In the Matter of Petitioner, v. DISTRICT OFFICE, ACCES-VR Respondent Appearances: Petitioner petitioner sparent and advocate District Office Manager o/b/o respondent Senior Vocational Rehabilitation Counselor o/b/o respondent Vocational Rehabilitation Counselor o/b/o respondent Director of Counseling, o/b/o respondent Before: Hearing Officer

INTRODUCTION:

At the request by petition dated 2017, Hearing Officer to the Adult Career and Esq. conducted an impartial hearing at the sequence of the Adult Career and Continuing Education Services- Vocational Rehabilitation ("ACCES-VR", "the Agency") located at sequence of the Adult Career and Niagara University.

PRELIMINARY STATEMENT:

Parties' positions:

The Agency failed to provide timely notice that it required notice by the junior year of undergraduate studies of a request for assistance in earning a graduate degree. The Agency failed to take timely action once it received the request for assistance in pursuing a graduate degree. The Agency improperly denied the request for assistance for the Fall 2016 Semester. Therefore, requests a decision ordering the Agency to reimburse him for tuition and rent assistance for the Fall Semester 2016.

promptly provided tuition assistance for the Spring Semester 2017. The Agency had the ability to do so after the start of the semester because tuition is not paid until the end of the semester. The Agency had the discretion to pay, and did pay, for maintenance for the Spring Semester though it did not grant **and the maintenance** for the semester began. However, the Agency did not have discretion to pay for tuition or maintenance for the Fall 2016 Semester because a waiver had not been granted. Therefore, the Agency requests a decision affirming its decision concerning **and the maintenance** for tuition and rent assistance for graduate studies for the Fall Semester 2016.

Exhibits:

From petitioner: Exhibit (Pet. Ex.1) "Training at a College or University for the 2014/2015 Academic Year" (Fact Sheet; VR-844(04/20/2014); signed and returned 2014: 2 pages Exhibit 2 (Pet Ex.2) "Accountant" (Department of Justice, Bureau of Prisons Federal Prison System; Job announcements, open & closing dates 2017-01-10 to 2017-01-25; 7 pages Exhibit 3 (Pet. Ex. 3) Administrative Review decision (undated);
Sr. Vocational Rehabilitation Counselor, 4 pages

From respondent: Exhibit 1 (Resp. Ex. 1) Chronological case history 2015; 1 page Exhibit 2 (Resp. Ex. 2) ACCES-VR Policy 405.00 College and University Training, April 2007 (Amended April 2009); 21 pages

Exhibit 3 (Resp. Ex.3) Chronological case A Attachments: Handwritten cover letter dated	
regarding letter dated	2016 from Lt.
Rome Police Department, to 2 pages	
Website results from usajobs.gov printed	/2016; 2 pages
Website result from dea.gov printed	/2016; 1 page
Exhibit 4 (Resp. Ex. 4) Chronological case	history 2016; 2 pages
Exhibit 5 (Resp. Ex. 5) Chronological case	history 2016; 1 page

Exhibit 6 (Resp. Ex. 6) Chronological case history 2016; 1 page	
Attachments: Form VR-7111 (Due Process Request); blank; 1 page	
Exhibit 7 (Resp. Ex. 7) Chronological case history 2016; 1 page	
Exhibit 8 (Resp. Ex. 8) Chronological case history 2016; 2 pages	
Exhibit 9 (Resp. Ex. 9) Chronological case history 2016; 1 page	
Exhibit 10 (Resp. Ex. 10) Chronological case history 2016; 1 page	
Exhibit 11 (Resp. Ex. 11) Chronological case history 2016; 2 pages	
Exhibit 12 (Resp. Ex. 12) Letter dated , 2016 from SSA	
ATF Buffalo Field Office, to email dated	
, 2016 at 10:50 a.m. from to 2 pages	
Exhibit 13 (Resp. Ex. 13) Chronological case history 2016; 1 page	
Exhibit 14 (Resp. Ex. 14) Doctor form received by ACCES-VR	
2017; 2 pages	
Exhibit 15 (Resp. Ex. 15) Chronological case history 2017; 2 pages	
Exhibit 16 (Resp. Ex. 16) Chronological case history 2017; 2 pages	
Exhibit 17 (Resp. Ex. 17) Federal Bureau of Investigation, Physical Fitness	
Protocol; 10 pages	
Exhibit 18 (Resp. Ex. 18) Chronological case history 2017; 2 pages	
Exhibit 19 (Resp. Ex. 19) Chronological case history 2017; 5 pages	
Exhibit 20 (Resp. Ex. 20) ACCES-VR Policy 206.00	
Individualized Plan for Employment Policy and Procedure	
Revised 16 pages	
Exhibit 21 (Resp. Ex. 21) Chronological case history 2017; 1 page	
Attachments: Form VR-711 (Due Process Request); 1 page	
Exhibit 22 (Resp. Ex. 22) Chronological case history 2017; 3 pages	
Exhibit 23 (Resp. Ex. 23) Chronological case history 2017; 1 page	
Exhibit 24 (Resp. Ex. 24) ACCES-VR Policy 100.00 Participant Involvement	
Policy; 4 pages	
Exhibit (HO. Ex.) 1 Notice of hearing 2017; 2 pages	
Exhibit (HO. Ex.) 2 Due process Request /2017; 2 pages	

