problems. The term "occupation" used in the context of this profession refers to any activity with which persons occupy their time. Occupational Therapists focus on helping people master the everyday activities of life and work.

orthotics - the selection, fabrication and fitting of devices used to protect, support, or improve the function of parts of the body. Any device of this type is called an orthosis or an orthotic device (plural - orthoses).

Physical Therapist - health care professionals who evaluate and treat people with health problems resulting from injury or disease.

prior approval - an agreement in writing that ensures payment of a device. Eligibility for prior approval must be determined by the funding source (agency) BEFORE the purchase of the device.

prosthetics - the selection, fabrication and fitting of devices (artificial limbs) used to replace the function of parts of the body that move (i.e., arms, hands, legs, feet). Any device of this type is called a prosthesis or a prosthetic device (plural - prostheses).

screen reader software - also referred to as text-to-speech utilizes computer software or apps to convert text to a digital format that reads the information out loud. Specialized software can also highlight words, sentences or paragraphs as the text is being read.

Speech Language Pathologist (SLP) - professionals that provide treatment of speech defects and disorders, especially through use of exercises and audio-visual aids that develop new speech habits. The SLP may also provide AAC assessments and training.

Telecommunication Device for the Deaf (TDD) - allows a person to transmit typed messages over the phone lines to another person with a TDD. Most TDDs include a keyboard for typing messages to send, and a display and/or printer to receive messages.

universal design - a concept or philosophy for designing and delivering products and services that are usable by people with the widest possible range of functional capabilities, which include products and services that are directly accessible (without requiring assistive technologies) and products and services that are interoperable with assistive technologies.

voice recognition system - also referred to as speech-to-text, an access system designed to replace the standard keyboard as the method of input. The system is "trained" to recognize utterances that are spoken into a microphone. The utterances are translated into computer commands or sequences of alphanumeric characters and used to operate the computer and software.

SECTION III:

Public Sources of Funding

The following pages contain fact sheets on public or governmental sources of funding. To determine the most likely agencies to pay for the AT you need, look closely at the eligibility requirements and financial criteria of each source and what types of AT devices and services the agency will fund. Due to eligibility requirements, funding for AT from public sources is far from guaranteed. You will have to build a strong case for the AT you need. Most agencies will have an internal appeals process if you disagree with the initial decision made in your case request.

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AGING SERVICES - AREA AGENCIES ON AGING

Aging Services Division Department of Human Services

PURPOSE

Aging Services plans, administers, coordinates and evaluates a statewide network of services for older Oklahomans. Aging Services helps develop systems that support the independence and dignity of older persons and promotes citizen involvement in service planning and delivery. Older Americans Act Title III programs and services are administered through the state's eleven area agencies on aging (AAA) with federal, state, and local funding.

CONTACT

Lance Robertson
Aging Services Division
2401 NW 23rd, Ste 40
Oklahoma City, OK 73107
(405) 521-2281
FAX: (405) 521-2086
<http://www.okdhs.org/programsand services/aging/default.htm>

Area Agency on Aging (AAA)
Senior Info-Line
(800) 211-2116

See Appendix B for Local Area Agencies on Aging (AAAs).

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Individuals age 60 and older; and
- under special conditions, persons under 60 may be eligible for certain services (i.e., the spouse of an individual 60 or older, or a person with a disability residing with an eligible person or caregiver, or a grandparent or older relative caregiver, 55 or older, living with and providing care for a child 18 or younger).

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Locating Alternate Funding
- Training for Consumer & Family

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Contact your local Area Agency on Aging (AAA) and request information and services.

PIECES OF THE PUZZLE

- Services funded are determined on an area-by-area basis.
- Attention is given to those older adults with the greatest economic (low income) or social need (rural/isolated area).
- Services that MAY BE funded and available in each AAA planning and service area includes: congregate and home delivered meals, evidence-based disease prevention and health promotion activities, nutrition education, nutritional counseling, information and assistance, in-home assistance, outreach (referrals to services), legal services, transportation, caregiver assistance, grandparents and older relatives raising grandchildren, respite, and long-term care Ombudsman.

AMERICAN INDIAN VOCATIONAL REHABILITATION

PURPOSE

The American Indian Vocational Rehabilitation (AIVR) Program is designed to assist eligible Native Americans with disabilities in becoming employed. In Oklahoma, the program provides culturally appropriate services to individuals through a cooperative agreement between the state of Oklahoma and federal and tribal service providers. Each Oklahoma tribal vocational rehabilitation program has a working partnership with DRS. VR clients have the option to work with both programs during the rehabilitation progress. Services provided by AIVR may include vocational, medical and psychological evaluations, vocational counseling and guidance, physical and mental restoration, training, rehabilitation equipment and devices and job placement.

CONTACT

Andrea Hall
Tribal Liaison
3535 NW 58th St., Ste 500
Oklahoma City, OK 73112
(405) 951-3400
(800) 845-8476

See Appendix B for
American Indian Vocational
Rehabilitation Programs.

FINANCIAL CRITERIA

- None

ELIGIBILITY

An individual is eligible for AIVR services if the individual:

- has a Certificate of Degree of Indian Blood (CDIB) card;
- resides within area served by participating nation or tribe;
- has a physical or mental impairment, which are barriers to employment;
- can benefit from vocational rehabilitation services to obtain an employment outcome; and
- requires VR services to obtain, keep or return to work.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Case Management
- Locating Alternate Funding
- Training for Consumer & Family
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related



Vehicle Modifications

APPLICATION PROCESS

- Contact the AIVR office that serves the area in which you reside to apply for services. Referrals are considered applicants as soon as the counselor has a document signed by the individual requesting AIVR services. This may be a formal application or a letter signed by the applicant, applicant's parent, guardian, or other representative, which provides the minimum basic information and requests AIVR services.
- In application status, the counselor will secure sufficient information to make a determination of eligibility or ineligibility for AIVR services, determine a priority group assignment, or make a decision to put the client into extended evaluation. The information needed by the counselor may include the results of a physical examination, an assistive technology evaluation, or an extended evaluation of vocational potential for gainful employment.
- If a person is determined to be eligible for services based on evaluation information, the counselor and the individual will develop an Individualized Plan for Employment (IPE) that is designed to result in eventual competitive employment for the individual.

AMERICAN INDIAN VOCATIONAL REHABILITATION, cont. . .

APPEALS PROCESS

- Each AIVR Project has a formal appeals process that clients are advised about upon application for services. The appeals process may vary by Project.

ASSISTANCE PROVIDED FOR APPEALS

- The Client Assistance Program (CAP) assists disabled persons who are seeking or receiving services from any program funded by the Rehabilitation Act of 1973 as amended. CAP can: a) advise clients of their rights and responsibilities under the Rehabilitation Act; b) assist clients in communicating their concerns to AIVR Projects; and c) represent the individual in the fair hearing process when appropriate and/or needed.
- Additional information concerning vocational rehabilitation and the appeals process can be obtained from the CAP at (405) 521-3756 or (800) 522-8224 statewide.

PIECES OF THE PUZZLE

- The IPE is an individualized program of services based around a core of comprehensive evaluation, vocational counseling, and job placement that are needed to assist the person in attaining his or her employment goal. Any assistive technology that the person needs for employment must be included in this plan. However, AT devices and services may be essential to help the person demonstrate vocational capabilities.
- Persons may be required to participate in the cost of some services, including AT, depending on their income level.
- Once a decision has been made to supply an eligible client with assistive technology, it may be possible to provide a wide range of devices if they are vocationally relevant. However, AIVR cannot buy devices that other sources can buy or that the Americans with Disabilities Act (ADA) require other sources to provide.
- The primary purpose of assistive technology devices and services provided by the AIVR program is to enable a person to obtain and maintain gainful employment.

FAMILY SUPPORT ASSISTANCE PROGRAM

Developmental Disabilities Services Division

Department of Human Services

PURPOSE

The Family Support Assistance Program provides a payment for children with developmental disabilities who reside in their family home and who meet other required eligibility criteria. These payments help families pay for needed services such as respite care, technical assistance, attendant services or personal items including assistive technology devices and services. Payments range from \$250 a month to \$400 a month, depending on the number of children with developmental disabilities living in the home.

CONTACT

Ann Riggs
Developmental Disabilities
Services Division
Oklahoma DHS
P. O. Box 25352
Oklahoma City, OK 73125
(405) 521-4977
FAX: (405) 522-3037
www.okdhs.org/ddsd

See Appendix B for
Department of Human
Services DDSD offices.

FINANCIAL CRITERIA

- The family with whom the eligible family member is residing has an annual gross adjusted income, which does not exceed \$45,000.

ELIGIBILITY

The family member for whom the application is made must:

- be under 18 years of age;
- have mental retardation or other developmental disability;
- live in the family home or has plans to return to the family home; and
- not receive Home and Community-Based Waiver Services.

The family with whom the eligible family member is residing must:

- reside in the State of Oklahoma;
- have an annual gross adjusted income that does not exceed \$45,000; and
- be headed by a biological parent, adoptive parent, or legal guardian of the eligible family member. If the eligible family member lives with an adoptive parent or parents who already receive the Department of Human Services' Adoption subsidy, the family cannot receive family support assistance under this program.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered. The cash payments can be used for any purpose including AT services.

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered. The cash payments can be used for any purpose including AT devices.

APPLICATION PROCESS

- Applications are available through the DDSD Area Offices.
- Application forms are also available from DHS county offices.

APPEALS PROCESS

1. The appeal process for the Family Support Assistance Program is through the fair hearing process. If a service is denied a DDS-4 will be sent explaining why the service was denied and the appeal rights. A person would follow the instructions listed on the DDS-4 in order to file an appeal.
2. For grievances that have not been informally resolved, individuals may file a formal grievance using form GR15001P with the assistance of the Local Grievance Coordinator (LGC). The grievant keeps the yellow copy and the white copy stays with the LGC.
3. A first level response to the grievance indicating specific actions to resolve the complaint is due five (5) working days from the date the LGC assigns the grievance to a respondent. The proposed resolution, as documented on form 15GR002E, will be presented to the grievant. The grievant has 3 business days to either accept or reject the resolution proposed.
4. Resolutions not accepted by the grievant are appealed to the second level. At this level, the second level respondent has (7) working days to issue a response from the date the LGC assign it.
5. Further appeals are facilitated by the Office of Client Advocacy Grievance Liaison.

FAMILY SUPPORT ASSISTANCE PROGRAM, cont. . .

PIECES OF THE PUZZLE

- Funds are limited; families who qualify are served in chronological order, based on the date of their application.
- It is better for families to contact the DDS area offices for application because they can assist the family in determining if there are other programs under the Developmental Disabilities Services Division that they may be eligible to receive.
- Documents that will need to be submitted with the application are tax documents and disability supporting information.
- Families do not have to be receiving Medicaid to be eligible for the Family Support Assistance Program.
- Generally a child must have an I.Q. of 70 or below to be determined eligible.
- Families who meet the income eligibility may choose this State-funded cash payment in lieu of Medicaid Home and Community-Based services.

HEAD START/EARLY HEAD START

PURPOSE

Head Start provides a comprehensive program of health, education, parent involvement, and services for children with disabilities, all of which are coordinated with community-based service systems. Early Head Start programs also include services to low income families with infants and toddlers, and pregnant women. In addition to the full range of services provided to all children, special services may be available for children with disabilities enrolled in the program including equipment and materials or modifications to existing facilities. These types of support services may be provided through Head Start, outside agencies, or a combination of both. Head Start services are provided at no charge to eligible families.

CONTACT

Kay Floyd, Head Start
Collaboration Director
Oklahoma Association of
Community Action Agencies
605 Centennial Blvd.
Edmond, OK 73013
(405) 949-1495
FAX: (405) 509-2712
<http://okacaa.org/head-start-2/>

See Appendix B for Head Start & Early Head Start Offices.

FINANCIAL CRITERIA

- 90% of recipients have low income; 10% can be above the federal poverty level.

ELIGIBILITY

- Children ages birth to 5;
- those with disabilities must have been diagnosed by appropriate professionals; and
- a minimum of 10% of Head Start enrollment opportunities must be reserved for children with professionally diagnosed disabilities requiring special services.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Case Management
- Locating Alternate Funding
- Advocacy/Other
- Training For Family

AT DEVICES PROVIDED/COVERED

- Support services may be provided through Head Start, outside agencies, or a combination of both. Head Start programs use non-Head Start resources whenever possible.

APPLICATION PROCESS

- Contact your local Head Start to apply. See Appendix B for Head Start listings.

APPEALS PROCESS

1. Each Head Start program has its own formal appeals process in place.
2. If a parent has a disagreement with the program that is not resolved at the local level, the parent can go to the Head Start Policy Council for review of the issue.

PIECES OF THE PUZZLE

- To ensure appropriate special services and optimal transition into public schools, an Individualized Education Program (IEP) is developed for each child who has a disability by the diagnostic team, parents, and teacher. The IEP reflects the child's participation in the full range of Head Start services and also describes the special education and related services needed to respond to the child's disability. Needed AT devices and services should also be addressed in the IEP.
- Head Start programs in Oklahoma are administered locally by Community Action agencies, private nonprofit agencies, American Indian Tribes, and a school district.

INSURE OKLAHOMA

PURPOSE

The purpose of Insure Oklahoma is to provide qualified Oklahomans access to affordable health insurance. Insure Oklahoma is a program Oklahoma has created to bridge the gap in the health care coverage for low-income working adults. Under the Employer-Sponsored Insurance (ESI) program, premium costs are shared by the state (60%), the employer (25%) and the employee (15%). The Individual Plan (IP) allows people who can't access the benefits through their employer, including those who are self-employed or may be temporarily unemployed, to buy health insurance directly through the state.

CONTACT

Insure Oklahoma
P. O. Box 54200
Oklahoma City, OK 73154-1200
(888) 365-3742
FAX: (405) 949-9563
www.insureoklahoma.org

FINANCIAL CRITERIA

- In addition to qualifying for one of the three groups, a person must have an annual gross household income within certain financial guidelines. The monthly premium cannot exceed 4% of the monthly gross household income.

ELIGIBILITY

To qualify for the Individual Plan a person must meet the following criteria:

- be self-employed and not enrolled in an Insure Oklahoma qualified health plan;
- work for an employer who employs fewer than 99 and does not offer an Insure Oklahoma qualified health plan;
- the employee does not qualify for employer's benefits. has not worked long enough to meet enrollment requirements, or is part-time;
- be unemployed and qualify for unemployment benefits;
- have a ticket to work from the Social Security Administration; and
- the household income cannot exceed 200% of federal poverty level.

To qualify for an Employer-Sponsored Insurance an employer must meet the following criteria:

- have an operating location in Oklahoma (have a FEIN number issued from the Oklahoma Employment Securities Commission);
- have no more than 99 employees;
- must be enrolled, or in the process of enrolling in, a qualified health plan; and
- the household income of the employee cannot exceed 200% of federal poverty level.

AT SERVICES PROVIDED/COVERED

- No AT devices are provided or covered.

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Applications are available by contacting Insure Oklahoma or going to their website at: www.insureoklahoma.org

PIECES OF THE PUZZLE

- Oklahoma small business owners of 99 or fewer employees that offer a qualified health plan to their employees and contribute at least 25% of premiums for qualified employees may apply for Insure Oklahoma premium subsidies for qualifying employees.
- A qualifying employee must be between the ages of 19 to 64, have a gross annual household income below the financial guidelines and contribute up to 15% of premium cost for self or eligible spouse.
- Insure Oklahoma pays 60% or more of the employee's premium cost and 85% or more of the premium cost for the employee's spouse.
- Either Employer-Sponsored Plans or Individual Plans can insure dependent children if the household income is between 185% to 200% of federal poverty level.

MEDICAID - ADVANTAGE WAIVER PROGRAM

ADvantage Administration Unit, Aging Services Division

Department of Human Services

PURPOSE

The ADvantage Waiver Program is a long-term care program providing Medicaid funded home & community-based services to frail elders and adults with physical disabilities in order to offer a choice to receive assistance at home instead of going to a nursing facility. ADvantage services support families in caregiving; they do not replace a family's effort. Eligibility for ADvantage is contingent on an individual requiring one or more of the services offered in the waiver at least monthly in order to avoid institutionalization. ADvantage is a program of the Oklahoma Department of Human Services (DHS) through its Aging Services Division.

CONTACT

Megan Haddock
Medicaid Services Director
P.O. Box 50550
823 S. Detroit Ave. 4th Floor
Tulsa, OK 74150
(918) 933-4900
(800) 435-4711
www.okdhs.org/programsandservices/aging/adw/

See Appendix B for
Department of Human
Services County Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Be a resident of Oklahoma;
- 65 years of age or older;
- be age 21 or older if physically disabled and do not have a developmental disability;
- if age 21 or older with a clinically documented, progressive degenerative disease process that responds to treatment and previously has required hospital or nursing facility (NF) level of care services for treatment related to the condition and requires ADvantage services to maintain the treatment regimen to prevent health deterioration;
- if developmentally disabled, and between the ages of 21 and 65, but does not have an intellectual disability or a cognitive impairment related to the developmental disability;
- nursing home level-of-care needs;
- meet Medicaid financial criteria established by the Oklahoma Health Care Authority; and
- have a monthly income limit of \$2,094, with a resource limit of \$2,000; this figure is subject to change.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Case Management
- Training for Member & Family
- Information & Referral
- Locating Alternate Funding

AT DEVICES PROVIDED/COVERED



Speech Communication



Environmental Adaptations



Mobility/Seating & Positioning

APPLICATION PROCESS

- Call the statewide referral number (800) 435-4711 or go to the local DHS county office to apply.
- The staff will refer appropriate applicants to their local DHS office for a functional assessment.

MEDICAID - ADVANTAGE SERVICES, cont. . .

APPEALS PROCESS

1. Oklahoma Department of Human Services (OKDHS) and the ADvantage Program provides an opportunity to request a Fair Hearing to individuals who are not given the choice of home and community-based services as an alternative when eligible for nursing home care, are denied services of their choice or the provider of their choice or, whose services are denied, suspended, reduced or terminated. Fair Hearings are held primarily to safeguard the rights and interests of applicant/members, afford protection to the applicant/member against infractions on the part of OKDHS and help identify the need for clarification or revision of policy or practice.
2. The Service Plan form and Service Plan addendum allows a recipient to disagree with the Service Plan as it is written, by selecting "No" to the following statement. "I have been informed of my right to request a fair hearing if I disagree with any action taken regarding my Medicaid services. A fair hearing is intended to safeguard my rights and interests by affording me due process. I understand I have the right to appeal any action of the Oklahoma Department of Human Services, which I consider improper by reporting my complaint verbally or in writing to a local county office".

PIECES OF THE PUZZLE

- The ADvantage Waiver is a Medicaid Program. The program recognizes that many individuals at risk of institutionalization can be cared for in their homes and communities, preserving their independence and ties to family and friends, at a cost no higher than that of institutional care.
- When applying for ADvantage call the contact line or go to the local county OKDHS office, whereas an "assessment" will be arranged. A nurse will come to the home to complete the assessment. At that time, the nurse will determine medical eligibility for ADvantage. During the same time period, an OKDHS social worker will decide financial eligibility for ADvantage. If both financial and medical eligibility is determined, a case manager will help decide what services are needed and will develop an individualized treatment plan. The case manager will also help to arrange the services.
- Home modifications can be provided if needed in the treatment plan.
- ADvantage Program Case Managers can assist members with acquiring specialized equipment. However, these items are not generally purchased directly with ADvantage funds.
- Consumer Directed Personal Assistance Services and Supports (CD-PASS) offers ADvantage members the opportunity to direct decisions regarding personal care services. CD-PASS enables members with personal assistance needs to recruit, hire, train, supervise, and when necessary, fire their personal service assistant. ADvantage members are not required to utilize the CD-PASS option.
- A redetermination for both financial and medical eligibility is conducted annually.
- The number of individuals who may receive ADvantage services is limited. If the OKDHS/Aging Service Division determines all ADvantage waiver slots are filled, the individual cannot be certified on the OKDHS computer system as eligible for ADvantage services; the individual's name is placed on a waiting list for entry as an open slot becomes available.
- All DME purchased with Oklahoma Medicaid funds become the property of the OHCA to be used by the recipient until no longer needed.
- When the ADvantage member no longer needs the valuable DME they may contact the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) so it can be refurbished, repaired if needed, and reassigned to another Oklahoman at no cost. Priority is given to SoonerCare members for the first 60 days. Call OKDMERP staff at 405-523-4810 or go to www.okabletech.okstate.edu for more details.

MEDICAID - CHILD HEALTH PROGRAM

Early and Periodic Screening, Diagnosis, and Treatment

Oklahoma Health Care Authority

PURPOSE

The Child Health Program also referred to as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is a comprehensive child health program for all Medicaid eligible children birth through 20 years of age. EPSDT is designed to ensure the availability of, and access to, required health care resources and help parents and guardians to effectively use those resources. Children receive a broad range of primary and preventative health services. Thus, states must cover regular and periodic exams for eligible children and provide any medically necessary services prescribed by the EPSDT screen, including AT devices and services, even if that service is not covered in the state plan for the regular Medicaid program.

CONTACT

Sue Robertson
OK Health Care Authority
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Oklahoma City, OK 73107
(405) 522-7300
<http://tinyurl.com/24mnpvg>

Karen Hylton
OK Dept of Human Services
Sequoyah Memorial Office Bldg.
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(405) 521-3679
FAX: (405) 521-4158

Mailing address
P.O. BOX 25352
Oklahoma City, OK 73125
<http://tinyurl.com/23oj52v>

See Appendix B for
Department of Human
Services County Offices.

ELIGIBILITY

- All children ages 0-20 years who are eligible for Medicaid;
- family income cannot exceed 185% of the federal poverty level;
- a resident of Oklahoma and meet citizenship or legal immigration status; and
- individuals may also be eligible if they are on an In-Home Support Waiver, a Home and Community-Based Waiver, or TEFRA.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Training for Consumer
- Maintenance & Repairs
- Case Management

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Mobility/Seating & Positioning

APPLICATION PROCESS

- Apply for EPSDT under the SoonerCare program at the local DHS office (the same process as applying for Medicaid)
- Apply online at: <http://www.okhca.org/individuals.aspx?id=11698>
- Enrollment assistance is available by calling the SoonerCare helpline or visit the local Community Action Agency.

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorization for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form, arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.

MEDICAID - Child Health Program, cont. . .

PIECES OF THE PUZZLE

- SoonerCare payment is payment in full. Providers may not bill both the individual and SoonerCare.
- If approved, choose a Primary Care Physician (PCP) right away and make an appointment for the child. It is important to visit with the PCP, even if the child is not sick, to build a health history and relationship with the child's doctor.
- EPSDT can offer expanded services to children ages 0-20 years that are not available to other Medicaid clients. These EPSDT services can include AT devices and services that have been and continue to be excluded in the state plan for the regular Medicaid program.
- Not all types of AT devices can be purchased under Medicaid. There must be a medical need, which must be clearly demonstrated on a case-by-case basis, for an AT device. "Medically necessary" service means medical, dental, behavioral, rehabilitative or other health care services which are:
 - reasonable and necessary to prevent illness or medical conditions, or provide early screening, interventions, and/or treatment for conditions that cause suffering or pain, cause physical deformity or limitation in function, cause illness or infirmity, endanger life, or worsen a disability;
 - provided at appropriate facilities and at the appropriate levels of care for the treatment of a member's medical conditions;
 - consistent with the diagnosis of the condition;
 - no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, efficiency and independence; and
 - assisting the individual in achieving or maintaining maximum functional capacity in performing daily activities, taking into account both the functional capacity of the individual, and those functional capacities that are appropriate for individuals of the same age.
- The amount, duration, or scope of services to members may not be denied arbitrarily or reduced solely because of the diagnosis, type of illness, or condition. Appropriate limits may be placed on services based on medical necessity.
- According to OHCA, AT refers to those medically necessary devices used by an individual with a disability to enhance developmental skills, learning, and adaptation to the individual's environment. These devices must be unique, customized or personalized to the specific individual. AT devices include, but are not limited to, cognitive and developmental aids, and alternative augmentative and communication aids.
- Medicaid is the payor of last resort for equipment purchases. If an individual has private health insurance, Medicaid only begins paying after the health insurance stops.
- Schools may be Medicaid providers and receive reimbursement for services that are provided under the IDEA if the school district contracts with OHCA.
- Due to parental income, some children with disabilities may not have been eligible for Medicaid prior to the age of 18, but may become income eligible for Medicaid and could receive services through age 20.
- All DME purchased with Oklahoma Medicaid funds is the property of the OHCA to be used by the member until no longer needed.
- When the SoonerCare member no longer needs the valuable DME they may contact the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) so it can be refurbished, repaired if needed, and reassigned to another Oklahoman at no cost. Priority is given to SoonerCare members for the first 60 days. Call OKDMERP staff at 405-523-4810 or go to www.okabletech.okstate.edu for more details.

MEDICAID - COMMUNITY WAIVER

Developmental Disabilities Services Division

Department of Human Services

PURPOSE

The Community Waiver provides services and supports to Oklahoma residents with specific types of intellectual disabilities. The waiver assists individuals in their goal to lead healthy, independent and productive lives in the community. Services offered are not otherwise covered through Oklahoma's Medicaid State Plan (SoonerCare). Services provided under the Community Waiver include assistive technology, as well as, other services, which may relate to assistive technology including audiology, dental, nutrition, occupational therapy, physical therapy, speech therapy, architectural modification and specialized medical supplies.

CONTACT

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Developmental Disabilities Services Division
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(405) 521-6274
FAX: (405) 522-0729

See Appendix B for Department of Human Services DDSD Area Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- An individual must be age three or older;
- meet SoonerCare financial eligibility requirements, which currently limit monthly countable income to \$2,130, and a resource limit of \$2,000. These figures are subject to change;
- not be simultaneously enrolled in any other waiver program or receiving services in an institution including a hospital, rehabilitation facility, mental health facility, nursing facility, residential care facility or Intermediate Care Facility for persons with Mental Retardation (ICF-MR);
- not be receiving DDSD state-funded services such as the Family Support Assistance Payment, Respite Voucher Program, sheltered workshop services, community integrated employment services or assisted living without waiver supports;
- have a disability as determined by the Social Security Administration (SSA) or the Oklahoma Health Care Authority's (OHCA) Level of Care Evaluation Unit and must also have a diagnosis of mental retardation;
- be determined by the OHCA Level of Care Evaluation Unit to meet ICF-MR level of care requirements; and
- for additional information regarding waiver eligibility, please refer to Oklahoma's rules. These rules may be found in the Provider, Policies and Rules section at www.okhca.org, OAC 317:40-1-1.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices
- Interpreter services
- Reader services

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Speech Communication

MEDICAID - COMMUNITY WAIVER, cont. . .

APPLICATION PROCESS

- Oklahoma's Developmental Disabilities Services Division (DDSD) operates statewide with four offices in the state. To apply for waiver services, please contact the area office nearest you.

APPEALS PROCESS

1. Anyone who applies for/or receives services from the Oklahoma Department of Human Services has a right to request the OKDHS Appeals Unit review an OKDHS action or delay action. This is called a Fair Hearing.
2. You have the right to request a Fair Hearing within 30 days after you have been notified of a decision with which you don't agree or when there has been unusual delay by OKDHS in reaching a decision on your application or case.
3. If you want to request a hearing, contact the local OKDHS office that took the action or failure to act, that you disagree with. You will be asked to fill out a form that says exactly what you disagree with.
4. You may represent yourself or be represented by a lawyer.
5. The hearing decision will be made by the Appeals Committee, which is made up of the hearing officer and two OKDHS state office employees who were not involved in the action you are appealing. The Appeals Committee tries to get most cases decided within 30 days after the hearing. If the appeal is decided against you, you may ask the Director of OKDHS to review the hearing decision. The Appeals Committee letter will explain how to do this.
6. Please refer to the OKDHS website at: www.okdhs.org/ for further details related to Fair Hearings and Appeals.

PIECES OF THE PUZZLE

- Currently, there is a waiting list to receive services through the Community Waiver.
- To be eligible for the Community Waiver, a person must have critical support needs that cannot be met by the In-Home Supports waivers or other service alternatives.
- Services provided through Oklahoma's SoonerCare Child Health Program will not be covered by the Community Waiver. The SoonerCare Child Health Program lets children with SoonerCare, ages 0-20, get free medical, vision, hearing and dental checkups. If your child's SoonerCare doctor finds a health problem during a health checkup, he or she may send you to another provider or another place for follow-up care. Services needed to take care of the problem will be covered through SoonerCare.
- All Community Waiver services are provided by agencies or individuals who have entered into contract agreements with the Oklahoma Health Care Authority.
- A DDSD Case Manager assists with the development of a plan of care, which must be approved prior to all service delivery.
- DDSD Area Offices operate an assistive technology reuse program. Contact the area office closest to you for more information.
- Please refer to Oklahoma's rules related to DDSD assistive technology (AT) devices and services. These rules may be viewed at: www.okhca.org in the Provider, Policies and Rules section under OAC 317:40-5-100.

MEDICAID - IN-HOME SUPPORTS WAIVER FOR ADULTS

Developmental Disabilities Service Division

Department of Human Services

PURPOSE

The In-Home Supports Waiver for Adults (IHSW-A) provides services and supports to Oklahoma residents with specific types of intellectual disabilities. The waiver assists individuals in their goal to lead healthy, independent and productive lives in the community. Services offered are not otherwise covered through Oklahoma's Medicaid State Plan (SoonerCare). Services provided under the IHSW-A include assistive technology, as well as, other services, which may relate to assistive technology including adaptive equipment, audiology, dental, nutrition, occupational therapy, physical therapy, speech therapy, architectural modification and specialized medical supplies.

CONTACT

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Developmental Disabilities
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Oklahoma City, OK 73125
(405) 521-6274
FAX: (405) 522-0729

See Appendix B for
Department of Human
Services DDSD Area Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- An individual must be age 18 or older;
- meet SoonerCare financial eligibility requirements, which currently limit monthly countable income to \$2,130, and a resource limit of \$2,000. These figures are subject to change;
- not be simultaneously enrolled in any other waiver program or receiving services in an institution including a hospital, rehabilitation facility, mental health facility, nursing facility, residential care facility or Intermediate Care Facility for persons with Mental Retardation (ICF-MR);
- not be receiving DDSD state-funded services such as the Respite Voucher Program, sheltered workshop services, community integrated employment services or assisted living without waiver supports;
- have a disability as determined by the Social Security Administration (SSA) or the Oklahoma Health Care Authority's (OHCA) Level of Care Evaluation Unit and must also have a diagnosis of mental retardation and meet ICF-MR level of care requirements;
- reside in the home of a family member or friend, his or her own home, an OKDHS Children and Family Services Division (CFSD) foster home, or a CFSD group home, and have critical support needs that can be met through a combination of non-paid, non-waiver and SoonerCare resources available to the individual and with waiver resources that are within the annual waiver limit; and
- for additional information regarding waiver eligibility, please refer to Oklahoma's rules. These rules may be found in the Provider, Policies and Rules section at www.okhca.org, OAC 317:40-1-1.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices
- Interpreter services
- Reader services

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Speech Communication

MEDICAID - IN-HOME SUPPORT WAIVER FOR ADULTS, cont. . .

APPLICATION PROCESS

- Oklahoma's Developmental Disabilities Services Division (DDSD) operates statewide with four offices in the state. To apply for waiver services, please contact the area office nearest you.

APPEALS PROCESS

1. Anyone who applies for/or receives services from the Oklahoma Department of Human Services has a right to request the OKDHS Appeals Unit review an OKDHS action or delay action. This is called a Fair Hearing.
2. You have the right to request a Fair Hearing within 30 days after you have been notified of a decision with which you don't agree or when there has been unusual delay by OKDHS in reaching a decision on your application or case.
3. If you want to request a hearing, contact the local OKDHS office that took the action or failure to act, that you disagree with. You will be asked to fill out a form that says exactly what you disagree with.
4. You may represent yourself or be represented by a lawyer.
5. The hearing decision will be made by the Appeals Committee, which is made up of the hearing officer and two OKDHS state office employees who were not involved in the action you are appealing. The Appeals Committee tries to get most cases decided within 30 days after the hearing. If the appeal is decided against you, you may ask the Director of OKDHS to review the hearing decision. The Appeals Committee letter will explain how to do this.
6. Please refer to the OKDHS website, www.okdhs.org/ for further details related to Fair Hearings and Appeals.

PIECES OF THE PUZZLE

- Currently, there is a waiting list to receive services through the IHSW-A.
- There is a maximum dollar limit of services that an individual may receive through the IHSW-A during a 12 month period.
- Services provided through Oklahoma SoonerCare will not be covered by the IHSW-A. Individuals ages 18-20 will receive services through SoonerCare Child Health Services Program. IHSW-A will not cover any services provided through that program. For more information related to the SoonerCare Program visit www.okhca.org.
- All IHSW-A services are provided by agencies or individuals who have entered into contract agreements with the Oklahoma Health Care Authority.
- A DDSD Case Manager assists with the development of a plan of care, which must be approved prior to all service delivery.
- DDSD Area Offices operate an assistive technology reuse program. Contact the area office closest to you for more information.
- Please refer to Oklahoma's rules related to DDSD assistive technology (AT) devices and services. These rules may be viewed at www.okhca.org in the Provider, Policies and Rules section under OAC 317:40-5-100.
- Self-Directed Services (SDS) is an option for IHSW-A members that provides the opportunity to exercise choice and control in identifying, accessing, and managing specific waiver services and supports in accordance with their needs and personal preferences. SDS are Waiver services DDSD specifies that may be directed by the member or a representative using both employer and budget authority. IHSW-A members are not required to utilize the SDS option.

MEDICAID - IN-HOME SUPPORTS WAIVER FOR CHILDREN

Developmental Disabilities Services Division

Department of Human Services

PURPOSE

The In-Home Support Waiver for Children (IHSW-C) provides services and support to Oklahoma children with specific types of intellectual disabilities. The waiver assists children in their goal to lead healthy, independent and productive lives in the community. Services and support offered are not otherwise covered through Oklahoma's Medicaid State Plan (SoonerCare). In order to be eligible for the IHSW-C, a child must reside in the home of a family member or friend, his or her own home and have needs that can be met through a combination of non-paid, non-waiver, SoonerCare and IHSW-C resources within the annual waiver limit. Services provided under the IHSW-C include assistive technology as well as other services which may relate to assistive technology including architectural modification and specialized medical supplies.

CONTACT

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See Appendix B for Department of Human Services DDSD Area Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- An individual must be age 3-17;
- meet SoonerCare financial eligibility requirements, which currently limit monthly countable income to \$2,130, and a resource limit of \$2,000 (only the child's income and resources are counted), these figures are subject to change;
- not be simultaneously enrolled in any other waiver program or receiving services in an institution including a hospital, rehabilitation facility, mental health facility, nursing facility, residential care facility or Intermediate Care Facility for persons with Mental Retardation (ICF-MR);
- not be receiving DDSD state-funded services such as the Family Support Assistance Payment, Respite Voucher Program, sheltered workshop services, community integrated employment services or assisted living without waiver supports;
- have a disability as determined by the Social Security Administration (SSA) or the Oklahoma Health Care Authority's (OHCA) Level of Care Evaluation Unit and must also have a diagnosis of mental retardation;
- be determined by the OHCA Level of Care Evaluation Unit to meet ICF-MR level of care requirements;
- reside in the home of a family member or friend, his or her own home, an OKDHS Children and Family Services Division (CFSD) foster home, or a CFSD group home and have critical support needs that can be met through a combination of non-paid, non-Waiver and SoonerCare resources available to the individual and with waiver resources that are within the annual waiver limit; and
- for additional information regarding waiver eligibility, please refer to Oklahoma's rules. These rules may be found in the Provider, Policies and Rules section at www.okhca.org, OAC 317:40-1-1.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices
- Interpreter services
- Reader services

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Speech Communication

MEDICAID - IN-HOME SUPPORT WAIVER FOR CHILDREN, cont. . .

