Customer Services Manual - 07-31-2014

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Intro / Definitions / Ethics

Introduction and Mission

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Introduction

The Rehabilitation Act was founded on the belief that every individual has the right to work and make choices that affect his or her life. In 1998, Congress amended the Rehabilitation Act, reinforcing the values and principles on which it is based and also established a new vision and direction for rehabilitation programs that operate under its authority.

The Rehabilitation Act Amendments establish expectations for assisting individuals with disabilities to achieve employment and make choices, including:

The right of a customer to make informed choices is broadened to all aspects of the rehabilitation program.

- Staff development activities and minimum qualifications are established to ensure that individuals with disabilities receive services from qualified staff.
- Cooperative working relationships are required among a variety of agencies involved in services to provide a seamless service delivery system.

DSHS Mission Statement

The Department of Social and Health Services (DSHS) will improve the safety and health of individuals, families and communities by providing leadership and establishing and participating in partnerships.

DVR Purpose

DVR's purpose is to empower people with disabilities to achieve a greater quality of life by obtaining and maintaining employment. DVR believes employment contributes to a person's ability to live independently and everyone has a right to work.

Several efforts are under way to integrate the values and principles of the Rehabilitation Act into our own service delivery practices as we carry out the mission of the division. Each of you plays an important role in helping DVR become an agency that demonstrates these values and principles every day. Many of you are in a position to make decisions that affect customers' lives and to make decisions about how to spend state resources. Because customers rely on you for advice and support, you must understand and use the authority of your position and the resources of the state to meet the needs of DVR customers in a fiscally responsible manner.

WAC 388-891-05 What is the purpose of this chapter?

This chapter explains the types of vocational rehabilitation services (referred to as "VR services" in this chapter) available to individuals who are eligible through the Department of Social and Health Services (DSHS), Division of Vocational Rehabilitation (DVR).

VR services are offered to assist individuals with disabilities to prepare for, get, and keep jobs that are consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. This chapter is consistent with the Rehabilitation Act of 1973, as amended by the Rehabilitation Act Amendments of 1998 and codified in 34 Code of Federal Regulations, Parts 361 and 363 and with state laws and DSHS requirements.

Explanation of Manual Contents

Washington Administrative Code (WAC)

The Washington Administrative Codes (WACs) are the primary case service guidelines for DVR staff in the provision of services. The WACs are adopted by DVR from federal vocational rehabilitation regulations to define the scope of benefits and services and to identify parameters regarding available services in Washington State. The WACs also provide customers and the general public with information about services available from DVR, as well as any applicable limitations, requirements or restrictions. All DVR services must be provided in compliance with the WAC.

Standards of Ethical Conduct

(Revised 10-19-09)

Following are values, attitudes, and standards of ethics DVR staff are expected to demonstrate when carrying out the responsibilities of our positions. By doing so, we can continue the tradition of quality services that has helped thousands of individuals with disabilities achieve employment.

- Perform your job in a legal, ethical, and moral manner. Do not engage in dishonest, deceitful, or fraudulent actions in the performance of your job, nor

allow the pursuit of financial gain or other personal benefit to interfere with sound professional judgment and skills.

- Respect the integrity and protect the welfare of people with whom we work, particularly our customers. Strive to place a customer's interests above your own at all times.
- Honor the rights of customers to make decisions about their rehabilitation services. Inform customers about issues affecting or limiting their choices.
- Serve as advocates for people with disabilities. Ensure programs, facilities, and employment settings are accessible prior to referring customers to them.
- Respect and protect the confidentiality of information provided by customers in the course of their involvement with DVR.
- Practice consistent and equitable application of all DVR policies and procedures in the delivery of services to customers. Treat customers respectfully and equitably regardless of sex, race, creed, color, national origin, religion, sexual orientation, disabled veteran status, Vietnam-Era veteran status, disability, or age.
- Maintain professional relationships that contribute to the customer's rehabilitation. Ensure the customer-counselor relationship is not used or exploited for financial gain or other personal benefits. Sexual relationships with customers are unethical.
- Provide counseling and guidance about the purpose, selection and use of DVR services to promote a customer's rehabilitation. Place or assist in the placement of customers in jobs consistent with their abilities and strengths, and not in positions that could damage the interests or welfare of the customer or the employer.
- Recognize personal strengths and limitations and seek supervisory guidance when those limitations may affect appropriate delivery of services to the customer.
- Act with integrity in your relationships with colleagues, other organizations, agencies, institutions, referral sources, and others to facilitate achieving optimum benefits for customers.
- Strive to understand the accessibility issues of individuals with disabilities and to demonstrate this understanding in the performance of your job. Make an effort to keep abreast of developments in rehabilitation practices through reading and attendance at professional meetings and seminars.
- Use state property, equipment, time, and resources only for program purposes.

These standards of conduct are based on DSHS and DVR requirements and they are consistent with the CRC Code of Ethics.

See Also:

DSHS Administrative Policy 18.64 Standards of Ethical Conduct for Employees

Code of Ethics Established by the Commission on Rehabilitation Counselor Certification

In addition to the above standards of ethical conduct, VR Counselors demonstrate an in depth understanding and the ability to use independent judgment consistent with the Code of Ethics established by the Commission on Rehabilitation Counselor Certification.

WAC - Definitions

The following definitions are used throughout the WAC and manual. Other definitions that relate to a specific section appear in that section.

WAC 388-891-0010 What definitions apply to this chapter?

Competitive employment means:

(1) Part-time or full-time work;

(2) Work that is performed in an integrated setting;

(3) Work for which an individual is paid at or above the minimum wage; and

(4) Work for which an individual earns the same wages and benefits as other employees doing similar work who are not disabled.

Employment outcome means competitive employment, supported employment, self-employment, telecommuting, business ownership, or any other type of employment in an integrated setting that is consistent with an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Extended employment means work in a non-integrated or sheltered setting for a public or private non-profit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.

Extreme medical risk means medical conditions that are likely to result in substantial physical or mental impairments or death if services, including mental health services, are not provided quickly.

Family member means a person who is your relative or legal guardian; or someone who lives in the same household as you and has a substantial interest in your well being.

Individual with a disability means an individual:

(1) Who has a physical or mental impairment;

(2) Whose impairment results in a substantial impediment (medical, psychological, vocational, educational, communication, and others) hindering her or his ability to achieve an employment outcome; and

(3) Who can achieve an employment outcome as a result of receiving VR services.

Integrated setting means:

(1) The setting in which you receive a VR service is integrated if it is a setting commonly found in the community (such as a store, office or school) where you come into contact with non-disabled people while you are receiving the service. The non-disabled people you come into contact with are not the same people providing VR services to you.

(2) The setting in which you work is integrated if it is a setting commonly found in the community where you come into contact with non-disabled people as you do your work. The amount of contact you have with non-disabled people is the same as what a non-disabled person in the same type of job would experience.

Most recent tax year means the most recent calendar year for which you filed or were required to file an income tax return with the United States Internal Revenue Service (IRS).

Physical, mental or sensory impairment means:

(1) Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculo-skeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine; or

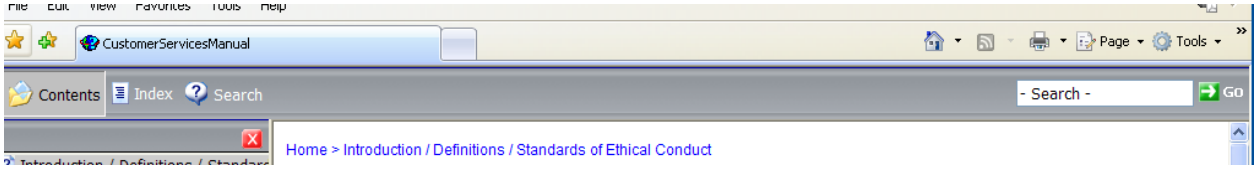
(2) Any mental or psychological disorder such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Representative means any person chosen by an applicant or eligible individual, including a parent, family member or advocate, unless a representative has been appointed by a court to represent the individual, in which case the court-appointed representative is the individual's representative.

Substantial impediment to employment means the limitations you experience as a result of a physical, mental or sensory impairment that hinder your ability to prepare for, find, or keep a job that matches your abilities and capabilities.

How to Find Things in the Manual

When you open the manual you will notice there are three buttons on the top-left side of the page (Contents, Index and Search). These are the three main ways to find things in the manual. See the three buttons on the left-side of the page (below).

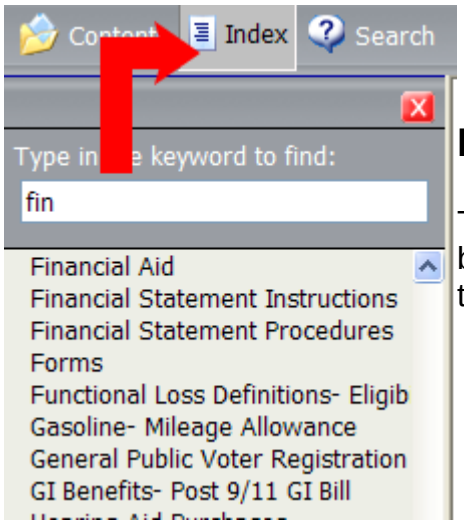


Search

If you select Search you can type a word in a white box. This is not the most effective way to find something because it lists all of the documents that contain the word you entered in the box. It lists the documents first that have links such as the summary of major changes.

Contents

Using the Contents (Table of Contents) is a better way to find something because it organizes information by topic and the topics are listed alphabetically. One of the advantages of using the table of contents is if you select Application or Eligibility for example, you will get all of the guidance that is available in the manual on each topic. See the topics listed in the Contents (to the right).



Index

The second button is the index. The index is often the best way to find things in the manual. Select Index and type a word in the white box. If you start typing financial

aid all you have to do is type the first three letters fin and financial aid appears. Click on financial aid and the guidance on financial aid appears in the center-right side of the page.

Printing

There are two options for printing from the manual

Print what you see on the screen

If you want to only print what you see on the screen, simply choose the print option from your browser toolbar.

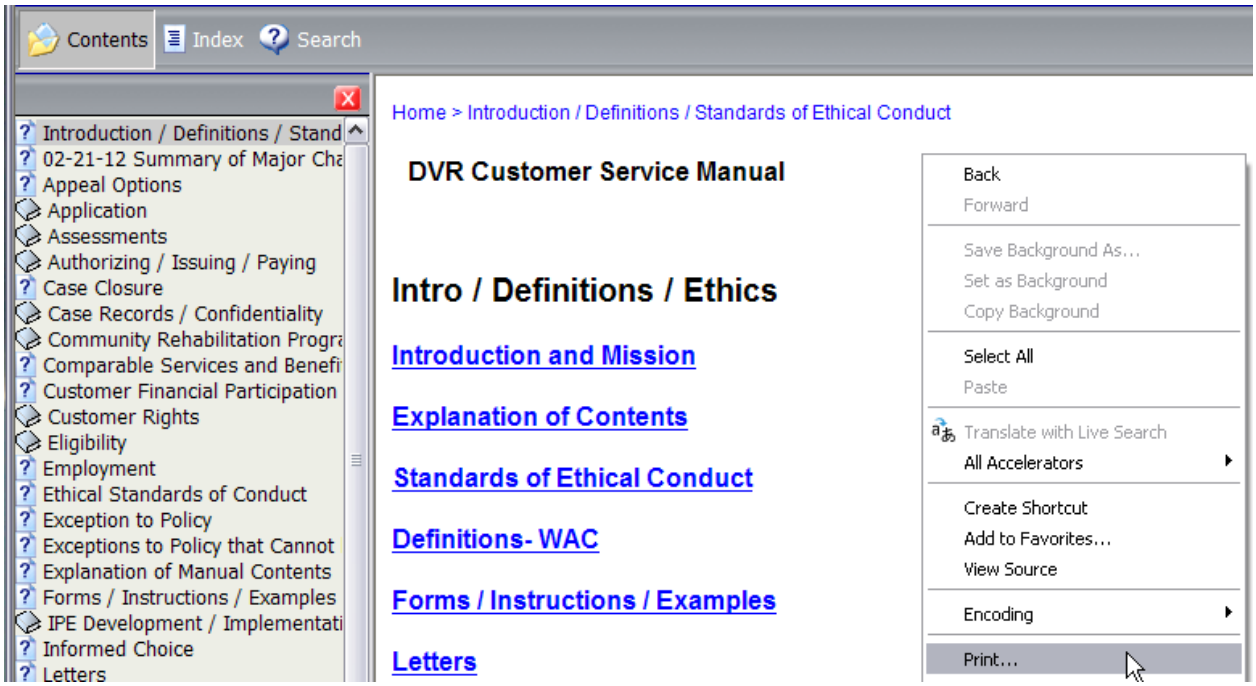
Print the entire topic that you are viewing

To print the entire topic that you are viewing, follow these steps.

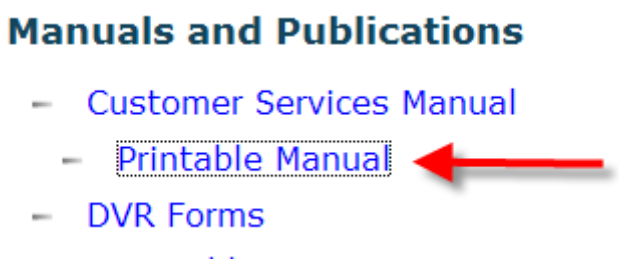
1. Right-click on the topic

2. Choose Print from the menu

3. Print as you normally would



If you commonly need the entire topic or policy, you may consider looking at the Word version of the manual. These are located under rehab resources on the intranet. Look for the section titled Manuals and Publications, then choose Printable Manual.



12/09/13 Summary of Major Changes

This manual revision includes new guidance about the eye glasses contract, purchasing work shoes/boots or orthotics, and title changes in the Public Disclosure section to the Area Public Records Officer and the Public Records Coordinator at the DVR State Office. Adds guidance if staff release records make a second copy of all documents released and send via certified mail to the Public Record Coordinator at the DVR State Office. Here is a summary of the new guidance that was added:

Purchasing Eye Glasses On-Contract and Off-Contract

- Adds guidance to clarify the eye glasses contract with Airway Optical/Correctional Industries is optional but preferred whenever possible as it offers the least cost.

- Clarifies that eye glasses can be purchased Off-Contract if the purchase is comparable to the least cost from a vendor such as America's Best, Lens Crafters, Pearle Vision or Wal-Mart.

- Clarifies another option is that eye doctors in your area might be willing to provide glasses for DVR customers for the same price they charge for customers using medical coupons or give DVR a special package price for the exam, a small assortment of frames and fitting. In most instances the least cost will be to purchase the eye glasses On-Contract through Airway Optical/Correctional Industries or from one of the vendors listed above.

Purchasing Work Shoes, Boots or Orthotics

- Adds guidance that expensive shoes are not necessarily better. These items must be purchased at the least cost possible from vendors such as Sears, Kohl's J. C. Penny, Wal-Mart.

- Orthotic devices such as arch supports or insoles must be prescribed by a qualified medical professional (medical doctor, orthotic or prosthetic practitioner). Do not include shoes/boots with arch supports or orthotics in the IPE or purchase these items without a prescription. DVR can pay for a doctor's visit if necessary to get a prescription.

Public Disclosure Requests

- Updates the titles to the designated Area Public Records Officer and the Public Records Coordinator at the DVR State Office. These titles are consistent with DSHS Administrative Policy on Public Disclosure.

- Adds guidance if staff are asked to release records make a second copy of all documents released and send via certified mail to the Public Records Coordinator at the DVR State Office.

The biggest part of this manual update is that the guidance from the procedural guidance memos has been put into the manual. This guidance is not new but there is a lot of information on several topics. Here is a brief summary of what was added:

Process for Collecting an Overpayment and Recovery of Equipment

- Procedures for collecting overpayments and recovery of equipment
- Examples of client overpayment template letters in STARS and link to the DVR Referral Form to the Office of Financial Recovery

Communicating with Customers in a Professional Manner- Complaint Resolution Standards

- DVR staff members are expected to communicate with customers and other individuals in a courteous and professional manner.

- Provides complaint resolution standards that are consistent with DSHS Administrative Policy 8.11 Complaint Resolution and Response Standards.

- Specifies that DVR staff members must acknowledge and respond to recorded telephone messages **within 48 hours**, and respond to written complaints **within seven business days**.

Customer May Audio Tape Counseling Sessions or Meetings

- Clarifies that customers may audio tape counseling sessions or meetings.
- If a customer does not have a tape recorder DVR can purchase a tape recorder for the customer to use.

Customer Acquisition, Sale and Consumption of Marijuana

- Although Washington State has legalized the consumption of marijuana, the acquisition, sale and consumption of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase marijuana on behalf of a customer, or support an employment outcome that is related to growing, selling, producing or distributing marijuana.

- Many employers require drug testing as a condition for employment. The use of marijuana (medical or recreational) may disqualify an individual from certain kinds of employment.

  - The VR counselor will need to determine on a case-by-case basis if the customer can continue to use marijuana and pursue an employment outcome.

Certification of Disability for Federal Employment

- Updated the guidance about certification of disability for federal employment- Schedule A employment.
- Certification of job readiness is no longer required.

Work Opportunity Tax Credits (WOTC)

- Adds guidance that all applications must be submitted online using the Online Filing System
- Adds a link to the Online Filing System

Purchases that Require Quotes and Approvals- Tool Purchases

· Tool purchases that cost less than $1,000 are purchased from Grainger or Craftsman from Sears or other vendors that sell Craftsman tools. Adds links to Grainger and Craftsman websites

- Three telephone quotes are required for tool purchases that cost more than $1,000 but less than $5,000

- Documentation of 3 written quotes is required for tool purchases that cost $5,000 or more. In most instances tools from Grainer or Craftsman from Sears or other vendor that sells Craftsman tools are the least cost.

- Provides the conditions under which tool purchases can be made from another source. For example, if the tool is not available from Grainer or Sears, or won't meet a customer's needs.

- Equipment Purchases in Excess of $5,000- vehicle purchases and other purchase in excess of $5,000 that require DVR Fiscal approval should be e-mailed or faxed to the attention of Jeanette Ogg. Jeanette is responsible for reviewing quotes and the justification for purchases over $5,000.

Interpreter Services

- Clarifies that DVR purchases interpreter services using a mandatory state contract for spoken language interpreters, and sign language interpreters
- Adds procedures for requesting an American Sign Language (ASL) interpreter On-Contract
  - Adds procedures for purchasing ASL interpreters Off- Contract
  - Adds procedures for purchasing spoken language interpreters On-Contract
- Adds procedures spoken language interpreters Off-Contract
- Adds procedures for using Language Line Services

Purchasing a Computer for Customer Use

- Adds some benefits to purchasing computers On-Contract using the SmartBuy program
- Adds that IT staff enter a case narrative to document the recommendation
- Adds that consultation with the ATAP is required if the computer purchase addresses disability-related issues

Required Documentation Before the Vehicle is Released to the Customer

- Include the mailing address for the DVR Headquarters Office on the vehicle title

Payment to an In-State Mobility Dealer for a Vehicle Purchase is not Delayed Pending Installation of Adaptive Equipment from an Out-of-State Vendor

Review and Assessment of Existing Records to Determine Eligibility

- Removes restrictions on the use of school records. (Previously (February 2012) school records could only be used to document a customer's lifelong condition or developmental disability such as mental retardation, cerebral palsy or autism). This guidance clarifies that the VR counselor determines whether the existing records are adequate to make an eligibility decision.
- If the VR counselor determines that a new evaluation is necessary, an evaluation may be purchased from a qualified licensed professional.
- Before purchasing an evaluation the VR counselor is responsible to check the Department of Health website to make sure a health care provider has a current license:

  Health Professions Quality Assurance (Washington Department of Health)

Confidentiality Guidelines for Staff Working in a Co-Located Facility

Provides guidance about confidentiality for staff working in a co-located facility. Some of the steps include obtaining a customer's written consent to share any of their confidential information, and schedule and use interview rooms or conference rooms to have confidential conversations.

See Also:

DVR Facility Guidelines and Standards

Off-Site Job Supports After CRP Job Placement

- Clarifies when this service is used for example, if a Customer chooses not to disclose their disability to the Employer; or
- When one-on-one supports are needed but they cannot be provided on-site;
- Allows for transportation, and partial payments, and payment is based on a flat fee of $1,000.

Appeal Options

Appeal Rights

Client Assistance Program (CAP)

Fair Hearing

Mediation

WAC- Appeal Options

WAC- Fair Hearings

WAC- Mediation

Appeal Rights

Notification of Appeal Rights

If a customer disagrees with a decision, it is the responsibility of the VR counselor to provide the customer with information, both verbally and in writing, describing the customer's appeal rights, including:

- Discussing the decision with a VR supervisor or Area Manager;
  - Contacting the Client Assistance Program;
  - Requesting mediation; and/or
  - Requesting a formal hearing.

DVR's goal is to resolve a customer's issue with the least disruption to his or her progress in the rehabilitation process as possible. A customer may use any one or a combination of the options above to resolve the disagreement. For example, a customer may request mediation and a fair hearing. If mediation resolves the issue, then the fair hearing is canceled, or a customer may request mediation, and still ask to speak to a VR supervisor prior to the scheduled mediation. If the issue is resolved, the mediation is canceled.

If a customer is trying to decide whether to select assistance from the Client Assistance Program (CAP) or mediation, VR counselor should explain that either option is available. The customer should be made aware however, that CAP representatives are familiar with the Rehabilitation Act and the VR process. Although dispute resolution centers and mediators have an understanding of conflict resolution, they may not be

knowledgeable about the Rehab Act or the VR process. For this reason, the customer may want to give preference to requesting assistance from CAP rather than, or in addition to, mediation.

Note: A customer's planned VR services continue while the issue is under review.

VR Supervisor/Area Manager/ Field Services Administrator Review

A customer or counselor may request a VR supervisor, Area Manager or Field Services Administrator review a VR counselor's decision. The VR supervisor, Area Manager or Field Services Administrator may review the case file, talk to the VR supervisor, VR counselor, customer, or others involved in the case to gather information, if necessary.

The supervisor/Area Manager/Field Services Administrator discusses his or her findings and reviews relevant WACs with the VR counselor and customer. The supervisor/ Area Manager or Field Services Administrator gives both the VR counselor and customer an opportunity to discuss the issues and present relevant information.

If the issue is not resolved, the supervisor/Area Manager or Field Services Administrator ensures that the customer's appeal rights have been fully explained.

Client Assistance Program (CAP)

If a customer needs assistance to contact CAP, the VR counselor or other DVR staff person provides assistance to make initial contact with a CAP representative.

Contact Information for the Client Assistance Program

Jerry Johnsen, Director

Bob Huven, CAP Representative

Client Assistance Program

2531 Rainier Avenue South

Seattle, WA 98144

(206) 721-5999; (800) 544-2121 (in WA)

(888) 721-6072 (TTY)

E-mail for Jerry Johnsen: caprogram@qwest.net

E-mail for Bob Huven: caprogramtwo@qwest.net

Web: www.washingtoncap.org

Fair Hearing

(Revised 11-21-11)

A customer may skip the informal options and request a fair hearing at any time a VR counselor makes a decision and the customer disagrees with the decision. A customer needs to ask for a fair hearing in writing within 45 calendar days of the decision. The fair hearing is conducted as outlined under WAC 388-02.

If a customer needs help to put the request for a fair hearing in writing, the VR supervisor ensures a VR staff person is available to assist the customer to complete the written request. The request must include:

- Customer's name, address and telephone number;
- Written statement describing the decision and the reasons the customer disagrees with the decision; and
- Any other information that supports the customer's position.

If a customer requests a fair hearing DVR staff:

- Provides the customer with the Request for Fair Hearing form (see link below)
- Assists the customer in completing the form, if needed
- Documents in a STARS case narrative that the customer was provided the Request for Fair Hearing form and whether the customer was provided assistance completing the form.

If the form is completed by DVR staff, send a copy of the form to the DVR Fair Hearing Representative/Coordinator, Mail Stop 45340 or Fax (360) 407-3946.

See Also:

DVR Request for Fair Hearing form (DSHS 05-247).

The request is mailed to the Office of Administrative Hearings, PO Box 42489, Olympia, Washington 98504-2489.

Fair Hearing Coordinator Role

Once the State Office DVR fair hearing coordinator receives notification from the Office of Administrative Hearings or a VR supervisor that a customer has requested a formal hearing, the fair hearing coordinator is responsible to:

- Contact the customer to clarify the issue, if necessary.
- Explain WACs that apply to the decision, and offer to provide copies.
- Resolve the issue, if an agreement can be reached that is within the WAC.
- Offer the customer the option to participate in a pre-hearing meeting.

A Fair Hearing Coordinator assists the customer, VR counselor, VR supervisor and/or other parties to resolve the disagreement that is consistent with the federal and state laws. If an agreement is reached the Fair Hearing Coordinator asks the customer to contact the Office of Administrative Hearings (OAH) to withdraw the request for the fair hearing. The Fair Hearing Coordinator documents the agreement and notifies OAH that the matter has been resolved.

Pre-Hearing Meeting

A pre-hearing meeting is offered to all customers requesting a fair hearing. Ideally, this occurs as early in the process as possible. The pre-hearing meeting is voluntary for customers. The purpose of the pre-hearing meeting is to:

- Inform the customer about informal options available to resolve the issue;
- Educate the customer about fair hearing procedures;
- Clarify the issue(s), if necessary;
- Review the WACs that apply to the decision; and
- Exchange documents to be presented at the fair hearing; and
- Resolve the issue, if possible.

The pre-hearing meeting may be conducted by telephone, by mail or in person as agreed upon between the fair hearing coordinator or designee and the customer. The pre-hearing meeting is not limited to one contact. Additional contacts may be made to address the elements of the pre-hearing meeting, if needed. If the pre-hearing meeting does not result in a resolution, the fair hearing coordinator or designee,represents DVR at the fair hearing.

Mediation

(Revised 11-21-11)

In mediation, a trained mediator conducts a meeting with the customer and a representative from DVR (usually the VR counselor) to settle a disagreement. Mediation may be requested anytime a customer disagrees with a decision but DVR is not

required to enter into mediation. Mediation is voluntary for both parties. Please see WAC 388-891-0225(1)(c)

Customers may request both mediation and a fair hearing at the same time. However, requesting mediation at the same time does not change the time lines for the fair hearing. A fair hearing must be held within 60 days from the date the customer submits a request for a fair hearing. Please see WAC 388-891-0260. If an agreement is reached during mediation, the fair hearing is cancelled. Please see WAC 388-891-0230.

Discussions during mediation are confidential and may not be used later in a fair hearing or civil proceeding. Before beginning a mediation session, all parties must sign a confidentiality statement. Please see WAC 388-891-0240.

When a customer requests mediation, consultation with the VR supervisor is recommended.

When a customer requests mediation, consult with your supervisor about procedures for requesting mediation services.

Mediation services are available through dispute resolution centers (link below). The names of certified mediators can also be found on the Washington Mediation Association web site (link below). If mediation is used from an outside area, DVR is required to pay travel expenses. The service provider must be set up as a vendor so DVR can issue payment.

Washington State Dispute Resolution Centers (Listed by County)

Dispute Resolution Centers (Alphabetical Listing):

http://www.resolutionwa.org/drc_listings.htm

Washington Mediation Association:

http://washingtonmediation.org/find-mediator/

Upon completion of mediation, if an agreement is reached, the mediation service provider develops a written statement of the agreement. The written statement is filed in the customer's case service record. The mediation agreement is not legally binding. Please see WAC 388-891-0225(4). If the customer changes his or her mind and/or decides to request a fair hearing, the mediation agreement may not be introduced or presented at the fair hearing.

Upon completion of mediation, the service provider submits an invoice to the DVR office that requested the service. The office reviews the billing invoice for accuracy and forwards the original invoice along with a signed A-19 to the DVR State Office fiscal unit for payment.

WAC- Appeal Options

WAC - Fair Hearings

WAC- Mediation

Application

Application Index Page

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Application Procedures

(Revised 5/19/08)

Information Provided to Individuals Seeking Application for Services

Provide enough information for an individual to understand the services DVR offers and to decide whether to apply. Explain the following program areas and assist the individual, if needed, to complete the Application and/or Vocational Information (VI) form.

1. General Orientation to DVR Programs and Services

- The DVR process and the services available, including the right to make informed choices throughout the process.
- Eligibility requirements and process for determining eligibility.
- Procedures and time frames for determining eligibility.
- Information appearing in the DSHS Client Registry.
- Appeal rights and the Client Assistance Program (CAP)
- Voter's Registration.
- Documentation requirements for individuals who are not U.S. citizens, if appropriate.
- Notification that DVR may obtain personal information from state and federal agencies to verify a customer's benefits, earnings and income from employment or self-employment.
- Privacy Notice.

2. Information and Referral

Information and Referral at Application

Individuals may choose to receive information and referral services whether or not they decide to continue with the application and eligibility process. A DVR staff member should not discourage an individual who wants to apply for services from doing so, and in no case may a DVR staff member refuse to accept an application.

See Also:

Access to DVR Programs and Services

Interpreter and Translation Services

Applicants who are Social Security Recipients

1. **Intent to Achieve Employment**

   Individuals who apply for DVR services must intend to work as a result of receiving services. During the intake/application process, DVR counseling staff need to explain to individuals who receive SSI/SSDI the purpose and outcome of DVR services and confirm their intent to achieve employment. Completion of the application process is sufficient evidence of an individual's intent to achieve an employment outcome, and no additional demonstration on the part of the individual is required.

2. **Verification of SSI/SSDI - Presumed Eligible designation**

   When a new application is entered, STARS runs an automated process to check for a match with SSI/SSDI. If benefits are confirmed, STARS automatically enters the date of verification on the eligibility screen. The VR Counselor may also enter this date manually on the eligibility screen any time after the application is entered.

   Once the date is entered either automatically or manually, the case will appear on the caseload browse screen in application status with a designation of "PE" (presumed eligible). The case designation will not reflect "eligible" status until the VR Counselor completes the eligibility screens.

3. **Documentation of Social Security Benefits**

   Documents that can be used for verification include, but are not limited to, an award letter issued by the Social Security Administration, a payment document or service voucher that states the type of benefits, a Benefits Planning Query or a STARS verification. The documentation must establish the individual's own

eligibility for social security benefits based on a disability. An individual who receives benefits because of the disability of a family member is not presumed eligible for DVR services. If a VR counselor is uncertain whether a document establishes the individual's status as a social security recipient, consult with a VR supervisor for guidance.

If an applicant is unable to provide appropriate evidence, such as an award letter, to verify receipt of SSI/SSDI, the VR Counselor must verify receipt within the 60 day eligibility period.

Completion of the Vocational Information (VI) Form:

(Revised 4-25-14)

1. A potential applicant may complete the Vocational Information (VI) form before, after, or at the same time he or she completes the Application form. The VR staff person needs to ensure the individual understands that the VI form is a tool to gather information and is not the application.

   If the individual cannot provide the VI form at the time the application is completed, the VR counselor may collect minimum information required to process an application.

2. The VI form provides a lot of useful information about the customer such as their contact information, medical and psychological conditions, work history, race and ethnicity data and what they want from DVR and their immediate job interests. A thorough intake and a completed VI form are some of the best ways that we have to learn about a customer and why s/he is applying for DVR services. Good counseling and guidance is used to conduct the intake and complete the form.

3. Counseling staff enters information from the form into the VI Screen in STARS. This is the way that DVR has to tracks data that is reported to the Rehabilitation Services Administration (RSA).

4. All agencies that receive federal funds must report race/ethnicity data either by a customer's self-report or staff observations. This requirement is based on the federal Office of Management and Budget (OMB) Statistical Policy Directive Number 15, Race and Ethnicity Standards for Federal Statistics and Administrative Reporting. If a customer chooses not to make a selection, it is mandatory that DVR staff make a selection based on their observations and best professional judgment. If observations are not sufficient, look through the case service record to see if there is a reference to the customer's race/ethnicity in medical records, the Client Registry, or in Barcode. If there is, this will help DVR staff to make a selection. Note on the VI form and in a case note in STARS that DVR staff made a selection. There is no consequence to a customer for not self-identifying race/ethnicity. If a customer chooses not to report race/ethnicity,

continue with the application procedures. If a customer disagrees with a selection don't argue with the customer. Go ahead and change it to the race/ethnicity that the customer prefers. If a customer doesn't self-identify their race/ethnicity and DVR staff chooses not to make a selection based on their observations, the VR Supervisor determines an appropriate course of action.

Sixty-Day Eligibility Period

The VR Counselor explains the 60-day eligibility period and what information is needed to make an eligibility decision.

DSHS Client Registry

At the time of application, the VR staff person needs to inform the applicant about the DSHS Client Registry. The Client Registry is an electronic directory for authorized DSHS staff to look up information about individuals receiving services from DSHS.

The information contained in the Client Registry includes the program name, customer name, birth date, sex, social security number, and ethnicity. If the customer agrees to have their DVR information disclosed to the DSHS Client Registry system, the customer indicates his or her agreement by checking the Client Registry authorization section of the application.

The VR staff person must indicate the customer's wishes regarding Client Registry in STARS by selecting Yes or No on the appropriate screen. If the customer changes his or her decision to appear in the Client Registry, the VR staff person must make the necessary change in STARS.

Social Security Number

If an applicant does not wish to provide a Social Security number, contact the DVR Helpdesk to request an alternate case number be assigned.

Social Security Card

Applicants who do not want to provide a copy of their Social Security card can provide DVR with other documentation that shows their legal work status. See list of documents that can be used to establish identity and employment authorization (work status) in Conditions for Receiving VR Services under USCIS (formerly called INS) Laws.

If an individual has never been issued a Social Security Number and card, the VR counselor provides counseling and guidance to apply for one. Link to the Social Security Administration Website- Number and Card

Most employers require a Social Security card as a condition for employment. Employers are required to obtain documents and complete an Employment Eligibility Verification form (Form I-9) for all employees (including U.S. citizens).

Enter required data from the Application and VI forms in STARS within 30 days. Remember, however, the 60-day eligibility period begins on the date the application form is signed by the customer, not the date the information is entered in STARS.

Referrals For Application

Self Referral for Application

DVR is responsible for the prompt and equitable completion of the application requirements listed in WAC 388-891-980. Individuals may seek information about VR services and apply for services in several ways including self-referral by:

- An unscheduled visit to a DVR Office;
- A telephone call; or
- Submitting a written request to DVR with the following information

    1. Name, address and county
    2. The nature of the disability
    3. Birth date and gender
    4. Date of application; and
    5. Social Security number (optional) See I**nformation Provided at Application, Social Security Number**

Self-Referral by Unscheduled Visit to DVR Office

An individual who drops by a DVR Office to apply for VR services should be provided an opportunity to receive orientation information and to complete an application at the time of the visit.

Self-Referral by Telephone Call

If an individual requests an application appointment by telephone and it is not feasible or practical to complete the application appointment the same day, the individual is offered an application appointment to be conducted within five working days.

Self-Referral and Application by Written Request

If an individual applies for VR services by submitting a written request including the information required by WAC 388-891-980 (3), the date of application is the date the written request is received by DVR.

Written or Verbal Referral by Others

If the individual is referred from another source by telephone, in writing, or in person, and it is not feasible or practical to complete the application appointment the same day, the individual is offered an application appointment to be conducted within five working days.

Voter Registration

(Revised 2-18-11)

This guidance is consistent with the:

National Voter Registration Act of 1993

Executive Order 07-04 Voter Registration Assistance

RCW 29A.08- Voters and Registration

DSHS Directive NO. 10-01- Voter Registration Assistance for Department Clients

Office of the Secretary of State- Elections and Voting- Voters with Disabilities webpage

DSHS/DVR – Voter Registration Agency

DSHS/DVR is a designated voter registration assistance agency in Washington State. DVR staff are required to provide an opportunity to register to vote and assistance with voter registration to both the general public and to DVR customers.

DVR staff must not:

- Attempt to influence an individual's political preference or party affiliation;
- Display any political or party preference; or
- Attempt to discourage anyone from registering to vote.

Voter Registration – Minimum Requirements

Registering to vote is not a requirement in order to receive DVR services.

To register to vote in the state of Washington, an individual must be:

- A citizen of the United States;
- A legal resident of Washington State; and
- At least 18 years old by Election Day

Eligible to Vote

If a client accepts our offer to assist them to register to vote, it is the responsibility of the Secretary of State's Office to determine whether the client is eligible to vote. The Secretary of State's Office screens a list of registered voters 3 times a year to identify individuals who are ineligible to vote.

1. An individual convicted of a felony loses the right to vote until the right is restored. An individual's right to vote is restored as long as the individual is:

    - Not in prison; and
    - No longer under the community custody authority of the Department of Corrections (DOC).

2. An individual judicially declared mentally incompetent loses the right to vote until the right is restored.

For more information refer to Voting Rights Restoration.

DVR Customer Voter Registration

Opportunity to Register – Customer Choice

DVR is required to offer DVR customers the opportunity to register to vote. There is no requirement for a customer to register in order to apply for or receive DVR services. The DVR customer makes a choice whether or not to register to vote. If requested, DVR staff provide privacy to the customer to decide about registering and completing the form. If the customer wants help to complete the form, DVR staff assist with form completion.

Points in the VR Process When Voter Registration is Offered

DVR customers who are or will be at least 18 years old by Election Day are offered the opportunity to register to vote at the following points in the rehabilitation process:

- Application;
- Eligibility;
- Annual Review; and
- Address or name change.

Voter Registration When DVR Customer Applies for VR Services

When a DVR customer applies for vocational rehabilitation services, DVR staff provide information about voter registration and determine the appropriate course of action. There are two forms relevant to voter registration.

1. Voter Registration Service Form, DSHS 02-541(X) (VRS Form)
   This form ensures that DVR is providing Voter Registration Service to DVR

customers and the general public and is an important record in the event of an audit.

2. Agency Voter Registration Form (AVR Form)
   This form registers an individual to vote and is available on the Secretary of State's website. Forms are available in English, Spanish, Chinese, Russian, Vietnamese, Laotian, Cambodian, and Korean.

The following table shows a series of questions to ask, the appropriate DVR action and the forms to complete and distribute.

Questions and Actions at Application for VR Services

Question	Customer's Response	DVR Action	Form Distribution
1. Are you registered to vote where you live now?	Yes No; I don't know; No response	None Question 2	None
2. If you are not registered to vote where you live now, would you like to register to vote here today?	No; I don't know; No response Yes	DVR completes DSHS Voter Registration Service (VRS) Form & Provide customer with AVR Form to take home Question 3	Bundle DSHS Voter Registration Service (DSHS VRS) Form to send to SO at end of month
3. Do you require **address confidentiality** due to domestic violence or sexual assault?	Yes; I don't know No	Refer to Secretary of State's Office Address Confidentially Program (ACP) Question 4	None
4. Would you like assistance with voter registration?	No, but would like to register	Provide customer with DSHS VRS Form & Agency Voter Registration (AVR) Form	Bundle DSHS VRS Form to send to SO at end of month Either customer or DVR mails AVR Form to Secty

			of State Office
	Yes	Assist with both forms by phone or in person	DVR mails the AVR Form to Secty of State Office; Bundle DSHS VRS Form to send to SO at end of month
	I don't know; No response	DVR completes DSHS VRS Form & provides customer with AVR Form to take home	Bundle DSHS VRS Form to send to SO at end of month
5. If you are already registered to vote, would you like assistance with address or name change for voter registration?	No, but would like to change address or name	**At application only**, provide customer with DSHS VRS Form & Provide customer with AVR Form	Bundle DSHS VRS Form to send to SO at end of month Either customer or DVR mails AVR Form to Secty of State Office
	Yes	**At application only**, assist with both forms by phone or in person	Bundle DSHS VRS Form to send to SO at end of month. DVR mails the AVR Form to Secty of State Office
	I don't know; No response	**At application only**, DVR completes DSHS VRS Form Provide customer with AVR Form to take home	Bundle DSHS VRS Form to send to SO at end of month

Instructions – Forms Completion & Distribution

Agency Voter Registration Form (AVR Form)

Forms and complete instructions are available on the Office of the Secretary of State Voter Registration web page.

1. In the rectangular shaped box under the return address on the Voter Registration form, **enter the name of the agency (DSHS)** instead of the DVR office.
2. Tell the person they can either mail the form on their own, or have us mail the form for them;
3. Give the person the form or mail the completed form to the Secretary of State based on the person's choice.
4. Completed Agency Voter Registration Forms are sent **within three business days** (by mail or campus mail) to:

Elections and Voting Secretary of State's Office P.O. Box 40229 Olympia, WA 98504-0229	**OR**	Campus Mail: Office of the Secretary of State Voter Registration Mail Stop: 40229 Olympia

Voter Registration Service Form, DSHS 02-541(X) (VRS Form):

Fill out the Voter Registration Service form as follows:

1. Fill out the person's last name, first name and middle initial and enter the current date:
2. Ask them to check a box for each question on the form to show their choice;
3. Keep all VRS forms in the local office in a central location. Do not file this form in the case service record or document the person's choice in STARS. You may document that you offered voter registration services in the case service record.
4. On the last business day of each month, DVR staff will bundle and forward the month's collection of DSHS Voter Registration Service Forms to the DVR Executive Assistant at the State Office.
5. The State Office will complete the required reporting activities with the information provided on the service forms.

State Office Contact for Voter Registration at Points in the VR Process

After a customer has applied for VR services, State Office sends an automatic form letter and voter registration form to the customer when DVR staff initiate the following actions in STARS:

- Eligibility
- Annual Review;
- Address change; and/or
- Name change.

NOTE: After a customer **applies** for VR services, DVR Field Staff do not need to complete a Voter Registration Service Form at eligibility, annual review or when there is an address or name change.

Address Confidentiality Program for Victims of Domestic Violence or Sexual Assault

Voter Registration information including the name and address of voters is normally considered public information. If someone has been a victim of domestic violence or sexual assault and requests confidentiality, refer them to the Secretary of State to register under a special program called the Address Confidentiality Program (ACP).

This allows someone in the ACP to register to vote without having this record available to the public.

Helping the General Public with Voter Registration

If the individual requires address confidentiality due to domestic violence or sexual assault, refer her or him to the Secretary of State's Office Address Confidentiality Program (ACP).

If the individual does not require address confidentiality, use the Table, Questions and Actions at Application for VR Services as a guide to determine what action to take, the forms to complete and the distribution of forms.

1. Give the individual privacy when they ask for it to decide if they want to register to vote and to help them complete the form, as needed.
2. Complete the DSHS Voter Registration Service Form DSHS 02-541x and include it in the bundle to be sent to the State Office at the end of each month.
3. Assist or have the individual fill out the Agency Voter Registration Form.
4. Inform the individual that the completed form has to be sent to the Secretary of State's Office **within 3 business days** of the date of signature and provide the address. If the individual requests that DVR mail the form, send the completed form **within 3 business days** to the address for the Secretary of State's Office listed above.

See Also:

Office of the Secretary of State Voter Registration web page

WAC- Applying for VR Services

Application Documentation

Application Documentation

WAC- Applying for VR Services

See Also:

Identity and Citizenship

Application Documentation

The following are minimum requirements for documentation in the case service narrative of the customer's case service record at application:

- Initial interview - A summary (brief paragraph or two) to include an objective description of the customer and what he or she is requesting from DVR. The interviewer's observations and discussion, and a plan of action/to-do list.
- Information & Referral - If provided, a description of the information and referral sources offered to the customer.

Manual Revision Date: July 31, 2014

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Identity and Citizenship

Identity and Citizenship

Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, USCIS Laws (Formerly called INS)

WAC- Identity and Citizenship

Identity and Citizenship

Identity

Obtain documentation of an applicant's identity. See List A (below) that establishes both identity and employment authorization under US Citizenship and Immigration Services (formerly INS) laws or List B to establish identity and List C to establish employment authorization.

Citizenship and Work Status

An individual who is not a U.S. citizen has the right to apply for VR services.

Upon receiving an application from an individual who reports he/she is not a U.S. citizen:

- DVR requests the documentation necessary to establish the individual's legal work status. Documentation that meets this requirement is outlined in **List A and List C** (below).
- DVR initiates requests and pays for records needed to establish eligibility.

DVR only provides additional services, including assessment services, after receiving the required documentation of legal work status. Any assessment services (except records) required to determine the individual's eligibility for VR services must be delayed until the applicant has provided documentation of his or her legal INS work status. The eligibility determination period may be extended beyond 60-days if necessary, for the individual to provide this documentation. An extension beyond 60 days for the purpose of determining legal work status requires approval by the VR supervisor.

Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, USCIS Laws (Formerly called INS)

DVR only provides services, including assessment services for the purpose of determining eligibility, to an applicant who has one or more of the following:

- United States Citizenship.
- Permanent residency status in the United States.
- A valid work permit.

Verification of USCIS Status Prior to Eligibility

If the VR counselor needs to purchase assessment services to determine eligibility for an applicant who is not a U.S. citizen, the VR counselor must verify the applicant's USCIS identity and employment status prior to providing the services.

U.S. Citizenship and Immigration Service, USCIS (formerly called the Immigration and Naturalization (INS) Identity/Work Status Verification Procedures

An applicant who is not a U. S. citizen must provide the required INS documentation to be considered for any services. If the applicant presents an employment authorization issued by the INS, the VR counselor ensures the expiration date is far enough in the future to enable the individual to achieve an employment outcome.

The VR counselor is responsible for establishing and documenting identity and employability consistent with INS laws. To document this, obtain one document from List A below, or a combination of one item from List B and one item from List C. The copies of the document(s) are filed in the case service record.

List A

Any one of the following documents establish both identity and employment authorization under INS laws.

- U.S. Passport (unexpired or expired).
- Unexpired Foreign Passport with I-551 stamp.
- Alien Registration Receipt Card or Permanent Resident Card (INS Form I-551).
- Unexpired Temporary Resident Card (INS Form I-688).
- Unexpired Employment Authorization Card (INS Form I-688A).
- Unexpired Employment Authorization Document issued by the INS which contains a photograph (INS Form 766 or I-688B).
- For aliens authorized by the INS to work only for a specific employer: Unexpired Foreign Passport with Form I-94 containing an endorsement of the alien's nonimmigrant status.

List B

Any one of the following original documents is acceptable to establish identity only. (Must be provided with any one of documents in Section C below.)

- Driver's license or ID card issued by a state or outlying possession of the United States, provided it contains a photograph or information such as name, date of birth, sex, height, eye color, and address.
- ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, sex, height, eye color, and address.
- School ID card with photograph.
- Voter's registration card.
- U.S. military card or draft record.
- Military dependent's ID card.
- U.S. Coast Guard Merchant Mariner card.
- Native American Tribal document.
- Driver's license issued by a Canadian government authority.
- For persons under age 18, school record or report card, clinic, doctor or hospital record, day-care or nursery school record.