FINDINGS OF FACT:

I find the following facts are undisputed:

- Because neither party raised the issue of whether is eligible to receive from the Agency services as a person with a disability, is an eligible participant.
- 2. filed a request for a due process hearing on or about 2017, the date signed the hearing request. **HO. Ex. 2.**
- 3. A notice of hearing was mailed to **and an and an about and a 2017** setting the hearing date as **a setting**, 2017. **H.O. Ex. 1.**
- 4. The hearing was held before me on that date. Neither party elected to be represented by counsel. *Tr. p.9.*
- 5. attended Niagara University as an undergraduate student in criminal justice with the Agency's support, and graduated in May 2016. **Resp. Ex. 1.** E.g. *Tr. pp. 40, 102.*
- 6. **In Business Administration (MBA) at Niagara University in or around 2015,** which was during senior year of undergraduate studies. **Resp. Ex. 1.;** *Tr. p. 132.*
- was not informed by the Agency that it required a request for
 support and services by the junior year of undergraduate school. *Tr. pp. 93, 94, 135.*
- In response to request for support for a graduate program, the
 Agency provided form VR-844, "Training at a College or a University for the 2014/2015
 Academic Year." Pet. Ex. 1; *Tr. p. 35, 36*.
- 9. In and around August 2016, the Agency requested and provided documentation regarding an MBA program. **Resp. Ex. 4.**
- 10. Without having obtained the Agency's agreement to support graduate studies,

began an MBA program at Niagara University in 2016.

Pet. Ex. 3; Resp. Ex. 4.

- 11. The Agency notified **and that it denied and request for support of a graduate** program on or about **11. Resp. Ex. 5.**
- 12. The Agency testified that it did not usually provide information concerning graduate studies to participants completing undergraduate degrees. *Tr. pp. 141, 142.*
- 13. **Contacted the Agency concerning its denial of a waiver and asked** to speak with a senior vocational rehabilitation counselor. (SRVC). **Resp. Ex. 6.**
- arranged for an advocate through the Client assistance program. (CAP).
 advocate's name was **Resp. Exs. 7,8**.
- 15. requested an administrative review and received an undated decision
 from Sr. Vocational Counselor upholding the Agency's decision,
 which upheld the Agency's determination. Pet. Ex. 3.
- 16. Spring Semester 2017, but subsequently revoked request because the Agency was able to grant it. **Res. Ex. 22**; *Tr. pp. 81-84*.
- 17. The Agency asked 2015. Resp. Ex.1.
- In March 2016, provided the agency with information confirming that certain positions in law enforcement either required an MBA or recommended graduate degree. Pet. Exs. 2, 3.
- 19. In 2016, 2016, provided the agency with additional information regarding graduate studies and a law enforcement career. **Rep. Ex. 12.**