APPLICATION PROCESS

- Oklahoma's Developmental Disabilities Services Division (DDSD) operates statewide with four offices in the state. To apply for waiver services, please contact the area office nearest you.

APPEALS PROCESS

1. Anyone who applies for/or receives services from the Oklahoma Department of Human Services has a right to request the OKDHS Appeals Unit review an OKDHS action or delay action. This is called a Fair Hearing.
2. You have the right to request a Fair Hearing within 30 days after you have been notified of a decision with which you don't agree or when there has been unusual delay by OKDHS in reaching a decision on your application or case.
3. If you want to request a hearing, contact the local OKDHS office that took the action or failure to act, that you disagree with. You will be asked to fill out a form that says exactly what you disagree with.
4. You may represent yourself or be represented by a lawyer.
5. The hearing decision will be made by the Appeals Committee, which is made up of the hearing officer and two OKDHS state office employees who were not involved in the action you are appealing. The Appeals Committee tries to get most cases decided within 30 days after the hearing. If the appeal is decided against you, you may ask the Director of OKDHS to review the hearing decision. The Appeals Committee letter will explain how to do this.
6. Please refer to the OKDHS website, www.okdhs.org/ for further details related to Fair Hearings and Appeals.

PIECES OF THE PUZZLE

- Currently, there is a waiting list to receive services through the IHSW-C.
- There is a maximum dollar limit of services that a child may receive through the IHSW-C during a 12 month period.
- Services provided through Oklahoma's SoonerCare Child Health Program will not be covered by the IHSW-C. The SoonerCare Child Health Program lets children with SoonerCare, ages 0-20, get free medical, vision, hearing and dental checkups. If your child's SoonerCare doctor finds a health problem during a health checkup, he or she may send you to another provider or another place for follow-up care. Services needed to take care of the problem will be covered through SoonerCare. For more information related to the SoonerCare Child Health Program visit www.okhca.org.
- All IHSW-C services are provided by agencies or individuals who have entered into contract agreements with the Oklahoma Health Care Authority.
- A DDSD Case Manager assists with the development of a plan of care which must be approved prior to all service delivery.
- DDSD Area Offices operate an assistive technology reuse program. Contact the area office closest to you for more information.
- Please refer to Oklahoma's rules related to DDSD assistive technology (AT) devices and services. These rules may be viewed at www.okhca.org in the Provider, Policies and Rules section under OAC 317:40-5-100.
- Self-Directed Services (SDS) is an option for IHSW-C members that provides the opportunity to exercise choice and control in identifying, accessing, and managing specific waiver services and supports in accordance with their needs and personal preferences. SDS are waiver services DDSD specifies that may be directed by the member over the age of 18 or a representative using both employer and budget authority. IHSW-C members are not required to utilize the SDS option.

MEDICAID - LIVING CHOICE DEMONSTRATION

Oklahoma Living Choice Project Oklahoma Health Care Authority

PURPOSE

The Oklahoma Living Choice Demonstration promotes community living for people of all ages who have disabilities or long-term illnesses. The project gives Oklahomans more options for managing their health care needs and adding more balance to the state's long-term care system. With grant funding from the Centers for Medicare & Medicaid Services (CMS) under the Money Follows the Person Rebalancing Demonstration, the Oklahoma Health Care Authority (OHCA) will help individuals transition into their own homes in the community.

CONTACT

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Oklahoma Health Care
Authority
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Oklahoma City, OK 73107
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(888) 287-2443

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals must be determined eligible for SoonerCare for at least one day prior to transition from a nursing home/institution;
- be at least 19 years of age;
- must have lived in the institutional setting for 90 consecutive days prior to transition;
- the individual wants to transition back into the community;
- be able to live safely in the community; and
- be willing to play an active role in his or her plan of care.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning

APPLICATION PROCESS

- A referral is made to the Oklahoma Health Care Authority (OHCA) Living Choice Project staff by calling (888) 287-2443 to complete an intake by telephone.
- DDSD staff will refer individuals currently residing in either Northern Oklahoma Resource Center (NORCE) or Southern Oklahoma Resource Center (SORC) to contracted community providers that will participate in the transition planning. Individuals transitioning out of NORCE or SORC are exempt from the intake, assessment and eligibility process.
- Formal and informal assessments will be conducted to determine transition feasibility. A Living Choice Common Intake form will be completed.
- Once eligibility and assessment indicates the individual qualifies for transition, the OHCA ensures that a written Individual Transition Plan will be developed by the individual and their transition team.
- The Individual Transition Plan will include the needed services, who will provide the services and the goals to outline the expected duration of each service.

MEDICAID - LIVING CHOICE DEMONSTRATION WAIVER, cont. . .

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form, arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.

PIECES OF THE PUZZLE

- Each participant will work with a transition coordinator and a transition planning team to complete a transition plan to meet the person's needs.
- The individual selects from a list of available providers. Providers contract with SoonerCare as an agreement to provide services.
- This waiver is to assist with resources that would allow an eligible individual the ability to move out of the nursing home or institution. Funds from Living Choice Demonstration Waiver may be used for home establishment services such as housing deposits, furniture, and utility deposits that are not typically purchased for individuals without services from a Home and Community-Based Waiver.
- The Living Choice Demonstration Waiver provides medical services along with home and community based services to individuals during their first year of community living. At the end of the 12 month period the individual will then move into the My Life; My Choice Waiver (p. 37) or if they are 65 years or older the Sooner Seniors Waiver (p. 39). Individuals that have transitioned out of NORCE or SORC will transition into the Community Based waiver (p. 29) on day 366.
- Because the individual plan of care costs are limited in the ADvantage Waiver, adults with physical disabilities may need additional assistance to remain in the community. Some of the services include: case management, respite, environmental modifications, specialized medical equipment and supplies, physical therapy, occupational therapy, respiratory therapy, speech therapy, skilled nursing, and personal care services from the Medicaid State Plan or the Medically Fragile Waiver.
- The annual cost of services cannot exceed the aggregate average cost of a nursing home. Services are approved and reimbursed by OHCA. There is no co-payment or deductible.
- Living Choice participants have a transition coordinator/case manager that monitors the participants transition plan at least monthly. Living Choice also utilizes a quality improvement strategy where staff members conduct provider audits and survey satisfaction on provider retrospective claims reviews.
- The Living Choice Demonstration Waiver will soon offer participants that are 19 years of age and older that have a physical disability or long-term illness self-directed services. Those services will provide the individual the opportunity to direct decisions regarding personal care services. Self-directed services enable participants that have personal care assistance needs to recruit, hire, train, supervise, and when necessary, fire their personal care attendant. Participants are not required to utilize the Self-Directed Service option.

MEDICAID - MEDICALLY FRAGILE WAIVER

Oklahoma Living Choice Project Oklahoma Health Care Authority

PURPOSE

The Medically Fragile Waiver provides services which allow Medicaid eligible persons who need hospital and/or skilled nursing facility level of care to remain at home or in the residential setting of their choosing while receiving the necessary care. The Medically Fragile Program is a home and community-based alternative to placement in a hospital and/or skilled nursing facility to receive Medicaid-funded assistance for care. This waiver also incorporates self-direction opportunities for a specified group of services as a service delivery mechanism.

CONTACT

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FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals must continue to meet SoonerCare financial eligibility requirements;
- must be at least 19 years of age;
- must continue to meet skilled nursing facility/hospital level of care

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices

AT DEVICES PROVIDED/COVERED



Environmental Adaptations



Mobility/Seating & Positioning

APPLICATION PROCESS

- Members work with their transition coordinator/case manager to determine the need for assistive technology services.

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form, arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.

MEDICAID - MEDICALLY FRAGILE WAIVER, cont. . .

PIECES OF THE PUZZLE

- Each member will continue work with a case manager to update the service plan as the member's needs change.
- The Medically Fragile Waiver provides medical/nursing services along with other home and community based services (i.e. housekeeping, meal prep, laundry) to members.
- Medically Fragile Waiver members have a case manager that assesses and monitors the member's need for services and other life changes that may affect delivery of services.
- The annual cost of waiver services cannot exceed the aggregate average cost of providing care in a nursing/hospital facility. Services are approved and reimbursed by OHCA.
- The Medically Fragile Waiver will offers participants self-directed services that provide the individual the opportunity to direct decisions regarding personal care services. Self-directed services enables the individuals with personal care needs the opportunity to recruit, hire, train, supervise, and when necessary, fire their personal care assistant. Participants are not required to utilize the self-directed service option.
- Any participant who no longer meets skilled nursing/hospital facility level of care may qualify for State Plan or other community based services to meet their needs.

MEDICAID - MY LIFE, MY CHOICE WAIVER

Oklahoma Living Choice Project Oklahoma Health Care Authority

PURPOSE

The My Life, My Choice Waiver provides services and support to individuals with physical disabilities who have successfully completed 365 days in the Living Choice project. The waiver assists individuals in their goal to lead healthy, independent and productive lives in the community. Services offered are not otherwise covered through Oklahoma's Medicaid State Plan (SoonerCare). Services provided under the My Life, My Choice Waiver include assistive technology as well as other services, which may relate to assistive technology including audiology, dental, nutrition, occupational therapy, physical therapy, speech therapy, architectural modification and specialized medical supplies.

CONTACT

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(800) 987-7767
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FAX: (405) 530-3426

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals must continue to meet SoonerCare financial eligibility requirements;
- are between the ages of 20 - 64;
- transitioned to a home or community-based setting through the Living Choice Demonstration Waiver; and
- continue to meet nursing facility level of care on an annual basis.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning

APPLICATION PROCESS

- Members work with their transition coordinator/case manager to determine need for services.

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form that arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.

MEDICAID - MY LIFE, MY CHOICE WAIVER, cont...

PIECES OF THE PUZZLE

- Each member will continue to work with a transition coordinator /case manager to update and maintain a service plan.
- My Life; My Choice Waiver provides medical services along with home and community based services to individuals after their first year of community living.
- My Life; My Choice Waiver members have a transition coordinator/case manager that monitors the members need for additional services.
- The annual cost of services cannot exceed the aggregate average cost of a care received in a nursing facility. Services are approved and reimbursed by Oklahoma Health Care Authority.
- My Life; My Choice Waiver will soon offer members self-directed services which will provide an individual the opportunity to direct decisions regarding personal care services. Self-directed services enable individuals with personal care needs the opportunity to recruit, hire, train, supervise, and when necessary, fire their personal care assistant. Members are not required to utilize the self-directed service option.
- Any member who no longer meets nursing facility level of care may qualify for other State Plan services to meet some of their needs.

MEDICAID - SOONER SENIORS WAIVER

Oklahoma Living Choice Project Oklahoma Health Care Authority

PURPOSE

The program provides the opportunity for older persons with disabilities or long-term illnesses who have successfully completed 365 days in the Living Choice Demonstration, graduate into the Sooner Seniors Waiver. This waiver provides a similar service package that participants received in the Living Choice Project. Services provided under the Sooner Seniors Waiver include assistive technology as well as other services, which may relate to assistive technology including audiology, dental, nutrition, occupational therapy, physical therapy, speech therapy, environmental modifications and specialized medical supplies.

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(800) 757-5979 (TDD)
FAX: (405) 530-3426
www.OKHCA.org

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals must continue to meet SoonerCare financial eligibility requirements;
- must be 65 years of age or older;
- have transitioned to a home or community-based setting through the Living Choice Demonstration waiver; and
- continue to meet nursing facility level of care on an annual basis.

AT SERVICES PROVIDED/COVERED

- Assessment for the need of assistive technology/auxiliary aids
- Training the service recipient/provider in the use and maintenance of equipment/auxiliary aids
- Repair of adaptive devices

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning

APPLICATION PROCESS

- Members work with their transition coordinator/case manager to determine the need for assistive technology services.

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form that arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.

MEDICAID - SOONER SENIOR WAIVER, cont...

PIECES OF THE PUZZLE

- Each member will continue work with a transition coordinator/case manager to update the service plan as the member's needs change.
- The Sooner Seniors Waiver provides medical services along with other home and community-based services (i.e. housekeeping, meal prep, laundry) to members upon graduation from Living Choice.
- Sooner Seniors Waiver members have a transition coordinator/case manager that assesses and monitors the member's need for services and other life changes that may affect delivery of services.
- The annual cost of waiver services cannot exceed the aggregate average cost of providing care in a nursing facility. Services are approved and reimbursed by OHCA.
- The Sooner Seniors Waiver will soon offer participants self-directed services which will provide the individual the opportunity to direct decisions regarding personal care services. Self-directed services enable the individuals with personal care needs the opportunity to recruit, hire, train, supervise, and when necessary, fire their personal care assistant. Participants are not required to utilize the self-directed service option.
- Any participant who no longer meets nursing facility level of care may qualify for State Plan or other community based services to meet their needs.

MEDICAID - SOONERCARE CHOICE

Oklahoma Health Care Authority

PURPOSE

SoonerCare Choice is a Primary Care Case Management (PCCM) program in which each member has a medical home. The medical home provider will coordinate all health care services to qualifying Oklahomans. SoonerCare is administered by the Oklahoma Health Care Authority (OHCA). OHCA contracts with designated PCCM to be SoonerCare providers. You must go to your PCCM for most of your health care needs. If you need care that your PCCM can't provide, he/she will refer you to an appropriate specialist. Assistive technology is purchased as Durable Medical Equipment (DME) through a fee for service with contracted vendors.

CONTACT

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FAX: (405) 530-3426

See Appendix B for
Department of Human
Services County Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals qualifying under the "Temporary Assistance for Needy Families" are eligible;
- must meet income and resource tests for eligibility and be medically needy.
- pregnant women and/or children under the age of 18 with a family income at/or below 185% of the federal poverty level;
- financial eligibility is determined at the local DHS office;
- may be categorically eligible if individuals are over 65 years old, blind, or disabled;
- all persons receiving Supplementary Security Income (SSI) benefits from the Social Security Administration are eligible to make a separate application to the county DHS office for Medicaid services; and
- persons above the income limits may receive assistance by utilizing a "spend down" procedure if they are categorically related.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Maintenance & Repair

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Mobility/Seating & Positioning

APPLICATION PROCESS

- Application for SoonerCare can be made at the local Department of Human Service Office. There is at least one office in every county in Oklahoma. Call BEFORE you go to apply. It will be necessary to make an appointment and be sure to ask what types of medical, financial and other information to bring to the appointment.
- Apply online at: <http://www.okhca.org/individuals.aspx?id=11698>
- Enrollment assistance is available by calling the SoonerCare helpline or visit the local Community Action Agency.

MEDICAID - SoonerCare Choice, cont....

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form that arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.
5. Member appeals are to be decided within 90 days from the date OHCA receives the member's timely request for a fair hearing unless the member waives this requirement.

PIECES OF THE PUZZLE

- SoonerCare combines a managed care approach to services through the use of a PCCM and the state reimbursement on a fee-for-service to other community providers such as specialist, pharmacists and durable medical equipment vendors.
- SoonerCare Choice covers many health care services. However, there are limitations that apply to ensure that only medically necessary services are provided. Some services are for children only.
- Medicaid recipients exempt from SoonerCare Choice remain in the fee-for-service SoonerCare Traditional program. These include individuals who are:
 - dually-eligible for Medicaid and Medicare;
 - in state custody such as foster care;
 - reside in an institution such as a nursing facility; or
 - served through a Home and Community-Based Waiver, such as the ADvantage Waiver Program and In-Home Support Waiver Services.
- Not all types of AT devices can be purchased under Medicaid. OHCA will either purchase or rent DME that is prescribed by an approved medical provider and is medically necessary.
- Questions about Medicaid coverage of specific items should be directed to the Oklahoma Health Care Authority, SoonerCare Helpline (800) 987-7767 or 711 TDD.
- Medicaid does not reimburse the recipient directly for medical expenses incurred. Medicaid payment is payment in full. Providers may not bill both the individual and Medicaid.
- Medicaid is the payor of last resort on equipment purchases. If an individual has health insurance, Medicaid only begins paying after the health insurance ceases to pay.
- All DME purchased with Oklahoma Medicaid funds becomes the property of the OHCA to be used by the recipient until no longer needed.
- When the SoonerCare member no longer needs the valuable DME they may contact the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) so it can be refurbished, repaired if needed, and reassigned to another Oklahoman at no cost. Priority is given to SoonerCare members for the first 60 days. Call OKDMERP staff at (405) 523-4810 or go to www.okabletech.okstate.edu for more details.

MEDICAID - SOONERCARE TRADITIONAL

Oklahoma Health Care Authority

PURPOSE

SoonerCare Traditional program covers a broad range of medical services for categorically qualified persons with low income. Some services are mandated by federal law and must be provided by every state, while other services are provided at a state's discretion. In Oklahoma, SoonerCare is administered by the Oklahoma Health Care Authority (OHCA). Assistive technology is purchased as Durable Medical Equipment (DME). SoonerCare Traditional fee-for-service has a statewide network of providers that includes hospitals, family practice doctors, pharmacies and durable medical equipment companies. SoonerCare members in this program may choose any of these contracted providers for needed services.

CONTACT

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www.OKHCA.org

See Appendix B for Department of Human Services County Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Medicaid SoonerCare Traditional program is provided to certain SoonerCare members that are currently exempt from SoonerCare Choice; that include:
 - residents of long-term care facilities;
 - dually eligible for SoonerCare and Medicare;
 - children in state or tribal custody; or
 - members receiving service through a Home and Community-Based Services (HCBS) Waiver;
- must meet income and resource tests for eligibility and be medically needy;
- must fit into specific categories and must have income and resources below specific thresholds;
- may be categorically eligible if they are over 65 years old, blind or have a disability; and
- all persons who are receiving Supplementary Security Income (SSI) benefits from the Social Security Administration (SSA) are eligible to make a separate application for SoonerCare services.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Mobility/Seating & Positioning

APPLICATION PROCESS

- Application for SoonerCare can be made at the local Department of Human Service office. There is at least one office in every county in Oklahoma. Call BEFORE you go to apply. It will be necessary to make an appointment be sure to ask what types of medical, financial and other information to bring to the appointment.
- Apply online at: <http://www.okhca.org/individuals.aspx?id=11698>
- Enrollment assistance is available by calling the SoonerCare helpline or visit the local Community Action Agency.

MEDICAID - SoonerCare Traditional, cont....

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form that arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.
5. Member appeals are to be decided within 90 days from the date OHCA receives the member's timely request for a fair hearing unless the member waives this requirement.

PIECES OF THE PUZZLE

- Not all types of AT devices can be purchased under Medicaid. OHCA will either purchase or rent DME that is prescribed by an approved medical provider and is "medically necessary".
- OHCA requires prior authorization for most DME.
- Individuals obtain DME by a prescription from a physician given to a DME supplier. The DME supplier must be contracted with the SoonerCare program (e.g., on SoonerCare's approved vendor list).
- Questions about Medicaid coverage of specific items should be directed to the Oklahoma Health Care Authority (OHCA) Customer Service (800) 522-0114.
- SoonerCare will not pay for services of a non-SoonerCare provider. A provider's participation in the SoonerCare program is voluntary and SoonerCare members should ask if SoonerCare is accepted before scheduling an appointment or requesting DME.
- Medicaid is the payor of last resort on equipment purchases. If the individual is eligible for Medicare, then Medicaid will only pay the remainder of the cost after Medicare has paid within the limits of the fee schedules. If an individual has health insurance, Medicaid only begins paying after the health insurance ceases to pay.
- All DME purchased with Oklahoma Medicaid funds become the property of the OHCA to be used by the recipient until no longer needed.
- When the SoonerCare member no longer needs the valuable DME they may contact the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) so it can be refurbished, repaired if needed, and reassigned to another Oklahoman at no cost. Priority is given to SoonerCare members for the first 60 days. Call OKDMERP staff at (405) 523-4810 or go to www.okabletech.okstate.edu for more details.

MEDICAID - TEFRA

Oklahoma Health Care Authority

PURPOSE

TEFRA (Tax Equity and Fiscal Responsibility Act of 1982) gives states the option to make Medicaid (SoonerCare) benefits available to children with physical or mental disabilities who would not ordinarily be eligible for Supplemental Security Income (SSI) benefits because of their parent's income or resources. This option allows children who are eligible for institutional services to be cared for in their homes. Children with disabilities eligible under TEFRA will get full health insurance coverage under Medicaid services that include coverage with SoonerCare Child Health Program.

CONTACT

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Email: debbie.harmon@okhca.org

http://www.okhca.org/individuals.aspx?i=172&menu=42¶ms=7653_1874_7655

See Appendix B for Department of Human Services County Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Be under the age of 19;
- meet the Social Security definition of disability;
- have gross monthly income at or below \$2094 and countable resources at or below \$2,000 (only the child's income and resources are counted), these figures are subject to change;
- meet one of the three levels of institutional care which are: intermediate care for the mentally disabled, nursing facility, or hospital;
- must be appropriate to care for the child at home; and
- the estimated cost of caring for the child at home cannot exceed the estimated cost of caring for the child in the institution.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Training for Consumer & Family
- Maintenance & Repairs
- Case Management
- Information & Referral
- Locating Alternate Funding

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Speech Communication

APPLICATION PROCESS

- Apply for TEFRA at the local DHS office (the same process as applying for Medicaid).
- Call the county office to see if you need to schedule an appointment.
- Bring a denial letter from the Social Security Administration (SSA). If you do not have a denial letter, call SSA at (800) 772-1213 and talk to a representative about your child's eligibility for SSI.
- Complete a TEFRA-1 Physician Assessment Form. The form is available from the Oklahoma Department of Human Services County Offices, the SoonerCare Helpline or the Oklahoma Health Care Authority websites.
- If your child has private insurance coverage that you intend to maintain in addition to any TEFRA eligibility, please document only your actual costs per month for the services listed. If the service is not covered by the insurance provider, or you will not have third party insurance coverage, indicate the full cost of each service provided.

MEDICAID - TEFRA, cont...

APPEALS PROCESS

1. The appeals process allows a member to appeal a decision involving medical services, prior authorizations for medical services, or discrimination complaints.
2. In order to file an appeal, the member files a LD-1 form within 20 days of the triggering event. The triggering event occurs at the time when the member knew or should have known of such condition or circumstance for appeal. The staff advises the Appellant that if there is a need for assistance in reading or completing the grievance form that arrangements will be made.
3. If the LD-1 form is not received within 20 days of the triggering event or if the form is not completely filled out with all necessary documentation, OHCA sends the Appellant a letter stating the appeal will not be heard.
4. Upon receipt of the member's appeal, a fair hearing before the Administrative Law Judge (ALJ) will be scheduled. The member will be notified in writing of the date and time for this procedure. The member must appear at this hearing. The ALJ's decision may be appealed to the CEO, which is a record review at which the parties do not appear.
5. Member appeals are to be decided within 90 days from the date OHCA receives the member's timely request for a fair hearing unless the member waives this requirement.

PIECES OF THE PUZZLE

- Once financial eligibility for TEFRA has been established, the TEFRA application will be reviewed to evaluate whether the criteria for disability, institutional level of care, cost effectiveness, and safety and appropriateness have been met.
- To avoid unnecessary delays in processing the application, please make sure that both you and the child's physician have completed all sections of the TEFRA-1 assessment form.
- In addition, OHCA will need supplemental documentation to support information provided on the TERFA-1 document.
- Once determined eligible the child is covered for up to 12 months. You must reapply every year.
- If the child has private insurance coverage that the family intends to maintain in addition to any TEFRA you must:
 - use your insurance first;
 - follow the rules of your insurance; and
 - see providers who have contracts with both your insurance and Medicaid SoonerCare in order to be fully covered for all costs of services.
- All DME purchased with Oklahoma Medicaid funds become the property of the OHCA to be used by the recipient until no longer needed.
- When the SoonerCare member no longer needs the valuable DME they may contact the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP) so it can be refurbished, repaired if needed, and reassigned to another Oklahoman at no cost. Priority is given to SoonerCare members for the first 60 days. Call OKDMERP staff at (405) 523-4810 or go to www.okabletech.okstate.edu for more details.

MEDICARE

Centers for Medicare and Medicaid Services

PURPOSE

Medicare is a federal health insurance plan administered by the Centers for Medicare Services (CMS) for persons age 65 and older, and for eligible individuals with disabilities. The Social Security Administration (SSA) helps CMS by enrolling people in Medicare and by collecting Medicare premiums. Eligibility is NOT based on need or income/asset limits.

Medicare - Part A covers hospital and related health care.

Medicare - Part B is a voluntary medical insurance program that provides assistive technology (AT) purchased as Durable Medical Equipment (DME) and must be "necessary and reasonable."

Medicare - Part D is a voluntary insurance for prescription drugs.

CONTACT

For information about applying for Medicare, eligibility, or replacing a lost Medicare card contact the Social Security Administration:
(800) 772-1213
www.medicare.gov

For general Medicare information call the Medicare Hotline: (800) 633-4227

ELIGIBILITY

- Individuals 65 years of age or older;
- have been receiving Social Security Disability Insurance (SSDI) payments for twenty-four months as a result of being blind or have a permanent disability;
- have End Stage Renal Disease; or
- Amyotrophic Lateral Sclerosis (ALS).

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Mobility/Seating & Positioning



Aids for Vision Impaired



Speech Communication

APPLICATION PROCESS

- Applications for a Medicare health insurance card are taken at all local offices of the Social Security Administration. For eligibility information and to locate the Social Security Office nearest you, call the Social Security information hotline at (800) 772-1213.
- Apply on-line at www.medicare.gov

APPEALS PROCESS

1. If Medicare makes a decision you disagree with, you can file an appeal. If you disagree with the decision made at any level of the process, you can generally go to the next level. After each level, you will be given instructions on how to proceed to the next level of appeal.
2. Level 1 is a redetermination by the company that handles claims for Medicare. A redetermination is a second look at a claim. If you disagree with the decision made on your claim, you must request a redetermination within 120 days from the date you got your Medicare Summary Notice (MSN). Follow the directions on the MSN to do this. You will get a response called a "Medicare Redetermination Notice" about 60 days after the company gets your appeal request.
3. If you disagree with the redetermination decision in level 1, you have 180 days after you get your decision to ask for a reconsideration. This is the second level of appeal.
4. Level 2 is a reconsideration by the Qualified Independent Contractor (QIC).
5. To check the status of your reconsideration you can call 1-800-Medicare (800 633-4227).
6. For assistance, contact the Office of the Medicare Ombudsman's (OMO) by calling the above number. They can receive and provide help regarding complaints, grievances, and requests for information from people with Medicare.

MEDICARE, cont. . .

CONTACT

Questions regarding general information contact the Senior Health Insurance Counseling Program (SHIP) which is a non-profit organization helping to inform the public about Medicare and other senior health insurance issues. This division provides accurate and objective counseling, assistance, and advocacy relating to Medicare, Medicaid, Medicare supplements, Medicare Advantage, long-term care, and other related health coverage plans for Medicare beneficiaries, their representatives, or persons soon to be eligible for Medicare.

Senior Help Line:
(800) 763-2828

The Oklahoma Foundation for Medical Quality assist Medicare beneficiaries who feel their rights under Medicare have been denied and/or are concerned about the quality of care they have received.
(800) 522-3414

FINANCIAL CRITERIA

- None

PIECES OF THE PUZZLE

- Anyone who has Medicare Part B can have Medicare help pay for the rental or purchase of durable medical equipment, as long as the equipment is medically necessary. Medical equipment is prescribed by a doctor (or qualified nurse practitioner, physician assistant, or clinical nurse specialist) for use in the home.
- Most people will pay the Medicare Part B premium of \$104.90 in 2013 unless according to their IRS income tax return they earn above a certain amount, in which case they may have an increase in the premium as a result of an Income Related Monthly Adjustment Amount.
- Individuals with low income may qualify for additional financial assistance to help pay for Part B premiums, deductibles and co-payments. To apply for the Qualifying Medicare Benefits Program or Specified Low-Income Medicare Beneficiary Programs, go to the local Oklahoma Department of Human Services County Office.
- Effective July 1, 2013 Oklahoma is part of the new DME competitive bidding program, which changes the amount Medicare pays suppliers for certain durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) and makes changes to who can supply these items. Under this program, suppliers submit bids to provide certain medical equipment and supplies at a lower price than what Medicare now pays for these items. Medicare uses these bids to set the amount it will pay for those equipment and supplies under the competitive bidding program. Qualified, accredited suppliers with winning bids are chosen as Medicare contract suppliers.
- If the equipment or supplies ordered by the doctor are included in the competitive bidding program, individuals must get their equipment or supplies from a Medicare contract supplier for Medicare to pay for the item.
- Medicare covers power-operated vehicles (scooters), walkers, and wheelchairs as DME that your doctor prescribes for use in your home. Before Medicare helps pay for a power wheelchair you must have a face-to-face examination and a written prescription from a doctor or other treating provider.
- Beginning on July 1, 2013, Medicare beneficiaries who have their diabetic testing supplies delivered will have to get their supplies from a contract supplier in order for Medicare to help pay. Medicare will help pay for supplies if individuals use a mail-order contract supplier or go to their local pharmacy. Local stores don't have to be Medicare contract suppliers unless they're also offering diabetic supplies through the mail.
- The Medicare website, www.medicare.gov/ is very informational. The website also has a directory to look up DME suppliers and physicians online at: www.medicare.gov/

OKLAHOMA ABLE TECH

Department of Wellness, Oklahoma State University

PURPOSE

The purpose of ABLE Tech is to increase the access to and acquisition of assistive technology (AT) devices and services for individuals with disabilities, their families and support professionals. ABLE Tech accomplishes this purpose by providing AT through a short term equipment loan program, demonstration centers, a low interest bank loan for AT, reutilization of AT through the Oklahoma Equipment Exchange (OEE) and the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP). In addition, ABLE Tech provides information and referral, training on various AT topics and collaborates with state agencies and organizations to enhance the understanding and access to AT. ABLE Tech is funded under the Assistive Technology Act by U.S. Department of Education, Rehabilitation Services Administration and is located at Oklahoma State University in the Department of Wellness.

CONTACT

Linda Jaco, Director
OSU Department of Wellness
1514 W. Hall of Fame
Stillwater, OK 74078-2026
(405) 744-9748 (V/TDD)
(800) 257-1705 (V/TDD)
FAX: (405) 744-2487
<http://okabletech.okstate.edu/>

ABLE Tech INFO-line:
(888) 885-5588 toll free

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Any Oklahoman

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumer, Family, & Professional Groups
- Locating Alternate Funding
- Short-term Equipment Loan & AT Demonstration

AT DEVICES PROVIDED/COVERED

- Various AT devices are available on a short-term loan basis for trial or evaluation use
- ABLE Tech is a vendor of iPads as speech generating devices for eligible SoonerCare members
- Reutilization of AT

APPLICATION PROCESS

- Contact the main office by phone and request service(s).
- Contact the Oklahoma ABLE Tech INFO-line for AT information and referral. (See "Pieces of the Puzzle").

PIECES OF THE PUZZLE

- ABLE Tech operates a short-term equipment loan program, which allows individuals to borrow AT in order to "try before you buy." Short-term loans are also beneficial for purposes of assessment, meeting interim needs when devices need to be repaired and for personnel development activities. ABLE Tech will lend AT free to any Oklahoman up to 42 days. ABLE Tech has several partner entities across the state that can lend specialized AT to Oklahomans. The list of AT available for short-term loans and the partners are on the ABLE Tech website: <http://okabletech.okstate.edu>.
- ABLE Tech operates AT device demonstration centers with various partners across the state. The purpose of the device demonstration is to enable an individual to make an informed choice by allowing hands-on opportunities to learn about AT. The list of AT is available for demonstration and the partners are on the ABLE Tech website: <http://okabletech.okstate.edu>.
- ABLE Tech, BancFirst and the Oklahoma Assistive Technology Foundation (OkAT) work together in offering the Alternative Financing Program (AFP) and the Access to Telework Fund (ATF). These programs allow qualified Oklahomans with disabilities a fixed rate bank loan. Individuals can purchase any type of AT; such as, wheelchairs, adapted cars or vans, communication devices, hearing aids, etc. The ATF provides individuals with disabilities that qualify to receive a low interest loan or a guaranty loan to borrow money to purchase equipment to have an employment or telework outcome. Telework can be either through an employer or self-employment, which is work that can be performed from home and/or remote sites away from the office, such as work on the road.

OKLAHOMA ABLE TECH, cont. . .

- The Oklahoma Equipment Exchange (OEE) is ABLE Tech's free AT device exchange program. The Equipment Exchange is similar to a "want ad" where pre-owned AT is listed. The OEE is an opportunity to re-sell or buy AT for a lower cost than new items; such as, modified vehicles, wheelchairs, and daily living aids. To buy, donate, or sell used AT, call the toll free ABLE Tech INFO-line, (888) 885-5588 (V/TDD) or visit the website at: <http://oec.okstate.edu>.
- ABLE Tech and the Oklahoma Health Care Authority, have partnered to provide the Oklahoma Durable Medical Equipment Reuse Program (OKDMERP). The program is designed to reuse valuable DME that is no longer needed, and assign it to someone in need at no cost. Oklahoma residents who wish to donate gently used equipment, or Oklahomans in need of DME are encouraged to apply. Please call (405) 523-4810 for more information.
- ABLE Tech provides information and referral services on AT for people of all ages with disabilities. Anyone can call; family, friends, service providers, and other professionals. ABLE Tech's resources include a statewide computer database, national resources, an in-house collection of catalogs, and various publications.
- ABLE Tech offers educational and training workshops on AT to consumers, parents, and professionals that serve individuals with disabilities.
- ABLE Tech assists students, educators, and families obtain Accessible Instructional Materials (AIM) and determine the appropriate technology often necessary to read the specialized formats. Some students have difficulty reading textbooks and other curricular materials due to blindness, low vision, a specific learning disability such as dyslexia, or a physical disability preventing the student from holding the textbook or turning pages. To succeed in school, these students need specialized formats. The federal special education law, Individuals with Disabilities Education Act (IDEA), requires schools to provide AIM for elementary and secondary students. AIM includes: large print, braille, audio, and digital text.
- ABLE Tech is a vendor of iPads and communication apps to be used as speech generating devices for eligible SoonerCare members. SoonerCare approves devices for persons up to age 21, that have completed a formal evaluation of 3 different devices by a licensed speech pathologist. For assistance completing all the necessary documentation contact ABLE Tech.
- ABLE Tech provides technical assistance, training and consultation about web and digital accessibility and the standards and laws that make accessibility mandatory for agencies and institutions in the State of Oklahoma. In addition, ABLE Tech provides a fee-for-service consultation to assist Oklahoma state agencies and higher education institutions in designing, developing and procuring accessible web sites and software.
- As funding is available, ABLE Tech partners with "Fire Protection Publications" in offering the installation of free specialized smoke alarms to Oklahoma residents and provide fire safety messages to eligible Oklahomans who are deaf or hard of hearing.

OKLAHOMA EQUIPMENT DISTRIBUTION PROGRAM

Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

The program was established by legislation in 1986 as an accessibility program for Oklahomans that have hearing or speech problems that make it difficult for them to access the telephone. The Oklahoma Equipment Distribution Program can provide one amplified or text telephone, video phone, voice carry over phone, ring signalers, and other types of equipment to Oklahomans who are deaf, hard of hearing, speech impaired, or deaf-blind, regardless of age. This program also operates the Senior Citizen Hearing Aid Program, as described on Page 55, the Children's Hearing Aid Program and Specialized Speech Devices. Based on income eligibility, a sliding scale co-payment may apply.

CONTACT

Ray Willingham, Services to the Deaf Specialist
Equipment Distribution Program
1100 E Oklahoma St.
Sulphur, OK 73086-3108
Oklahoma School for the Deaf
(866) 327-9986 (Video Ph)

Deanna Atnip, Admin. Asst.
1100 E Oklahoma St.
Sulphur, OK 73086-3108
(580) 622-8812 (V/TDD)
(866) 309-1717 (V/TDD)
(888) 327-9986 (Video Ph)
FAX: (580) 622-5850
www.okreha.org

FINANCIAL CRITERIA

- Income eligibility, based on number in household.