List C

Any one of the following original documents is acceptable to establish employment authorization only. (Must be provided with any one of the documents in Section B above.)

- U.S. Social Security card issued by the Social Security Administration (except when the card specifies on the face that the issuance of the card does not authorize employment in the United States).
- Certificate of Birth Abroad issued by the Department of State (Form FS-545).
- Original or certified copy of birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal.
- Native American tribal document.
- U.S. Citizen ID card (INS Form 1-197).
- ID Card for use of Resident Citizen in the United States (INS Form 1-179).
- Unexpired employment authorization document issued by the INS (other than those listed under List A).

See Also:

U.S. Citizenship and Immigration Services web site (formerly called the Immigration and Naturalization Service, INS)

WAC- Identity and Citizenship

Manual Revision Date: July 31, 2014

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Assessments

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Assessment of VR Needs

Examples of Assessment Services

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Training as an Assessment

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See Also:

Assessment after IPE is Underway

Clear and Convincing Evidence

CRP- Vocational Evaluation Services

CRP- Trial Work Experience / Community Based Assessment

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Examples of Assessment Services

Listed below are a variety of assessment methods or assessment questions for use in collecting more information from a customer to determine eligibility or the customer's VR service needs. A customer's self-reported information is also considered in each of the types of examples listed below.

1. Examples of Disability-Related Assessments

- Performance Based Physical Capacities Evaluation
- Psychological/Medical Evaluations

- Psychiatric

- Physiatrist

- Alcohol and Drug

2. Examples of Methods to Assess Strengths

- Transferable skills analysis
- Past work history and performance evaluations
- Job references
- Community based assessment
- On-the-job evaluation
- Past achievements
- Military service
- Success in training

3. Examples of Considerations in Assessing Resources

- Financial resources.
- Family support.
- Medical insurance.
- Support groups.

4. Examples of Considerations in Assessing Priorities

- Personal work preferences.
- Work style.
- Opportunities for advancement.
- Health and other insurance benefits needs.

5. Examples of Methods to Assess Abilities

- Examine what a customer can do well or what they've been successful at in the past.
  - GATB.
  - SATs.
  - Review school/college transcripts.
- Use commercial assessment systems through a Community Rehabilitation Program (CRP).
  - Work/school history.

6. Examples of Methods to Assess Capabilities

- How do you handle stress/work pressure?
- Do you have the ability to qualify for and obtain commercial driver license?
- Do you have the ability to meet various entry level and/or professional license standards?

7. Examples of Methods to Assess Interests

- Interest inventories.
- Interview/discussion.
- Job shadowing.
- Informational interviewing.
- Community based assessment.
- Assessment in a sheltered workshop.

8. Examples of Methods to Assess Needs

- Minimum acceptable salary.
- Need for ongoing support to maintain job performance.
- Assistive technology assessment.
- Conduct an independent living evaluation to look broadly at all of the customer's concerns that may impact their employment decisions.

9. Examples of Methods to Assess Other Customer Concerns

- Can be provided by customer self-report:

- "I do not want to make my disability get worse."

- "I want to keep my Medicare benefits."

- "I don't want others to think I'm lazy, even though I can't do certain things."

Community Based Assessment

(New 6-30-12)

The purpose of the Community Based Assessment (CBA) is to:

- Identify barriers to employment
- Obtain information needed for the DVR Customer to select a suitable vocational goal; or
- Determine the nature and scope of Vocational Rehabilitation (VR) services an individual needs to achieve an employment outcome.

Community Based Assessment (CBA) can be provided at any point in the vocational rehabilitation process.

Generally a CBA is conducted after the individual is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

- The individual is employed and seeking services to advance in employment; or
- The individual is seeking services to maintain employment.

Individuals receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and shall not participate in a CBA before their eligibility is determined. However, if the individual cannot be presumed to benefit from services due to the significance of their disability, a TWE shall be conducted.

A trial work experience is done prior to the determination of eligibility or at any later point in the VR process before determining that the individual is not eligible or no longer eligible for VR services due to the significance of the individual's disabilities.

See Also:

CRP Trial Work Experience Services

Trial Work- Extended Evaluation

Supervising the Customer in a Community Based Assessment

If a community based assessment is conducted by a CRP, the CRP needs to supervise the assessment throughout its duration. The CRP does not need to be on-site at all times, but must ensure everything is working well before leaving. The CRP must be available to return to the work site if needed.

The employer is not to provide day-to-day supervision, but may provide general work instructions to assess the customer's ability to work with others, follow directions, etc.

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the individual's work. This could be done in a DVR office, WorkSource center, partner agency or other setting.

DVR Staff Supervising a CBA

(New 10/12/08)

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the individual's work. This could be done in a DVR office, WorkSource center, partner agency or other setting.

If DVR staff conducts the CBA, the staff member must:

- Understand the requirements and essential functions of the job and work environment in which the assessment is being conducted. (This may require the staff member to do a work site evaluation or job analysis).
- Supervise the assessment throughout its duration. The staff member does not need to be on-site at all times, but must ensure everything is working well before leaving. The staff member must be available to return to the work site if needed. Some worksites operate 24 hours a day, 7 days a week.
- Address the needs of customers who require extensive supervision.
- Have on-the-job assessment tools to measure the customer's skills, work habits and behaviors.
- Have on-the-job assessment and behavior remediation skills.
- Understand the business culture.
- Have business relationship skills.
- Be able to deal with confidentiality issues at the worksite.

By law, the arrangement cannot continue once assessment activities are complete. If the employer wishes to retain the individual at the work site to perform work, an employer-employee relationship must be established.

Paid Community Based Assessment

If the CBA pays wages to the customer, benefits planning is recommended as the earned income could impact the individual's Social Security benefits.

Paid On-the-Job Evaluation

Purpose

A paid on-the-job evaluation (OJE) may be a useful tool for the customer and VR counselor to utilize as part of the vocational assessment process. It may be used alone or in combination with more formal assessment tools, such as interest or aptitude tests.

A paid OJE provides a customer an opportunity to collect information needed to establish an employment goal. The paid OJE may also be used to assess a customer's need for accommodations, basic readiness for work or other issues, such as

attendance,punctuality, personal hygiene, learning style, interaction with other employees, physical tolerances,ability to perform essential job functions, work independently, accept supervision, etc. A paid OJE may also be used when conducting a trial work experience to determine an individual's eligibility.

The paid OJE is always an actual job. The customer becomes a "r;temporary employee" of the host employer and is paid by the employer during the OJE period. A fee is paid to the employer as compensation for expenses incurred hosting the paid OJE.

Because the paid OJE involves wages being paid to a customer, some individuals may not be able to take advantage of this evaluation method, because the earned income will jeopardize benefits they are receiving from other programs. Be sure to consider whether your customer will be negatively affected by a temporary wage.

General Guidelines

A VR counselor may arrange a paid OJE with any employer. Approach the employer and ask whether the employer would evaluate a DVR customer for a specified number of hours on the job. The employer needs to agree to pay the customer as a temporary employee during the evaluation period.

The employer pays the customer the usual wage paid to other employees for the work the customer is performing and not less than minimum wage. DVR reimburses the employer for wages paid to the customer, payroll costs such as FICA, L&I industrial insurance, etc. and a negotiated fee to perform the evaluation. The employer covers the customer under workers' compensation.

There is no time limit. The evaluation period is determined on a case-by-case basis depending on the areas to be evaluated regarding the customer's employment readiness.

Developing and Managing an OJE

A VR counselor usually has responsibility, along with the customer, to develop the OJE. A VR supervisor may be consulted for advice and support.

The VR counselor, customer, and host employer jointly develop a written OJE agreement to identify:

- Specific questions to be answered through the paid OJE.
- Overall length of the paid OJE and number of paid hours involved in the customer's OJE activity.
- Agreement by the host business to legally register the customer as a paid, temporary employee.
- Hourly wages to be paid to the customer (not less than minimum wage).

- Individual responsibilities of the customer, DVR counselor, and employer.
- Copies of the evaluation plan are given to the VR counselor, customer, and employer.

Costs of Paid OJE

The customer's OJE occurs as a temporary employment relationship with the host employer. As a temporary employee, the customer must be paid wages for his or her work. The host employer is also responsible for paying federal and state payroll taxes on these wages and the customer's state industrial insurance premiums.

The host employer may also incur additional personnel costs to provide for supervision of the customer, observing the customer's performance on the job, completing the OJE report, and staffing the OJE with the VR counselor and customer. An employer may be compensated for these costs, to be negotiated on a case-by-case basis by the VR counselor with the host employer as a flat fee for assessment services.

To establish a fair and reasonable flat fee for the assessment, begin with the customer's total payroll expenses to the host employer, including the customer's hourly wages and payroll taxes for the total number of hours the customer will be paid. Add to this an amount,as agreed to by the host employer, necessary to reasonably cover the additional expenses involved in providing the customer with basic supervision, observing the customer's performance, and completing an OJE report. The fee is authorized using the service category, "Assessment (Non-CRP)".

Reporting and Payment

At the conclusion of the OJE, the host business completes an OJE Report answering the questions in the original OJE plan. The VR counselor and customer discuss the contents of the report with the host employer.

A checklist of assessment items is provided to the host employer in advance to use during the paid OJE period and submit at the end of the evaluation.

Payment is made when the host employer has completed the paid OJE according to the OJE agreement,submitted the OJE report to the VR counselor, and the customer has been properly paid. Payment to the host employer is made within five working days of receipt of the paid OJE report.

Training as an Assessment

Training provided as an assessment service at an institution of higher education is typically limited to one term. Prior to the VR counselor authorizing costs for the customer to begin attending an institution of higher education for assessment purposes, the customer submits a copy of his or her completed **application** for financial aid. Application for financial aid includes, but is not limited to, the Pell grant.

A copy of the customer's financial aid award or denial notice must be in the customer's case service record by the end of the initial term to proceed with an IPE involving training services at an institution of higher education.

Results of Assessment

VR counselor considers the results of the one-term assessment before agreeing to provide training services as part of the IPE.

If a customer is sent to school for one quarter as an assessment, the VR counselor may be trying to answer some questions about the customer. If these questions have been answered, the VR counselor determines if additional training is required before agreeing to include training services in the IPE.

Additional Assessment

If additional assessment in the training setting is needed to develop an IPE, the VR counselor may authorize one additional quarter of training as an assessment. The VR counselor documents the reason(s) additional assessment is required in the STARS case narrative.

Extended training beyond what is necessary for assessment purposes may not be authorized under the assessment service category.

See Also:

WAC - Assessment Services

WAC - Extended Evaluation

WAC - On-The-Job Training

WAC- Trial Work Experience

Criminal History / Violent or Predatory Acts

Assessing Risk of Offending Behavior

Offender Risk Assessment Evaluations

WAC- Criminal History and Violent or Predatory Acts

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Assessing Risk of Offending Behavior

Identify Potential Risks

If a VR counselor receives information that indicates an individual has been charged with or convicted of a sexual offense or has a documented pattern of sexual offending or predatory behavior, the VR counselor takes steps to assess the risk prior to referring the individual to community-based services and/or developing an employment plan.

Requesting Records

Collect adequate documentation with the written consent of the individual. Records that may provide relevant information include:

- Court records;
- Criminal background check;
- Probation/parole records;
- Hospital records;
- Therapist records;
- Mental health or developmental disabilities records;
- School records; and
- Previous employment.

Obtaining Professional Assessments

If a VR counselor obtains information and/or records that reasonably lead the counselor to believe that an individual poses a risk to a service provider, employer, or the community due to violent or predatory behavior, an assessment by a qualified professional is required.

This type of assessment is in addition to the usual vocational assessments necessary to select an employment outcome and VR service needs. The information gained through

these assessments provides additional information necessary to more narrowly define the type of employment, employment setting, and conditions necessary for a successful job match. Ensure the assessment results address the level of risk involved in an employment situation, as well as any types of employment or employment settings that represent an increased risk for the individual.

If the individual is a minor or has a legal guardian, the parent or guardian must be notified and provide consent prior to initiating the services.

Sexually-Related or Predatory Offenses or Behavior

If the individual has a history of sex offenses, predatory, or deviant behavior, the assessment of risk must be conducted by a certified Sex Offender Treatment Provider (SOTP). If an assessment report completed within the past two years is available and there are no documented incidents or offenses since the report was completed, the VR counselor and the individual may use the results of the existing report to plan VR services. The VR counselor consults with his or her VR supervisor to decide whether an updated assessment is needed.

Offender Risk Assessment Evaluations

DVR contracts with certified or licensed professionals to assist in determining whether an individual requires VR services to address sexual offending or predatory behavior or a restricted work environment. These guidelines are intended to describe elements of written reports and recommendations that are useful to the VR counselor and DVR customer in identifying needed services and developing an employment plan.

Basic Information

- Name of treatment professional(s) conducting evaluation.
- Date of evaluation.
- Name of person requesting assessment.
- Concern that prompted the request.
- General description of the individual, including gender, age, and nature of disability.

Information Sources

- Interview(s) with individual, including dates, length and setting.
- Interviews with others, including dates, names and relationship to individual, length, and setting.
- Individual records/documents reviewed, including previous assessments, medical, school, policy and court records, and incident reports.

  - Source/author of records.

- Date of records.

- Type of records.

- Description of information sources not available or still needed for a comprehensive assessment.

Summary of Findings

- Medical, neurological, and developmental conditions.
- Historical, family, environmental and other conditions, including a chronology of significant events in the individual's life.
  - Psychiatric history and diagnosis, if applicable.
  - Offense history:

    - Criminal charges and other offenses or behaviors of concern, listed chronologically with dates.

    - Gender and age of victims.

    - Use of weapons.

    - Nature and extent of injuries to victims or property damage.

    - Victim empathy.

- Chronology of sexual development and all known sexually deviant and/or predatory behavior.

  - Self-reports of sexual interests, fantasies and any sexual abuse.

  - Assessment of the person's understanding of appropriate and legal sexual behavior.

  - Results of plethysmographand/or polygraph tests.

- Description of corroborated information which appears dependable and accurate.
- Description of discrepancies, and an assessment of the veracity of conflicting information.

Assessment of Possible Risk to Self, Others, or Property

- Potential target populations, triggers, and grooming patterns.
- Whether behavior is opportunistic or predatory, acts are planned or spontaneous, and if primary threat is to persons or property.

- Hypothesis about function or purpose of behavior(s) and whether there are multiple risk issues (e.g. sexual deviance, arson, assault).
- Mental health issues contributing to the performance of risk behaviors, including mental states that increase the likelihood of re-offending.
- Likelihood the person will engage in risk behaviors, with and without supervision.
- Supporting rationale for the assessment:

  - Identify risk assessment tools used and results (e.g. low, moderate, high).

  - If a prior risk/SOTP assessment is available, discuss any recommendations that may be in conflict with the recommendations you are making.

- Amenability to treatment.
- Amenability to supervision.

Recommendations

- Description of services currently in place which serve to reduce the potential risks
- Additional supports recommended that are likely to substantially reduce the potential risks. For each recommendation, be as detailed as possible.

  - Are restrictions on activities, social relationships, and/or possession of certain material items indicated (e.g. alcohol, children's clothing, TV/video)?

  - Is the involvement of a psychiatrist, SOTP or other therapist, mental health agency or neurologist indicated?

  - Is employment indicated?

  - Is a change in residential setting indicated?

  - Are limitations to work or work settings indicated?

  - Are additional supports to family or residential conditions indicated?

  - Are any victim considerations indicated?

- Goals for individual, group or family therapy, if recommended.

See Also:

Serving Individuals with Sexual Offending Behavior

WAC - Criminal History and Violent or Predatory Acts

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DVR Vendors

DVR staff may only purchase goods or services from vendors that are registered in STARS. A vendor is any business, store, for-profit or non-profit organization, contractor, individual or entity providing goods or services to DVR or a DVR customer in return for payment.

A business or entity interested in providing Community Rehabilitation Program (CRP) or Independent Living (IL) services must first be granted a DVR contract before being registered as a vendor for those services. Link to DVR Internet- Information for Contractors

To check and see if a vendor is registered in STARS use the vendor module to look up the vendor by name. If the vendor is registered, you may proceed with the purchase. If the vendor is not registered, follow the Vendor Registration procedures to complete the

registration before proceeding with the purchase or use another vendor that is already registered.

Vendor Registration

(Revised 3/12/10)

New vendor registration requests are processed through the State of Washington Department of Enterprise Services (DES).

Prospective new vendors must complete and submit the Statewide Payee Registration Form (below) by mail to the address on the registration form or fax it to (360) 664-3363:

Here is a link to the Instructions for the Statewide Payee Registration and the form:

Statewide Payee Registration Form (this form includes the Request for Taxpayer Identification Number and Certification, W-9

This form is available on the DES web site

Note: To avoid duplication prospective vendors should either send the original form by mail, or fax them (but not both).

1. Once DES receives the completed forms it takes about a week for OFM to set up a new vendor.
2. DVR staff will need to check the Vendor Module in STARS to see if the name of the new vendor has been added.
3. When the name appears in the Vendor Module, counseling staff e-mails or calls Jeanette Ogg (360) 725-3643 in the Business Services Unit at the DVR State Office with a request to make the vendor available for an Authorization for Purchase (AFP). It takes the Business Services Unit 1-2 days to process the request.

See Also:

New Vendor Registration Letter

Electronic Fund Transfers (EFT)

By Governor's directive, vendors are established and paid using a statewide vendor number (vendor numbers begin with SWV) so that they will receive an EFT payment rather than a warrant.

EXCEPTION: If the vendor is setup as a statewide vendor and the warrant is redirected to the local office, no EFT occurs and the warrant will be produced with the vendor as

the payee c/o DVR and sent to the local DVR office that issued the payment. Redirecting a warrant to the local office is the **only** way to override the EFT for statewide vendors.

To determine whether an EFT or warrant is issued after a STARS payment is made, review the warrant number. Warrant numbers are 6 digits long followed by a letter. EFTs are 6 digits followed by the symbols, ! or /.

Purchases Requiring Quotes and Approvals

(Revised 12-9-13)

Before authorizing the purchase of equipment, VR counseling staff check the DVR Inventory of Equipment in STARS to see if any recovered equipment is available to meet the needs of the customer. See **Loaning, Recovering and Reassigning Equipment.**

All purchases of the following items in excess of $1,000 require VR counseling staff to obtain quotes, and document vendor selection, unless the purchase is made in accordance with a state contract,or the (Medicaid) Fee Schedule.

Purchases using a state contract or the Medicaid fee schedule do not require vendor quotes or DSHS approvals. The purchase is documented in a STARS case narrative noting that a state contract or the Medicaid Fee Schedule was used.

1. Tools and equipment
2. Computer purchase for a customer (off-contract) with a cost of more than $5,000.
3. Wheelchairs and similar conveyances (i.e., wheelchair lifts, electric scooters etc.) Link to: (Medicaid) Durable Medical- Wheelchair and Accessories Billing Instructions and Fee Schedule
4. Vehicle purchases
5. Vehicle modifications
6. Self-employment start-up equipment/supplies
7. Structural housing modifications

Note: All vehicle purchases (regardless of cost) must be pre-approved by the VR Supervisor, Area Manager and Director, or designee. Vehicle purchases that cost $5,000 or more also must be approved by TRACKS Purchasing from DSHS/PSC.

See Vehicle Purchase/Loan and/or Vehicle Modifications

Tool Purchases

(12-9-13)

Tools may be purchased for a variety of purposes including, but not limited to, auto mechanics, heating and air conditioning, electrical, plumbing, welding, carpentry or other purposes.

DVR only purchases a tool or set of tools that cost less than $1,000 from Grainger or Craftsman from Sears or other vendors that sell Craftsman tools. Three telephone quotes are required for tool purchases that cost more than $1,000 but less than $5,000. Documentation of three written quotes is required for tool purchases that cost $5,000 or more. In most instances tools from Grainger or Craftsman tools from Sears or other vendor that sells Craftsman tools are the least cost.

Tool Purchases that Cost Less than $1,000

DVR only purchases a tool or set of tools that cost less than $1,000 from Grainger or Craftsman from Sears or other vendor that sells Craftsman tools. If a set of tools is needed the tools must be purchased as a set. The order must not be split-up to avoid getting bids. Itemization of the tools on the AFP and loan agreement form is required but no additional documentation for purchase is required for purchases under $1,000 that are purchased from Grainger or Craftsman from Sears or other vendor that sells Craftsman tools.

If a tool is not available from Grainger or Craftsman or won't meet a customer's needs it can only be purchased from another source under the following conditions:

- A case note in STARS that documents the VR counselor verified that a required tool or set of tools costs less from another vendor, or is not available from Grainger or Craftsman from Sears or other vendor that sells Craftsman tools.
- In communities that don't have a Grainger or Sears store or a vendor that sells Craftsman tools purchases can be made on-line. Purchasing on-line is convenient and even If there is an additional charge for shipping and handling, the total cost of on-line purchases often costs less than in-store purchases.
- A DVR client purchasing card may be used to make tool purchases. See also DVR Program Policy # 137 Purchasing Card.
- The case note must document that the tool or set of tools meets the customer's needs at the least cost possible.
- An exception to policy from the VR supervisor is required to purchase a tool or set of tools from another source if it costs significantly more than a similar tool from Grainger or Craftsman from Sears or other vendor that sells Craftsman tools.

  Reminder: As described in WAC 388-891-0370(2) DVR pays for services that meet a customer's needs at the least cost possible.

Tool Purchases that Cost More than $1,000 but Less than $5,000

Documentation of three telephone quotes is required for tool purchased that cost more than $1,000 but less than $5,000.

Tool Purchases that Cost $5,000 or More

Documentation of three written vendor quotes with specifications and justification for purchase is required for tool purchases that cost $5,000 or more. In most instances, tools or sets of tools from Grainger or Craftsman tools from Sears or other vendor that sells Craftsman tools are the least cost.

See Also:
Tools, Equipment, Supplies

The following dollar limits and documentation requirements apply to all goods/services listed above. Dollar limits are before trade-in allowance, sales tax, and freight allowance).

Dollar Limit	Documentation
$0 To $999.99	No documentation required
$1,000 To $4,999.99	3 telephone quotes
$5,000 +	3 written vendor quotes with specifications and justification for purchase

Equipment purchases in excess of $5,000

When purchasing goods in excess of $5,000, the VR counselor obtains approval of the Supervisor, Area Manager, or Field Services Administrator based on the purchasing authority levels. The approval, if required, is documented in STARS case narrative. If the item being purchased is rehabilitation technology, it is recommended that the VR Counselor consults with the Assistive Technology and Assessment Practitioner (ATAP).

VR counseling staff faxes three quotes and justification for purchase 1-6 (above) to Jeanette Ogg with the DVR State Office Fiscal Unit at (360)407-3945. Once approved, Jeanette e-mails an approval notice to the requester. Upon receipt of Fiscal Unit approval, an AFP is issued to the vendor.

Note: Purchases made in accordance with state contracts or the (Medicaid) Fee Schedule, do not need quotes or DSHS approvals.

Soliciting Quotes

By federal and state law, procurement transactions must be conducted in a manner providing full and open competition.

Telephone Quotes - Purchases that Cost $1,000 - $4,999.99

Three telephone quotes are required for purchases that cost more than $1,000 but less than $5,000. The VR counseling staff documents the three telephone quotes in the case narrative of the customer's case service record including:

- Names, mailing address or e-mail address, and telephone numbers of the firm's contacted or the web-sites used
  - Date of contact;
  - Information provided by the supplier about the goods or services requested
- The supplier's quote including the price quoted; prompt payment discount (if offered) and the supplier's response to the requirements
- A cost comparison including the cost of all repairs, if needed, to make the equipment usable and safe
- An explanation of the award decision and reasonableness of price

Written Quotes - $5,000 or More

Three written vendor quotes are required for purchases that cost $5,000 or more as follows:

- Use Request for Quote, DSHS 17-153, or a similar document to request quotes
- Request the same specifications of each vendor/supplier.

  For example, if a customer needs a tractor for self-employment, the VR Counselor requests quotes from each vendor based on the same specifications of the tractor to be purchased (round steering wheel, 60 horsepower, 4 wheel drive, 6 cylinder, etc.)

DVR Funds Cannot be Used for Certain Purchases

For a list of purchases DVR Cannot Pay for or grant an exception to policy to pay for see: Exceptions to Policy that Cannot Be Granted

Authorization for Purchase (AFP)

(6-30-12)

All purchases of goods and services on behalf of a DVR customer must be pre-approved using an AFP. An AFP is a legally binding document. When signed by a VR staff, an AFP is contract between DVR and a registered vendor or DVR customer. The

vendor must be registered in STARS before any authorization or verbal commitment is made.

Because the AFP is legally binding:

1. The AFP must include specific information in the AFP description that describes the goods/services authorized for purchase, as well as the dates of service, amounts authorized, and any other conditions related to the service(s) and/or payment. The AFP description should include the item being purchased and any other key identifying information, such as type/make/model, when appropriate. For example, Maxim Keyboard for PC, or Dragon NaturallySpeaking, Preferred Edition; or 2 pairs of pants, 3 shirts, 1 pair of shoes.
2. The Terms and Conditions must be provided to the vendor or customer along with the AFP.

If a verbal or written commitment is made to a vendor, an AFP is issued, signed by the authorized field staff and mailed or given to the vendor within 5 working days of making any verbal or written commitment to a vendor. Open AFPs are kept in an active AFP file usually managed by a support staff (local office practices may vary).

An AFP that replaces a previously issued AFP must include a statement "AFP Cancels and Supersedes AFP # 999999" or "This AFP replaces AFP # 999999." This allows for a complete audit trail. Replacement AFPs are needed when the AFP does not include correct information such as dates of service, amount to pay, or services to be provided.

AFP Dates

(Revised 6-30-10)

<u>Authorizing Services for 90 Days</u>

- Services may be authorized for 90 days (except for the CRP services below that may be authorized up to 180 days)
- The age-off date defaults to 150 days from the service start date
- The service start date and end date should match the start date and end date on the SDOP (Service Delivery Outcome Plan)
- **Counseling staff must change the age-off date so it is 60 days following the AFP service end date**. This allows 60 days to receive the invoice and issue payment

<u>Authorizing Services for 180 Days</u>

- CRP: Job Placement, Job Retention, CBA, and Intensive Training services may be authorized up to 180 days
- The age-off date defaults to 240 days from the service start date

- The service start date and end date should match the start date and end date on the SDOP (Service Delivery Outcome Plan)
- **Counseling staff must change the age-off date so it is 60 days following the AFP service end date**. This allows 60 days to receive the invoice and issue payment

Crossing State and Federal Fiscal Years

Services that cross the Federal Fiscal Year (starting October 1st) or the State Fiscal Year (starting July 1st) may be authorized up to 180 days

Cancelling AFPs

If services are not completed by the service end date, the AFP is cancelled and a new AFP is issued.

Age-off Dates

Counseling staff must change the age-off date on the AFP so it is 60 days following the service end date. If payment for services takes more than 60 days, the age-off date can be extended up to 150 days following the start date, and 240 days for CRP: Job Placement, Job Retention, CBA or Intensive Training Services.

	Description	**Rules**
Issue date	Date the "issue" button is pressed in STARS	N/A
Service start date	Date the service is authorized to begin	N/A
Service end date	Date the service authorization ends	Cannot be before the service start date. Services are authorized up to 90 days after the services start date (except for the CRP services (below) : CRP: Job Placement, Job Retention, Community Based Assessment and Intensive Training can be authorized up

		to 180 days after the service start date **Exception:** Area Managers and VR Supervisors can back date without restriction
Age-off date	Date STARS closes an AFP	Counseling staff must change the age-off date from the default date to 60 days following the service end date For CRP: Job Placement, Job Retention, CBA and Intensive Training the age-off date defaults to the 25th of the month 240 days after the service start date For the other services the age-off date defaults to the 25th of the moth 150 days after the service start date

Purchase Limits for DVR Staff

VR counseling staff have a unique authority delegated by the Department of General Administration (GA) and DSHS Purchased Services Contracts (PSC) to authorize and pay for customer services with federal and state funds after soliciting the maximum extent of competition practicable. There are specific dollar limits established for issuing and paying AFPs, as follows:

	Issue Limit	**Case Narrative Required**	**Payment Limit**
Rehab Tech	$ 8,500		$50,000
VR Counselor	$8,500		$ 8,500
VR Supervisor	$50,000	By VR Supervisor	$150,000
Area Manager	$75,000	By Area Manager	$0
Field Services Administrator, or designee	$150,000	By Field Services Administrator, or designee	$0

AFP Signatures

1. A VR Counselor, VR Supervisor or Area Manager is authorized to sign AFPs up to her/his purchasing authority. This signature authorizes a purchase.
2. A VR Counselor, VR Supervisor or Area Manager is authorized to sign the payment section on an AFP up to her/his purchasing authority. This signature authorizes a payment.
3. A Rehabilitation Technician (RT) is authorized to issue an AFP, but a VR Counselor, VR Supervisor or Area Manager must sign the authorization.
4. An RT is authorized to enter a payment in STARS after a VR Counselor, VR Supervisor or Area Manager signs the payment section of the AFP. An RT does not have authority to sign off on a new AFP or on an AFP payment.

Separation of Duties

To protect DVR's authority to directly purchase services and reduce the risk of fraud and abuse, procedures are required that prohibit a person from issuing an AFP in STARS and then entering a payment for the same AFP. These procedures are called "separation of duties." To ensure separation of duties is maintained when processing AFPs, the staff person who issues an AFP is not permitted and does not have the authority to make payments for the same AFP.

Separation of Duties Procedures

1. A VR counselor approves the purchase of the goods/services needed
2. Based on the AFP purchase limits (above), the appropriate VR staff draft and/or issue the AFP. The person who issues the AFP cannot pay invoices for the same AFP.
3. The VR Counselor, VR Supervisor, Area Manager or Field Services Administrator (or designee) authorizes purchases up to their purchasing limit by signing the approval section of the AFP.
4. A VR Counselor, VR Supervisor, Area Manager or Field Services Administrator (or designee) approves payment up to their purchasing limit by signing the AFP payment section once s/he verifies the goods/services were received and the invoice matches the goods/services and amount originally authorized.
5. Once the AFP has been signed as approved, a VR staff (other than the person who issued the AFP) enters the payment in STARS.

AFP Payments

A VR counselor may authorize payment for services if:

- The authorized goods and/or services were satisfactorily provided
- An invoice is received that includes:

- Vendor's name and address

- Itemized description of goods or services provided

- Amount due

- Invoice date

- Invoice number (if the vendor has an invoice numbering system)

- Customer name or AFP number

- Date(s) and time(s) the services were provided if paying for services based on an hourly rate

Timely Payment of Invoices

VR staff monitors outstanding AFPs to ensure timely invoices are received when services are completed. AFPs are typically paid within 45-days from the service completion date. This gives the vendor sufficient time to bill DVR. Once a vendor invoice is received, payment must be made **within 5 working days**. DVR is not liable to pay invoices received more than one year from the service completion date. See DSHS WAC 388-05-0010.

Payment Exceptions

1. To avoid a delay in receiving copies of medical records, request records prior to issuing an AFP. At the time the records and invoice are received, an AFP is issued and payment made.
2. Some vendors, such as government agencies, do not accept an AFP or require payment before services are delivered. In these situations, the VR counselor can authorize the purchase and payment without an itemized invoice. Once the services are delivered, supporting documentation must be attached to the AFP.
3. Missed medical appointments can be paid from the original AFP.

Invoice Amount Greater than the AFP

If a VR Counselor receives an invoice that exceeds the amount authorized on the AFP, the invoice may be paid up to $50.00 over the AFP amount if the VR Counselor verifies the additional amount is necessary and appropriate. However, if the invoice includes fees or services that were not authorized, only the amount authorized on the AFP is paid.

STARS Payment Error

If a payment is entered in STARS in error, it can only be deleted on the same working day that it is entered. If not deleted the same day, the payment cannot be stopped. The only recourse is to work with the vendor or customer to negotiate a resolution.

Vendor Invoices

All payments to vendors must be supported by itemized invoice(s). It is best practice to pay vendors from original invoices to prevent duplicate payment; however certain situations might require that you to pay from invoice copies, internet copies or faxed copies. Paying from copies is permitted as long as a brief note is made on the invoice copy explaining why an original invoice was not received. No explanation is needed for internet copies as long as the invoice includes the vendors name, address, items purchased and amount, etc.

Examples of explanatory notes you could make on the invoice copy:

1. Original invoice never received-vendor faxed copy to expedite payment or to eliminate interest charges.
2. Invoice requested from the vendor and vendor sent an invoice that say's "Second Copy." Original invoice never received.
3. Only one invoice received to pay two separate AFPs.

Canceling Services Authorized on an AFP

If goods or services authorized on an AFP are cancelled in whole or in part, a Notice of Cancellation is prepared. The original Notice of Cancellation is sent to the vendor and a copy is filed with the corresponding AFP. A Notice of Cancellation is required in the following situations:

- An AFP was issued for tuition but the customer did not register.
- An AFP was issued for equipment to use in employment and the customer changed job goals and no longer needed the equipment.
- An AFP was issued to a Community Rehabilitation Program (CRP) for Job Placement and the customer fails to cooperate.
- An AFP was issued for six physical therapy sessions and it is determined after three sessions that the remaining sessions are not necessary.

NOTE: A Notice of Cancellation is not required to cancel the balance of an AFP **if a final payment has been made**, regardless of the amount.

Warrant

A warrant is a payment instrument used by state agencies and validated by the State Treasurer. Warrants expire 180 days from the date issued.

Order to Cancel Warrant

Warrants that are returned to a local DVR office must be mailed within 5 business days of receipt to DVR Fiscal Unit. See DVR Program Policy 115 Cash Controls.

1. Immediately upon receipt of the warrant, the cash custodian:

    - Logs the warrant in the Cash Accountability Log
    - Stamps or writes "CANCEL" across the State Treasurer's signature on the warrant
    - Secures the warrant
    - Completes an Order to Cancel Warrant, DSHS 07-016. All parts of the form are required in order for DVR fiscal staff to return the funds to the appropriate case service record.

2. The VR Counselor signs the Order to Cancel Warrant and returns the completed form to the cash custodian.
3. The cash custodian sends the original Order to Cancel Warrant to the DVR Fiscal Unit in the State Office with the warrant and a copy of the remittance advice, if available.
4. The cash custodian files a copy of the Order to Cancel Warrant in the customer's case service record in the blue fiscal jacket, stapled to the corresponding AFP.
5. Fiscal Unit staff enter the cancelled warrant in STARS, which returns the funds to the appropriate allotment.

Returned/Undeliverable Warrants

Warrants that are undeliverable by the United States Postal Service (USPS) are returned to DSHS Office of Accounting Services (OAS). Upon receipt, OAS will:

1. Mail returned warrants to the payee if a forwarding address is provided by USPS.

2. Hold all warrants without a forwarding address or that need additional information.
3. Provide a list of all returned warrants to DVR Fiscal Unit that require a new address or account/invoice information.
4. Cancel the returned warrant and block the vendor number within two weeks if an updated address or account/invoice information is not received.

DVR Fiscal will:

1. Notify the VR Counselor of record with the AFP number and warrant number associated with the returned warrant to obtain the appropriate address or account/invoice documentation.
2. Notify OAS of address changes and/or provide additional account/invoice information.

3. Enter cancelled warrant data in STARS.

Refund Notices

A refund is an amount paid back to DVR or a credit allowed due to an over-collection or because of returned merchandise. Refund checks must be mailed to DVR Fiscal Unit in State Office within 24 hours of receipt. See DVR Program Policy 115 Cash Controls Cash refunds are strongly discouraged.

Use the Refund Notice, DSHS 06-069, to process refunds from vendors or customers such as overpayments, tuition reimbursements, etc.

Procedures

1. Immediately upon receipt of a check, the cash custodian:
    - Enters the check in the cash accountability log
    - Secures the check
    - Prepares a Refund Notice. (All parts of the form are required for DVR Fiscal Unit to return the funds to the appropriate allotment).

2. If cash is received, the cash custodian provides the customer or vendor with a receipt.
3. The VR counselor signs the form and returns the completed form to the cash custodian.
4. The cash custodian sends the original to the DVR State Office Fiscal Unit along with the check and files a copy in the customer's case service record, blue fiscal jacket, stapled to the corresponding AFP.
5. Fiscal staff enter the check in STARS, which returns the funds to the appropriate allotment.

NOTE: When DVR bills another entity for copies of DVR records and a check is received for payment, prepare a Refund Notice and attach it to the check following the steps listed above. Many of the boxes will not be applicable; however, note the explanation in the "Reason for Refund" section.

Customer Financial Participation

Procedures for Financial Statement

(Please refer to the IPE Development section of the printed document)

WAC- Customer Financial Participation

(Please refer to the Paying for VR Services section of the printed document)

Overpayment and Debt Recovery

Overpayment and debt recovery means any payment to a vendor or customer in excess of the amount the vendor or customer was entitled to by law, rule or contact. DVR does not have the authority to forgive an overpayment or debt owed to DVR by a vendor or customer.

The VR Counselor is responsible to collect overpayments made to a vendor or customer and to retrieve tools and equipment loaned to a customer under any of the following circumstances:

- As soon as loaned items are no longer needed to complete the IPE
- At the time a customer's case is closed – other than rehabilitated
- At the time a rental or lease agreement for the item(s) is terminated

Direct Payments to Customers

Direct payments to customers can only be made using the maintenance or transportation (mileage only) VR service categories.

When a direct payment to a customer is needed for a service that doesn't fit the definition of maintenance or transportation the VR Counselor assists the Customer in submitting a written request to the VR Supervisor for an exception to policy. Examples of exceptions to policy include, but are not limited to, making a direct payment to a customer to pay or reimburse for a textbook, license or permit.

As with all purchases, a direct payment to a customer must be authorized in advance (pre-authorized).

Receipts for Direct Payments to Customers

VR Counselors making direct payments to DVR customers must obtain documentation verifying the funds were used to pay for the authorized services, except when the direct payment is for mileage. Original, itemized receipts are the most appropriate documentation.

Prior to releasing a direct payment warrant to a DVR customer, the VR Counselor, Rehabilitation Technician or designee verifies a Direct Payment Agreement, DSHS 09-970 has been signed and filed in the case service record. In addition, counseling staff explains:

- The requirement for the individual to provide DVR with original, itemized receipts upon purchase of the authorized service.
- What actions DVR will take if receipts are not provided, including denial of any further direct payments and referral to Office of Financial Recovery for collection.

If original, itemized receipts are lost or misplaced by the individual, the VR Counselor, Rehabilitation Technician or designee must attempt to verify the purchase of authorized services. The customer may provide verification by submitting a credit card statement, bank record, duplicate receipt from the vendor, course registration records or any other documentation that verifies payment was made for the authorized services.

If the customer fails to provide receipts or other documentation verifying purchase of the authorized service, it is considered an overpayment and the VR Counselor follows procedures for collecting an Overpayment.

Process for Collecting an Overpayment and Recovery of Equipment-Overpayment Template Letters in STARS and DVR Referral to the Office of Financial Recovery

(12-9-13)

Process for Collecting an Overpayment and the Recovery of Equipment

Two STARS template letters are available to assist you when notifying a customer of an overpayment they must repay or for the return of loaned equipment. Using these letters will provide DVR with a consistent way of formally notifying a customer that they owe money to DVR or must return loaned equipment and providing the customer with appeal rights.

Note:

When a customer owes DVR money for an overpayment or is required to return loaned equipment, the first step is always for the VR Counselor to inform the customer and ask for monetary repayment or equipment return. These attempts to recover an overpayment or collect loaned equipment from the customer are made by email, telephone, or in person, and <u>must</u> be documented in a case narrative in STARS.

When the customer does not respond to these requests, you must refer the matter to the DSHS Office of Financial Recovery (OFR) and notify the customer in writing that a referral to OFR is being made. The template letters in STARS are used to provide the customer with this notification. You can access these letters through the Letters Catalog in the Customer Module in STARS. One letter is for loaned equipment and the other is for money owed by the customer to DVR. Here is a link to examples of the two overpayment OFR template letters in STARS:

Client Letter- Loaned Equipment

Client Letter- Owe Money Notification

New Vendor Registration Letter (3-12-10)

Instructions for completing the loaned equipment letter

1. Specify the reason(s) why the customer no longer requires the equipment.
2. List the items loaned, amount paid for each item, warrant date, and warrant number.
3. Provide the "total paid" amount for the loaned items and the "amount due". The "total paid" and the "amount due" will most likely be the same amount.
4. Insert your Supervisor's telephone number and e-mail address (unless pre-filled).
5. Insert your phone number (unless pre-filled).
6. Mail letter certified mail and document the certified mail number at the top of the letter.
7. Enclose a copy of the loan agreement that was signed by the customer

Instructions for completing the client overpayment (owe money notification) letter

1. Specify the reason money is owed.
2. List the services provided, warrant amount, warrant date, and warrant number.
3. Provide the "total paid" amount and the "amount due". The "total paid" and the "amount due" will most likely be the same amount.
4. Insert your Supervisor's telephone number and e-mail address (unless pre-filled).
5. Insert your phone number (unless pre-filled).
6. Mail letter certified mail and document the certified mail number at the top of the letter.

A vendor overpayment notification letter is available in the Letters section of the table of contents for the manual. There is also a link to the letter posted on iDVR under Rehab Resources, VR Services. Here is a link to the letter:

Vendor Letter- Owe Money Notification

Instructions for completing the vendor overpayment (owe money notification letter

1. Specify the reason money is owed.
2. List the services purchased, warrant/electronic funds transfer (EFT) amount, warrant/EFT date, and warrant/EFT number.

3. Provide the “total paid” amount and the “amount due”. The “total paid” and the “amount due” will most likely be the same amount.
4. Insert your phone number (unless pre-filled)
5. Mail the letter certified mail and document the certified mail number at the top of the letter.

In addition to these three new letters, a new OFR referral form is available. Counseling staff must use this form when making a referral to OFR. This form standardizes the referral to OFR and eliminates the need to create a new cover letter for each referral.

Instructions for Making a Referral to OFR

- Copy of customer/vendor letter requesting return of equipment / reimbursement of funds and Certified Mail Receipt (proof of delivery).
- Copy of AFPs and invoices.
- Copy of DVR loan agreement in STARS (previously referred to as the Load Agreement for Tools, Equipment, Initial Stock and Supplies, DSHS 19-074).
- Copy of STARS case narrative(s) documenting attempts to collect money or items prior to mailing certified customer OFR referral letter with appeal options.

DVR Fiscal will coordinate the recovery with the Office of Financial Recovery (OFR). Here is a link to the DVR Referral to Office of Financial Recovery (OFR), DSHS 06-162.

For future reference, there is also a link to this form in the table of contents of the manual under Forms / Instructions / Examples, Overpayment- Referral to OFR. The form can be found in the DSHS/ Forms under Rehab Resources on the DVR Intranet.

To complete the DVR Referral to OFR form, complete box 1 through 12. DVR Fiscal completes box 13 through 16.

Clarification about number 10 regarding debt forgiveness and payment plan, if applicable, you can indicate if there is a hardship and explain the situation or request a payment plan but it is up to the DSHS Office of Financial Recovery to approve or deny the request. DVR does not have the authority approve a payment plan or forgive any debt.

Note in STARS that Equipment was Referred to OFR

Indicate in the STARS Customer Equipment Module **Final Disposition Status** that the Equipment ID number was referred to OFR

See Also: Recovery of Equipment

Overpayment Received or Equipment Returned after Referral to OFR

If a client returns overpayment/loaned equipment after OFR referral is made, the DVR field office RT/VRC will case note the repayment and notify DVR headquarters fiscal staff of the repayment or return of equipment. The DVR headquarters fiscal staff will coordinate with OFR to notify their staff that the equipment/overpayment has been resolved.

See Also:

DVR Program Policy 134 Overpayment and Debt Recovery

DSHS Administrative Policy NO. 4.13 Delegation of Authority- Office of Financial Recovery, and DSHS Administrative Policy No. 10.02 Overpayments and Debts for Providers and Vendors

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Manual Revision Date: July 31, 2014

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

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5. Insert your phone number (unless pre-filled).
6. Mail letter certified mail and document the certified mail number at the top of the letter.
7. Enclose a copy of the loan agreement that was signed by the customer

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1. Specify the reason money is owed.
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Instructions for completing the vendor overpayment (owe money notification letter

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See Also: Recovery of Equipment

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See Also:

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Manual Revision Date: July 31, 2014

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Warrant

Order to Cancel Warrant

Returned Warrants

Separation of Duties

Order to Cancel Warrant

A warrant is a payment instrument used by state government and is validated by the State Treasurer for payment. A warrant is not necessarily payable on demand and may not be negotiable. Warrants have a statute of limitations of 180 days, after that they are no longer good. Warrants must be mailed within 5 business days of receipt to DVR fiscal unit. Refer to DVR Program Policy 115 Cash Controls.

1. Immediately upon receipt of the warrant, the cash custodian logs the warrant in the Cash Accountability Log and notifies the appropriate DVR staff member, who prepares the Order to Cancel Warrant. The warrant is secured by the cash custodian.
   2. Stamp or write "CANCEL" across the State Treasurer's signature on the warrant.
3. Prepare the Order to Cancel Warrant. All parts of the form are required in order for DVR fiscal staff to return the funds to the appropriate case service record.
4. After the VR counselor signs the form, return the completed form to the cash custodian. The cash custodian sends the original to the DVR fiscal unit in the State Office with the warrant and a copy of the remittance advice, if available.
5. Fiscal staff will enter the cancelled warrant in STARS, which returns the funds to the appropriate case service record.
6. File a copy of the Order to Cancel Warrant in the customer's case service record, in the blue fiscal jacket, stapled to the top of the AFP that corresponds to the warrant.

Returned Warrants

The U.S. Postal Service cannot forward warrants. Warrants not deliverable due to incomplete,changed or unknown addresses are returned to DVR fiscal unit in State Office. DVR fiscal staff re-mails the warrants within 24 hours to the originating VR counselor.

Separation of Duties

To ensure separation of duties is maintained when processing AFPs, any staff issuing an AFP does not have the authority to pay invoices for the same AFP.

Procedures to Maintain Separation of Duties

1. VR counselor determines goods/services needed and establishes a request for goods/services.
2. Based on the AFP dollar limits, the appropriate VR staff draft and/or issue the AFP. The same person who issued the AFP cannot pay invoices for the same AFP. The appropriate VR staff approves the purchase by signing the approval section of the AFP.
3. The appropriate staff authorizes payment by signing the AFP payment section once they verify the goods/services were received and the invoice matches goods/services and dollars originally authorized.
4. VR Staff other than the person issuing the AFP enters payment in the STARS system.

AFP Signatures

1. The VR counselor, VR Supervisor or Area Manager signs the AFP up to their purchasing authority; this is the signature which authorizes the purchase.
2. The VR counselor, VR Supervisor or Area Manager signs the payment section on the AFP up to their purchasing authority; this is the signature which authorizes the payment.