- 20. In 2016, 2016, provided the Agency with documentation that sustained a physical injury that imposed limitations on ability to work in law enforcement career. **Resp. Ex. 14**; **see also Resp. Ex. 13**; *Tr. p. 119, 122, 195, 200*.
- 21. In or around **Market**, 2017, the Agency informed **Market** that **W** waiver request was resubmitted based on new medical information. **Resp. Ex. 15**.
- 22. On 2017, District Office Manager for the Agency, approved a waiver request for 2017 and to include housing costs (maintenance) from 2017 and tuition and school fees for the Spring Semester of the 2016-2017 academic year. Resp. Ex. 19. The waiver was granted based upon the change in physical condition that rendered employment goal, criminal justice, inappropriate.
- 23. **The second second**
- 24. amended fair hearing request to incorporate tuition and maintenance for Fall Semester 2016. H.O. Ex. 2; Resp. Ex. 22; see also Resp. Ex. 23.

ANALYSIS AND CONCLUSIONS OF LAW:

Pursuant to the State Administrative Procedures Act (SAPA), the party who initiates a hearing has the burden of proof; that is, must present substantial evidence supporting his or her contention that he or she is entitled to the relief requested. SAPA § 306(1). The substantial evidence standard has been described as "such relevant proof as a reasonable mind may accept as adequate to support a conclusion or ultimate fact; it is more than a mere surmise, conjecture, or speculation, but less than a preponderance of the evidence." *Siano v. Dolce*, 256 A.D. 2d 582, (N.Y.A.D. 2 1998)

The Agency must develop an individual plan for employment (IPE) for each eligible person with a disability. 34 CFR §361.45; 8 NYCRR §247.11.

New York Education Law §1002(5)(a) defines vocational rehabilitation services as "[a] ny goods and services necessary to render a handicapped person fit to engage in a gainful occupation..." New York Education Law §1002(4) defines gainful occupation as "include[ing] any employment for which a compensation is paid either in goods and/or in services; practice of a profession; self-employment; homemaking, farm or family work (including work for which payment is in kind rather than in cash); sheltered employment; and home industries or other gainful homebound work." Pursuant to 8 NYCRR §247.13, the Agency must "maintain written policies covering the scope and nature" of each available vocational rehabilitation service, including other goods and services, and the criteria for providing the same. Pursuant to 8 NYCRR § 247.13, the Agency must "of each available vocational rehabilitation service, including other goods and services, and the criteria for providing the scope and nature" of each available vocational rehabilitation and the scope and nature for providing the scope and nature.

to an eligible individual if any maximum allowance or other cost and/or duration limit established in this Part, upon a finding by the agency that such a cost and/or duration limit, if made applicable to such individual, would effectively deny his or her access to services necessary to achieve an employment outcome. A request for a waiver shall be submitted in a form prescribed by the commissioner."

As required, the Agency established a set of policies. Those that are relevant to this matter are: Policy 100.00 Participant Involvement Policy (**Resp. Ex. 24**), Policy 206.00 Individualized Plan for Employment Policy and Procedure (**Resp. Ex. 20**), and Policy 405.00 College and University training policy. (**Resp. Ex. 2**)

Policy 100.00:

This policy explains that the participant is a partner with vocational rehabilitation counselor in determining his employment goal. **Res. Ex. 24, pg. 2.** The policy mentions a waiver process "to accommodate the rehabilitation needs of an individual when necessary to achieve an employment outcome." **Id. at 3.** A counselor may request a waiver when "comparable benefits and/or other supports" have been thoroughly explored. **Id.**

Policy 206.00

This policy is a lengthy document that communicates the details for developing an individualized plan for employment, its contents and timeliness, the role of the counselor, the evaluation and review process, how to amend the IPE, and record filing requirements. **Resp. Ex. 20.** The IPE identifies employment outcomes (also known as employment goal), the services that will be provided along with timeframes, evaluative criteria, specifics service provider(s), explains the extent of family contribution if any and which comparable benefits and services are available, specifies any anticipated post-employment services, gives notice of the individual's

rights and the applicable procedures, details the individual's and the Agency's responsibilities, and gives information about the Client Assistance Program (CAP) **Resp. Ex. 20. pp. 2, 3.** <u>Policy 405.00</u>:

"College training is academic training leading to a degree given on a postsecondary level ...," and is available as ACCES-VR support "when required for eligible and individuals to achieve *quality employment outcomes* consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice (employment factors). **Resp. Ex. 2**, **pg. 2** (**emphasis added**). This training is available only when it is required as determined by the IPE. **Id.**

According to federal regulation, the purpose of the State Vocational Rehabilitation Services Program is to "assist States in operating statewide comprehensive, coordinated, effective, efficient, and accountable vocational rehabilitation programs, each of which is (a) [a]n integral part of a statewide workforce development system, and (b) [d] designed to assess, plan, develop, and provide vocational rehabilitation services for individuals with disabilities, consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choices so that they may prepare for and engage in competitive integrated employment and achieve economic self-sufficiency." 34 C.F.R. §361.1 (emphasis added) Federal statute identifies the purpose of the vocational rehabilitation act as "gainful employment." 29 USCA §720(a) (2) [West].

A hearing officer must be careful to properly construe the Agency's policies. *Battaglia v. Cort*, 49 A.D. 3d 1179 (N.Y.A.D. 4 Dept. 2008) (hearing officer misconstrued agency's policy; determination annulled, remitted for new determination). Agency policies interpret statutes or regulations; policies are due deference unless the result would be absurd. See, e.g. *U.S. v.*

Memorial Sloan-Kettering Cancer Center, 563 F.3d 19, 25 (2d Cir. 2009) (resort to rules of statutory construction only if there is ambiguity) (quote and citation omitted); *Matter of 427 W. 51st St. Owners Corp. v. Division of Hous. & Community Renewal*; 3 N.Y. 3d 337, 342 (Ct. Appeals 2004); *East Acupuncture, P.C. v. Allstate Ins. Co.*, 61 A.D.3d 202, 208 (N.Y. A.D. 2d Dept. 2009) ("[T] he interpretation given to a regulation by the agency which promulgated it and is responsible for its administration is entitled to deference if that interpretation is not irrational or unreasonable; see also, Kruse v. Wells Fargo Home Mortg., Inc., 383 F. 3d. 49 (2nd Cir. 2004) (*Chevron* deference applies so long as the agency interpretation is not "arbitrary, capricious, or manifestly contrary to the statue"), *Skidmore v. Swift & Co.*, 323 U.S. 134, 140 (1944) (even when *Chevron* deference does not apply, courts have deferred to an agency's interpretation when it is thorough, valid, and has the power to persuade).

The question is whether the policy – in this case the policy regarding graduate studies – creates an absurd result. In the context of the totality of laws and policies addressed above, I find that it does not.

DECISION:

For the reasons that follow I find that **and in favor** of the Agency.

Timeliness of request for waiver:

contended at hearing that was unaware of the Agency's requirement that
notify it of desire to pursue a graduate degree with its support. To the contrary,
submitted as evidence without objection from the Agency, and referred to "Training at a
College or University for the 2015/2015 Academic Year ("Training at a College Fact Sheet") as
the only document provided to from the Agency regarding this issue. Pet. Ex. 1; *Tr.p. 35*,

36. currently pointed out that this document did not inform that the Agency required notice in the junior year of undergraduate studies that the participant will request a waiver. Tr. p. *39.* Moreover, the Agency did not recall providing with a copy of the relevant policy or directing to where could find it, or in any other way told in junior year at Niagara University that was required to give notice to the Agency. Therefore, I find that the Agency failed to adequately inform that was required to give it notice of request for a waiver to pursue graduate studies by junior year of undergraduate work.

Another timeliness aspect for this case revolves around the Agency's response to request for support of an MBA program. The Agency knew about change in employment goal and request for graduate level support in 2015 and informed that needed to provide job leads in which an MBA was a requirement for the position. Resp. **Ex. 1.** In August 2016, the Agency informed that it needed further information, and know that a determination would follow. Resp. Ex. 4. The parties continued to let communicate to clarify the employment goal and to request and provide additional information. did not raise as an issue, nor did I detect, an effort on the Resp. Ex. 9-12, 16, 18. Agency's part to purposely delay a decision in order to prevent from receiving support for fall semester 2016. Rather, the Agency's unchallenged testimony credibly explained that requests for waivers involve a lengthy process that could last months. Tr. 186-188. If the Agency had been diligent in apprising concerning obligation to provide notice in junior year, perhaps the Agency would have had sufficient time to reach is determination

favorable to

Graduate studies and gainful employment:

My decision against the Agency on the issue of timeliness does not resolve entirely the issue presented for this fair hearing. "ACCES-VR will contribute to graduate level training only when *such training is required for the individual's agreed upon Employment Goal* as described in the Individualized Plan for Employment (IPE). **Pet. Ex. 1, pg. 2 (emphasis).** Thus, in order to resolve the issue presented, I must decide whether **mathematical employment** goal (i.e. criminal justice) required a graduate degree as of Fall Semester 2016. I am constrained to find that graduate studies were not required at that time.

The uncontested evidence is that was interested in pursuing " MBA to assist with job promotion and to provide a background for working with white collar crimes." **Resp. Ex. 1.** The Agency requested "job leads for positions" is interested in indicating a [sic] MBA is needed to obtain the position. An envelope [was] provided." Id. On provided a letter from Lieutenant, or about 2016, Rome Police Department/Training Division. Lt. letter did not state unequivocally that a graduate degree was a requirement for employment. Rather, Lt. stated that such a degree could be helpful in the initial hearing process as such positions are highly competitive. Id. at 3. "In my opinion, the pursuit of continuing education not only shows an individual's dedication and work ethic, but also their desire to improve themselves, making these candidates the ones a department seeks out and recruits." Id. Lt. opinion, though highly suggestive of the benefit of an advanced degree, fell short of stating that it was a requirement.

provided the Agency with additional documentation of openings in the criminal justice field and letters that purported to show that an advanced degree was required in order to be considered for positions. According to SSA Office, "[t]here is always a critical need in the agency for a strong accounting and finance background to work and manage the administrative and investigative needs of all these services both nationally and internationally. **We would be an excellent candidate not only for ATF**, but for any federal law enforcement agency having a need for employees having a strong accounting and finance background." **Rep. Ex. 12. pg. 1.** Although SSA

2017 regarding a waiver for graduate study support have limited relevance as the issue for hearing pertained to the Fall Semester only. However, for the sake of completeness these are summarized.

In or around 2017, 2017, provided the Agency with a website link to FBI.gov purporting to show that an MBA was required for a position as a Financial Operations Specialist, and as support for narrowing his employment goal from criminal justice to specify jobs within the criminal justice field. **Resp. Ex. 18**. In response, the Agency revised the waiver request. **Id. at 2**.

It is unclear when **box in the provided the Agency with a job summary from the USA** jobs website regarding a position as an accountant. The pages were printed on August 25, 2017. **Pet. Ex. 2.** The open and closing dates spanned January 10, 2010 through January 25, 2017. Id. The job posting closed before the exhibit was printed, and without documentary or oral evidence as to when the Agency received this exhibit I am unable to determine whether the Agency received it before the Fall Semester 2016 ended. *Compare Tr. p. 41, 42* (**Compare 17**, *14*, *14*)

document should be in records) with *Tr. p. 44* (testimony; shown after the Fall Semester).

On its own, the Agency researched job qualifications. **Resp. 17**; *Tr. p. 122, 123*. As the Agency explained, it has the authority to pay tuition after a semester begins because funds are not due until then. *Tr. 166, 196*. This 'grace period' does not extend to maintenance. *Tr. 128, 182, 197*.

Gainful employment:

"The purpose of this subchapter is to assist States in operating statewide comprehensive, coordinated, effective, efficient, and accountable programs of vocational rehabilitation, each of which is—

- (A) an integral part of statewide workforce development system; and
- (B) designed to assess, plan, develop, and provide vocational rehabilitation services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, informed choice, and economic selfsufficiency, so that such individuals *may prepare for and engage in gainful employment*."

29 USCA § 720 (a) (2) [West] (emphasis added).

documentary and testimonial evidence presented and the Agency's policies, I find that argument is unavailing.