ELIGIBILITY

- The individual must be a resident of the State of Oklahoma;
- provide verification of:
 - hearing or speech impairment with loss severe enough requiring the use of a TDD or amplifier to use the telephone;
 - income;
 - a list of other contributing disabilities (i.e., blindness, visual impairment, physical disability, etc.); and
- requests for Captioned Telephones (CapTel) require an audiogram.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumer & Family

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Speech Communication

APPLICATION PROCESS

- Contact the Oklahoma School for the Deaf (866) 309-1717 and request an application form. Applications are also available online at: http://www.osd.k12.ok.us/Publications/edp_app.pdf

APPEALS PROCESS

1. There is no appeals process. A person is determined eligible based on proof of disability. Equipment is distributed as funds are available.
2. If there is a question regarding an individual receiving equipment, questions should be brought to Traci Prince at the Oklahoma School for the Deaf.

PIECES OF THE PUZZLE

- Funds for this program are limited; therefore applicants may be placed on a waiting list for services.
- Individuals who have an income above the allotted guideline, contribute to the program based on a sliding scale. Family income and number of people in the family are used to determine costs for each individual.
- If you are in need of assistance with setting up your equipment, you may request program staff to come to your home. You may contact Ray Willingham at (866) 327-9986 (Video Ph) or email: rdwillingham@drs.state.ok.us.
- The program also has a demonstration lab at Total Source for Hearing-loss and Access (TSHA) in Tulsa where you may visit and try out equipment. Contact TSHA (918) 832-8742 to make an appointment. (See Section IV, Page 110)

OKLAHOMA LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED

Division of Visual Services

Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

The Oklahoma Library for the Blind and Physically Handicapped (OLBPH) in the Division of Visual Services offers services for persons who are blind, visually impaired and those with disabilities preventing them from using standard print materials. Thousands of books, textbooks and periodicals in recorded and braille formats, and playback equipment are available through the library at no charge and are sent and returned via postage-free mail. OLBPH is a regional depository for the Library of Congress, National Library Services for the Blind and Physically Handicapped. The OLBPH also operates the Accessible Instructional Materials (AIM) Center, that provides textbooks and other instructional materials in braille and other accessible formats for students with visual impairments in kindergarten through grade 12, as long as funds are available to meet the requests.

CONTACT

Kevin Treese, Director
300 NE 18th St.
Oklahoma City, OK 73105
(405) 521-3514
(800) 523-0288
(405) 521-4672 (TDD)
FAX: (405) 521-4582
Email: ktreese@okdrs.gov
www.library.state.ok.us

FINANCIAL CRITERIA

- None

ELIGIBILITY

- A person with a visual, physical, or learning disability that prevents or limits their ability to read standard print; or
- people with both permanent and temporary disabilities.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Loan of tape recorded and braille books
- Loan of cassette machines for playing talking books
- Loan of descriptive videos
- Newline: newspapers read over the phone by computer
- Braille, tape, and large print textbooks and specialized instructional equipment for visually impaired children and youth in Oklahoma Schools

AT DEVICES PROVIDED/COVERED

- Playback machines for reading talking books are loaned

APPLICATION PROCESS

- To request an application for service, books and operating equipment, contact the Oklahoma Library for the Blind & Physically Handicapped online at: <http://www.library.state.ok/us/applications/individual.pdf>.

OLDER BLIND PROGRAM

Division of Visual Services

Oklahoma Department of Rehabilitation Services

PURPOSE

The Older Blind Program expands independent living services for people who are 55 years old or older and legally blind. Rehabilitation teachers, located in the Division of Visual Services offices throughout the state, provide one-on-one assistance to older people in adjusting to blindness and regaining or maintaining maximum independence and self-sufficiency.

CONTACT

Marilyn Sanders,
Program Manager
907 S Detroit, Ste., 500
Tulsa, OK 74120
(918) 551-4908 (Voice)
(918) 551-4933 (TDD)
(800) 829-3255 (toll free)
FAX: (918) 551-4935

See Appendix B for Visual Services Field Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals must be 55 years of age or older;
- must be legally blind or have a progressive vision problem, which will lead to legal blindness in the foreseeable future and require services to enhance quality of life; and
- individuals that do not meet the vocational goal criteria for DRS may receive services thru the Older Blind Program.

AT SERVICES PROVIDED/COVERED

- Advocacy Training
- Assessments & Evaluations
- Case Management
- Information & Referral
- Training for Consumer & Family
- Orientation and Mobility Training

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Vision Impaired



Computers & Related

APPLICATION PROCESS

- Individuals are considered applicants when they:
 - have completed and signed an application form or have otherwise requested services (including, but not limited to requests made verbally, by telephone, in writing, by facsimile, etc.);
 - have provided information necessary to initiate an assessment to determine eligibility and need for services; and
 - are available to complete the assessment process as soon as the rehabilitation teacher has a document signed by the individual requesting VS services. This may be a formal application or a letter signed by the applicant, applicant's parent, guardian, or other representative, which provides the minimum basic information and request VR services.
- In application status, the rehabilitation teacher will secure sufficient information to make a determination of eligibility or ineligibility for Older Blind services. The information needed may include a current visual examination and/or a low vision evaluation.
- The rehabilitation teacher will make the eligibility determination decision within 60 days of application.

OLDER BLIND PROGRAM, cont. . .

APPEALS PROCESS

1. Individuals who disagree with a VS Program decision are encouraged to contact the local Program Manager to attempt an effective resolution of the issue. In the event of a reduction, suspension or cessation of VS services, individuals have a right to a case review by an impartial hearing officer, mediation, and/or assistance from the Client Assistance Program (CAP).
2. A request for a fair hearing should be made in writing to your VS rehabilitation teacher within 30 days of DRS informing you of the decision with which you disagree. The fair hearing will be conducted by a hearing officer within 45 days of the written "Request for a Fair Hearing" by the consumer.
3. Individuals filing a "Request for a Fair Hearing" may request a confidential mediation session to resolve grievances. Mediation is voluntary and subject to the agreement of both parties. In the event mediation sessions do not resolve the grievance, individuals retain their right to a fair hearing.
4. After filing a "Request for a Fair Hearing," the administrative review must be conducted by the Program Manager and concluded within the same 45 days, with the results of the review provided in a written letter. If the review resolves the grievance, the Withdrawal of Request for Hearing Form must be completed; otherwise, the hearing will continue.
5. The written decision of the hearing officer including findings and grounds for the decision will be made to the consumer, hearings coordinator and the director of DRS within 30 days of the completion of the hearing.
6. Individuals may request a review of the hearing officer's decision by the Cabinet Secretary of Human Services within 20 days of the decision.
7. In the event an individual brings civil action regarding the decision, the final decision either by the hearing officer or the Cabinet Secretary will be implemented pending court review.

ASSISTANCE PROVIDED FOR APPEALS

- The Client Assistance Program (CAP) assists persons with disabilities who are seeking or receiving services from any program funded by the Rehabilitation Act of 1973 as amended. CAP can:
 - advise clients of their rights and responsibilities under the Rehabilitation Act;
 - assist clients in communicating their concerns to DRS; and
 - represent the individual in the fair hearing process when appropriate and/or needed.
- Additional information concerning vocational rehabilitation and the appeals process can be obtained from the CAP at (405) 521-3756 or (800) 522-8224 statewide.

PIECES OF THE PUZZLE

- The Older Blind Program can provide an individual with a screen reader or screen enlargement software to assist them in using their existing computer, but it does not purchase a computer.
- The Older Blind Program operates the Telephone Information Line, a free service that you can call 24/7, and hear daily recorded Tulsa World/The Oklahoman newspaper articles. In the Tulsa area, the number is (918) 743-3332. The statewide, toll free number is (800) 829-3255.
- Legal blindness occurs when visual acuity with best correction is 20/200 or less in the better eye or when side vision results in a field restriction of 20 degrees or less.

SENIOR CITIZENS HEARING AID PROGRAM

Oklahoma Telecommunications Equipment Distribution Program, Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

The Senior Citizens Hearing Aid Program provides one (1) hearing aid per person at little or no cost to individuals who are 60 years of age or older and have a hearing loss of 35 decibels or greater in the better ear. Hearing loss must be determined by a contracted audiologist selected by the applicant. Based on income eligibility, a sliding scale co-payment may apply.

CONTACT

Traci Prince
Services to the Deaf and Hard of Hearing
1100 E Oklahoma St
Sulphur, OK 73086-3108
(580) 622-8812 (V/TDD)
(866) 309-1717 (V/TDD)
(866) 327-9986 (Video Ph)
FAX: (580) 622-5850
www.osd.k12.ok.us/edp/index.html

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- The individual must be a resident of the state of Oklahoma;
- be 60 years of age or older;
- have a 35db hearing loss in your better ear (a contracted audiologists will administer a hearing test and determine your degree of hearing loss); and
- have a limited income. Individuals earning above the income guidelines will be charged a co-payment. The co-payment will equal 10% of the difference between your monthly income and the monthly income guideline.

AT SERVICES PROVIDED/COVERED

- Assessments and Evaluations
- Information and Referral

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired

APPLICATION PROCESS

- Complete an application from the Oklahoma Telecommunications Equipment Distribution Program and return to the Oklahoma School for the Deaf. For an application, you may either call the office or download a copy of the application online at: <http://www.osd.k12.ok.us/edp/index.html>.
- Income verification must be included with the application. If you currently file income tax with the IRS, provide a copy of the front page of your 1040 plus verification of the Social Security income. (Because Social Security Income is often not declared on the 1040, it is necessary to send both documents.)

APPEALS PROCESS

1. There is no appeals process. A person is determined eligible based on proof of disability; available equipment is distributed as funds are available. If there is a question regarding an individual receiving equipment, contact Traci Prince.

PIECES OF THE PUZZLE

- This program has very limited funding. By the end of each fiscal year, there is a waiting list. The Senior Citizen Hearing Aid Program will provide you with a list of participating audiologists that you may choose from to provide the needed hearing test and hearing aid. After necessary paperwork is received an authorization will be faxed to the audiologist you selected. A letter with instructions to make an appointment for a hearing test will be mailed to you. If your hearing loss qualifies you for a hearing aid, the audiologist will take an ear mold impression, and order a hearing aid for you. You will then make another appointment to have the aid fitted, but due to funding limitations the program is only able to pay for one (1) hearing aid. The type of hearing aid you receive (in the ear or behind the ear) will be decided based on the results of the hearing test, and discussion between you and the audiologist.

SINGLE FAMILY HOUSING LOAN & GRANT PROGRAMS

Rural Development Program and Rural Housing Services

United States Department of Agriculture (USDA)

PURPOSE

The USDA Rural Development Program, Rural Housing Services offers a variety of programs ranging from new construction to home repair. They offer the Guaranteed Program, the Direct Program, the 504 Loan/Grant Program.

CONTACT

Tommy Earls, Oklahoma's
Single Family Housing
Program Director
Rural Development Office
(405) 742-1070
tommy.earls@ok.usda.gov

http://www.rurdev.usda.gov/rhs/sfh/brief_repairloan.htm

FINANCIAL CRITERIA FOR THE 504 LOAN/ GRANT

- Adjusted income cannot exceed the very low income level (50% of county medium).

ELIGIBILITY

- The home must be owner-occupied;
- must be unable to obtain affordable credit elsewhere and must have very low income;
- the funds are needed for repairs and improvements to make the dwelling more safe and sanitary or to remove health and safety hazards; and
- grants are only available to homeowners who are 62 years old or older and cannot repay a loan.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED



Home Modifications (includes ramps)

APPLICATION PROCESS

- Contact the local Oklahoma Rural Development office nearest you to apply for services.
- In the initial interview, the USDA staff will assist you in obtaining the needed information to complete the application.

APPEALS PROCESS

- Any applicant has the right to appeal an adverse decision. To file a complaint of discrimination, write to the USDA, Director, Office of Civil Rights, 1400 Independence Ave., SW, Washington, DC 20250-9140 or call (800) 795-3272 (V) or (202) 720-6382 (TDD).

PIECES OF THE PUZZLE

- Funds that are available for the Housing Loan and Grant Program can be very limited and may not be available until the next funded year. An individual may be placed on a waiting list to receive the funds.
- 504 loans and grants can be made in rural areas, which include open country and communities with a population up to 10,000, plus communities that are not part of a Metropolitan Statistical Area with populations up to 20,000.
- Construction and environmental standards include:
 - repairs to the home must comply with local codes and ordinances;
 - all major health and safety hazards, must be removed upon completion of the work;
 - repairs are not limited to handicap accessibility features,
 - lead base paint requirements apply for all dwellings built prior to

SINGLE FAMILY HOUSING LOAN & GRANT PROGRAMS, cont...

January 1, 1978;

- National Flood Insurance must be provided for any property located within designated special flood hazard areas;
- homeowner will find and select a qualified contractor; and
- repairs can be made to mobile homes provided the applicant owns the home and the site and the repairs are needed to remove health or safety hazards. The home must also be on a permanent foundation (or be placed on a permanent foundation with 504 funds).
- If a house is in such disrepair that it is not decent, safe or sanitary, assistance will not be considered.
- Under the Single Family Housing Loan and Grant Program loans up to \$20,000 and grants up to \$7,500 are available. Loans can be for a term of 20 years. A real estate mortgage and full title services are required for loans of \$7,500 or more.
- Under the Single Family Housing Loan and Grant Program grants may be recaptured if the property is sold in less than 3 years. Grant funds may be used only to pay for repairs and improvements resulting in the removal of health and safety hazards. A grant/loan combination is made if the applicant can repay part of the cost. Loans and grants can be combined for up to \$27,500 in assistance.
- The *Guaranteed Program* is designed for the purchase of a single family residence, refinance construction loans to permanent financing, refinance your existing RD Guaranteed or Direct loan to lower the interest rate and/or extend the term. Your income cannot exceed the moderate income limit. Application is made through an approved lender or a mortgage broker that works with an approved lender. 100% financing is available.
- The *Direct Program* will aid you in the qualified purchase of a single family residence. This requires a stable source of income and a workable credit history. Your household income cannot exceed the low income level. These limits vary by county. The *Direct Program* financing is from the USDA Rural Housing Service and is a fixed interest rate with a 33 year loan term. 100% financing is also available.
- The *504 Loan/Grant Program* has allowed numerous homeowners to remove health and safety hazards from their existing dwelling. The purpose of this program is to repair or modernize your home. Grants are available to make health and safety repairs to homes for homeowners who are at least 62 years of age and cannot afford a loan. The individual must be considered very-low income in order to be eligible for this program. Again, these limits vary depending on the county where you live and can be viewed by visiting the website.

SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

Social Security Administration (SSA)

PURPOSE

Social Security Disability Insurance (SSDI) is administered by the Social Security Administration (SSA). SSDI pays disability benefits to individuals who are blind or disabled that are unable to work as a direct result of the disability.

CONTACT

Contact your local Social Security office or call the Social Security Administration at:
(800) 772-1213
(800) 325-0778 (TDD)

Social Security publications and information are available on the web at:
<http://www.ssa.gov>

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Persons must have a severe mental or physical impairment (including blindness) that is verified by a physician;
- the disability is expected to last at least one year or result in death;
- the person is not able to do his or her work or other gainful activity;
- a "recent work" test based on the age at the time the disability occurred;
- a "duration of work" test to show the beneficiary worked long enough under Social Security; and
- the spouse and dependent children of fully insured workers, including adult children with disabilities whose disability began prior to age 22, are also eligible for benefits upon the retirement, disability or death of a primary beneficiary.

AT SERVICES & DEVICES PROVIDED/COVERED

- No AT services or devices are provided or covered. However, after receiving disability benefits for two years, individuals will be automatically enrolled in Medicare. AT devices and services can be accessed under the durable medical equipment benefit through the purchase of Medicare Part B.

APPLICATION PROCESS

- Apply online at www.socialsecurity.gov; or
- call tollfree (800) 772-1213, to make an appointment to file a disability claim at the local Social Security office; or
- set up an appointment for someone to take your claim over the telephone. The disability claims interview lasts about one hour. Individuals who are deaf or hard of hearing, may call the tollfree TTY number, (800) 325-0778, between 7 a.m. and 7 p.m. on business days. For an appointment, Social Security will send a Disability Starter Kit to help individuals prepare for the disability claims interview. The Disability Starter Kit is also available online at www.socialsecurity.gov/disability.

APPEALS PROCESS FOR ALL SSA PROGRAMS

- Whenever SSA makes a decision that affects eligibility or benefits, a letter is sent explaining the decision. If the applicant disagrees, the decision may be appealed and SSA will help with completion of the paperwork. There are four levels of appeal. Individuals may wish to appeal the decision. Throughout the appeals process, there are 60 days at every level to appeal a decision to the next level.

SOCIAL SECURITY DISABILITY INSURANCE (SSDI), cont...

PIECES OF THE PUZZLE

- The SSDI payment amount is based on a worker's lifetime average earnings covered by Social Security. The payment amount may be reduced by workers compensation payments and/or public disability benefits, Windfall Elimination Provisions, or Government Pension Offset. It is not affected by other income or resources.
- You can receive Social Security disability benefits at any age and certain members of one's family may also qualify for benefits on one's record. They include:
 - an unmarried son or daughter, including an adopted child, or, in some cases, a stepchild or grandchild. The child must be under 18 or 19 if in high school full time;
 - an unmarried son or daughter, 18 or older, if he or she has a disability that started before age 22. (If a disabled child under 18 is receiving benefits as a dependent of a retired, deceased, or disabled worker, someone should contact Social Security to have his or her checks continued at age 18 on the basis of disability); and
 - a spouse who is 62 or older, or any age if he or she is caring for a child of yours who is under 16 or disabled and also receiving checks.
- The process to determine disability is based on answering the five following questions:
 1. Are you working?
 2. Is your medical condition "severe"?
 3. Is your medical condition found in the list of disabling impairments?
 4. Can you do the work you did previously?
 5. Can you do any other type of work?
- If you are blind, the Social Security Administration has a publication in large print, braille, word file on a CD, and on cassette entitled "If You Are Blind, What Social Security and SSI Will Do For You." To obtain a copy in large print call (800) 772-1213. To obtain a copy in either braille or on cassette, contact: Braille Services Unit, Room 1-H-23 Operations Building, Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235 or call (410) 965-6414.
- Workers with disabilities receiving SSDI benefits are eligible for coverage under Medicare - Part A. However, there is a 24-month waiting period between the month in which the worker becomes entitled to SSDI benefits and the month in which the worker becomes eligible for Medicare.
- After receiving Social Security disability benefits, individuals may want to try working again. Social Security has special rules called work incentives that allow individuals to test their ability to work and still receive monthly Social Security disability benefits. The "Ticket to Work" provides assistance with education, rehabilitation and training needed in order to work.

SOONERSTART - EARLY INTERVENTION PROGRAM

Special Education Services Division Oklahoma State Department of Education

PURPOSE

SoonerStart is Oklahoma's early intervention program for families of infants and toddlers, birth to 36 months who have developmental delays, disabilities or both. SoonerStart was established under Part C of the Individuals with Disabilities Education Act (IDEA). SoonerStart offers services families may need to promote healthy development in their child. SoonerStart can provide developmental screenings, evaluation, assessment, and early intervention. The SoonerStart program provides case management, evaluation, AT devices and services.

CONTACT

Lead Agency:
Mark Sharp, Exe. Director
SoonerStart Early Intervention
Oklahoma State Dept. of Ed.
2500 N Lincoln, Rm 510
Oklahoma City, OK 73105
(405) 521-4880
FAX: (405) 522-1590
<http://ok.gov/sde/soonerstart-0>

Service Provision Agency:
John Corpolongo, Chief
SoonerStart Early Intervention
Oklahoma State Dept. of Health
1000 NE 10th, Rm 803
Oklahoma City, OK 73117
(405) 271-9444 ext. 56806
(405) 271-8333
FAX: (405) 271-4419
http://www.ok.gov/health/Child_and_Family_Health/SoonerStart/

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Infants and toddlers birth through 36 months of age who:
 - exhibit a delay in their developmental age compared to their chronological age of 50% in one, or 25% in two or more of the following areas: cognitive, physical, communication, social/emotional, or adaptive development; or
 - have a diagnosed physical or mental condition that has a high probability of resulting in delay. This includes, but is not limited to: chromosomal disorders, neurological abnormalities, inborn errors of metabolism, genetic disorders, congenital malformations of the brain, congenital infections, sensory abnormalities, impairments, or identified syndromes.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Locating Alternate Funding
- Case Management
- Training for Consumer & Family
- Information & Referral
- Fabrication of Devices
- Advocacy/Other
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Mobility/Seating & Positioning



Aids for Vision Impaired



Recreation & Leisure Devices

APPLICATION PROCESS

- Families should contact the Oklahoma State Department of Education, Special Education Services at (405) 521-4155 and ask for the phone number to your local SoonerStart office or see Appendix B for the local SoonerStart office.
- Within two days of receiving a referral, the Early Intervention Unit assigns a resource coordinator to provide case management services to the family. The resource coordinator provides families with information about their rights, available services & other resources. The resource coordinator also notifies the appropriate SoonerStart service provider to arrange for clinical intake & developmental/health screenings as needed.
- After the completion of appropriate multidisciplinary evaluations, a meeting is held to determine eligibility and needs for service provision.
- If the child is determined eligible, an Individualized Family Service Plan (IFSP) is developed.

SOONERSTART – EARLY INTERVENTION PROGRAM, cont. . .

Sharon House, Exe. Director
Oklahoma Parents Center, Inc.
P.O. Box 512
Holdenville, OK 74848
(877) 553-4332 (V/TDD)
(405) 379-6015
(405) 379-2108
FAX: (405) 379-0022
www.OklahomaParentsCenter.org

Jo Anne Pool Blades, Program Manager
Special Education Resolution Center (SERC)
9726 E 42nd Street, Ste 203
Tulsa, OK 74146
(918) 270-1849
(888) 267-0028 (toll free)
Fax: (918) 270-2062
<http://serc.okstate.edu>

Allyson Robinson, SLP, AT Specialist
Oklahoma ABLE Tech
1514 W Hall of Fame
Stillwater, OK 74078-2026
(405) 744-4608
(800) 257-1705
FAX: (405) 744-2487
<http://abletech.okstate.edu>

See Appendix B for
SoonerStart Early
Intervention Offices.

APPEALS PROCESS

1. Informal Process: Families should go back to the Early Intervention Coordinator with concerns about services and ask for a meeting to work out the request through local procedures to expedite resolution of the problem. However, families have the right to go through the formal process, in addition to, or in lieu of, the informal process.
2. Formal Process: Complaints must be written and include:
 - how SoonerStart has violated a requirement under Part C of IDEA;
 - the basic facts which lead to the belief that the law has been violated;
 - complaints pertaining to a specific child with a disability that include the child's name, date of birth, and current IFSP; and
 - the signature of person(s) filing the complaint.
3. Upon receipt of a complaint or request for a due process hearing, the Early Intervention Unit will offer mediation within five working days of receiving the complaint or hearing request. A request for a due process hearing must be in writing, signed, and addressed to the Oklahoma State Department of Education (Attention: SoonerStart Early Intervention Program), 2500 N Lincoln Boulevard, Ste 510, Oklahoma City, Oklahoma 73105-4599.
4. The Oklahoma Parents Center is available to provide information on federal and state laws regarding the provision of early intervention services, and parent rights and responsibilities to all eligible infants and toddlers and their families.

PIECES OF THE PUZZLE

- There is no direct cost to families for early intervention services, regardless of the family's income.
- SoonerStart is a joint effort of the Oklahoma Departments of: Education, Health, Human Services, Mental Health and Substance Abuse Services, Health Care Authority and the Commission on Children and Youth. Its lead agency is the Oklahoma State Department of Education.
- The IFSP is a coordinated plan of service based on the identified needs of the individual child and family. The IFSP is jointly developed by the family and appropriate early intervention personnel.
- The early intervention services identified in the IFSP may include assistive technology devices that are used to increase, maintain or improve the functional capabilities of children with disabilities.
- AT devices provided by SoonerStart remains the property of the program.
- AT devices are available for demonstration to help families and caregivers decide if one or more AT devices will meet the child's needs. Many devices are provided for demonstration and short-term loan purposes by ABLE Tech.
- For children that may be eligible for IDEA Part B services, at least 90 days before the child's third birthday, a meeting to ensure a smooth transition from SoonerStart to the preschool program under Part B of IDEA will be held. If the child is eligible for special education services, any needs for AT will be addressed by the Individual Education Plan (IEP). (See Page 64, Special Education Services Division).

SPECIAL EDUCATION SERVICES DIVISION

LOCAL EDUCATION AGENCY (LEA)

Oklahoma State Department of Education (OSDE)

PURPOSE

Since 1975, the federal government has mandated a Free and Appropriate Public Education (FAPE) for children with disabilities, including those children whose disabilities are multiple and severe. The Special Education Services Division of the Oklahoma State Department of Education assist school districts in the provision of special education and related services so that all students with disabilities can develop into productive and successful citizens. Under federal special education law and state rules, students with disabilities who require assistive technology devices or services in order to receive a FAPE are eligible for those devices and/or services as specified in the student's Individualized Education Program (IEP).

CONTACT

Dr. Rene Axtell
Assistant State Superintendent, Special Ed Services
Oklahoma State Dept. of Ed.
2500 N Lincoln Blvd, Rm 411
Oklahoma City, OK
73105-4599
(405) 521-3351
FAX: (405) 522-2380
www.sde.state.ok.us

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Children with disabilities, ages 3-21;
- to determine if a referral for special education service is appropriate, a multidisciplinary team including the parents will meet; and
- if the team suspects the student to have a disability, they will determine if Special Education Services are required and will evaluate if the child would benefit from special education.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Student & Family
- Assessments & Evaluations
- Supporting Software
- Locating Alternate Funding
- Maintenance & Repairs
- Fabrication of Devices
- Advocacy/Other (devices required by IEP)

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related



Recreation & Leisure Devices



Learning Cognition & Developmental

APPLICATION PROCESS

- As part of an initial evaluation, a group of qualified professionals and the parent/guardian shall review existing evaluation data and/or new evaluation data.
- Parents or educators of students with disabilities who have suspected AT needs should inquire regarding referral for evaluation of these needs by the local school system.
- If the child is determined eligible, an Individualized Education Program (IEP) is developed.

SPECIAL EDUCATION SERVICES, cont. . .

Sharon House, Executive
Director
Oklahoma Parents Center, Inc.
P. O. 512
Holdenville, OK 74848
(405) 379-6015
(405) 379-2108
(877) 553-4332 (V/TDD)
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Tulsa, OK 74146
(918) 270-1849
(888) 267-0028 (toll free)
FAX: (918) 270-2062
<http://serc.okstate.edu>

Brenda Dawes
Program Manager
Oklahoma ABLE Tech
1514 W Hall of Fame
Stillwater, OK 74078-2026
(405) 744-5170
(800) 257-1705
FAX: (405) 744-2487
<http://abletech.okstate.edu>

APPEALS PROCEDURE

1. Parents may contact the Oklahoma Parents Center for information on federal and state laws that guarantee a child's right to a Free Appropriate Public Education (FAPE) and parental rights and responsibilities.
2. Formal complaints should be filed with the Local Educational Agency (LEA) or the Oklahoma State Department of Education (OSDE). Complaints to the LEA should be addressed to the superintendent or administrator of the school district. Complaints to the OSDE should be addressed to the superintendent or administrator of the school district. Complaint Forms can be downloaded from the website: <http://ok.gov/sde/dispute-resolution/>
3. Assistance regarding complaints can also be provided through Special Education Services Division by calling (405) 521-3351.
4. Complaints must be written and include:
 - how the LEA has violated a requirement under Part B of IDEA;
 - the basic facts which lead to the belief that the law has been violated;
 - the complaint must allege a violation that occurred not more than one year prior to the date the complaint is received by the LEA or OSDE;
 - complaints pertaining to a specific child with a disability that include the child's name, date of birth, and current educational status; and
 - the signature of person(s) filing the complaint.
5. Special Education Services encourage parties to resolve disputes at the earliest stage possible. Mediation regarding AT issues is available at any time a dispute arises. Neutral trained mediators are available at no cost to either party.
6. A parent or a school may initiate a due process hearing to resolve a dispute regarding the proposal or refusal to initiate or change the identification, evaluation or educational placement of a child or the provision of a FAPE to a child. A parent's request for a due process hearing must be in writing, signed and addressed to the local school administrator and include: child's name; date of birth; current grade or class placement; established or purported disability; and the reason for challenging identification, evaluation, placement, or appropriateness of the education for the child. A copy of the request must also be mailed to:

Attention: Due Process Hearings
Special Education Services
Oklahoma State Department of Education
2500 N Lincoln Blvd.
Oklahoma City, OK 73105-4599
7. The hearing officer's decision will be final and binding unless a request is made to appeal the decision. Either the parent or the school may initiate an appeal of the hearing officer's decision. Appeals must be initiated in writing to the State Department of Education, Special Education Services. Impartial appeals officers conduct the reviews.

SPECIAL EDUCATION SERVICES, cont. . .

PIECES OF THE PUZZLE

- If the team determines the student would need AT to receive FAPE, the team will address a comprehensive evaluation to determine what type AT devices and/or services are needed. The evaluation may include an assessment of the student's functioning in several areas: cognitive, academic, auditory, vision, speech/ language, and motor skills, and must consider AT needs and identify appropriate devices and/or services.
- If the student is determined ineligible for Special Education Services, AT may be accessed through the provisions of the Americans With Disabilities Act (ADA) or Section 504 of the Rehabilitation Act. See Appendix A for more information on obtaining AT through ADA or Section 504.
- It is the program planning process (the IEP) that is important in determining whether the school system is the appropriate entity to obtain AT for a child. If the IEP team determines that an assistive device and/or service is needed for the child to successfully meet the goals and objectives of the IEP, the school system **MUST** provide the individual with the specified AT device and/or service at no cost to the parents, as part of the student's FAPE.
- The school system may provide the AT device or service by:
 - using existing resources (equipment) that they already have;
 - obtaining the needed device through equipment lending libraries;
 - locating other sources of funding outside the school district, such as Medicaid;
 - asking the parents if they want to obtain the device through their private insurance company, if coverage exists; or
 - purchasing the device with district funds. Thus, once the need for AT is written into an IEP, the school district **MUST** ensure that the student obtains the specified AT device and/or service. If parents choose not to use their private insurance, school systems cannot require them to do so.
- Once the school has made a commitment to obtain the specific AT, the child should receive proper training and follow-up to insure that the child will benefit from using the device. In addition, the child's parents, teachers, and support staff should receive training on how to use the device and how to maximize the child's use of the device at school, at home, and in the community.
- Just because a parent wants a particular device for his/her child does not mean that the need for that device will be written into the IEP. Although the parent is a member of the IEP team, any and all decisions are **TEAM** decisions. The IEP team must decide whether a particular assistive technology is educationally necessary for the child. Team decisions can occasionally place the parent at odds with other team members. There is a process for resolving disputes if the parent feels that the IEP does not meet the needs of the child. (See "Appeals Procedures" above.)
- If the school district purchases an AT device, the device remains the property of the school system. On a case-by-case basis, the use of school-purchased AT devices in a child's home or in other settings is required if the child's IEP team determines that the child needs access to those devices in order to receive a FAPE.
- When developing transition service plans, be sure to address any AT issues. For example, if the school district has purchased the device, the device stays with that school system when the student graduates, leaves school or even moves to another district. However, a formal mechanism allows school districts to sell or transfer AT devices to parents, other state agencies, or other school districts. For more information, refer to the "Technical Assistance Document: Assistive Technology for Children and Youth with Disabilities."
- The Assistive Technology Program for Oklahoma Public Schools is a collaborative program between the Oklahoma State Department of Education, Special Education Services and ABLE Tech.
- The Assistive Technology Program provides school personnel opportunities for awareness and advanced level training through presentations at state and local education conferences and regional training courses.
- School personnel and families have access to ABLE Tech's AT short-term loan program. Short-term loans are available for assessment, preview, trial purposes, accommodation, as a loaner while the student is waiting for device repair and professional development. The AT short-term loan is for six weeks.

SPECIAL EDUCATION SERVICES, cont. . .

- The AT available for demonstration and short-term loans can be found at the ABLE Tech fully accessible website at: <http://oec.okstate.edu/loan/>.
- ABLE Tech provides information and referral services that can assist school personnel with referrals to other appropriate service providers, agencies, vendors or manufacturers.
- IDEA requires that states and school districts provide accessible versions of instructional materials to students with disabilities in a timely manner, as an essential component of FAPE. The National Instructional Materials Accessibility Standard (NIMAS) is a uniform electronic format for textbooks and related materials from which accessible formats can easily be made.
- Accessible Instructional Materials (AIM) is for students with sensory, physical, cognitive and learning differences that have difficulty accessing printed materials. ABLE Tech contracts with the State Department of Education and provides:
 - information and demonstration of AT devices and services;
 - technical assistance to educators and/or parents;
 - assistance to schools and parents in determining student eligibility to curriculum resources and availability dependent upon IEP or 504 status;
 - access to repositories for digital textbook file/curriculum content downloads as an Oklahoma authorized user (AU) of the NIMAS; specialized formats (audio, digital, large print) per student as an accessible media producer (AMP);
 - the facilitation of braille or large print curriculum content to vendors such as Liberty Braille and the AIM Center that are authorized to create specialized formats; and
 - the needed AT for the student in order to access AIM and facilitate the delivery of AT the same time as specialized format is delivered.
- For more information on the Individuals with Disabilities Education Act (IDEA), see Appendix A.
- For more information on how to utilize AT, you may download *Assistive Technology for Children and Youth with Disabilities* from Oklahoma ABLE Tech at: http://www.ok.gov/abletech/Resources/State_Department_of_Education_Technical_Assistance.html/

SUPPLEMENTAL SECURITY INCOME (SSI)

Social Security Administration (SSA)

PURPOSE

Supplemental Security Income (SSI) is administered by the Social Security Administration (SSA). The purpose of the SSI program is to assure a minimum level of income to persons who are elderly or have a disability and have limited income and resources. Specific eligibility criteria must be met.

Individuals under 65 must meet the SSA's definition of "disabled" or "blind". There is no disability waiting period for SSI. People may be eligible for SSI even if they have never worked, and they may also receive social security payments IF they are eligible for both.

CONTACT

Social Security
Administration
(800) 772-1213

Social Security publications and information are available at: <http://www.ssa.gov/pgm/ssi.htm>

FINANCIAL CRITERIA

- See both "Eligibility" and "Pieces of the Puzzle."

ELIGIBILITY

- Persons who have limited income and resources;
- aged 65 or older;
- children or adults that are blind or have a disability; and
- be a U.S. citizen or national.

AT SERVICES & DEVICES PROVIDED/COVERED

- No AT services or devices are provided or covered. However, SSI recipients are usually able to get Medicaid and thus access AT as DME through SoonerCare.

APPLICATION PROCESS

- Schedule an appointment with a Social Security representative by calling (800) 772-1213 or contact the local Social Security office. They will assist with the application process. Be prepared to provide information by completing the online disability report or take the following information to the scheduled appointment:
 - the medical problem(s) that prevents the individual from working and the date the individual stopped working;
 - names, addresses, and phone numbers of all the doctors; hospitals and clinics visited for medical treatment. (Individuals making applications will be asked to sign forms, which authorize these sources to release your medical records);
 - information on medical tests including the times and places;
 - jobs for the last 15 years, including the physical and mental demands of each job;
 - education; and
 - current daily activities.
- Application is forwarded to the Disability Determination Section (DDS) in Oklahoma City. Under an agreement with SSA, DDS follows federal regulations to process and make decisions on disability claims.
- An adjudicator who is trained in the SSA Disability Program will be responsible for compiling the case by obtaining medical records. If the medical information obtained is incomplete or not current, DDS may authorize and pay for an examination by the applicant's doctor.