Case Closure

Case Closure

Written Notice of Closure / Customer Involved in the Decision to Close Case

Pre-Closure Discussion with Customer

Case Closure- Rehabilitated

Verification of Wages and Benefits for Competitive Employment

Verification of Wages for Competitive Wages in Supported Employment

Closure Outcome, Rehabilitated: Unpaid Family Worker

Closure Outcome, Rehabilitated: Homemaker

Case Closure- Other Than Rehabilitated

Case Closure- Other- Loss of Contact with Eligible Individual

Reopening a Case after Being Closed: Other

Case Closure Notification and STARS Documentation

WAC- Case Closure and Annual Reviews

Reasons for Case Closure

See Also:

Ineligibility Determination

Forms / Instructions / Examples

Letters

Case Closure

(Revised 2-21-12)

There are two types of case closures:

- Case Closure – Rehabilitated (see details below)
- Case Closure – Other than Rehabilitated (see details below)

Prior to closing a case service record,the VR counselor reviews the case service record to ensure the required documentation is contained in the record, as outlined under WAC 388-891-100.

Written Notice of Closure / Customer Involved in the Decision to Close Case

The VR Counselor is responsible to provide a customer with written notification of the individual's opportunity to discuss the VRC's decision to close the case in advance of closure. This notification requirement is consistent with WAC 388-891-1320, "Am I involved in the decision to close my case." The WAC states:

WAC 388-891-1320 Am I involved in the decision to close my case?

Before closing your case, a DVR counselor gives you an opportunity to discuss the decision. DVR notifies you in writing, or another method of communication, if needed, about the reason your case is being closed and your rights if you disagree with the decision.

Pre-Closure Discussion with Customer

Before closing a case service record for any reason, the customer must be given an opportunity to discuss with the VR Counselor why the closure decision is being made. This requirement is contained in WAC 388-891-1320.

The VR Counselor must notify a customer of the opportunity to discuss prior to closure why the VRC has decided the case should be closed. If the customer chooses to participate in this discussion, the VRC provides counseling and guidance to explain his/her reason(s) for deciding it is time to close the case. The VRC listens to any information the customer may share for why the case should not be closed.

After listening to the customer, the VR Counselor makes a final decision whether to close the case record. There is no requirement that a customer must agree with the VRC's decision to close the case. If a customer disagrees with the decision the individual may appeal after receiving the appropriate written notification of case closure.

If a customer does not wish to discuss in advance the VRC's reasons for making a case closure decision, the VR Counselor proceeds to close the case according to applicable closure procedures.

The VR counselor documents a summary of the pre-closure discussion with the customer in a STARS Narrative entry. When a customer declines or does not respond to the opportunity to participate in a pre-closure discussion, this also must be documented in a STARS Narrative entry.

Case Closure- Rehabilitated

Case Closure- Rehabilitated means that the customer:

- Achieved an employment outcome described in their IPE that is consistent with their strengths, resources, priorities, concerns, capabilities, interests and informed choice;
- Maintained employment for at least 90-days to ensure stability of the employment outcome;
- Agrees with the VR counselor that the employment outcome is satisfactory and the customer is performing well; and
- Has been informed about the availability of post-employment services.

Verification of Wages and Benefits for Competitive Employment

For individuals who achieve a competitive employment outcome, the record must contain verification that the customer is compensated at or above the minimum wage, and that wages and benefits are equal to what the employer customarily pays for the same or similar work performed by non-disabled individuals. Verification can include a customer's verbal confirmation, a copy of a check stub, employer verification,or another type of verification.

Verification of Wages for Competitive Work in Supported Employment

For individuals who achieve competitive work in supported employment the record must contain verification that the customer is compensated at or above the minimum wage, and that wages are equal to what the employer customarily pays for the same or similar work performed by non-disabled individuals. Verification can include a customer's verbal confirmation, a copy of a check stub, employer verification,or another type of verification.

AbilityOne

(New 2-21-12)

Case Closure for a Customer Employed by a Non-Profit Agency with an AbilityOne Contract

Under certain conditions if the employment is competitive and integrated DVR may close a case as successfully rehabilitated when a customer is employed by a non-profit agency with an AbilityOne contract; however, VR supervisor verification is required (see conditions described below).

AbilityOne Program

The AbilityOne Program is a Federal initiative to help people who are blind or have other significant disabilities find employment by working within a national network of over 600 Nonprofit Agencies that sell products and services to the U.S. government.

Non-Profit Agencies in the State of Washington with AbilityOne Contracts

There are approximately 18 non-profit agencies in the state of Washington that hire employees under the AbilityOne contract. Here is a link to the AbilityOne website with the names of non-profit agencies (in bold) located in the state of Washington

When a customer obtains an AbilityOne job, the non-profit agency holding the AbilityOne contract is the employer. DVR can support AbilityOne outcomes that are competitive (paid at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled), and the work is performed in an integrated setting.

Verification by VR Supervisor that Employment is Competitive and Integrated

Before the VR counselor closes a case that involves AbilityOne employment as a successful rehabilitation the VR supervisor is responsible to verify and document that the specific job meets all of the criteria for being competitive and integrated:

1. To make this determination the VR supervisor must contact the non-profit agency that holds the AbilityOne contract (employer) and obtain the following information:
    a. A detailed job description
    b. Verification of the hourly wage and the productivity rate at which the customer will be paid (if less than 100%)
    c. Any payroll taxes (e.g. Social Security, Workers Compensation, Unemployment Insurance, etc.) and fringe benefits such as paid leave, retirement, health insurance, etc. that will be provided to the customer
    d. Ask the employer if similar jobs are performed by employees who are not disabled. Verify that individuals with disabilities are not paid less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled
    e. A detailed description of the specific job setting that indentifies the extent the customer will regularly come in contact with individuals who are not disabled

    Note: In addition to gathering the above information from the AbilityOne employer, **the VR supervisor is expected to visit the actual job site**, if onsite observation of the job setting and work to be performed is necessary to verify that the job is competitive and in an integrated setting.

2. Document in a STARS case narrative using the heading AbilityOne Competitive/Integrated Employment Verified" and state the reason(s) for determining that the job is competitive and integrated.

Examples of AbilityOne Employment that are both Competitive and Integrated

Example 1: (Individual Paid % of Wage Based on Production)

Fred is working for a non-profit agency that has an AbilityOne contract with a federal Veterans Administration hospital. He works in a laundry sorting and washing clothes. This is a job that is commonly found in the community and Fred comes into contact with individuals who are not disabled as he does his work (integrated). The non-profit agency (employer) pays Fred at or above the minimum wage, and the customary wage and benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Fred's pay is based on an hourly wage of $22.75 per hour. His rate of production is 40% so his actual pay is $9.10 per hour which is above the current (January 1, 2012) minimum wage of $9.04 per hour. Note if Fred's net pay was less than the minimum wage because of his lower production it would not be considered a competitive employment.

Example 2:

Francis is working for a non-profit agency that has an AbilityOne contract at a military base. She works in contract management support and performs general clerical duties. This is a job that is commonly found in the community and Francis comes into contact with individuals who are not disabled as she does her work (integrated). This non-profit agency (employer) pays Francis at or above the minimum wage, and the customary wage and benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Francis is paid $18.25 per hour which is above the current (January 1, 2012) minimum wage of $9.04 per hour. In this example Francis's employment is both competitive and integrated.

Case Closed-Other if Employment is not Competitive or Integrated

Closed-Other- Non-Competitive

If the VR supervisor determines that the employment is non-competitive the VR counselor follows the procedures for closing the case using the closure reason Closed-Other- customer accepted extended employment, sub-minimum wage.

Closed-Other- Non-Integrated

If the VR supervisor determines that the employment is non-integrated the VR counselor follows the procedures for closing the case using the closure reason Closed-Other- customer accepted extended employment, non-integrated setting.

See Also:

AbilityOne Web site

AbilityOne Frequently Asked Questions (FAQ)

Supported Employment Definitions- Job Stabilization

CRP Intensive Training Services

Self-employment Services- Closing a Case as Self-employed

Closure Outcome, Rehabilitated: Unpaid Family Worker

To close an individual as a rehabilitated unpaid family worker, the following criteria must be met:

1. DVR services have resulted in:

    - Increased function of the customer or adjustments to the customer's circumstances that significantly contribute to his or her improved function as an unpaid family worker; and
    - Actual increases in economic benefits by increasing income or reducing expenses. For example, by reducing or eliminating the need for support or assistance in the home, or by allowing another family member to work outside the home.

2. The customer's work activities contribute significantly to the total activities required as an unpaid family worker.

Closure Outcome, Rehabilitated: Homemaker

To close an individual as a rehabilitated homemaker, the following criteria must be met:

1. DVR services have resulted in:

- Significant functional gains by the customer that are consistent with the planned services on the IPE;
- Customer’s increased independence and self-sufficiency in activities of daily living; and there is a
- Clear economic benefit to the family unit, for example by reducing or eliminating the need to pay for support or assistance in the home, or by allowing another family member to work outside the home.

2. The customer provides homemaking services to a household of two or more people.

3. Changing from competitive employment outcome to homemaker outcome requires an amendment of the IPE, and an assessment of the service needs of the individual under the new employment goal.

4. Identification of homemaker as the employment goal and the services needed to achieve that goal must be included in the IPE or IPE amendment.

Case Closure- Other Than Rehabilitated

Case Closure- Other Than Rehabilitated means that the customer case is being closed before they have not achieved an employment outcome.

Case Closure- Other- Loss of Contact with Eligible Individual

If a letter has already been returned "undeliverable" and there isn't a forwarding address, it isn't necessary to send another letter.

A VR counseling staff member who is unable to contact an eligible individual using the information in STARS (telephone, e-mail, address) takes the following steps:

1. Check with the counselor of record to verify the counselor does not have updated information about the individual.
2. Check the case service record to see if there is updated information (address, e-mail or telephone) in the file that has not been entered in STARS. If you find updated information in the record, attempt to contact using this information and you make contact, update STARS with the correct information.
3. Attempt to contact those identified as contacts on the VI form for updated information.
4. Check Client Registry for updated information.
5. Enter a case narrative documenting the steps you have taken to make contact.
6. When all steps have been completed, close the case.

Reopening a Case after being Closed - Other

If a VR case is closed ("other than rehabilitated") in STARS and an individual subsequently reestablishes contact and has a legitimate reason for not maintaining contact or responding, the VR supervisor can request the case be reopened in STARS. The case will be reopened in the same status it was in prior to closure.

Case Closure Notification and STARS Documentation

When a case service record is closed for any reason, the customer must be notified in writing at the time of case closure. STARS template letters are used for his purpose.

For use of STARS template closure letters see also:

Use of Required STARS Letters

The following is documented in the case service record:

- Closure documentation from STARS;
- A copy of the closure letter that explains the reason the case was closed and the customer's rights if the disagree with the decision;
- Wage and benefit verification of a customer closed in competitive employment and how verification was obtained
- Wage verification of a customer closed in competitive work in supported employment and how verification was obtained.

For closure of individuals found ineligible for services see also:

Procedures for Ineligibility Determination

WAC - Case Closure and Annual Reviews

Reasons for Case Closure

(Revised 4-25-14)

Besides the closure WAC 388-891-1300 (below) there are two other WACs that provide the legal basis for closing a case. These two closure reasons are Does not agree to extend the eligibility period (WAC 388-891-1010), and Declines to authorize release of info or participate in assessment (WAC 388-891-1110).

WAC 388-891-1300 provides the legal basis to close a case with 8 specific categories. The following list of closure reasons from STARS fits into these 8 categories.

When a case service record is closed, one of the following case closure reasons must be selected in STARS:

- Closed- Rehabilitated
- Customer accepted Ext Employment, non-integrated setting
- Customer accepted Ext Employment, sub-minimum wage
- Declines to authorize release of info or participate in assessment
- Does not agree to extend the eligibility period
- Does not require VR services, ineligible
- Disability too significant, Ex. Evaluation completed
- Disability too significant, TWE completed
- Employed and does not require VR services

- Incarcerated in prison or jail
- Institutionalized
- Lack of transportation
- No cooperation to allow collecting necessary information
- No disability or impediment to employment, VR services not required
- No longer eligible, employed, VR services not required
- No longer interested in receiving services- asks DVR to close case
- No longer interested in receiving services- declines VR services
- Referral to another agency (formal referral that involves getting a signed consent from the customer, using a referral letter/form and as appropriate, copies of records, reports or the IPE)
- Refused to cooperate
- Refused to cooperate- Declines to authorize release of info
- Supported Employment case, no Extended Services
- Unable to locate
- PES- Employment maintained or regained
- PES- Employment advanced
- PES- Lost job, no further services at this time
- PES- Closed unemployed, reopening VR case

Selection of any of the above closure reasons in STARS will automatically designate the appropriate template closure letter. Before sending the closure letter to the customer, please carefully review the designated closure reason in the letter and edit, if necessary, without removing the WACs cited in the letter.

Manual Revision Date: July 31, 2014

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

Case Records / Confidentiality

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WAC- Case Service Record

Confidentiality Guidelines for Staff Working in a Co-located Facility

Confidentiality and Security of Case Records

(Revised 7/1/08)

DSHS Notice of Privacy Practices

As part of the application procedure customers are notified of their privacy rights. The notice describes how medical and other confidential information may be used and disclosed and how the customer can see this information. The DSHS Notice of Privacy Practices form (DSHS 03-387) is reviewed with the customer. The customer is asked to sign the last page of the form that acknowledges that they received a copy of the privacy notice and they had a chance to ask questions about how their confidential health information will be used and shared by DSHS. A copy of the acknowledgement with the customer's signature is put into the customer's case service record.

See Also:

Application Procedures

Protection of Confidential Information

Any time customer confidential information is obtained, reviewed or filed reasonable steps must be taken by staff to protect confidential information from unauthorized use, loss or theft.

Confidential information includes personal information that identifies a customer such as the customer's name, address, telephone number and Social Security Number. It also includes Protected Health Information (PHI) such as medical or mental health information, assessments or reports, case narratives and/or financial information.

See Also:

WAC- Protection and Use of Confidential Information

Safeguards for Entering Information in STARS so the Customer Doesn't See the Names of Other Customers

The VR counseling staff member takes steps so that a customer's name or other confidential information is not inadvertently seen by another customer. When logging into STARS, the customer should be asked to look away or the angle of the computer monitor should be moved so the names of other customers on the counselor's caseload cannot be seen by the customer.

Precautions for Not Using the Customer's Complete Name in Outlook

When scheduling appointments in Microsoft Outlook the customer's full name should not be entered. It is preferable to enter the customer's first initial and last name, or abbreviations for the customer's name. Other confidential information such as the customer's Social Security number must not be noted on the calendar.

Case Service Record (Case File)

Customer information must be handled with care.

1. During work hours if the DVR staff member will be leaving the work area for an extended period, case files must be put into a drawer or file cabinet out of the view of others.
2. After hours or when the office is closed case files must be placed in a locked drawer or locked file cabinet.

3. When transporting case records special efforts are taken to make sure case files are put into a locked container and locked in the vehicle (preferably in the trunk) where they are out of view.

The following steps should be taken to protect paper information:

1. Limit access to confidential information to employees who need it for business purposes or to persons who have a legal right to see it;
2. Work with or use confidential information only in authorized locations and only for official business;
3. Store documents in lockable and secure containers or storage areas after normal working hours or when not in use;
4. Never leave documents containing confidential information unattended or in public areas;
5. When documents containing confidential information need to be moved efforts are made to ensure they are transported securely from one secure area to another secure area;
6. Case records that are mailed must be:

    - Packaged inside a sealed envelope marked “confidential;”
    - Addressed to an individual at the receiving office; and
    - Sent by certified mail.

7. Case files that are transferred from one DVR office to another must be logged in and out. The log contains at a minimum:
    - Date case file is logged in and out;
    - Customer name;
    - Method of delivery;
    - To whom the case file is being sent, and
    - Name of person completing the log.

    See Also: Example of Case File Log

Note: As a part of their regular duties the assigned VR counselor or DVR staff member might need to transport the case file from one location to another. In these situations the logging requirements do not apply.

8. Special care must be taken when case files are taken home to protect customer information from unauthorized use, loss or theft.
    - Prior to taking a case file home, the staff person must determine if they have a safe, secure place for working with and storing the case file;
    - Case files that are taken home must be logged in and out;
    - Case files that are taken home must not be left out where others (including family members, friends or visitors) have access to a customer’s confidential information;

- When not in use, during the day and after work hours, the VR staff responsible for the records assures case files are secured.

  If the staff person is going to work regularly from home the VR supervisor determines if Teleworking is appropriate.

See Also:

DSHS Administrative Policy 18.80 Teleworking

Telework Agreement Form (DSHS 05-244)

Sending a Fax that Contains Confidential Customer Information

When sending a fax that contains confidential customer information:

- Note the word "confidential" prominently on the cover sheet;
- Include a statement on cover sheet that says something such as:

  This fax contains confidential information. If you received this fax in error, please notify us immediately and remove the information from all electronic and hard copy sources. Storing, printing or disseminating this fax to other parties is prohibited unless authorized by the sender.

Sending an e-mail that Contains Confidential Customer Information

When sending an e-mail that contains confidential customer information:

- Don't place the customer's name or Social Security Number in the subject line. Use non-descriptive identifiers in the subject line and e-mail message because e-mail is a non-secure form of communication;
- Disclose to customers that e-mail communications are considered to be a work product and they may become part of the customer's case service record;
- Include a statement such as:

  This e-mail, including any attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.

For guidance on inserting a statement (similar to the above) in the e-mail signature staff can consult with DVR IT staff (local ITSS or DVR HelpDesk).

Encrypting e-mails

It is not necessary to encrypt e-mails sent between DSHS offices or between DSHS and other state agencies because the state networks are behind firewalls and considered secure. All e-mails sent **outside** the state system containing personal and private information should be sent marked “confidential” and encrypted.

Encryption Procedure:

1. To encrypt an e-mail message select either the **Encrypt Account** or **Encrypt Password** button on the tool bar.
2. Type the e-mail content as usual but don’t include personal information including the customer’s name or Social Security Number in the subject line.
3. Click the Send Button as usual.

You will receive 2 e-mails after you send the message, one confirming receipt by the secure e-mail system and a second one that contains the password that you need to communicate to your e-mail recipient. This password can be sent by you via regular e-mail or by telephone to the recipient.

Choosing the Level of Security for Encrypting E-mails

Encrypt-Password- Requires a new **and** different password to be used by the recipient to access each message sent to them through the Secure E-Mail System. This choice should be selected when sending e-mail to someone **infrequently**.

Note: Up to five replies may be sent to the sender of the secure e-mail message. After that a new e-mail will need to be generated by the DSHS / DVR employee, even though it may pertain to the same subject.

Encrypt-Account- This puts the e-mail into the receiver’s new or established Secure E-mail System account that they can access with an assigned and consistent password. This is the preferred level if you are going to be sending many secure e-mails to someone because they won’t need a new and different password for each one. They only need to know the password that gets them into their account.

More detailed information about the Secure E-mail System can be found on the Secure E-mail System Information page:

Additional information about the Secure E-Mail System can also be obtained by contacting DVR IT staff (local ITSS) or DVR HelpDesk.

Electronic Information and Removable Media

Special care must be taken to protect customer information on laptop computers and removable media. Examples of removable media include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives and internal hard drives that have been removed from a computing device.

The following steps should be taken to protect electronic information:

1. Configure laptops with unique User IDs and complex passwords in order to log on;
2. Encrypt all information that is stored on portable electronic devices such as laptops, thumb drives, handhelds and Personal Digital Assistant (PDAs) and BlackBerrys;
3. When traveling, keep portable devices under your control at all times;
4. Never walk away from a portable device in a public area;
5. Manually log off of a portable device when you finish your work;
6. Make sure a portable device is set to automatically log off after 20 minutes of inactivity.

Reporting Loss or Theft

DVR staff member:

1. Reports the loss or theft of case files, laptops or electronic portable devices to their supervisor as soon as possible, and no later than one day after the confidential information has been lost, stolen or disclosed without legal authorization. Include the following details:
    - Date, location and circumstances of loss;
    - Description of lost information;
    - Whether and how information was protected; and
    - Number of clients impacted.

2. Notifies the local law enforcement agency and puts a copy of the report in the customer's case service record.

    Note: If a case file is temporarily misplaced in a DVR office a report is not filed with the local law enforcement agency until it is determined that the case file is lost or stolen.

The VR supervisor:

1. Notifies DVR management (Area Manager, Field Services Administrator and DVR Director), IT Manager (if a laptop or electronic portable device is lost or stolen) and the DVR Privacy/Public Disclosure Officer at the State Office;
2. Determines if additional security procedures are needed and takes measures to prevent recurrence.

The IT Manager:

Follows the steps for reporting and investigating security-related incidents as outlined in the DSHS IT Security Policy and Procedures Manuals.

The DVR Privacy/Public Disclosure Officer:

1. Notifies appropriate parties, such as the DSHS Assistant Secretary and DSHS Public Records/Privacy Officer;
2. Notifies the customer in writing of specific customer information exposed (such as the customer's first and last name in combination with a Social Security Number, driver's license number, bank account number or credit card number). See Also: RCW 42.56.590 Notice of Security Breaches;
3. Provides the VR counselor with a copy of the letter to be filed in the customer's case service record.

See also the following DSHS Administrative Policies:

5.01 Privacy Policy-Safeguarding Confidential Information

5.02 Public Disclosure of and Access to DSHS Records

5.03 Client Rights Relating to Protected Health Information

5.04 Records Retention

Customer Access to the Case Service Record

(New 8/24/09)

Customer is given Access to their Case Service Record unless it May Cause Harm

A customer may ask to review or obtain copies of documents in their case service record. The request can be made verbally or in writing. Access to information or records is provided unless there is concern that the information may cause harm. This includes access to information or records from a provider or "third party" such as, a psychologist or documents from the Social Security Administration.

Responding to a Customer's Request to Review or Get Copies of Information in the Case Service Record

If a customer asks to review or obtain copies of information in the case service record, counseling staff:

1. Responds to the request no later than 5 business days from the date the request is received. If it is going to take time to make copies, the customer must be given a date to expect copies of their records. (Copies do not need to be provided within 5 business days, but counseling staff must respond to the request within 5 business days).
2. Reviews the case service record to determine if any documents identify another person or are likely to endanger the safety or well being of the customer or another person. Information that identifies another person or is likely to endanger the safety or well being of the customer or another person is withheld but copies of other requested information are given to the customer.
3. Arranges for the customer to review the case service record in a place where a counseling staff member is present. This might be preferable than giving copies, especially if there is concern the individual might misunderstand or misinterpret information. In these instances, arrangements can be made for the individual to review the case service record with a VR counselor present to explain content and answer questions. During this review the customer can designate if she/he wants copies of certain records or the entire case service record. The customer must not be allowed to remove information from the case service record.
4. Contacts the Area Public Records Officer or Public Records Coordinator at the DVR State Office if information in the case service record will be denied or for guidance or assistance, if necessary.

Denying Customer Access to the Case Service Record

DVR may deny access to Protected Health Information (PHI) in a customer's record under any of the following circumstances:

1. The information is likely to endanger the life or physical safety of the customer or another person.
2. The record identifies another person, and disclosure is likely to cause substantial harm to the other person.
3. The request is made by the customer's personal representative, and giving that person access is likely to cause substantial harm to the customer or another person.

Note: The above, (1-3) is from DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information in Client Records.

If information identifies another person or is likely to endanger the safety or well being of the customer or another person, the information is withheld. Under these circumstances counseling staff may:

1. Release the records considered harmful to a third party of the customer's choice, such as a representative, parent, legal guardian or a qualified medical professional.
2. Request a feedback session with a psychiatrist or psychologist for example, if there is concern that the individual might not understand, or misinterpret information.
3. Request review by the DVR Licensed Health Care Professional. This person is licensed to practice a health profession as defined in RCW 18.120.020. Contact the Policy Manager at the DVR State Office for referral to the designated licensed health care professional.

The designated licensed health care professional can review information and consult with counseling staff to help determine whether or not the customer should be denied access to this information. If it is determined that information will be denied, counseling staff notify the Public Records Coordinator at the DVR State Office.

The Area Public Records Coordinator notifies the customer or the customer's personal representative, if one is appointed, in writing when access is denied to any part of the record, and explains the reason for the denial and the customer's appeal rights.

Customer Disagreement with Something in the Case Service Record

If a customer disagrees with something in their case service record they can write a letter that explains why they disagree, and a copy of the letter is placed in the case service record.

Customers with Legal Guardians

(Revised 8/24/09)

In all cases where a customer has been assigned a court appointed guardian, the guardian must present proof of guardianship, sign all documents that require signature and participate in all significant decisions. Both the customer and the guardian sign all documents. Letters from DVR are mailed to the customer and the guardian.

Including Guardians who Live out of the Area in the VR Process

The VR Counselor may want to write letters, fax, or e-mail documents, and use teleconferences.

Serving Minors / Customers under the Age of 18

(New 4/13/09)

Parents of minor children (customers under the age of 18)unless emancipated by a court, must sign all documents that require signature and participate in all significant

decisions. Both the customer and parent(s) sign all documents. Letters from DVR are mailed to the customer and the parent(s).

Note: Legal guardianship, if assigned prior to age 18 (such as a parenting plan, does not automatically carry over into adult legal guardianship. The VR Counselor is encouraged to review the legal guardianship documentation to ensure that the guardianship continues after the customer becomes an adult (age 18 or older).

Customer Can Continue to Have a Family Member or Guardian Involved

After the customer becomes an adult (age 18 or older) they can continue to have a representative, family member, or guardian help them understand the VR process and/or make decisions that impact them. The customer signs a release of information so DVR can share information and a copy of the signed release of information form is put into the Case Service Record.

Customers Must Grant Permission for Parents or Guardians to Access Specific Kinds of Records

(New 4/13/09)

(The following excerpt is from DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information):

Parents or guardians may generally access and grant permission to others to access the confidential records of a minor child who has not been emancipated by a court. However, children over the age of consent for specific kinds of records must grant permission for access to those records (13 for mental health or drug and alcohol services, 14 relating to HIV/AIDS or other STDs; any age for birth control or abortion; or 18 for other health care of confidential records).

See Also:

RCW 71.34.530 Age of Consent-Outpatient treatment of minors

RCW 70.24.105 Disclosure of HIV antibody test or testing or treatment of sexually transmitted diseases- Exchange of medical information

WAC 388-891-0200 Can a guardian or another representative act on my behalf with DVR?

Public Disclosure Requests

(New 8/24/09) (Revised 12-9-13)

A public disclosure request is a request for information or records held by DSHS from a DSHS or DVR employee or from someone outside of DSHS, for example a community member, attorney or media representative. It does not include a request from a customer to review or obtain copies of his or her own case service record. Please see (link) to Customer Access to the Case Service Record

The Public Records Act, RCW 42.56, provides that the public has the right to see records held or used by state agencies to conduct business. Public records may include documents, audio and video recordings, pictures, e-mail, computer discs and electronic data. DVR records are available to the public unless a law exempts them from disclosure. For example, confidential customer records are exempt from disclosure unless the customer gives specific authorization to release this information.

By law, a public disclosure request can be made by any means, including in writing, on a Request for Records Form, DSHS 17-041, in person, by e-mail, or by telephone. If the form is not used, the written request should include the following information: The requestor's name, organization, mailing address, telephone number, fax number, and e-mail address, the date of the request, a detailed description of the public record being requested, the address where copies of the records are to be mailed, or if the requestor wants to examine the records at DVR, and the signature of the requester.

Responding to Public Disclosure Requests

If a public disclosure request is received, the DVR staff person immediately transfers the request to their designated Area Public Records Officer or the Public Records Coordinator at the DVR State Office.

The designated Area Public Records Officer or Records Coordinator receiving a request for public records, including a request for access to customer records:

1. Reviews the request
2. Contacts the requester if necessary to limit the request or determine what specific records are requested
3. Determines whether the requester is authorized to receive any confidential records (authorization signed by the customer)
4. Determines if other sections of DSHS may have records included in the request
5. Search for records that are responsive to the request. This includes records created, sent, organized, received or stored
6. Responds in writing within five business days of receipt (the 5-day letter) to acknowledge the request or to provide the requested records. If DVR cannot provide copies of all requested records within five business days, the response must include one of the following:
    - When DVR will provide the records and the reason for the delay
    - A request for clarification of the request or
    - Denial of the request with specific reasons and the statutory basis

DVR staff may be asked to locate and copy records

If the Area Public Records Officer or Public Records Coordinator asks a DVR staff member to locate and copy records the officer or coordinator provides a copy of the public disclosure request, or summary so it is clear what records are needed. The DVR staff member forwards the copies to the Public Records Coordinator at the State Office. Make a second copy of the documents released and send via certified mail to the Public Records Coordinator at the State Office.

DVR staff may be asked to release records directly to a requester

In certain instances DVR staff may be asked to release requested records directly to a requester by the designated Area Public Records Officer or the Public Records Coordinator. The DVR staff responding to the public disclosure request:

1. Responds to requester to provide the requested records. Sends all documents by certified mail
2. Provides a second copy of released records to the Public Records Coordinator a the State Office for retention requirements

Access by Others to the Case Service Record

Other individuals or organizations requesting access or copies of a customer's case service record must have a signed authorization by the customer. Link to Authorization form, DSHS 17-063.

Cost of Making Copies of DVR Records

DVR may charge the requester .15 per copy. The costs may be waived under WAC 388-01-080 or at the discretion of the Area Public Records Officer or Coordinator.

Media Requests

Area Public Records Officers who receive public disclosure requests from the media must notify the Public Records Coordinator at the DVR State Office. The Public Records Coordinator notifies the DSHS Communications Office and the DSHS Public Disclosure Manager of any media request.

See Also:

DSHS Administrative Policy 5.02 Public Disclosure of and Access to DSHS Records

DVR Records Related to Legal Actions Involving DVR

(New 10/12/08)

Upon request, all employees have a responsibility to identify, keep and produce DVR records that are created and maintained as a part of their job duties that are related to legal actions involving DVR. These responsibilities become effective at any time a DVR employee:

- Becomes aware or suspects that there may be a potential lawsuit or tort claim involving DVR;
- Receives a Litigation Hold Notice that instructs individuals who are likely to have records related to a legal issue to take immediate action to identify and preserve the records for future retrieval; or
- Receives a Discovery Request from a party to a lawsuit or from an Attorney General Representative for information or DVR records.

Procedure

If one of the situations described above occurs, the employee takes the following steps:

1. Notifies the supervisor as soon as possible of a potential lawsuit or that they received a Litigation Hold Notice or Discovery Request
2. Identifies and keeps all records related to the matter. This includes all forms of information, including electronically stored information, including records stored on personally owned electronic devices used to do DVR work, such as a home computer, personal laptop, thumb drive, cell phone, PDA, BlackBerry, etc.
3. Stops the destruction of all records that relate to a possible or actual lawsuit or tort claim
4. Separates all identified records from other records and preserves them in native format (hard copy, tape, video, etc.) without redaction (blocking-out names or other information) or alteration
5. Provides the records as directed
6. Continues to identify, keep and produce all related records created or located until the legal matter or proceeding is fully resolved

Supervisor Responsibilities

If a VR supervisor is notified about a possible lawsuit or that an employee has received a Litigation Hold Notice or a Discovery Request the supervisor notifies the Discovery Coordinator at the DVR State Office.

DVR Discovery Coordinator

The DVR Discovery Coordinator consults with the DSHS Discovery Manager and the Assistant Attorney General to determine if a formal Litigation Hold Notice is called for.

Exclusions

These procedures do not normally apply to:

Fair Hearings

Actions initiated by DSHS

Legal, administrative, or other proceedings related to personnel actions

See Also:

DSHS Administrative Policy 5.05 Management of the Litigation Discovery Process.

Services to Relatives (Family) or Others with Whom the Employee has a Close Personal Relationship

(Revised 3/12/10)

See Also:

DSHS Administrative Policy 18.60 Employee Relationships with Clients, Vendors and Outside Organizations

Definitions

Relatives: are persons related by blood, marriage or adoption

State Registered Domestic Partners: are two adults who meet the requirements for, and have been issued a certification for, a state registered domestic partnership, as established in RCW 26.60.030

Friend: is a non-relative with whom the employee has a close, personal relationship

Colleague: is a past or present DVR employee, co-worker, agency partner, vendor or contractor with whom an employee has a close working relationship

1. VR Counselors must not provide direct services to a relative, domestic partner, friend or colleague with whom they have a close personal relationship

   DVR employees must not:

   - Discuss the case with others in the office
   - Interfere with the work of the assigned VR Counselor
   - Try to unduly influence the VR Counselor's decisions or ask the VR Counselor to "move things along faster,"

- Request preferential treatment from a VR Counselor, VR Supervisor or Area Manager

2. The VR Supervisor must ensure that employees who have a close personal relationship with a customer:
    - Don't have access to a customer's case service record or electronic records in STARS
    - Assigns the case to another VR Counselor in the unit or coordinates with another VR Supervisor assign a counselor from another unit. For example, if there is only one VR Counselor or Rehabilitation Counselor for the Deaf (RCD) in an office, a counselor from another office can travel to meet with the customer
    - Provides the Area Manager with written confirmation about cases that involve providing services to relatives or others with whom the employee has a close personal relationship.

3. The Area Manager provides the VR Supervisor with guidance and support about monitoring a current case with a real or perceived conflict of interest and transferring a case to another VR Counselor.

See Also:

Case Transfer

Subpoena Duces Tecum

(New 6/15/07)

Scope

These procedures apply to litigation where DSHS and DVR are not parties. DVR is often served with a subpoenas duces tecum, and/or a notice of deposition that seeks production of an individual's records or information. Usually, these documents are filed in the context of a court case where both the requestor and the subject of the records are represented. The subject of the records may or may not be a DVR customer, but typically he or she will have an attorney. In some instances, the subject of the records may not know the attorney issuing the documents or the subject may not be aware that the attorney is seeking information about him or her.

Definitions

<u>Subpoena Duces Tecum</u>

The term, subpoena duces tecum is derived from the Latin, duces tecum, meaning "you shall bring with you". This policy applies when a subpoena duces tecum is issued by an attorney to obtain confidential customer records. These subpoenas are issued after a

notice of intent to serve compulsory process under the Health Care Information Act in RCW 70.02.060. Such a subpoena may request reports, records or other information under the control of the person or agency served. A subpoena may be served on the agency, an individual employee or the records custodian for the agency.

Deposition

A deposition is a session held before a court reporter at a stated time and place where an attorney asks questions of an individual(s) under penalty of perjury. A notice of deposition may be sent with a subpoena to request an individual to appear and answer questions based on the records provided. The below policy applies equally to subpoenas and notices of deposition, with the term "subpoena" used to refer to either type of compulsory process.

Information Not Disclosed

1. DVR does not have authority to release information based solely on a subpoena duces tecum and/or a deposition notice. While these documents are usually filed in the context of a court case, they are issued by an attorney rather than a court and are not adequate for DVR to release information.
2. Any DVR staff person communicating with the person providing a subpoena duces tecum and/or deposition must not reveal whether the individual named is a current, past, or prospective applicant or recipient of DVR and/or DSHS services. These communications include contact by telephone, email, in person, or by letter.
3. To allow an attorney to obtain information, the customer or former customer must sign an authorization or the court must order disclosure.

Responding to a Subpoena Duces Tecum and/or Deposition

1. When a DVR staff member receives a subpoena duces tecum and/or a deposition notice, it is important to immediately contact the DVR Public Customer Relations Manager (or designee) in order to provide timely response. The DVR staff member also notifies his or her supervisor about receipt of the subpoena and/or deposition.

   (a) DVR must respond in writing within the time stated for response in the request, but not less than a maximum of 10 days of the date the subpoena is served at DVR. Otherwise, the AAG for DVR may have to appear in court to quash the subpoena.

   (b) The required response time applies whether or not the individual is a DVR or DSHS customer.

2. A copy of the subpoena and/or deposition is faxed (preferably on the date received) to the DVR Customer Relations Manager (or designee) at the DVR

State Office. If the individual named in the request is a DVR customer, a copy of the request is also filed in the customer's case service record.

3. The original copy of the subpoena and/or deposition notice is mailed to the DVR Customer Relations Manager at the DVR State Office.
4. The DVR Customer Relations Manager (or designee) responds to the subpoena and provides guidance to DVR staff on how to respond to the deposition notice.
5. When responding to a subpoena duces tecum and/or deposition notice the DVR Customer Relations Manager does not disclose whether or not the individual named is a current, past, or prospective applicant or recipient of DVR and/or DSHS services. This type of information can only be provided if the customer signs an authorization to release this information.

DVR Customer Relations Manager Responsibilities:

Past, Current or Prospective DVR Customer

1. If the individual is a past, current, or prospective DVR customer, the DVR Customer Relations Manager prepares a letter to object to the subpoena and/or deposition notice if no authorization is provided.
2. The written objection letter needs to contain the following information:

   a. Confirmation of the receipt of the documents served;

   b. The date of service upon DVR (date received at DVR);

   c. DVR is restricted by the Federal Code of Regulations and WAC from releasing identifying information about customers. WAC 388-891-0130 and 34 CFR 361.38 (e). DVR can release personal information if an individual provides written authorization or if the serving party obtains a court order;

   d. DVR is not able to produce records on the basis of the subpoena duces tecum and/or deposition notice and is objecting under Superior Court Civil Rule (CR) 45(d) (1) and that we will not produce records or appear at the scheduled time for any deposition or production of documents;

   e. Notation that a copy of the letter is going to the assigned AAG;

   f. Notation that a copy of the letter is going to the attorney of record for the individual named on the subpoena, if known. To protect the customer's privacy, do not reveal on the letter that the individual named is a customer; and

   g. Copy of the DSHS Authorization Form 17-063 and information about how to obtain the form at the DSHS website.

Distribution of the Objection Letter

1. The original objection letter with the Authorization Form (DSHS 17-063) is sent to the attorney sending the subpoena duces tecum and/or deposition notice.
2. Copies of the objection letter are distributed to:

   a. The attorney of record in the court case, if known or to the individual (without indicating whether the individual is known to DVR or DSHS;

   b. The Assistant Attorney General representing DVR;

   c. The DVR Customer Relations Manager; and

   d. The customer's case service record.

Individuals Other Than DVR Customers

If the individual named in the subpoena duces tecum and/or deposition notice is a past, current or prospective DSHS customer (other than a DVR customer), the DVR Customer Relations Manager refers to guidance in the following DSHS Administrative Policies:

DSHS Administrative Policy 5.01Safeguarding Confidential Information

DSHS Administrative Policy 5.02 Public Disclosure of and Access to DSHS Records

DSHS Administrative Policy 5.03 Client Rights Related to Protected Health Information

Individual is not Known to DVR or DSHS

If the individual is not known to DVR or DSHS, the DVR Customer Relations Manager::

1. Contacts the requestor to inform that DSHS has no records for the individual.
2. Sends a letter is to the requestor to confirm that DSHS does not have records for the individual; and
3. Keeps a copy of the letter.

Response to Further Contact From the Requestor

After the objection letter is sent to the requestor of the subpoena duces tecum and/or deposition, if the requestor makes further contact with DVR, DVR employees must refer the matter for handling to the DVR Customer Relations Manager, who will consult with other staff and the AAG as needed.

Restricted Information Requiring Special Attention

1. If DVR receives an Authorization Form (DSHS 17-063) signed by a DVR customer with a subpoena duces tecum and/or deposition notice, the matter is referred to the DVR Customer Relations Manager.
2. Prior to release of information, the DVR Customer Relations Manager reviews the authorization form to make sure it meets all special protection information including special protections for information about:

   (a) HIV/AIDS or STD testing or treatment;

   (b) Drug or alcohol services; and

   (c) Mental health treatment. An additional release form, (DSHS 17-063) needs to be completed to authorize the release of psychotherapy notes.

See also:

Sample Letter- Subpoena Duces Tecum

Authorization Form (DSHS 17-063)

DVR Records Related to Legal Actions Against DVR

Confidentiality Guidelines for Staff Working in a Co-located Facility

(12-9-13)

When DVR employees work at an office co-located with non-DVR personnel, DVR staff must follow these guidelines to maintain customer confidentiality:

1. A customer's written consent is required to share any of their confidential information with non-DVR employees within a co-located facility.
2. Be aware of your surroundings. If there are non-DVR personnel nearby who may overhear a conversation, don't refer to a customer by their first and last name. Only use a first name or initials.
3. Let customers know if they contact you by phone to talk about a confidential matter you may ask them to reschedule the call so you can take the call in an interview room or other location where the conversation won't be overheard by others.
4. Schedule an interview room in advance to have a confidential meeting with a customer or vendor. Don't use the interview room to do paperwork or

take a break as this confidential space may be needed by someone else in the office.

5. Hold staff meetings and supervisor/counselor meetings that involve discussing confidential customer information in meeting rooms or interview rooms. Don't have these conversations in break-rooms or other common areas.

6. Be sure to schedule conference rooms and interview rooms in Outlook so DVR can track usage of these spaces. This data will help DVR justify the need for confidential space.

See Also:

DVR Facility Guidelines and Standards

Case Service Record Documentation

Case Service Record Documentation

Case Record File System

Use of Required STARS Letters

Case Record Retention

Case Transfer

WAC - Case Service Record

See Also:

DVR Records Related to Legal Actions Involving DVR

Case Service Record Documentation

(Revised 6/15/07)

Case record documentation and case record management is a professional skill of the VR counselor and is a component of vocational rehabilitation practice. The case record has the important role of representing the customer and the VR counselor in the absence of either or both. For decision making the customer and counselor need accurate and complete information and this should be included in any record of professional quality. When decisions are made, the case record should provide written rationale for what the VR counselor does to assist the customer.

Each case record contains documentation of data required for each phase of the rehabilitation process from application through closure. The case record documents the progress of the customer's rehabilitation program through the rehabilitation process, always describing the present status and a clear history of the process.

Most of the information used in the VR process is contained in DVR forms and reports or records and reports from sources outside DVR. This information usually documents the work of the counselor on behalf of the customer.

The case narrative documents the work the customer and the counselor do as they proceed from application through plan development and implementation to employment and closure. Case narrative entries are made to describe decisions and actions not addressed by DVR forms or STARS printouts. Case narrative entries document the content and results of all required periodic reviews and all other reviews determined necessary by the customer or by DVR.

Expectation of Timely Documentation

It is expected that VR counselors document events, activities and the rationale for their decisions promptly, so it is clear what was decided and when it was decided. Case narratives must be kept up to date to accurately reflect the current status of the case, and entered into STARS no later than 90 days from the actual date of the event, activity or decision.

Procedure for Entering Case Narratives in STARS

From the Case Narrative Screen in STARS, the VR counselor selects the Entry Date. The Entry Date can be backdated. The Create Date is the actual date the case narrative is entered into STARS. This date defaults to "today's date" and can not be changed. Once a case narrative is created, the VR counselor can edit (modify or delete) for up to 5 days. After 5 days, the Create Date and case narrative become permanent and no longer can be edited (modified or deleted).The Entry Date shows the case narratives in chronological order.

Example:

VR counselor meets with customer February 2nd to discuss the results of a Trial Work Experience. This is an important meeting and the VR counselor wants to make sure it is documented in the Case Service Record. The VR counselor was not able to write a case note until February 28th, but wants to show when the actual event (meeting with the customer) took place. The VR counselor selects the Entry Date as February 2nd. The date the case narrative was written (Create Date) will show as February 28th.

Case Record File System

(Revised 10/01/08)

The case record file system is for the purpose of organizing the content of the customer's case service record. The case service record is kept for a total of six years after case closure of which, 1 year is on site and 5 years at the Records Retention Center (RRC).

Case Record Definition

The official case record is the paper file which contains all DVR documentation of VR decisions and services provided to individuals throughout the rehabilitation process. The case record includes (but is not limited to) the case narrative, forms, records needed to verify eligibility or ineligibility, plans, services requested and received and copies of electronic documents contained in STARS.