As referenced above, a gainful occupation includes the practice of a profession. NY Educ. L. § 1002(4). The majority of case law decisions side with the Agency. *In Chirico v. Off. of Vocational and Educ. Services for Individuals with Disabilities (VESID),* 211 AD2d 258 (N.Y.D. 3d Dept. 1995), the petitioner who was quadriplegic and a school guidance counselor, requested speech to text software from the Agency so that could accomplish his responsibilities at home after school. The Agency denied request, which was upheld after a fair hearing. The court reversed the Agency's determination citing Congressional policy that "… all programs, projects, and activities receiving assistance under this chapter [29 U.S.C.A § 701 et seq.] shall be carried out in a manner consistent with the principles of—

- respect for individual dignity, personal responsibility, self-determination, and pursuit of meaningful careers, based on informed choice, of individuals with disabilities;
- (2) respect for the privacy, rights, and equal access (including the use of accessible formats)
- (3) inclusion, integration, and full participation of the individuals;
- (4) support for the involvement of an individual's representative if an individual with a disability requests, desires, or needs such support; and
- (5) support for the individual and systematic advocacy and community involvement *Chirico* at 260 (citing 29 USCA § 701 [West].

The court further found that Chirico was entitled to have the opportunity to reach highest level of potential. Id. at 261 (quoting Matter of Polkabla v. Commission for the Blind & Visually Handicapped of N/Y/ State Dept. of Social Servs. 183 A.D. 2nd 575, 576, quoting S. Rep. No.

388, 99th Cong., 2d Sess. 5 [1986]. However, one judge's decision in favor of a participant does not end the present inquiry.

Three court decisions serve as examples of courts' thinking on the issue of graduate studies for ACCES-VR participants. In *Romano v. VESID*, 223 A.D. 2d 829 [N.Y.A.D. 3d Dept 1996], the participant sought support from the Agency for graduate school. The participant's employment goal was social work. "In providing the empowerment necessary for petitioner to ultimately achieve maximum employment as generally provided for by the stated purposes of the Rehabilitation Act, there is no requirement that VESID sponsor every possible credential desired by the petitioner." *Id.* at 830. The court stated further that "[w]hile such an added credential would certainly commence her career at a higher level, the record fails to show that achievement of the IWRP goals has not adequately empowered record fails to show that higher levels." *Id.*

In *Murphy v. VESID*, 243 A.D. 2d 962 (N.Y. A.D) 3d Dept. 1997), the plaintiff, Murphy, requested support for a graduate program for a career in law from the Agency before graduating with her undergraduate degree. The court stated, "It is clear to this Court that the realistic and laudable legislative goal is to empower eligible individuals with the opportunity to access their maximum employment, not to provide individuals with idealized personal references for actual optimal employment." *Id.* at 481. In denying Ms. Murphy relief, the court reflected that, "As we previously held in *Matter of Romano v. Office of Vocational & Educ. Servs. for Individuals with Disabilities* (223 AD3d 829)," [i]n providing the empowerment necessary for petitioner to ultimately achieve maximum employment as generally provided for by the stated purposes of the Rehabilitation Act, there is no requirement that VESID sponsor every possible credential desired by petitioner." *Id.* at 487.

In Campbell v. VESID, 256 A.D. 2d 1006 (N.Y. A.D. 3d Dept. 1998), the plaintiff,

Campbell, earned a bachelor's degree as a public relations representative and then a master's degree in speech communication with Agency support. Subsequently, requested support from the Agency to pursue a doctoral degree. Quoting *Murphy*, the court denied relief. *Id.* at 1007 ("Although to pursue a doctorate would enhance petitioner's employment options, VESID is not compelled to 'sponsor every possible credential desired by petitioner') (internal citations omitted).

The evidence presented at this fair hearing failed to establish that **and the evidence** employment goal required a graduate degree, or that the Agency failed to place in a position to advance in **a** chosen career and achieve **b** highest maximum employment for the Fall Semester of 2016.

THEREFORE, it is my decision that:

- 1. request for tuition and maintenance for attendance and participation at Niagara University for the Fall Semester 2016 is denied.
- The Agency must review its procedures for fully informing participants of their obligations with respect to postsecondary studies, and provide its staff with relevant training and supervision.

APPEAL NOTICE:

This is a final decision. If you disagree with the decision you have the right to seek judicial review through an action in a court of competent jurisdiction.

THIS DECISION RENDERED:

