

Department of Social and Health Services

Olympia, Washington

Social Services Manual

Revision # 91

Category: **DIVISION OF VOCATIONAL REHABILITATION**

<http://www.dshs.wa.gov/manuals/socialservices/sections/dvr.shtml>

Issued: **January 10, 2011**

Revision Author: M. Shane Riddle

Division: CSD

Phone (360) 725-4352

Email riddlms@dshs.wa.gov

Summary : Updated to include procedures regarding the DVR Assessment Tool as well as changes to the Cooperative Agreement between the Division of Vocational Rehabilitation and the Community Services Division.

Division of Vocational Rehabilitation (DVR)

Revised September 17, 2010

Purpose: Individuals with significant barriers to employment due to physical and mental disabilities may be referred to DVR to prepare for, obtain, and retain employment. DVR also assists individuals with long-range career goals.

DVR maintains an excellent website with topics such as:

- [Is DVR right for me?](#)
- [What services are available to me?](#)
- [Frequently asked questions.](#)

CLARIFYING INFORMATION

1. House Bill 2782 enacted in 2010 requires that all persons receiving Disability Lifeline (DL) be assessed to determine whether they would likely benefit from a program offered by DVR.
2. Base DVR referrals on the following criteria:
 1. a. An individual must **want** to work and have a permanent physical or mental disability that constitutes a significant barrier to their employment.
 2. b. The individual must require vocational rehabilitation services to eliminate or reduce their disability-related barriers(s) to employment.
 3. c. The individual must agree to the referral to DVR and, if approved by DVR, be willing to fully participate in DVR's Individualized Plan for Employment (IPE).
 4. d. We may consider referring an individual-person to supported work programs or other activities prior to referring an individual to DVR.
 5. e. An individual who appears to meet DVR's eligibility criteria will be given the choice of referral to DVR or other appropriate activity.
 6. f. If the individual voluntarily chooses to participate be referred to DVR and is approved for DVR services, they will be held accountable for the reporting of required to participation fully in in their DVR IPE process as part of their WorkFirst IRP or DLGA Case Plan.

NOTE: DVR only serves individuals who voluntarily make an informed choice to engage in vocational rehabilitation services. Upon choosing to participate, a person's DL-GA Case Plan or WorkFirst Individual Responsibility Plan (IRP) may require participation in DVR activities.

WORKER RESPONSIBILITIES

Referral to DVR Assessment: and Referral (DL):

1. Schedule an in person case management appointment whenever possible.
2. Discuss the services and benefits offered by -DVR. offers with the person.
3. Complete the DVR Assessment Tool in e-JAS, if directed. Otherwise, prepare a referral packet as

described below under WorkFirst Assessment and Referral.

4. If the assessment tool indicates the individual is appropriate for DVR services and they voluntarily agree to follow through, open the VR component in e-JAS and complete the e-Message referral form.
5. Have the individual sign the DVR Consent form (14-012x) and the DVR HIPPA "Consent For Private Health Information Addendum" form (14-012b) and send the documents to DMS for imaging.
- ~~2. Update the WorkFirst IRP or GA Case Plan when a person is referred to DVR.~~
6. Instruct the individual to contact the local DVR office within 14 days to schedule an orientation appointment. The individual will be referred back if they fail to contact DVR within 14 days of the electronic referral.
7. DVR will provide updates using the e-JAS e-Message system at each step of the referral and eligibility determination process.
- ~~83. If an individual person is approved by DVR and voluntarily agrees to participate, with DVR, the IPE requirements will will be incorporated into the person's WorkFirst IRP or DLGA Case Plan.~~
9. If the DVR Assessment tool indicates the individual is not appropriate for DVR, proceed with the case management appointment and develop an appropriate treatment plan. See the Disability Lifeline Case Planning – Treatment and Referrals chapter for additional details.
- ~~4. Send a referral packet to the designated liaison at the local DVR office that includes:
 - ~~a. The (01-123x) DVR/CSO Communication,~~
 - ~~b. Copies of current medical reports/documentation from the case record,~~
 - ~~c. A Consent form (14-012x) and the HIPPA consent form "Consent For Private Health Information Addendum" (14-012b) signed by the individual,~~
 - ~~d. A copy of the most recent IRP or GA Case Plan, and~~
 - ~~e. Background information on the individual's involvement in work or work-like activities.~~~~

NOTE: The e-JAS DVR Assessment Tool will be phased in on a regional basis beginning January 1, 2011. Social workers will not begin using the assessment tool until directed through their regional office. The e-JAS DVR Assessment Tool is only intended for active DL recipients.

EXAMPLE

The DVR assessment tool indicates Phil is appropriate for a referral to DVR and he agrees to follow through with the referral process. After completing the DVR orientation, Phil informs his DVR counselor that he is not interested in vocational rehabilitation services. Phil is not required to

participate with DVR and DVR participation is not included in his DL case plan. Phil's social worker schedules a case management appointment to develop a new case plan

EXAMPLE

The DVR assessment tool indicates Phil is not appropriate for DVR services because he has a pending surgery. Phil's social worker reviews available evidence and develops an appropriate treatment plan with Phil's input requiring that he follow through with the pending surgery, attend all scheduled appointments and participate fully in all other recommended treatment activities. When Phil is medically stable, Phil's social worker schedules a new case management appointment to ~~reconsider a reassess for~~ referral to DVR and develop a current treatment plan.