APPEALS PROCESS FOR ALL SSA PROGRAMS

1. Whenever SSA makes a decision that affects eligibility or benefits, a letter is sent explaining the decision.
2. If you disagree you may appeal the decision, and SSA will help you complete the paperwork. There are four levels of appeal. If you disagree with the decision at one level, you may appeal to the next level.
3. You have 60 days from the time you receive the decision to file an appeal to the next level.

SUPPLEMENTAL SECURITY INCOME (SSI), cont. . .

PIECES OF THE PUZZLE

- Whether you can get SSI and the amount of the payments depends on what you own and how much income you have.
- Not all income and resources are counted in determining eligibility for SSI. Generally, the first \$20 a month of unearned income and the first \$65 a month in earnings are not counted. Also not counted are wages used to pay for items or services needed to work because of a disability. Income above these levels usually reduces the amount of the basic SSI payment by \$1 for every \$2 earned. The maximum monthly payment in 2013 is \$710. This amount usually increases annually.
- A person may be able to get SSI with items worth up to \$2,000, a home and the land it on are not counted. Personal effects or household goods, automobiles, and life insurance policies may not count, depending on their value. Some items of blind or disabled persons may not count if they will be used to help the person work or earn extra income. The income and resources of the parents of an eligible child under the age of 18 are considered in determining the eligibility and payment for the child.
- The process to determine disability is based on answering the five following questions.
 1. Do you have earned income? The amount of income you can receive each month and still get SSI depends partly on where you live. Call SSI to find out the income limits Oklahoma.
 2. Is your condition "severe?" Your impairments must interfere with basic work-related activities for your claim to be considered.
 3. Is your condition found in the list of disabling impairments? SSA maintains a list of impairments for each of the major body systems that are so severe they automatically mean you are disabled. If your condition is not on the list, SSA will have to decide if it is of equal severity to an impairment on the list.
 4. Can you do the work you did previously? If your condition is severe, but not at the same or equal severity as an impairment on the list, then SSA must determine if it interferes with your ability to do the work you did in the last 15 years. If it does not, your claim will be denied. If it does, your claim will be considered further.
 5. Can you do any other type of work? If you cannot do the work you did in the last 15 years, SSA will look to see if you can do any other type of work. If you cannot do any other kind of work, your claim will be approved.
- If you are blind, the Social Security Administration has a publication in large print, braille, and on cassette entitled "If You Are Blind, What Social Security and SSI Will Do For You." To obtain an accessible format call (800) 772-1213.
- The primary access to the funding of assistive technology is through the SSI program's link to the Medicaid program. SSI recipients should make a separate application for Medicaid services with their county DHS office.

SUPPLEMENTAL SECURITY INCOME WORK INCENTIVES

Social Security Administration (SSA)

PURPOSE

Special rules make it possible for people with disabilities receiving Supplemental Security Income (SSI) to work and still receive monthly payments and Medicaid. Social Security calls these rules "work incentives." One of Social Security's highest priorities is to help people with disabilities achieve independence by helping them to take advantage of employment opportunities. Work incentives are rules intended to help SSI beneficiaries go to work by minimizing the risk of losing their SSI or Medicaid. Some incentives allow SSA to not count some income or resources. Other incentives allow individuals to continue to receive Medicaid coverage even though they are not receiving SSI cash benefits. Individuals may be entitled to take advantage of more than one work incentive program, depending on the types of income they receive; it will change the amount excluded and the SSI benefit amount.

CONTACT

Social Security
Administration (SSA)
(800) 772-1213
www.ssa.gov

FINANCIAL CRITERIA

- See "Eligibility."

ELIGIBILITY

- Persons receiving SSI.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered. Work Incentives may allow you to receive additional funds or Medicaid that can be used to purchase AT devices.

APPLICATION PROCESS

- Contact Social Security at (800) 772-1213 to discuss and develop any work incentive program that may benefit you.

PIECES OF THE PUZZLE

SSI has many different type of work incentives.

- *Earned Income Exclusion* - the first \$65 of earnings received is not counted toward income, plus one-half of the remaining earnings.
- *General Income Exclusion*, an additional \$20 of earnings is not counted toward income.
- *Ticket to Work* is a program for individuals with disabilities who want to work and participate in planning their employment. A Ticket increases available choices when obtaining employment services, vocational rehabilitation services and other support services needed to keep a job. It is a free and voluntary service. Individuals can use the Ticket if they choose, but there is no penalty for not using it. Individuals might not be subject to a continuing disability review while they are using their Ticket.
- *Impairment-Related Work Expenses (IRWE)* - SSA deducts the cost of certain impairment-related items and services from gross earnings when deciding if it is "countable earnings". If an individual is receiving SSI benefits, SSA will exclude IRWE from earned income when they figure monthly payments.
- *Student Earned Income Exclusion* is for individuals under age 22 and regularly attending school, in 2013 SSA does not count up to \$1,730 of earned income per month when they figure SSI payment amount. The maximum yearly exclusion is \$6,960. These amounts are adjusted yearly based on cost-of-living.
- *Plan to Achieve Self-Support (PASS)* allows an individual to set aside other income besides their SSI and/or resources for a specified period of time so that they may pursue a work goal, as long as the expenses are related to achieving their work goal.
- *Blind Work Expenses (BWE)* - SSA does not count any earned income that is used to meet expenses that are needed to earn that income in deciding the SSI eligibility and the payment amount. To qualify an individual must be eligible for SSI based on blindness. The BWE items do not have to be related to the blindness. When SSA figures the SSI payment amount, they treat items as BWE instead of IRWE. SSA does it this way because it always results in a higher SSI payment amount.

SUPPLEMENTAL SECURITY INCOME WORK INCENTIVES, cont. . .

- *Property Essential to Self-Support (PESS)* - SSA does not count some resources that are essential to means of self-support.
- *Subsidy and Special Conditions* - SSA will consider the existence of a subsidy and/or special conditions when they make a Substantial Gainful Activity (SGA) decision. SSA uses only earnings that represent the real value of the work performed to decide if the work is at the SGA level.
- *Special SSI Payments for Individuals Who Work* - Under Section 1619(a) an individual can receive SSI cash payments even when earned income is at the Substantial Gainful Activity (SGA) level.
- *Reinstating SSI Eligibility Without a New Application* - If an individual has been ineligible for a SSI payment due to work, SSA may be able to restart SSI cash payment again at any time without a new application.
- *Special Benefits for Individuals Eligible under 1619 Who Enter a Medical Facility* - If the individual is working and eligible under section 1619, they may receive an SSI cash benefit for up to 2 months while in a Medicaid facility or a public medical or psychiatric facility.
- *Medicaid While Working under Section 1619(b)* - After the individual returns to work, their Medicaid coverage can continue, even if their earnings become too high for an SSI cash payment.
- If SSI is not received because of excess income or resources, deducting impairment-related work expenses may help an individual to qualify for SSI.
- Often a person has to pay for the work-related services and items (including AT) over a period of time. Many vendors require the full payment at the time of purchase. Therefore, a person may want to borrow money under the Alternative Financing Program (AFP) and deduct the payments as an IRWE or incorporate the payments as a PASS. Contact ABLE Tech for more information by calling (888) 885-5588.

SUPPLEMENTAL SECURITY INCOME DISABLED CHILDREN'S PROGRAM (SSI-DCP)

Adult & Family Support Services, Health Related Medical Services Unit Department of Human Services

PURPOSE

The Supplemental Security Income-Disabled Children's Program (SSI-DCP) provides specialized goods and services to SSI-disabled recipients under 18 years of age. SSI-DCP is funded by Title V, Maternal and Child Health, Children with Special Health Care Needs program and shares the purpose of maintaining the child in his or her own home and avoiding the institutionalization of a child with a disability.

CONTACT

Carla McCarrell-Williams,
Programs Field Representative
Adult and Family Support
Services Division
Oklahoma Department of
Human Services
P. O. Box 25352
Oklahoma City, OK 73125
(405) 521-4092
FAX: (405) 521-4158
www.okdhs.org

See Appendix B for a list of
the Department of
Human Services Centers.

FINANCIAL CRITERIA

- Must receive SSI benefits

ELIGIBILITY

- Applicants must be under 18 years of age; and
- receiving SSI benefits.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Locating Alternate Funding
- Fabrication of Devices
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Recreation & Leisure Devices



Mobility/Seating & Positioning



Vehicle Modifications

APPLICATION PROCESS

- Contact the county office of the Department of Human Services (DHS).

APPEALS PROCESS

1. Contact worker in local Human Services Centers to complete H.1 Form (Hearing Request).
2. The appeals process will be handled by the local Human Services Center.
3. All guidelines for the appeals process will be governed by OKDHS policy 340:2-5-60.

PIECES OF THE PUZZLE

- This program assists children from birth to age 18 who receive a Supplemental Security Income - Disability Payment (SSI) to receive assistance in getting needed equipment and services. This includes adaptive equipment and specialty formula for children from birth to age 18 and diapers from ages 4-18.
- A professional who works with the child must recommend the services or adaptive equipment needed.

SUPPORTED EMPLOYMENT PROGRAM

Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

Supported employment is a service that provides competitive work within an integrated employment setting for individuals with the most significant disabilities. Supported employment assists consumers to choose, learn and keep competitive full or part-time jobs. Extensive on-the-job support services are provided by supported employment staff of contracted vendors working with the employee with a disability. Other services may include job development and placement, off-the-job supports related to employment retention, and ongoing support services to assist the individual to keep his/her job. DRS funds may be used to purchase assistive technology when it is needed by an individual to get a job or to do a job.

CONTACT

Teri Egner
Employment Support Services
Oklahoma Department of
Rehabilitation Services
300 NE 18th St
Oklahoma City, OK 73105
(405) 522-6536
FAX: (405) 522-2139
<http://okrehab.org/ses.htm>

For area offices, call
the State Office.
(405) 951-3508
(800) 845-8476 (TDD)

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Individuals with the most significant disabilities;
- ages 16 and older;
- have not worked or have worked only intermittently in competitive employment; and
- have a need for on-going support services in order to perform competitive work.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Fabrication of Devices
- Assessments & Evaluations
- Maintenance & Repairs
- Supporting Software
- Training for Consumer & Family
- Advocacy/Other

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related



Vehicle Modifications

APPLICATION PROCESS

- Contact the DRS office nearest you to apply for services. Signing your name to an application starts your evaluation.
- In the initial interview, the counselor will obtain background information from the person.
- The counselor will then collect needed diagnostic reports to establish eligibility. This may include gathering existing information or sending the person for new examinations and evaluations. The results of a physical examination, an assistive technology evaluation, or other evaluation of vocational potential, if required, are used to determine potential for gainful employment.
- Unless extended evaluation is required, the counselor will make the eligibility determination decision within 60 days of application.
- Once eligibility for services is established, the counselor will work with the individual to develop an Individualized Plan for Employment (IPE) that is designed to result in competitive employment for the individual.

SUPPORTED EMPLOYMENT PROGRAM, cont. . .

APPEALS PROCESS

1. Consumers who disagree with a VR Program decision are encouraged to contact the local District Supervisor to attempt an effective resolution of the issue. In the event of a reduction, suspension or cessation of VR services, individuals have a right to a case review by an impartial hearing officer, mediation, and/or assistance from the Client Assistance Program (CAP).
2. A request for a fair hearing should be made in writing to your VR Counselor or the hearing coordinator within 30 days of DRS informing you of the decision with which you disagree. The fair hearing will be conducted by a hearing officer within 60 days of the written "Request for a Fair Hearing" by the consumer.
3. Individuals filing a "Request for a Fair Hearing" may request a confidential mediation session to resolve grievances. In the event mediation sessions do not resolve the grievance, individuals retain their right to a fair hearing.
4. After filing a "Request for a Fair Hearing," the administrative review must be conducted by the district supervisor and concluded within the same 60 days, with the results of the review provided in a written letter. If the review resolves the grievance, the "Withdrawal of Request for Hearing" form must be completed; otherwise, the hearing will continue.
5. The written decision of the hearing officer including findings and grounds for the decision will be made to the consumer and hearings coordinator within 30 days of the completion of the hearing.
6. Individuals may request a review of the hearing officer's decision by the Governor or Governor's designee within 20 days of the decision.
7. In the event an individual brings civil action regarding the decision, the final decision either by the hearing officer or the Governor or Governor's designee will be implemented pending court review.

ASSISTANCE PROVIDED FOR APPEALS

- The Client Assistance Program (CAP) assists persons with disabilities who are seeking or receiving services from any program funded by the Rehabilitation Act of 1973 as amended. CAP can:
 - advise clients of their rights and responsibilities under the Rehabilitation Act;
 - assist clients in communicating their concerns to DRS; and
 - represent the individual in the fair hearing process when appropriate and/or needed.
- Additional information concerning vocational rehabilitation and the appeals process can be obtained from the CAP at (405) 521-3756 or (800) 522-8224 statewide.
- All DRS clients should receive a CAP brochure at the time their case is activated.

PIECES OF THE PUZZLE

- To provide supported employment services, DRS contracts with community based organizations to be Supported Employment vendors. The provision of services by these providers is limited by a number of factors:
 - the number of providers and the geographic area they serve. Many areas of the state have no local provider; and
 - some providers contract to serve persons with specific disabilities.
- DRS has developed Rural Employment contracts, which provide Supported Employment services to rural areas of Oklahoma.

TRICARE

United States Department of Defense

PURPOSE

The mission of TRICARE is to provide quality health care for members of the Armed Forces, military families, and others entrusted to the Department of Defense's care. There are several plan options to choose from based on specific eligibility. As a major component of the Military Health System, TRICARE combines the health care resources of the uniformed services with networks of civilian health care professionals, institutions, pharmacies and suppliers to provide access to high-quality health care services while maintaining the capability to support military operations.

CONTACT

TRICARE Humana Military
Healthcare Services, Inc.
(South Region)
(800) 445-5445
<http://www.tricare.osd.mil>

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Family members of active-duty service members;
- military retirees and their eligible family members;
- surviving eligible family members of deceased, active, or retired service members;
- wards and pre-adoptive children; and
- some former spouses of active or retired service members who meet certain length-of-marriage rules and other requirements.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Case Management
- Locating Alternate Funding
- Advocacy/Other

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Speech Communication

APPLICATION PROCESS

- In order to use TRICARE, the individual must be listed in the Defense Department's DEERS (Defense Enrollment Eligibility Reporting System) computerized database as being eligible for military health care benefits. All military sponsors should ensure that the status of their families (marriage, divorce, new child, etc.) is current in the DEERS files so TRICARE claims can be processed quickly and accurately.

APPEALS PROCESS

1. If individuals disagree with certain decisions made by the TRICARE Management Activity or by the TRICARE contractor regarding a benefit, there is a right to appeal that decision. There are specific benefit issues that are appealable and the appeal process varies depending on the type of benefit issue.
2. For issues that can't be appealed, such as concerns with the quality of health care service received, TRICARE provides a grievance process that allows individuals to submit in writing the concern or complaint.

VETERANS BENEFITS

Department of Veterans Affairs

PURPOSE

The Department of Veterans Affairs (DVA) offers an array of benefits to Veterans that includes but not limited to Health Care, Home Loans and Home Modifications, Vocational Rehabilitation, and Pharmacy Benefits. The DVA provides a standard enhanced health benefits plan available to all enrolled Veterans. This plan emphasized preventive and primary care, and offers a full range of outpatient and inpatient services within VA Health Care System.

CONTACT

VA Benefits
(800) 827-1000

FINANCIAL CRITERIA

- Varies depending on the benefit.

ELIGIBILITY

- VA applies a variety of factors during the application verification process when determining a Veterans' eligibility for enrollment, but once a Veteran is enrolled, that Veteran remains enrolled in the VA health care system and maintains access to certain VA health benefits;
- most veterans' health care benefits are based solely on active military service in the Army, Navy, Air Force, Marines, Coast Guard, National Guard members who were called to active duty by a federal order, or Merchant Marines during WWII, and discharged other than dishonorable conditions.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumer & Family
- Assessments & Evaluations
- Fabrication of Devices
- Case Management
- Maintenance & Repairs

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related



Vehicle Modifications

APPLICATION PROCESS

- Veterans can apply for VA health care, by completing VA Form 10-10EZ Application for Health Benefits. You can obtain this form by:
 - going to: www.va.gov/1010EZ.htm; or
 - calling the VA's Health Benefits Service Center, toll free at (877) 222-VETS (8387), Monday - Friday between 8:00 am and 8:00 pm EST.

APPEALS PROCESS

- A veteran must file a Notice of Disagreement within one year of the DVA decision. This must be submitted in writing and specify exactly the disagreement with the decision received. Individuals should refer to the VA Form 4107, "You Rights To Appeal Our Decision" for further guidance on filing a Notice of Disagreement. Claimants may download a copy of the VA Form 4107 at: <http://www.vba.va.gov/pubs/forms/4107.pdf>.

DIVISION OF VISUAL SERVICES

Vocational Rehabilitation Program (VR)

Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

The Division of Visual Services (VS), helps Oklahomans who are blind or visually impaired. The primary vocational rehabilitation services are counseling and guidance with job placement. However, other services may also be provided as needed for an individual to compensate for, correct or prevent disability-based barriers to employment. AT is provided if determined necessary to meet the goals outlined in the Individualized Plan for Employment (IPE).

CONTACT

Paul Adams, Interim
Administrator, Division of
Visual Services
Oklahoma Department of
Rehabilitation Services
3535 NW 58th St., Ste 500
Oklahoma City, OK 73112
(405) 951-3400 (TDD)
(800) 845-8476 (TDD)
FAX: (405) 951-3529
www.okrehab.org

William Ginn, Director
Client Assistance Program
(CAP)
Office of Disability Concerns
2401 NW 23rd, Ste 90
Oklahoma City, OK 73107
(405) 521-3756 (OKC, V)
(405) 522-6706 (TDD)
(800) 522-8224 (V/TDD)
FAX: (405) 522-6695
www.ok.gov/odc/C.A.P./index.html

See Appendix B for Visual
Services Field Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- An individual:
 - must have a physical or mental impairment, which constitutes or results in an impediment to employment;
 - can benefit in terms of an employment outcome from VS services; and
 - requires VS services to prepare for, enter, engage in, or retain gainful employment.
- The Rehabilitation Act of 1973, as amended in 1998, stipulates that an individual, who has a disability or is blind and is a Social Security Disability Income (SSDI) beneficiary or a Supplemental Security Income (SSI) recipient, is presumed to meet eligibility criteria if that individual intends to achieve an employment outcome.
- Legal blindness occurs when visual acuity with best correction is 20/200 or less or when side vision results in a central field restriction of 20 degrees or less.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Case Management
- Locating Alternate Funding
- Fabrication of Devices
- Maintenance & Repairs
- Supporting Software
- Training for Consumer & Family
- Advocacy/Other

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related

DIVISION OF VISUAL SERVICES, cont. . .

APPLICATION PROCESS

- Individuals are considered applicants when they:
 - have completed and signed an application form or have otherwise requested services (including, but not limited to requests made verbally, by telephone, in writing, by facsimile, etc.);
 - have provided information necessary to initiate an assessment to determine eligibility and priority for service; and
 - are available to complete the assessment process as soon as the counselor has a document signed by the individual requesting VS services. This may be a formal application or a letter signed by the applicant, applicant's parent, guardian, or other representative which provides the minimum basic information and request VS services.
- In application status, the counselor will secure sufficient information to make a determination of eligibility or ineligibility for VS services, determine a priority group assignment, or make a decision to put the client into extended evaluation. The information needed by the counselor may include the results of a physical examination, an assistive technology evaluation, or an extended evaluation of vocational potential to determine potential for gainful employment.
- If a person is determined to be eligible for services based on evaluation information, the counselor and the individual will develop an Individualized Plan for Employment (IPE) that is designed to promote competitive employment for the individual.
- Unless extended evaluation/trial work is required, the counselor will make the eligibility determination decision within 60 days of application.

APPEALS PROCESS

1. Consumers who disagree with a VR Program decision are encouraged to contact the local District Supervisor to attempt an effective resolution of the issue. In the event of a reduction, suspension or cessation of VR services, individuals have a right to a case review by an impartial hearing officer, mediation, and/or assistance from the Client Assistance Program (CAP).
2. A request for a fair hearing should be made in writing to your VR Counselor or the hearing coordinator within 30 days of DRS informing you of the decision with which you disagree. The fair hearing will be conducted by a hearing officer within 60 days of the written "Request for a Fair Hearing" by the consumer.
3. Individuals filing a "Request for a Fair Hearing" may request a confidential mediation session to resolve grievances. In the event mediation sessions do not resolve the grievance, individuals retain their right to a fair hearing.
4. After filing a "Request for a Fair Hearing," the administrative review must be conducted by the district supervisor and concluded within the same 60 days, with the results of the review provided in a written letter. If the review resolves the grievance, the "Withdrawal of Request for Hearing" form must be completed; otherwise, the hearing will continue.
5. The written decision of the hearing officer including findings and grounds for the decision will be made to the consumer and hearings coordinator within 30 days of the completion of the hearing.
6. Individuals may request a review of the hearing officer's decision by the Governor or Governor's designee within 20 days of the decision.
7. In the event an individual brings civil action regarding the decision, the final decision either by the hearing officer or the Governor or Governor's designee will be implemented pending court review.

ASSISTANCE PROVIDED FOR APPEALS

- The Client Assistance Program (CAP) assists persons with disabilities who are seeking or receiving services from any program funded by the Rehabilitation Act of 1973 as amended. CAP can:
 - advise clients of their rights and responsibilities under the Rehabilitation Act;
 - assist clients in communicating their concerns to DRS; and
 - represent the individual in the fair hearing process when appropriate and/or needed.
- Additional information concerning vocational rehabilitation and the appeals process can be obtained from the CAP at (405) 521-3756 or (800) 522-8224 statewide.
- All DRS clients should receive a CAP brochure at the time their case is activated.

DIVISION OF VISUAL SERVICES, cont. . .

PIECES OF THE PUZZLE

- Under the rehabilitation counseling and employment program, consumers and counselors work together to develop an Individualized Plan for Employment (IPE).
- The IPE is an individualized program of services based around a core of comprehensive evaluation, vocational counseling, and job placement that are needed to assist the person in attaining his or her employment goal. Any AT that the person needs for employment must be included in this plan. However, AT devices and services may be essential to help the person demonstrate vocational capabilities and are an essential part of the comprehensive evaluation.
- Once a decision has been made to supply an eligible client with AT, it may be possible to provide a wide range of devices if they are vocationally relevant. However, DRS cannot buy devices that other sources can buy or that ADA requires other sources to provide.
- The cost of some services, such as medical examinations to determine if a person is eligible for vocational rehabilitation, counseling and job placement, are provided at no charge to the client. For some other services, a client may have to share in the cost, depending on his or her income and resources.
- The DRS State Plan has provisions, during times of limited resources, to serve clients under an order of selection which means some eligible applicants may be placed on waiting lists until funds are available to pay for services. Consumers are encouraged to apply for services during an order of selection because those on waiting lists will be served on a first-come, first-served basis.
- Visual Services provides a wide array of rehabilitation programs that include: rehabilitation counseling, employment, independent living services, Older Blind Program (page 55) business enterprise operations, special library services (page 54) and information access via telephone.
- Independent living services include rehabilitation teachers and mobility specialists that can provide adjustment counseling; instruction in personal and home management; communications; recreation or leisure activities; the community; and use of the white cane.
- The business enterprise program trains and assists people who are blind in establishing and operating food service businesses in public and private facilities across the state.
- NEWSLINE® For the Blind gives free telephone access throughout the state to local and national newspapers for persons whose disabilities limit access to printed information. Visual Services also operates a telephone service, which provides community and job information.
- VS partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision making process about device purchase or utilization. The short-term loan program allows a person to "try before you buy" an assistive technology device. For more information on the devices available contact the AT Lab in Oklahoma City by calling (405) 522-3418 or VS Center in Tulsa at (918) 551-4933.

DIVISION OF VOCATIONAL REHABILITATION SERVICES

Vocational Rehabilitation Program

Oklahoma Department of Rehabilitation Services (DRS)

PURPOSE

The Division of Vocational Rehabilitation (VR) is designed to assist eligible individuals with disabilities prepare for work and become gainfully employed. An Individualized Plan for Employment (IPE) is developed with each eligible individual. The IPE outlines the individual's program for attaining his or her employment goal. Services provided by VR may include counseling, guidance, job placement, vocational training, rehabilitation technology, assistive technology, interpreting services for persons who are deaf, personal assistance and other services that will assist the person in attaining his/her employment goal.

CONTACT

Mark Kinnison, Division of Vocational Rehabilitation Administrator
Oklahoma Department of Rehabilitation Services
3535 NW 58th St., Ste 500
Oklahoma City, OK 73112
(405) 951-3400 (TDD)
(800) 845-8476 (TDD)
FAX: (405) 951-3529
www.okrehab.org

See Appendix B for Vocational Services Field Offices.

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- An individual:
 - must have a physical or mental impairment, which constitutes or results in an impediment to employment;
 - can benefit in terms of an employment outcome from VR services; and
 - requires VR services to prepare for, enter, engage in, or retain gainful employment.
- The Rehabilitation Act of 1973, as amended in 1998, stipulates that an individual who has a disability or is blind and is a Social Security Disability Income (SSDI) beneficiary or a Supplemental Security Income (SSI) recipient is presumed to meet eligibility criteria if that individual intends to achieve an employment outcome.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Information & Referral
- Case Management
- Locating Alternate Funding
- Fabrication of Devices
- Maintenance & Repairs
- Training for Consumer & Family
- Supporting Software
- Advocacy/Other

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Aids for Hearing Impaired



Environmental Adaptations



Aids for Vision Impaired



Mobility/Seating & Positioning



Computers & Related



Vehicle Modifications

APPLICATION PROCESS

Individuals are considered applicants when they:

- have completed and signed an application form or have otherwise requested services;
- have provided information necessary to initiate an assessment to determine eligibility and priority for service; and
- are available to complete the assessment process as soon as the counselor has a document signed by the individual requesting VR services. This may be a formal application or a letter signed by the applicant, applicant's parent, guardian, or other representative which provides the minimum basic information and request VR services.

DIVISION OF VOCATIONAL SERVICES, cont. . .

CONTACT

William Ginn, Director
Client Assistance Program
(CAP)
Office of Disability Concerns
2401 NW 23rd, Ste 90
Oklahoma City, OK 73107-
2423
(405) 521-3756 (OKC, V)
(405) 522-6706 (TDD)
(800) 522-8224 (statewide,
V/TDD)
FAX: (405) 522-6695
[www.ok.gov/odc/C.A.P./index.
html](http://www.ok.gov/odc/C.A.P./index.html)

APPLICATION PROCESS, cont.

- In application status, the counselor will secure sufficient information to make a determination of eligibility or ineligibility for VR services, determine a priority group assignment, or make a decision to put the client into extended evaluation. The information needed by the counselor may include the results of a physical examination, an assistive technology evaluation, or an extended evaluation of vocational potential to determine potential for gainful employment.
- If a person is determined to be eligible for services based on evaluation information, the counselor and the individual will develop an Individualized Plan for Employment (IPE) that is designed to promote competitive employment.
- Unless extended evaluation/trial work is required, the counselor will make the eligibility determination decision within 60 days of application.

APPEALS PROCESS

1. Consumers who disagree with a VR Program decision are encouraged to contact the local District Supervisor to attempt an effective resolution of the issue. In the event of a reduction, suspension or cessation of VR services, individuals have a right to a case review by an impartial hearing officer, mediation, and/or assistance from the Client Assistance Program (CAP).
2. A request for a fair hearing should be made in writing to your VR Counselor or the hearing coordinator within 30 days of DRS informing you of the decision with which you disagree. The fair hearing will be conducted by a hearing officer within 60 days of the written "Request for a Fair Hearing" by the consumer.
3. Individuals filing a "Request for a Fair Hearing" may request a confidential mediation session to resolve grievances. In the event mediation sessions do not resolve the grievance, individuals retain their right to a fair hearing.
4. After filing a "Request for a Fair Hearing," the administrative review must be conducted by the district supervisor and concluded within the same 60 days, with the results of the review provided in a written letter. If the review resolves the grievance, the "Withdrawal of Request for Hearing" form must be completed; otherwise, the hearing will continue.
5. The written decision of the hearing officer including findings and grounds for the decision will be made to the consumer and hearings coordinator within 30 days of the completion of the hearing.
6. Individuals may request a review of the hearing officer's decision by the Governor or Governor's designee within 20 days of the decision.
7. In the event an individual brings civil action regarding the decision, the final decision either by the hearing officer or the Governor or Governor's designee will be implemented pending court review.

DIVISION OF VOCATIONAL SERVICES, cont. . .

ASSISTANCE PROVIDED FOR APPEALS

- The Client Assistance Program (CAP) assists persons with disabilities who are seeking or receiving services from any program funded by the Rehabilitation Act of 1973 as amended. CAP can:
 - advise clients of their rights and responsibilities under the Rehabilitation Act;
 - assist clients in communicating their concerns to DRS; and
 - represent the individual in the fair hearing process when appropriate and/or needed.
- Additional information concerning vocational rehabilitation and the appeals process can be obtained from the CAP at (405) 521-3756 or (800) 522-8224 statewide.
- All DRS clients should receive a CAP brochure at the time their case is activated.

PIECES OF THE PUZZLE

- The IPE is an individualized program of services based around a core of comprehensive evaluation, vocational counseling, and job placement that are needed to assist the person in attaining his or her employment goal. Any assistive technology the person needs for employment must be included in this plan. However, AT devices and services may be essential to help the person demonstrate vocational capabilities and are an essential part of a comprehensive evaluation.
- The DRS counselor along with an AT Specialist will assist in accessing necessary AT devices and services to meet employment needs.
- Once a decision has been made to supply an eligible client with assistive technology, it may be possible to provide a wide range of devices if they are vocationally relevant. However, DRS cannot buy devices that other sources can buy or that ADA requires other sources to provide.
- The cost of some services, such as medical examinations to determine if a person is eligible for vocational rehabilitation, and counseling and job placement, are provided at no charge to the client. For some other services such as assistive technology, a client may have to share in the cost, depending on his or her income and resources.
- The DRS State Plan has provisions, during times of limited resources, to serve clients under an order of selection which means some eligible applicants may be placed on waiting lists until funds are available to pay for services. Consumers are encouraged to apply for services during an order of selection because those on waiting lists will be served on a first-come, first-served basis.
- DRS has the authority to purchase consumer equipment and services through an agency-adopted bid process rather than going through the state bid process, thus allowing greater consumer choice and faster delivery.
- VR partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision making process about device purchase or utilization. The short-term loan program allows a person to “try before you buy” an assistive technology device. For more information on the devices available contact the AT Lab in Oklahoma City by calling (405) 549-9483.

SECTION IV:

Private Sources of Funding

Public sources of funding have been exhausted and appeals have been rejected. Private insurance or the insurance that you do have will not cover the assistive technology needed. The next step should be to search private nonprofit organizations and foundations that may be able to assist. There are many such sources in the state and nation, but they have restrictions on what they will provide, vary widely on eligibility requirements, and the resources available to them are limited. A person who needs funding for assistive technology may turn to a private nonprofit agency, organization, trust or foundation for assistance. This Section describes such groups and lists contact information, but there may be others in your local communities that are not listed here.

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ABILITY CONNECTION OKLAHOMA

PURPOSE

Ability Connection Oklahoma, formerly United Cerebral Palsy of Oklahoma, has been serving people with disabilities for more than 50 years. Ability Connection Oklahoma provides programs and services for individuals with cerebral palsy, other physical disabilities and their families. The mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other physical disabilities.

CONTACT(S)

James Rankin, President
10400 Greenbriar Pl., Ste 101
Oklahoma City, OK 73159
(405) 759-3562
(800) 827-2289
Email: okc@ability
connectionoklahoma.org

Michelle Jackson, Chief
Operations Officer
10400 Greenbriar Pl., Ste 101
Oklahoma City, OK 73159
(405) 759-3562
(800) 827-2289

Linda Burns, Tulsa Area
Service Coordinator
6465 S Yale, Ste 423
Tulsa, OK 74136
(918) 794-4655
Email: tulsa@ability
connectionoklahoma.org

FINANCIAL CRITERIA

- Yes

ELIGIBILITY

Any Oklahoman with Cerebral Palsy or other physical disabilities and their family members.

AT SERVICES PROVIDED/COVERED

- Locating Alternate Funding
- Supporting Software
- Maintenance & Repairs
- Durable Medical Equipment Loans and Grants
- Information & Referral
- Advocacy/Other

AT DEVICES PROVIDED/COVERED



Speech Communication



Environmental Adaptations



Aids for Daily Living



Mobility Seating & Positioning



Computers & Related



Learning Cognition & Developmental

APPLICATION PROCESS

- Contact the Ability Connection Oklahoma office by phone or e-mail for information regarding application process and financial eligibility criteria.

PIECES OF THE PUZZLE

- Ability Connection Oklahoma provides temporary and/or permanent loans of durable medical equipment, such as wheelchairs, feeding seats, prone standers, strollers, adapted toys, bath seats, etc. Loans are provided without charge regardless of disability.
- The Tulsa location offers a computer tech lab which features computers with adaptive input devices for assessment, training and/or personal computer time, enabling individuals with disabilities to improve skills, cognizance and confidence through technology.
- The New Voices grant provides iPads and specialized apps for individuals who are at least 4 years of age, have a physical disability, and are non-verbal. Financial guidelines must be met.

ACCESS TO TELEWORK FUND (ATF)

PURPOSE

Oklahoma ABLE Tech in partnership with BancFirst and the Oklahoma Assistive Technology Foundation (OkAT) offers an Access to Telework Fund (ATF) to Oklahomans with disabilities. The purpose of the ATF program is to increase access to computers and other equipment, including adaptive equipment so that Oklahomans with disabilities can telework. Telework outcomes can encompass work that can be performed from home and/or remote sites away from the office, such as work on the road. Telework would apply to individuals with disabilities who are currently unemployed, underemployed, self-employed or needing to maintain employment on a full time or part-time basis.

CONTACT

Shelley Gladden, Loan Coordinator
Oklahoma ABLE Tech
1514 W. Hall of Fame
Stillwater, OK 74078
(405) 744-4254
(888) 885-5588
FAX: (405) 744-2487

BancFirst
Debbie Thomas
808 S. Main
P. O. Box 1
Stillwater, OK 74074
(405) 742-6208
(800) 446-9401
FAX: (405) 742-6265
www.bancfirst.com/

FINANCIAL CRITERIA

- Each applicant must qualify with an approved credit record.

ELIGIBILITY

Loans are available to any Oklahoman who has a disability. A person with a disability is defined as a person with a physical or mental impairment that substantially limits a major life activity. This includes persons who have a record of, or who are regarded as having a disability or an impairment that significantly limits or restricts a major life activity such as: hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working.

AT SERVICES PROVIDED/COVERED

- Locating Alternate Funding
- Information & Referral

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Home Modifications



Aids for Hearing Impaired



Recreation & Leisure Devices



Aids for Vision Impaired



Environmental Adaptations



Speech Communication



Mobility Seating/Positioning



Computers & Related



Vehicle Modifications



Learning Cognition & Developmental

APPLICATION PROCESS

To determine eligibility you must first contact Oklahoma ABLE Tech. The minimum loan documentation necessary for this program includes:

- a completed eligibility determination application form;
- evidence of applicant's telework outcome;
- a completed loan application; and
- evidence of applicant's qualification of being a person with a disability as defined above, or as prescribed by a medical doctor.

ACCESS TO TELEWORK FUND (ATF), cont. . .