Case Record Content

The customer's paper case record folder is identified by applying a label with the customer's name, Social Security Number, application date, and VR counselor name. DVR staff organizes the contents of the case record by utilizing several color coded jackets:

Order and Color of File Jackets

- White --------- Order and Color of File Jackets, DSHS 13-853(on top)

  Although this form is not a jacket, it must be located first in the client file to help organize the jackets. The jackets should be in the following colors and order:

- Light Yellow – Post- Employment Service (PES) Jacket, DSHS 14-195
- Green – Rehabilitation Program Jacket, DSHS 14-146
- Yellow – Medical Jacket, DSHS 13-165
- Red – VR Service Provider and Related Material Jacket, DSHS 14-229
- Lime Green - Vocational Assessment Jacket, DSHS 13-854
- Salmon – Benefits Planning/Social Security Jacket, DSHS 13-855
- Pink – School Information Jacket, DSHS 13-856
- Orange – Employment Jacket, DSHS 13-857
- Lavender – HIPAA/Consents Jacket, DSHS 13-718
- Tan – Correspondence Jacket, DSHS 13-613
- Blue – Fiscal Jacket, DSHS 13-612

Light Yellow

Post Employment Services (PES) Jacket

All forms related to Post-Employment Services including:

- DVR PES Rehabilitation Plan, DSHS 11-020 (X) (Stapled to the inside front cover)
- Case Narrative Report
- Fiscal Documents related to PES
- PES Consents (are filed in the Lavender- HIPAA/Consents Jacket)
- Correspondence related to PES
- Other pertinent information related to PES

Green

Rehabilitation Program Jacket

Contents and Order

- Signed DVR Rehabilitation Plan, STARS narrative (stapled to the inside left cover)
- Signed DVR Amendment to Rehabilitation Plan (stapled to the inside left cover)
- Copy of the signed closure letter and copy of the review of handicap-too-severe letter, if applicable
- Case Narratives, printed from STARS, in chronological order (with the most recent case notes on top. Other paperwork should not be mixed in with the case notes)
- Financial Statement, DSHS 14-068
- Vocational Information, DSHS 11-019
- Application for Vocational Rehabilitation Services, DSHS 11-022 (stapled to the inside right cover)
- Application for Vocational Rehabilitation Services Addendum, DSHS 11-022A (stapled to the inside right cover)
- Immigration and Naturalization Services documents (ID & Social Security Card) for identification and employment eligibility verification (stapled to the inside right cover)
- Client Registry documentation (stapled to the inside right cover)

Yellow

Medical Jacket (Revised 10/19/09)

Content and Order

- Certification of Significance of Disability, (DSHS 11-048) is completed in STARS. The form is printed, signed and (stapled to the inside left cover)
- Significance of Disability form, (DSHS 11-050 is completed in STARS. (Formerly called the Prioritization for Services form.) Printing this 7-page form is optional. If the form is printed, it is (stapled to the inside left cover)
- Definitions of Functional Loss (Barriers to Employment) (stapled to the inside left cover)
- All medical and psychological documentation (evaluations, reports, and letters)
- Letters from medical providers
- All previous medical jackets and contents are placed in the back of the current medical jacket

Red

VR Service Provider Jacket

Contents and Order

- CRP outcome plans and reports
- IL evaluation plans/service report and reports
- Name and contact information of the Employment Network (EN) for the Ticket to Work Program, if long term supports are needed
- Any other VR Service Provider information or related material

Lime Green

Vocational Assessment Jacket

Chronological Order

Vocational Assessment information such as:

- Vocational Assessment from STARS and any Vocational Assessment adjustments (stapled to inside front cover)
- WorkStrides/Dependable Strengths reports
- Assistive Technology evaluations and reports
- Driving Evaluations
- Employment Readiness Scale
- Transition Portfolios
- Labor Market research
- Results from: WOWI, WOIS, ONET, CAPS, COPS, COPES, etc

Salmon

Benefits Planning/Social Security Jacket

Chronological Order

- Benefit Planning Checklist (completed)
- Benefits Planning Query (BPQY)
- Benefits Planning Report
- Ticket to Work documentation such as:
    - A copy of the “in use” letter
    - (3288 Social Security consents are filed in the Lavender- HIPAA/Consents Jacket)
    - (The name and contact information of the EN (long-term support) is filed in the Red- VR Service Provider and Related Material Jacket)
- Social Security documentation such as eligibility letters (medical information goes in the Medical- Yellow Jacket)
- Benefit Planning related documentation (may include PASS/IRWE paperwork, pay stubs, HWD application, Medicaid/Medicare information, etc)

Pink

School Information Jacket

Chronological Order

- Student Identification Number _____
- Pin Number (optional) _____
- School _____
- Course of Study _____
- Plan of Study (stapled to inside front left cover)
- Financial Award Information
- Higher Education Coordinating Board (HECB) Statement
- Class Schedules
- Grades
- Tuition/Fees
- Transcripts
- Public Institution of Higher Education (PIHE) agreement (this is the cost sharing agreement between DVR and public institutions for certain services) , if applicable (stapled to inside right cover)

Orange

Employment Jacket

Chronological Order

- Criminal background check (stapled to inside left cover)
- OJT Employment
- Resumes
- Letters of recommendations
- Internships
- Apprenticeship
- DVR Self-Employment Worksheet, DSHS 15-001
- Self-Employment Business Plan
- Supported employment letter of commitment of long-term support
- Certification to Employ at Sub-minimum Wage, U.S. Department of Labor (DOL), WH-22-MIS, and DOL 120 Hours Community Assessment Program Certificate
- Worker Opportunity Tax Credit (WOTC) Information

Lavender

HIPAA/Consents Jacket

Chronological Order

- PES consent (on top)
- Protected Health Information (PHI) Amendment Requests
- Consent form, DSHS 14-012
- Consent Addendum form, DSHS 14-012B
- Authorization form, DSHS 17-063
- Request For Records, DSHS 17-041
- Protected Health Information (PHI) Restriction Requests
- Denial of Access to PHI
- Other agency releases (e.g. Social Security Administration, schools, CAP, etc)
- Notice of Privacy Practices and Acknowledgement, DSHS 03-387 (stapled to inside right cover)

Tan

Correspondence Jacket

- All customer related letters and important e-mails in chronological order (except from medical providers). It is a “suggested practice” to either print important e-mails or cut and paste them into a case note in STARS. (Do either/or but not both).
- Referral forms, i.e., Labor and Industries, and Community Services Offices
- Fair Hearing correspondence – including correspondence with Customer Services Representative (CSR)

Blue

Fiscal Jacket

- Loan agreement in STARS, previously called the Inventory of Tools, Equipment, Initial Stock and Supplies, DSHS 19-074(x) form (stapled to inside front left)
- Authorization for purchase (AFP) of client services and vendor invoices and supporting documentation such as:
    - Bids and supporting documentation
    - Field Orders, A-17-1 if applicable
    - Order to Cancel Warrant, DSHS 07-016
    - Affidavit of Lost, Stolen, or Destroyed Warrant, DSHS 09-013(x)
    - Refund Notice, DSHS 06-069
    - Notice of Cancellation letter
- AFP Register at time of transfer or closure – placed on top of pile
- Overpayment (on top of pile – below AFP register)
- Request for Debt Forgiveness – OFR (on top of pile – below AFP register)

Use of Required STARS Letters

(Revised 4-25-14)

The VR counselor uses the following STARS template letters to notify customers of eligibility, case closure, and the VRC's decision not to support a selected employment goal, assessment service or VR service.

STARS Letters & Timely Notification

A VR Counselor is required to notify a customer in writing of the following decisions:

- The individual's eligibility,
- Pending and final closure of the individual's case record,
- Completion or termination of Post-Employment Services (PES), and
- The VRC's decision not to support an individual's chosen employment goal, assessment service and/or VR service provider.

When a VR Counselor decides to close a case record, end PES, or disagrees with a customer's chosen employment goal, assessment and/or VR service, the VRC is required to discuss their decision in advance with the individual in a counseling and guidance session. This discussion must be followed by written notification within five (5) working days. The customer will use the date they receive such written notification as the starting time frame for requesting a Fair Hearing, if they wish to appeal the VRC's decision.

The following template letters in STARS are required to assure that written notification is given to a customer that meets WAC requirements when an individual is determined eligible, their case is closed, OR a selected employment goal and/or VR service is denied.

The letters are in the STARS Customer Module under the "Reports" sub-menu. Each letter automatically prints a copy of the customer's appeal rights which must be mailed with every letter.

1. Request for Customer Contact Letter
2. Pre-Closure Notification Letter
3. Eligibility Letter
4. Closure Rehabilitated Letter
5. **Closed – Other Than Rehabilitated – Not Eligible Letters**:

   a. No disability or impediment to employment, does not require VR services

   b. Disability too significant, Trial Work Experience completed

   c. Disability too significant, Extended Evaluation completed

d. No longer eligible, employed and does not require VR services

e. Closed Other- Does Not Require VR Services, Ineligible

f. Closed Other- Does Not Agree to Extend the Eligibility Period

6. **Closed – Other Than Rehabilitated – Reasons Besides Eligibility Letters**:

a. Unable to locate

b. Lack of transportation

c. Referred to another agency

d. Institutionalized

e. Declines to Authorize Release of Info or Participate in Assessment

f. In Longer Interested in Receiving Services- Declines DVR Services

g. No Longer Interested in Receiving Services- Ask DVR to Close Case

h. Refused to cooperate

i. Refused to cooperate, customer will not authorize collection of necessary information

j. Supported Employment Case, no extended services

k. Customer accepted Extended Employment, non-integrated setting

l. Customer accepted Extended Employment, sub-minimum wage

7. **Denial of Selected Employment Goal, Assessment Service, VR Service, and/or Post-Employment Services**:

a. Denial of employment goal, further assessment needed

b. Denial of employment goal

c. Denial of employment goal, self-employment

d. Denial of assessment service

e. Denial of VR service

f. Denial of Post-Employment Services, not required

g. Denial of Post-Employment Services, must reapply

8. Closed- PES Successful Closure
9. Closed- PES Termination, must reapply
10. Closed- PES Unsuccessful, no further services

Signed copies of the STARS template letter are retained in the case record within the Correspondence jacket.

When there is no STARS template letter that is applicable to the specific written notification that must be provided to a customer, the VR Counselor sends an originally composed letter to the individual. A signed copy of this letter is retained in the case record within the Correspondence jacket.

Request for Customer Contact

When a customer does not maintain agreed upon contact with the VR Counselor or fails to respond within an agreed upon timeframe to a specific activity, the VRC initiates contact with the individual. The VRC may use the “Request for Customer Contact” template letter to initiate this contact. The letter advises the customer that if they do not respond to the VRC by a specified date it will be assumed the individual is no longer interested in receiving DVR services and steps will be taken to close the case record.

In the event a VR Counselor sends the “Request for Customer Contact” letter to an individual and the customer does not respond within the specified timeframe, the VRC will initiate steps to close the case unless there are mitigating circumstances. Examples of such circumstances include, but are not limited to:

- The customer has unreliable mail service, so additional efforts must be made to initiate contact with the individual.
- The customer does respond to the request for contact letter, but misses the requested deadline by a short period.
- The customer was away for an extended period and not available to receive and respond to the request for contact letter within the designated time period.
- The customer’s mail was opened by another member of the individual’s household, and the customer was not aware of the request for contact letter.

When the VRC decides to close a case record because a customer does not respond to a request for contact letter all case closure requirements must be followed. The VR Counselor sends the appropriate STARS template closure letter to provide the customer with notification that this action has been taken. See Also: Case Closure Notification and STARS Documentation

Pre-Closure Notification Letter

Before a customer's DVR case is closed for any reason, the individual must be given an opportunity to discuss the decision based on Washington Administrative Code 388-891-1320, "Am I involved in the decision to close my case." The "Pre-Closure Notification" template letter may be used by a VR Counselor to notify a customer of this opportunity.

In the event a VR Counselor sends the "Pre-Closure Notification" letter to an individual and the customer does not respond within the specified timeframe, the VRC initiates steps to close the case. However, the VRC must follow all case closure requirements. The VR Counselor sends the appropriate STARS template closure letter to provide the customer with notification that this action has been taken. See Also: Reason for Case Closure

Revised STARS Template Letters

(Revised 4-25-14)

Request for Customer Contact

I am writing to request that you contact me no later than (insert month/date/year) to discuss the following matter. Specifically, I need to discuss (insert description of the matter to be discussed).

It is very important that I talk with you. Maintaining contact with DVR is essential to our success in helping you achieve your employment goals. I look forward to you contacting me.

Please contact me immediately.

Sincerely,

Pre-Closure Notification Letter

I am writing to let you know that I believe it is time to close your case with the Division of Vocational Rehabilitation (DVR) and would like to discuss my reasons with you. Before your case is closed, Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case," gives you an opportunity to discuss why the case closure decision is being made.

Please contact me no later than (insert month/date/year) so that we can discuss why I believe your DVR case should be closed. If you do not contact me by this date, I will assume that you are not interested in having this discussion and will take steps to close

your DVR case. I will send you a case closure letter with additional information at that time.

Please contact me immediately if you wish to discuss my decision to close your DVR case.

Sincerely,

Enclosure: Customer Rights

Eligibility Letter

I am writing to inform you that you have been determined to be eligible for services from the Division of Vocational Rehabilitation (DVR). You are eligible because you meet the criteria of Washington Administrative Code 388-891-1000, “Who is eligible to receive VR services.”

The next step in the vocational rehabilitation process will be to assist you in selecting an employment goal and developing an Individualized Plan for Employment (IPE).

The IPE will be your pathway to employment. I look forward to assisting you in developing your IPE by helping you:

1. Understanding your interests, talents, and overall strengths;
2. Choosing an employment goal that is in demand within the job market;
3. Deciding what you must do to achieve your goal; and
4. Identifying the DVR services that will eliminate or minimize any disability-related barriers to employment.

Please contact me to schedule an appointment so we can get started on developing your employment plan.

I look forward to meeting with you soon.

Sincerely,

Enclosure: Customer Rights

Closed Rehabilitated Letter

I am writing in follow-up to our recent discussion to verify that you have successfully completed your Individualized Plan for Employment and have been working for at least

90-days. When we spoke, you indicated that you are doing well in your job and do not require any further services from the Division of Vocational Rehabilitation (DVR) at this time.

As we agreed, your case has been closed effective (insert month/date/year). The decision to close your case is based on Washington Administrative Code (WAC) 388-891-1300(1) “Why does DVR close a case service record?” and WAC 388-891-1310, “How does DVR determine if I have achieved an employment outcome?”

I appreciated the opportunity to assist you in going to work and congratulate you on your continued employment. If you need additional DVR services in the future to help you keep your job or get a new job, you may request Post-Employment Services at any time within 3 years of your case closure date (WAC 388-891-0790, “What are post-employment services?”).

Post-Employment Services may include any DVR service that is short-term and will be limited to helping you maintain, regain, or advance in employment within your present occupation. You can contact me or any DVR office to request Post-Employment Services.

If you have any questions about the closure of your case, please contact me.

Sincerely,

Enclosure: Customer Rights

Closed Other Letters, Not Eligible for DVR Services

Draft – Closed Other – Not Eligible – No disability or impediment to employment, does not require VR services

I am writing in follow-up to our recent discussion to confirm that you are not eligible for services from the Division of Vocational Rehabilitation (DVR). Your case has been closed effective (insert month/date/year) because you do not meet the DVR eligibility criteria. This decision is based on Washington Administrative Code (WAC) 388-891-1000, “Who is eligible to receive VR services,” and WAC 388-891-1300(2), “Why does DVR close a case service record.”

I have determined that you are not eligible for DVR services because you do not have a physical, mental, or sensory disability that results in a substantial impediment to employment. Therefore, you do not require DVR services to prepare for, get or keep a job.

I want to confirm that I discussed this decision with you and explained the reason for closing your case. I also explained your rights to appeal and/or contact the Client Assistance Program. As required by WAC 388-891-1045, “What happens if DVR determines that I am not eligible or no longer eligible for VR services.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Not Eligible – Disability too significant – Trial Work Experience

I am writing in follow-up to our recent discussion to confirm that you are not eligible for services from the Division of Vocational Rehabilitation (DVR). Your case has been closed effective (insert month/date/year) because the severity of your disability is too significant for DVR services to help you get or keep a job.

This decision is based on Washington Administrative Code (WAC) 388-891-1015, “What if a DVR counselor cannot presume that I am capable of working as a result of receiving VR services because of the severity of my disability,” and WAC 388-891-1300(2), “Why does DVR close a case service record.”

Because of the severity of your disability, DVR arranged a trial work experience for you, per WAC 388-891-1030, “What is involved in a trial work experience.” Based on the results of that experience, I have concluded that you will not go to work as a result of receiving DVR services. This makes you ineligible for DVR services according to WAC 388-891-1000, “Who is eligible to receive VR services.”

As required by WAC 388-891-1045, “What happens if DVR determines that I am not eligible or no longer eligible for VR services,” I have discussed this decision with you and explained the reason for closing your case. I also explained your rights to appeal and/or contact the Client Assistance Program. Although employment is not an option at this time, I encourage you to use your interests, talents and abilities for other life pursuits.

The decision that you are not eligible for DVR services will be automatically reviewed once per year for the next three years. You will be contacted in 12 months to see if your situation has changed and whether you may be eligible for DVR services. This is required by WAC 388-891-1045 as well as WAC 388-891-1330, “Under what conditions does DVR follow up with me after my case is closed.” You will be contacted to determine if your disability has changed in any way that enables DVR services to help

you go to work. If your situation changes sooner, you may apply for DVR services again at any time.

If you have any questions about my decision to close your case please contact me.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Not Eligible – Disability too significant – Extended Evaluation

I am writing in follow-up to our recent discussion to confirm that you are not eligible for services from the Division of Vocational Rehabilitation (DVR). Your case has been closed effective (insert month/date/year) because the severity of your disability is too significant for DVR services to help you get or keep a job.

This decision is based on Washington Administrative Code (WAC) 388-891-1015, "What if a DVR counselor cannot presume that I am capable of working as a result of receiving VR services because of the severity of my disability," and WAC 388-891-1300(2), "Why does DVR close a case service record."

Because of the severity of your disability, DVR conducted an extended evaluation for you, per WAC 388-891-1040, "What is an extended evaluation." Based on the results of that evaluation, I have concluded that you will not go to work as a result of receiving DVR services. This makes you ineligible for DVR services according to WAC 388-891-1000, "Who is eligible to receive VR services."

As required by WAC 388-891-1045, "What happens if DVR determines that I am not eligible or no longer eligible for VR services," I have discussed this decision with you and explained the reason for closing your case. I also explained your rights to appeal and/or contact the Client Assistance Program. Although employment is not an option at this time, I encourage you to use your interests, talents and abilities for other life pursuits.

The decision that you are not eligible for DVR services will be automatically reviewed once per year for the next three years. You will be contacted in 12 months to see if your situation has changed and whether you may be eligible for DVR services. This is required by WAC 388-891-1045 as well as WAC 388-891-1330, "Under what conditions does DVR follow up with me after my case is closed." You will be contacted to determine if your disability has changed in any way that enables DVR services to help you go to work. If your situation changes sooner, you may apply for DVR services again at any time.

If you have any questions about my decision to close your case please contact me.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – No Longer Eligible – Employed, no longer require services

I am writing in follow-up to our recent discussion to confirm that you are no longer eligible for services from the Division of Vocational Rehabilitation (DVR). Your case has been closed effective (insert month/date/year) because you are employed and do not require DVR services to keep your job. This decision is based on Washington Administrative Code (WAC) 388-891-1000, "Who is eligible to receive VR services," and WAC 388-891-1300(2), "Why does DVR close a case service record."

When you were originally determined to be eligible for DVR services it was believed that you would require these services in order to maintain your employment. Since then it has become apparent that you do not require DVR services to keep your job, and, therefore, you are no longer eligible.

I want to confirm that I discussed this decision with you and explained the reason for closing your case. I also explained your rights to appeal and/or contact the Client Assistance Program. As required by WAC 388-891-1045, "What happens if DVR determines that I am not eligible or no longer eligible for VR services."

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft- Closed Other – Does Not Require VR Services, ineligible

I am writing in follow-up to our recent discussion to confirm that you are no longer eligible for services from the Division of Vocational Rehabilitation (DVR). Your case has been closed effective (insert month/date/year) because you do not require DVR services to prepare for, get or keep a job. This decision is based on Washington Administrative Code (WAC) 388-891-1000, "Who is eligible to receive VR services," and WAC 388-891-1300(2), "Why does DVR close a case service record."

When you were originally determined to be eligible for DVR services it was believed that you would require these services in order to maintain your employment. Since then it has become apparent that you do not require DVR services to keep your job, and, therefore, you are no longer eligible.

I want to confirm that I discussed this decision with you and explained the reason for closing your case. I also explained your rights to appeal and/or contact the Client Assistance Program. As required by WAC 388-891-1045, “What happens if DVR determines that I am not eligible or no longer eligible for VR services.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft- Closed Other – Does Not Agree to Extend the Eligibility Period

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you did not agree to extend the eligibility period. This case closure is based on WAC 388-891-1010, After I submit my application to DVR how long does it take DVR to make an eligibility decision?”

If you have any questions about this action, please contact me. You may apply for DVR services again, if your situation changes.

Sincerely,

Enclosure: Customer Rights

Closed Other, Reasons Besides Eligibility

Draft – Closed Other – Unable to locate

I am writing to let you know that your case with the Division of Vocational Rehabilitation (DVR) will be closed effective (insert month/date/year). Your case is being closed

because DVR has not been able to locate or contact you since (insert month/date/year). This decision is based on Washington Administrative Code (WAC) 388-891-1300(5), "Why does DVR close a case service record."

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Lack of transportation

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case."

Your case has been closed effective (insert month/date/year) because you do not have adequate transportation to be able to participate in DVR services on a regular basis or you were unable to accept or maintain employment because suitable transportation was not feasible or available. This decision is based on WAC 388-891- 1300(3), "Why does DVR close a case service record."

The following efforts have been made to assist you in obtaining adequate transportation to regularly participate in DVR services: [delete this text and describe the steps taken to assist the customer to overcome his/her transportation barriers].

I regret that these efforts have not been successful. If you have any questions about my decision to case your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Referred to Another Agency

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case."

Your case has been closed effective (insert month/date/year) because I have referred you to another agency. I forwarded referral information to the other agency, with your written consent (insert the name of the agency) and closed your case because you will not be available to participate in DVR services. This decision is based on WAC 388-891- 1300(3), “Why does DVR close a case service record.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Institutionalized

I am writing to let you know that your case with the Division of Vocational Rehabilitation (DVR) will be closed effective (insert month/date/year). Your case is being closed because you are in a program or facility that does not make it possible to participate in DVR services. This decision is based on Washington Administrative Code (WAC) 388-891-1300(3), “Why does DVR close a case service record.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft Closed Other- Declines to Authorize Release of Info or Participate in Assessment

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you declined to (authorize the release of information or participate in an assessment . This case closure is based on WAC 388-891-1110, “What other assessments might be required?”

If you have any questions about this action, please contact me. You may apply for DVR services again, if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – No Longer Interested in Receiving Services

(Declines DVR Services)

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you declined DVR services. This case closure is based on WAC 388-891-1300(4), “Why does DVR close a case service record.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Attachment: Client Rights

Draft Closed Other- No Longer Interested in Receiving Services (Asks DVR to Close Case)

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you asked DVR to close your case. This case closure is based on WAC 388-891-1300(6), “Why does DVR close a case service record.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Attachment: Client Rights

Draft – Closed Other – Refused to Cooperate

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case."

Your case has been closed effective (insert month/date/year) because you have not cooperated in required or agreed upon conditions for receiving DVR services. Specifically, you have not (insert description of non-cooperation). This case closure is based on WAC 388-891-1300(7), "Why does DVR close a case service record."

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Attachment: Client Rights

Draft – Closed Other – Refused to Cooperate, will not authorize collection of necessary information

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case."

Your case has been closed effective (insert month/date/year) because you will not authorize DVR to collect information about you that is necessary for the development of an appropriate Individualized Plan for Employment. This case closure is based on WAC 388-891-1110, "What other assessments might be required," and WAC 388-891-1300(7), "Why does DVR close a case service record."

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Supported employment, no extended services

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you require supported employment and DVR is unable to locate any source that will provide the extended services or natural supports you will need in order to get and keep a job. This is in accordance with WAC 388-891-0880, “What if my counselor and I cannot secure a source of extended services or natural supports” as well as WAC 388-891- 1300(8), “Why does DVR close a case service record.”

If you have any questions about my decision to close your case, please contact me. You may apply for DVR services again if your situation changes.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Accepted Extended Employment, Non-integrated Setting

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, “Am I involved in the decision to close my case.”

Your case has been closed effective (insert month/date/year) because you have chosen to accept extended employment in a sheltered, non-integrated setting that does not meet the definition of a competitive employment outcome according to WAC 388-891-0010, “What definitions apply to this chapter.” You have said that you do not want to receive further DVR services that would help you obtain competitive employment in an integrated setting. This case closure is based on WAC 388-891-1300(4), “Why does DVR close a case service record.”

Because your case is being closed while you are working in a sheltered, non-integrated setting, you will be contacted once per year for the next three years to see if you would like assistance in obtaining competitive employment. You will be contacted in 12 months for this purpose. This is required by WAC 388-891-1330, “Under what conditions does DVR follow up with me after my case is closed.” If your situation changes sooner, you may apply for DVR services again at any time.

If you have any questions about my decision to close your case, please contact me.

Sincerely,

Enclosure: Customer Rights

Draft – Closed Other – Accepted Extended Employment, Sub-Minimum Wage

I am writing in follow-up to our recent discussion to confirm that your case is being closed with the Division of Vocational Rehabilitation (DVR). This written notice is required by Washington Administrative Code (WAC) 388-891-1320, "Am I involved in the decision to close my case."

Your case has been closed effective (insert month/date/year) because you have chosen to accept extended employment in a sheltered, non-integrated setting that pays a salary below minimum wage under special conditions of the federal Fair Labor Standards Act. Your job does not meet the definition of a competitive employment outcome according to WAC 388-891-0010, "What definitions apply to this chapter." You have said that you do not want to receive further DVR services that would help you obtain competitive employment in an integrated setting. This case closure is based on WAC 388-891-1300(4), "Why does DVR close a case service record."

Because your case is being closed while you are working in a sheltered, non-integrated setting, you will be contacted once per year for the next three years to see if you would like assistance in obtaining competitive employment. You will be contacted in 12 months for this purpose. This is required by WAC 388-891-1330, "Under what conditions does DVR follow up with me after my case is closed." If your situation changes sooner, you may apply for DVR services again at any time.

If you have any questions about my decision to close your case, please contact me.

Sincerely,

Enclosure: Customer Rights

Denial of Selected Employment Goal and/or VR Service

Draft – Denial of Selected Employment Goal, Further Assessment Needed

I am writing in follow-up to our recent discussion about your selected employment goal, which is to be employed as a [delete this text and enter goal here]. As we discussed, I do not agree that this is an appropriate goal for you to pursue because [delete this text and describe specific reasons here why you disagree with the employment goal].

My decision not to support your selected employment goal is based on Washington Administrative Code 388-891-1135, “Does DVR support any job I choose.”

I believe that further assessment and vocational exploration are needed before you select an employment goal. Specifically, I feel that you must take the following steps to decide on an employment goal that will be best for you: [delete this text and describe steps here].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor’s telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Selected Employment Goal

I am writing in follow-up to our recent discussion about your selected employment goal, which is to be employed as a [delete this text and enter goal here]. As we discussed, I do not agree that this is an appropriate goal for you to pursue because [delete this text and describe specific reasons here why you disagree with the employment goal].

My decision not to support your selected employment goal is based on Washington Administrative Code 388-891-1135, “Does DVR support any job I choose.”

I believe that [delete this text and enter goal here] would be a better employment goal for you to consider, because [delete this text and describe specific reasons here why you disagree with the employment goal].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor’s telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Selected Employment Goal, Self-Employment

I am writing in follow-up to our recent discussion about your selected employment goal, which is to be self-employed as a [delete this text and enter goal here]. As we discussed, I do not agree that self-employment is a good way for you to pursue your goal because [delete this text and describe specific reasons here why you disagree with the employment goal].

My decision not to support your selected self-employment goal is based on Washington Administrative Code 388-891-1135, "Does DVR support any job I choose."

I believe that you will be more successful if you pursue your employment goal by going to work for an established employer, because [delete this text and enter reasons here].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor's telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Selected VR Service, Assessment

I am writing in follow-up to our recent discussion about your request that the Division of Vocational Rehabilitation (DVR) provide you with [delete this text and describe the requested assessment service(s)]. As we discussed, I do not agree that this service(s) is necessary for you to decide upon an employment goal or develop an Individualized Plan for Employment.

My decision not to support your request is based on Washington Administrative Code (WAC) 388-891-1100, "What is an assessment for determining vocational rehabilitation needs?" Under this WAC, your choice of an assessment service must be needed to assist in the selection of an employment goal and to determine what other VR services will be needed to achieve that goal. The assessment service you are requesting is not

necessary for this purpose because [delete this text and describe specific reasons here why you disagree that the requested assessment service(s) is not needed].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor's telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Selected VR Service

I am writing in follow-up to our recent discussion about your request that the Division of Vocational Rehabilitation (DVR) provide you with [delete this text and describe the requested VR services(s)]. As we discussed, I do not agree that this service(s) is necessary for you to achieve your goal of becoming employed as a [delete this text and enter goal here].

My decision not to support your request is based on Washington Administrative Code (WAC) 388-891-0430(2)(b), "What decisions can I make using informed choice?" Under this WAC, your choice of a VR service must be needed to achieve a specific employment outcome. The service you are requesting is not necessary for this purpose because [delete this text and describe specific reasons here why you disagree that the requested VR service(s) is not needed].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor's telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Post-Employment Services, Not Required

I am writing in follow-up to our recent discussion about your request that the Division of Vocational Rehabilitation (DVR) provide you with Post-Employment Services. As we discussed, I do not agree that this service(s) is needed for you to keep your job or get a new job.

My decision not to support your request is based on Washington Administrative Code 388-891-0790, "What are post-employment services." Under this WAC, you must require Post-Employment Services to maintain, regain or advance in employment. The service you are requesting is not necessary for this purpose because [delete this text and describe specific reasons here why you disagree that the requested VR service(s) is not needed].

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor's telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Draft – Denial of Post-Employment Services, Must Reapply

I am writing in follow-up to our recent discussion about your request that the Division of Vocational Rehabilitation (DVR) provide you with Post-Employment Services. As we discussed, I do not agree that this service(s) will be sufficient to assist you in keeping your job or getting a new job. I believe that you require more extensive DVR services that only can be provided if you open a new case.

My decision not to support your request is based on Washington Administrative Code 388-891-0790, "What are post-employment services." Under this WAC, Post-Employment Services must be limited to brief services that are needed to maintain, regain or advance in employment. The service(s) you are requesting go beyond the scope of those that DVR can provide as Post-Employment Services and may be provided only if you open a new case.

I understand that you do not agree with my decision. As I told you during our discussion, you can contact my Supervisor [delete this text and insert Supervisor's telephone number and e-mail address here] and/or the Client Assistance Program (1-800-544-

2121) if you are not satisfied with my decision. You may also request mediation and/or a Fair Hearing.

Please let me know how you intend to proceed.

Sincerely,

Enclosure: Customer Rights

Post Employment Services- Successful Closure

I am writing in follow-up to our recent discussion to verify that the Division of Vocational Rehabilitation (DVR) has re-closed your case following the Post-Employment Services that were recently provided to you. As we agreed, your case has been re-closed effective (insert Month/Date/Year). The decision to re-close your case is based on Washington Administrative Code 388-891-0790, “What are post-employment services.”

If you need further DVR services in the future to help you keep your job or get a new job, you may request additional Post-Employment Services at any time within 3 years of the date your case was originally closed. After 3 years if you need services again, you must reapply for DVR services.

Post-Employment Services may include any DVR service that is short-term and will be limited to helping you maintain, regain, or advance in employment within your present occupation. You can contact me or any DVR office to request Post-Employment Services.

If you have any questions about the closure of your case, please contact me.

Sincerely,

Enclosure: Customer Rights

Post Employment Services- Termination, Must Reapply

I am writing in follow-up to our recent discussion to verify that the Division of Vocational Rehabilitation (DVR) has terminated the Post-Employment Services that were recently provided to you and re-closed your case. This decision was based on Washington Administrative Code 388-891-0790, “What are post-employment services.”

Under this WAC, Post-Employment Services must be limited to brief services that are needed to maintain, regain or advance in employment. The service(s) you were

receiving were not adequate to meet your needs and it is apparent that you require more intensive DVR services. These can be provided only if you open a new case, which you may do at anytime.

If you have any questions about the termination of your Post-Employment Services or wish to open a new DVR case, please contact me.

Sincerely,

Enclosure: Customer Rights

Post Employment Services Unsuccessful, no further services

I am writing in follow-up to our recent discussion to verify that the Division of Vocational Rehabilitation (DVR) has re-closed your case following the Post-Employment Services that were recently provided to you. As we agreed, your case has been re-closed effective (insert Month/Date/Year). The decision to re-close your case is based on Washington Administrative Code 388-891-0790, “What are post-employment services.”

I regret that the Post-Employment Services you received did not assist you in maintaining employment. While you did not request any further services at this time, if you need DVR services in the future to help you obtain employment, you may request additional Post-Employment Services at any time within 3 years of the date your case was originally closed. After 3 years if you need services again, you must reapply for DVR services.

Post-Employment Services may include any DVR service that is short-term and will be limited to helping you maintain, regain, or advance in employment within your present occupation. You also may apply to open a new DVR case at anytime. You can contact me or any DVR office to request Post-Employment Services or open a new case.

If you have any questions about the closure of your case, please contact me.

Sincerely,

Enclosure: Customer Rights

Case Record Retention

(Revised 5/19/08)

Retain all DVR customer case records consistent with the DSHS/DVR Records Retention Schedule (1 year on site and 5 years at the Records Retention Center for a total of 6 years).

If a case file is sent to the Records Retention Center and the case needs to be reopened in PES (Post Employment Service) with a new VR counselor, the file is requested from the Records Retention Center and the VR supervisor transfers the case in STARS to the new VR counselor so they have access to the case.

Six years after a case is closed, with no action of any kind, the case record is destroyed by the Records Retention Center. Exceptions to the retention schedule are:

1. If a case has action such as a fair hearing or an audit finding occurs within 1 year from case closure document the action and the action date on the outside of the case file. Maintain the case file on site for an additional year from the date of action. At the end of the second year if no other action is taken, the case file is sent to the Records Retention Center.
2. If a closed case record is reopened within the six-year retention period, consolidate the following closed material: a case narrative that acknowledges a fair hearing was requested and the outcome, medical documentation and HIPPA jacket, and any other information from the case file that needs to be retained, and place it in the back of the open file. The rest of the closed file is returned to the Records Retention Center.

Case Transfer

(Revised 5/19/08)

VR supervisors are responsible for assigning cases to the counselor who can best meet the customer's needs. Cases can be transferred from one counselor to another in the same office, or transferred to another office.

Either a customer or counselor can request a case transfer. Appropriate requests must be expedited by all staff so that there is timely decision making, minimal interruption in service delivery, and coordinated transfer logistics.

VR Counselor Request

The VR counselor requests case transfer by submitting a request to his or her VR supervisor. The counselor should be clear with the supervisor about the reason for requesting case transfer for example, personality conflict with customer, difference of opinion on case direction, or that customer is moving etc. The supervisor reviews the request to determine if case transfer will improve customer service. When appropriate, the supervisor transfers the case to the counselor within their supervisory unit who can best meet the customer's needs.

Generally, when a customer attends school outside of the local area, it is expected that the case will not be transferred to an office near the school, unless there are special circumstances, or the customer intends to relocate permanently to that area after training is completed.

Customer Request

The customer requests a case transfer by contacting the VR supervisor. If they want to receive services from a different office they can contact the VR supervisor in that office to request case transfer. The supervisor of the office which receives the request from the customer for case transfer has the responsibility to initiate and coordinate appropriate case transfer. If the case has been requested to be transferred to another unit, both the sending and potential receiving supervisor must reach agreement on the transfer. The sending and receiving supervisors will also agree on case transfer timing and other procedures that will meet customer needs.

Procedures:

Sending Supervisor

Prior to transferring a case the sending supervisor:

1. Determines it is in the customer's best interest to transfer the case;
2. Uses the VRS Checklist for Case Transfer (DSHS 11-073) form to review and document the status of the case.
3. Follows-up with the VR counselor if there are issues that need to be addressed and/or resolved, including updating the IPE if necessary;
4. If it makes sense to transfer the case, the sending supervisor contacts the receiving supervisor to discuss:
    - How to resolve customer service issues;

    - Transfer logistics;
  - Existing encumbrances for billing purposes; and
  - Other case service allotment needs;

5. Completes a narrative entry in the case service record that includes:
   - Reason for case transfer;
   - Name of the receiving supervisor;
   - Office location where the case service record will be sent, and
   - The customer's address, if appropriate.

6. The case service record must be:
   - Packaged inside a sealed envelope marked "confidential;"
   - Addressed to an individual at the receiving office; and
   - Sent by certified mail; or
   - Hand delivered to the receiving supervisor.

Receiving Supervisor

After receiving the case, the receiving supervisor:

1. Completes a narrative entry in the case service record that indicates case has been logged in, reviewed, and assigned to a counselor's caseload. Case will be transferred in STARS:
   - Preferably when decision is made to transfer case; and
   - No later than 5 working days after a decision is made.

WAC - Case Service Record

WAC 388-891-100 What personal information about me does DVR keep on file?

DVR keeps a case service record while you are receiving services and for three years after your case is closed. The case service record includes, but is not limited to:

(1) The DVR application form or written request for VR services.

(2) Documentation explaining the need for the trial work experience or extended evaluation, if conducted, and the written plan for conducting the trial work experience or extended evaluation, and documentation of progress reviews.

(3) Documentation and records that support the determination of eligibility or ineligibility.

(4) Documentation supporting the severity of disability and priority category determination.

(5) Financial statement and/or related records.

(6) Plan for employment, amendments to the plan, if amended, and information supporting the decisions documented on the plan.

(7) Documentation describing how you used informed choice to make decisions throughout the process, including assessment services, selection of an employment outcome, VR services, service provider, type of setting and how to get VR services.

(8) If VR services are provided in a setting that is not integrated, documentation of the reason(s) for using a non-integrated setting;

(9) If you achieve a competitive employment outcome, documentation to show

(a) Your wages and benefits;

(b) That the job you have is

(i) Described in your plan for employment;

(ii) Consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice; and

(ii) In an integrated setting.

(c) That the services provided to you in your plan for employment helped you become employed;

(d) That you have been employed for at least 90 days and that you no longer need vocational rehabilitation services;

(e) That you and your VR counselor agree that your employment is satisfactory and that you are performing well; and

(f) That you have been informed, through appropriate modes of communication about the availability of post-employment services.

(10) If you are referred to another state or federal program for services to prepare for, find or keep a job, documentation of the referral, the reason(s) for the referral, and the name of the program(s) to which you are referred.

(11) Documentation of case closure, including:

(a) Reasons for closing the case service record;

(b) How you were involved in the decision to close the case; and

(c) A copy of the closure letter that explains the reason(s) for case closure and your rights if you disagree with the decision.

(12) Documentation of the results of mediation or fair hearings, if held;

(13) Documentation of annual reviews after your case service record is closed as outlined in WAC 388-891-1330 if:

(a) You choose extended employment in a non-integrated setting;

(b) You achieve a supported employment outcome in an integrated setting for which you are paid in accordance with section 14(c) of the Fair Labor Standards Act; or

(c) DVR determines you are ineligible because you are too severely disabled to benefit from VR services.

(14) Other documentation that relates to your participation in VR services, including your progress, throughout the VR process.

See Also:

Case Record Retention

Community Rehabilitation Program (CRP)

Community Rehabilitation Program, CRP

(Revised 7-1-14)

CRP Referral Criteria

CRP Service Delivery Outcome Plan (SDOP)

CRP Service Delivery Outcome Report (SDOR)

CRP Contract Services (Disputes, Paying for Interpreters, Partial Payments, Verbal Authorization in an Emergency Situation)

CRP- Considerations for Determining Levels of Service

Payment for CRP Services

Selecting Services and/or Service Providers

WAC - Conditions: Paying for CRP, IL and RT Services

CRP Contract Services

CRP- Vocational Evaluation Services

CRP- Trial Work Experience (TWE)

CRP- Community Based Assessment (CBA)

CRP- Job Placement Services

CRP- Intensive Training Services

CRP- Job Retention Services

CRP- Off-Site Psych-Social Job Supports (Non-Supported Employment or Supported Employment)

Qualifications- CRP Staff Providing Off-Site Psycho-Social Job Support Services

CRP Contract- Fee Schedule

Forms / Instructions / Examples

Letters

CRP Referral Criteria

(New 5/15/06)

Pre-Referral Requirements

Prior to referral to CRP for job placement/retention services, the following actions have been taken.

1. An assessment of VR needs has been completed and documented that clearly supports the need for CRP services. Documentation must explain how CRP services address disability-related impediments to employment identified at eligibility.
2. For customers receiving SSI/SSDI, benefits planning by the VRC or a Benefits Planner, has been completed.
3. Sufficient documentation has been gathered, developed and placed in the service record to support the customer's selection of a job goal that is consistent with his/her strengths, interests, abilities, capabilities, concerns, resources, needs and informed choice.
4. If supported employment is required, documentation of the steps taken to assure there is a reasonable likelihood that long term support will be available.
5. All work barriers that will impact CRP services have been identified and are addressed in the plan, including criminal history, drug/alcohol issues, independent living, transportation, child care etc.
6. The VR counselor has determined the customer has demonstrated the consistent motivation and follow through to benefit from CRP services by showing up for DVR appointments regularly and on time, following through on tasks, responsibilities and assignments.
7. If the customer has received CRP services previously without a rehabilitation outcome, the VR counselor must determine what circumstances have changed that will produce a different outcome.
8. The customer is "qualified" to perform the type of employment the CRP will be seeking. For example, a customer seeking employment as a Certified Public Accountant must meet the education, experience and certification requirements to work as a Certified Public Accountant.

Initiating a Referral

A meeting between the customer, VR counselor and CRP representative must be held prior to joint development of the SDOP. The joint meeting will cover:

1. The customer's IPE (if applicable);

2. For supported employment, verification that there is a reasonable likelihood that long term supports will be available and the level of support.
3. Review of documentation supporting the selection of a vocational goal that is suitable, realistic and achievable (if applicable).
4. Review each party's role and responsibilities.
5. How all parties will communicate, make decisions and evaluate progress.

If the customer and CRP decide to initiate an SDOP after the initial meeting, the CRP will receive copies of the customer's IPE, documentation supporting the selection of vocational goal and any other information/documentation relevant or necessary to support the CRP's job placement/retention efforts.

See Also:

Selecting Services and/or Service Providers

Authorization for Purchase of CRP Services

(Revised 7-1-14)

CRP services are authorized if:

1. A CRP Service Delivery Outcome Plan is completed
2. The VR counselor completes an Authorization for Purchase of Services (AFP) within five (5) business days of the date all three parties (VR counselor, DVR customer, and CRP representative) sign and date the CRP Service Delivery Outcome Plan.
    - The AFP must include a written reference to the CRP Service Delivery Outcome Plan.
    - The CRP Service Delivery Outcome Plan must include the AFP number.

The VR counselor sends the CRP representative one copy of the AFP with the CRP Service Delivery Outcome Plan attached and places one copy of the AFP with the CRP Service Delivery Outcome Plan attached in the customer's case service record.

Verbal Authorization in an Emergency Situation

If an emergency situation exits, the VR counselor may give the contractor verbal authorization to start CRP services before the SDOP and AFP are developed if a delay in service delivery would adversely affect the customer's progress.

The VR counselor has five (5) business days after verbal authorization is given to get the AFP and SDOP in place and signed.

WAC - Conditions: Paying for CRP

CRP Service Delivery Outcome Plan (SDOP)

Developing an CRP Service Delivery Outcome Plan

A written plan for obtaining CRP services is jointly developed by the customer, DVR counselor, and an CRP representative. The details of the agreement are tailored to the unique needs of the customer and documented on the CRP Service Delivery Outcome Plan (SDOP) [DSHS 11-031(X)].

Only one service category is purchased on a CRP Service Delivery Outcome Plan. When more than one service category is provided, a separate plan for each service category is required.

Expected Outcomes

An expected outcome is the specific and measurable result of service delivery performed by a CRP representative. When a customer and DVR counselor decide to use CRP services, the expected outcomes need to be clearly defined and communicated to the CRP representative. The customer, DVR counselor and CRP representative document each expected outcome on the CRP Service Delivery Outcome Plan. More than one expected outcome may be included on a plan when the outcomes are within the same service category.

Party Responsible

The customer, DVR counselor, and CRP representative agree on and document the name of the CRP staff person responsible to work with the customer on each expected outcome.

CRP Service Delivery Outcome Plan Signatures

The customer, DVR counselor, and CRP representative each sign and date the CRP Service Delivery Outcome Plan after it is completed in full. The DVR counselor provides each party with a copy.

When CRP Services Begin

The CRP representative begins providing services when the plan is completed, signed, and dated by all parties, and an Authorization for Purchase is issued.

A verbal authorization can be given in an emergency situation. The VR counselor has five (5) business days after verbal authorization is given to get the AFP and SDOP in place and signed. See Verbal Authorization in an Emergency Situation.

Modifications to the CRP SDOP

Modifications to an existing signed and dated CRP Service Delivery Outcome Plan (SDOP), are discussed and agreed upon by the customer, DVR counselor, and CRP representative.

Minor modifications may be made on an existing plan when a customer, DVR counselor, and CRP representative agree to the modifications and have initialed and dated the changes on the plan. Minor changes include, but are not limited to:

- Extending the end date of a service; and
- Adding or deleting an outcome consistent with the overall plan.

A customer, DVR counselor, and CRP representative develop a new CRP Service Delivery Outcome Plan when the modifications will require a new AFP to be issued.

CRP Service Delivery Outcome Report (SDOR)

All reports submitted with invoices must be completed using the DVR CRP Service Delivery Outcome Report, DSHS 11-030. The SDOR documents the detailed expectations of what services are needed for a specific customer. The reports must include all information required in the contract and any additional information in the SDOP. If the VR counselor believes the report is not comprehensive enough, he or she will return the report to the CRP contractor to obtain the missing information.

The VR counselor discusses the report with the customer, and with the CRP representative, if needed.

Service Delivery Outcome Report [DSHS 11-030(X)] includes:

1. The name of the customer and DVR counselor who authorized the services;
2. The name of the CRP representative completing the report and name of CRP;
3. The CRP service category and AFP number that correspond to an CRP Service Delivery Outcome Plan;
4. The overall timelines of the plan, and the report time line;
5. The outcome number(s) being reported, which must correspond to the outcome number(s) listed on the CRP Service Delivery Outcome Plan.
6. The CRP representative's signature and the date of signature.

NOTE: The CRP representative may hand write the report on the form or fully complete the heading of the Service Delivery Outcome Report form, indicating in the body of the form that the narrative is attached. Sign and date the form, then complete the narrative portion of the report and attach it to the CRP Service Delivery Outcome Report form.

Payment for CRP Services

A CRP bills for services rendered by submitting an CRP Service Delivery Outcome Report and an itemized invoice to the VR counselor that authorized the services. The

CRP's invoice must include the CRP name, mailing address, description of services provided, total billing amount, and date.

When the DVR counselor receives the CRP Service Delivery Outcome Report and the CRPs invoice, the VR counselor initiates a payment. Advance payments are prohibited. A DVR counselor takes action within seven calendar days of receipt of an CRP Service Delivery Outcome Report and the CRP invoice. The DVR counselor:

1. Initiates payment; or
2. Consults with the CRP representative about services and/or outcomes that are not approved because the services were (a) not satisfactory; or (b) not consistent with the corresponding CRP Service Delivery Outcome Plan; or
3. Returns the CRP Service Delivery Outcome Report to the CRP representative within 15 calendar days when the report is not approved for payment, with a written explanation of the specific reason(s) the request for payment is not approved.

See Also:

Selecting Services and/or Service Providers (IPE Development section)

CRP Contract Services (Disputes, Paying for Interpreters, Partial Payments, Verbal Authorization in an Emergency Situation)

Contract is legally-binding

The contractor and DVR enter into a contract that is legally binding on both parties. Because the contract is legally binding, day to day practices must follow the contract and the contractor and DVR staff members do not have the authority to deviate from the contract. Neither DVR nor the contractor may perform their specific responsibilities under the contract unless:

- DVR has issued the contractor an AFP for provision of CRP services; and
- DVR, the customer, and the contractor have fully completed and signed a DVR Service Delivery Outcome Plan (SDOP) for the specific service(s) to be provided.

Contract Disputes

If a dispute arises over an issue concerning the terms of the contract, DVR or the contractor follow the process described in the CRP contract. The excerpt from the contract is stated below.