DVR Referral (WorkFirst):

1. Discuss the services and benefits DVR offers with the person.
2. If a person appears appropriate for DVR services based on the ~~guideline criteria~~ detailed above, update the WorkFirst IRP to include the DVR Orientation and send a referral packet to the designated liaison at the local DVR office that includes:
 - a. The (01-123x) DVR/CSO Communication,
 - b. Copies of current medical reports/documentation from the case record,
 - c. The DVR Consent form (14-012x) and HIPPA "Consent For Private Health Information Addendum" form (14-012b) signed by the individual,
 - d. A copy of the most recent WorkFirst IRP, and
 - e. Background information on the individual's involvement in work or work-like activities.
3. If the person is approved by DVR and agrees to participate in vocational rehabilitation services, incorporate the IPE requirements ~~will be incorporated~~ into the person's WorkFirst IRP.

NOTE: Individuals who already have a DVR plan do not need an entire referral packet. Obtain the appropriate consent forms and send with the DVR/CSO communication to the local DVR office.
--

DVR Participants (DL):

1. ~~4.~~ If DVR confirms that the person has been approved and has agreed to a person agrees to participate with DVR, incorporate the DVR IPE requirements into the person's DL case plan. WorkFirst IRP.

2. DVR will continue to provide updates regarding the person's participation status throughout the duration of the IPE (DL).
3. Follow the sanction process for individuals who fail to participate in the DVR portion of their ~~IRP or DLGA~~ Case Plan.
- ~~3. For WorkFirst clients, provide support services as available to support DVR participation.~~
4. Review the participant's progress with DVR every three months for WorkFirst clients or at the time of Incapacity Review ~~for General Assistance clients~~. Review a mutual participant's progress more frequently when:
 - a. The individual becomes employed,
 - b. The individual is not making satisfactory progress,
 - c. The individual's disability significantly improves or deteriorates,
 - d. The individual is unable or refuses to participate, or
- e. The Individual's IPE is completed.

~~WORKFIRST~~

DVR Participants (WorkFirst):

1. Include DVR in case planning for persons determined eligible for DVR services. This relationship will continue until the individual has terminated DVR services. A DVR IPE will be considered to fulfill requirements for a participant's IRP ~~or GA Case Plan~~.
2. If a person agrees to participate with DVR, work with DVR to incorporate a parent's DVR plan into her or his IRP. If the WorkFirst IRP and DVR IPE requirements conflict, a case staffing involving DVR, WorkFirst Staff, and the individual shall be held to amend the IRP/IPE. To receive credit for WorkFirst participation, the parent ~~must~~ meet the WorkFirst requirements as specified in the IRP.
3. Coordinate with DVR to incorporate the IPE into the IRP when an individual has already established a relationship with DVR before he or she become eligible for WorkFirst.
4. If the individual becomes able to work, the IPE, along with the IRP will be revised to assist the individual with obtaining employment while continuing training or education.
5. If the individual is unable to work, the IRP will incorporate the work preparation activities in the IPE. The individual will be informed of the value of obtaining employment and becoming independent from TANF.

6. For those existing DVR plans involving training or education, consult with DVR to determine if the individual is able to engage in core activities while attending training.
7. When verifying and reporting hours of participation in a parent's IRP:
 - Use the eJAS code that best describes the activity.
 - Enter the start and end date of each IRP activity into eJAS, not to exceed 12 months.
 - Require participation verification from whoever provides the activity, except the DVR counselor will only verify hours when the individual is spending 20 hours or more per week with the counselor.
 - The DVR counselor or a DVR contractor who is providing activities like job clubs or WorkStrides may excuse absences on the WorkFirst participation verification form if the individual has a good reason for missing scheduled activities.
8. ~~If conflicting program requirements arise between the WorkFirst and DVR programs, resolution will be provided through the respective chains of command.~~

See [\[b1\] WorkFirst Handbook section 6.8](#), Exemption, and "Reporting DVR Plan Hours" for information in WorkFirst and DVR.

~~W~~

CLARIFYING INFORMATION

Guidelines for Collaboration and Coordination with DVR

1. CSD and DVR staff will exchange information and documentation essential to ~~the establishment of~~ program eligibility and mutual case management, including:
 - a. Medical reports/documentation.
 - b. Consent of Information Forms.
 - c. Employment Plans: IRP (WorkFirst), ~~GA~~ Case Plan ~~(DL)(GA)~~, ~~IPE~~ Individualized Plan for ~~Employment~~ (DVR)
 - d. DVR/CSO Communication (01-123x).
 - ~~ee.~~ Key information using the ~~DVR/CSO Communication (01-123x)~~ e-JAS e-Message system (DL) or the ~~DVR/CSO Communication (01-123x)~~ (WF).
2. DVR will assign a liaison for each CSD Community Services Office (CSO).
3. Each CSO will identify a DVR liaison. The liaisons are responsible for facilitating an effective

interagency relationship.

4. Funding and Services

- a. Diagnostic and vocational assessment services required for DVR Eligibility Determination or IPE development are funded by DVR.
- b. Support Services are funded by WorkFirst to complete the DVR Eligibility Determination and support the IPE.
- c. WorkFirst partner and other contracted services may be considered and included in an IPE.
- d. Services not available under WorkFirst contracts may be considered and included in an IPE.
- e. The IPE is mutually agreed upon by the individual and DVR.
- f. CSD staff will incorporate into the WorkFirst IRP the specific activities that will be required of the individual to fulfill the obligations within the IPE.
- g. DVR will pay for foreign language or sign language interpreters, if needed by an individual to participate in DVR services.
- h. DLGA and WorkFirst clients may also be required to cooperate with the SSI application process.

5. If conflicting program requirements arise between WorkFirst or DL and the DVR program, resolution will be provided through the respective chains of command.