PIECES OF THE PUZZLE

- The loan amount must be used to purchase needed equipment.
- Any loan amount will be considered. The loan officer will determine appropriate loan amounts based upon the need(s) of the applicant and the applicant's ability to repay the obligation.
- The ATF provides the opportunity for a person with a disability to borrow money from BancFirst of Stillwater at a low interest rate. Terms include:
 - fixed interest of 6%;
 - maximum of five (5) years for loan;
 - borrowed funds are paid directly to the vendor; and
 - a documentation fee is charged for each closed loan.
- Telework applicants that are denied the low interest BancFirst of Stillwater loan can seek a guaranty of the loan through the Oklahoma Assistive Technology Foundation (OkAT). Under established policies and procedures, OkAT, a non-profit organization, can guaranty the loan to qualified applicants. OkAT determines a qualified applicant must have the financial means to make the monthly payment of the loan by producing evidence of:
 - no more than a 50% debt service to income ratio (including monthly payment of the ATF loan); and
 - the person is working toward correcting any adverse credit.

ALTERNATIVE FINANCING PROGRAM (AFP)

PURPOSE

Oklahoma ABLE Tech in partnership with BancFirst and the Oklahoma Assistive Technology Foundation (OkAT) offers an Alternative Financing Program (AFP) to Oklahomans with disabilities. The AFP is a low interest and/or guaranty bank loan that provide individuals with disabilities or those that have a dependent with a disability the opportunity to borrow money for the purchase of needed assistive technology.

CONTACT

Shelley Gladden, Loan Coordinator
Oklahoma ABLE Tech
1514 W. Hall of Fame
Stillwater, OK 74078
(405) 744-4254
(888) 885-5588
FAX: (405) 744-2487

BancFirst
Debbie Thomas
808 S. Main
P. O. Box 1
Stillwater, OK 74074
(405) 742-6208
(800) 446-9401
FAX: (405) 742-6265
www.bancfirst.com/

FINANCIAL CRITERIA

- Each applicant must qualify with an approved credit record.

ELIGIBILITY

Loans are available to anyone who either has a disability or has a dependent who has a disability. A person with a disability is defined as a person with a physical or mental impairment that substantially limits a major life activity. This includes persons who have a record of, or who is regarded as having a disability, or an impairment that significantly limits or restricts a major life activity such as: hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working.

AT SERVICES PROVIDED/COVERED

- Locating Alternate Funding
- Information & Referral

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Home Modifications



Aids for Hearing Impaired



Recreation & Leisure Devices



Aids for Vision Impaired



Environmental Adaptations



Speech Communication



Mobility Seating/Positioning



Computers & Related



Vehicle Modifications



Learning Cognition & Developmental

APPLICATION PROCESS

- To make application contact Debbie Thomas at the Stillwater BancFirst branch.
- The minimum loan documentation necessary for this program includes:
 - a completed loan application; and
 - evidence of applicant's qualification of being a person with a disability as defined above, or as prescribed by a medical doctor.

ALTERNATIVE FINANCING PROGRAM (AFP), cont. . .

PIECES OF THE PUZZLE

- The loan amount must be used to purchase needed assistive technology devices.
- Any loan amount will be considered. The loan officer will determine appropriate loan amounts based upon the need(s) of the applicant and the applicant's ability to repay the obligation.
- The AFP terms for unsecured loans, which could include items such as hearing aids, wheelchairs, adapted computers, hospital beds, lift equipment, etc.:
 - Fixed interest of 6%
 - Maximum term of the loan is three (3) year
- The AFP terms for secured loans for items such as modified vehicles, home modifications or guaranteed loans:
 - Fixed interest of 5%
 - Maximum term of the loan is five (5) year
- Borrowed funds are paid directly to the vendor and each closed loan has a documentation fee.
- AFP applicants that are denied the low interest BancFirst of Stillwater loan can seek a guaranty of the loan through the Oklahoma Assistive Technology Foundation (OkAT). Under established policies and procedures, OkAT a non-profit organization, can guaranty the loan of qualified applicants. In addition, OkAT requires applicants, requesting a guaranty loan for hearing aids, to have an evaluation by a licensed audiologist or medical provider. OkAT determines a qualified applicant must have the financial means to make the monthly payment of the loan by producing evidence of:
 - no more than a 50% debt service to income ratio (including monthly payment of the AFP loan); and
 - the person is working toward correcting any adverse credit.

ARTHRITIS FOUNDATION EASTERN OKLAHOMA AND OKLAHOMA CHAPTERS

PURPOSE

The mission of the Arthritis Foundation is to help people take control of arthritis by providing public health education; pursuing public policy and legislation; and conducting evidence-based programs to improve the quality of life for those living with arthritis.

CONTACT(S)

Sherri O'Neil, Regional
Vice President,
Arthritis Foundation,
Oklahoma Chapter
710 W. Wilshire Creek Blvd,
Ste 101
Oklahoma City, OK 73116
(405) 936-3366
(800) 627-5486
FAX: (405) 936-0617
www.arthritis.org

Whitney Parker, Community
Development Manager
Arthritis Foundation,
Eastern Oklahoma Chapter
9521-B Riverside Parkway,
#352
Tulsa, OK 74137
(918) 495-3553
(800) 400-4526
FAX: (918) 494-7971

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Any person or family member with arthritis
- Areas served: 17 county service areas in Northeast Oklahoma and 60 county areas in Southern, Central and Western Oklahoma.

AT SERVICES PROVIDED/COVERED

- Information & Referral

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Contact by phone and request service(s).

PIECES OF THE PUZZLE

- Primarily serves adults, but they also have programs for children and their families.
- Programs include: arthritis education; land and water based arthritis exercise; support groups; physician referral; self-help courses for arthritis, lupus and fibromyalgia.

CENTERS FOR INDEPENDENT LIVING (CILs)

PURPOSE

Centers for Independent Living (CILs) are nonprofit community-based nonresidential organizations that are run by and for people with disabilities, providing programs and services to help individuals have a more independent life style. The core services that the CILs provide include: systems advocacy, individual advocacy, peer counseling, information and referral, and independent living skills training.

CONTACT

Statewide Independent Living Council of Oklahoma (SILC)
Sidna Madden - Executive Director
3535 NW 58th St., Ste 480
Oklahoma City, OK 73112
(405) 951-3581
FAX: (405) 951-3504
Email: smadden@oksilc.org

See Appendix C for Centers for Independent Living locations.

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Persons with a disability

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Assessment & Evaluations
- Case Management
- Locating Alternate Funding
- Training for Consumer & Family
- Advocacy/Other
- Loan Closet

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Contact the CIL nearest you and request services.

PIECES OF THE PUZZLE

- Each CIL is an independent nonprofit organization and has its own programs, policies and procedures. Programs and services will vary from organization to organization.
- Centers for Independent Living are located in Bartlesville, Enid, McAlester, Norman, and Tulsa.
- CILs have a fee-for-service contract with the Department of Rehabilitation Services to provide independent living services to people with disabilities that have an employment outcome. Those services may include:
 - independent living assessment;
 - community integration;
 - intensive counseling; or
 - home modification.

DISABLED CHILDREN'S RELIEF FUND

PURPOSE

The mission of the Disabled Children's Relief Fund (DCRF) is to promote the growth and development of children with disabilities throughout the U.S. DCRF provides small grants to children with disabilities for wheelchairs, orthopedic braces, walkers, lifts, hearing aids, eyeglasses, medical equipment, physical therapy, and surgery. DCRF focuses special attention on helping children that do not have health insurance, especially those with physical disabilities.

CONTACT

Larita Moultrie,
Assistant to the President of
Disabled Children's Relief Fund
P. O. Box 89
Freeport, NY 11520
(516) 377-1605
FAX: (516) 377-3978
www.dcrf.com

FINANCIAL CRITERIA

- Focus on children without health insurance.

ELIGIBILITY

- Disabled children ages 0-18;
- preference is given to applications that benefit physically challenged children without health insurance; and
- DCRF application and guidelines are required.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Speech Communication



Aids for Vision Impaired



Mobility Seating/Positioning

APPLICATION PROCESS

- The application form is at: www.dcrf.com/.
- Applications may be submitted by a parent or guardian for an individual child or by a non-profit organization for a small group of children.
- DCRF grant applications may be used for modest requests (most range between \$25 to \$200) for assistive devices or rehabilitative services
- Applications are only available and accepted between April and September.

DONNA NIGH FOUNDATION

PURPOSE

The Donna Nigh Foundation, a nonprofit organization, was established as a bridge between the public and private sector to help with programs that government agencies are unable to provide. The Foundation works closely with state agencies to provide a network of supports. The Foundation provides adaptive equipment, which allows Oklahomans with developmental disabilities to push their boundaries and gain independence.

CONTACT

Rosena Rucker, Case Worker
Donna Nigh Foundation
OU Child Study Center
1100 NE 13th
Oklahoma City, OK 73117
(405) 271-5700 x. 45165
FAX: (405) 271-8835
www.occf.org/NighFoundation

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Individuals of all ages that reside in the state of Oklahoma;
- have a diagnosis of mental retardation; and
- have applied for appropriate government assistance.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Environmental Adaptations



Mobility Seating/Positioning



Learning Cognition & Developmental

APPLICATION PROCESS

- Contact the Donna Nigh Foundation to obtain an application form.

PIECES OF THE PUZZLE

- The Donna Nigh Foundation makes small grants, usually under \$5,000 in situations where the individual needs help and has been turned down by other funders.
- Resources of the Donna Nigh Foundation are limited and not all requests can be met.
- The Donna Nigh Foundation makes payments to vendors only.
- The Donna Nigh Foundation does not approve requests for Autism related services.

EASTER SEALS OKLAHOMA

PURPOSE

The Easter Seals Oklahoma mission is to enhance the quality of life for children and adults with disabilities so they may live with equality, dignity and independence. Easter Seals Oklahoma provides services for individuals with autism, developmental disabilities, physical and mental disabilities and other special needs. Through therapy, training, education and support services, Easter Seals creates life-changing solutions so that people with disabilities can live, learn, and work and play.

CONTACT

Paula K. Porter, President/CEO
Easter Seals Oklahoma
701 NE 13th
Oklahoma City, OK 73104
(405) 239-2525
FAX: (405) 239-2278
<http://ok.easterseals.com>

FINANCIAL CRITERIA

- Based on individual need

ELIGIBILITY

- Individuals from birth to 21 years of age with disabilities; and
- be from an economically eligible family.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Case Management
- Supporting Software
- Information & Referral
- Locating Alternate Funding
- Loan Closet

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Aids for Hearing Impaired



Aids for Vision Impaired



Mobility Seating/Positioning

APPLICATION PROCESS

- Call or write to the Easter Seals Oklahoma office to request service(s).

PIECES OF THE PUZZLE

- Easter Seals Oklahoma provides direct financial assistance for purchase of medical and/or educational supplies and/or equipment for children with all types of disabilities.

HABITAT FOR HUMANITY INTERNATIONAL

PURPOSE

Habitat for Humanity International (HFH) is a nonprofit, ecumenical Christian housing ministry that seeks to eliminate poverty and substandard housing from the face of the earth, and to make decent shelter a matter of conscience and action. People from all walks of life come together in equal partnership to build relationships and a sense of community as well as new housing. HFH builds and rehabilitates homes with the help of the homeowner, volunteer labor, management expertise, and tax-deductible donations. HFH houses are sold or renovated at no profit, and are financed with affordable, no interest loans. Habitat works on accessible housing needs with families who have members that are disabled or aging.

CONTACT

Jonathon Reckford, CEO
Administrative Headquarters
Habitat for Humanity
International
270 Peachtree St., NW
Atlanta, GA 30303
(800) 422-4828
www.habitat.org

See Appendix C for
Oklahoma Affiliates.

FINANCIAL CRITERIA

- Ability to repay loan. Each local chapter sets criteria.

ELIGIBILITY

- Eligibility is based on the applicant's level of need, ability to repay the loan, and willingness to become a partner with HFH. Each affiliate will require "sweat equity" hours (hours of the applicant's own labor). "Creative sweat equity" that fits the ability of the applicant can be arranged.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED



Home Modifications

APPLICATION PROCESS

- Contact your local chapter of HFH. Each affiliate has different specific requirements.
- The process usually includes: an application, interviews, and home visits. All information is reviewed by the Family Selection Committee and sent to the Board of Directors for possible approval. After approval, applicants start their sweat equity hours.
- HFH is nondiscriminatory in its family selection process.

PIECES OF THE PUZZLE

- HFH provides home modifications and accessible housing for Partner Families' homes selected by local affiliate.
- Home modifications are not the main mission of HFH; however, they may be provided on a case-by-case basis.

HEARING LOSS ASSOCIATION (HLA) OF OKLAHOMA CITY

PURPOSE

Hearing Loss Association (HLA) and its members strive to improve the quality of life to individuals who are hard of hearing through education, advocacy and self-help. The primary purpose of HLA is to educate people who are hard of hearing, their families and friends, co-workers, teachers, industry, government, and others about hearing loss. HLA provides adults and children with tools for self help; sensitizes the general population about the special needs of people who have hearing loss; and promotes understanding of the nature, causes, complications, and remedies of hearing loss, as well as ways to cope with it in daily life.

CONTACT

Nancy Landrum
Hearing Loss Association
Integrus Third Age Life
Center
5100 N Brookline Ave
Oklahoma City, OK 73112
(405) 949-4140
Email: nalan@cox.net

Hearing Helpers Room
(405) 717-9820

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Persons of all ages with hearing impairments and their family members

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumer & Family
- Advocacy/Other
- Loan Closet

AT DEVICES PROVIDED/COVERED

- No AT devices provided or covered.

APPLICATION PROCESS

- There is no application necessary to use the Hearing Helpers Room.

PIECES OF THE PUZZLE

- The Hearing Helpers Room is staffed by volunteers and is open from 10:00 a.m. to 3:00 p.m. Monday through Friday.
- Come & see listening devices and try them out with NO obligation. Hearing Helpers is not a vendor; therefore, does not sell the devices.
- HLA partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision-making process about device purchase or utilization. The short-term loan program allows a person to "try before you buy" an assistive technology device.
- A small deposit is required for the short-term equipment loan program.

HEARTS FOR HEARING FOUNDATION

PURPOSE

Hearts for Hearing Foundation provide the expertise, services and programs for individuals with hearing loss and their families. They provide the first set of hearing aids for children in Oklahoma with significant bilateral hearing loss under the age of five years old. Additionally, Hearts for Hearing provides an array of audiology and speech-language services for children that include evaluations, therapy, hearing aid fitting, and cochlear implant services. Adults with significant hearing loss can also receive comprehensive audiological services including evaluations, dispensing of hearing aids and assisted listening devices, cochlear implant services and auditory habilitation.

CONTACT(S)

Joanna T. Smith, Executive Director
3525 NW 56th St., Ste A-150
Oklahoma City, OK 73112
(405) 548-4300
FAX: (405) 548-4350
www.heartsforhearing.org/

FINANCIAL CRITERIA

- Based on individual need

ELIGIBILITY

- Contact for specific eligibility

AT SERVICES PROVIDED/COVERED

- Advocacy/Other
- Information & Referral
- Training for Consumer & Family
- Loan Closet

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired

APPLICATION PROCESS

- Contact Hearts for Hearing to make an appointment.
- An application for financial assistance with the funding of hearing aids, ear molds, audiological services, auditory-verbal therapy or education must have:
 - a completed signed application;
 - the most recent Federal income tax returns;
 - a current picture of the applicant or child in need; and
 - a \$25 non-refundable processing fee.

HIKE FUND, INC.

PURPOSE

The HIKE Fund, Inc. is a non-profit organization that is a philanthropic project of Job's Daughters International. The purpose of the Fund is to provide hearing devices for children with hearing losses between the ages of newborn and twenty years whose parents are unable to meet this special need financially. An estimated 100 children are provided with hearing devices each year. The Fund has awarded many types of devices including, but not limited to, hearing aids, FM systems, tactile units, alerting systems, and specialized sports equipment, to aid children with hearing loss in communication.

CONTACT

The HIKE Fund Inc,
c/o Hike Board Exe. Secretary
530 Elliott Street
Council Bluffs, Iowa 51503-0202
Email: johnhauser11@gmail.com
www.thehikefund.org

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- The child must be a U.S. citizen between the ages of 0-20;
- the need for a hearing device is verified by a prescription from an audiologist or physician;
- the family must have a financial need; and
- the child can only receive the HIKE fund once every 4 years.

AT SERVICES PROVIDED/COVERED

- No AT services are provided or covered.

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired

APPLICATION PROCESS

- Contact the HIKE Fund for an application.

PIECES OF THE PUZZLE

- Each application is weighed on its own merit, and the application requires a letter from the applicant's family, which is an important part of the application. Considerations include:
 - family income;
 - size of household;
 - burdensome medical expenses for the applicant; and
 - cost of the hearing technology requested.
- The HIKE Fund does not accept applications for services or devices that have already been fitted.
- Families will be notified of the receipt of your application and of any additional information, if any, that will be required.

J. D. McCARTY CENTER

PURPOSE

The mission of the J.D. McCarty Center is to provide a comprehensive program of rehabilitative care to Oklahoma's children (ages 0-21) with developmental disabilities. The Center provides a multi-disciplinary approach to service delivery, which will enable children with developmental disabilities to maximize their potential and enhance their quality of life. The J.D. McCarty Center offers a large variety of services some of which include: physical therapy, occupational therapy, speech-language therapy, psychological services, nutritional counseling, aquatic therapy, sensory integration, feeding and swallowing disorders, equipment evaluations, and social work services.

CONTACT

Vicki Kuestersteffen, Director
2002 E Robinson St
Norman, OK 73070
(405) 307-2800
(800) 777-1272
FAX: (405) 307-2801
www.jdmc.org

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Children with a developmental disability age birth to 21;
- J.D. McCarty staff determine appropriate services to be delivered based on screening of children; and
- Medicaid and private insurance are acceptable methods of payment.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Maintenance & Repairs
- Case Management
- Training for Consumer & Family
- Information & Referral
- Advocacy/Other
- Fabrication of Devices
- Inpatient, Outpatient, School Contracts, Summer Camps

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Complete required health forms at the time of initial screening.

APPEALS PROCESS

1. When a child or family member has a conflict they are encouraged to discuss their concerns with the charge nurse, therapist or case manager to resolve the issue informally.
2. The conflict will then be referred to the patient advocate, who will attempt to resolve the matter by assisting the child or family member in filing a formal grievance.

PIECES OF THE PUZZLE

- J.D. McCarty Center currently maintains an average daily inpatient census of 33.
- The average length of stay is approximately one month.

LIMBS FOR LIFE FOUNDATION

PURPOSE

The mission of the Limbs for Life Foundation is dedicated to providing fully functional prosthetic care for individuals who cannot otherwise afford it and raising awareness of the challenges facing amputees. Limbs for Life operates a limb bank for collection of used limbs for free distribution to qualified amputees.

CONTACT

Lucy Fraser,
Executive Director
Limbs for Life Foundation
218 E. Main St.
Oklahoma City, OK 73104
(405) 605-5462
(888) 235-5462
FAX: (405) 843-5123
www.limbsforlife.org

FINANCIAL CRITERIA

- Based on individual need

ELIGIBILITY

- Amputees that are a legal citizen of the U.S. that are in need and underserved amputees.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Maintenance & Repair
- Advocacy/Other
- Fabrication of Devices
- Training for Consumer & Family

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Applicants must fill out an application. Printable applications are available on the Limbs for Life website.

PIECES OF THE PUZZLE

- Limbs for Life will not pay in combination with or supplement any other assistance. If a client receives any other form of assistance, he/she cannot qualify for funding from Limbs for Life.
- Limbs for Life will not pay any charges incurred BEFORE an applicant has been confirmed and notified by mail. Consequently, if an individual desires to obtain a prosthesis or components through Limbs for Life, they must wait for an approval letter before incurring charges, being fitted or ordering componentry.

LIMEADES FOR LEARNING

PURPOSE

Limeades for Learning is a national initiative of SONIC Drive-In to support U.S. public school teachers in local communities. In partnership with DonorsChoose.org, SONIC will provide essential funds needed for learning materials and innovative teaching techniques to inspire creativity and learning in today's youth. SONIC fans get to vote on their favorite projects, and the winning projects get funded.

CONTACT

www.limeadesforlearning.com

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Any U.S. public, magnet or charter school teacher who registers, or is currently registered, as a SONIC Teacher on DonorsChoose.org., and
- must be a full-time educator at a public school (employed by the district), spending at least 75% of your time working directly with students.

AT SERVICES PROVIDED/COVERED

- No AT devices are provided or covered.

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired



Aids for Vision Impaired



Mobility Seating/Positioning



Environmental Adaptations



Learning & Developmental



Speech Communication

APPLICATION PROCESS

- Teachers must register on-line at DonorsChoose.org

PIECES OF THE PUZZLE

- Teacher proposals are funded based on the number of votes received by visiting the website. Voting is limited to a designated timeframe each fall; check the website for the exact dates.
- Teachers must register and submit their proposal early each school year to ensure that their projects can be reviewed and posted in time for voting.
- All requested resources must be used by students or directly provide a student experience.
- DonorsChoose.org will not accept requests for labor, capital improvements or vehicle purchases.
- SONIC will fund a maximum of \$600 toward a winning project.
- This program is not designed to specifically fund assistive technology, however any proposal can be submitted that would assist the local teacher to get what is needed.

MARY K. CHAPMAN CTR. FOR COMMUNICATIVE DISORDERS UNIVERSITY OF TULSA

PURPOSE

The Mary K. Chapman Center for Communicative Disorders at the University of Tulsa provides professional audiology and speech-language pathology services to individuals of all ages. The center is a clinical learning facility of the speech-language pathology program. University students, under supervision of the program's faculty, provide assessment and therapy services for a variety of speech, language and hearing disorders.

CONTACT

Ronda Marfechuk
University of Tulsa
2820 E 5th St
Tulsa, OK 74104
(918) 631-2913
FAX: (918) 631-3668
www.utulsa.edu/communication-disorders

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Persons of all ages: medical, education and self-referrals are accepted.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Assessments and Evaluations
- Advocacy/Other
- Loan Closet
- Training for Consumer & Family

AT DEVICES PROVIDED/COVERED



Speech Communication



Computers & Related



Environmental Adaptations

APPLICATION PROCESS

- Contact the Mary K. Chapman Center at (918) 631-2913 for more information about the short-term equipment loan program.

PIECES OF THE PUZZLE

- The Center for Communicative Disorders partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision-making process about device purchase or utilization. The short-term equipment loan program allows a person to "try before you buy" an assistive technology device.
- The clinic provides a variety of services by appointment. Services available include:
 - Free speech-language and hearing screening tests for children;
 - Free hearing screenings for adults;
 - Speech-language assessment (evaluation);
 - Hearing evaluation;
 - Speech-language therapy;
 - Monthly Cleft Palate Team;
 - Audiological rehabilitation (including cochlear implant); and
 - Augmentative communication.
- An AAC clinic is scheduled monthly.

MULTIPLE SCLEROSIS ASSOCIATION OF AMERICA

PURPOSE

The Multiple Sclerosis Association of America is a national nonprofit organization that exists to ease the day-to-day challenges of individuals with multiple sclerosis and their caregivers.

CONTACT

Becky Remington, Regional Director
14902 Preston Rd.,
Ste 404-345
Dallas, TX 75254
(800) 532-7667 x 137
FAX: (860) 646-4849
Email: southcentral@msassociation.org

MSAA National Headquarters
Robert Rapp, VP of Programs and Services
706 Haddonfield Rd
Cherry Hill, NJ 08002
(856) 488-4500
(800) 532-7667
FAX: (856) 661-9797
Email: msaa@mymsaa.org
www.msaa.com

FINANCIAL CRITERIA

- For certain programs and services, income limits may apply.

ELIGIBILITY

- No fees are charged for MSAA services;
- Physician's written confirmation of diagnosis of MS; and
- for certain programs and services, income limits may apply.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumers & Family
- MRI's

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Mobility Seating/Positioning

APPLICATION PROCESS

- To apply for a MSAA program or service, contact (800) 532-7667, or download the Program Application from the website.

PIECES OF THE PUZZLE

- MSAA distributes cooling suits (vest and cooler unit), which are available to patients who qualify. MS research has proven that cooling the body can help lessen the negative effects of heat and humidity on a person with MS.
- The MSAA Equipment Distribution Program offers clients products designed to improve their safety, dignity, mobility, and independence. MSAA provides these products at no charge and ships directly to the client. Items distributed through the program include a variety of bathroom and home safety products such as shower chairs, grab bars and hand rails, as well as, mobility devices including canes, walkers, and wheelchairs. Those applying to the program must include a doctor's prescription that confirms the person's diagnosis of multiple sclerosis.

MUSCULAR DYSTROPHY ASSOCIATION - WESTERN & EASTERN OKLAHOMA

Patient Services Program

PURPOSE

MDA combats neuromuscular diseases through programs of worldwide research, comprehensive medical and support services, and far-reaching professional and public health education. MDA's comprehensive services program includes diagnostic and follow-up medical consultations, flu shots, support groups, MDA summer camps for youngsters, a national medical equipment program, assistance with equipment repairs and modifications, and resource referrals.

CONTACT

Noel Lundy, Health Care Services Coordinator
Muscular Dystrophy Association, Inc.
5601 NW 72nd, Ste 124
Oklahoma City, OK 73132
(405) 722-8001
FAX: (405) 722-1602
Email: oklahomacity@mdausa.org

Tulsa Office
Beck Prine, Executive Director
Shadow Mountain Office Ctr.
5840 S. Memorial Dr.
Tulsa, OK 74145
(918) 749-7997
FAX: (918) 749-3725
Email: tulsa@mdausa.org
www.mda.org

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Client must be diagnosed with one of the 43 neuromuscular diseases covered by the association and be a permanent resident of the United States.

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Loan Closet
- Neuromuscular center, which offers assessments, evaluations, & medical care
- Locating Alternate Funding
- Financial assistance with the maintenance & repair of wheelchairs; scooters; leg braces; and communication devices

AT DEVICES PROVIDED/COVERED



Aids for Daily Living



Speech Communication



Mobility Seating/Positioning

APPLICATION PROCESS

- Once a firm diagnosis is established, the individual can contact the local office to determine eligibility for services.

PIECES OF THE PUZZLE

- MDA's national equipment program is open to anyone, regardless of age, employment or insurance coverage, for whom medical equipment has been recommended and prescribed by an MDA clinic doctor in relation to a neuromuscular disease diagnosis. To the extent feasible and when available, the program provides gently used wheelchairs and other medical equipment, such as shower chairs, hospital beds, walkers and canes, communication devices and similar items.
- MDA is able to make minor repairs to gently used items. Contact the local MDA office.

NATIONAL FEDERATION OF THE BLIND

PURPOSE

To provide low-interest loans to assist blind persons with the purchase of assistive technology including; computers, screen-reading hardware and software, electronic notetakers, Braille embossers, refreshable Braille devices, and speech synthesizers. The loans are from one to four-year periods, under \$3,000 with an interest rate of 3%.

CONTACT

Jeannie Massay, President
National Federation of the
Blind of Oklahoma
457 N. Blackwelder Ave.
Edmond, OK 73034
(405) 600-0695
email: jmassay1@cox.net
www.nfb.org

FINANCIAL CRITERIA

- Must have sufficient income to repay the loan.

ELIGIBILITY

- Persons who are legally blind, of any age, or
- beginning to work with low vision (borderline vision impairment).

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Training for Consumer & Family
- Locating Alternate Funding
- Advocacy/Other (Low Interest Loans)

AT DEVICES PROVIDED/COVERED



Aids for Vision Impaired



Computers & Related

APPLICATION PROCESS

- Contact by phone, letter or e-mail and request service(s) and/or the low-interest loan program application.
- Complete telephone interview for low-interest loan.
- Complete application including goals and uses of computer-based devices by individual.
- Award of loan determined by National Office of NFB with Oklahoma affiliate input.

PIECES OF THE PUZZLE

- Membership to NFB of Oklahoma is \$1 per year for an individual/family membership.
- Membership is not a requirement to receive a loan.

NATIONAL MULTIPLE SCLEROSIS SOCIETY (NMSS) OKLAHOMA CHAPTER

PURPOSE

The National Multiple Sclerosis Society addresses the challenges of each person affected by MS. To fulfill this mission, the Society funds cutting-edge research, drives change through advocacy, facilitates professional education, collaborates with MS organizations around the world, and provides programs and services designed to help people with MS and their families move forward with their lives. The National MS Society, Oklahoma Chapter provides information and referral services for people with multiple sclerosis (MS) and their families. The National MS Society Oklahoma Chapter has established the Quick Fix program for members who need to purchase, repair or upgrade durable medical equipment.

CONTACT

National MS Society
Oklahoma Chapter
Sharleen Dupee, Director of
Prgrams and Services
4606 E 67th, Bldg 7 Ste 103
Tulsa, OK 74136
(918) 488-0882
(800) 344-4867
<http://www.nationalmssociety.org/chapters/OK/index.aspx>

Oklahoma City Branch Office:
730 W. Wilshire Blvd, Ste 103
Oklahoma City, OK 73116
(405) 488-1300

FINANCIAL CRITERIA

- See "Eligibility"

ELIGIBILITY

- Persons with MS who are registered with the National Multiple Sclerosis Society - Oklahoma Chapter, and
- must have a doctor's prescription

AT SERVICES PROVIDED/COVERED

- Information & Referral
- Maintenance & Repairs
- Advocacy/Other
- Educational Opportunity for Consumer & Family

AT DEVICES PROVIDED/COVERED



Mobility Seating/Positioning

APPLICATION PROCESS

- Call the NMSS Oklahoma Chapter at (918) 488-0882 to obtain an equipment request form.

PIECES OF THE PUZZLE

- Quick Fix allows members to request checks in the amount of \$50 on an annual basis and to specify their vendor of choice in purchasing or repairing equipment.
- A funding disbursement will be mailed directly to each requesting member in the form of a check made payable to the vendor specified by the given member.
- Long-term equipment loans are for clients with no insurance or Medicare.
- Short-term equipment loans are for all members who express a need.
- Based on availability, equipment is loaned on a first-come, first-serve basis.

NEWVIEW OKLAHOMA

PURPOSE

NewView Oklahoma is a private, not-for-profit organization founded in 1949 with a mission to empower people who are blind and visually impaired to achieve their maximum level of independence through employment, rehabilitation and community outreach.

CONTACT

Kathy Plummer
NewView Oklahoma Low
Vision Clinic
710 W Wilshire, Ste 102
Oklahoma City, OK 73106
(405) 286-9699
FAX: (405) 286-9828
www.newviewoklahoma.org

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Any Oklahoma may utilize the demonstration center or short-term equipment loan.

AT SERVICES PROVIDED/COVERED

- Advocacy/Other
- Information & Referral
- Training for Consumer & Family
- Loan Closet

AT DEVICES PROVIDED/COVERED



Aids for Vision Impaired

APPLICATION PROCESS

- Call (405) 232-4644 to schedule an appointment with a Vision Rehabilitation Specialist.

PIECES OF THE PUZZLE

- NewView partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision-making process about device purchase or utilization. The short-term loan program allows a person to "try before you buy" an assistive technology device.

SERTOMA HEARING AID RECYCLING PROGRAM (SHARP)

Total Source for Hearing Loss and Access (TSHA)

PURPOSE

SHARP is a non-profit program funded by the Sertoma civic clubs. They accept donations of used hearing aids. These hearing aids are then recycled to provide hearing aids to qualified low-income people living in Oklahoma for a one-time fee.

CONTACT

Diana Higgins,
SHARP
c/o TSHA
8740 E 11th St., Ste A
Tulsa, OK 74142
(918) 832-8742 (V/TTY)
(888) 311-3523 (V/TTY)
(Oklahoma Only)
FAX: (918) 834-4329
Email: <http://www.tsha.cc/sharp.htm>

FINANCIAL CRITERIA

- Low Income

ELIGIBILITY

- Live in Oklahoma or reside in the four specific counties in Kansas, which are Montgomery, Labette, Wilson & Chautauqua;
- have a hearing loss of at least 30 db in the better ear; and
- low income.

AT SERVICES PROVIDED/COVERED

- Advocacy/Other
- Informational and Referral

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired

APPLICATION PROCESS

- Complete the application form available on the website, or contact TSHA. Application process is also available on the website.
- Must be willing to document financial need with tax returns, check stubs, etc.
- If currently residing in a nursing home, complete and return the Nursing Home Questionnaire.
- Attach your \$50 processing fee with your application or request a fee waiver, in writing, on application. (Fee will be returned in the event you are determined ineligible).
- Attach a copy of a recent (within 6 months) hearing evaluation by an audiologist.
- Take care of any medical problems indicated by the hearing evaluation.

PIECES OF THE PUZZLE

- Make an appointment with an audiologist to receive a thorough hearing evaluation. A list of participating SHARP audiologists is available by contacting SHARP.
- Many audiologists can file with Medicare to cover a portion of the testing cost.
- The one-time \$50 processing fee helps stretch the civic club funds as far as possible. However, Sertoma does not want the fee to prevent anyone who needs a hearing aid from applying. If the applicant cannot afford the fee, please note on the application "Please consider me for a fee waiver." The Board will consider this request.
- Wait for notice of approval by the SHARP Board. Since this is an all-volunteer board, it meets once a month. All applications received during the previous month will be considered at that time.
- If an applicant is denied for any reason the \$50 fee will be refunded.
- Return the aid to SHARP if it is no longer being used. The program will be sure that someone else will benefit from the aid.

THE CHILDREN'S CENTER

PURPOSE

The Children's Center (TCC) is a private, nonprofit pediatric hospital serving children with complex medical and physical disabilities in the Oklahoma City metropolitan area. Children receive state-of-the-art medical and respiratory care, rehabilitative & habilitative therapies and education classes. The dedicated staff is focused on maximizing the potential of each child.

CONTACT

Becky Vogt or Erin March
6800 NW 39th Expressway
Bethany, OK 73008
(405) 789-6711
FAX (405) 440-6750
<http://www.tccokc.org/>

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Children age birth to 17.

AT SERVICES PROVIDED/COVERED

- Assessments & Evaluations
- Maintenance & Repairs
- Case Management
- Training for Consumer & Family
- Information & Referral
- Advocacy/Other
- Fabrication of Devices

AT DEVICES PROVIDED/COVERED

- No AT devices are provided or covered.

APPLICATION PROCESS

- Physician referral is required. Complete required health forms at the time of initial screening or admissions.

PIECES OF THE PUZZLE

- TCC provides three types of Inpatient Services: Specialty Hospital Care (Complex Care), Sub-Acute Care, and Inpatient Pediatric Rehabilitation (Pediatric Medical Rehabilitation).
- TCC also offers Outpatient PT, OT and SLP services as well as Outpatient AAC Evaluations.
- TCC partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision-making process about device purchase or utilization. The short-term loan program allows a person to "try before you buy" an assistive technology device.

TOTAL SOURCE FOR HEARING LOSS & ACCESS (TSHA)

PURPOSE

Total Source for Hearing-Loss and Access (TSHA) located in Tulsa is a non-profit organization. Their goal is to increase the independence of people with hearing loss. TSHA provides information and comprehensive support programs for those who have a hearing loss. In addition, TSHA also provides services for interested individuals: family, friends, employers, employees that want to learn sign language.

CONTACT

Brenda Carpenter
8740 E 11th St., Ste A
Tulsa, OK 74112
(918) 832-8742 (V/TTY)
(888) 311-3523 (V/TTY)
www.tsha.cc

FINANCIAL CRITERIA

- None

ELIGIBILITY

- Any Oklahoman

AT SERVICES PROVIDED/COVERED

- Advocacy/Other
- Information & Referral
- Training for Consumer & Family
- Loan Closet

AT DEVICES PROVIDED/COVERED



Aids for Hearing Impaired

PIECES OF THE PUZZLE

- TSHA has gathered a list of resources, organizations, and events that may be helpful for individuals with a hearing loss.
- TSHA partners with Oklahoma ABLE Tech to provide an assistive technology device demonstration center and short-term equipment loan program. The demonstration center can assist a person or small group of individuals the opportunity to explore one or more assistive technology devices to assist in the decision making process about device purchase or utilization. The short-term loan program allows a person to "try before you buy" an assistive technology device.
- A small deposit is required for the short-term equipment loan program.

VEHICLE MOBILITY ASSISTANCE PROGRAM AUTOMOBILE MOBILITY PROGRAM

PURPOSE

Chrysler, Ford, GM, Saturn and many other automobile manufacturers offer "Mobility Programs" established to provide rebates to drivers with disabilities for the installation of adaptive equipment in any new vehicle, whether purchased or leased. Most lifts and carriers are eligible for reimbursement under the terms of the mobility programs as listed below. There may also be state and federal programs available to financially assist with wheelchair carrier or scooter lift purchase. Contact ABLE Tech for more information.

CONTACT(S)

The Chrysler AutoMobility Program
(800) 255-9877
<http://www.chryslerautomobility.com/>

Ford Mobility Motoring Program
(800) 952-2248
<http://www.fordmobilitymotoring.com/mainpage.mob>

GM Mobility Reimbursement Program
(800) 323-9935
(800) 833-9935 (TTY)
<http://www.gmmobility.com/>

The Toyota Mobility Program
(800) 331-4331
(800) 443-4999 (TTY)
<http://www.toyotamobility.com/>

ELIGIBILITY

- Each company has different eligibility requirements. Contact the individual companies for these requirements.
- A prescription or letter from a licensed medical doctor on physician's letterhead may be required for reimbursement. For some types of adaptations, such as hand controls and wheelchair or scooter hoists, the requirements for a medical note or prescription will be waived.

AT SERVICES PROVIDED/COVERED

- Information & Referral

AT DEVICES PROVIDED/COVERED



Vehicle Modifications

APPLICATION PROCESS

- Contact the individual automobile company to inquire about their application process and policies.

PIECES OF THE PUZZLE

- Chrysler will provide a reimbursement to each eligible customer who installs qualifying adaptive driver or passenger equipment on a purchased or leased new Dodge, Jeep® or Chrysler vehicle. Conversions to minivans may be reimbursed up to \$1,000.
- Ford offers financial assistance up to \$1,000 for installation of adaptive equipment, and up to \$200 on alerting devices for hearing impairments, lumbar seats and running boards on new Ford, Mercury or Lincoln vehicle purchases or leases.
- Under the GM Mobility Reimbursement Program, a customer may be reimbursed up to \$1,000 of the cost of any eligible after market adaptive equipment when installed on any eligible purchased or leased new Buick, Chevrolet, or GMC vehicles.
- Toyota Motor Sales, USA, Inc. provides reimbursement up to \$1,000 to each eligible, original retail customer, for the exact cost they paid to purchase and install qualifying adaptive driving or passenger equipment. In addition, the Toyota Sienna is now available with the industry first factory installed power rotating lift-up Auto Access Seat.
- Lexus will provide a reimbursement up to \$1,000 to each eligible, original retail customer for the exact cost they paid to purchase and install qualifying adaptive driving or passenger equipment for transporting persons with physical disabilities. This offer applies to all purchased or leased Lexus vehicles. Leased vehicles require advance written approval of adaptive equipment installations.

VEHICLE MOBILITY ASSISTANCE PROGRAM, cont...

Lexus Mobility Assistance Program

(800) 255-3987
(800) 443-4999 (TTY)
http://www.lexus.com/models/LS/accessories/mobility_program.html

Honda Customer Mobility Assistance Program

(800) 999-1009
<http://automobiles.honda.com/information/mobility-assistance.aspx>

Acura Mobility Program

(800) 382-2238
<http://www.acura.com/MobilityOverview.aspx>

Hyundai Mobility Program

(800) 633-5151
<https://www.hyundaiusa.com/financial-tools/mobility-program.aspx>

FINANCIAL CRITERIA

- None

- Honda supports the mobility needs of drivers and passengers with physical disabilities. Honda will provide a reimbursement up to \$1,000 to each eligible, original retail customer for expenses incurred to purchase and install qualifying adaptive equipment on any eligible purchased or leased Honda vehicle.
- Acura supports the mobility needs of drivers and passengers with physical disabilities. With the purchase or lease of an Acura vehicle, the buyer will be provided with a cash reimbursement up to \$1,000 of the cost of aftermarket adaptive equipment that is installed on any eligible vehicle.
- Hyundai provides for the mobility needs of drivers and passengers with physical disabilities. With the purchase or lease of a Hyundai vehicle, the customer will be provided with a cash reimbursement up to \$1,000 of the cost of aftermarket adaptive equipment that is installed on any eligible vehicle.

APPENDIX A:

Laws that Impact AT

Tech Act: Technology Related Assistance for Individuals with Disabilities Act	116
Individuals with Disabilities Education Act (IDEA)	117
Americans With Disabilities Act (ADA)	120
Section 504 of the Rehabilitation Act	121
Accessible Information & Communication Technology (Section 508)	127
Affordable Care Act.	128

TECH ACT: TECHNOLOGY RELATED ASSISTANCE FOR INDIVIDUALS WITH DISABILITIES ACT

The Assistive Technology Act of 2004, Public Law 108-364 was signed into law October 25, 2004. The first Assistive Technology law passed by Congress was called the Technology Related Assistance for Individuals with Disabilities Act of 1988 and was referred to as the "Tech Act". The "Tech Act" provided the first "official" or legislated definition of AT devices and services. Since the passage of P.L. 100-407 in 1988, these definitions have been used in all subsequent laws passed that included the provision of assistive technology such as the Americans with Disabilities Act (ADA), P.L. 99-457 (Early Intervention Act), and IDEA (Amendments to P.L. 94-142, Special Education Act). The definitions included in the "Tech Act" are as follows:

ASSISTIVE TECHNOLOGY DEVICE

"...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 functional capabilities of individuals with disabilities."

ASSISTIVE TECHNOLOGY SERVICE

"...any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device." These services include:

- Evaluation of the technology needs of the individual, including a functional evaluation in the individual's customary environment,
- Purchasing, leasing or otherwise providing for the acquisition of assistive technology devices for individuals with disabilities,
- Selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices,
- Coordinating and using other therapies, interventions, or services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs,
- Assistive technology training and technical assistance with assistive technology for an individual with a disability, or where appropriate, the family of an individual with disabilities, and
- Training or technical assistance for professionals, employers, or other individuals who provide services to employ, or otherwise are substantially involved in the major life functions of individuals with disabilities.
- Expanding the availability of access to technology, including electronic and information technology to individuals with disabilities.

WHAT IS THE PURPOSE OF THE "TECH ACT"?

The purpose of the Assistive Technology Act (P.L. 108-364) is to provide funds to states such as Oklahoma to:

- Increase the access to and acquisition of AT devices and services.
- Increase the ability of individuals with disabilities of all ages to secure and maintain possession of assistive technology devices as such individuals make the transition between services offered by educational or human service agencies or between settings of daily living.
- Increase the capacity of public agencies and private entities to provide and pay for assistive technology devices and services on a statewide basis for individuals with disabilities of all ages.
- Increase the involvement of individuals with disabilities and, if appropriate, their family members, guardians, advocates, or authorized representatives, in decisions related to the provision of assistive technology devices and services.
- Increase and promote coordination among State and local agencies, between State agencies, that are involved in carrying out activities under this Act.
- Increase the awareness and facilitate the change of laws, regulations, policies, practices, procedures, and organizational structures, that facilitate the availability or provision of assistive technology devices and services.
- Increase awareness and knowledge of the benefits of assistive technology devices and services among targeted individuals and entities and the general population.

The required activities of the State are:

- State Level Activities
 - State Financing Activities
 - Device Reutilization
 - Device Loan Programs
 - Device Demonstration
- State Leadership Activities
 - Training & Technical Assistance
 - Public Awareness
 - Collaboration
 - Information & Referral
 - Coordination & Collaboration

INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)

Individuals with Disabilities Education Improvement Act (IDEA) authorizes Federal funding to states in order to ensure that children with one or more specified disabilities receive a Free Appropriate Public Education (FAPE). The law was established in 1975 by Public Law 94-142 and was formerly called the Education of the Handicapped Act. Most recently the law was reauthorized in 2004 Part B of the law serves children with disabilities 3 to 21 years of age. Additionally, through Oklahoma's SoonerStart, IDEA provides for early intervention services under Part C of the law for children 0-3 years of age. (See Appendix B). Below are frequently asked questions concerning IDEA; the answers are excerpts from Public Law 105-17:

WHAT IS SPECIAL EDUCATION?

Special education indicates a specially designed instruction, at no cost to parents, to meet the unique needs of a child with a disability, including:

1. Instruction conducted in the classroom, in the home, in hospitals and institutions, and in other settings; and
2. Instruction in physical education.

WHAT IS A CHILD WITH A DISABILITY?

The term, child with a disability, means a child with mental retardation, hearing impairments (including deafness), speech or language impairments, visual impairments (including blindness), serious emotional disturbance, orthopedic impairments, autism, traumatic brain injury, other health impairments or specific learning disabilities. Children aged 3 through 9 with a disability may be described as developmentally delayed.

HOW IS A CHILD DETERMINED ELIGIBLE FOR SPECIAL EDUCATION?

The Local Educational Agency (LEA) shall conduct a full individual initial evaluation to determine whether a child has a disability and to determine the educational needs of such a child. Determination of eligibility shall be made by a team of qualified professionals and the parent of the child. A copy of the evaluation report and the documentation of determination of eligibility will be given to the parent.

WHAT IS AN APPROPRIATE EVALUATION?

The evaluation determines eligibility for special education and related services and informs decisions about what an appropriate education would be for that child. Evaluation activities should include gathering information related to enabling the child to be involved in and progress in the general curriculum or, for preschool children, to participate in appropriate activities. The LEA shall use a variety of assessment tools and strategies to gather relevant functional and developmental information, including that provided by the parent.

WHAT IS RELATED SERVICES?

Related services refers to transportation and such developmental, corrective, and other supportive services (including speech-language pathology and audiology services; psychological services; physical and occupational therapy; recreation, including therapeutic recreation; social work services; counseling services, including rehabilitation counseling; orientation and mobility services; and medical services, except that such medical services shall be for diagnostic and evaluation purposes only) as may be required to assist a child with a disability to benefit from special education, and includes the early identification and assessment of disabling conditions in children.

WHAT MUST BE INCLUDED IN THE INDIVIDUALIZED EDUCATION PROGRAM (IEP)?

The IEP is a written statement that is developed, reviewed, and revised to include:

1. a statement of the child's present levels of educational performance;
2. a statement of measurable annual goals, including benchmarks or short-term objectives;
3. a statement of the special education and related services and supplementary aids and services to be provided to the child, or on behalf of the child, and a statement of the program modifications or supports for school personnel that will be provided for the child;

Individuals with Disabilities Education Improvement Act (IDEA), cont. . .

- a. to advance appropriately toward attaining the annual goals;
- b. to be involved and progress in the general curriculum and to participate in extra-curricular and other nonacademic activities; and
- c. to be educated and participate with other children with disabilities and non-disabled children in activities,
4. an explanation of the extent, if any, to which the child will not participate with non-disabled children in the regular class and in activities;
5. a statement of any individual modifications in the administration of state or district wide assessments of student achievement that are needed in order for the child to participate in such assessment, or a statement of why it is not appropriate for the child not to participate in such an assessment and how the child will be assessed;
6. the projected date for the beginning of the services and modifications provided, the anticipated frequency, location, and duration of those services and modifications;
7. a statement of the transition service needs:
 - a. will occur at the first IEP in the ninth grade year or age 16, whichever comes first, and include the interagency responsibilities or any needed linkages; and
 - b. beginning at least one year before the child reaches the age of majority under state law, a statement that the child has been informed of his or her rights under IDEA that will transfer to the child on reaching the age of majority.
8. a statement of how the child's progress toward the annual goals will be measured, and how the child's parents will be regularly informed of that progress, which must be at least as often as parents are informed of their non-disabled children's progress.

- of children with disabilities and is knowledgeable about the availability of resources of the LEA;
5. an individual who can interpret the instructional implications of evaluation results;
6. at the discretion of the parent or the agency, other individuals who have knowledge or special expertise regarding the child, including related services personnel as appropriate; and
7. whenever appropriate, the child with a disability.

WHAT MUST THE TEAM CONSIDER IN THE DEVELOPMENT OF THE IEP?

In developing each child's IEP, the IEP Team shall consider the strengths of the child and the concerns of the parents for enhancing the education of their child. Results of the initial or most recent evaluation of the child should also be considered in the development process. The IEP Team shall also consider the following special factors:

1. in the case of a child whose behavior impedes his or her learning or that of others, consider, when appropriate, strategies, including positive behavioral interventions and supports to address that behavior;
2. in the case of a child with limited English proficiency, consider the language needs of the child as such needs relate to the child's IEP;
3. in the case of a child who is blind or visually impaired, provide for instruction in braille and the use of braille unless the IEP Team determines, after an evaluation of the child's reading and writing skills, needs, and appropriate reading and writing media, that instruction in braille or the use of braille is not appropriate;
4. consider the communication needs of the child, and in the case of a child who is deaf or hard of hearing, consider the child's language and communication needs, opportunities for direct communications with peers and professional personnel in the child's language and communication mode, academic level, and full range of needs, including opportunities for direct instruction in the child's language and communication mode; and
5. consider whether the child requires assistive technology devices and services.

WHO IS ON THE IEP TEAM?

The IEP Team is a group of individuals composed of:

1. the parent(s) of a child with a disability;
2. at least one regular education teacher of such child (if the child is, or may be, participating in the regular education environment);
3. at least one special education teacher;
4. a representative of the LEA who is qualified to provide or supervise the provision of, specially designed instruction to meet the unique needs

Individuals with Disabilities Education Improvement Act (IDEA), cont. . .

WHEN DOES THE IEP HAVE TO BE REVIEWED OR REVISED?

The LEA will ensure that the IEP Team:

1. reviews the child's IEP periodically, but not less than annually to determine whether the annual goals for the child are being achieved; and
2. revises the IEP as appropriate to address any lack of expected progress toward the annual goals and in the general curriculum, information about the child provided to, or by the parents, and the child's anticipated needs or other matters.

WHAT PROCEDURES WILL ENSURE THE RIGHTS OF A CHILD WITH A DISABILITY UNDER IDEA?

The first procedure that is required by the law is an opportunity for the parents of a child with a disability to examine all records relating to such child and to participate in meetings with respect to the identification, evaluation, and educational placement of the child, and the provision of a Free Appropriate Public Education (FAPE) to such child, and to obtain an independent educational evaluation of the child. Beyond this requirement, IDEA has many ways in which parents may file a complaint with the LEA. (See Special Education Program, Section IV, Page 64)

CAN A CHILD WITH A DISABILITY RECEIVE ASSISTIVE TECHNOLOGY THROUGH IDEA?

The LEA must provide assistive technology devices and services, due to the inclusion of the word "acquisition" within the definition of assistive technology services in the law. For more information on the school's responsibility of providing assistive technology. (See Special Education Program, Section IV, Page 64)

FOR IDEA TECHNICAL ASSISTANCE CONTACT:

Oklahoma State Department of Education
2500 N Lincoln Blvd
Oklahoma City, OK 73105
(405) 521-3351 (TTY)
<http://ok.gov/sde/special-education>

Special Education Resolution Center
Jo Anne Pool-Blades, Program Manager
9726 E 42nd, Ste 203
Tulsa, OK 74105
(918) 270-1849
(888) 267-0028
http://www.ok.gov/abletech/Special_Education_Resolution_Center/index.html

Oklahoma Parents Center, Inc.
Sharon House, Executive Director
223 N Broadway
P. O. Box 512
Holdenville, OK 74848
(405) 379-6015
(877) 553-4332
FAX: (405) 379-2106
www.OklahomaParentsCenter.org

AMERICANS WITH DISABILITIES ACT (ADA)

On January 1, 2009, the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 went into effect, making some major changes to the way the definition of disability and eligible individuals has been interpreted in the past. As a result of how the courts had interpreted the definition of disability so narrowly, it made it difficult for most individuals to be covered under the original Americans with Disabilities Act (ADA) of 1990.

Overall Purpose

According to Congress, the ADAAA was passed "to carry out the ADA's objectives of providing 'a clear and comprehensive national mandate for the elimination of discrimination' by reinstating a broad scope of protection to be available under the ADA." However, if hardly anyone was covered, then hardly anyone was actually being protected from discrimination. So, in the ADAAA Congress fixed the definition of disability to cover more people and as a result, prevent more discrimination. That means that once the Act went into effect, the question of who has a disability is no longer the main focus; instead, the focus is on whether discrimination occurred.

Changes in the New Law

1. Definition

The basic three-part definition will remain the same. Disability: (A) a physical or mental impairment that substantially limits one or more major life activities; (B) a record of such impairment; or (C) being regarded as having such an impairment. The ADA Amendments Act did not change the actual definition of disability - the definition is exactly the same as it was. What did change is the meaning of some of the words used in the definition and the way those words are to be applied to individuals.

2. Substantially Limits

New regulations that were signed July 23, 2010 and went into effect March 15, 2011 changed the standard of the term "substantially limits". In the Amendments Act, Congress expressly gave the Equal Employment Opportunity Commission (EEOC) the authority to revise its regulations regarding the definition of substantially limits to make them consistent with the Act's purpose. In the past, the EEOC regulations had defined substantially limits as "significantly restricted," but Congress told the EEOC, that is too high a standard - go back and make it an easier standard to meet.

3. Mitigating Measures

Another change is that when determining whether a person is substantially limited in a major life activity, it is assumed that the beneficial effects of mitigating measures, such as the use of assistive technology, except ordinary eyeglasses or contact lens will be ignored. In the past, the U.S. Supreme Court held the opposite, that it did not ignore mitigating measures. This holding resulted in a lot of people not being covered by the ADA - people with conditions such as epilepsy, diabetes, and mental illness, who controlled their symptoms through measures like medication, good diet, and regular sleep. Prior to the Supreme Court ruling, few people questioned whether individuals with these types of conditions had disabilities, but after the ruling it was clear that many of them did not, at least not under the ADA definition. The ADAAA rejected the Supreme Court's holding regarding the use of mitigating measures.

4. Major Life Activities

Major life activities expanded to include bodily functions. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. Now it will also include, the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions. For example, a person with insulin-dependent diabetes will most likely be covered under the first part of the new definition of disability because it will consider what his limitations would be without his insulin and because endocrine system function is definitely considered a major life activity as of January 1, 2009.

5. Limitations that are Episodic or in Remission

Conditions that are episodic or in remission will now be considered limitations as if they are active. In the past, a person whose condition was in remission or whose limitations came and went might not have been covered by the ADA, depending on how long that person's limitations were in an active state. This meant that a person with, for example, mental illness, might not be entitled to accommodations in the workplace when his condition was active because he did not meet the ADA's definition of disability. Congress addressed this in the Amendments Act by

Americans With Disabilities Act (ADA), cont. . .

stating that “an impairment that is episodic or in remission is a disability if it would substantially limit a major life activity when active.”

6. *Regarded As*

An individual will meet the requirement of ‘being regarded as having such an impairment’ if the individual establishes that he or she has been subjected to an action prohibited under this Act because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity. In addition the “regarded as” definition does not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less. The ADAAA makes regarded as coverage under the ADA very broad. To be covered, an individual only has to establish that an employer discriminated against him because of a medical condition, whether he actually has one or the employer just thought he did. He does not have to meet the substantially-limited-in-a-major-life-activity standard. One exception under regarded as is that impairments that are transitory (lasting or expected to last 6 months or less) and minor are not covered. Arguably, impairments that are transitory or minor, but not both, will be covered. Congress broadened coverage under the regarded as part of the definition to help address the prejudice, antiquated attitudes, and the failure to remove societal and institutional barriers that still exist.

Reasonable Accommodation

The ADAAA did not change the definition of reasonable accommodation. However, the Act does clarify that only individuals who meet the first (actual disability) and second (record of a disability) parts of the definition are entitled to accommodations; individuals who only meet the third part (regarded as) are not entitled to accommodations. Even though the definition did not change, it is clear that with a broader definition of disability, more focus will be placed on providing reasonable accommodations. One thing to keep in mind regarding a request for reasonable accommodation is that the accommodation does not have to be tied to the substantially limited major life activity that established that the employee has a disability. For example, a person with cancer may establish that she has a disability because she is substantially limited in normal cell growth, which is listed as a major life activity under the “bodily functions” category in the

ADAAA. However, the accommodation request is related to fatigue and nausea resulting from medical treatment. Once the employee establishes that they have a disability, then the employer must consider providing accommodations for any limitations as a result of the impairment, not just the limitation that established the disability.

Another thing to keep in mind is the flexibility built into the reasonable accommodation obligation under the ADA. For example:

- a. employers can choose among effective accommodation options and do not always have to provide the requested accommodation,
- b. employers do not have to provide accommodations that pose an undue hardship,
- c. employers do not have to provide as reasonable accommodations personal use items needed in accomplishing daily activities both on and off the job,
- d. employers do not have to make an accommodation for an individual who is not otherwise qualified for a position, and
- e. employers do not have to remove essential functions, create new jobs, or lower production standards as an accommodation.

Employers and ADA

An individual’s employer is a potential source of funding for assistive technology. Under ADA, the employer has a legal mandate to provide a “reasonable accommodation” to employees and prospective employees with disabilities, if the accommodations will enable the individual to perform the essential functions of the position. A reasonable accommodation may include “acquisition or modifications of equipment or devices” as long as the accommodation does not impose “an undue hardship” on the company, determined by comparing “the nature and cost of the accommodation(s) in relation to the size, resources, nature and structure of the employer’s operation.” If the facility or company is part of a larger organization, the resources of the larger organization are taken into account when determining “undue hardship.” An employer is not responsible for an accommodation unless the individual makes known his or her disability and need for an accommodation.

Americans With Disabilities Act (ADA), cont. . .

Eligibility

All persons who fall under the definition of disabilities are covered by ADA. Title I of the Act forbids discrimination in employment on the basis of an individual disability. If a person with a disability is qualified for a job, he or she is entitled to a "reasonable accommodation." State and local governments are covered under Title II of ADA and must provide "reasonable accommodation" for employees and perspective employees under this Title of the Act. Not all employers are covered by Title I. Employers of fewer than 15 people are exempt from Title I as well as all religious organizations.

Education and the ADA

Title II of the Act prohibits all public entities, even those completely independent from federal funding, from discriminating against people with disabilities. Title II provides protection to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act, which includes Section 504. The more specific requirements imposed on a school district under Section 504 are applicable under Title II when necessary to ensure that Title II is interpreted in a way that is consistent with the intent of the ADA. The obligations of a school district, specifically described under Section 504, to provide a Free Appropriate Public Education (FAPE) to school-age individuals with disabilities, regardless of the nature or severity of their disabilities, are incorporated in the general provisions of Title II.

Provision of FAPE requires a school district to provide regular or special education and related aids or services that are: (1) designed to meet the individual needs of persons with disabilities as adequately as the needs of non-disabled persons are met; and (2) able to satisfy requirements regarding educational setting, evaluation and placement, and due process safeguards. Examples of related aids and services that may be provided to individuals with disabilities in either regular or special education programs include: interpreters for students with hearing impairments; readers for students with visual impairments; equipment and equipment modifications to accommodate the needs of students with mobility impairments, manual impairments, hearing impairments, or visual impairments; speech therapy; psychological services; physical and occupational therapy; school health services; or school social work services.

Schools may not deny children the opportunity to take home assistive devices if those devices are needed to enable those children to have an equal opportunity to participate in school.

A school district must provide an appropriate public education to a person with a disability without cost to the person or to his or her parents or guardians, except for those fees that are also imposed on non-disabled persons or their parents or guardians.

In general, Title II does not require school districts to provide personal devices such as wheelchairs, prescription eyeglasses or hearing aids, readers for personal use or study, or services of a personal nature, including assistance in eating, toileting, or dressing. This provision serves as a limitation on the school district's obligation to comply with other Title II requirements, including the duty to provide auxiliary aids and services to facilitate communication, and the duty to modify policies, practices, and procedures to ensure accessibility. This provision does not affect the obligation of a school district to provide a personal device or service in the form of special education or a related aid or service if that device or service is necessary to provide FAPE to the individual student.

Eligibility

The ADA requires that all state and local government services be accessible to people with disabilities as defined in Section 504 of the Rehabilitation Act. Title II of the ADA provides comprehensive civil rights protection for "qualified individuals with disabilities."

ADA and Section 504 protection for children with disabilities is much broader than that of the Individuals with Disabilities Education Act (IDEA). Children with disabilities or temporary disabilities who do not meet the criteria for Special Education Services under IDEA may be able to receive AT regardless of whether it is needed to allow the child to benefit from special education.

Americans With Disabilities Act (ADA), cont. . .

POST-SECONDARY EDUCATION AND THE ADA

Colleges, universities and vocational schools that receive federal funds must make their programs accessible to students with disabilities. This will include the great majority of schools, including most private ones. Previously, this was required by Section 504 of the Rehabilitation Act, but it was reinforced by the passage of the Americans with Disabilities Act (ADA).

The purchase of assistive technology for an individual may be necessary to make a post-secondary education program accessible. Computers, for example, can enable students with visual impairments or physical disabilities to take notes and complete assignments for their classes. An individual who is hard of hearing may require an assistive listening device for classes. In many instances, the school may choose to combine resources with another entity, such as the Division of Rehabilitation Services, to obtain the assistive technology that a student needs. The school may insist that these or other agencies are responsible for providing the assistive technology.

Eligibility

Any individual with a disability who has been accepted into a post-secondary institution is potentially eligible to receive aid in obtaining assistive technology. It is the responsibility of the school to make the program accessible and to provide the student with what she or he needs in order to do so. A student with a disability who feels that he or she is in need of assistive technology in order to adequately participate in the educational process should talk with the particular school's admissions counselor or to a staff member at the Student Disability Services office.

PIECES OF THE PUZZLE

- Computer-based assistive technology can be of great assistance to students with disabilities and can possibly be obtained through this source.
- The school may defer to another agency to pay for assistive technology, such as the Department of Rehabilitation Services, if the school feels that another agency has an obligation to provide the device. Post-secondary schools cannot supplant services that are the obligation of another entity.
- If the school does purchase assistive technology for a student's use, the school will maintain ownership.

FOR ADA TECHNICAL ASSISTANCE CONTACT:

Southwest ADA Center
2323 S. Shepherd, Ste 1000
Houston, TX 77019
(713) 520-0232 (V/TTY)
(800) 949-4232 (ADA Hotline)
FAX: (713) 520-5785
<http://www.southwestada.org/>

The Southwest ADA Center's mission is to promote voluntary compliance with the Americans with Disabilities Act (ADA) by providing three core services: technical assistance, training, and materials dissemination.

U.S. Department of Education
Office for Civil Rights
Lyndon Baines Johnson Dept. of Education Bldg.
400 Maryland Ave, SW
Washington, DC 20202-1100
(800) 421-3481
FAX: (202) 453-6012
Email: OCR@ed.gov

The U.S. Department of Education's (ED) Office for Civil Rights (OCR) enforces Title II of the ADA and Section 504 of the Rehabilitation Act of 1973. OCR has the responsibility for enforcing Title II with respect to all programs, services, and regulatory activities relating to the operation of public elementary and secondary education systems and public institutions of higher education, vocational education (other than schools of medicine, dentistry, nursing, and other health related schools) and public libraries. ED's Section 504 regulation applies to preschool, elementary, secondary, postsecondary, vocational, and adult education programs and activities, as well as other programs and activities that receive or benefit from federal financial assistance.

Online: Complainants may file a complaint with OCR using OCR's electronic complaint form at the following website: <http://www.ed.gov/about/offices/list/ocr/complaintintro.html>.

For those without current e-mail accounts, Internet access may be freely available from your local public library, and free e-mail accounts are available from several large providers.



Americans With Disabilities Act (ADA), cont. . .

U.S. Department of Justice
950 Pennsylvania Ave, NW
Civil Rights Division
Disability Rights Section - NYA
Washington, D.C. 20530
(800) 514-0301 (V) OR (800) 514-0383 (TTY)
<http://www.ada.gov/>

The Department of Justice ADA Technical Assistance Program provides free information and technical assistance directly to businesses, non-profit service providers, state and local governments, people with disabilities, and the general public. Our technical assistance services provide the most up-to-date information about the ADA and how to comply with its requirements. In addition to the major activities discussed below, we undertake broad and targeted outreach initiatives to increase awareness and understanding of the ADA to reach specific audiences at the local level, including hotels and motels, restaurants, small businesses, builders, mayors and town officials, law enforcement, people with disabilities, and others.

U.S. Equal Employment Opportunity Commission
131 M St, NE
Washington, DC 20507
202-663-4900
(800) 669-4000 OR (800) 669-6820 (TTY)
(800) 669-3362 (to order publications)
www.eeoc.gov

The U.S. Equal Employment Opportunity Commission (EEOC) enforces Title I provisions prohibiting discrimination in employment against qualified individuals with disabilities. The EEOC investigates complaints filed by job applicants or employees who believe they have been discriminated against in employment on the basis of disability. The EEOC also provides information, speakers, technical assistance, training, and referral to specialized resources to employers and people with disabilities. Publications available from the EEOC include the Title I regulation, "A Technical Assistance Manual on the Employment Provisions (Title I) of the Americans with Disabilities Act," as well as booklets and fact sheets that explain employer responsibilities and rights of individuals with disabilities.

To file a charge of employment discrimination at the EEOC regional office contact:

Oklahoma City Area Office
215 Dean A McGee Ave. 5th Floor
Oklahoma City, OK 73102
(800) 669-4000 (V) or (800) 669-6820 (TTY)

SECTION 504 OF THE REHABILITATION ACT

Section 504 of the Rehabilitation Act of 1973 as amended is a federal law that prohibits discrimination against persons with disabilities by entities who receive federal funds. Section 504 actually codified constitutional equal protection for the rights of individuals with disabilities. Section 504 was closely modeled upon civil rights legislation and is intended to offer individuals with disabilities equal opportunity to pursue employment, educational and recreational goals free of discrimination.

Section 504 states that "No otherwise qualified handicapped individual ...shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance..."

The definition of a handicapped individual is a person who has a physical or mental impairment, which substantially limits one or more of such person's major life activities, has a record of such impairment, or is regarded as having such an impairment. The term "major life activities" is defined as caring for one's self, performing manual task, walking, seeing, hearing, speaking, breathing, learning and working.

Each federal agency has established regulations to govern Section 504 implementation in its respective programs. For example, regulations at 34 C.F.R. 104 apply to IDEA and other programs administered by the U.S. Department of Education. Individuals may be covered simultaneously by both IDEA and Section 504.

Section 504 protections are limited in that they only apply to programs or businesses that receive federal funds. The Americans with Disabilities Act (ADA), strengthened the antidiscrimination provisions of Section 504 by extending its coverage to all services provided by state and local governments and their agents, regardless of whether or not the programs receive any federal funds. See also "Americans with Disabilities Act", Appendix A, Page 118.

Although not specific to assistive technology, Section 504 has clear policy on nondiscrimination, access, and reasonable accommodation that provides support for access to assistive technology. The regulations of both Section 504 and the ADA emphasize that assistive technology must be provided as necessary

to make reasonable accommodation in providing full access to people with disabilities to employment, transportation, government funded services and public accommodations.

Education and Section 504

There are extensive overlaps between IDEA and Section 504 regulations. Both IDEA and Section 504 create rights to a Free Appropriate Public Education (FAPE), an Individualized Education Plan, procedural safeguards, and least restrictive environment. There are, however, important differences.

According to IDEA, the term "children with disabilities" means those children evaluated in accordance with Regs. Secs. 300.530-300.534 as having mental retardation, hearing impairments including deafness, speech or language impairments, visual impairments including blindness, serious emotional disturbance, orthopedic impairments, autism, traumatic brain injury, other health impairments, specific learning disabilities, deaf blindness, or multiple disabilities, and who because of those impairments need special education and related services. Section 504 will include all IDEA conditions as well as any physical or mental impairment, a far broader definition than is contained in IDEA.

Not only does the IDEA limit its coverage to listed conditions, it also requires there to be joinder between the existence of the condition and the need for special education. Section 504 does not, rather it requires only that the impairment affect a major life activity.

Section 504 will cover children who are temporarily disabled, assuming it is severe enough, and long lasting enough to require special education or related services.

As noted above, IDEA states that "children with disabilities" are those who need special education and related services. The presence of the word "and" has the effect of excluding some children from coverage under IDEA. However, under Section 504 those children cannot be denied a FAPE. As long as they have a disability and need special education or related aids and services, they are entitled to have their needs met.

Section 504 of the Rehabilitation Act, cont. . .

The Section 504 regulations, 34 C.F.R. Section 104.33(b)(1), defines "appropriate education" as ...the provision of regular or special education and related aids and services that are designed to meet individual educational needs of handicapped persons as adequately as the needs of nonhandicapped persons are met... Section 504 regulations focus on the child's needs as well as the adequacy of the program in comparison to the programs offered to others. Section 504 has at its heart an ongoing comparison between the programs, services and opportunities offered to children with handicaps, and those that are offered to non-handicapped children. IDEA states that "related services" are services that are required to assist a child with disabilities to benefit from special education. Section 504 makes no demand that a child even need special education. For this reason, related services do not have to allow the child to "benefit" from special education. Rather, the proof must establish that the service is needed to enable the child to have an educational program that is equally effective as that offered to other children.

Section 504 incorporates all the IDEA concepts in relation to FAPE. Section 504 will prohibit a school district from insisting that parents use their insurance proceeds to pay for related aids and services. It will also prohibit schools from denying children the opportunity to take home assistive technology devices if those devices are needed to enable those children to have an equal opportunity to participate in school.

Eligibility

To be eligible for protection under Section 504, an individual must meet the definition of a person with a disability. This definition is "Any person who (i) has a physical or mental impairment which substantially limits one or more of such person's major life activities, (ii) has a record of such an impairment, or (iii) is regarded as having such an impairment." Major life activities include self-care, performing manual task, seeing, hearing, speaking, breathing, learning, and walking. Section 504 covers only those persons with a disability who would otherwise be qualified to participate and benefit from the programs or other activities receiving federal financial assistance.

For 504 Technical Assistance Contact:

Each federal agency has established regulations to govern Section 504 implementation in its respective programs. These regulations will include procedural safeguards. Discrimination complaints should be filed with the federal agency or department, which provides funding for the program in which discrimination is alleged to have occurred. If uncertain about the source of federal funding involved, an individual may file a complaint with the U.S. Department of Justice which will route the complaint to the appropriate federal agency.

U.S. Department of Justice
950 Pennsylvania Ave, NW
Civil Rights Division
Disability Rights Section - NYA
Washington, D.C. 20530
(800) 514-0301 (V)
(800) 514-0383 (TDD)
<http://www.ada.gov/>

The Client Assistance Program (CAP) can help with information, advocacy and appeals procedures regarding an individual's right under the Rehabilitation Act.

Client Assistance Program
William Ginn, Director
Office of Disability Concerns
2401 NW 23rd Ste. 90
Oklahoma City, OK 73107-2423
(405) 521-3756 (Oklahoma City, V)
(405) 522-6706 (TDD)
(800) 522-8224 (statewide, V/TDD)
FAX: (405) 522-6695
www.odc.ok.gov/cap.htm

U.S. Department of Education
Office for Civil Rights
Lyndon Baines Johnson Dept. of Education Bldg.
400 Maryland Ave, SW
Washington, DC 20202-1100
(800) 421-3481
FAX: (202) 453-6012
Email: OCR@ed.gov

ACCESSIBLE INFORMATION AND COMMUNICATION TECHNOLOGY (SECTION 508)

Accessible Information and Communication Technology (ICT) is also known as electronic and information technology (EITA). Accessible ICT is technology that can be used by people with a wide range of abilities and disabilities. It incorporates the principles of universal design. Each user is able to interact with the technology in ways that work best for him or her. Accessible technology is either directly accessible—in other words, it is usable without assistive technology—or it is compatible with standard assistive technology. Just as buildings that have ramps and elevators are accessible to wheelchair users, products that adhere to accessible design principles are usable by people with a wide range of abilities and disabilities.