When a dispute arises over an issue concerning the terms of this Contract, the following process is used to address the dispute:

a. The Contractor and DVR shall attempt to resolve the dispute through informal means between the Contractor and the assigned DVR Counselor. For those contracts where a DVR Counselor is not assigned, the Contractor shall attempt

to resolve the dispute with the contact person identified on the first page of the contract.

b. If the Contractor is not satisfied with the outcome of the resolution with the DVR Counselor or DSHS contact person, the Contractor may submit a request for review of the disputed issue, in writing, for review within thirty (30) business days of the outcome to:

   DVR Director
   DSHS/DVR
   PO Box 45340
   Olympia WA 98504-5340

c. The Director may appoint a designee to review the disputed issue.
d. A request for dispute resolution shall include:
   1. Name of the requester;
   2. Contractor's name, full address, phone number, and email;
   3. Contract number;
   4. Description of the issue in dispute;
   5. A statement describing the requester's position on the issue in dispute, including any documentation that supports this position; and
   6. Steps already taken to resolve the dispute.
e. The reviewer may request additional supporting documentation from either party to assist in reaching a fair resolution.
f. The Director shall issue a written decision to the Contractor within thirty (30) calendar days of receipt of all information relevant to the issue.
g. The dispute resolution process described above is the sole administrative remedy available under this Contract.

The Contractor is Responsible to Pay for a Spoken Language Interpreter or ASL Interpreter

If a customer requires either a spoken language interpreter or American Sign Language (ASL) interpreter to participate in a CRP service the CRP contractor is responsible to pay for the interpreter as described in the Statement of Work of the CRP contract.

3.Statement of Work. The Contractor shall provide the services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

a. Provide all services, as described in the Statement of Work, of this Contract in a manner and setting(s) that meet the requirements of the Americans with Disabilities Act (ADA);
b. Arrange and be responsible for all costs associated with communication interpreter services, as needed, to provide disability-related access per the Americans with Disabilities Act (ADA) unless the cost involved would cause an undue burden (significant difficulty or expense) for the Contractor. Determination of what constitutes an undue burden will be made on a case-by-case basis, relative to the Contractor's overall resources. If an undue burden does exist, the

DVR supervisor may authorize paying for interpreter services apart from the contracted fee for service; and

On a case by case basis, if the cost of providing an interpreter causes an undue burden (significant difficulty or expense) for the contractor, a VR supervisor, or designee may consider the contractor's overall resources and approve an exception to policy for DVR to pay for interpreter services. The VR supervisor or designee documents in a STARS case narrative the basis for determining it is an undue burden for the contractor to provide an interpreter for a contracted service.

See Also:

Interpreter and Translation Services

Contract Payment Structure

Payment Points

All services, with the exception of Vocational Evaluation Services have multiple payment points. These payment points are merely the maximum total fee divided into 2 or 3 payments over the course of service delivery as specified in the contract. If successful service delivery occurs, payment points shall always add up to the maximum total fee. Anytime a new SDOP is developed it is considered a new service and the contractor is entitled to all payment points for the service, regardless of how many times the service was provided before.

Partial Payments

1. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR Counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

(Revised 7-1-14)

Partial Payment Example

Job Placement- Level 2

- Total maximum fee- $2,450
    - Intake Fee of $240 is paid
    - Activity Fee of $600 is paid
    - Remaining balance to be paid upon successful delivery is $1,610
- Half of the total fee is $1,225 (partial payment)
    - Deduct the Intake Fee of $240 and the Activity Fee of $600 from the partial payment ($1,225-$120- $600 (The remaining balance of partial payment = $385).

Verbal Authorization in an Emergency Situation

If an emergency situation exits, the VR counselor may give the contractor verbal authorization to start CRP services before the SDOP and AFP are developed if a delay in service delivery would adversely affect the customer's progress.

The VR counselor has five (5) business days after verbal authorization is given to get the AFP and SDOP in place and signed.

Periodic Progress Updates (different from Reports)

The VR counselor may require periodic progress in the Service Delivery Outcome Plan (SDOP). The counselor will determine the format, method, and frequency of the periodic updates, such as e-mail, telephone calls, or brief written updates. While there is no fee for periodic updates, if the VR counselor requires them the format, method and frequency should be noted on the SDOP.

CRP- Considerations for Determining Levels of Service

(Revised 7-1-14)

The following general guidance is designed to help the VR counselor decide if a CRP contract service is required and which level of service is most appropriate. There are universal considerations that apply to all contract services and unique considerations, if applicable, are provided under each CRP contract service.

Universal topics to consider when deciding what level of CRP contract service should be provided (applies to all CRP contract services):

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability

- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique considerations will help in determining the most appropriate level of support for the following CRP contract services:

- CRP-Trial Work Experience or Community Based Assessment, Level 1, 2 or 3;
- CRP-Job Placement, Level 1, 2 or 3;
- CRP- Intensive Training Services, Level 1, 2 or 3;
- CRP- Job Retention Services, Level 1, 2 or 3.

CRP Vocational Evaluation Services

(Revised 7-1-14)

The 2014-2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

The DVR counselor and the contractor shall develop a written DVR SDOP for Vocational Evaluation Services. The SDOP is individualized to meet the unique needs of each DVR customer and must be mutually agreed to and signed by the DVR counselor, DVR customer and the contractor.

The contractor shall administer one (1) or more standardized vocational tests as specified in the DVR SDOP for Vocational Evaluation Services in order to obtain objective information in response to specific questions documented on the SDOP about the customer’s work-related strengths and limitations.

1. **Services**

a. Comprehensive Vocational Evaluations:

i. May be completed in three (3) days or less;

ii. Consists of tests and / or assessment methods designed to measure and document a customer's interests, values, work related behaviors, aptitudes, skills, physical capacities, learning styles, and training needs; and

iii. Are performed using a variety of techniques, i.e., assessment of functional / occupational performance in real or simulated environments, work samples, psychometric testing, preference and interest inventories, personality testing, personal interviews and analysis of prior work experience and transferable skills; and

iv. If the evaluation process identifies work the DVR customer could do, the evaluation report will identify at least three employment options the customer could successfully perform either with or without training and long-term employment supports.

b. Brief Vocational Evaluations:

i. Are typically completed in one (1) day or less; and

ii. Are paper and pencil tests, such as psychometric testing, personality testing, performance and interest inventories that identify a customer's work interests and abilities.

Additional Guidance not in the contract about CRP- Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to <u>one</u> per customer, <u>if needed</u>. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but he decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the

VR counselor takes immediate steps to get the assessment back on track or terminate it.

Reports

Outcome Report

Comprehensive Vocational Evaluation Outcome Report

Upon completion of the Comprehensive Vocational Evaluation, the contractor will submit a written Outcome report of test results answering all questions listed on the SDOP and any recommendations, if applicable.

Brief Vocational Evaluation Outcome Report

Upon completion of one (1) or more of the individual Vocational Evaluation test(s), the contractor shall submit a written Outcome report on the SDOP of test results for each test administered, answering all questions listed on the DVR SDOP and any recommendations, if applicable.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the selected customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;
        iii. Address of destination the Contractor is traveling to;
        iv. Date and time the contractor arrives at destination address; and
        v. Date and time the contractor returns to point of origin.

2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See OFM Mileage Reimbursement Rates 10.90.20
    a. Address of contractor's nearest staffed office location, point of origin; and
    b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR counselor such as State Ferry fees and toll fares.

(Revised 7-1-14)

Fees

Comprehensive Vocational Evaluation	Maximum Total Fee $1, 175.00
Brief / Individual Vocational Evaluation	The flat fee or Hourly fee as set by the contractor

Partial Payments

1. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Comprehensive Vocational Evaluation

- Total maximum fee- $1,175
- Half of the total fee is $587.50 (partial payment)

See Also:

CRP SDOP Template Examples

CRP Trial Work Experience (TWE)

(Revised 7-1-14)

The 2014-2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

<u>CRP Trial Work Experience Services</u>

1. The intent of the Trial Work Experience (TWE) is to determine:
    a. If the customer can achieve employment through the provision of Vocational Rehabilitation (VR) services and is eligible for VR services; or
    b. There is clear and convincing evidence that the customer cannot benefit from VR services due to the significance of their disability and is ineligible for DVR services.
2. TWEs can be provided at any point in the VR process.
3. A TWE allows a Division of Vocational Rehabilitation (DVR) Customer to perform in one or more realistic work setting(s) while receiving appropriate support services.
4. Trial Work Setting
    a. Trial Work Experiences are:
        i. Conducted in a realistic integrated work setting based on the customer's needs and informed choice;
        ii. Includes the number and variety of settings necessary to obtain sufficient information for the VR counselor and customer to make sound decisions; and
        iii. Duration is determined based on a customer's needs as determined by the nature and extent of the areas being explored and should be scheduled for the shortest time necessary to answer all the questions specified in the Service Delivery Outcome Plan (SDOP).
    b. Liability during a Trial Work Experience
        i. The contractor shall be liable for any accidents or injuries to the DVR customer while participating in a Trial Work Experience at a business site;
        ii. The contractor shall also be liable for any damages caused by the DVR customer to equipment or property belonging to the employer where the Trial Work Experience is conducted.
5. Areas of evaluation can include, but are not limited to:
    a. Mobility to and from work or within a work setting;
    b. Ability to tolerate the typical demands of a regular work schedule or work environment;
    c. Ability to demonstrate the manual skills and dexterity to perform typical work tasks;
    d. Ability to manage self-care needs in a work environment;

e. Ability to learn work tasks and identify what type and level of supports are needed to perform tasks;
f. Ability to understand others and communicate effectively; and
g. Interpersonal skills and ability to respect typical social and personal boundaries

See Also: Trial Work Experience-Extended Evaluation

Levels of service

Universal topics to consider when deciding what level of CRP contract service should be provided for a Trial Work Experience:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Trial Work Experience

Unique considerations will help in determining the most appropriate level of support for a CRP Trial Work Experience Level 1,2 or 3. The DVR counselor is responsible to determine which level of service to use, with input from the DVR customer and the contractor, based on the:

a. Complexity of the Trial Work Experience questions to be answered;
b. Nature and extent of support(s) the Customer will need to complete the Trial Work Experience;

c. Expected duration of the Trial Work Experience;
d. Type and number of positions the Trial Work Experience includes;
e. Availability of the type of Trial Work Experience setting or position; and
f. Expected time to complete the Trial Work Experience.

Additional Guidance not in the contract about Levels of Service

Level 1- One position and within 10 direct service hours

Level 2- One position and between10-30 direct service hours

Level 3- One position and 30+ direct service hours, or multiple TWE positions, regardless of the number of service hours.

The DVR Counselor is responsible to determine which level of service to use, with input from the DVR customer.

Levels of service can be changed by the VR counselor if the customer's needs change.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC) for a Trial Work Experience.

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for a Trial Work Experience, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Trial Work Experience Outcome Report

Upon completion of the Trial Work Experience (TWE), the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) form indicating:

a. For each TWE site(s):
    i. Name of TWE site(s);
    ii. TWE site(s) contact name and phone number;
    iii. Address of TWE site(s); and
    iv. Dates of assessment for each TWE site.
b. Verification of the customer's completion of the TWE;

c. Answers to all questions specified on the DVR Service Delivery Outcome Plan (SDOP); and
d. Any additional details requested on the SDOP.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;
        iii. Address of destination the contractor is traveling to;
        iv. Date and time the contractor arrives at destination address; and
        v. Date and time the contractor returns to point of origin.
2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See OFM Mileage Reimbursement Rates 10.90.20
    a. Address of contractor's nearest staffed office location, point of origin; and
    b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

(Revised 7-1-14)

Fees

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Trial Work Experience

Level	Intake Fee	Outcome Fee	Maximum Total Fee
1	$150.00	$870.00	$1,020.00
2	$300.00	$1,740.00	$2,040.00
3	$450.00	$2,610.00	$3,060.00

Partial Payments

1. If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

TWE- Level 2

- Total maximum fee- $2,040
  Intake Fee of $300 is paid
  Remaining balance to be paid upon successful delivery is $1,740

- Half of the total fee is $1,020 (partial payment)
  Deduct the Intake Fee of $300 from the partial payment ($1,020-$300) the remaining balance of partial payment = $720

See Also:

Trial Work Experience

Extended Evaluation

See Also:

CRP SDOP Template Examples

CRP - Extended Evaluation Services -- No SDOP templates because this service is highly individualized

CRP- Community Based Assessment (CBA)

(Revised 7-1-14)

The 2014-2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

Community Based Assessment Services

The intent of the Community Based Assessment (CBA) is to:

- Identify barriers to employment;
- Obtain information needed for the DVR Customer to select a suitable vocational goal; or
- Determine the nature and scope of Vocational Rehabilitation (VR) services a customer needs to achieve an employment outcome.

Community Based Assessment (CBA) can be provided at any point in the vocational rehabilitation process.

Generally, a CBA is conducted after the customer is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

- The customer is employed and seeking services to advance in employment; or
- The customer is seeking services to maintain employment.

Additional guidance not in the contract about community based assessments:

Customers receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and must not participate in a CBA before their eligibility is determined.

The VR counselor conducts a trial work experience if the counselor cannot presume that the customer is capable of working as a result of receiving VR services because of the significance of the customer's disabilities.

See Also:

Trial Work- Extended Evaluation

CRP- Trial Work Experience

Services

1. The contractor will locate, secure, and place a DVR customer into a paid employment setting(s) or other realistic work setting(s), in which the customer performs work for a specified period with the direct provision of needed job supports and training to:
    a. Verify or identify a customer's unique work interests, abilities, and any competitive employment barriers related to communication, mobility, work skills, work tolerance, self-direction (cognition and learning), interpersonal attitudes, skills or behavior; self-care, etc.; and
    b. Identify the nature and extent of support(s) and accommodations needed for the customer to obtain and maintain competitive employment.
2. Liability during a Community Based Assessment
    a. The contractor shall be liable for any accidents or injuries to the DVR customer while participating in a Community Based Assessment at a business site;
    b. The contractor shall also be liable for any damages caused by the DVR customer to equipment or property belonging to the employer where the Community Based Assessment is conducted.

Levels of Service

Universal topics to consider when deciding what level of CRP contract service should be provided for Community Based Assessment:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Community Based Assessments

Unique considerations will help in determining the most appropriate level of support for Community Based Assessment Level 1, 2 or 3. The DVR counselor is responsible to determine which level of service to use, with input from the DVR customer and the contractor, based on the:

a. Complexity of the Community Based Assessment questions to be answered;
b. Nature and extent of support(s) the Customer will need to complete the Community Based Assessment;
c. Expected duration of the Community Based Assessment;
d. Type and number of positions the Community Based Assessment includes;
e. Availability of the type of Community Based Assessment setting or position; and
f. Expected time to complete the Community Based Assessment.

Levels of service can be changed by the vocational counselor if the customer's needs change.

Additional guidance not in the contract about levels:

Level 1- One position and within 10 direct service hours

Level 2- One position and between10-30 direct service hours

Level 3- One position and 30+ direct service hours, or multiple TWE/CBA positions, regardless of the number of service hours

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC) for a Community Based Assessment..

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for a Community Based Assessment, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Community Based Assessment Outcome Report

Upon completion of the Community Based Assessment (CBA), the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) indicating:

a. For each CBA site(s):
    i. Name of CBA site(s);
    ii. CBA site(s) contact name and phone number;
    iii. Address of CBA site(s); and
    iv. Dates of assessment for each CBA site.
b. The customer's completion of the service;
c. Answers to all questions specified on the DVR Service Delivery Outcome Plan (SDOP);
d. Justification for any bonuses included on the invoice for the CBA; and
e. Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;
        iii. Address of destination the contractor is traveling to;
        iv. Date and time the contractor arrives at destination address; and
        v. Date and time the contractor returns to point of origin.
2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location. See OFM Mileage Reimbursement Rates 10.90.20
    a. Address of contractor's nearest staffed office location, point of origin; and
    b. Address of destination the contractor is traveling to.

3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees

An Intake Fee and a successful Outcome Fee will be paid as follows:

Community Based Assessment Fees

Level	Intake Fee	Outcome Fee	Maximum Total Fee
1	$150.00	$870.00	$1,020.00
2	$300.00	$1,740.00	$2,040.00
3	$450.00	$2,610.00	$3,060.00

Permanent Employment Bonus	$615 (for CBAs only)
Healthcare Coverage Bonus	$615 (for CBAs only)

Permanent Employment Bonus- a bonus of $615 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job as a secondary outcome of the Community Based Assessment, CBA.

Healthcare Coverage Bonus- a bonus of $615 shall be paid if the DVR customer obtains a permanent, competitive and integrated job of 35 hours or more per week and includes employer-provided healthcare benefits as a secondary outcome of the CBA. Payment of the bonus does not have to wait until the healthcare benefits go into effect.

Note: Both bonuses shall apply for CBAs if the DVR customer is placed at the contractor's place of business or any business entity owned or operated by the contractor. This fee does not apply to Trial Work Experience (TWE).

Partial Payments

1. If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

CBA-Level 2

- Total maximum fee- $2,040
  - Intake Fee of $300 is paid
  - Remaining balance to be paid upon successful delivery is $1,740
- Half of the total fee is $1,020 (partial payment)
  - Deduct the Intake Fee of $300 from the partial payment ($1,020-$300) the remaining balance of partial payment = $720

Additional guidance not in the contract about benefits planning and supervising a community based assessment

Benefits Planning Recommended for a Paid Trial Work Experience or Community Based Assessment

Because earnings from a paid trial work experience or community based assessment are considered as “income” by the Social Security Administration, benefits planning is recommended to help determine how earnings will impact the customer’s Social Security benefits.

Supervising the Customer in a Community Based Assessment

If a community based assessment is conducted by a CRP, the CRP needs to supervise the assessment throughout its duration. The CRP does not need to be on-site at all times, but must ensure everything is working well before leaving. The CRP must be available to return to the work site if needed.

The employer is not to provide day-to-day supervision, but may provide general work instructions to assess the customer’s ability to work with others, follow directions, etc.

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the customer's work. This could be done in a DVR office, WorkSource center, partner agency or other setting.

See Also:

DVR Staff Supervising a Community Based Assessment

See Also:

CRP SDOP Template Examples

CRP Job Placement Services

(Revised 7-1-14)

The 2014-2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

CRP Job Placement

Services

1. The contractor shall work with the DVR customer to:
    a. Identify job leads;
    b. Conduct job searches;
    c. Market the customer to prospective employers;
    d. Develop effective resumes;
    e. Complete and submit employment applications;
    f. Practice and prepare for job interviews,
    g. Arrange for job-related disability accommodation needs; and
    h. Other services as needed to prepare the DVR customer for employment.

2. The contractor shall locate, secure, and place a DVR customer into a paid integrated job that is mutually agreed upon by the DVR counselor, the customer, and the contractor.

    a. Job Placement is accomplished when the DVR customer completes their first full day of paid employment as defined by the customer's employer unless On-the-Job Training (OJT) services are provided by DVR.

    b. If OJT services are provided by DVR, Job Placement is achieved and paid for only after the OJT is completed and a permanent Job Placement is made and documented.

3. Temporary to permanent job placement is defined as the employer's customary hiring practice to start the majority of their permanent staff as temporary employees. Temporary to permanent job placement is acceptable if the following are met:

    a. The employer provides written verification to DVR that it is the employer's customary hiring practice to start the majority of their permanent staff as temporary employees;

    b. Job Placement is in accordance with the DSOP and IPE; and

c. The customer agrees to the placement.

Job Placement at CRP's Business or Business Entity

DVR pays for job placement at a CRP's place of business or any business entity owned or operated by the contractor under the following conditions:

1. The job matches the job goal on the SDOP;
2. The customer is hired through the contractor's competitive interviewing and hiring process; and
3. The customer, contractor and the VRC all agree that it is an appropriate placement.

Customized employment at a CRP's place of business or any business entity owner or operated by the contractor is not allowed.

Additional guidance not in the contract about CRP Job Placement Services

1. VR counselors will provide DVR customers with job placement (direct services), and/or utilize no-cost services from WorkSource before referring a customer for CRP Job Placement Services.
2. CRP- Job Placement Services or CRP- Intensive Job Placement Services are is appropriate when:
    a. The customer has clearly demonstrated they were not able to succeed in job search assisted by DVR staff, WorkSource; or
    b. There is sufficient existing information to know that the customer would be incapable of succeeding in job search assisted by DVR staff or WorkSource due to the significance of their disability, or because Supported Employment is required.

Levels of Service

The DVR counselor is responsible to determine which level to use, with input from the DVR customer, and the contractor, based on the nature and extent of Job Placement services and supports the contractor is expected to provide.

Universal topics to consider when deciding what level of CRP contract service should be provided for Job Placement:

- Motivation to succeed in gaining employment
- Transportation
- Medical

- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Job Placement Services

Unique considerations help to determine the most appropriate level of support for Job Placement Level 1, 2 or 3. Unique considerations for the level of Job Placement services include:

- Availability of the desired job;
- Wage expectations;
- Benefits expectations;
- Geographic limitations;
- Any necessary job modifications; and
- Flexibility regarding hours, wages, location, type of work, etc.
- Customer's skills and abilities;
- Ability to transfer skills;
- Marketability of the job seeker; and
- Confirmation of post-employment services, i.e., Job Retention or external Extended Services.

Levels of service can be changed by the DVR counselor if the customer's needs change.

Job Placement Activities for Levels 1 and 2

For a DVR customer who needs the assistance of a CRP to directly perform all aspects of the customer's job placement activities. Examples of such support include:

- Identifying job leads;
- Conducting job search;
- Marketing the customer to prospective employers;
- Developing effective resumes;
- Completing and submitting employment applications
- Preparing the customer for job interviews; and
- Arranging for job-related disability accommodations needs, etc.

Job Placement Services -- Level 1

A customer who needs job placement assistance without additional on-the-job supports.

Examples of CRP Job Placement Levels (not in contract)

Examples of Level 1- Job Placement

A customer who needs job placement assistance and may need additional on-the-job support.

A contractor comes to DVR seeking a person with a disability to fill a position for an employer:

- The position is already available to the CRP; or
- Requires little or no job development

Job Placement Services – Level 2

A customer who needs job placement assistance and may need additional on-the-job support.

Example of Level 2- Job Placement

A customer who may require:

- A high level of support prior to or during the initial phases of job placement; and/or
- Additional supports after job placement to achieve satisfactory job performance; or
- May require ongoing Supported Employment services.

Job Placement Services- Level 3

A customer who requires a high level of job placement assistance and may require:

- Ongoing Supported Employment services; and/or
- Customized employment or Job Carving due to the customer's inability to perform all of the regularly specified essential functions of a job. (Customized Employment or "Job Carving" is different than a job already available to the CRP contractor.

Level 3 Job Placement Services are for customers who require a CRP to:

- Directly perform all aspects of the customer's job placement activities; and
- Perform "Job Carving" due to the customer's inability to perform all of the regularly specified essential functions of a job .

Examples of Level 3 - Job Placement

- A CRP directly performs all aspects of the customer's job placement activities;
- The customer requires Ongoing Supported Employment services; and/or
- The customer requires customized employment or "Job Carving" for job placement. (Customized Employment or "Job Carving" is different than a job already available to the CRP).

Customized Employment is a process for individualizing the employment relationship, including the responsibilities and requirements of the job, between a job seeker and/or employee and an employer in ways that meet the needs of both; and is based on an individualized negotiation that addresses the strengths, conditions and interests of the job seeker and/or employee and the identified business needs of the employer, based on strategies such as supported employment, job development, and job restructuring ("Job Carving").

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC).

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Job Placement services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Job Placement Activity Report

1. The contractor can provide one of three (3) Job Placement activity options below to meet the requirements for the Job Placement Activities payment point:
    a. Five (5) employment site visits with the customer for job openings that match the customer's job goal:
        i. An application or resume shall be submitted to each job site;
        ii. If a site visit is not allowed by the potential employer, the contractor assists the customer in completing an application using the method required by the employer;
            A. Use of blind ads shall not be accepted for the Job Placement Activity payment point; and
            B. Applications submitted for employment at the contractor's place of business or any business entity owned or operated by the contractor shall not be counted toward the Job Placement Activity payment point.
        iii. Employment sites shall not be at the contractor's place of business or any business entity owned or operated by the contractor; OR
    b. A combined total of three (3) job interview(s) or unique customized employment proposal(s) submitted to a potential employer that match the customer's job goal; OR
    c. One (1) job offer.
2. Upon completion of one or more of the Job Placement activities detailed above, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) documenting the following reporting requirements:
    a. Five (5) employment site visits with the customer for job openings that match the customer's job goal. The site visits must include the method of contact required by employer:
        i. Name of potential employer to include contact name if known;
        ii. Date application or resume was submitted;
        iii. Method used to submit application or resume (e.g. site-visit, online, etc);
        iv. Full address and phone number if application or resume was submitted via a site-visit; and
        v. Date of follow-up with potential employer to advocate for the DVR customer if follow-up was provided.

b. Three (3) job interview(s) or unique customized employment proposal(s) submitted to a potential employer that match the customer's job goal:
    i. Name of potential employer;
    ii. Full address and phone number of potential employer to include contact name.
    iii. Whether it was an interview or submission of a customized employment proposal; and
    iv. Date of interview or submission of customized employment proposal.
c. One (1) job offer:
    i. Name of potential employer;
    ii. Full address and phone number; and
    iii. Did customer accepted job offer? If the customer did not accept job offer, provide reason.
d. Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Job Placement Outcome Report

Upon completion of Job Placement, the contractor will submit a written report on the SDOR indicating:

a. Customer's placement into a paid, competitive, and integrated job as mutually agreed upon by the DVR VRC, customer and the contractor;
b. Customer's completion of their first full day of paid employment as defined by the customer's employer;
c. Name, contact name, address, and phone number of the employer;
d. Date of the customer's first day of employment;
e. Type of job the customer is performing;
f. Number of hours per week the customer is scheduled to work;
g. The customer's hourly wage and list of any employee benefits included in the customer's compensation package;
h. One of the following three documents verifying proof of employment:
    i. An INS form, I-9 Employment Eligibility Verification; OR
    ii. Letter signed by the employer verifying the DVR Customer's first day of paid employment in a permanent, integrated, and competitive job; OR
    iii. A copy of the DVR Customer's pay statement;
i. Justification for any bonuses included on the invoice for the Job Placement; and
j. Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Proof of Employment Verification Required with the SDOR

Note in item h (above) if a job placement is successfully completed, in addition to the SDOR and Invoice, the CRP must provide:

1. An INS form, I-9 Employment Eligibility Verification; or

2. A letter signed by the employer verifying the customer's first day of paid employment in a permanent, integrated, and competitive job; or
3. A copy of a DVR customer 's pay statement (pay stub).

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;
        iii. Address of destination the contractor is traveling to;
        iv. Date and time the contractor arrives at destination address; and
        v. Date and time the contractor returns to point of origin.
2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See OFM Mileage Reimbursement Rates 10.90.20
    a. Address of contractor's nearest staffed office location, point of origin; and
    b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees

An Intake Fee, Job Placement Activity Fee and successful Job Placement Outcome Fee will be paid as follows:

Job Placement Fees

Level	Intake Fee (10%) of total	Job Placement	Outcome Fee (65%) of total	Maximum Total Fee

	fee	Activity Fee (25%) of total fee	fee	
1	$120.00	$300.00	$805.00	$1,225.00
2	$240.00	$600.00	$1,610.00	$2,450.00
3	$360.00	$900.00	$2,415.00	$3,675.00

Healthcare Coverage Bonus $615

Healthcare Coverage Bonus

A bonus of $615 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes employer-provided healthcare benefits. Payment of the Healthcare Coverage Bonus does not have to wait until the healthcare benefits go into effect.

Note: The bonus shall apply if the DVR customer is placed at the contractor's business or any business entity owned or operated by the contractor.

Partial Payments:

1. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Job Placement- Level 2

- Total maximum fee- $2,450
    - Intake Fee of $120 is paid
    - Activity Fee of $600 is paid
    - Remaining balance to be paid upon successful delivery is $1,730
- Half of the total fee is $1,225 (partial payment)

    Deduct the Intake Fee of $120 and the Activity Fee of $600 from the partial payment

($1,225-$120- $600 (the remaining balance of partial payment = $505)

Additional Guidance about Payment Exceptions-Partial Payments (not included in the contract)

With VR supervisor approval, partial payment exceptions are permitted when substantial services have been provided and the expected outcomes may not have been delivered for reasons beyond the control of the CRP. Examples include but are not limited to:

- The Customer quits after starting;
- The Customer moves away, etc.

Note: It is expected that VR counselor will:

1. Inform customers and CRPs involved with job placement about the Work Opportunity Tax Credit (WOTC) and Welfare to Work (WtW) Tax Credit;
2. Specify in the SDOP that the CRPs involved in job placement will share information about WOTC (and if appropriate WtW) with potential employers.

See Also:

Work Opportunity Tax Credit (WOTC) and Welfare to Work (WtW) Tax Credit

See Also:

CRP SDOP Template Examples

CRP- Intensive Training Services

(Revised 7-1-14)

The 2014-2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcome and fees:

Intensive Training Services are provided only for DVR Customers who:

a. Have an employment goal that requires supported employment services; and
b. Are working in a paid integrated employment setting or competitive employment job; and

c. Need to achieve job stabilization in their on-the-job performance in order to transition to long-term Extended Services as provided by an entity other than DVR.

Service

The contractor shall provide individualized one-on-one job skills training and support provided at the supported employment job site that will enable the DVR customer to:

i. Attain job stabilization in on-the-job performance, with job supports;
ii. Meet their employer's expected levels of work productivity; and
iii. Transition to long-term Extended Services as provided by an entity other than DVR.

Levels of Service

The VR counselor is responsible to determine the level of service needed for Intensive Training Services, with input from the DVR customer and the contractor, based on the nature and extent of support(s) needed for the customer to achieve job stabilization and the estimated duration of Intensive Training Services.

Universal topics to consider when deciding what level of CRP contract service should be provided for Intensive Training Services:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions

- Type and level of needed work supervision supports

Unique Considerations for Intensive Training Services

Unique considerations will help in determining the most appropriate level of support for Intensive Training Service Level 1, 2 or 3 including:

- Availability (when, type, quantity, etc) of Extended Services, i.e. County DD or Mental Health RSN funding;
- Anticipated time for customer to achieve job stabilization;
- Availability of natural supports;
- Work schedule (days, hours, etc.);
- Job location;
- Structure of the job;
- Training modifications;
- Employer expectations;
- Required Job Coach time; and
- Customer’s work behaviors.

Levels of service can be changed by the DVR counselor if the customer's needs change.

Additional guidance not in the contract about security clearance

Note: CRP May Need Security Clearance to Provide CRP Intensive Training Services at a Military Base or Other Secure Location

According to the CRP contract, CRP Intensive Training Services is one-on-one training and support provided at the job site. This means that a CRP will need security clearance to provide CRP Intensive Training Services at a military base or other secure location. Prior to making a referral for CRP Intensive Training Services if a customer is working at a military base or other secure location the VR counselor is responsible to make sure that the CRP contractor has the proper security clearance that allows the contractor to provide the service.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC)

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Intensive Training services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Intensive Training Outcome Report

Upon completion of Intensive Training Services, the Contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) form indicating:

a. Dates and length of time for each of the on-site Intensive Training Services provided;
b. The customer has attained job stabilization and can maintain satisfactory on-the-job performance with the quantity and type of long-term employment supports that are available to the customer from an Extended Services provider;
c. The customer has transitioned to a provider of long-term employment support(s) other than DVR;
d. Name of the entity providing the long-term employment supports;
e. The customer has the quantity and type of long-term employment supports necessary to sustain the customers job stabilization and satisfactory on-the-job performance; and
f. Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;

iii. Address of destination the contractor is traveling to;
iv. Date and time the contractor arrives at destination address; and
v. Date and time the contractor returns to point of origin.

2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See OFM Mileage Reimbursement Rates 10.90.20
   a. Address of contractor's nearest staffed office location, point of origin; and
   b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees

An Intake Fee and a successful Outcome-based fee will be paid as follows:

Intensive Training Services Fees

Level	Intake Fee (25% of total fee)	Outcome Fee (75% of total fee)	Maximum Total Fee
1	$375.00	$1,155.00	$1,530.00
2	$750.00	$2,310.00	$3,060.00
3	$1,125.00	$3,465.00	$4,590.00

Partial Payments:

1. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Intensive Training - Level 2

- Total maximum fee- $3,000
  - Intake Fee of $750 is paid
  - Remaining balance to be paid upon successful delivery is $2,250

- Half of the total fee is $1,500 (partial payment)
    - Deduct the Intake Fee of $750 from the partial payment
    - ($1,500 - $750 (the remaining balance of partial payment = $750)

Additional Guidance about Payment Exceptions- Partial Payments (not included in the contract)

With VR supervisor approval, partial payment exceptions are permitted when substantial services have been provided and the expected outcomes may not have been delivered for reasons beyond the control of the CRP. Examples include but are not limited to:

- The customer quits after starting;
- The host business dismisses the customer;
- The customer moves away, etc.

See Also:

CRP SDOP Template Examples

CRP Job Retention Services

(Revised 7-1-14)

The 2012-2014 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

1. Job Retention services are authorized if DVR and the customer determine that additional training and supports are needed after Job Placement to ensure that the customer learns essential job functions and retains their employment for ninety (90) calendar days past the point of job placement.

2. Job Retention services are not authorized for customers:
    a. With an employment goal that requires supported employment services; or
    b. Who received Job Placement Services and On-the Job Training (OJT) services that are paid by DVR to the Employer.

The DVR Supervisor must approve exceptions regarding purchasing Job Retention Services when OJT is provided with Job Placement.

Services

The contractor provides:

a. Individualized on-site training and support services that enable a DVR customer to learn the essential functions of a job and meet the employer's expected level of job performance; and
b. Individualized follow-along / follow-up with the DVR customer and the customer's employer; and
c. Intervention as needed to ensure the customer continues to meet the employer's expected level of job performance and retains continuous employment for ninety (90) calendar days after Job Retention services are authorized and started.

Additional guidance not in the contract about CRP Job Retention Services

Job Retention services differ from Intensive Training services that are provided to a customer who requires Supported Employment services. Job Retention services are authorized if DVR and a customer determine that additional supports are needed after Job Placement to ensure the customer learns the essential job functions and retains their employment for at least 90 calendar days after Job Retention services are authorized.

Generally, customers require more help at the beginning of Job Retention services to learn the essential functions of a position.

Levels of Service

The VR counselor is responsible to determine the level of service needed for Job Retention, with input from the DVR customer and the contractor. The level of service is based on the nature and extent of job retention activities the contractor is expected to provide to enable the customer to learn essential job functions and retain their job for ninety (90) continuous calendar days after Job Retention Services are authorized and started.

Universal topics to consider when deciding what level of CRP contract service should be provided for Job Retention Services:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills

- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Job Retention Levels of Service

- Availability of natural supports
- Work schedule (days, hours, etc.)
- Job location
- Structure of the job
- Training modifications
- Employer expectations
- Required job coach time
- Customer's work behaviors

Levels of service can be changed by the DVR counselor if the customer's needs change.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC)

Intake Report

Upon completion of the contractor’s internal intake process with the DVR customer for Job Placement services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor’s acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor’s internal intake process with the customer.

Outcome Report

Upon completion of Job Retention Services, the contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) form indicating:

a. Dates and length of time for each of the on-site Job Placement services provided;
b. Activities accomplished during each on-site visit;
c. The customer has retained continuous employment for at least ninety (90) calendar days after Job Retention services are authorized;
d. Is satisfactorily performing the job duties as defined by the customer's employer; and
e. Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location;
    a. Report shall include:
        i. Address of contractor's nearest staffed office location, point of origin;
        ii. Date and time the contractor departed from the point of origin;
        iii. Address of destination the contractor is traveling to;
        iv. Date and time the contractor arrives at destination address; and
        v. Date and time the contractor returns to point of origin.
2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See OFM Mileage Reimbursement Rates 10.90.20
    a. Address of contractor's nearest staffed office location, point of origin; and
    b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Job Retention Service Fees

Level	Intake Fee	Outcome Fee	Maximum Total Fee
1	$225.00	$1,305.00	$1,530.00
2	$450.00	$2,610.00	$3,060.00
3	$675.00	$3,915.00	$4,590.00

Partial Payments

1. If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Job Retention Services- Level 2

- Total maximum fee- $3,060
    - Intake Fee of $450 is paid
    - Remaining balance to be paid upon successful delivery is $2,550

- Half of the total fee is $1,530 (partial payment)
    - Deduct the Intake Fee of $450 from the partial payment ($1,530-$450)
    - the remaining balance of partial payment = $1,080

See Also:

CRP SDOP Template Examples

Off-Site Psycho-Social Job Support Services After CRP Job Placement

(New 7-1-14)

The 2014 -- 2016 DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcome and fees:

Off-Site Psycho-Social Job Supports are regular, therapeutic interactions with a DVR customer to enable the customer to maintain satisfactory job performance and successful interactions with others at the work place. These services can only be provided by a service provider with a CRP contract.

Off-Site Psycho-Social Job Supports are provided after CRP Job Placement is provided if:

- The customer chooses not to disclose their disability to the employer; or
- One-on-one supports are needed but they cannot be provided on-site.

Off-Site Psycho-Social Job Support Services occur away from the DVR customer's workplace to assist the customer in areas such as, but not limited to:

1. Adjusting and adapting to the work environment and/or the stresses of working;
2. Maintaining a punctual work schedule and/or adjusting to any changes in their schedule;
3. Positively accepting supervision and direction;
4. Maintaining positive interpersonal relationships and/or communicating effectively with their supervisor, co-workers, and others whom they must interact with at the workplace;
5. Recognizing and changing psycho-social behaviors they exhibit at their workplace that impede or compromise their job performance and/or ability to interact with others;
6. Recognizing and addressing the escalation of any anxiety or stress symptoms that impede or compromise their job performance and/or ability to interact with others; or
7. Adjusting to other significant changes in lifestyle or personal circumstances that occur because of their employment.

Qualifications of CRP Staff Providing Off-Site Psycho-Social Job Support Services (Supported Employment or Non-Supported Employment)

(Paraphrase from contract)

Each staff person in your organization that will provide Off-Site Psycho-Social Services must meet one of the following qualifications, or be directly supervised by an employee with one of the following qualifications listed below:

(a) Certified Rehabilitation Counselor (CRC) by the Commission of Rehabilitation Counselor Certification (CRCC); OR

(b) Mental Health Credentialing, by Washington State Department of Health. One of the following credentials is acceptable:

i. Mental Health Counselor Associates License;

ii. Mental Health Counselor Associate Temporary Practice Permit;

iii. Mental Health Counselor Certificate;

iv. Mental Health Counselor License; or

v. Mental Health Counselor Temporary Practice Permit

Services

Off-Site Psycho-Social Job Support Services, Non-Supported Employment

Off-Site Psycho-Social Job Supports for non-supported employment are provided if:

(a) The DVR customer has received CRP Job Placement and employment is accomplished;

(b) A VRC and DVR customer determine the customer is in need of Off-Site Psycho-Social services and does not require supported employment services;

(c) The DVR customer chooses not to disclose his/her disability to their employer or the employer prohibits the contractor from having access to the worksite;

(d) The VR counselor and the DVR customer determine that additional psycho-social job support is needed away from the customer's workplace to ensure:

i. The DVR customer successfully adjusts to the work environment; and

ii. The DVR customer retains continuous employment for ninety (90) calendar days after Off-Site Psycho-Social Job Support Services – Non-Supported Employment services are authorized and started.

The contractor provides:

- Individualized Off-Site Psycho-Social Job Support Services to enable a DVR customer to successfully adjust to the work environment and manage the stresses of working; and

- Intervention away from the workplace to ensure the DVR customer continues to meet their employer's expected level of performance and retains continuous employment for ninety (90) calendar days after services are authorized and started.

If a DVR customer discloses his/her disability to their employer while receiving Off-Site Psycho-Social Job Support Services – Non-Supported Employment and requires on-site CRP Job Retention Services to maintain employment, CRP Job Retention is authorized.

Off-Site Psycho-Social Job Support Services – Supported Employment

Off-Site Psycho-Social Job Support Services for Supported Employment are provided if:

(a) The DVR customer has received CRP Job Placement and employment is accomplished;

(b) A DVR customer is in need of Off-Site Psycho-Social Job Support Services and requires Supported Employment Services;

(c) The DVR customer chooses not to disclose his/her disability to their employer or the employer prohibits the contractor from having access to the worksite;

(d) The VR counselor and the DVR customer determine that additional psycho-social job support is needed away from the customer's workplace to ensure:

i. The DVR customer successfully adjusts to the work environment; and

ii. The DVR customer achieves stabilization in the job and has transitioned to extended services.

The contractor provides:

The contractor provides:

- Individualized Off-Site Psycho-Social Job Support Services to enable a DVR customer to successfully adjust to the work environment and manage the stresses of working; and
- Intervention away from the workplace to ensure the DVR customer continues to meet their employer's expected level of performance and successfully begins receiving Extended Services provided by an entity other than DVR.

If a DVR customer discloses his/her disability to their employer while receiving Off-Site Psycho-Social Job Support Services – Supported Employment and requires on-site CRP Job Retention Services to maintain employment, CRP Intensive Training services are authorized.

Levels of Service

The VR counselor is responsible to determine the level of service needed, with input from the DVR customer and the contractor, based on the nature and extent of support(s) needed for the customer to achieve job stabilization and the estimated duration of Off-Site Psycho-Social Job Support Services.

Universal topics to consider when deciding what level of CRP contract service should be provided for Off-Site Psycho-Social Job Support Services:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Reports

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Psycho-Social Job Support, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Periodic Progress Updates (different from reports)

The VR counselor may require periodic progress updates in the Service Delivery Outcome Plan (SDOP). The counselor determines the format, method, and frequency of the periodic updates, such as e-mail, telephone calls, or brief written updates. Periodic Reports indicate:

(a) Dates and length of time for each off-site service provided;

(b) Activities accomplished during each off-site visit.

Outcome Report

Off-Site Job Supports after CRP Job Placement Outcome Report

Upon completion of Off-Site Job Supports after CRP Job Placement the contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) indicating:

(a) Dates and length of time for each off-site service provided;

(b) Activities accomplished during each off-site visit;

(c) The Customer has retained continuous employment for at least ninety (90) calendar days after Off-Site Job Supports after CRP Job Placement was authorized;

(d) Is satisfactorily performing the job duties as defined by the Customer's employer; and

(e) Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Transportation Expenses Report

If traveling more than fifty (50) miles from the Contractor's nearest staffed office location for more than one DVR Customer, the Contractor shall choose one DVR Customer and submit an invoice and report for the chosen Customer. The Contractor shall not submit invoices for multiple Customers for the same transportation expenses.

The Contractor shall choose the shortest, most expedient route for travel when serving Customers more than fifty (50) miles from the Contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the Contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the Contractor to include:

(1) Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location;

(a) Report shall include:

i Address of Contractor's nearest staffed office location, point of origin;

ii Date and time the Contractor departed from the point of origin;

ii Address of destination the Contractor is traveling to;

iv Date and time the Contractor arrives at destination address; and

v. Date and time the Contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location Department of Enterprise Services Mileage Reimbursement Rates- SAAM 10.90.20

(a) Address of Contractor's nearest staffed office location, point of origin; and

(b) Address of destination the Contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Off-Site Psycho-Social Job Support Service Fees for

Non-Supported or Supported Employment

Level	Intake Fee	Outcome Fee	Maximum Total Fee
1	$225.00	$1,305.00	$1,530.00
2	$450.00	$2,610.00	$3,060.00
3	$675.00	$3,915.00	$4,590.00

Partial Payments

1. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.

2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.

3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

<u>Partial Payment Example</u>

Off-Site Psycho-Social Services-Level 2

- Total maximum fee- $3,060
  Intake Fee of $450 is paid
  Remaining balance to be paid upon successful delivery is $2,610

- Half of the total fee is $1,530 (partial payment)
- Deduct the Intake Fee of $450 from the partial payment ($1,530-$450) the remaining balance of partial payment = $1,080

See Also:

CRP SDOP Template Examples

CRP Off-Site Psycho-Social Job Support Services for Non-Supported Employment (Under development)

CRP Off Site Psycho-Social Job Support Services for Supported Employment (Under development)

CRP Contract - Fee Schedule

SERVICE	Payment Points for Services			MAXIMUM TOTAL FEE
	INTAKE FEE	Job Placement ACTIVITY FEE	OUTCOME FEE	
Vocational Evaluation				
Comprehensive	-----	-----	-----	**$1,175.00**
Individual	*Flat fee or Hourly fee as set by the Contractor*			
Trial Work Experience AND Community Based Assessment				
Level 1	$150.00	-----	$870.00	**$1,020.00**
Level 2	$300.00	-----	$1,740.00	**$2,040.00**
Level 3	$450.00	-----	$2,610.00	**$3,060.00**

			Permanent Employment Bonus (NOT for TWEs)	**$615.00**
			Healthcare Coverage Bonus (NOT for TWEs)	**$615.00**
Community Based Assessment Bonuses				
Permanent Employment Bonus – a bonus of $615 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job as a secondary outcome of their Community Based Assessment CBA. **Healthcare Coverage Bonus** – A bonus of $615 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes Employer-provided Healthcare Benefits as a secondary outcome of their CBA. Payment of bonus does not have to wait until healthcare benefits go into effect. **Note:** Both bonuses shall apply for CBAs if the DVR Customer is placed at the Contractor's place of business or any business entity owned or operated by the Contractor. This fee does not apply to Trial Work Experience (TWE).				
Job Placement				
Level 1	$120.00	$300.00	$805.00	**$1,225.00**
Level 2	$240.00	$600.00	$1,610.00	**$2,450.00**
Level 3	$360.00	$900.00	$2,415.00	**$3,675.00**
			Healthcare Coverage Bonus	**$615.00**
Healthcare Coverage Bonus				
Healthcare Coverage Bonus – A bonus of $615 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes Employer-provided Healthcare Benefits. Payment of Healthcare Coverage bonus does not have to wait until healthcare benefits go into effect. **Note:** The bonus shall apply if the DVR Customer is placed at the Contractor's place of business or any business entity owned or operated by the Contractor.				
Intensive Training Services				
Level 1	$375.00	-----	$1,155.00	**$1,530.00**
Level 2	$750.00	-----	$2,310.00	**$3,060.00**
Level 3	$1,125.00	-----	$3,465.00	**$4,590.00**
Job Retention				
Level 1	$225.00	-----	$1,305.00	**$1,530.00**
Level 2	$450.00	-----	$2,610.00	**$3,060.00**
Level 3	$675.00	-----	$3,915.00	**$4,590.00**
Off-Site Psycho-Social -- Non Supported Employment				
Level 1	$225.00	----	$1,305.00	**$1,530.00**
Level 2	$450.00	----	$2,610.00	**$3,060.00**
Level 3	$675.00	----	$3,915.00	**$4,590.00**
Off-Site Psycho-Social -- Supported Employment				
Level 1	$225.00	----	$1,305.00	**$1,530.00**
Level 2	$450.00	----	$2,610.00	**$3,060.00**
Level 3	$675.00	----	$3,915.00	**$4,590.00**
Partial Payment Exceptions				
See Contract Section 5, Consideration, for partial payment exceptions.				