Examples of accessible electronic and information technology: Accessible software applications; Accessible multimedia products i.e. videotapes, CDs, DVDs, or the World Wide Web should include synchronized text captions for spoken information and other audio content as well as synchronized audio descriptions for visual content; Accessible websites are designed to be usable by individuals with a broad range of abilities and disabilities. Accessible web sites provide a text equivalent (typically a description) for all non-text elements, such as audio, video, graphics, animation, graphical buttons, and image maps; Accessible copy machines can be operated in more than one way using keypads, touch screens, or voice recognition. Height and position can be adjusted so that controls are within easy reach and the display can be viewed easily.

FEDERAL LAW: Federal Section 508 is part of the Rehabilitation Act of 1973, requiring electronic and information technology developed, procured, maintained, or used by the Federal government to be accessible to people with disabilities. On August 7, 1998, President Clinton signed into law the Workforce Investment Act of 1998, which includes the Rehabilitation Act of 1998. The 1998 amendments significantly expanded and strengthen the technology access requirements in Section 508. The U.S. Access Board, an independent Federal agency devoted to accessibility for people with disabilities, issued new standards for electronic and information technology effective as of June 21, 2001. Federal departments and agencies must comply with Section 508. It does not regulate the private sector and does not apply directly to recipients of

Federal funds. The law required the Access Board to develop access standards that are part of the Federal government's procurement's regulations. The 508 Standards provide criteria specific to various types of technologies, including: software applications and operating systems; web-based information or applications; telecommunication products; video and multimedia products; self contained, closed products; and desktop and portable computers. The 508 standards and the Telecommunications Act Accessibility Guidelines are in the process of revised together.

Federal Section 508 Technical Assistance:

Access Board
1331 F St., NW, Ste 1000
Washington, DC 20004-1111
(202) 272-5434 OR (202) 272-5449 (TDD)
(800) 872-2253 OR (800) 993-2822 (TDD)
FAX: (202) 272-5447
www.access-board.gov

OKLAHOMA LAW: Oklahoma's electronic and information technology accessibility law (2004) models Federal Section 508 and applies to state agencies, postsecondary institutions, and Career Tech. Agencies should refer to Oklahoma's standards and rules documents (Oklahoma Administrative Code Titles 260 and 580). Oversight for Oklahoma's EITA law is provided by the Office of Management and Enterprise Services. Oklahoma EITA law includes an administrative complaint process (OAC 260:15-1-6).

Oklahoma Technical Assistance:

Oklahoma ABLE Tech
1514 W Hall of Fame
Stillwater, OK 74078
(405) 744-9748 (TTY)
(800) 257-1705
www.accessibility.ok.gov

The Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, or Individuals with Disabilities Education Act (IDEA) are all general anti-discrimination laws that require program and architectural accessibility, which could include the provision of accessible information technology as a reasonable accommodation or as a service necessary for equal access.

AFFORDABLE CARE ACT

Rights and Protections

For people that need health care coverage or have it already, the health care law offers new rights and protections that make coverage fairer and easier to understand.

Some rights and protections apply to plans in the Health Insurance Marketplace or other individual insurance, some apply to job-based plans, and some apply to all health coverage.

These rights and protections provide even more choice and control over health care coverage when key parts of the law take effect in January 2014.

The health care law:

- creates the Health Insurance Marketplace, a new way for individuals, families, and small businesses to get health coverage;
- requires insurance companies to cover people with pre-existing health conditions;
- helps individuals understand the coverage provided;
- holds insurance companies accountable for rate increases;
- makes it illegal for health insurance companies to arbitrarily cancel health insurance just because a person gets sick;
- protects choice of doctors;
- covers young adults under 26;
- provides free preventive care;
- ends lifetime and yearly dollar limits on coverage of essential health benefits; and
- guarantees the right to appeal.

Most private health insurance companies pay for some types of assistive technology (AT) devices referred to as Durable Medical Equipment (DME). Within the Affordable Care Act, Glossary of Health Coverage and Medical Terms, define DME as equipment and supplies ordered by a health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics.

In most cases, assistive technology must be proven to be “medically necessary” or to have an effect on limiting further loss to the insurer. A physician’s determination of need is given great weight in making a decision concerning equipment.

In general, private health insurance companies are more likely to pay for specific AT devices and/or services that: a) are medically needed, b) can significantly improve a person’s condition and/or prevent further injury or complications so that maintenance and health costs are reduced, or c) enables an adult to return to the workplace. Private insurance companies more readily purchase or rent/lease an DME, if it is needed temporarily due to conditions caused by accidents or illnesses that will eventually improve.

For more information:

<http://www.healthcare.gov>

(800)-318-2596, 24 hours a day, 7 days a week.

(855)-889-4325 (TTY)

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AGING SERVICES – AREA AGENCIES ON AGING (AAA'S)

WWW.OKDHS.ORG/PROGRAMSANDSERVICES/AGING/AAA/

The Aging Services Division of the Oklahoma Department of Human Services is responsible for comprehensive planning of programs for older persons. Aging Services assists 11 local AAA's to provide local and regional services.

STATE OFFICE

Oklahoma Department of Human Services

Aging Services Division
Lance Robertson, Director
2401 NW 23rd, Ste 40
Oklahoma City, OK 73107
(405) 521-2281
FAX: (405) 521-2086
SENIOR Info-Line: (800) 211-2116
Email: Lance.Robertson@Okdhs.org
<http://www.okdhs.org/programsandservices/aging/aaa/>

AREA AGENCIES ON AGING

Grand Gateway Area Agency on Aging

District 1, Counties Served: Craig, Delaware, Mayes, Nowata, Ottawa, Rogers and Washington.
Kay Carter, Director
333 S Oak St
P. O. Drawer B
Big Cabin, OK 74332-0502
(918) 783-5793
(800) 482-4594 (OK Only)
www.grandgateway.org/seniors.html

EODD Area Agency on Aging

District 2, Counties Served: Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah and Wagoner.
Sharon Elder, Director
EODD Building
1012 N 38th St
P. O. Box 1367
Muskogee, OK 74402-1367
(918) 682-7891
FAX: (918) 682-5444
www.eoddok.org

KEDDO Area Agency on Aging

District 3, Counties Served: Choctaw, Haskell, Latimer, LeFlore, McCurtain, Pittsburg and Pushmataha.

Kim Rose, Director
Vo-tech Admin Addition
Highway 2 North
P. O. Box 638
Wilburton, OK 74578-0638
(918) 465-2367
(800) 722-8180 (OK Only)

SODA Area Agency on Aging

District 4, Counties Served: Atoka, Bryan, Carter, Coal, Garvin, Johnston, Love, Marshall, Murray and Pontotoc.
Kathy Gooding, Director
224 W Evergreen, Ste 202
P. O. Box 709
Durant, OK 74702
(580) 920-1388
FAX: (580) 920-1391
www.soda-ok.org

COEDD Area Agency on Aging

District 5, Counties Served: Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole.
John Shea, Director
400 N Bell
P. O. Box 3398
Shawnee, OK 74802-3398
(405) 273-6410
(800) 375-8255

INCOG Tulsa Area Agency on Aging

District 6, Counties Served: Creek, Osage and Tulsa.
Clark Miller, Director
2 W 2nd St., Ste 800
Tulsa, OK 74103-3123
(918) 584-8526
www.incog.org

NODA Area Agency on Aging

District 7, Counties Served: Alfalfa, Blaine, Garfield, Grant, Kay, Kingfisher, Major and Noble.
Brandi Atkinson, Director
2901 N Van Buren
Enid, OK 73701
(580) 237-4810
(800) 749-1149 (OK Only)
www.nodanet.org

Areawide Aging Agency Inc.

District 8, Counties Served: Canadian, Cleveland, Logan and Oklahoma.
Don Hudman, Director
4101 Perimeter Ctr Dr. #310
Oklahoma City, OK 73112
(405) 942-8500
(405) 943-4344 Info-Line

ASCOG Area Agency on Aging

District 9, Counties Served: Caddo, Comanche, Cotton, Grady, Jefferson, McClain, Stephens and Tillman.
Ken Jones, Director
802 Main St
P. O. Box 1647
Duncan, OK 73533-1647
(580) 252-0595
(800) 658-1466 (OK Only)
www.ascog.org

SWODA Area Agency on Aging

District 10, Counties Served: Beckham, Custer, Greer, Harmon, Kiowa, Jackson, Roger Mills and Washita.
James Boyd, Director
Building 420-Sooners Dr
P. O. Box 569
Burns Flat, OK 73624-0569
(580) 562-4882
(800) 627-4882 (OK Only)
FAX: (580) 562-4880
www.swoda.org/aaa.html

OEDA Area Agency on Aging

District 11, Counties Served: Beaver, Cimarron, Dewey, Ellis, Harper, Texas, Woods and Woodward.
Leona Perry, Director
330 Douglas Ave
P. O. Box 668
Beaver, OK 73932-0668
(580) 625-4531
(800) 658-2844 (OK Only)
www.oeda.org/aaa.htm

AMERICAN INDIAN VOCATIONAL REHABILITATION

WWW.OKREHAB.ORG/GUIDE/CH11/11-3.ASP

Apache Tribe Vocational Rehabilitation

Counties Served: Caddo, Comanche, Cotton, Grady, Jackson, Kiowa and Tillman.
Delorna Strong, Project Director
P. O. Box 1220
620 E. Colorado
Anadarko, OK 73005-1220
(405) 247-7494 (V)
(800) 851-1253
FAX: (405) 247-9872
Email: apachendnvr@yahoo.com

Cherokee Nation Vocational Rehabilitation

Counties Served: Adair, Cherokee, Craig, Delaware, Mayes, McIntosh, Muskogee, Nowata, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner and Washington.
Brenda Fitzgerald, Program Director
P. O. Box 948
Tahlequah, OK 74465-0948
(918) 453-5000 (V/TTY)
(800) 256-0671
FAX: (918) 458-4482
www.cherokee.org

Cheyenne-Arapaho Tribe Vocational Rehabilitation

Counties Served: Beckham, Blaine, Canadian, Custer, Dewey, Ellis, Kingfisher, Major, Roger Mills, Washita and Woodward.
Bryan Sykes Director
P. O. Box 38
Concho, OK 73022
(405) 422-1178 (V)
(888) 284-7725
FAX: (405) 422-7618
www.c-a-tribes.org

Chickasaw Nation Vocational Rehabilitation

Counties Served: Bryan, Carter, Coal, Garvin, Grady, Jefferson, Johnston, Love, Marshall, McClain, Murray, Pontotoc and Stephens.
Michelle Frazier Wilson, Director
300 Rosedale Rd
Ada, OK 74821
(580) 421-7711
(888) 436-0553 (OK Only)
(580) 310-9364 (TDD)
FAX: (580) 436-0830
www.chickasaw.net

Choctaw Nation Vocational Rehabilitation

Counties Served: Atoka, Bryan, Choctaw, Coal, Haskell, Latimer, LeFlore, McCurtain, Pittsburg, Pushmataha and southern Hughes.
Debbie Davenport, Director
219 N Broadway
Choctaw Nation Field Office
Hugo, OK 74743
(580) 326-8304 (V)
(877) 285-6893
FAX: (580) 326-2410
www.choctawnation.com

Delaware Nation Vocational Rehabilitation

Counties Served: Blaine, Caddo, Cleveland, Grady, Kiowa, Logan, McClain and Oklahoma.
Richard Hunt, Interim Director
7249 S Western, Ste 204
Oklahoma City, OK 73005
(405) 247-2448
FAX: (405) 247-9393
www.delawarenation.com

Iowa Tribe of Oklahoma Vocational Rehabilitation

Counties Served: Kay, Lincoln, Logan, Noble, Pawnee, Payne and Pottawatomie.
Rose Malone
R.R. 1, Box 721
Perkins, OK 74059-0728
(405) 547-2402
FAX: (405) 547-1090
www.iowanation.org

Muscogee (Creek) Nation Vocational Rehabilitation

Counties Served: Creek, Hughes, McIntosh, Muskogee, Okmulgee, Rogers, Seminole, Tulsa and Wagoner.
Mary Lee, Project Director
401 S Woody Guthrie St
Okemah, OK 74859
(918) 623-1197
(888) 267-2332
FAX: (918) 623-2796
www.muscogeenation-nsn.gov

DEVELOPMENTAL DISABILITIES SERVICES DIVISION

[HTTP://WWW.OKDHS.ORG/PROGRAMSANDSERVIES/DD/DEFAULT](http://www.okdhs.org/programsandservices/dd/default)

STATE OFFICE

Oklahoma Department of Human Services

Developmental Disabilities Services Division

JoAnne Goin, Director
2400 N Lincoln Blvd
Oklahoma City, OK 73105
(405) 521-6267
FAX: (405) 522-3037
<http://www.okdhs.org/programsandservices/dd/default.htm>

AREA I

2401 NW 23rd St, Ste 28
Oklahoma City, OK 73107
(405) 522-6925

729 Overland Trail
Enid, OK 73701
(580) 548-8900
(800) 522-1064

AREA II

1427 E 8th
Tulsa, OK 74120
(918) 560-4848
(800) 522-1075

AREA III

301 S Indian Meridian Rd
Pauls Valley, OK 73075
(405) 238-4700
(800) 522-1086

EARLY SETTLEMENT MEDIATION PROGRAMS

[WWW.OSCN.NET/STATIC/ADR/DOCUMENTS/ADRS_DIRECTORY.PDF](http://www.oscn.net/static/ADR/Documents/ADRS_DIRECTORY.PDF)

STATE OFFICE

Alternative Dispute Resolution System

Sue Tate, ATR System Director
1915 N Stiles, Ste 305
Oklahoma City, OK 73105
Hotline (877) 521-6677
(405) 522-7876
FAX: (405) 521-6815
Email: sue.tate@oscn.net

EARLY SETTLEMENT OFFICES

Central Program

Counties Served: Canadian, Cleveland and Oklahoma.
Phil Johnson, Director
2100 N Lincoln, Ste 3
Oklahoma City, OK 73105
(405) 556-9802
FAX: (405) 556-9150
Email: early.settlement@oscn.net

East Program

Counties Served: Adair, Cherokee, Craig, Delaware, Mayes, Muskogee, Nowata, Ottawa, Rogers, Wagoner and Washington.
Ann Wilkins, Director
Northeastern State University
705 N Grand Ave
Tahlequah, OK 74464
(918) 444-3007
(800) 722-9614, ext. 3007
FAX: (918) 458-2371
Email: adr/mediation@nsuok.edu

East Central Program

Counties Served: Garvin, Grady, Hughes, McIntosh, McClain, Okfuskee, Okmulgee, Pontotoc, Pottawatomie and Seminole.
Kathy King, Director
East Central University
Fentem Hall, Rm 304
Ada, OK 74820
(580) 310-5674
(888) 508-5674
FAX: (580) 310-5816
Email: early.settlement@yahoo.com

Norman Program

City Served: Norman
Jayme Rowe, Director
201 W Gray, Box 370
Norman, OK 73070
(405) 217-7766
FAX: (405) 366-5425
Email: jayme.rowe@normanok.gov

North Program

Counties Served: Creek, Kay, Lincoln, Logan, Noble, Pawnee and Payne.
Jim Ennis, Director
606 S Husband, Ste 201
Stillwater, OK 74074
(405) 372-3228
(800) 464-5677
FAX: (405) 372-3230
Email: jim.ennis@oscn.net

Northeast Program

Counties Served: Craig, Nowata, Osage, ttawa, Rogers, and Washington.
Marcy Thomas, Director
Rogers State University
401 S Dewey, Ste 217
Bartlesville, OK 74003
(918) 338-8027
(888) 965-2110
FAX: (918) 338-8028
Email: mthomas@rsu.edu

Northwest Program

Counties Served: Alfalfa, Beaver, Blaine, Cimarron, Dewey, Ellis, Garfield, Grant, Harper, Kingfisher, Major, Texas, Woods and Woodward.
Danielle Fields, Director
Northwestern State University
2929 E Randolph
Enid, OK 73701
(580) 213-3123
(855) 213-3123
Email: nwmediator@yahoo.com

South Central Program

Counties Served: Atoka, Bryan, Carter, Coal, Jefferson, Love, Johnston, Marshall, Murray and Stephens.
Jaxie Johnston, Director
East Central University
Fentem Hall, Rm 303
Ada, OK 74820
(580) 559-5634
(800) 804-2384
Email: mediationsc@mailclerk.ecok.edu

EARLY SETTLEMENT MEDIATION PROGRAMS, cont. .

Southeast Program

Counties Served: Choctaw, Haskell, Latimer, LeFlore, McCurtain, Pittsburg, Pushmataha and Sequoyah.
Trish Hendricks, Director
Early Settlement-SE
Kiamichi Technology Ctr
PO Box 548
Wilburton, OK 74578
(918) 456-1223
(800) 847-1985
FAX: (918) 465-1226
Email: thendricks@okkctc.org

Southwest Program

Counties Served: Beckham, Caddo, Comanche, Cotton, Greer, Harmon, Jackson, Kiowa, Roger Mills, Tillman and Washita.
Ralph Bauer, Director
Greer County Courthouse
106 E Jefferson, Ste 205A
Mangum, OK 73554-4200
(580) 782-3127
(800) 773-8853
FAX: (580) 782-3803
Email: earlysettlement@letterboxes.org

Tulsa Program

Counties Served: Metropolitan Tulsa, Tulsa County & parts of Creek, Osage and Wagoner.
Leilani Armstrong, Director
Polic-Courts Bldg
600 Civic Center, Ste 108
Tulsa, OK 74103
(918) 596-7786
FAX: (918) 699-3434
Email: LArmstrong@ci.tulsa.ok.us

HEAD START & EARLY HEAD START PROGRAMS

[HTTP://OKACAA.ORG/HEAD-START-PROGRAM-LISTINGS/](http://OKACAA.ORG/HEAD-START-PROGRAM-LISTINGS/)

Statewide Contracts Oklahoma Association of Community Action Agencies

Kay Floyd, Head Start
Collaboration Director
2800 NW 36th St., Ste 221
Oklahoma City, OK 73112
(405) 949-1495
FAX: (405) 949-0955
Email: kfloyd@okacaa.org

Green Country Behavioral Health Services, Inc.

Leslie Porter, Head Start
Executive Director
619 N Main St
Muskogee, OK 74401
(918) 687-6611
FAX: (918) 682-3559

Comanche County Head Start/ Early Head Start/Crossroads Youth & Family Services

Nathalie McClelland,
Program Director
325 C Ave
Lawton, OK 73507
(580) 284-0474
FAX: (580) 248-4784
Email: Nathaliem@crossroadsyfs.com

Head Start and Early Head Start Programs

Altus

Counties Served: Greer, Harmon and Jackson.
SW OK Community Action
Group
Sheila Clark, Director
900 S Carver Rd
Altus, OK 73521
(580) 482-5040
FAX: (580) 482-5433

Chickasha

Counties Served: Caddo, Grady and Washita.
Valley Community Action Council
Peggy Sayers, Director
205 W Chickasha Ave
P. O. Box 747
Chickasha, OK 73108
(405) 224-5831
FAX: (405) 222-4303

Claremore

Counties Served: Nowata, Mayes, Rogers, Washington, and Wagoner.
CARD, Inc.
Karol May, Director
P. O. Box 947
Claremore, OK 74018
(918) 343-5000
FAX: (918) 343-3663
www.cardcaa.org

Durant

Counties Served: Bryan, Carter, Coal, Love and Pontotoc.
Big Five Community Services, Inc.
Jeff Alexander, Director
P. O. Box 1577
1502 N 1st
Durant, OK 74702
(580) 924-5311
FAX: (580) 920-2004

Frederick

Counties Served: Beckham, Cotton, Jefferson, Kiowa, Roger Mills, Tillman and Washita.
Community Action
Development Corp.
Brent Morey
P. O. Box 989
Frederick, OK 73542
(580) 335-5588
FAX: (580) 335-3092

Hugo

Counties Served: Choctaw, McCurtain and Pushmataha.
Little Dixie Community Action
Agency
Brenda Needham, Director
209 N 4th
Hugo, OK 74743
(580) 326-3351
FAX: (580) 326-2305



HEAD START AND EARLY HEAD START PROGRAMS, cont. . .

Jay

Counties Served: Craig,
Delaware and Ottawa.
NE Oklahoma Community
Action Agency
Doug Spillman, Director
856 E Melton Dr., Ste C
Jay, OK 74346
(918) 253-4683
FAX: (918) 253-6059

Lawton

Counties Served: Comanche
Comanche County Head Start/
Early Head Start/Crossroads
Youth & Family Services
Nathalie McClelland
325 C Ave
Lawton, OK 73507
(580) 248-0474
FAX: (580) 248-4784

Lindsay

Counties Served: McClain,
Garvin and Stephens.
Delta Community Action
Foundation
Karen Nichols, Director
308 SW 2nd
Lindsay, OK 73052
(405) 756-1100
FAX: (405) 756-1104

Muskogee

Counties Served: Muskogee
Green Country Behavioral
Health Services
Vacant
619 N Main St
Muskogee, OK 74401
(918) 682-8407
FAX: (918) 687-0976

Norman

Counties Served: Cleveland and
Pottawatomie.
Crossroads Youth & Family
Services
Anthony Stafford
1333 W Main
Norman, OK 73069
(405) 292-6440
FAX: (405) 292-6442

Oklahoma City

Counties Served: Canadian and
Oklahoma.
Community Action Agency of
Oklahoma/Canadian
Counties
James Sconzo, Director
319 SW 25th
Oklahoma City, OK 73109
(405) 232-0199, ext. 4103
FAX: (405) 232-9074

Sunbeam Family Services
Paula Gates, Director
715 N. Walker
Oklahoma City, OK 73102
(405) 235-5179

Okemah

Counties Served: Hughes and
Okfuskee
Twin Rivers Head Start
Darlene Brandt, Director
514 W Broadway
Okemah, OK 74853
(918) 623-2707
FAX: (918) 623-9305

Pawnee

Counties Served: Creek, Kay,
Noble, Osage, Payne and
Pawnee.
United Community Action
Program
Kim Rice, Director
501 6th St
Pawnee, OK 74058
(918) 762-3041
FAX: (918) 762-3418

Stigler

Counties Served: Haskell,
Latimer, LeFlore and Pittsburg.
KIBOIS Community Action
Foundation
R. Carroll Huggins, Director
200 S E "A" St., P. O. Box 727
Stigler, OK 74462
(918) 967-3325
FAX: (918) 967-8660

Tishomingo

Counties Served: Atoka,
Johnston, Marshall and Murray.
INCA Community Services
LaQuita Thornley Director
202 S Capitol St., Ste 2
P. O. Box 68
Tishomingo, OK 73460
(580) 371-2352
FAX: (580) 371-3085

Tulsa

County Served: Tulsa
Community Action Project of
Tulsa County
Cecilia Robinson, Director
4606 S Garnett Rd., Ste 100
Tulsa, OK 74146
(918) 382-3270
FAX: (918) 382-3370

Native American Coalition of
Tulsa
Jeanette Tankersley, Director
1740 W 41st St
Tulsa, OK 74107
(918) 446-7939
FAX: (918) 446-6003

Tulsa Educare
2511 E. 5th Place
Tulsa, OK 74104
(918) 779-6233
FAX: (918) 779-6234

Watonga

Counties Served: Alfalfa,
Beaver, Blaine, Cimarron,
Custer, Dewey, Ellis, Harper,
Kingfisher, Major, Texas, Woods
and Woodward.
Opportunities, Inc.
Carol Ramer, Director
117 W Russworm
P. O. Box 569
Watonga, OK 73772
(580) 623-7283
FAX: (580) 623-7290
www.opportunities-inc.org

Wewoka

Counties Served: Lincoln and
Seminole.
Wewoka Public Schools Co-op
Misty Hudnall, Director
P. O. Box 870
Wewoka, OK 74884
(405) 257-2321
FAX: (405) 257-5737

HEAD START AND EARLY HEAD START PROGRAMS, cont. . .

American Indian Head Start and Early Head Start

Ada

Chickasaw Nation Head Start
Danny Wells
P. O. Box 1548
Ada, OK 74821
(580) 436-7276
www.chickasaw.net

Binger

Caddo Tribe of Oklahoma Head Start
P. O. Box 487
Binger, OK 73009
(405) 247-3642
FAX: (405) 247-6022

Carnegie

Kiowa Tribe of Oklahoma Head Start
P. O. Box 369
Carnegie, OK 73015
(580) 654-2300 ext. 300
FAX: (580) 654-2544

Concho

Cheyenne-Arapaho Tribes of Oklahoma Head Start
Sharilyn Van House, Director
P. O. Box 38
Concho, OK 73022
(405) 422-7635
FAX: (405) 262-6747

Durant

Choctaw Nation of Oklahoma Head Start
Rebecca Clapp, Director
P. O. Drawer 1210
Durant, OK 74702
(580) 924-8280
FAX: (580) 920-3187

McLoud

Kickapoo Head Start, Inc.
P. O. Box 399
McLoud, OK 74851
(405) 964-3676
FAX: (405) 964-3417

Okmulgee

Creek Nation Head Start
Pat Wind, Director
P. O. Box 580
Okmulgee, OK 74447
(918) 732-7893
FAX: (918) 732-7906

Pawhuska

Osage Nation Head Start
Denise Keene, Director
P. O. Box 1389
Pawhuska, OK 74056
(918) 287-1246
FAX: (918) 287-3416
www.osagetribe.com/
headstart.html

Perkins

Iowa Tribe of Oklahoma Early Head Start
Misty Horne
R. R. 1, Box 721
Perkins, OK 74059
(405) 547-5826
FAX: (405) 547-5991

Ponca City

Ponca Tribe Head Start
Alexis Warrior
20 White Eagle Dr
Ponca City, OK 74601
(580) 762-7927
FAX: (580) 716-6965

Red Rock

Otoe-Missouria Tribal Council Head Start
Mike Williamson
8151 N Hwy 177
Red Rock, OK 74651
(580) 723-4466, ext. 226
FAX: (580) 723-1057

Seminole

CDI Seminole Nation Head Start and Early Head Start (Centers also in Wewoka and Konawa)
Robert Davis, Director
P. O. Box 1316
Seminole, OK 74818
(405) 382-4106
FAX: (405) 382-4051

Shawnee

Central Tribes of Shawnee Area Head Start and Early Head Start
Sue Sampler
1535 N McKinley
Shawnee, OK 74801
(405) 275-4870
FAX: (405) 275-9684

Tahlequah

Cherokee Nation Head Start and Early Head Start
P. O. Box 948
Tahlequah, OK 74465
(918) 458-4393
FAX: (918) 458-5799
www.cherokee.org/

Tecumseh

OU American Indian Institute Early Head Start
Kimberly Morgan
808 E Highland
Tecumseh, OK 74873
(405) 598-6094
FAX: (405) 598-2815

OKLAHOMA COUNTY HEALTH DEPARTMENTS

WWW.HEALTH.STATE.OK.US/PHONE/CHDPHONE.HTML

Adair Co.

Maria Alexander, Acting Admin.
Director
600 W Hickory
Stilwell, OK 74960
(918) 696-7292

Alfalfa Co. C/O Garfield Co.

Pat Fowler, Acting Admin.
Director
PO Box 598
Durant, OK 74702-0598

Atoka Co.

Michael Echelle, Admin. Director
1006 W 13th St
Atoka, OK 74525
(580) 889-2116

Beaver Co.

Terri Salisbury, Admin. Director
PO Box 520
Beaver, OK 73932
(580) 625-3693

Beckham Co.

Karen Weaver, BSN, RN, Admin.
Director
115 S 4th
Sayre, OK 73662
(580) 928-5551

400 E 3rd St
Elk City, OK 73644
(580) 225-1173

Blaine Co.

Jay Smith, Admin. Director
521 W 4th
Watonga, OK 73772
(580) 623-7977

Bryan Co.

Pat Fowler, Admin. Director
1524 W Chuckwa
PO Box 598
Durant, OK 74702
(580) 924-4285

Caddo Co.

Brandi O'Connor
216 W Broadway
Anadarko, OK 73005
(405) 247-2507

Canadian Co.

Jay Smith, Admin. Director
100 S Rock Island
El Reno, OK 73036
(405) 262-0042

1023 E Vandament
Yukon, OK 73099
(405) 354-4872

Carter Co.

Mendy Spohn, Admin. Director
405 S Washington
Ardmore, OK 73401
(580) 223-9705

308 Franklin
Healdton, OK 73438
(580) 229-1291

Cherokee Co.

Maria Alexander, Admin. Director
912 S College
Tahlequah, OK 74464
(918) 456-8826

Choctaw Co.

Pat Fowler, Admin. Director
103 S 4th St
Hugo, OK 74743
(580) 326-8821

Cleveland Co.

Keith Reed, Admin. Director
250 12th Ave NE
Norman, OK 73071
(405) 321-4048

424 S Eastern
Moore, OK 73160
(405) 794-1591

Coal Co.

Michael Echelle, Admin. Director
1404 S Hwy 75
PO Box 365
Coalgate, OK 74538-0365
(580) 927-2367

Comanche Co.

Brandi O'Connor, Admin. Director
1010 S Sheridan Rd
PO Box 87
Lawton, OK 73501
(580) 248-5890

Cotton Co.

Brandi O'Connor Admin.
Director
1501-A South 7th
Walters, OK 73572
(580) 875-6121

Craig Co.

Maria Alexander, Admin. Director
115 E Delaware
Vinita, OK 74301
(918) 256-7531

Creek Co.

Jay Smith, Admin. Director
1808 S Hickory
Sapulpa, OK 74066
(918) 224-5531

420 E Broadway
PO Box 848
Drumright, OK 74030
(918) 352-9581

408 W 4th
Bristow, OK 74010
(918) 367-3341

Custer Co.

Jay Smith, Admin. Director
3030 Custer Ave
Clinton, OK 73601
(580) 323-2100

220 N Bradley
Weatherford, OK 73096
(580) 772-6417

Delaware Co.

Maria Alexander, Director
423 S. 9th St
PO Drawer 370
Jay, OK 74346
(918) 253-4511

Garfield Co.

Chad Newton, Acting Admin.
Director
2501 S Mercer
PO Box 3266
Enid, OK 73701
(580) 233-0650

OKLAHOMA COUNTY HEALTH DEPARTMENTS, cont. . .

Garvin Co.

Mike Milton, Admin. Director
1809 S Chickasaw
Pauls Valley, OK 73075
(405) 238-7346

707 W Comanche
Lindsay, OK 73052
(405) 756-2928

Grady Co.

Mike Milton, Admin. Director
2116 Iowa St
Chickasha, OK 73018
(405) 224-2022

Grant Co.

Chad Newton, Acting Admin. Director
115 N Main
PO Box 127
Medford, OK 73759
(580) 395-2906

Greer Co.

Karen Weaver, BSN, RN, Admin. Director
2100 N Louis Tittle
PO Box 1
Mangum, OK 73554
(580) 782-5531

Harmon Co.

Karen Weaver, BSN, RN, Admin. Director
1104 N 7th
Hollis, OK 73550
(580) 688-3348

Harper Co.

Terri Salisbury, Admin. Director
7th & Oklahoma, Ste 9
PO Box 290
Laverne, OK 73848
(580) 921-2029

10 E Turner
Buffalo, OK 73834
(580) 735-6100

Haskell Co.

Stigler Area Health and Wellness Center
William Pierson, Admin. Director
1407 NE "D" St
Stigler, OK 74462
(918) 967-3304

Hughes Co.

Brenda S. Potts Admin. Director
200 McDougal Dr
Holdenville, OK 74848-2811
(405) 379-3313

Jackson Co.

Karen Weaver, BSN, RN, Admin. Director
401 W Tamarack Rd
Altus, OK 73521-1599
(580) 482-7308

Jefferson Co.

Mendy Spohn, Admin. Director
107 E Anderson Ave
Waurika, OK 73573
(580) 228-2313

Johnston Co.

Mendy Spohn, Admin. Director
1080 S Byrd
Tishomingo, OK 73460
(580) 371-2470

Kay Co.

Annette O'Connor, MPA, Admin. Director
433 Fairview
Ponca City, OK 74601
(580) 762-1641

1706 S Main
Blackwell, OK 74631
(580) 363-5520

Kingfisher Co.

Jay Smith, Admin. Director
124 E Sheridan
Courthouse Annex Rm #101
Kingfisher, OK 73750
(405) 375-3008

Kiowa Co.

Brandi O'Connor, Admin. Director
431 W Elm
Hobart, OK 73651
(580) 726-3316

Latimer Co.

Michael Echelle, Admin. Director
201 W Main
Wilburton, OK 74578
(918) 465-5673

LeFlore Co.

William Pierson, Admin. Director
1204 Dewey Ave
PO Box 37
Poteau, OK 74593
(918) 647-8601

Lincoln Co.

Jay Smith, Admin. Director
101 Meadow Lane
Chandler, OK 74834
(405) 258-2640

Logan Co.

Jay Smith, Admin. Director
215 Fairgrounds Rd, Ste A
Guthrie, OK 73044
(405) 282-3485

Love Co.

Mendy Spohn, Admin. Director
200 C.E. Colston Dr
Marietta, OK 73448
(580) 276-2531

McClain Co.

Keith Reed, Admin. Director
919 N 9th St
Purcell, OK 73080
(405) 527-6541

107 S Main
PO Box 130
Blanchard, OK 73010
(405) 485-3319

McCurtain Co.

Pat Fowler, Admin. Director
1400 Lynn Lane
Idabel, OK 74745
(580) 286-6628

McIntosh Co.

William Pierson, Admin. Director
29 Hospital Rd - P. O. Box 71
Eufaula, OK 74432
(918) 689-7774

211 W Gentry
Checotah, OK 74426
(918) 473-5416

Major Co.

Chad Newton, Admin. Director
501 E Broadway
Fairview, OK 73737
(580) 227-3362



OKLAHOMA COUNTY HEALTH DEPARTMENTS, cont. . .

Marshall Co.

Mendy Spohn, Admin. Director
310 W Lillie Blvd
PO Box 476
Madill, OK 73446
(580) 795-3705

Mayes Co.

Maria Alexander, Admin. Director
111 NE First
Pryor, OK 74361
(918) 825-4224

Murray Co.

Mike Milton, Admin. Director
730 Cambridge Dr
Sulphur, OK 73086
(580) 622-3716

Muskogee Co.

William R Pierson, Acting Admin
Director
530 S 34th St
Muskogee, OK 74401
(918) 683-0321

Noble Co.

Annette O'Connor, MPA, Admin.
Director
300 E Fir St
Perry, OK 73077-4902
(580) 336-2257

Okfuskee Co.

Brenda S. Potts, Admin. Director
125 N 2nd
Okemah, OK 74859
(918) 623-1800

**Oklahoma Co. (City-County
Health Dept)**

Gary Cox, J.D., Director
921 NE 23rd St
Oklahoma City, OK 73105
(405) 427-8651
www.cchdoc.com

Okmulgee Co.

William Pierson, Admin. Director
1304 R.D. Miller Dr
Okmulgee, OK 74447
(918) 756-1883

404 E Broadway
Henryetta, OK 74437
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Pawnee Co.

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Seminole Co.

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Stephens Co.

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Texas Co.

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OKLAHOMA COUNTY HEALTH DEPARTMENTS, cont. . .

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Tulsa Co. (City-County Health Dept)

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Washington Co.

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Woods Co.

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Alva, OK 73717
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Woodward Co.

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Atoka Co., Area IV

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Watonga, OK 73772-4234
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Caddo Co., Area II

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(800) 572-6823
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Moore, OK 73160-3305
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Coal Co., Area IV

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Comanche Co., Area II

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Craig Co., Area V

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OKLAHOMA DEPARTMENT OF HUMAN SERVICES COUNTY OFFICES, cont. . .

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OKLAHOMA DEPARTMENT OF HUMAN SERVICES COUNTY OFFICES, cont. . .

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OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES

DIVISION OF VISUAL SERVICES FIELD OFFICES

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State Office

Department of Rehabilitation
Services
3535 NW 58th St., Ste 500
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(405) 951-3400
(800) 845-8476
FAX: (405) 951-3529

Ada

DVS Office #58
1400 Hoppe Blvd, Ste A
Ada, OK 74820
(580) 310-5301
FAX: (580) 310-5353

Chickasha

DVS Office #85
Plaza North Shopping Center
1000 W Choctaw, Ste 2
Chickasha, OK 73018
(405) 574-1701
FAX: (405) 222-5728

Enid

DVS Office #59
124 N Oakwood Rd
Enid, OK 73703
(580) 616-7900
FAX: (580) 616-7928

Idabel

DVS Office #71
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Idabel, OK 74745
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FAX: (580) 286-7466

Lawton

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FAX: (580) 585-4232

McAlester

DVS Office #84
321 S Third, Ste 2B
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DVS Office #62
733 S 32nd St
Muskogee, OK 74401
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FAX: (918) 781-4177

DVS Office #76
3300 Gibson St
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FAX: (918) 781-8300

Oklahoma City

DVS Office #33
Business Enterprise Program
3325 N Lincoln Blvd
Oklahoma City, OK 73105
(405) 523-4800
FAX: (405) 523-4821

DVS Office #90
2401 NW 23 St., Ste 91
Oklahoma City, OK 73107
(405) 522-3333
FAX: (405) 522-3332

Oklahoma Library for the Blind
and Physically Handicapped
DVS Office #61
300 NE 18th
Oklahoma City, OK 73105
(405) 521-3514
(800) 523-0288
FAX: (405) 521-4582

DVS Office #73
300 NE 18th
Oklahoma City, OK 73105
(405) 521-3873
(800) 523-0288
FAX: (405) 522-2139

Stillwater

DVS Office #65
3004 E 6th St
Stillwater, OK 74074
(405) 743-6900
FAX: (405) 743-6924

Tulsa

DVS Office #64
444 S Houston, Ste 200
Tulsa, OK 74127-8990
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Older Blind Project
DVS Office #91
907 S Detroit Ave., Ste 500
Tulsa, OK 74120
(918) 551-4900
(918) 551-4933 (TTY)
FAX: (918) 551-4935

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441 N Wilson
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FAX: (918) 256-5846

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OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES

DIVISION OF VOCATIONAL SERVICES FIELD OFFICES

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Chickasha, OK 73018
(405) 574-1700
FAX: (405) 222-5728

Claremore

DVR Office #26
223 W Blue Starr Dr
Claremore, OK 74017
(918) 283-8150
FAX: (918) 283-8180

Duncan

DVR Office #06
1105 W Main, Ste A3
Duncan, OK 73533
(580) 255-1115
FAX: (580) 255-3740

Durant

DVR Office #07
801 W Main, Ste A
Durant, OK 74701
(580) 924-2677
FAX: (580) 924-0208

Edmond

DVR Office #29
428 W 15th St, Ste 1
Edmond, OK 73013
(405) 657-1800
FAX: (405) 657-1810

Enid

DVR Office #08
611 W Maine
Enid, OK 73701
(580) 233-0244
FAX: (580) 233-6535

Guymon

DVR Office #97
508 N Roosevelt
Guymon, OK 73942
(580) 338-2043
FAX: (580) 338-1169

Idabel

DVR Office #11
2204 SE Washington
Idabel, OK 74745
(580) 286-3389
FAX: (580) 286-7466

Lawton

DVR Office #12
1332 NW 53rd St
Lawton, OK 73505
(580) 585-4200
FAX: (580) 585-4232

Lawton Evaluation Center #75
1324 NW 53rd St
Lawton, OK 73505
(580) 585-4220
FAX: (580) 585-4234

McAlester

DVR Office #13
321 S Third, Ste 2
McAlester, OK 74501
(918) 302-4200
FAX: (918) 302-4220

Miami

DVR Office #77
200 I St NE
Miami, OK 74354-6434
(918) 542-4716
FAX: (918) 540-0072

Midwest City

DVR Office #15
1120 S Air Depot Blvd., Ste 10
Midwest City, OK 73110
(405) 737-4897
FAX: (405) 737-6907

Muskogee

DVR Office #18
733 S 32nd St
Muskogee, OK 74401
(918) 781-4150
FAX: (918) 781-4177

DVR Office #98
733 S 32nd St
Muskogee, OK 74401
(918) 781-4167
FAX: (918) 781-4166

OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES DIVISION OF VOCATIONAL SERVICE FIELD OFFICES, cont. . .

Norman

DVR Office #22
2227 W Lindsey, Ste 1200
Norman, OK 73069
(405) 447-0295
FAX: (405) 447-5326

Oklahoma City

DVR Office #23
5813 S Robinson
Oklahoma City, OK 73109
(405) 635-2750
FAX: (405) 631-8115

DVR Office #32
5813 S Robinson
Oklahoma City, OK 73109
(405) 635-2774
FAX: (405) 616-9990

DVR Office #31
Services to the Deaf and Hard
of Hearing
2401 NW 23rd, Ste 51
Oklahoma City, OK 73107
(405) 522-7930
FAX: (405) 522-7948

Services to the Deaf and Hard
of Hearing
Oklahoma School for the Deaf
1100 E Oklahoma Ave
Sulphur, OK 73086-3108
(580) 622-4900 (V/TDD)
(888) 685-3323 (V/TDD)
FAX: (580) 622-4959

DVR Office #36
2401 NW 23rd, Ste 21
Oklahoma City, OK 73107
(405) 522-2506
FAX: (405) 522-2554

DVR Office #19
8001 S I 35 Service Rd, Ste 100
Oklahoma City, OK 73149
(405) 636-3100
FAX: (405) 636-3125

DVR Office #49
2401 NW 23rd St., Ste 47
Oklahoma City, OK 73107
(405) 522-6531
(800) 523-0288
FAX: (405) 522-7980

DVR Office #95
Ticket to Work/SSA Benefit
Planners
2401 NW 23rd St., Ste 47
Oklahoma City, OK 73107
(405) 522-7918
(866) 882-4515
FAX: (405) 522-7980

DVR Office #47
2401 NW 23rd St., Ste 59
Oklahoma City, OK 73107
(405) 522-7945
FAX: (405) 522-7995

Okmulgee

DVR Office #38
1801 E 4th
Okmulgee, OK 74447
(918) 756-6435
FAX: (918) 756-7532

Poteau

DVR Office #42
1507 S McKenna, Ste 106A
Carl Albert State College
Poteau, OK 74953
(918) 647-8121
FAX: (918) 647-8929

Stillwater

DVR Office #44
3004 E 6th
Stillwater, OK 74074
(405) 743-6904
FAX: (405) 743-6924

Tahlequah

DVR Office #78
214 S Muskogee
Tahlequah, OK 74464
(918) 456-6193
FAX: (918) 456-8396

Tulsa

DVR Office #45
8740 E 11th St., Ste F
Tulsa, OK 74112
(918) 836-5556
FAX: (918) 835-2358

DVR Office #67
444 S Houston, Ste 200
Tulsa, OK 74127
(918) 581-2301
(918) 583-9210

DVR Office #80
125 N Greenwood, Ste 300
Tulsa, OK 74120
(918) 508-2600
FAX: (918) 508-2632

DVR Office #82
101 N Greenwood
Tulsa, OK 74120
(918) 508-2614
FAX: (918) 508-2633

Vinita

DVR Office #52
441 N Wilson
Vinita, OK 74301
(918) 256-5509
FAX: (918) 256-5846

Weatherford

DVR Office #05
1501 Lera Drive, Ste 1
Weatherford, OK 73096
(580) 816-4100
FAX: (580) 816-4128

Woodward

DVR Office #56
2411 Williams Ave., Ste 111
Woodward, OK 73801
(580) 256-6738
FAX: (580) 256-2285



OKLAHOMA RURAL DEVELOPMENT LOCAL OFFICES USDA

WWW.RURDEV.USDA.GOV/OK_HOME.HTML

Area #1 Northwest Oklahoma

Enid Local Office

Counties Served: Canadian, Garfield, Grant, Kay, Kingfisher, Logan, Noble and Oklahoma.
Travis Gosney, Area Specialist
1216 W Willow, Ste B
Enid, OK 73703-2532
(580) 237-4323
FAX: (580) 233-4608
Email: travis.gosney@ok.usda.gov

Woodward Local Office

Counties Served: Alfalfa, Blaine, Beaver, Cimarron, Dewey, Ellis, Harper, Major, Texas, Woods and Woodward.
Rick Dewitt, Rural Development Specialist
3300 Oklahoma Ave., Ste 1000
Woodward, OK 73801-3719
(580) 256-3375
FAX: (580) 256-9411
Email: john.dewitt@ok.usda.gov

Chandler Local Office

Counties Served: Creek, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie and Seminole.
Dawn Evans, Area Specialist
201 N Sandy Lane, Ste B
Chandler, OK 74834-9003
(405) 258-1043
FAX: (405) 258-1237
Email: dawn.evans@ok.usda.gov

Area #2 Serving Northeast Oklahoma Muskogee Local Office

Counties Served: Adair, Cherokee, Haskell, Latimer, Muskogee, Okmulgee, Pittsburg, Sequoyah, Tulsa and Wagoner.
Jerry Efurd, Area Director
3001 Azalea Park Dr., Ste 3
Muskogee, OK 74401
(918) 682-8831
FAX: (918) 686-0648
jerry.efurd@ok.usda.gov

Stillwater Local Office

Counties Served: Creek, Pawnee, Payne, Osage, Tulsa and Washington.
Tommy Earls, Single Family Housing Program Director
100 USDA, Ste 108
Stillwater, OK 74074
(405) 742-1073
FAX: (405) 742-1005
Email: tommyearls@ok.usda.gov

Vinita Local Office

Counties Served: Craig, Delaware, Mayes, Nowata, Osage, Ottawa, Rogers and Washington.
Alicia Ferris, Area Technician
235 W Hope
Vinita, OK 74301
(918) 256-7863
FAX: (918) 256-2407
Email: alicia.ferris@ok.usda.gov

Area #3 Serving Southwest Oklahoma

Ada Local Office

Counties Served: Carter, Johnston, Love, Murray and Pontotoc.
Tom Roberts, Area Director
1328 Craddock Road
Ada, OK 74820
(580) 332-3905
FAX: (580) 332-5671
Email: tom.roberts@ok.usda.gov

Hobart Local Office

Counties Served: Beckham, Caddo, Comanche, Custer, Grady, Greer, Harmon, Jackson, Kiowa and Roger Mills.
Shelley Bookout, Area Technician
806 W 11th
Hobart, OK 73651
580-726-3347
FAX: (580) 726-2144
Email: shelley.bookout@ok.usda.gov

Duncan Local Office

Counties Served: Cleveland, Comanche, Cotton, Garvin, Grady, Jefferson, McClain, Stephens and Tillman.
Ramona Dixon, Area Specialist
3901 W Beech
Duncan, OK 73534
(580) 255-7676
FAX: (580) 252-7081
Email: ramona.dixon@ok.usda.gov

Area #4 Serving Southeast Oklahoma

Atoka Local Office

Counties Served: Atoka, Bryan, Coal, Choctaw, Hughes, LeFlore, Marshall, McCurtain, and Pushmataha, .
Zack Williams, Area Specialist
102 W Ruth Ave
Atoka, OK 74525
(580) 889-889-6668
FAX: (580) 889-7417
Email: zack.williams@ok.usda.gov

SOONERSTART-EARLY INTERVENTION COORDINATORS

[HTTP://OK.GOV/SDE/SOONERSTART-O](http://ok.gov/sde/soonerstart-o)

Early Intervention, under Part C of the Individuals with Disabilities Education Act, provides direct services for infants and toddlers with disabilities and their families. Some of these services include assistive technology devices and services, audiology, family training, counseling and home visits, health services, nursing services, nutrition services, occupational therapy, physical therapy, psychological services, service coordination, social work services, developmental instruction, speech language pathology, transportation and related costs, and vision services.

Lead Agency

Mark Sharp, Associate State
Director
Oklahoma State Dept of
Education
2500 N Lincoln, Rm 510
Oklahoma City, OK 73105
(405) 521-4880
FAX: (405) 522-1590

Service Provision Agency

John Corpolongo, Director
Gina Richardson, Program
Consultant
SoonerStart Early Intervention
Program
Oklahoma State Dept. of
Health
1000 NE 10th, Rm 904
Oklahoma City, OK 73117
(405) 271-8333
FAX: (405) 271-4419
www.ok.gov/health/child_and_family_health/soonerstart

Regional Early Intervention Units

Region 1

Garfield County - Enid

(580) 233-0650

Payne County - Stillwater

(405) 624-0726

Texas County - Guymon

(580) 338-8544

Woodward County -

Woodward

(580) 256-5028

Region II

Canadian County - El Reno

(405) 262-0042

Custer County - Clinton

(580) 323-2100

Logan County - Guthrie

(405) 282-3485

Region III

Oklahoma County - Oklahoma City

(405) 271-9477

Region IV

Carter County - Ardmore

(580) 223-9705

Comanche County - Lawton

(580) 585-6610

Grady County - Chickasha

(405) 224-1050

Jackson County - Altus

(580) 482-7367

Region V

Cleveland County - Norman

(405) 321-4048

Pontotoc County - Ada

(580) 332-2011

Pottawatomie County - Shawnee

(405) 273-2157

Region VI

Tulsa County - Tulsa

(918) 835-8691

Creek County - Sapulpa

(918) 224-5531

Region VII

Cherokee County - Tahlequah

(918) 458-6577

Craig County - Vinita

(918) 256-7531

Muskogee County - Muskogee

(918) 683-0321

Okmulgee County - Okmulgee

(918) 756-1883

Rogers County - Claremore

(918) 341-3166

Washington County - Bartlesville

(918) 335-3005

Region VIII

Bryan County - Durant

(580) 924-6562

LeFlore County - Poteau

(918) 647-5166

McCurtain County - Idabel

(580) 286-6628

Pittsburg County - McAlester

(918) 423-1267

APPENDIX C:

Private Agencies & Oklahoma Resources - Local Contacts

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CENTERS FOR INDEPENDENT LIVING (CIL'S)

Centers for Independent Living are nonprofit organizations that assist people with disabilities by providing programs and services to help individuals have a more independent life style. These consumer controlled centers provide or coordinate a range of services for disabled persons that include: housing assistance; attendant care; interpreter services; peer counseling; financial and legal advocacy; community awareness and barrier removal; and an assistive technology demonstration lab and loan library.

Statewide Independent Living Council of Oklahoma (SILC)

Sidna Madden - Executive Director
3535 NW 58th St., Ste 480
Oklahoma City, OK 73112
(405) 951-3581
FAX: (405) 951-3504
Email: smadden@oksilc.org

Bartlesville

Dynamic Independence
Vicki Haws, Executive Director
4100 SE Adams Rd., Ste D-103
Bartlesville, OK 74006
(918) 335-1314
(800) 559-0567
Email: vhaws@gcilrc.org

Enid

Sandra Beasley ILC
Frieda Kliwer, Executive Director
705 S Oakwood Rd
Enid, OK 73703
(580) 237-8508
(800) 375-4358
FAX: (580) 233-6403
Email: fkliwer@sbilc.com

McAlester

Oklahomans for Independent Living
Pam Pulchny, Executive Director
601 E Carl Albert Parkway
McAlester, OK 74501
(918) 426-6220
(800) 568-6821
FAX: (918) 426-3245
Email: info@oilok.org
www.oilok.org

Norman

Progressive Independence
Jeff Hughes, Executive Director
121 N Porter
Norman, OK 73071
(405) 321-3203
(800) 801-3203 (TDD)
FAX: (405) 321-7601
Email: jlhughes@progind.org
www.progind.org

Tulsa

Ability Resources
Carla Lawson, Executive Director
823 S Detroit, Ste 110
Tulsa, OK 74021
(918) 592-1235 (TDD)
(800) 722-0886 (TDD)
FAX: (918) 592-5651
Email: clawson@ability-resources.org
www.ability-resources.org

HABITAT FOR HUMANITY

WWW.HABITAT.ORG

Habitat For Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI seeks to eliminate poverty housing from the world, and to make decent shelter a matter of conscience and action. Habitat invites people from all walks of life to work together in partnership to help build, repair and rehabilitate homes with people living in poverty housing. With the use of volunteer labor, and tax-deductible donations of money and materials Habitat builds simple, decent and affordable homes. Habitat works with accessible housing needs.

Ada, Oklahoma

PO Box 1383
Ada, OK 74821
(580) 436-3089

Altus

PO Box 257
Altus, OK 73522
(580) 480-0041

Ardmore

PO Box 2412
Ardmore, OK 73402
(580) 223-1540

Bartlesville

PO Box 1284
Bartlesville, OK 74005
(918) 337-0182

Bristow

PO Box 1132
Bristow, OK 74010
(918) 695-7194

Claremore

PO Box 1213
Claremore, OK 74018
(918) 691-2764

Cushing

202 N Harrison
Cushing, OK 74023
(918) 285-5555

Enid

PO Box 3924
Enid, OK 73702
(580) 237-0114

Lawton

PO Box 3744
Lawton, OK 73502
(580) 250-1700

McAlester

1558 S Main
McAlester, OK 74501
(918) 423-7525

Muskogee

PO Box 237
Muskogee, OK 74402
(918) 687-1470

Norman

1835 Industrial Blvd
Norman, OK 73069
(405) 360-7868

Oklahoma City

5005 I 35 Service Rd
Oklahoma City, OK 73129
(405) 232-4828

Ponca City

PO Box 2211
Ponca City, OK 74602
(580) 765-2974

Stillwater

PO Box 912
Stillwater, OK 74076
(405) 377-0403

Stroud

PO box 352
Stroud, OK 74079
(918) 968-2545

Tahlequah

PO Box 1876
Tahlequah, OK 74465
(918) 453-1332

Tulsa

6235 E 13th
Tulsa, OK 74112
(918) 592-0607
FAX: (918) 592-4224

Weatherford

PO Box 1851
Weatherford, OK 73096
(580) 772-7602

LEGAL AID SERVICES OF OKLAHOMA, INC.

REGIONAL LAW CENTERS

WWW.LEGALAIDOK.ORG

Legal Aid Services of Oklahoma, Inc

2901 N Classen Blvd., Ste 112
Oklahoma City, OK 73106
(405) 488-6825
(800) 421-1641
To apply for help:
(888) 534-5243

Ardmore Law Office/Ada Satellite Office

Ardmore Law Office
Counties Served: Carter, Garvin, Johnston, Love, Jefferson, Murray, Marshall and Pontotoc.
14 E St Southwest
Ardmore, OK 73401
(580) 226-4863
(800) 421-8007
FAX: (580) 226-4865

Ada Satellite Office
Counties Served: Carter, Garvin, Johnston, Love, Jefferson, Murray, Marshall and Pontotoc.
410 S Mississippi Ave
Ada, OK 74820-6639
(580) 332-7141
(866) 332-7141
FAX: (580) 332-7142

Bartlesville Law Office/Jay Satellite Office

Bartlesville Law Office
Counties Served: Craig, Delaware, Nowata, Osage and Washington.
3851 E Tuxedo, Ste E
Bartlesville, OK 74006
(918) 336-5736
(800) 421-4066
FAX: (918) 336-5745
(888) 534-5243 (HOTLINE)

Jay Satellite Office
Counties Served: Delaware and Ottawa.
312 S 5th St
P. O. Box 390
Jay, OK 74346
(918) 253-4980
(800) 725-8930
FAX: (918) 253-8908

Hugo Law Office/Poteau and McAlester Satellite Offices

Hugo Law Office
Counties Served: Atoka, Bryan, Choctaw, Coal, Haskell, Latimer, LeFlore, McCurtain and Pushmataha.
402 E Duke St
P. O. Box 890
Hugo, OK 74743
(580) 326-9655
(800) 299-9655
FAX: (580) 326-9658

Poteau Satellite Office
Counties Served: Haskell, Latimer and LeFlore.
224 Dewey
P. O. Box 906
Poteau, OK 74953
(918) 647-8136
(800) 299-8136
FAX: (918) 647-2344

McAlester Satellite Office
County Served: Pittsburg
122 E Carl Albert Pkwy, Ste 201
McAlester, OK 74501
(918) 423-2030
(888) 423-2033
FAX: (918) 423-2036

Lawton Law Office/Altus, Chickasha & Duncan Satellite Offices

Lawton Law Office
Counties Served: Caddo, Comanche, Cotton, Grady, Greer, Harmon, Jackson, Kiowa, Stephens and Tillman.
323 SW "C" Ave
Lawton, OK 73501
(580) 248-4675
(800) 850-5950
FAX: (405) 248-4678

Altus Satellite Office
Counties Served: Caddo, Comanche, Cotton, Grady, Greer, Harmon, Jackson, Kiowa, Stephens and Tillman.
3000 N Main St., Ste 500
Altus, OK 73521
(580) 482-7431
(800) 421-8016
FAX: (580) 482-7432

Chickasha Satellite Office
Counties Served: Caddo, Comanche, Cotton, Grady, Greer, Harmon, Jackson, Kiowa, Stephens and Tillman.
301 S 2nd St., Ste B
Chickasha, OK 73018-3611
(405) 222-1231
FAX: (580) 222-1232

Duncan Law Office
County Served: Caddo, Comanche, Cotton, Grady, Greer, Harmon, Jackson, Kiowa, Stephens and Tillman.
12 S 8th St., Ste 17
Duncan, OK 73533
(580) 252-5872

LEGAL AID SERVICES OF OKLAHOMA, cont ...

Muskogee Law Office/Stilwell Satellite Office

Muskogee Law Center
Counties Served: Adair,
Cherokee, McIntosh, Muskogee,
Sequoyah, and Wagoner.
624 W Broadway
Muskogee, OK 74401
(918) 683-5681
(800) 725-5681
FAX: (918) 683-5690

Stilwell Satellite Office
Counties Served: Adair,
Cherokee and Sequoyah.
219 W Division
P. O. Box 924
Stilwell, OK 74960
(918) 696-2331
(800) 574-2331
FAX: (918) 696-4331

Norman Law Office/Shawnee Satellite Office

Norman Law Office
Counties Served: Cleveland and
McClain.
2600 Van Buren St, Ste 2606
Norman, OK 73072
(405) 360-6631
(800) 421-4057
FAX: (405) 360-6632

Shawnee Satellite Office
Counties Served: Hughes,
Seminole, and Pottawatomie.
316 N Broadway, Ste C
Shawnee, OK 74801
(405) 275-6870
(800) 421-8017
FAX: (405) 275-6872

Oklahoma City

Oklahoma City Law Office
Counties Served: Canadian
and Oklahoma.
2901 Classen Blvd., Ste 112
Oklahoma City, OK 73106
(405) 488-6825
(800) 421-1641
FAX: (405) 557-0023

Oklahoma City (Municipal)
Court Defender
722 N Broadway, Ste 400
Oklahoma City, OK 73102
(405) 297-3190
FAX: (405) 297-3198

Stillwater Law Office/Enid Satellite Office

Stillwater Law Office
Counties Served: Garfield, Kay,
Logan, Noble, Payne, Grant,
Lincoln and Kingfisher.
312 S Duck
Stillwater, OK 74074
(405) 624-1734
(800) 256-9601
FAX: (405) 624-8741

Enid Satellite Office
County Served: Garfield
114 S Independence Ave
Enid, OK 73701
(800) 256-9601
(580) 234-8822

Tulsa Law Office

Counties Served: Creek, Mayes,
Okfuskee, Okmulgee, Pawnee,
Rogers and Tulsa.
907 S Detroit Ave, Ste 725
Tulsa, OK 74120-4204
(918) 584-3338
(800) 299-3338
FAX: (918) 584-3060

Weatherford Law Office/ Woodward Satellite Office

Weatherford Law Office
Counties Served: Alfalfa,
Beaver, Beckham, Blaine,
Cimarron, Custer, Dewey, Ellis,
Harper, Major, Roger Mills, Texas,
Washita, Woods and Woodward.
109 S Broadway St
P. O. Box 309
Weatherford, OK 73096-4923
(580) 774-2235
(800) 256-1978
FAX: (580) 774-2384

Guymon Law Office
Counties Served: Beaver,
Cimarron and Texas.
417 N Main St
Guymon, OK 73942
(580) 338-3868
(877) 756-7588
FAX: (580) 338-0838

Woodward Satellite Office
Counties Served: Beaver,
Cimarron, Ellis, Dewey, Harper,
Texas, Woods and Woodward.
1115 E 18th St
Woodward, OK 73801
(580) 256-4903
(800) 283-6949
FAX: (580) 256-4916

FREQUENTLY USED OKLAHOMA RESOURCES

Adult Protective Services

Oklahoma Department of Human Resources (ODHS)
(405) 521-3638

Statewide Adult & Child Abuse Hotline

(800) 522-3511
<http://www.okdhs.org/contactus/default.htm>

American Cancer Society

Lawton Office
1320 NW Homestead Dr., Ste D
Lawton, OK 73505
(580) 353-8145

Oklahoma City Office
6525 N Meridian, Ste 110
Oklahoma City, OK 73116
(405) 841-5800

Tulsa Office
4110 S 100th E Ave., Ste 101
Tulsa, OK 74146
(918) 743-6767
FAX: (918) 743-9655

American Diabetes Association

Tulsa Office
6600 S. Yale Ave., Ste 1310
Tulsa, OK 74136
(918) 492-3839
(888) 342-2383
FAX: (918) 492-4262

Oklahoma City Office
4334 NW Expressway, Ste 265
Oklahoma City, OK 73116
(405) 840-3881
FAX: (405) 840-3899

Arthritis Foundation

710 W. Wilshire Blvd, Ste 101
Oklahoma City, OK 73116
(405) 936-3366
Email: info.ok@arthritis.org
www.arthritis.org

9521-B Riverside Pky, Ste 352
Tulsa, OK 74136
(918) 495-3553
(800) 400-4526
FAX: (918) 494-7971
Email: info.eok@arthritis.org

Brain Injury Association of Oklahoma

3015 Skelly Dr
Tulsa, OK 74105
(918) 789-0406
Email: braininjuryoklahoma@gmail.com
www.braininjuryoklahoma.org

Client Assistance Program (CAP) (See Section II)

William Ginn, Director
2401 NW 23 Ste 90
Oklahoma City, OK 73107-2423
(405) 521-3756
(800) 522-8224
FAX: (405) 522-6695
www.ok.gov/odc/C.A.P./index.html

J.D. McCarty Center for Children With Developmental Disabilities (See Section III)

2002 E Robinson
P. O. Box 490
Norman, OK 73070
(405) 307-2800
(800) 777-1272
FAX: (405) 307-2801
www.jdmc.org

Learning Disability Association of Oklahoma

Linda Modenbach, President
P. O. Box 1134
Tulsa, OK 74037
(918) 298-1600
www.ldao.org/

Legal Aid Services of Oklahoma (See Section II) (See Appendix C for list of regional offices)

2915 N. Classen Blvd, Suite 500
Oklahoma City, OK 73106
(888) 534-5243
<http://www.legalaiddok.org/>

Mental Health Association of Tulsa

Mike Brose
1870 S Boulder
Tulsa, OK 74119-5234
(918) 585-1213
FAX: (918) 585-1263
<http://mhat.org>

National Alliance for the Mentally Ill

Oklahoma (NAMI)
4200 Perimeter Center Dr 4200, Ste 150
Oklahoma City, OK 73112
(405) 230-1900
(800) 583-1264
FAX: (405) 230-1903
<http://ok.nami.org/>

Office of Client Advocacy (See Section II)

Oklahoma Department of Human Services
P. O. Box 25352
Oklahoma City, OK 73125
(405) 525-4850
(800) 522-3511
FAX: (405) 525-4885

Office of Disability Concerns (ODC) (See Section II)

2401 NW 23 Ste 90
Oklahoma City, OK 73107-2423
(405) 521-3756
(800) 522-8224
FAX: (405) 522-6695
www.odc.ok.gov

Oklahoma ABLE Tech (See Section III)

Linda Jaco, Director
OSU Seretean Wellness Center
1514 W Hall of Fame
Stillwater, OK 74078-2026
(405) 744-9863
(800) 257-1705 (V/TDD)
(888) 885-5588 (INFO-line)
FAX: (405) 744-2487
<http://okabletech.okstate.edu>

Oklahoma Assistive Technology Center (OATC)

Department of Rehabilitation Services
College of Allied Health
1600 N Phillips
Oklahoma City, OK 73104
(405) 271-3625
(405) 271-1705 (TTY)
(800) 700-6282
FAX: (405) 271-1707
<http://www.theoatc.org/>

4502 E 4th St
Tulsa, OK 74135
(918) 660-3297

Frequently Used Oklahoma Resources, cont. .

Oklahoma AT Equipment Exchange Program (OEE) (See Section III)

Oklahoma ABLE Tech
1514 W Hall of Fame
Stillwater, OK 74078-2026
(405) 744-9748
(888) 885-5588 (TDD)
FAX: (405) 744-2487
<http://oec.okstate.edu>

Oklahoma Commission On Children and Youth (OCCY)

Lisa Smith, Director
111 N Lee Ave, Ste 500
Oklahoma City, OK 73103
(405) 606-4900
(866) 335-9288
FAX: (405) 524-0417
www.okkids.org

Oklahoma Community Based Providers

PO Box 720116
Oklahoma City, OK 73172
(405) 524-7665
FAX: (405) 524-7695
www.okcommunitybasedproviders.org/

Oklahoma Department of Career and Technology Education

1500 W 7th Ave
Stillwater, OK 74074
(405) 377-2000
FAX: (405) 743-5541
www.okcareertech.org

Oklahoma Department of Health (See Appendix B)

1000 NE 10th
Oklahoma City, OK 73125
(405) 271-5600
(800) 522-0203
www.ok.gov/health

Oklahoma Department of Human Services (See Appendix B)

Ed Lake, Director
2400 N Lincoln Blvd
P. O. Box 25352
Oklahoma City, OK 73125
(405) 521-3646
FAX: (405) 521-6458
www.okdhs.org

Oklahoma Department of Mental Health and Substance Abuse Services

1200 NE 13th St
PO Box 53277
Oklahoma City, OK 73152
(405) 522-3908
(800) 522-9054 HOTLINE
www.odmhsas.org

Oklahoma Department of Rehabilitation Services (See Appendix B)

3535 NW 58th St., Ste 500
Oklahoma City, OK 73112-4815
(405) 951-3400 (TTY)
(800) 845-8476 (TTY)
FAX: (405) 951-3529
www.okrehab.org

Oklahoma Developmental Disabilities Council

Ann Trudgeon, Executive Director
2401 NW 23rd St., Ste 74
Oklahoma City, OK 73107
(405) 521-4984
(800) 836-4470
FAX: (405) 521-4910
www.okddc.state.ok.us

Oklahoma Durable Medical Equipment Reuse Program (OKDMERP)

Katie Woodward, Program Manager
3325 N Lincoln Blvd
Oklahoma City, OK 73105
(405) 523-4810
FAX: (405) 523-4811
www.ok.gov/abletech/DME_Reuse/index.html

Oklahoma Head Start and Early Head Start

2800 NW 36th St, Ste 90
Oklahoma City, OK 73106
(405) 949-1495
www.okacaa.org/headstart

Oklahoma Health Care Authority (OHCA)

State Medicaid Agency
2401 NW 23rd St, Ste 1A
Oklahoma City, OK 73107
(405) 522-7300
FAX: (405) 522-7471
www.okhca.org

SoonerCare Helpline
(800) 987-7767

Oklahoma Indian Legal Services

Colline Wahkinney-Keely, Executive Director
4200 Perimeter Center Dr., Ste 222
Oklahoma City, OK 73112
(405) 943-6457
(800) 658-1497
FAX: (405) 917-7060
Email: oils@oilsonline.org
<http://thorpe.ou.edu>

Oklahoma Institute for Child Advocacy

3909 N Classen, Ste 101
Oklahoma City, OK 73118
(405) 236-5437
FAX: (405) 236-5439
www.oica.org

Oklahoma Parents Center (OPC) (See Section II)

Sharon House, Executive Director
223 N Broadway
P. O. Box 512
Holdenville, OK 74848
(405) 379-6015
(877) 553-4332
FAX: (405) 379-2106
www.OklahomaParentsCenter.org

Oklahoma Rehabilitation Council (ORC)

Theresa Hamrick, Program Manager
3535 NW 58th St., Ste 500
Oklahoma City, OK 73112
(405) 951-3579
(800) 569-7974
FAX: (405) 951-3532
www.okrehabcouncil.org

Frequently Used Oklahoma Resources, cont. .

Oklahoma Respite Resource Network (ORRN) (See Appendix B for list of DDSD Area offices or Area Agencies on Aging offices)

Respite Care Vouchers for individuals with Developmental Disabilities contact the Area office.

2400 N Lincoln Blvd
Oklahoma City, OK 73105
(405) 521-6267

Respite Care Vouchers for aging individuals contact the Area Agencies on Aging office.

2401 NW 23rd St, Ste 40
Oklahoma City, OK 73107
(405) 521-2281
Senior INFO-line
(800) 211-2116

Oklahoma School for the Blind

3300 Gibson St.
Muskogee, OK 74403
(918) 781-8200
(877) 229-7136
FAX: (918) 781-8300
www.osb.k12.ok.us/index.html

Oklahoma School for the Deaf

1100 E Oklahoma St
Sulphur, OK 73086
(580) 622-4900 (V/TTY)
(888) 685-3323
FAX: (580) 622-4950
www.osd.k12.ok.us

Oklahoma State Department of Education (SDE)

Dr. Rene Axtell, Asstant State Superintendent
Special Education Services
2500 N Lincoln Blvd, Rm 411
Oklahoma City, OK 73105
(405) 521-3351
<http://www.ok.gov/sde/special-education>

Oklahoma Statewide Independent Living Council (SILC)

Sidna Madden, Executive Director
3535 NW 58th, Ste 480
Oklahoma City, OK 73112
(405) 951-3581
FAX: (405) 951-3504

Special Education Resolution Center (SERC) (See Section II)

JoAnne Pool-Blades, Program Manager
9726 E 42nd St, Ste 203
Tulsa, OK 74146
(918) 270-1849
(888) 267-0028
FAX: (918) 270-2062
http://www.ok.gov/abletech/Special_Education_Resolution_Center/index.html

Sooner SUCCESS Information and Referral

University of Oklahoma Health Sciences Center
940 NE 13th, Ste 4900
Oklahoma City, OK 73104
(877) 441-0434

TARC

John Gajda, Executive Director
2516 E 71st St., Ste A
Tulsa, OK 74136-5531
(918) 582-8272
(800) 688-8272 (toll free, outside Tulsa)
FAX: (918) 582-3628
www.ddadvocacy.net/

Tulsa Area Alliance

16 E 16th St. Ste 202
Tulsa, OK 74119-4402
(918) 585-5551
FAX: (918) 585-3285
www.cstulsa.org/disabili.htm

University Centers for Excellence in Developmental Disabilities

Center for Learning and Leadership/UCEDD
University of Oklahoma Health Sciences Center
College of Medicine
800 NE 15th St
Oklahoma City, OK 73104
(405) 271-4500
(800) 627-6827