Transportation Expenses *(pertains to all Services)*	
Travel Time	Reimbursement for travel time shall be provided for round-trip travel time paid at a fixed rate of $35 per hour in quarter-hour increments and shall be paid only if service delivery occurs at a location more than fifty (50) miles from the Contractor's nearest staffed office location.
Mileage	If service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location mileage shall be paid at the current rate according to the Office of Financial Management
Other Expenses	A DVR Counselor may authorize other transportation expenses, such as Ferry System fees or toll fares.

Forms Index Page

Commonly used forms, instructions and examples

Forms / Instructions / Examples

Application

Forms - Application for Vocational Rehabilitation Services, DSHS 11-022

Form- Preliminary Eligibility/Significance of Disability Worksheet, DSHS 11-049

Form- Vocational Information, DSHS 11-019

Form- Voter Registration Service, DSHS 02-541

Assessment- OJT / OJE

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Form - OJT Report, DSHS 03-398

Example - Employer OJT Checklist

Authorization / Consents

Form - Authorization, DSHS 17-063

Form - Consent, DSHS 14-012 (X) & DSHS 14-012B

Form - Notice of Privacy Practices And Acknowledgement Form, DSHS 03-387

Form- Personal Information Release, DSHS 16-178

(This is the form a customer signs giving DVR permission to use personal info or photos for marketing, annual report, etc.)

Form - Request for Records, DSHS 17-041

Authorizing / Issuing / Paying

Form- Cost Estimate Worksheet for Hearing Aids, DSHS 10-393

Form - Direct Payment Agreement, DSHS 09-970

Form - Purchasing Checklist, DSHS 17-172

Form - Request for Quote, DSHS 17-153

Instructions - Refund Notice, DSHS 06-069

Instructions - Affidavit Of Forged Endorsement,DSHS 09-052

Instructions - Affidavit of Lost,Stolen, Or Destroyed Warrant,DSHS 09-013

Instructions - Order To Cancel Warrant,DSHS 07-016

Budget Worksheet

(Counseling/guidance Tool- Not the Same as the Financial Statement Form)

Instructions for Budget Worksheet

Budget Worksheet, DSHS 11-067

Case Transfer

Form- VRS Checklist for Case Transfer (DSHS 11-073)

Comparable Benefits- Veterans Benefits

Form- DVR Customer Request to WDVA (Washington Department of Veteran Affairs,) DSHS 11-057

Consents / Authorizations

Form - Authorization, DSHS 17-063

Form - Consent, DSHS 14-012 (X) & DSHS 14-012B

Form - Notice of Privacy Practices And Acknowledgement Form, DSHS 03-387

Form- Personal Information Release. DSHS 16-178

(This is the form a customer signs giving DVR permission to use personal info or photos for marketing, annual report, etc.)

Form - Request for Records, DSHS 17-041

Community Rehabilitation Program (CRP)

Form- CRP Service Delivery Outcome Plan (SDOP) DSHS 11-031 (blank form)

Form- CRP Service Delivery Outcome Report, DSHS 11-030 (blank form)

Form- CRP Service Contract (blank form)

CRP SDOP Template Examples

CRP CBA Level 1

CRP CBA Level 2

CRP CBA Level 3

CRP Brief Evaluation

CRP Comprehensive Evaluation

CRP Extended Evaluation - No SDOP Template because this service is highly individualized

CRP Intensive Training :Level 1

CRP Intensive Training Level 2

CRP Intensive Training Level 3

CRP Job Placement Level 1

CRP Job Placement Level 2

CRP Job Placement Level 3

CRP Job Retention Level 1

CRP Job Retention Level 2

CRP Job Retention Level 3

CRP Off-Site Psycho-Social Job Supports (Non-SE) Template is under development

CRP Off-Site Psycho-Social Job Supports (SE) Template is under development

CRP TWE Level 1

CRP TWE Level 2

CRP TWE Level 3

Customer Internship Program

Form- Attendance Log and Billing Invoice, DSHS 11-070

Form- Employer Expense Worksheet, DSHS 11-071

Form- Internship Agreement, DSHS 11-069

Form- Internship Application, DSHS 11-068

Forms Internship Evaluation, DSHS 11-072

Direct Payment Agreement

Form- Direct Payment Agreement, DSHS 09-970

DVR/CSO Communications

Form- DVR/ CSO Communications Document, DSHS 01-123

Eligibility / Significance of Disability

Form - Certification of Significance of Disability, DSHS 11-048

Form- Preliminary Eligibility/Significance of Disability Worksheet, DSHS 11-049

Form - Significance of Disability, DSHS 11-050

Form- TWE Agreement, DSHS 11-058

Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Agreement of Business or Partners about Ownership of Equipment

Fair Hearing

Form- DVR Request for Fair Hearing DSHS 05-247

Form- Financial Aid Student Info Release, DSHS 06-153

Financial Statement

Form - DVR Financial Statement, DSHS 14-068 Excel (Makes Computations)

Instructions, Financial Statement Form

Budget Worksheet

(Counseling/guidance Tool- Not the Same as the Financial Statement Form)

Instructions for Budget Worksheet

Budget Worksheet, DSHS 11-067

Hearing Aids

Form- Cost Estimate Worksheet for Hearing Aids, DSHS 10-393

Independent Living, IL

Form - VI IL Addendum (DSHS 11-019B)

Form - IL Referral Checklist, DSHS 14-447

Form- IL SDOP, DSHS 11-040

Form- IL SDOR (DSHS 11-097)

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

IPE Development

Form - IPE Worksheet, DSHS 15-277

Loan Agreement for Tools, Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

On-the-Job Training, OJT / OJE

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Form - OJT Report, DSHS 03-398

Example - Employer OJT Checklist

Overpayment- Referral to OFR

DVR Referral to the Office of Financial Recovery, DSHS 06-162

Payment to Customers

Form- Direct Payment Agreement, DSHS 09-970

Self-Employment

Form- Self-Employment Income Report, DSHS 07-042B

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

Service Delivery Outcome Plan (SDOP)

CRP Service Delivery Outcome Plan (SDOP) DSHS 11-031 (blank form)

CRP SDOP Template Examples

CRP CBA Level 1

CRP CBA Level 2

CRP CBA Level 3

CRP Brief Evaluation

CRP Comprehensive Evaluation

CRP Extended Evaluation - No SDOP Template because this service is highly individualized

CRP Intensive Training :Level 1

CRP Intensive Training Level 2

CRP Intensive Training Level 3

CRP Job Placement Level 1

CRP Job Placement Level 2

CRP Job Placement Level 3

CRP Job Retention Level 1

CRP Job Retention Level 2

CRP Job Retention Level 3

CRP Off-Site Psycho-Social Job Supports (Non-SE) Template is under development

CRP Off-Site Psycho-Social Job Supports (SE) Template is under development

CRP TWE Level 1

CRP TWE Level 2

CRP TWE Level 3

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

Tools and Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Training

Form- Financial Aid Student Info Release, DSHS 06-153

Form - DVR Unmet Need Breakdown, DSHS 14-449

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Example - Employer OJT Checklist

Example - IL Skills Training Template is under development

Transportation

Checklist for Vehicle Purchase and/or Vehicle Modifications, DSHS 11-081

Vendor Registration

Form- Statewide Vendor Registration Form- OFM

Form- W-9 Request for Taxpayer ID and Certification

Vehicle Purchase and/or Vehicle Modifications

Checklist for Vehicle Purchase and/or Vehicle

Modifications

Veterans Benefits

Form- DVR Customer Request to WDVA (Washington Department of Veteran Affairs,) DSHS 11-057

Vocational Information

Form- Vocational Information Form, DSHS 11-019

Voter Registration

Form- Voter Registration Service, DSHS 02-541

VR Services- Independent Living, IL

Form - VI IL Addendum (DSHS 11-019B)

Form - IL Referral Checklist, DSHS 14-447

Form- IL SDOP, DSHS 11-040

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

VR Services- Self-Employment

Form- Self-Employment Income Report, DSHS 07-042B

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

Warrants

Instructions - Affidavit Of Forged Endorsement,DSHS 09-052

Instructions - Affidavit of Lost,Stolen, Or Destroyed Warrant,DSHS 09-013

Instructions - Order To Cancel Warrant,DSHS 07-016

Comparable Services and Benefits

Comparable Services and Benefits

Comparable Services and Benefits versus Customer Participation in the Cost of Services

Veterans- Follow-up about Benefits

Veterans Benefits- Post 9/11 GI Bill

Financial Aid

WAC- Comparable Services and Benefits

See also:

Services Screen in STARS

Comparable Benefits Listed on the File Copy of the AFP

Definitions

Comparable Services and Benefits refer to appropriate services provided by programs described in WAC 388-891-325.

Other Available Rehabilitation Services refer to any appropriate service, financial benefit or assistance available to a customer at no cost from a source other than DVR to meet, in whole or in part, the customer's ability to progress through vocational rehabilitation and to become employed that are not included in the definition of comparable services and benefits.

Appropriate service means a service that meets the specific rehabilitation needs of the customer and the service is:

- Necessary for rehabilitation;
- Comparable to the service DVR would provide; and
- Readily available and will not unnecessarily delay rehabilitation progress.

Responsibility to Use All Available Resources

(Revised 4/18/11)

As part of counseling and guidance, DVR staff are responsible to help a customer learn and take responsibility for his or her own rehabilitation. An empowered customer has the knowledge, skills, supports, resources, and confidence necessary to exercise control of his or her own rehabilitation. The search for and use of comparable services and benefits and all other available rehabilitation services is one of the ways in which DVR engages customers in the rehabilitation process. Another responsibility of DVR staff is to effectively manage the resources DVR provides for customer services.

All DVR staff are responsible to develop a systematic approach to search, use and document all comparable services and benefits and all other available rehabilitation services that may benefit the customer and DVR.

NOTE: Comparable services and benefits are not the same as customer financial participation in the cost of services. See Procedures for Financial Statement for details on customer participation in the cost of services.

According to WAC 388-891-0310(5), Assistive Technology (AT)/Rehab Technology related services, an individual does not have to utilize comparable services and benefits before DVR purchases an assistive technology (AT) service. However, an individual is required to participate in the cost of services if the financial statement indicates that the individual has financial resources.

Specific Staff Responsibility

Staff at DVR Headquarters

State office staff at DVR headquarters are responsible to maintain general information about potential nationwide resources and to periodically provide information, updates and/or training.

VR Supervisors

VR supervisors are responsible to ensure that offices under their supervision maintain or have readily available information about local comparable services and benefits and other appropriate local resources providing available rehabilitation services.
Supervisors are responsible to review the use of comparable services and benefits and other available rehabilitation services as part of routine case and AFP reviews.

DVR Field Staff

DVR field staff are responsible to provide a general orientation to the customer about the requirement to search for and use all appropriate and available resources prior to DVR expenditure of funds at application, IPE development and at other times during the rehabilitation process, as needed.

Field staff are responsible to provide specific information about and referral to potential resources at any time during the vocational rehabilitation process. The VR counselor provides counseling and guidance if the customer has concerns about the use of other available resources and reaches agreement with the customer about whether or not the services provided by the other resource are appropriate. The VR counselor documents use of comparable services and benefits and other available rehabilitation services in the case record and identifies them on the IPE under the appropriate category, as listed below.

Financial Aid (Pell, state need grants, etc.)

Other Grants/Scholarships

WorkSource ITA (individual training account)

Other training resources

Private health insurance

Medicaid (med coupons) or Medicare

Community or other medical resource

Veterans Administration

Employment Networks

Other resources from Federal/State/Local Public Agency

Other resources from Community based organizations

Other private funds

None

Required Use of Comparable Services and Benefits

Except for services outlined in WAC 388-891-310, the VR counselor and customer must make maximum efforts to identify and use a comparable service or a benefit that can be provided to the customer or paid for in whole or in part by

- Federal, state, or other public agencies;
- Health insurance; or
- Employee benefits.

The VR counselor and customer's search for comparable services and benefits should not cause unreasonable delays in initiating services. However, it is the customer's responsibility to apply for and use any comparable services and benefits when they become available.

Except for services outlined in WAC 388-891-310, and in circumstances described in WAC 388-891-320, DVR does not pay for services until a customer has applied for comparable services and benefits.

If the rehabilitation service is not exempt from comparable services and benefits and the service the resource provides is appropriate, then the comparable service or benefit must be used prior to authorization of DVR funds. If the customer refuses to apply for or use an appropriate comparable service or benefit for a rehabilitation service that is not exempt, DVR may not authorize payment for the service.

Use of Other Available Rehabilitation Services

The use of other available rehabilitation services, while not mandatory, is a goal when the service is appropriate. The counselor will counsel the customer in order to reduce concerns, lack of information, objections, fears or other barriers to the use of other available rehabilitation services and will document efforts to overcome these objections in the case record prior to authorization of DVR payment.

Use of All Available Resources for Exempt Services

Certain DVR services are exempt from the required use of comparable services and benefits as outlined in WAC 388-891-310 (see above). However, for the wise management of DVR resources, it is the responsibility of DVR staff to encourage the customer to utilize all available resources before DVR funds are expended, if the counselor and the customer both agree that the service that the resource provides is appropriate.

Comparable Services and Benefits versus Customer Participation in the Cost of Services

Use of comparable services and benefits is not the same as the requirement for some customers to participate in the cost of their rehabilitation plans. See Procedures for Financial Statement for details on customer participation in the cost of services. Even if a customer is exempt from participation or is not required to participate in the cost of services, comparable services and benefits must still be used as required and as appropriate, and other available rehabilitation services should be explored with the customer.

Veterans- Follow-up about Benefits

(New 5/15/06)

In an effort to ensure that customers are aware of veteran benefits, and that veteran benefits are used as comparable benefits for VR services, DVR has arranged for the Washington Department of Veteran Affairs (WDVA) to follow-up with customers about VA benefits.

At application and during IPE development, counseling staff will provide customers with the opportunity to complete the DVR Customer Request to WDVA form (available on the DVR Intranet, DSHS Form 11-057). When this form is received by WDVA, a Veterans Advocate will contact the customer to discuss available federal VA benefits and other information about job training and education.

Note: Any DVR customer who is a veteran (any person who has served on active duty in the U.S. military) may be eligible for benefits from the federal Department of Veteran Affairs that would assist the veteran in training for future employment.

Counseling staff should ask customers: ”Do you have any U.S. military experience?" They should not ask: ”Are you a military veteran?” The first question will elicit a better response than the second, because many believe you are a ”veteran” only if you went to war.

Veteran benefits must be explored as comparable benefit:

VA benefits are a comparable benefit and must be explored in all cases when they may be potentially available. If a customer has military service and does not agree to submit the form to see if they qualify for VA benefits, they are not complying with WAC:

WAC 388-891-325 Does DVR pay for a VR service if services and benefits are available from another program or organization, but I don't want to use them?

Counseling staff must:

- Discuss the WDVA form at Application and at IPE development to assure it is given full consideration.
- If appropriate, help customers complete the form.
- Send completed forms to the address on the WDVA form:
- Washington State Department of Veterans Affairs (WDVA)
- Veterans Service Office
- 915 2nd Avenue, Room 1050
- Seattle, WA 98174
- Put VR counselor’s name and DVR office address in the space provided at the bottom of the form. The WDVA representative will check the status of a customer’s VA benefits and return the form to the VR counselor. That way the VR counselor will know if the customer is eligible for VA benefits as a comparable benefit.

- For questions about veterans benefits, please call the WDVA directly at 1-877-249-0516.

- Application Case Narrative Documentation
- IPE Case Narrative Documentation

Veterans Benefits- Post-9/11 GI Bill

(New 5-14-10)

- The new Post 9/11GI Bill is a great comparable benefit that should be utilized for veterans who have served on or after 9/11/2001. Additional information is available at the VA Post 9/11 GI Bill web site.
- The Post-9/11 GI Bill provides financial support for:
  - Tuition and fees
  - Living allowance and an
  - Annual book stipend of $1,000
- To be eligible, individuals must have serviced on or after 9/11/2001. The DD214 must indicate that the veteran received an honorable discharge or a service connected disability (any %). VA funds under the Post-9/11 Bill can only be used for a degree program (AA or higher degree.) For an accredited vocational program the veteran gets what he or she would normally qualify for using the old (regular) GI benefits. Tuition and fees are paid directly to the school.
- The maximum rate for tuition is based on the highest in-state public school in the state where the school is located. In Washington the rate is based on the cost of tuition at the University of Washington. (There is a Yellow Ribbon Program that helps pay for more expensive schools.)
- The amount of the living allowance (Basis Allowance for Housing) depends on where the veteran lives and it is paid to the veteran. An individual can receive the full living allowance as long as he or she attends at least one credit over half time. For example, if a school considers full time as 12 credits and the individual takes 7 credits he or she receives the full living allowance. Individuals on active duty, or exclusively enrolled in on-line classes won't receive the housing allowance.
- After a veteran has served 10 years (retention tool) benefits can be transferred to a spouse or child (up to age 26).

See Also:

WAC- Comparable Services and Benefits

Customer Financial Participation

Procedures for Financial Statement

(Please refer to the IPE Development section of the printed document)

WAC- Customer Financial Participation

(Please refer to the Paying for VR Services section of the printed document)

Customer Rights

Customer Rights Index Page

In this section of the manual

Customer Rights

Communicating with Customers in a Professional Manner- Complaint Resolution Standards

Customers May Audio Tape Counseling Sessions or Meetings

Access to DVR Programs / Services

Reporting Abuse

WAC - Communication Access to VR Services

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Appeal Rights

Client Assistance Program (CAP)

Fair Hearings

Mediation

WAC- Appeal Options

WAC - Fair Hearings

WAC- Mediation

Informed Choice

Adds goal of competitive employment in an integrated setting

Employment Goal of Homemaker

Informed Choice

Monitors Progress at Least Every 30 Days

VR Services on the IPE

WAC- Informed Choice

See Also:

Employment Goal on the IPE

Forms / Instructions / Examples

Customer Rights

Communicating with customers in a professional manner- complaint resolution standards

Customers May Audio Tape Counseling Sessions or Meetings

Access to DVR Programs / Services

WAC- Customer Rights

WAC- Communication Access to VR Services

See Also:

Exception to Policy

Reporting Abuse

Forms / Instructions / Examples

Letters

Communicating with customers in a professional manner- complaint resolution standards

(12-9-13)

Communicate with Customers in a Courteous and Professional Manner

DVR staff members are expected to communicate with customers and other individuals in a courteous and professional manner. Written communications (such as a letter or e-mail) should follow these guidelines:

- Acknowledge receipt of the correspondence.
- Use proper grammar, spelling, capitalization, punctuation, and formatting (e.g. paragraphs). Additional guidance is provided in the Executive & General Correspondence Guidelines

- Respond to a written communication **within seven business days**.
- Include a salutation such as Dear or similar salutation.
- Close with a signature block that includes:
  - The writer's full name.
  - Title or office; unit, and division.
- When responding by e-mail, use an easy to read font and avoid active backgrounds, bright colors, moving icons, and other distracting elements.

Complaint Resolution Standards (these standards meet the requirements outlined in DSHS Administrative Policy 8.11 Complaint Resolution and Response Standards. **These complaint standards and procedures must be reviewed annually by all DVR staff members and may be included in the documents that are reviewed each year as part of the annual review process.**

Complaint means a customer's expression of dissatisfaction with DSHS/DVR service delivery where the customer clearly requests a response or resolution.

General Complaint Guidelines

1. Whenever possible, complaints are resolved at the lowest level but complaints can be elevated to the next level, as appropriate, or as requested. If a customer has a complaint about his or her case s/he should be encouraged to talk with the VR counselor. The VR counselor is the decision maker in the case, and the problem could be a miscommunication or a misunderstanding between the individual and the VR counselor.
2. A customer's written consent is required before you can disclose that an individual is a DVR customer. This includes communication with elected officials, legislative officers, senator's offices, etc. If you receive a request of this nature, politely take down the information and contact the Customer Relations Manager at the DVR State Office. The Customer Relations Manager will follow-up on the request for contact. DVR staff members who have STARS access can check the Consents Browse Screen in STARS to see if there is a written consent. If there is not a written consent and you are asked a question about a case explain that you cannot indicate whether an individual is a DVR customer or talk about a case without having the customer's written consent. Refer the caller back to the customer and explain if s/he has questions about the case suggest that s/he contact the VR counselor. If the complaint is about the VR counselor suggest that s/he contact the VR supervisor and provide the contact information for the VR
   1. supervisor. A list of the supervisors is posted on the DVR Intranet. From the DVR Intranet, select Employees on the top toolbar, then, Office Supervisors.
3. If the individual refuses to talk with the VR counselor or supervisor suggest s/he talk with the Area Manager, the Field Services Administrator or the DVR Director and provide their name(s) and contact information.

4. Complaints from community members, partners or stakeholders that cannot be immediately resolved may be forwarded to the Customer Relations Manager at the DVR State Office for resolution of their concerns. The Customer Relations

Manager promptly documents and keeps copies of all complaints received as required by the DSHS Retention Policy.

In-person or Telephone Complaints and Written Complaints (letter or e-mail)

1. Listen to the individual and seek to understand his or her concerns or complaints.
2. If possible, respond to in-person complaints right away. Acknowledge and respond to recorded telephone messages **within 48 hours**.
3. Use a courteous and professional tone when speaking and writing to a customer.
4. Use plain language and explain any terminology or acronyms.
5. Respond to a written complaint **within seven business days**. If a response will take longer than seven business days, make an interim contact with the customer and give a reasonable estimated date of response. The written response must:
    a. Acknowledge receipt of the correspondence.
    b. Include a salutation such as Dear or similar salutation
    c. Make a reference to the correspondence and restate the customer's complaint or concern in the body of the letter.
6. If you have STARS access, check the Consents Browse Screen in STARS to see if there is a written consent to share information with the person or caller. If there is not a written consent explain that you cannot indicate if an individual is a DVR customer or share any information without an individual's written consent. If there is written consent answer questions and/or refer the individual back to the VR counselor or the VR supervisor.
7. If you are unable to resolve the complaint, follow-up with appropriate action, such as a referral to the VR supervisor, Area Manager, Field Services Administrator, or the DVR Director.
8. Inform customers about the Client Assistance Program (CAP). Customers are not required to call CAP. It is one of their appeal options. See the link to the appeal options (below). Explain that CAP is independent from DVR but CAP is familiar with the DVR program. Let them know that CAP can help resolve complaints and provide customers with advice and advocacy. Ask customers if they want the number for CAP. If they do, provide the number: 800-544-2121.
9. If the VR counselor, supervisor or Area Manager are not able to resolve the complaint internally, advise the customer of his or her appeal rights under:

WAC 388-891-0215 What if a DVR customer makes a decision about my VR services that I don't agree with?
WAC 388-891-0255 How do I request a fair hearing?
WAC 388-891-0225 What is mediation?
WAC 388-891-0220 What is the Client Assistance Program (CAP)?

See Also:
Appeal Rights

10. Document in a case narrative in STARS the nature of the complaint, whether it was resolved, or the next steps taken to resolve the complaint.

Civil Rights Complaint
If a customer alleges a civil rights complaint (based on race, color, creed, religion, national origin, sexual orientation, age, sex, presence of any sensory, mental or physical disability, or use of a trained dog guide or service animal by a person with a disability, disabled veteran status or Vietnam Era veteran status, or other protected veteran status, notify the VR supervisor and immediately send the complaint to the DSHS Human Resources Division Investigations Unit at P.O. Box 45839, Olympia, WA 98504-5839. The phone number for the DSHS Investigations and Reasonable Accommodations Unit is 800-521-8060 or TDD 800-521-8061.Ask the individual is he or she wants a copy of the DSHS Investigations Unit Discrimination Complaint Form. If he she would like a copy e-mail or mail the form to the customer.

Procedures- State Office

1. The Customer Relations Manager at the DVR State Office (Headquarters) is the central point of contact for all complaints received at the State Office.
2. The Customer Relations Manager or designee:
   - Listens to the individual.
   - Identifies the nature of the complaint and the counselor of record.
   - Identifies what steps have been taken to resolve the complaint.
   - Explains the next steps to resolve the complaint.
   - Directs the individual to the appropriate field staff member to resolve the complaint.
   - Advises the individual of their rights as outlined above.
   - Documents and keeps track of all complaints as required by the DSHS Retention Policy.
3. The Customer Relations Manager:
   - Summarizes the complaint and the steps taken to resolve the complaint, by e-mail, phone call or voice mail, and
   - Refers the matter to the appropriate field staff member(s) for resolution (i.e., Rehabilitation Technician, VR counselor, supervisor or Area Manager or Field Services Administrator).
4. The Customer Relations Manager or designee responds to all Constituent Services Referrals and works with appropriate staff members for intervention and resolution.

Customers May Audio Tape Counseling Sessions or Meetings

(12-9-13)

Customers May Audio Tape Record Counseling Sessions or Meetings

1. Customers may audio tape record counseling sessions or meetings. It is not necessary for customers to provide justification or proof they require audio taping as a reasonable accommodation. If audio taping is a reasonable accommodation there must not be a delay in arranging or providing an audio tape recorder. Providing a reasonable accommodation without delay is consistent with Article II of the Americans with Disabilities Act (ADA), RCW 49.60, Washington State Law Against Discrimination, and DSHS Administrative Policy 7.02 Equal Access to Services for Individuals with Disabilities. "The department must provide people with disabilities an equal opportunity to participate in and enjoy the benefits of programs, services and activities."
2. Ask the customer if he or she has a tape recorder. If the customer does not have a tape recorder check the inventory of equipment to see if a tape recorder is available. If one is not available, DVR can purchase a tape recorder for the customer to use. Digital audio tape recorders are inexpensive and easy to use. Complete and have the customer sign a Loan Agreement for Tools and Equipment, DSHS 19-074.

3. If audio taping counseling sessions or meetings interfere with the relationship between the counselor and the customer, the counselor consults with the VR supervisor or the Area Manager to determine an appropriate course of action.

4. Document in a case narrative in STARS that audio tape recording is being used to record counseling sessions or meetings. Note whether the customer provided their own tape recorder or if it was loaned from the inventory of equipment, or purchased for the customer to use.

See Also:
Access to DVR Programs and Services (below)

DSHS Administrative Policy 14.10 Accessible Meetings

Access to DVR Programs / Services

(New 08/14/06)

DVR policies and procedures on equal access are based on the following DSHS Administrative Policies:

Administrative Policy No. 7.02 Equal Access to Services for Individuals with Disabilities

Administrative Policy No. 7.20 Communication Access to Services for Persons Who are Deaf, Deaf/Blind and Hard of Hearing

Administrative Policy No. 7.21 Access to Services for Clients who are Limited English Proficient (LEP)

Administrative Policy No. 14.10 Accessible Meetings

DVR provides equal access to individuals to participate in all aspects of its programs and services. Providing program access may include:

- The provision of auxiliary aids and services and alternate formats necessary for communication access.
- Making reasonable adjustments to policies, procedures and practices due to limitations that result from an individual's disability.
- Ensuring facilities where DVR provides services, holds meetings or conducts public events are physically accessible.
- Providing language translation services to individuals who are limited English proficient.
- Ensuring service animals are permitted to enter all DVR offices and service locations to assist clients, applicants, employees and the public. Service animals include guide dogs, signal dogs, or other animals individually trained to provide assistance to an individual with a disability. Companion animals are not considered guide dogs.
- The removal of any barriers that impede communication or physical access.

1. **Informing the Public/DVR Clients about Access to Programs and Services**

Adequate signs need to be posted inside and outside to direct people to DVR offices, including directions to accessible paths of travel, entrances/exits, rest rooms and meeting rooms.

DVR offices need to post adequate information in the lobby/reception area to instruct individuals how to request auxiliary aids or interpreter services or alternate formats needed to communicate or gain access to services. Procedures need to be in place so that staff can be responsive to individuals who need services or assistance to communicate.

Once an individual applies for services, DVR staff work with the individual to determine the most appropriate method for communicating and providing information throughout the rehabilitation process.

2. **Auxiliary Aids**

Auxiliary aids and service (DSHS Administrative Policy No. 7.02) means a wide range of services and devices for ensuring effective communication. The type of auxiliary aid or services necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved. Examples of auxiliary aids and services include but not limited to:

1. For individuals who are **deaf or hard of hearing**, auxiliary aids include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, teletypewriter (TTYs), videotext display, and exchange of written notes, etc.;
2. For individuals who are **blind, visually impaired or learning disabled**, auxiliary aids include qualified readers, taped text, audio recordings, Brailled materials, large print materials and assistance in locating items, etc.;
3. For individuals who are **speech impaired**, auxiliary aids include TTYs, computer terminals, speech synthesizers, and communication boards, etc.

DVR will provide auxiliary aids or alternate formats for written communication when requested by an applicant or eligible individual to communicate with a DVR staff member or participate in a public meeting or event sponsored by DVR.

See Also:

WAC- Communication Access to VR Services

WAC- Interpreter Services

WAC 388-891-620 What are interpreter services?

Paying for Interpreter and Translation Services

Each DVR office must:

- Establish procedures for securing services from qualified sign language interpreters and ensure staff are familiar with the procedures.
- Secure the services of a certified interpreter upon request. If a certified interpreter is not available, DVR may provide a qualified, non-certified interpreter if it is acceptable to the client.
- Whenever possible, DVR schedules contract interpreters identified by the individual as effectively meeting their communication needs.

- If an individual prefers to use their own sign language interpreter, they may do so at their own expense. This does not alter DVR's responsibility to use a qualified interpreter.
- All sign language interpreters who contract with DSHS are required to follow a Code of Professional Conduct (outlined in DSHS Policy 7.20). Any violations of this code are grounds for termination of an interpreter's contract and should be reported to the Office of Deaf and Hard of Hearing.
- Provide information in alternate formats, such as in large print, on a computer disk or other formats identified by an individual.

Note: The Office of Deaf and Hard of Hearing Services (ODHH) coordinates interpreter services throughout DSHS to ensure all interpreters are registered and trained on DSHS procedures. ODHH also maintains a list of certified and qualified interpreters.

The DSHS Office of Deaf and Hard of Hearing (ODHH) webpage has information about telecommunication relay services and equipment.

The ODHH website for Sign Language Interpreter Contractors lists Freelance Interpreters and Interpreter Referral Agencies. (There is a link to the contract for each of the Interpreter Referral Agencies).

Link to Interpreter Contract #10306

Link to the Collective Bargaining Agreement for Language Access Providers-2013-2015

Washington Relay Service (ODHH web site)

A free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal access to the telephone service for people who are deaf, hard of hearing, deaf-blind and speech disabled. The service allows hearing callers to communicate with text-telephone (TTY) users and visa versa through specially trained Communication Assistants (CAs). Anyone wishing to use Washington Relay Service simply dials 711 to connect with a CA. The CA will dial the requested number and relay the conversation between the callers. Contact numbers for the Washington Relay Service: 1-800-676-3777 TTY/Voice

WAC- Translation Services

WAC 388-891-760 What are translation services?

Paying for Interpreter and Translation Services

Sign Language Interpreter Fees for Job Interviews

3. **Translation services**

DVR provides language translation services to individuals who do not speak English to access DVR services and/or communicate with DVR staff. Each DVR office shall establish procedures for securing language translation services needed by applicants or eligible individuals to access DVR programs and services and ensure staff are knowledgeable about how to use the procedures.

When an individual receiving DVR services does not speak or read English, DVR is responsible to translate specific documents into the individual's primary language. DVR staff assist the individual, with the help of a translator if necessary, to complete required forms and documents in English, and then arranges for the documents to be translated. Documents to be translated include:

- Application for VR Services
- Notification of Eligibility or Ineligibility
- Individualized plan for employment
- Notification of case closure
- Notification of annual review, if appropriate
- Any other formal or written notice that requires a signature from the individual to continue receiving services

Other documents or case-related updates can be provided in person by a bilingual employee or contracted interpreter. If the DVR employee and client determine translation of other material is needed or desired, they can request translations.

Translation Services are Provided under State of Washington General Administration Contract

Category 1, Translation of Forms, Publications, Brochures and Pamphlets

Category 2, Translation of Letters, Reports, Fill-ins, Informational Materials

Link to Contract # 10006

(Revised 2/18/2011)

Translation of Forms, Publications, Brochures and Pamphlets

Steve Roldan is the DVR contact for translating DSHS forms in other languages. Steve can be reached at (360) 339-4441(VP), or e-mail: stephen.roldan@dshs.wa.gov

If Steve is not available and assistance is needed right away, the DSHS contact is Millie Brombacher, DSHS Records Office, Forms and Records Management Services. Millie can be reached at (360) 664-6048, or e-mail: brombma@dshs.wa.gov The DSHS Forms and Records Management Services web site: http://asd.dshs.wa.gov/FRMS/index.htm

Translation of Letters, Reports, Fill-ins, Informational Materials

Fax or e-mail the Translation Order Request form (DSHS 17-120), with the document that needs to be translated to one of the contractors listed in the current Translation Services Contract # 06806 (Worldlink Technologies (WLT), CTS Language Link (CTS) or Dynamic Language Center, Ltd. (DLC). Please see links below:

Translation Order Request form (DSHS 17-120)

4. **Policies, Procedures and Practices**

DVR will modify policies, procedures and practices if necessary to provide equal access to an individual with a disability. An individual may request such modifications if they experience difficulty accessing VR programs, activities or services. If a DVR employee is aware that an individual is experiencing difficulty, the employee shall inform the individual of the option of requesting an accommodation and assist him or her in completing the request, if necessary. Requests can be verbal or in writing.

Requests are reviewed on a case by case basis. The VR counselor and, if necessary, the supervisor will discuss the accommodation request, options available, and decide upon a course of action.

5. **DVR Facilities**

The office supervisor or designee is responsible for ensuring DVR facilities are accessible to individuals with disabilities. This applies to all aspects of the facility operation, such as parking, elevators, paths of travel and communication features, such as TTYs and emergency signals and alarms.

Each office supervisor shall ensure that adequate number of staff are trained on how to use a TTY as well as other equipment necessary to provide communication access to individuals with disabilities.

6. **Public Meetings, Hearings and Other DVR-Sponsored Events**

DVR will hold public meetings, training, hearings, workshops, job fairs and other events in locations and facilities that meet the requirements of this policy. Whenever possible, events shall be held on or near public transit routes.

Printed notices and announcements for DVR sponsored events should contain information about how to request accommodations at no cost. Following is a sample notice:

> *Accommodations are available to individuals with disabilities to participate in and access this event. To request an accommodation, please contact (Name, telephone, including TTY) no later than (Date).*

Communication access for public meetings shall be provided to meet the needs of individuals requesting such accommodations, and may include:

- Assisted listening systems compatible with hearing aids and cochlear implants;
- Use of microphones by speakers;
- Real-time captioning;
- Sign language interpreters; and/or
- Other methods of communication that are requested and can reasonably be made available.

If an individual requests accommodations within the specified time frame, but the accommodations cannot be scheduled or provided, DVR will postpone the meeting and reschedule at a date and time when appropriate accommodations can be provided.

7. **Written Material**

Written correspondence with clients or written material shared with clients, such as handbooks, guides, etc., need to be made available in alternate formats. Material must contain a statement with instructions about how to obtain the document in an alternate format. Following is a sample statement:

Upon request, this publication can be furnished in an alternate format for individuals with disabilities by contacting: (contact location, telephone, including TTY). Available formats include large print, Braille, audio tape, or electronic file.

Screen Magnification

Some options to consider when an individual requests screen magnification:

- E-mail forms/documents to the customer's home/school or work computer where they have magnification software or screen reader software installed;
- Adjust magnification feature that is built into Microsoft Windows XP;
- Utilize CCTV or ZoomText software that are available in several DVR and WorkSource locations;
- Enlarge the document in a copier (that has this capability); and
- Consult with ATAP if you have questions or need technical assistance.

Requesting Forms/Documents in Large Print

To request a form/document in large print, copies can be made on regular size paper (requires more pages but is easier to work with and file), or request copies using larger sheets of paper (11 x 17 sheet that prints in 14 pt font), contact Mille Brombacher, DSHS Records Office, Forms and Records Management Services. Millie can be reached at (360) 664-6048, or e-mail: brombma@dshs.wa.gov The DSHS Forms and Records Management Services web site: http://asd.dshs.wa.gov/FRMS/index.htm

Requesting Forms/Documents in Braille

Contact the Braille Access Service Center, Washington School for the Blind (360) 696-6321, Ext. 158. The e-mail address: Braille@wssb.wa.gov web site: www.wssb.wa.gov, and select the Braille Access Center.

Requesting Forms/Documents on Audio Tape (Books on Tape)

Parminder Tolpa coordinates a Tacoma Community College program at the Washington Corrections Center for Women, WCCW (253) 858-4228. The offenders in the program read books on tape or scan them onto a CD. Written materials may be sent directly to Parminder Tolpa or Mr. Richardson at Tacoma Community College at WCCW, YOVTP Coordinator 9601 Bujacich Road NW Gig Harbor, WA 98332. Ms Tolpa's e-mail address: ptolpa@tacomacc.edu

8. **DVR Contractors and Providers**

DSHS contractors are required to comply with DSHS Policies related to equal access. When DVR uses contractors to deliver services, they are also responsible to provide equal access to programs and services, including the provision of services in accessible facilities and methods of communication. DVR will inform the contracted provider of the

communications methods the individual has identified as being most effective at the time of referral.

Failure to meet these requirements is grounds for contract termination. Field staff can consult with the DVR Contracts Unit if access questions or issues arise regarding DVR contractors or providers.

9. **Fundamental Alteration/Undue Burden**

If a requested accommodation would require a fundamental alteration of a program, service or activity or would result in an undue financial or administrative burden, an alternate means of providing access will be used, if possible.

If an accommodation would fundamentally alter a service, program or activity or would create an administrative or financial hardship, the supervisor must document the reasons for the determination and submit the request in writing to the DVR Director or designee for final approval or denial.

If a request for accommodation is denied, DVR will offer other alternative methods to provide access, if possible, that would not fundamentally alter services or programs or result in an undue financial or administrative burden.

10. **Complaints**

Individuals denied access, auxiliary aids or services or who believe they have been discriminated against due to a disability may file a complaint with any or all of the following:

- Human Resources Division Investigations Unit (formerly the Investigations and Reasonable Accommodation Unit (IRAU) and previously DSHS Division of Access and Equal Opportunity)

  1115 S. Washington, OB2 2nd Floor NE Wing

  PO Box 45839

  Olympia, WA 98504-5839

  Toll Free 1-800-521-8060

  (inside Washington) Toll Free TDD 1-800-521-8061

(inside Washington)

- Washington State Human Rights Commission

  1-800-233-3247

  1-800-300-7525

  www.hum.wa.gov/

- The U.S. Department of Justice

  Civil Rights & Civil Liberties Complaints

  Office of the Inspector General

  U.S. Department of Justice

  950 Pennsylvania Avenue, NW

  Room 4706

  Washington, D.C. 20530

  Web site: http://www.justice.gov/oig/index.html e-mail: inspector.general@usdoj.gov

  Hotline: (contact information in English and Spanish): (800) 869-4499, or

  Hotline fax: (202) 616-9898.

- The U.S. Health and Human Services Office for Civil Rights

  Web site: http://www.hhs.gov/ocr/civilrights/

  Office for Civil Rights

  U.S. Department of Health & Human Services

  2201 Sixth Avenue - Mail Stop RX-11

  Seattle, WA 98121

  (206) 615-2290; (206) 615-2296 (TDD)

  (206) 615-2297 FAX

Individuals who are deaf, deaf-blind or hard of hearing may file a complaint related to an interpreter by contacting:

- The Office of Deaf and Hard of Hearing (ODHH)

  (360) 902-8000 Voice/TTY

  (800) 422-7930 Voice/TTY

  (360) 902-0855 Fax

  Email Address: odhh@dshs.wa.gov

  Contact ODHH by Video at:

  D-Link Video IP Address: 209.181.93.249

  D-Link Video Phone Number: 360-902-8000

  Sorenson Video IP Address: 209.181.93.251

  Sorenson Video Phone Number: 360-902-8000

  Contact DSHS Headquarters at:

  (360) 586-0609 Voice/TTY

Eligibility

Eligibility Index Page

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- Eligibility Over 60 Days
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- WAC- Determining Eligibility
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- Functional Loss Definitions

Trial Work / Extended Evaluation

- Trial Work Experience
- Extended Evaluation
- Clear and Convincing Evidence
- CRP - Trial Work Experience
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- Ineligibility Determination
- Trial Work Experience
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Assessment to Determine Eligibility

(Revised Section 6-30-12)

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WAC- Eligibility & Social Security Recipients

WAC- How Long Does it Take

Eligibility Determination

Eligibility Requirements

The VR Counselor collects sufficient documentation to determine that an applicant:

1. Has a physical, sensory or mental impairment that results in a substantial impediment to employment;
2. Requires VR services to achieve employment; and
3. Can benefit from VR services by achieving an employment outcome consistent with his or her unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Presumption of benefit: The VR Counselor presumes that an applicant who meets the eligibility requirements in (1) and (2) above can benefit from VR services, unless there is clear and convincing evidence that the provision of VR services will not result in employment due to the significance of the individual's disability.

Presumption of eligibility for Social Security Recipients

An applicant who has been determined eligible for SSI/SSDI has demonstrated that he or she has a significant disability that results in a substantial impediment to employment. Therefore, the VR Counselor presumes an applicant who is a recipient of SSI/SSDI:

1. Has a physical, mental or sensory impairment that results in a substantial impediment to employment;
2. Requires VR services to achieve employment; and
3. Can benefit from VR services in terms of an employment outcome, unless there is clear and convincing evidence VR services will not result in an employment outcome due to the significance of the individual's impairment.

Applicants with verified receipt of SSI/SSDI will appear in STARS in application status with a designation of "PE" (presumed eligible). Cases with this designation remain in application status until the eligibility screens are completed in STARS.

In many instances, the VR counselor will have sufficient existing information to complete the eligibility determination. If so, the counselor completes the eligibility screens in STARS, which changes the individual's status to "eligible."

If a counselor is uncertain whether an individual can benefit from VR services due to the significance of the disability, the VR Counselor obtains additional information sufficient to make the determination before completing the eligibility determination.

Ability to Benefit from VR services - Clear and Convincing Evidence

If the VR counselor is uncertain that VR services will assist an applicant (whether receiving SSI/SSDI or not) achieve employment due to the significance of the disability,

the VR Counselor obtains sufficient information to make the determination prior to completing eligibility. The VR Counselor conducts a trial work experience or extended evaluation to explore the individual's abilities, capabilities, and capacity to perform in realistic work situations.

The results of the trial work assessment or extended evaluation are used to determine:

1. That the individual can achieve employment through the provision of VR services and is eligible for VR services; or
2. There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of disability. and is ineligible for DVR services

See Also:

Use of Existing Case Service Records in Lieu of a Trial Work Experience

Time line for Eligibility Determination

The 60-day period within which a VR counselor must determine if an applicant is eligible begins on the date the individual signs the Application for VR Services. If it will take longer than 60 days to determine eligibility, the VR counselor and applicant discuss the reason for the delay and whether another approach is needed to get the necessary information.

If the individual agrees to extend the eligibility period, the extension documentation is completed and a copy of the signed agreement is filed in the case service record. This agreement is not valid until signed by the applicant. If the applicant does not return the signed agreement, the VR counselor must follow-up to obtain a signed agreement.

If there is a need to gather or exchange information with other parties to complete the assessment for eligibility and severity of disability, a VR Counselor must obtain signed consent and/or release forms from the applicant.

Eligibility Over 60 Days

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Documenting an Extension to Eligibility

VR Counselor prints the Extend Eligibility Letter in STARS. This letter along with any other supporting information must be documented in the case service record. The extend eligibility letter is under "reports" on the tool bar in STARS.

To extend eligibility determination beyond 60 days for the purpose of determining legal INS work status , see - Identity and Citizenship.

Advance in Employment

An individual who is currently employed in a job that is not consistent with his or her abilities or capabilities, whose disability hinders his or her ability to secure such a job, and who needs VR services to obtain employment for which he or she is both capable and interested, is likely to be eligible for DVR services. In this case, DVR should assist the individual to advance into employment that is consistent with his or her abilities, provided the individual meets the eligibility criteria and is capable of performing more advanced work. The extent to which DVR should assist eligible individuals advance in employment depends on whether the individual has achieved employment consistent with this standard.

This does not mean that individuals with disabilities who are employed are automatically eligible to receive DVR services. Rather it is intended to recognize that "under-employed" individuals are eligible for DVR services provided they meet the eligibility criteria including the requirement that the individual's disability constitutes a substantial impediment to employment and the individual requires VR services. This also does not mean entry-level employment is not permissible. An entry-level position is an entirely appropriate goal if it reflects the type of work that the individual is capable of performing or chooses to perform.

Current employment is neither a basis for automatically determining an applicant eligible for DVR services, nor a reason to find an individual ineligible. The eligibility criteria must be applied consistent with the requirement to assist individuals achieve employment that is consistent with their strengths, resources, priorities, concerns, abilities, capabilities and informed choice. In some instances, an individual with a disability who is already employed may not need financial assistance to achieve a more appropriate employment outcome, but needs a VR counselor's expertise in addressing obstacles the individual faces in moving into a new and more challenging job.

Post-employment services (PES) are also available to assist eligible individuals who have already become employed to advance in employment. PES is appropriate when the individual still meets eligibility requirements and the VR counselor determines that short-term intervention will enable the individual to achieve his or her goal to advance in employment in the same or a closely related occupation.

Review and Assessment of Existing Records to Determine Eligibility

(Revised 12-9-13)

The Eligibility Decision Involves More than Collecting Documents

The eligibility decision is more that collecting documents. The VR counselor reviews and assesses information and uses his or her professional judgment about whether the individual has a physical, mental or sensory impairment that results in a substantial barrier to employment; that the individual requires VR services to prepare for, get or keep a job; and the individual is capable of working as a result of receiving VR services.

To make an eligibility determination, DVR must review and assess information about the individual's disability. By law, only a VR Counselor is qualified to make an eligibility determination.

1. Existing Records

   A VR Counselor bases the determination of eligibility on a review and assessment of existing records including, but not limited to records provided by:

- The individual or the individual's family and others who know the individual well
- Existing medical records
- Education records
- Determinations made by other state or federal agencies such as Social Security, the Division of Developmental Disabilities, Mental Health Agencies
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2. Records obtained by purchasing VR Services

The VR counselor determines whether the existing records are adequate to make an eligibility decision. If the VR counselor determines that a new evaluation is necessary, an evaluation may be purchased from a qualified licensed professional. Before purchasing an evaluation the VR counselor is responsible to check the Department of Health website to make sure a health care provider has a current license:

Health Professions Quality Assurance (Washington Department of Health)

See Also:

Psychotherapy under Medical / Dental and Health Care Professionals

Disability Categories

Timely Development of IPE

Voter Registration

Conditions under which a Community Based Assessment Can Be Used Prior to the Determination of Eligibility

(New 6-30-12)

Generally a CBA is conducted after the individual is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

- The individual is employed and seeking services to advance in employment; or
- The individual is seeking services to maintain employment.

  Individuals receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and shall not participate in a CBA before their eligibility is determined. However, if the individual cannot be presumed to benefit from services due to the significance of their disability, a TWE shall be conducted.

A trial work experience is done prior to the determination of eligibility or at any later point in the VR process before determining that the individual is not eligible or no longer eligible for VR services due to the significance of the individual's disabilities.

Ineligibility May be Determined at Any Point in VR Process

(New 6-30-12)

After an individual submits an application and has been determined eligible for VR services, the individual can be determined ineligible at any point in the VR process when they no longer meet eligibility criteria.

See Also:

WAC 388-891-1045 What happens if DVR determines that I am not eligible or no longer eligible for VR services?

WAC 388-891-1050 If I am not eligible for VR services, can DVR help me find other services and programs to meet my needs?

WAC- Determining Eligibility

WAC- Eligibility and Social Security Recipients

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Assessment to Determine Eligibility

(Revised Section 6-30-12)

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See Also:

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WAC- How Long Does it Take

Significance of Disability Determination

In this section of the manual

Significance of Disability Determination

Functional Loss Definitions

Significance of Disability Determination

(Revised 10/12/08)

A VR counselor determines the level of significance of an individual's disability based on:

- A review of the information gathered to determine eligibility, and
- An assessment of the individual's functional losses

Review of Information

A VR counselor determines the level of severity of an individual's disability based on a review of the information gathered to determine eligibility. If additional information is necessary to make the determination, a VR counselor may:

- Obtain information from the individual, the individual's family, an outside professional and/or another public agency; or (if necessary)
- Purchase diagnostics from a qualified service provider

A VR counselor reviews the data to determine:

1. The number of serious functional losses present as a result of a disability;
2. Whether an individual may need multiple VR services to achieve an employment outcome in supported employment or other integrated employment; and
3. Whether services are needed for an extended period of time. **NOTE**: No specific time frame is defined in statute or regulation for "an extended period of time." The VR counselor must consider each individual's unique circumstances to determine whether services are needed over an extended period of time. For this purpose, 12 months may be used as a general guideline, but not applied as an absolute limit.

Significance of Disability Matrix

Significance Level	Meet Definition of Significantly Disabled	Categories of Functional Loss	Duration of Service	Number of Services
Level 1: Most Significantly Disabled	Yes	4 or more	Requires VR services over an extended period of time**	Requires multiple services
Level 2: Significantly Disabled	Yes	1 or more	Requires VR services over an extended period of time**	Requires multiple services
Level 3: Disabled	No	1 or More	No duration of service requirement	Multiple services

				NOT required

Assessment of Functional Losses

To assure a complete and comprehensive assessment, the VR counselor considers the data and information about an individual's disability as it applies to each of the seven areas of functional loss for each individual.

When considering each area of functional loss, the VR counselor determines whether:

1. A functional loss that results from a disability is present.
2. The functional loss presents a barrier to employment, and
3. The functional loss meets the definition of a serious limitation (see definition in Serious Limitation below) and the individual requires substantial VR services or intervention in the individualized plan for employment to address the limitation and achieve employment.

Only one "serious limitation" within a functional loss category (mobility, work tolerance, communication, self-care, interpersonal, cognition and learning (self-direction), and work skills) is needed to determine a serious functional loss is present in that category.

The VR counselor completes the Significance of disability form in STARS.

Functional Loss Categories

Areas of functional loss include the following:

- **Mobility**: Mobility is the ability to move about from place to place inside and outside the home compared to people who don't have mobility limitations. Mobility limitations impact an individual's ability to travel between work and home (using either private or public transportation), to get around within the work environment and/or to travel to meetings, training, or other job requirements. Mobility limitations may result in the need for a personal assistant, assistive technology or other specialized transportation services or may limit the range of an individual's travel.

- **Work tolerance**: Work tolerance is the ability to meet the typical demands and working conditions of a job. Work tolerance relates primarily to an individual's ability to tolerate conditions routinely expected in an employment setting, such as following an established work schedule, working continuously for a number of hours, the number and interval of breaks, the work setting and a typical amount of sitting, standing, lifting, etc. Work tolerance can also involve an individual's ability to work under typical environmental conditions such as noise, heat, cold or the presence of everyday chemicals, dust or other substances. Work tolerance can impact how long or how fast an individual can work due to stamina and endurance. Work tolerance limitations result from disability-related fatigue, not from cognitive limitations (see cognition and learning).

- **Communication**: Communication is the ability to effectively exchange information through expressive or receptive methods, spoken words or concepts (writing, speaking, listening, sign language, adaptive methods). A functional loss in communications can impact an individual's ability to get information and instructions from a supervisor or co-worker, to follow new directions or procedures, to ask questions and get clarification on assignments, to give information verbally, to answer a telephone, use e-mail or use other typical modes of communication. Communication limitations often require the use of an interpreter or assistive technology device to facilitate communication.

- **Self-care**: Self-care is the ability to independently perform activities of daily living at a level which allows an individual to participate in work. An individual experiencing a functional loss in self-care often requires personal assistance from another individual to accomplish routine personal care, such as bathing, using a bathroom, dressing, meals, medications, etc.

- **Interpersonal**: Interpersonal is the ability to establish and maintain personal, family, community and other relationships likely to affect job performance and security. A functional loss in interpersonal is present if an individual exhibits persistent behavior that results in exclusion, discipline, frequent conflict, or other negative consequences or has a persistent pattern of social avoidance, isolation or withdrawal. Individuals are sometimes extremely suspicious and/or have difficulty managing anger or aggressive behavior.

- **Cognition and learning** (self-direction): Cognition and learning is the ability to independently plan, initiate, learn, problem solve, and organize activities related to self, health, safety, socialization, recreation and work. A functional loss in cognition and learning is present if an individual cannot independently plan and organize tasks, remember or follow instructions, analyze and solve relatively simple problems, perform basic skills in reading or math, or judge the quality or accuracy of work they have completed. Individuals with cognition and learning impairments often require constant or nearly constant supervision to manage and organize tasks and/or intensive or specialized training to learn tasks.

- **Work skills**: Work skills is an individual's ability to perform tasks required to carry out job functions. Work skills related to this functional area are those routinely involved in typical work settings, such as the ability to keyboard, operate machinery or electronic equipment, such as a cash register, copy machine, telephone; write with pencil or pen; open doors, drawers or file cabinets; manipulate papers, folders, and files; pick things up, carry them or move them from place to place. Work skills limitations relate to an individual's capability to perform tasks and not from the individual's ability to learn or remember (see cognition and learning).

Self-Reported or Observed Functional Loss

A VR counselor may identify a functional loss based on an individual's self-report, information provided by family members, school representatives or others, or based on observations made by the counselor during interviews with the individual.

If a counselor identifies a functional loss that is not consistent with or not supported by disability-related documentation and determines additional information is necessary to understand and address the functional loss, the counselor and individual discuss and reach agreement on how to get the information.

Documenting a Self-Reported or Observed Functional Loss

To ensure the case service record explains and supports a self-reported or observed functional loss, the VR counselor documents that a loss was observed, a summary of the observations, and how the functional loss affects the applicant. The basis and rationale for any functional loss that is not clearly supported by medical documentation in the case service record needs to be documented by the VR counselor.

EXAMPLE: While interviewing an applicant who is hard of hearing, a VR counselor observes that the individual is not able to effectively communicate verbally. Medical records clearly establish a hearing impairment, but do not address verbal limitations. Because a functional loss in verbal communication is consistent with and commonly associated with a hearing loss, the VR counselor may determine, based on his or her observations, that a serious functional loss is present.

During this interview, the counselor also observed that the applicant would not make eye contact, did not engage with the counselor and was unusually withdrawn. After the interview and with the consent of the individual, the counselor followed up with family members and referral sources. The VR counselor learned that this is typical behavior and that this individual does not interact with others and tends to remain isolated and withdrawn. Family members confirmed that the behavior started when the hearing impairment was discovered and occurred with anyone outside the immediate family.

The VR counselor determined that the individual experienced serious functional losses in communications and interpersonal because employment success was not likely without substantial VR services (i.e., assistive technology, substantial counseling and guidance) to address the losses in both areas. The VR counselor documented that these two serious functional losses were observed and confirmed by family members and others, provided a summary of the observations, and described how the functional loss affects the applicant.

Functional Loss Not Described in the Significance of Disability Form

If the individual experiences a functional loss that is not described on the Prioritization for Services form, the VR counselor documents the functional loss by entering a description in the space provided under "other."

Serious Limitation

A serious limitation means an individual's capacity is affected to the degree that successful employment is not likely to occur unless substantial VR service(s) to address the limitation are provided under an IPE.

Once the VR counselor determines a disability-related functional loss is present, he or she considers whether the functional loss meets the definition of a "serious limitation" contained in the Functional Loss Definitions. If the functional loss meets the definition of a "serious limitation," the counselor checks the appropriate indicator on the Significance of Disability form.

Factors Not Related To Disability

Work-related limitations may result from or be compounded by external factors such as geographic location, poor public transportation, language, culture or lack of training. These factors do not relate to a disability and are not factors in determining a serious functional loss.

Change in Significance Level

After a level is established, it is not changed unless information supporting the change provides evidence that the determination was in error or the disability status of the individual has changed. The rationale for changing the level is documented in STARS case narrative.

Information and Referral

Individuals are offered information and referral about other programs and services that may meet their needs.

Certification of Significance of Disability

The VR counselor completes and signs a Certification of Significance of Disability for each individual as soon as sufficient information is available, but no later than 60 days from the date of application (unless an extension has been agreed upon).

Functional Loss Definitions

A serious limitation in a major functional area means a reduction in capacity of the individual to the degree that the person requires **substantial** services or accommodations not typically made for other individuals in order to prepare for, get, or keep a job.

While limitations may result from or be compounded by external factors, such as geographic location, poor public transportation, language, culture or lack of training, these factors should not be the basis of the limitation for the purpose of defining serious limitation. Defining limitations in these functional areas relies on the professional rehabilitation counselor's interpretation of the effect of the disability on the individual, as well as on medical or diagnostic evaluative data.

Functional Area	Overall Definition	Definition of Serious Limitation
Mobility	**Mobility** means the physical, cognitive, sensory and psychological ability to move about from place to place inside and outside the home compared to people who don't have mobility-related limitations.	**A serious functional limitatio**n exists when the individual has disability-related mobility limitations to the extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.
Work Tolerance	**Work Tolerance** means the physical, cognitive, sensory and psychological ability to meet the demands of participating in work-related activities. (For example, how long and under what conditions the individual can work.)	**A serious functional limitation** exists when the individual has disability-related work tolerance limitations (**performance and endurance**) to the extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.

Communication	**Communication** means the physical, cognitive, sensory and psychological ability to effectively exchange information through **expressive or receptive** methods, spoken words or concepts (writing, speaking, listening, sign language, adaptive methods).	**A serious functional limitation** exists when an individual has disability-related communication limitations to the extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.
Self-Care	**Self- care** means the physical, cognitive, sensory, or psychological ability to independently perform activities of daily living at a level which allows the individual to participate in work-related activities.	**A serious limitation** is present if an individual is physically dependant upon other individuals, services or devices to complete activities of daily living.
Interpersonal	**Interpersonal** means the physical, cognitive, sensory, or psychological ability to establish and maintain personal, family and community relationships as it affects, or is likely to affect, job performance and security.	**A serious functional limitation** exists when the individual has disability-related interpersonal limitations to the extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.
Cognition and Learning (Self-Direction)	**Cognition and learning (self direction)** means the physical, cognitive, sensory or psychological ability to	**A serious functional limitation** exists when the individual has disability-related self-direction limitations to the

	independently plan, initiate, learn, problem solve, and organize activities related to self, health, safety, socialization, recreation and work.	extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.
Work Skills	**Work skills** means the physical, cognitive, sensory, or psychological ability to perform tasks required to carry out job functions.	**A serious functional limitation** exists when the individual has disability-related work skills limitations to the extent that **substantial** services or accommodations are needed to prepare for, find, keep, or advance in employment.

Manual Revision Date: July 31, 2014

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Trial Work / Extended Evaluation

(Revised Section 6-30-12)

Trial Work Experience

Clear and Convincing Evidence

Use of Existing Case Service Records in Lieu of a Trial Work Experience

Extended Evaluation

Closing a Case Because an Individual is not Eligible or No Longer Eligible

See Also:

CRP Trial Work Experience

WAC- Trial Work Experience

WAC- Extended Evaluation

Trial Work Experience (TWE)

A trial work experience(s) is an assessment in which the DVR customer performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training.

The VR counselor conducts a trial work experience if the counselor cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual's disabilities.

A trial work experience is conducted to determine:

- If the individual is capable of working as a result of receiving VR services and is eligible for VR services; or

- There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of the individual's disabilities and is not eligible or no longer eligible for VR services.

  Before determining that an individual is ineligible or no longer eligible the VR counselor follows the steps described in WAC 388-891-1045 and WAC 388-891-1050.

Before a VR counselor makes a determination that an individual with a disability is incapable of benefiting from VR services, the VR counselor must conduct a trial work experience or extended evaluation (see when to use an Extended Evaluation below) to obtain clear and convincing evidence to support the determination.

The VR counselor explains to the customer why a TWE is being done, what questions will be addressed, and informs the customer if there is clear and convincing evidence that the individual cannot benefit from VR services because of the significance of the individual's disabilities, the individual will be determined ineligible for services and the case will be closed.

A trial work experience may be arranged and conducted by DVR staff or purchased as a service from a Community Rehabilitation Program (CRP). If the TWE pays wages to the customer, benefit planning is recommended as the earned income could impact the individual's benefits.

See Also:

Eligibility Determination

Clear and Convincing Evidence (Federal Language)

Clear and convincing evidence means that the Division of Vocational Rehabilitation shall have a high degree of certainty before it can conclude that an individual is incapable of benefiting from services in terms of an employment outcome…….The term clear means unequivocal. For example, the use of an intelligence test result alone would not constitute clear and convincing evidence. Clear and convincing evidence might include a description of assessments, including situational assessments and supported employment assessments, from service providers who have concluded that they would be unable to meet the individual's needs due to the severity of the individual's disability. The demonstration of "clear and convincing evidence" must include, if appropriate, a functional assessment of skill development activities, with any necessary supports (including assistive technology) in real life settings. (S.Rep.No.357, 102dCong., 2d.Sess. 37-38 [1992]) CFR 361.42

Use of Existing Case Service Records in Lieu of a Trial Work Experience

If an applicant has previously had an open DVR case that included a trial work experience in the past 12 months the VR counselor may use information from the previous case service record in lieu of a trial work experience if:

1. Sufficient services were provided in the previous case to assess the individual's ability to benefit from services;
2. The case service record contains documentation that establishes clear and convincing evidence regarding the individual's ability to benefit from VR services;
3. You have explored whether circumstances have changed that would increase the individual's ability to benefit from DVR services at this time. For example, in the previous TWE if the customer refused to follow through with the treatment recommendations such as taking medications, or participating in psychotherapy or other type of treatment and is willing to do so now, a new TWE must be conducted to assess if these supports will allow the customer to be successful.

If existing records are used in lieu of a trial work experience or extended evaluation, the VR Counselor documents in case narrative the rationale for the decision and what information was used. If existing records do not establish clear and convincing evidence of an individual's ability to benefit from VR services, a new trial work experience or extended evaluation is used to obtain updated information. Consultation with the VR supervisor is recommended if the VR counselor has questions about whether the previous case record provides clear and convincing evidence or if a new trial work experience is necessary.

If there is a need to gather or exchange information with other parties to complete the assessment for determining eligibility and significance of disability, a VR Counselor **must obtain signed consent and/or release forms** from the applicant.

Scope of Trial Work Experience

A trial work experience provides an opportunity for an individual to perform in one or more realistic work settings while receiving appropriate support services. Possible areas of evaluation during a trial work experience include:

- Mobility to and from work or within a work setting;
- Ability to tolerate the typical demands of a regular work schedule or work environment;
- Ability to demonstrate the manual skills and dexterity to perform typical work tasks;
- Ability to manage self-care needs in a work environment;
- Ability to learn work tasks and identify what type and level of supports are needed to perform tasks;
- Ability to understand others and communicate effectively;
- Interpersonal skills and ability to respect typical social and personal boundaries.

Trial Work Experience Requirements

1. Setting

   Trial work experiences are conducted in the most integrated setting possible based on the individual's needs and informed choice. The trial work experience includes the number and variety of settings necessary to obtain sufficient information for the counselor and customer to make sound decisions. The ideal trial work experience is conducted in a real work setting, such as for-profit businesses, non-profit organizations, government agencies, or home-based employment.

2. Duration

   The duration of a trial work experience is determined based on an individual's needs as determined by the nature and extent of the areas being explored and the estimated time needed to sufficiently assess the individual's abilities, capabilities and capacity to perform in the trial work setting. The trial work experience is scheduled for the shortest time necessary to answer all of the questions about the customer's work performance. In some instances, the questions that prompted the trial work experience will be answered right away. In other instances, additional time will be necessary.

3. Supports and VR services during trial work experience

   Appropriate support must be provided during the trial work experience, including rehabilitation technology services and personal assistance services, to accommodate the rehabilitation needs of the individual. Any other VR service may also be provided to meet the individual's rehabilitation needs during the trial work experience.

4. Written Agreement

   Once a trial work site is identified, the VR counselor develops a written agreement to document the work site, timelines, VR counselor, customer and host/employer responsibilities and VR services to be provided to assess the individual's abilities, capabilities and capacity to perform in the work setting. The written agreement is completed in STARS. This form is also available on the Intranet: DSHS 11-058 Trial Work Experience Agreement

   The purpose of the TWE Agreement is to:

   - Document the VR counselor, customer and host/employer understanding of each party's role and responsibilities; and.

- Provide written documentation in the event of a misunderstanding or dispute about the TWE.

5. Documenting Progress and Results

   The VR Counselor reviews the results of the trial work experience with the individual and others involved. The VR Counselor reviews the information learned about the individual's abilities, capabilities and capacity to perform in the work setting, and discusses next steps in the rehabilitation process. The VR Counselor summarizes in STARS case narrative the results of the trial work experience and the agreed upon next steps.

Unpaid Trial Work Experiences

An individual may participate in a Trial Work Experience as an unpaid volunteer at a for-profit business, non-profit organization, or government agency. If a for-profit business is used as a trial work site, United States Department of Labor (DOL) guidelines must be followed. The following conditions apply to an unpaid Trial Work Experience at a for-profit business:

- Monitoring and support of the individual is arranged through a CRP or provided by DVR staff. The business providing the site for the trial work experience is not required to pay wages or workers' compensation.
- The business is not obligated to offer the individual employment following the trial work experience.
- The business does not benefit from the activity. No workers are displaced and the customer's activities do not immediately benefit the business. The customer could perform work similar to other employees if other employees normally responsible for those duties are still performing the usual tasks for the same number of hours per week at the same pay. There are no vacant positions that are not being filled as a result of the customer's volunteer work.
- Placement at the work site is for assessment only.
- The customer agrees with and understands that participation is voluntary and that the business is not required to compensate him or her or make an offer of employment at the conclusion of the trial work experience.
- If a legal guardian is appointed, the guardian must agree to the terms of the trial work experience.

Paid Trial Work Experience

If the TWE pays wages to the customer, benefit planning is recommended as the earned income could impact the individual's Social Security benefits.

When a customer is paid by the employer for work performed during a trial work experience, an employer-employee relationship exists. The customer must be compensated in accordance with the U.S. Department of Labor, Fair Labor Standards Act. The following conditions apply to a paid trial work experience:

- Monitoring and support of the individual is arranged through a CRP or provided by DVR staff.
- The customer is hired as a regular employee with the same rights and privileges as other entry-level employees for the period of time jointly agreed upon by the customer, counselor and employer.
- The customer is paid an hourly rate of at least the minimum wage for the job being performed.
- The customer is covered by the employer's workers' compensation insurance if an injury occurs at the work site during the trial work experience. If the employer is not insured (businesses with less than 5 workers are not required to carry workers' compensation insurance), the community rehabilitation program covers the individual during the trial work experience.
- If the employer agrees to provide supervision and/or training to the customer during the trial work experience, DVR may reimburse the employer for the cost of the supervision/training.

Extended Evaluation

Purpose of Extended Evaluation

An extended evaluation is required to determine eligibility under limited circumstances when a VR counselor can not presume that an individual can achieve an employment outcome as a result of receiving rehabilitation services.

When to Use an Extended Evaluation

A VR counselor uses an extended evaluation:

- When an individual cannot take advantage of trial work experiences because of his or her limitations; or
- If options for trial work experiences are unavailable or have been exhausted before the VR counselor is able to make an eligibility determination.

VR Services and Settings for an Extended Evaluation

During an extended evaluation, the VR counselor provides only services that are necessary to make an eligibility determination. These services are provided in the most integrated setting possible, consistent with the rehabilitation needs of the individual.

Content of the Extended Evaluation Agreement:

The Extended Evaluation Agreement is completed in STARS. A copy of the Extended Evaluation Agreement is given to the customer and includes the following:

- The purpose of the extended evaluation;
- Measurable outcomes;
- VR counselor responsibilities;
- Customer responsibilities;
- VR services to be provided;
- Service methods and timeframes;
- Customer/Guardian and VR counselor signatures and date;
- Rationale for selecting an extended evaluation, including customer informed choice; and
- Disability-related barriers to employment.

Reviewing Progress and Outcome

At least every 30 days, the VR counselor reviews the individual's performance and progress during the extended evaluation and determines if there is enough information to make an eligibility decision or to begin a trial work experience.

Extended Evaluation Resulting in a Trial Work Experience

During the extended evaluation, if a trial work experience opportunity becomes available or the individual is now able to participate in a trial work experience, the VR counselor proceeds with the guidelines identified in Trial Work Experience .

Closing a Case Because an Individual is not Eligible or No Longer Eligible

Before the VR counselor closes a case because an individual is not eligible or no longer eligible because the results of a trial work experience or extended evaluation provide clear and convincing evidence that the individual cannot benefit from VR services because of the significance of their disability, the VR counselor gives the customer an opportunity to discuss the decision, provides written notice with the customer's appeal rights, explains the services available from the Client Assistance Program, and provides information and referral to other agencies or organizations, as required in WAC 388-891-1045 and WAC 388-891-1050.

See Also:

WAC 388-891-1045

WAC 388-891-1050

Ineligibility Determination

Ineligibility Determination

Trial Work Experience

Extended Evaluation

Clear and Convincing Evidence

Ineligibility Determination

The VR counselor conducts a trial work experience if the counselor cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual's disabilities.

A trial work experience is conducted to determine:

- If the individual is capable of working as a result of receiving VR services and is eligible for VR services; or
- There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of the individual's disabilities and is not eligible or no longer eligible for VR services.

See Also:

Trial Work- Extended Evaluation

CRP Trial Work Experience

Before Closing a Case Because an Individual is not Eligible or No Longer Eligible

Before the VR counselor closes a case because an individual is not eligible or no longer eligible because the results of a trial work experience or extended evaluation provide clear and convincing evidence that the individual cannot benefit from VR services because of the significance of their disability, the VR counselor gives the customer an opportunity to discuss the decision, provides written notice with the customer's appeal rights, explains the services available from the Client Assistance Program, and provides information and referral to other agencies or organizations, as described in WAC 388-891-1045 and WAC 388-891-1050.

If a VR counselor determines an individual is not eligible or is no longer eligible for DVR services, the VR counselor must:

1. Prior to making the determination, provide an opportunity for full consultation with the individual to explain the reasons the individual is not eligible and provide an opportunity for the individual to ask questions and provide additional information relevant to the determination.
2. Send a letter informing the individual in writing, and using other methods of communication if necessary, of the ineligibility determination. The letter shall include:

   a. An explanation of the reason(s) for the determination

   b. The individual's right to appeal the decision and how to request an appeal.

   c. Information explaining the purpose of the Client Assistance Program (CAP) and how to contact CAP for assistance.

   3. Explain resources available from other organizations or programs that provide services that may meet the individual's training or employment-related needs and initiate a referral, upon request, to:

   a. Other programs that are part of the Workforce Development System; or

   b. Local community rehabilitation programs that offer pre-vocational or extended employment work, if the ineligibility determination is based on a finding that the individual is unable to achieve an employment outcome in an integrated setting because of the severity of the disability.

   4. Document information and referral provided to customer in a case narrative.

See also:
WAC - Case Closure and Annual Reviews

Case Closure

Manual Revision Date: July 31, 2014

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

Employment

Employment Definitions- Competitive Employment, Employment Outcome, Extended Employment

Certification of Disability for Federal Employment

Work Opportunity Tax Credit, WOTC

Plan Employed

Customer Accepts Different Employment

Employment Searches

See Also:

On-the-Job Training, OJT

Paid On the Job Evaluation

Forms / Instructions / Examples

Letters

Certification of Disability for Federal Employment

(12-9-13)

To remove barriers and increase employment opportunities in federal government jobs, special hiring procedures are available to individuals with “mental retardation, severe physical disabilities, or psychiatric disabilities”. Individuals with these disabilities may apply for federal jobs under a provision called a Schedule A- Excepted Service Appointment of Persons with Disabilities. To use this provision, the individual must provide the hiring federal agency with:

- Certification of Disability (proof the individual has intellectual disabilities, severe physical disabilities, or psychiatric disabilities). The VR counselor provides a letter and includes as appropriate documentation (e.g. records, statements or other information) that certifies the applicant for federal employment is an individual with intellectual disabilities (formerly referred to as “mental retardation”), severe physical disabilities or psychiatric disabilities. There is a link to an Example- Schedule A Certification Letter (below).

Previously, an individual with a disability who wished to be appointed under the Schedule A authority was required to not only establish that he or she had a qualifying disability but also to submit “certification of job readiness,” essentially a formal written assessment by a medical professional, vocational rehabilitation specialist, or a disability benefit agency, that the applicant could reasonably be expected to perform in a particular work environment. The certification of job readiness is no longer required.

Under the revised policy (effective March 22, 2013) federal agencies are able to hire after determining that the person “is likely to succeed” in performing the duties of the position, a decision that can be based on any relevant work, educational or other experiences. If the individual is hired in a temporary position the agency may convert the individual, non-competitively, to a permanent position once the agency determines that the individual is able to perform the duties of the position.

Under the federal regulations (5 CFR 213.3102(u)) letters of certification can be provided by a VR counselor of a state vocational rehabilitation agency. Certification letters can also be provided by another state or federal vocational rehabilitation agency,

such as the Department of Veteran Affairs, DSB, a tribal VR program, a licensed vocational rehabilitation specialist (i.e., state or private), or a licensed medical professional, such as a physician or other medical professional.

The certification letter is usually given to the individual and the individual submits the letter as part of their application materials. A signed release of information from the individual is not needed if the letter is given directly to the individual. If DVR needs to collect or share information with others to assist the individual, follow the usual procedures related to obtaining a signed consent.

The VR office should keep a copy of the letter and any other supporting documentation on file in case follow-up is needed.

An individual does not have to be an applicant, or a current or former DVR client to apply using Schedule A or to request a certification of disability from DVR. The intent is to help individuals with disabilities to obtain employment and VR counselors have the expertise to provide these certifications.

NOTE: Individuals should indicate "Schedule A - 5 CFR 213.3102(u)" on their resumes and applications for federal employment.

The federal Office of Personnel Management provides information about applying for federal employment at http://www.opm.gov/disability/appempl_3-11.asp.

For more information:

Office of Personnel Management 5 CFR Parts 213 and 315 Excepted Service-Appointment of Persons with Disabilities and Career and Career-Conditional Employment at the Federal Register web site: http://www.opm.gov/fedregis/2006/71-072606-42246-a.htm

Office of Personnel Management Schedule A- Questions and Answers

Example- Schedule A Certification Letter

Work Opportunity Tax Credit, WOTC

(12-9-13)

The Work Opportunity Tax Credit (WOTC) or Welfare to Work (WtW) tax credit provides an incentive for employers to hire individuals from targeted groups that have a particularly high unemployment rate or other special employment needs.

It is expected that the VR counselor will:

1. Explain the availability of these tax credits so the customer can inform potential employers.
2. Assist the customer in completing the job applicant section of the forms.
3. Complete their sections, and give the forms to the customer (to give to the employer) or if appropriate, the forms can be mailed directly to the employer.
4. Explain that the State of Washington requires all WOTC applications to be submitted online through the online filing system
5. Provide information about these tax credits to CRPs involved with job placement.
6. Specify in the SDOP that the CRPs involved in job placement will share information about WOTC (and if appropriate WtW) with potential employers.

General Information and most forms can be found on the State of Washington Employment Security Department- WOTC website: ESD WOTC website

For additional information or specific questions, please call the Employment Security Department- WOTC Unit at 1-800-669-9271.

Work Opportunity Tax Credit (WOTC) - One Year

WOTC is a tax credit program which begins with the first day of employment for a qualified new hire who worked for at least 120 hours during the first 12 months of employment. The credit can be as much as 40% of the "qualified first year wages" up to a maximum of $2400.

Welfare-to-Work (WtW) Tax Credit - Two Years

WtW tax credit is a tax credit program which begins with the first day of employment for a qualified WtW new hire. Employers can claim 40% of the qualified first year wages for certified employees who worked at least 400 hours and 50% for the qualified second year wages. The maximum credit is $4,000 during the employee's first year of employment and $5,000 during the second year.

The first year the employer must decide if they want to apply for WOTC or WtW Tax Credit

If a hired employee is from more than one target group, for example, an individual with disabilities (WOTC), and an individual who has received public assistance for an extended period of time (WtW), the employer must choose which type of tax credit they claim. (The first year, an employer cannot claim both the WOTC and WtW for the same employee hired).

Target Groups for WOTC / Eligibility Criteria

A. Qualified recipients of Temporary Assistance to Needy Families (TANF).
B. Qualified veterans.
C. Qualified ex-felons hired no later than one year after conviction or release from prison.
D. High risk youth ages 18 through 24 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community.
E. A person with a disability who is participating in a vocational rehabilitation program (currently has a plan (IPE) or had a plan within the past two years) through the State Division of Vocational Rehabilitation (DVR), Services for the Blind (DSB) or U.S. Veteran's Administration. Also Social Security Ticket holders who choose to participate in the Ticket-to-Work program and choose Private Employment Network for services.
F. Qualified summer youth ages 16 through 17 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community and have not previously worked for the employer seeking this tax credit.
G. Qualified Food Stamp recipients ages 18 through 39.
H. Qualified recipients of Supplemental Security Income (SSI). -- Any individual who is certified by the designated local agency as receiving SSI benefits under title XVI of the Social Security Act (including SSI benefits of the type described in section 1616 of such Act or section 212 of Public Law 93-66) for any month ending within the 60-day period ending on the hiring date.
I. Long-term recipients of TANF/Aid to Families with Dependent Children (AFDC).

Completing Forms and Referral to Prospective Employers

1. VR counselor assists the customer in completing the job applicant section of **Form 8850 Pre-Screening Notice and Certification Request**, and either **ETA-9061 Individual Characteristics** form (indicates that customer might be represented in a targeted group for WOTC-WTW) or **ETA-9062 Conditional Certification** (has much more weight, because it is signed by the VR counselor indicating the customer currently has a plan (IPE) for VR services or the customer had a plan within the past two years).
2. After the customer (job applicant) and VR counselor complete their sections, the forms are given to the customer (to give to the employer) or if appropriate, can be mailed directly to the employer.

Note: Forms that are given to the customer and/or employer must have original signatures.

3. The employer completes the employer sections, signs/dates the forms and sends the forms to the Employment Security Department (address below). **3. Note- All WOTC applications must be submitted online using the online filing system. Even if an application is mailed the application still must be completed online through the online filing system.**
4. Employers should be advised that forms must be mailed on the first day of employment or no later than 28-calendar days from the employment start date to the address (below). 3. Note even if the application is mailed the application still must be completed online through the **online filing system**.

Employment Security Department

WOTC Administrative Unit

PO Box 9046

Olympia, WA 98507-9046

Certification by the Employment Security Department

As part of the certification process, the Employment Security Department will contact Kathy Shore, the DVR liaison (DVR State Headquarters office) to confirm that job applicant (customer) currently has a plan (IPE) for VR services or had a plan within the past two years.

The Employment Security Department will provide the employer with confirmation that the customer (job applicant) is certified, or not certified as a member of a targeted group. The employer includes the certification documentation from Employment Security when they submit claim for the tax credit.

Guidance for Completing Forms:

Form 8850- Pre-Screening Notice and Certification Request for WOTC

(Complete Job applicant information, WOTC section and if appropriate, WtW section. Job applicant signs and dates the form at the bottom of the first page). Employer completes the second page of the form.

ETA-9061- Individual Characteristics Form- WOTC and WtW Tax Credits

(Form is used in conjunction with IRS form 8850 to determine eligibility for WOTC and WtW Tax Credits. The form may be completed by the applicant, employer or employer representative, Community Rehabilitation Program (CRP), participating agency (DVR or other agency) and signed by the person or agency filling out the form. If job applicant (customer) does not currently have a plan, or has not completed a plan within the past two years, s/he will not be considered as part of the targeted group as receiving "Rehabilitation Services" (# 15). The customer might however, meet the requirements of another target group.

The form includes employer name/address, Employer Federal ID No, employment start date. In the middle section of the form, the applicant, employer or individual completing/signing the form indicates that job applicant has been determined to have characteristics of WOTC Target Group Certification. If appropriate, the job applicant completes the section (#18) about receiving Temporary Assistance for Needy Families (TANF) to help determine eligibility for WtW Tax Credit.

ETA-9062- Conditional Certification for WOTC

This form is not found on the Employment Security Department WOTC website. ETA-9062 is not widely distributed because it requires an authorized signature (VR counselor).

(VR counselor signs as Authorized Official (# 7) if customer currently has a plan (IPE) for VR services, or if customer had a plan within the past two years. Applicant signs form (# 14). Employer completes Part II Employer Declaration section, signs (# 20) and date (# 21) at bottom of the first page.

Additional Guidance for Completing ETA-9062-Conditional Certification

1. Complete First Section. Leave blank: (# 1) Initiating Agency Code

2. Select Participating Agency (# 2)
3. Indicate Type of Certification (# 3) Usually a. Original
4. In the space provided (# 7) the VR counselor signs the form indicating that the individual (customer) (1) has a physical or mental disability that results in a substantial barrier to employment, and (2) customer currently has a plan (IPE) for VR services or completed a plan within the past two years.
5. Enter the DVR office name and address (location of the VR counselor who signed the form) (# 6) as the State Workforce Agency Name/Address.
6. Enter the letter "E" as the Target Group Code (# 12)
7. Be sure customer signs in space provided (# 14)

Note- All WOTC applications must be submitted online using the online filing system. Even if an application is mailed the application still must be completed online through the online filing system.

Plan Employed

A VR counselor updates the STARS case service record to reflect "plan-employed" when all of the following conditions are met:

1. The customer is employed.

2. The customer is working in the specific job identified on the IPE.

If the customer is working in a job that is different than the one identified on the IPE, the IPE needs to be amended to update the type of job achieved. If the customer chooses a job that does not offer the desired wages, hours, benefits, or other working conditions that were agreed upon, the case narrative needs to document that the customer understands the conditions of employment and is making an informed choice to accept the job.

3. For customers in supported employment, the customer has transitioned from DVR ongoing services to extended services.

After the customer is placed in employed status, the VR counselor reviews the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. The VR counselor documents the customer's progress every 30 days in the case narrative notes.

If a customer's employment status changes prior to case closure, the VR counselor updates the STARS case service record to move the customer back to plan status.

Customer Accepts Different Employment

Plan Amendment and Closure - Successful Rehabilitation

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have substantially contributed to the employment, the VR counselor determines if the employment meets requirements for successful closure. If the requirements for successful closure are met or are expected to be met, the customer and the VR counselor will discuss the appropriateness of the employment.

To amend the plan to show the customer has accepted different employment the VR counselor:

- Starts with a blank amendment if there is a major change; or
- Starts with the existing plan if making minor changes. There is no limit on what can be changed in STARS until the plan amendment signature date is entered. The customer and the VR counselor must approve and sign the IPE amendment.

See Also:

Amending and Editing the IPE

The VR counselor places the customer in Plan - Employed status and documents the that the customer understands the conditions of employment and is making an informed choice to accept the job.

The VR counselor reviews and documents the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability After 90 days of successful employment, the VR counselor follows procedures to close the case as successfully rehabilitated.

Options When Services Provided Have Not Substantially Contributed to Employment

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have not substantially contributed to the employment, the VR counselor and the customer need to discuss:

- Whether the employment is consistent with the customer's primary employment factors; and
  - VR services the customer needs to maintain employment.

If the employment is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice (primary employment factors) and services are identified to support the employment, the customer and the VR counselor amend the IPE to include the new employment goal, steps, and VR services needed to assist the customer maintain employment.

If the employment is inconsistent with the customer's primary employment factors, the VR counselor cannot support the customer's choice. The VR counselor discusses his or her concerns about the nature of the employment and the reasons DVR cannot provide services or support. If the customer chooses to remain employed, the VR counselor discusses case closure with the customer and follows procedures to close the case as not successfully rehabilitated.

Employment Searches

(Revised 4/18/11)

State law and federal regulations prohibits any use of Employment Security records to verify an individual's employment. ESD data only can be used to look up aggregate employment trends or certain cases to investigate fraud.

Exceptions to Policy

(Revised 11-21-11)

Exceptions to Policy Process

WAC 388-891-205 and WAC 388-891-210 provide the basis for considering a request for an exception to DVR policy.

Customers may not know they can request an exception to policy. The VR counselor explains to the customer that an exception to policy may be requested at any time during the VR process but not all requests can be granted.

The VR counselor:

1. Documents in a STARS case narrative why an exception to policy was requested, and the reason the VR counselor supports or does not support this request for exception to policy
2. Forwards a written request to the VR supervisor. As the Director's designee, the VR supervisor may approve or deny most exception requests.

   The VR supervisor does not serve as the Director's designee for exceptions to policy related to vehicle purchases

   The Area Manager approves or denies an exception to policy to pay for a customer's moving expenses

The VR supervisor:

1. Reviews the case service record prior to granting an exception to policy
2. Determines if there is appropriate justification for an exception to policy, and that the exception to policy does not conflict with federal or state law, regulations or DSHS policy
3. Consults with the Policy Manager if there are questions about whether an exception to policy can be granted

4. Documents all exceptions to policy in STARS case narrative using the heading “Exceptions to Policy”
5. Responds in writing to a request for an exception to policy within 10 working days of receiving the request
6. Provides the customer with their appeal rights in writing including the right to request mediation, a fair hearing and assistance from the Client Assistance Program (CAP)

Exceptions to Policy that Cannot Be Granted

An exception to policy cannot be granted if it violates the Rehabilitation Act of 1973, as amended, the Code of Federal Regulations (CFRs), state or federal laws or DSHS policy. The following are items for which no exceptions can be granted because of legal requirements. DVR funds cannot pay for:

- A customer's normal living expenses as a maintenance service. The VR federal regulations define a maintenance service as support for expenses such as food, shelter, or clothing that are in excess of a customer's normal living expenses.
- Medical marijuana. Although some states (including Washington) have legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase or assist in the acquisition of medical marijuana.
- Court fees, attorney fees, fines or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters.
- Insurance including, but not limited to, health, vehicle, home, and life insurance (WAC 388-891-0670).
- Payment of salaries, cash and any other form of direct payment to a customer as part of a self-employment plan.
- Leases, purchase of property/real estate or insurance.
- Religious education, training, supplies or materials (WAC 388-891-1137)
- Firearms, alcohol or tobacco.
- Refinancing existing business or personal debt, costs related to bankruptcies or co-signature of loans.

Forms Index Page

Commonly used forms, instructions and examples

Forms / Instructions / Examples

Application

Forms - Application for Vocational Rehabilitation Services, DSHS 11-022

Form- Preliminary Eligibility/Significance of Disability Worksheet, DSHS 11-049

Form- Vocational Information, DSHS 11-019

Form- Voter Registration Service, DSHS 02-541

Assessment- OJT / OJE

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Form - OJT Report, DSHS 03-398

Example - Employer OJT Checklist

Authorization / Consents

Form - Authorization, DSHS 17-063

Form - Consent, DSHS 14-012 (X) & DSHS 14-012B

Form - Notice of Privacy Practices And Acknowledgement Form, DSHS 03-387

Form- Personal Information Release, DSHS 16-178

(This is the form a customer signs giving DVR permission to use personal info or photos for marketing, annual report, etc.)

Form - Request for Records, DSHS 17-041

Authorizing / Issuing / Paying

Form- Cost Estimate Worksheet for Hearing Aids, DSHS 10-393

Form - Direct Payment Agreement, DSHS 09-970

Form - Purchasing Checklist, DSHS 17-172

Form - Request for Quote, DSHS 17-153

Instructions - Refund Notice, DSHS 06-069

Instructions - Affidavit Of Forged Endorsement,DSHS 09-052

Instructions - Affidavit of Lost,Stolen, Or Destroyed Warrant,DSHS 09-013

Instructions - Order To Cancel Warrant,DSHS 07-016

Budget Worksheet

(Counseling/guidance Tool- Not the Same as the Financial Statement Form)

Instructions for Budget Worksheet

Budget Worksheet, DSHS 11-067

Case Transfer

Form- VRS Checklist for Case Transfer (DSHS 11-073)

Comparable Benefits- Veterans Benefits

Form- DVR Customer Request to WDVA (Washington Department of Veteran Affairs,) DSHS 11-057

Consents / Authorizations

Form - Authorization, DSHS 17-063

Form - Consent, DSHS 14-012 (X) & DSHS 14-012B

Form - Notice of Privacy Practices And Acknowledgement Form, DSHS 03-387

Form- Personal Information Release. DSHS 16-178

(This is the form a customer signs giving DVR permission to use personal info or photos for marketing, annual report, etc.)

Form - Request for Records, DSHS 17-041

Community Rehabilitation Program (CRP)

Form- CRP Service Delivery Outcome Plan (SDOP) DSHS 11-031 (blank form)

Form- CRP Service Delivery Outcome Report, DSHS 11-030 (blank form)

Form- CRP Service Contract (blank form)

CRP SDOP Template Examples

CRP CBA Level 1

CRP CBA Level 2

CRP CBA Level 3

CRP Brief Evaluation

CRP Comprehensive Evaluation

CRP Extended Evaluation - No SDOP Template because this service is highly individualized

CRP Intensive Training :Level 1

CRP Intensive Training Level 2

CRP Intensive Training Level 3

CRP Job Placement Level 1

CRP Job Placement Level 2

CRP Job Placement Level 3

CRP Job Retention Level 1

CRP Job Retention Level 2

CRP Job Retention Level 3

CRP Off-Site Psycho-Social Job Supports (Non-SE) Template is under development

CRP Off-Site Psycho-Social Job Supports (SE) Template is under development

CRP TWE Level 1

CRP TWE Level 2

CRP TWE Level 3

Customer Internship Program

Form- Attendance Log and Billing Invoice, DSHS 11-070

Form- Employer Expense Worksheet, DSHS 11-071

Form- Internship Agreement, DSHS 11-069

Form- Internship Application, DSHS 11-068

Forms Internship Evaluation, DSHS 11-072

Direct Payment Agreement

Form- Direct Payment Agreement, DSHS 09-970

DVR/CSO Communications

Form- DVR/ CSO Communications Document, DSHS 01-123

Eligibility / Significance of Disability

Form - Certification of Significance of Disability, DSHS 11-048

Form- Preliminary Eligibility/Significance of Disability Worksheet, DSHS 11-049

Form - Significance of Disability, DSHS 11-050

Form- TWE Agreement, DSHS 11-058

Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Agreement of Business or Partners about Ownership of Equipment

Fair Hearing

Form- DVR Request for Fair Hearing DSHS 05-247

Form- Financial Aid Student Info Release, DSHS 06-153

Financial Statement

Form - DVR Financial Statement, DSHS 14-068 Excel (Makes Computations)

Instructions, Financial Statement Form

Budget Worksheet

(Counseling/guidance Tool- Not the Same as the Financial Statement Form)

Instructions for Budget Worksheet

Budget Worksheet, DSHS 11-067

Hearing Aids

Form- Cost Estimate Worksheet for Hearing Aids, DSHS 10-393

Independent Living, IL

Form - VI IL Addendum (DSHS 11-019B)

Form - IL Referral Checklist, DSHS 14-447

Form- IL SDOP, DSHS 11-040

Form- IL SDOR (DSHS 11-097)

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

IPE Development

Form - IPE Worksheet, DSHS 15-277

Loan Agreement for Tools, Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

On-the-Job Training, OJT / OJE

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Form - OJT Report, DSHS 03-398

Example - Employer OJT Checklist

Overpayment- Referral to OFR

DVR Referral to the Office of Financial Recovery, DSHS 06-162

Payment to Customers

Form- Direct Payment Agreement, DSHS 09-970

Self-Employment

Form- Self-Employment Income Report, DSHS 07-042B

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

Service Delivery Outcome Plan (SDOP)

CRP Service Delivery Outcome Plan (SDOP) DSHS 11-031 (blank form)

CRP SDOP Template Examples

CRP CBA Level 1

CRP CBA Level 2

CRP CBA Level 3

CRP Brief Evaluation

CRP Comprehensive Evaluation

CRP Extended Evaluation - No SDOP Template because this service is highly individualized

CRP Intensive Training :Level 1

CRP Intensive Training Level 2

CRP Intensive Training Level 3

CRP Job Placement Level 1

CRP Job Placement Level 2

CRP Job Placement Level 3

CRP Job Retention Level 1

CRP Job Retention Level 2

CRP Job Retention Level 3

CRP Off-Site Psycho-Social Job Supports (Non-SE) Template is under development

CRP Off-Site Psycho-Social Job Supports (SE) Template is under development

CRP TWE Level 1

CRP TWE Level 2

CRP TWE Level 3

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

Tools and Equipment

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Training

Form- Financial Aid Student Info Release, DSHS 06-153

Form - DVR Unmet Need Breakdown, DSHS 14-449

Form - OJT Agreement, DSHS 03-397

Form - On-the-Job Evaluation Agreement, DSHS 03-399

Example - Employer OJT Checklist

Example - IL Skills Training Template is under development

Transportation

Checklist for Vehicle Purchase and/or Vehicle Modifications, DSHS 11-081

Vendor Registration

Form- Statewide Vendor Registration Form- OFM

Form- W-9 Request for Taxpayer ID and Certification

Vehicle Purchase and/or Vehicle Modifications

Checklist for Vehicle Purchase and/or Vehicle

Modifications

Veterans Benefits

Form- DVR Customer Request to WDVA (Washington Department of Veteran Affairs,) DSHS 11-057

Vocational Information

Form- Vocational Information Form, DSHS 11-019

Voter Registration

Form- Voter Registration Service, DSHS 02-541

VR Services- Independent Living, IL

Form - VI IL Addendum (DSHS 11-019B)

Form - IL Referral Checklist, DSHS 14-447

Form- IL SDOP, DSHS 11-040

IL SDOP Template Examples

IL Evaluation (Partial or Comprehensive)

IL Skills Training Template is under development

IL Work-Related Systems Access Template is under development

VR Services- Self-Employment

Form- Self-Employment Income Report, DSHS 07-042B

Form- Loan Agreement for Tools, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

Warrants

Instructions - Affidavit Of Forged Endorsement,DSHS 09-052

Instructions - Affidavit of Lost,Stolen, Or Destroyed Warrant,DSHS 09-013

Instructions - Order To Cancel Warrant,DSHS 07-016

IPE Development / Implementation

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IPE Development / Implementation

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WAC- Assessment Services

WAC- Employment Goal and Services

WAC- IPE Development

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Comparable Services and Benefits versus Customer Participation in the Cost of Services

Veterans- Follow-up about Benefits

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Customer Financial Participation

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(Please refer to the IPE Development section of the printed document)

WAC- Customer Financial Participation

(Please refer to the Paying for VR Services section of the printed document)

IPE Development / Implementation

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See Also:

Serving Individuals with Sexual Offending Behavior

Forms / Instructions / Examples

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Procedures for Financial Statement

(Revised 8/24/09)

Following are guidelines and procedures for completing the Financial Statement, DSHS 14-068(X)[PDF] [SHANA]. The purpose of the Financial Statement is to document a customer's financial resources. The Financial Statement form is completed before developing the IPE, even "no cost" plans. If the results of the Financial Statement indicate the customer has personal financial resources available, he or she is required to use the resources to contribute to the cost of specific services under an Individualized Plan for Employment (IPE).

NOTE: If a customer provides documentation that he or she qualifies for SSI, SSDI, Medicaid, or DSHS income assistance, the entire Financial Statement is not to be completed, only sections D1, F, and G. A copy of the documentation is attached to the Financial Statement form and filed in the case service record. A copy is provided for the customer.

By law, if a customer receives SSI, SSDI, Medicaid, or DSHS Income Assistance, he or she is **exempt** from using personal or family resources to pay for DVR services. This exemption includes high school students who are dependents of parents who have financial resources. If a customer has personal or family resources available, the VR counselor can encourage, but not require, a contribution to plan services. Comparable benefits however, if available, must be utilized as a first dollar resource.

The reason an individual who receives SSDI doesn't need to contribute toward the cost of services is because the federal government doesn't want to discourage the individual from going to work. Requiring the individual who receives SSDI to participate in the cost of services could be a disincentive for them to seek employment.

Services Excluded from Customer Payment

DVR provides the following services regardless of financial status:

1. Assessment services, including an Independent Living assessment, needed to determine eligibility or to develop the IPE
2. Services for which there is no cost to DVR
3. Counseling and guidance, and referral services
4. Independent living services
5. Personal assistant services
6. Auxiliary aids (interpreter services, reader services, does not include hearing aids) and
7. Job Placement and Job Retention services, and Intensive Training Services
8. Post-employment services that include any of the services listed in number 1 through 7 above.

Individual Assets or Family Assets

Individual or family assets is determined based on the customer's income tax filing status for the most recent tax year.

1. If the customer's income tax status was reported as married filing jointly, married filing separately, or the customer was listed as a dependent of another person, the financial statement is completed based on family resources.
2. If the customer's income tax status was reported as single, the financial statement is completed based on the customer's own financial resources.

See Also:

WAC-Customer Financial Participation

If the individual filed a single return or is married filing separately because of legal separation, the Financial Statement is completed based on the customer's own resources. If the customer did not have to file a Federal Income Tax return the previous year,and was not declared as a dependent on anyone else's filing,the VR counselor shall calculate financial need based on the customer.

It is not necessary to collect a copy of the income tax return. The customer's verbal report is adequate. If a customer has resources available, but refuses to use them, or if the individual is determined to be a member of a family unit, but family members refuse to disclose financial information or contribute to the cost of services, the VR counselor only provides the services outlined in WAC 388-891-365. If the customer does not agree to these conditions or can not become employed through the use of services exempt from financial participation, the case is closed. If there are special circumstances the VR counselor may request an exception to policy. The rationale for the exception to policy, and the approval or denial of the exception is documented in the case service record.

Financial Statement Procedures

1. The VR counselor and customer jointly complete the Financial Statement based on information provided by the customer. If the customer is not able to provide financial information, the customer's parent, legal guardian, or representative is asked to provide the information.
2. The VR counselor and customer complete the Financial Statement prior to completing the IPE.
3. If a customer is completing his or her own IPE, complete the Financial Statement first, so the customer can use the financial information to complete the IPE.
4. The VR counselor advises the customer to report any subsequent change in financial status. If the reported change results in a change in the customer's

ability to participate in the cost of the IPE, the VR counselor and customer update or complete a new Financial Statement and amend the IPE, if necessary.

5. The VR counselor may request copies of pertinent financial documentation,such as checking and savings accounts, to clarify ownership and liabilities, if in the VR counselor's judgment, such documentation is needed.
6. The VR counselor and customer discuss and agree on the amount the customer must contribute to the cost of services based on the results of the Financial Statement, and this amount is included or amended on the IPE.
7. The customer must demonstrate a good faith effort to sell assets identified on the Financial Statement (except exempt items) to contribute to the cost of DVR services. A "good faith effort" is considered a verified attempt to liquidate the assets at a fair market price in an appropriate market setting, i.e., classified ad, consignment agency, car dealer, realtor, etc.
8. If DVR determines that a customer reported false information on the Financial Statement or is not willing to use personal financial resources, DVR only provides the services available without regard to financial status.

Annual Review of the Financial Statement Form

The Financial Statement form is reviewed whenever the VR counselor knows the customer's financial circumstances have changed, and each year as part of the annual IPE review. If there is a change in the customer's ability to participate in the cost of the IPE, the VR counselor and customer update or complete a new Financial Statement, sign and date the form, and amend the IPE, if necessary.

See Also:

Instructions, Financial Statement Form

Timely Development of the Individualized Plan for Employment (IPE)

VR counselors and customers develop an IPE for the customer within four months of the date of eligibility. VR counselors ensure progress is being made to develop the IPE and describe progress in STARS case narrative.

If the plan cannot be developed within 120 days the VR counselor explains the reason(s) for the delay, the steps that will be taken to encourage progress and the

expected time-line when the IPE will be developed. This information is documented in STARS case narrative.

See also:

Case Narrative Documentation

Customer Option for Developing the IPE

The VR counselor advises customers of the options available for developing the Individualized Plan for Employment (IPE) and the supports available for each option.

If a customer chooses to develop his or her own IPE, the VR counselor explains how to complete the Employment Plan Work Sheet. Explain the instructions in as much detail as needed for the customer to understand how to use the work sheet.

Explain that the VR counselor approves a customer's employment goal only if, in his or her professional judgment, it is supported employment or other employment in an integrated setting that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice (primary employment factors).

The VR counselor explains any elements on the work sheet that appear inconsistent with the customer's primary employment factors based on the data available. If there are inconsistencies, the VR counselor and the customer determine whether any services can be provided as part of the plan to improve it's consistency with the customer's primary employment factors. For example, medical restoration services may be provided as part of the IPE in order to improve a customer's strengths, abilities, capabilities, and informed choice in achieving the customer's employment goal.

If services can not be identified to improve the consistency of the plan with the customer's primary employment factors, the VR counselor provides counseling and guidance to assist her or him to consider options that are consistent with them.

The VR counselor approves and signs an IPE only if, in his or her professional judgment, both the selected employment goal and the VR services meet the conditions for both the employment goal and the VR services on the IPE. If a VR counselor does not approve a customer's IPE, the VR counselor provides counseling and guidance to assist the customer to consider employment goal and VR service options that are consistent with his or her primary employment factors.

When both the customer and the VR counselor agree on the employment goal and VR services needed to support the employment goal, the IPE is developed and signed by the customer and the VR counselor.

Employment Goal on the IPE

Employment Goal and Primary Employment Factors

If the customer chooses supported employment or other employment in an integrated setting, the VR counselor and customer discuss how to use the results of assessments and other information gathered to identify an employment goal on the IPE that is consistent with the customer's primary employment factors (customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice).

If the customer selects an employment goal that is inconsistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice, the VR counselor and customer determine whether any services can be provided as part of the IPE to improve the customer's primary employment factors to meet that goal. For example, medical restoration services may be provided as part of the IPE to improve a customer's strengths, abilities, capabilities, and informed choice in achieving the employment goal.

If services can not be identified to improve the consistency of the employment goal with the customer's primary employment factors, the VR counselor provides counseling and guidance to assist her or him to consider employment options that are consistent with them.

Choice of Employment Goal

The customer's IPE must contain a specific employment goal in supported employment or other employment in an integrated setting that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice (primary employment factors) based on assessments and other information gathered to identify an employment goal.

See CRP- Vocational Evaluation Services in Selecting Services or Service Providers and - Training as an Assessment for more information about assessments to determine an employment goal and VR services on the Individualized Plan for Employment.

Customer Chooses Homemaker as Employment Goal

If VR customer chooses homemaker as employment goal, the VR counselor staffs case with VR supervisor. In order to consider homemaker as a successful outcome (rehabilitated) the following criteria must be met:

1. DVR services must result in:

- Significant functional gains by the customer that are consistent with the planned services on the IPE;
- Customer increases independence or self-sufficiency in activities of daily living; and there is a
- Clear economic benefit to the family unit, for example by reducing or eliminating the need to pay for support or assistance in the home, or by allowing another family member to work outside the home.

2. The customer provides homemaking services to a household of two or more people.

3. Changing from competitive employment outcome to homemaker outcome requires an amendment of the IPE, and an assessment of the service needs of the individual under the new employment goal.

Customer Chooses Extended Employment

If the customer chooses extended employment, follow procedure for closing any case and refer the individual to a Community Rehabilitation Program (CRP) that offers non-integrated work settings, if available.

Customer is Too Severely Disabled

If the customer cannot work in supported employment or other employment in an integrated setting because of the severity of the disability follow procedures and information about closing the customer as no longer eligible because of severity of disability.

VR Services on the IPE

VR Counselor Approval of Services

A VR counselor approves a VR services on the customer's IPE only if, in her or his professional opinion, the services are

1. Consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice;

2. Needed to achieve his or her employment goal; and

3. Least cost.

VR Services in a Non-Integrated Setting

The VR counselor needs to explain the difference between integrated work and non-integrated work as it relates to the purpose and goal of VR services, which is supported employment or other employment in an integrated setting.

VR services may be provided in a non-integrated setting, if necessary or if chosen by a customer. If services are provided in a non-integrated setting, the case service record needs to include documentation that explains the reason(s) for using a non-integrated setting.

Services in a non-integrated setting may only be reflected on an IPE as one step toward achieving an employment outcome. A specific outcome and timeline for services provided in a non-integrated setting need to be identified. The case is not considered successfully rehabilitated until supported employment or other employment in an integrated setting is achieved.

If the customer chooses an employment goal in a non-integrated setting, the VR counselor explains that DVR must close the case, and that he or she may reapply for services at a later time to pursue supported employment or other employment in an integrated setting. Follow procedures for case closure and if possible, initiate a formal referral to a local Community Rehabilitation Program (CRP) who offers extended employment.

Determining Whether a Setting is Integrated

An integrated setting is a work setting typically found in the community in which the individual with a disability interacts with non-disabled individuals during the course of performing work, to the same extent than a non-disabled individual in the same type of job would interact with other people.

Usually, it is fairly easy to determine whether a setting is integrated using this definition. However, if the job or work setting is specifically designed to provide employment opportunities for people with disabilities, it is not always as clear. In these situations, the individual is often working for a Community Rehabilitation Program (CRP) or working under a government contract, such as JWOD or NISH. Each job must be evaluated to determine whether it meets the definition of an integrated setting.

To determine if the work setting is integrated, consider the following:

1. Are there similar job settings in the community in which non-disabled people perform the work?

2. Would the job setting under consideration exist if an employee with a disability were not performing it?

3. Will the individual with a disability have the same opportunities to interact with non-disabled individuals in the work setting as anyone else in a similar job setting?

If the answer is yes to all of these questions, the job setting is integrated, regardless of the actual amount of interaction that occurs on the job. In some jobs, people do not have much, if any, interaction with others. For example, someone working the graveyard shift as a janitor in a school may not interact with others at all. This setting is an integrated setting because it is a natural setting for non-disabled individuals to work. The level of interaction with non-disabled individuals is dictated by the job, not by who performs the job. Other types of work where very little interaction with others occurs naturally by the work and setting can meet the definition of integrated setting. Some examples include telecommuting, sales on the Internet, self-employment, and tractor driver (farming).

In another example, a manufacturer of auto parts sets aside an area within the firm for small parts assembly work for people with disabilities. The work performed in this area is performed only by people with disabilities and their VR service providers. In doing their jobs, the workers with disabilities do not interact with non-disabled workers from other parts of the firm even though it would be natural to do so as part of their job. The non-disabled workers in other parts of the firm interact with other non-disabled workers in the course of their jobs. Because the workers in small parts assembly are only comprised of people with disabilities and/or VR service providers, and they are segregated from non-disabled workers, the setting is not integrated. The individuals in this setting do not have similar opportunities to interact with non-disabled individuals.

See also:

WAC - Informed Choice

Informed Choice

Assessment after IPE is Underway

The VR counselor determines whether an assessment is needed. An assessment can be an ongoing process and occur at any time during the VR process.

If an assessment is needed, the VR counselor and the customer may consult with a service provider about the assessment, but the customer is responsible for making decisions about the scope and duration of the assessment in consultation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Selecting Services and/or Service Providers

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

- Necessary and likely to result in an employment outcome;
- Consistent with the customer’s strengths, priorities, concerns, abilities, capabilities, interests and informed choice;
- The Least Cost option that will meet the customer’s needs;
- Comparable benefits/services have been explored and fully utilized.

See also:

CRP- Referral Criteria

WAC 388-891-370 Can I select the services and service provider of my choice?

WAC 388-891-325 Does DVR pay for a VR service if services and benefits are available from another program or organization, but I don't want to use them?

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are

available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.
7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:

- What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
- Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
- Estimated time that services could begin and how long services might last;
- The customer's involvement in making decisions about the way services are provided to them;
- For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
- For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

Using Existing Information to Select an Employment Goal and Determine VR Needs

1. DVR staff will make maximum use of existing information available from the customer and other sources to assist the individual in selecting an employment goal and determining the VR services needed to achieve that goal. The VR counselor will be responsible for determining which additional assessment information is needed and obtaining it at the least cost.
2. An adequate assessment must be conducted and documented in the case record to support the customer's selection of a suitable goal and to substantiate their need for VR services.

Before purchasing assessment services to assist the customer in selecting an employment goal and determining the VR services needed to achieve that goal, maximum effort will be made to:

a) Collect and make use of existing information that is available from the customer or other sources; and

b) Conduct necessary assessments by the VR counselor (making full use of existing professional VR skills), using tools and resources that are already available through DVR, WorkSource, and other no-cost services.

Purchasing Assessment Services

- If CRP, IL, or RT services are needed to make an eligibility determination, assist the customer to make informed choices in decisions related to the services and/or the service providers.
- If CRP, IL, or RT services are needed to get information necessary to identity the customer's VR needs, assist the customer to make informed choices about the CRP, IL, and RT services and/or service providers the customer will use.

CRP- Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to <u>one</u> per customer, <u>if needed</u>. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but he decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Job Placement

1. VR counselors will provide DVR customers with job placement (direct services), and/or utilize no-cost services from WorkSource before referring a customer for CRP Job Placement Services.
2. CRP- Job Placement Services or CRP-Intensive Job Placement Services are appropriate when:

    a) The customer has clearly demonstrated they were not able to succeed in job search assisted by DVR staff, WorkSource; or

    b) There is sufficient existing information to know that the customer would be incapable of succeeding in job search assisted by DVR staff or WorkSource due to the significance of their disability, or because Supported Employment is required.

3. DVR staff will actively assist customers in effectively using job search resources available through WorkSource. This includes working directly with customers at WorkSource locations to assist with their use of tools and other resources available for job search activities.
4. DVR staff will sponsor job clubs and other activities to directly assist customers with job search (e.g., resume's completing job applications, finding job leads, practice interviews, etc.).
5. Where available through a DVR contract, job placement/retention or transitional employment services from a Clubhouse will be used in lieu of CRP services. DVR staff will actively refer customers to the maximum capacity provided by the contract.

CRP Job Placement and CRP Job Retention Services

The VR counselor authorizes CRP Job Placement/Job Retention services according to the following:

- A Service Delivery Outcome Plan for CRP Job Placement/Job Retention may be developed for up to 180 days.

- If CRP Job Placement/Job Retention has NOT resulted in placement within 180 days, the VR counselor consults with the VR supervisor or designee to determine what action is necessary.

- While the length of the Service Delivery Outcome Plan may be for up to 180 days, the AFP for Job Placement/Job Retention services is limited to 90 days.

The VR counselor monitors the progress of the customer in Job Placement/ Job Retention at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether progress towards employment is being made.

Further services are not reissued in the hope that more time in job search will bring different results. Instead, the VR counselor and the customer review the IPE and the Job Placement/Job Retention services for feasibility of successful placement.

This review is completed by the VR counselor and the customer prior to authorization of further services. The review includes an analysis of information gathered through placement activities to date and the following questions.

- Are there sufficient openings in the chosen vocational goal to predict placement success?

- Can the customer demonstrate sufficient skills and aptitude to predict success in this placement effort?

- Are there other services necessary before placement efforts can be successful?

- Is the service provider effective, or would another service provider be more suitable?

If progress towards employment is not being made, the VR counselor takes immediate steps to get things moving or terminates the services that are not progressing.

IPE Development

If a customer determines that CRP, IL, or RT services are needed on his or her individualized plan for employment to achieve an employment outcome, assist the customer to make informed choices about the:

  - Service providers that will provide the services;
  - Setting in which the customer will receive services; and
- Methods of arranging and paying for the services from the methods available to DVR.

If a customer selects one or more CRP, IL, or RT services for his or her IPE, the service provider must be registered in STARS prior to any commitment to the customer or the service provider.

If a customer is referred to DVR from a county developmental disabilities program or regional support network where the customer uses an informed choice process to select services, service providers, settings, and methods of arranging and paying for services, the customer does not need to consider additional options or information.

If a customer chooses not to receive services from a CRP and the decision will jeopardize the customer's ability to complete the rehabilitation process successfully, the counselor discusses other options available to the customer.

Ticket to Work Program

(New 10/12/08)

Ticket to Work is a voluntary program of the Social Security Administration that provides individuals who receive SSI or SSDI benefits with a Ticket, much like a voucher, that allows them to get employment services or vocational rehabilitation services to help them go to work. The goal of the Ticket to Work program is to increase the number of beneficiaries entering the work force, and reduce dependency on cash benefits.

Counseling Staff Explains to the Customer

1. Individuals with a Ticket to Work can choose to:
    - Receive vocational rehabilitation services from DVR; or
    - Get employment services from a service provider called an Employment Network (EN).

2. While an individual receives services from DVR in an Individualized Plan for Employment (IPE), their Ticket is considered to be “in use.” After the case is closed the individual can “assign” their Ticket to an EN (DVR helps the individual become employed and the EN provides the individual with longer term support to help them maintain employment).

3. As long as the individual’s ticket is “in use” at DVR or assigned to an Employment Network, Social Security does not require a medical Continuing Disability Review (CDR) to determine whether the individual meets the medical requirements to continue to receive Social Security benefits.

4. Individuals may place their ticket in “inactive status” if they report to Maximus (contact information below) that they are unable to make timely progress. The months of inactive status will not count toward the time limitations for making timely progress but the individual loses the Continuing Disability Review protection during this time.
5. If an Individual has their ticket assigned to an EN but they are working with DVR, the individual should be encouraged to “unassign” their ticket to the EN and “assign” it to DVR. That way, DVR can get reimbursed for the services it provides to the individual. To request unassigning a ticket the individual submits a written request to Maximus that includes the individual’s name, Social Security Number, request for their ticket to be unassigned and assigned to DVR, the individual’s signature, and date.

VR Counselor Responsibilities

1. Timely development of the IPE

   Individuals must have a signed IPE to be protected from a Continuing Disability Review (CDR), so timely completion of an IPE is important.

2. Coordinate with the EN

   Prior to closing the case, the VR counselor assists the customer coordinate with the EN to ensure a smooth transition for longer term supports. This may involve helping the individual find an EN, and meeting with the EN to discuss the individual’s long-term employment needs.

- The VR case must be closed before the individual can assign the Ticket to an EN.
- In order to continue to be protected from a Continuing Disability Review (CDR), the individual must assign their Ticket to an EN within 90 days of DVR case closure.

3. Assist the customer, if necessary, to assign or unassign their ticket

If the individual's ticket is assigned to an EN but the customer is working with DVR, the VR counselor facilitates a written request by the individual to have their ticket unassigned to the EN and assigned to DVR. A copy of the letter is put into the customer's case service record.

Fax a letter to Maximus to unassign ticket. Fax # (703) 683-3289

Link- to Sample Letter to Unassign Ticket

4. Provide the individual with resources and contact information:

For general information:

- Maximus 1-866-949-3687, TTY 1-866-833-2967
  http://www.yourtickettowork.com/program_info?select=max-role#max-role

(Maximus manages the Ticket to Work program, and the Maximus web site (below) is the place to look for a list of approved EN's

Ticket to Work- Employment Network Directory:

http://www.yourtickettowork.com/endir

- The Social Security Administration:

  1-877-743-8237 (V / TTY) www.socialsecurity.gov/work

(The Social Security web site has information about the impact of work on benefits).

Social Security Administration Ticket to Work web site:

http://www.socialsecurity.gov/work/aboutticket.html

For information about Employment Networks in the area, or recruiting ENs contact:

CESSI, a Division of Axiom Resource Management, Inc.:

(CESSI recruits Employment Networks and helps beneficiaries connect with resources).

1-877-743-8237 or e-mail: tickettowork@cessi.net

The DVR Ticket to Work / Community Relations Administrator at the State Office can provide information about EN's, and assist with recruiting EN's.

A DVR Benefit Specialist can answer general questions about the Ticket to Work program.

WAC - What is an IPE?

WAC - Assessment Services

WAC - Employment Goal and Services

WAC- IPE Development

IPE Amendments

(Revised Section 8/14/06)

Amendment to IPE

Customer Accepts Different Employment

WAC- IPE Amendments

Amendment to IPE

(Revised 3/12/10)

The VR counselor and customer amend an employment plan when there is a substantive change to the plan. The following are substantive changes that require an IPE amendment:

- The employment goal is changed;
- A **primary service** is added, deleted or changed;
- A **service provider** for a primary service is changed;
- A s**upport service** is added which exceeds $500 or more than 6-months duration.

The VR counselor and customer should amend the IPE when other changes occur that affect the nature of one or more elements on the plan. The customer and the VR counselor must approve and sign the IPE amendment.

The following are examples of when amendments are required:

- The customer and VR Counselor decide that welding is no longer an appropriate employment goal. They determine that the goal of machinist is more appropriate, even though the customer will attend the same school, for the same length of time;

- An On-The-Job Training contract is needed for the customer to be hired at a particular business, instead of the academic training which was originally planned;
- The customer and VR Counselor agree to use a different CRP for job development services;
- A vehicle repair is needed which will cost $800;
- The customer moves off of a bus route, and is now requesting gas mileage reimbursement of $50 /month for next nine months of training.

Editing the IPE

The plan may be edited (using the edit feature in STARS) for changes that do not require a plan amendment, such as:

- A support service is needed which is less than $500, or less than six months in duration;
- Service dates for plan services are changed;
- Edits are made to costs of services, comparable benefits, or DVR contributions.

A STARS case narrative entry is needed when an IPE is edited. The following are examples of when editing the IPE is permitted:

- The VR Counselor agrees to authorize $200 for the customer to purchase some interview clothes;
- The customer needs a bus pass @ $20 /month for the next 3 months;
- Child care services estimated @ $150 is needed for the customer to participate in a job search workshop;
- An authorization is issued for $85 for the customer get his CDL license to go to work as truck driver;
- A customer requests DVR assistance to pay for an ASL interpreter for a meeting with a potential employer.

IPE Amendments or Edits Table

Amendments	**Edits** **Requires a case narrative**
Vocational goal is changed	Revisions to service costs, comparable services, or DVR contribution
Primary services is added, deleted or changed	Change in service dates
Service provider for primary service is	

changed	
Support service added exceeding $500 or more than 6 months duration	Add a support service under $500 for less than 6 months duration
Primary Services • Assessment (non CRP) • Community Rehabilitation Program (CRP Services) • Computer Purchase for Customer • All Training Service Categories • Independent Living Services • Rehabilitation Technology • Physical and Mental Restoration • Substantial Counseling and Guidance • Job Placement Services (non CRP) • Job Retention Services (non CRP) • Vehicle Purchases • Self-Employment Services	**Support Services** • Maintenance • Transportation • Vehicle Repair • Other (includes child care, tools & equip, licenses) • Interpreter Services • Translation Services • Financial Assistance Services

Customer Accepts Different Employment

Plan Amendment and Closure - Successful Rehabilitation

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have substantially contributed to the employment, the VR counselor determines if the employment meets requirements for successful closure. If the requirements for successful closure are met or are expected to be met, the customer and the VR counselor will discuss the appropriateness of the employment.

To amend the plan to show the customer has accepted different employment the VR counselor:

- Starts with a blank amendment if there is a major change; or

- Starts with the existing plan if making minor changes. There is no limit on what can be changed in STARS until the plan amendment signature date is entered. The customer and the VR counselor must approve and sign the IPE amendment.

The VR counselor places the customer in Plan - Employed status and documents the that the customer understands the conditions of employment and is making an informed choice to accept the job.

The VR counselor reviews and documents the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability After 90 days of successful employment, the VR counselor follows procedures to close the case as successfully rehabilitated.

Options When Services Provided Have Not Substantially Contributed to Employment

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have not substantially contributed to the employment, the VR counselor and the customer need to discuss:

- Whether the employment is consistent with the customer's primary employment factors; and
  - VR services the customer needs to maintain employment.

If the employment is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice (primary employment factors) and services are identified to support the employment, the customer and the VR counselor amend the IPE to include the new employment goal, steps, and VR services needed to assist the customer maintain employment.

If the employment is inconsistent with the customer's primary employment factors, the VR counselor cannot support the customer's choice. The VR counselor discusses his or her concerns about the nature of the employment and the reasons DVR cannot provide services or support. If the customer chooses to remain employed, the VR

counselor discusses case closure with the customer and follows procedures to close the case as not successfully rehabilitated.

WAC- IPE Amendments

IPE Case Narrative Documentation

1. Within four months of the date eligibility is determined, describe the customer's progress in developing the IPE at least once a month until the plan is signed by the VR counselor and the customer. Documentation should include as appropriate:

    - Vocational assessment plans and results;
    - How the employment goal was selected;
    - Counseling and guidance strategies, and
    - The next steps in plan development.

2. When the IPE cannot be developed within four months of the date of eligibility, at least once a month describe the:

    - Obstacles to plan development;
    - Remaining steps to plan development; and
    - Estimated date for plan completion.

3. Describe how the VR counselor assisted the customer to use informed choice in the development of the IPE.

4. Describe the results of required annual reviews of the IPE by the customer and the VR counselor.

5. Describe the factors leading to other decisions or changes - rationale and how the customer was involved in the decision.

    Examples:

    - Availability and utilization of comparable benefits
    - Purchases for customers in addition to those on the original plan
    - Obtaining additional diagnostics
    - Changing service providers

- Changing goals
- Adding/deleting/changing services
- Major changes in the customer's life

Veterans- Follow-up about Benefits

6. If the customer chooses a job that does not offer the desired wages, hours, benefits, or other working conditions that were agreed upon for supported employment, the case narrative needs to document that the customer understands the conditions of employment and is making an informed choice to accept the job.

7. Entering Job Search Date in STARS Case Narrative

When a customer in plan status is ready for job search, VR counselor enters a job search date in STARS. To enter the job search date, select the Job Search button on the Case Narrative screen, and enter the date. It is not necessary to enter title or documentation in this screen, only the date that customer starts job search, or is expected to start job search. Entering this information will help DVR track the number of customers in job search.

Case Record Documentation

Job Search/ Self-Directed

8. After the customer is placed in employed status, the VR counselor reviews the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. The VR counselor documents the customer's progress every 30 days in the case narrative notes.

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

Informed Choice

(Revised 6/20/11)

Informed Choice

WAC- Informed Choice

Notifying Customer of VRC's Disagreement with Selected Employment Goal, Assessment Service, VR Service, and/or PES Service

See Also:

Employment Goal on the IPE

VR Services on the IPE

Informed Choice

Informed Choice is a Process

Informed choice is a process by which customers in the public rehabilitation program make decisions about their vocational goals, the services and service providers necessary to reach those goals, and how those services will be procured. The decision-making process takes into account the individual's values, lifestyle, and characteristics, the availability of resources and alternatives, and general economic conditions.

Guidelines

Informed choice does not mean unlimited choice. An individual's choices are limited by several factors.

- The choice must relate to and be necessary to achieving an employment outcome.
  - The choice must be cost effective.
- The choice must be consistent with the individual's strengths, resources, priorities, abilities, capabilities, needs and interests.
- The choice must be made pursuant to all federal, state, and DSHS rules related to purchasing and providing services.

Notifying Customer of VRC's Disagreement with Selected Employment Goal, Assessment Service, VR Service, and/or PES Service

The VR Counselor's is responsible to provide a customer with written notification when the VRC disagrees with an individual's selected employment goal, assessment service, VR service, or PES service. Such written notification is necessary so that the customer may exercise his/her rights to appeal within required timeframes and knows the specific reasons on which the VRC's decision is based.

See Also:

Use of Required STARS Letters

What to do if you Cannot Support the Customer's Choice.

If a VR counselor does not support a customer's choice of employment goal, assessment service, VR service, or post-employment service, the VR counselor must discuss their decision in a counseling and guidance session with the individual. This discussion must be followed by written notification to the customer. The customer may appeal the decision based on the written notification that is provided by the VRC. The VRC must:

1. Make sure the reasons you do not support the customer's choice are based on objective information, facts, and applicable sections of Washington Administrative Code (WAC) 388-891 "Vocational Rehabilitation Services for Individuals with Disabilities." If the individual's selection of an employment goal is not consistent with the assessment of their VR needs, or they have selected assessment, VR, or PES services that are not required for achievement of their employment goal, discuss your concerns with the individual in an objective, factual way. Consult with others or invite the individual to discuss the decision with a supervisor and/or the Client Assistance Program (CAP).

2. After providing counseling and guidance send a letter to the customer within five (5) working days of your discussion to provide written notification of your decision not to support their selected employment goal, assessment service, VR, or PES service. Use applicable STARS template letters for providing this written notification. If the customer appeals your decision, this letter will provide the basis for the appeal.
    - When you disagree with a customer's selected employment goal, you must state the objective reasons that you disagree with the goal and identify either a more appropriate goal or the steps they must take to decide on a better suited goal.
    - When you disagree with a customer's selected assessment service or VR service, you must state the objective reasons that the service is not required for them to choose or achieve their selected employment goal.

3. Clearly document in a STARS case narrative why you cannot support the individual's choice. For example, the employment goal is not consistent with the individual's strengths and resources, the service is unnecessary, PES services will not be adequate and a new DVR case is needed, etc.

Role of the Customer

The role of the customer in the VR process has shifted with the change in the counselor's role. The amount of time and energy individuals commit to their vocational rehabilitation efforts directly impacts their outcomes. Individuals should be expected and encouraged to assume as much responsibility as possible in making decisions that lead to achieving the goals outlined in the plan. By law, individuals make decisions about the employment outcome and setting, VR services and service providers.

Suggested ways to use the informed choice process to encourage responsibility and accountability include enabling individuals to:

- Determine which steps in the process they can perform independently.
- Determine which steps require support, and what support is needed.
- Gather information about vocational options and alternatives.
- Objectively discuss and consider information, counseling and guidance provided by a VR counselor.
- Evaluate the information as it relates to identified strengths, capacities, capabilities, needs, resources and interests.
- Explore and secure resources needed to achieve plan goals.

Role of the VR Counselor

The VR counselor facilitates the process with knowledge of rehabilitation and the VR process, an understanding of informed choice, information regarding rehabilitation resources and current labor market trends and the experience of assisting other individuals through the VR process.

The VR counselor explains the individual's right and responsibility to make choices throughout the rehabilitation process, and uses a combination of skills to ensure individuals make effective choices, including:

- Ability to see the potential in each person.
- Advocate for individuals and their rights when appropriate.
- Challenge one's own preconceived ideas about limitations.
- Effectively communicate information in a way that meets the individual's needs and learning style.
- Understand what information is relevant to a decision and how to obtain it.
- Ability to understand and explain how each decision relates to achieving the employment outcome.
- Ability to explain rules related to making cost-effective decisions and helping an individual apply the rules to decisions.
- Help individuals assess advantages and disadvantages from various perspectives.
- Effectively and objectively work through conflict and/or disagreement.
- Recognize choices that do not contribute to an employment outcome or are not cost effective, explain the reasons DVR cannot support those decisions, and explore alternatives.
  - Clearly document in STARS case narrative why you support or cannot support the individual's choice.
- Explain consequences of decisions and hold people accountable.
- Honestly and sensitively discuss an individual's strengths and limitations as they relate to decisions.

Selecting Service Providers

Encourage customers to be actively involved in the selection of service providers. VR counselors need to ensure that individuals are offered the full array of choices among service providers available, with adequate information to assess the options and make an effective decision.

Suggestions about how individuals can participate in selecting the service provider include:

- Share information about service providers performance results available on the DVR Intranet.
- The VR counselor should discuss his or her experience and knowledge with various service providers.
- Arrange opportunities for individuals to discuss potential service providers with other knowledgeable consultants or staff.
- Encourage individuals to interview potential service providers in-person or by phone.

Case Documentation

The case service record should reflect an individual's choices throughout the rehabilitation process. Case notes and narratives should clearly indicate to an uninvolved reader of the case file the level of involvement and responsibility the individual assumed in making decisions throughout the VR process.

Suggested case record entries might address:

- Level of support needed by the individual to make informed choices.
- Support provided by the VR counselor to assist an individual to make effective decisions.
- Individual's involvement in gathering information necessary to make decisions.
- Other consultants or resources the individual used to make decisions.
- Risks involved with the decision and how the individual addressed the risks.
- VR counselor concerns about choices and counseling provided to address concerns.

Letters Index Page

Example letters in the manual

Use of Revised STARS Letters

Certification of Disability for Federal Employment- Schedule A

Example Schedule A- Certification of Disability Letter

Customer Internship- Letter to Employer

Example Letter to Employer- Customer Internship Program

Letter to Potential Employer- OJT

Example Letter #2 to Potential Employer

Letter to Unassign Ticket

Sample Letter to Maximus to Unassign Ticket

Certification of Disability for Federal Employment- Schedule A

Example Schedule A- Certification of Disability Letter

Subpoena Duces Tecum

Sample Letter- Subpoena Duces Tecum

Vendor Registration Letter

Vendor Registration Letter

Vendor Overpayment

Vendor Overpayment (Owe Money Notification) Letter

Manual Revisions

06-30-12 Summary of Major Changes

Community Rehabilitation Program, CRP

- Updates the manual to reflect the changes in the 2012-2014 CRP Contract
- Adds guidance in the CRP Contract Services section that the contract is legally binding; clarifies the contractor is responsible to pay for interpreters
- Clarifies approval for partial payments and process for making verbal authorizations in an emergency situation
- CRP- Trial Work Experience- Clarifies that a trial work experience can be provided at any point in the VR process
    - Clarifies that the VR counselor conducts a trial work experience if the counselor cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual's disabilities
    - Clarifies that during a trial work experience the CRP contractor is liable if a customer is injured or damages property belonging to the employer
- CRP- Community Based Assessment- Clarifies that a community based assessment can be provided at any point in the VR process, but generally only after eligibility has been determined.
    - Adds guidance that a community based assessment is conducted before eligibility only when information is needed to determine if an applicant requires VR services to maintain or advance in employment
    - Adds guidance that individuals receiving Supplemental Security Income or Social Security Disability Insurance who are seeking to maintain or advance in employment must be presumed to require VR services and do not participate in a CBA before their eligibility is determined.
    - Clarifies that during a community based assessment the CRP contractor is liable if a customer is injured or damages property belonging to the employer
    - Adds guidance that the CBA bonuses for Permanent Employment and Healthcare Coverage are paid when the contractor's place of business is used as a CBA site
- CRP- Job Placement- Adds guidance when the CRP contractor bills DVR for job placement services the contractor must provide DVR with proof of written verification of employment such as an IRS W-4 Employee Withholding Allowance Certificate; or letter signed by the employer verifying the DVR customer's first day of paid employment in a permanent, integrated, and competitive job; or a copy of the DVR customer's pay statement (stub)
    - Adds guidance about the:
        - Permanent Employment Bonus
        - Healthcare Coverage Bonus

Off-site Job Supports after CRP Job Placement

- Adds a new service category in lieu of CRP Job Retention when a customer does not want to receive services at the worksite because the customer has not disclosed to his or her employer that he or she has a disability or are a DVR customer
- Clarifies that the “Off-site Job Supports after CRP Job Placement” service is not part of the CRP contract but may be provided only by a service provider that has a CRP contract

Trial Work Experience- Extended Evaluation

- Clarifies that a trial work experience is conducted to determine:
    - If the individual is capable of working as a result of receiving VR services and is eligible for VR services; or
    - There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of the individual’s disabilities and is not eligible or no longer eligible for VR services
- Adds guidance about closing a case because an individual is not eligible or no longer eligible

Assessment to Determine Eligibility

- Clarifies that an individual can be determined ineligible at any point in the VR process when they no longer meet the eligibility criteria
- Adds guidance that generally a CBA is conducted after the individual is determined eligible for VR services. Clarifies the conditions under which a CBA can be provided before eligibility is determined

Assessment of VR Needs

Clarifies generally a community based assessment is conducted after the individual is determined eligible for services. Provides the conditions under which a CBA can be conducted prior to the eligibility determination.

VR Service Categories

- Adds Child Care category and removes child care from the Other category
- Adds new category for Off-site Job Supports after CRP Job Placement
- Adds new category for CRP-CBA Permanent Employment Bonus
- Adds new category for CRP-Healthcare Coverage Bonus
- Adds new category for CRP-Related Mileage
- Adds new category for CRP-Related Misc. Transportation Expenses (fees such as ferry fees and toll fees)
- Adds new category for CRP-Related Travel Time

Authorization for Purchase

Adds guidance that because the AFP is a legally binding contract the Terms and Conditions of the AFP must be provided to the vendor or customer along with the AFP

Mini Medical Fee Schedule

Updates the mini fee schedule to be consistent with the L&I Medical Fee Schedule rates effective July 1, 2012

Cost Estimate Worksheet for Hearing Aids and Services, DSHS 10-393

- Revises the form so that Handling Fees and Ear molds are paid By Report (the amount billed by the provider/vendor)
- Updates the rate for CPT Code 92507 Hearing Aid Basic Fitting
- Replaces CPT code 92599 with 09989 Miscellaneous Services

How to Find Things in the Manual

Clarifies there are three main ways to find things in the manual: Search, Table of Contents, and Index. The Index is likely the fastest and easiest method. Provides tips on printing a page or an entire topic.

02-21-2012 Summary of Major Changes

AbilityOne

Case Closure for a Customer Employed by a Non-Profit Agency with an AbilityOne Contract

- Adds guidance about the conditions under which a case can be closed as successfully rehabilitated when a customer is employed by a non-profit agency with an AbilityOne contract
- The VR supervisor must verify and document that the employment is competitive and integrated
- Provides examples of employment that are both competitive and integrated
- Provides link to the AbilityOne web site and a list of the non-profit agencies located in the state of Washington that have an AbilityOne contract

Budget Worksheet

- Adds links to Instructions for the Budget Worksheet and the Budget Worksheet form.
- This form may be used as a counseling/guidance tool to help customers their current income and expenses and plan for the income they will need to meet their expenses when they are employed or self-employed.
- The Budget Worksheet has a different purpose than the Financial Statement Form and does not replace the Financial Statement Form.

CRP Intensive Training Services

Note: CRP May Need Security Clearance to Provide CRP Intensive Training Services at a Military Base or Other Secure Location

Clarifies if a customer requires intensive training services at a job site located on a military base or other secure location the VR counselor is responsible to make sure that the CRP contractor has the proper security clearance that allows the contractor to provide the service.

Review and Assessment of Information to Determine Eligibility

Examples of Existing Information

<u>Use of School Records</u>

- Adds guidance about the use of school records for eligibility purposes. Clarifies that findings by a school psychologist can be used to document a lifelong condition or developmental disability such as mental retardation, cerebral palsy or autism. However, findings by a school psychologist are not sufficient

documentation of a specific learning disability or mental health disorder. For these diagnoses either additional existing information is needed, or new diagnostics may be required, from a qualified licensed professional.

- Clarifies that the VR counselor determines if additional diagnostics are necessary to make an eligibility determination.

11-21-11 Summary of Major Changes

Purchases Requiring Quotes and Approvals

Raises the bid threshold from $3,500-$5,000. Three written bids are required for purchases of goods and services that cost $5,000 or more.

Maintenance Services

Clarifies that the VR federal regulations define a maintenance service as support for expenses such as food, shelter or clothing that are in excess of a customer's normal living expenses.

- DVR cannot pay for a customer's normal living expenses as a maintenance service.
- DVR does not have the authority to grant an exception to policy to pay for normal living expenses as a maintenance service.

Exceptions to Policy that Cannot be Granted

Clarifies that DVR does not have the authority to grant an exception to policy to pay for normal living expenses as a maintenance service.

Use of Required STARS Letters

Updates examples of the template letters in STARS. The letters have the same basic content but wording changes were made to make the letters more clear and readable and improve the tone.

Appeal Options

Fair Hearing Coordinator Role

Clarifies the role of the Fair Hearing Coordinator is to assist the customer, VR counselor, VR supervisor and/or other parties to resolve a disagreement.

Mediation

Adds guidance that mediation may be requested anytime a customer disagrees with a decision but DVR is not required to enter into mediation. Mediation is voluntary for both parties.

06/20/11 Summary of Major Changes

Use of Required STARS Letters

1. Includes examples of the new and revised STARS template letters
2. Adds guidance the VR counselor is responsible to notify a customer in writing of the following decisions:
    - The individual's eligibility
    - Pending and final closure of the individual's case record
    - Completion or termination of Post-Employment Services (PES), and
    - A VR counselor's decision not to support an individual's chosen employment goal, assessment service, VR service, and/or service provider

    The VR counselor is required to discuss these decisions in advance with a customer, followed by written notification within 5 working days that cites the Washington Administrative Code (WAC) section(s) on which the decision is based.

Case Closure

Clarifies the VR counselor:

1. Sends a letter to the customer prior to case closure informing the customer their case is being considered for closure and offer them with the opportunity to discuss this decision (a new STARS template letter is available for this purpose)
2. If the customer wishes to meet, the VR counselor explains why the case is being considered for closure and listens to any reasons the customer feels their case should stay open
3. If the VR counselor decides to proceed with case closure a STARS closure letter is sent to the customer

Informed Choice

Clarifies the VR counselor notifies the customer in writing (sends a STARS template letter) whenever the VRC disagrees with the selected employment goal, assessment service, VR services and/or Post Employment Service (PES).

Exceptions to Policy

Adds guidance when an exception to policy cannot be granted

Mini Fee Schedule

Includes link to the July 2011 Mini Fee Schedule

04/18/11 Summary of Major Changes

Mileage/Gasoline Allowance is paid directly to the customer and may not be paid in advance to a gasoline mart/station on behalf of the customer.

Storage of Tools and Equipment

Adds: items that are small and attractive are stored at the local VR office. This includes small electronics, cameras, etc.

DVR Cannot Pay for Medical Marijuana

Although some states (including Washington) have recently legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase of assist in the acquisition of medical marijuana. There cannot be any exception to this prohibition.

DVR Cannot Pay Court Fees, Fines or Penalties Related to Illegal Acts

DVR funds cannot pay for a customer's attorney fees, court fees, fines or penalties that result from any civil or criminal legal proceedings or related matters.

DVR Cannot Pay for Insurance per Washington Administrative Code (WAC)

WAC 388-891-0670 What types of insurance can DVR pay for?

(1) DVR may pay for insurance for assistive technology devices, equipment and products.

(2) DVR does not pay for other types of insurance including, but not limited to, health, vehicle, home, and life insurance.

Assistive Technology (AT) Comparable Benefits or Financial Participation

There is a distinction in WAC between comparable services and benefits and a customer's financial participation in the cost of services for the purchase of Rehabilitation Technology (Assistive Technology).

An individual does not have to utilize comparable services and benefits before DVR purchases an assistive technology (AT) service. However, an individual is required to participate in the cost of services if the financial statement indicates that the individual has financial resources.

Employment Searches

State law and federal regulations prohibits any use of Employment Security records to verify an individual's employment. ESD data only can be used to look up aggregate employment trends or certain cases to investigate fraud.

Vehicle Purchase- Required Documentation before the Vehicle is Released to the Customer

Adds:

3. A copy of the title and registration showing DSHS/DVR as the legal owner with the address of 4565 7th Ave. SE Lacey, WA 98504-5340. All original titles are forwarded to the State Office Business Services Unit.

Vehicle Purchase- Transferring Ownership

Adds:

If the customer requires the vehicle to maintain employment at the time of case closure, the VR counselor must:

(1) Include documentation in the case narrative and arrange for release of DVR ownership on the vehicle title from the State Office Business Services Unit

(2) Transfer ownership of the vehicle to the customer in STARS. See procedures for Transferring Ownership for loaned items

(3) Document the title transfer for the transfer of legal ownership, vehicle identification number (VIN), and the license plate number in the Case Service Record

Tools, Equipment and Supplies

Rehabilitation Technology devices are devices to assist an individual with their disability. Since these items often include customized equipment, generally Rehabilitation Technology devices are not inventoried or tracked in STARS. If the item is specifically customized to the customer then the item is given to the customer. If an item can be recovered and reassigned to another customer, the VRC decides whether to loan the item or give it to the customer.

Adds New VR Service Categories:

Self-Employment Feasibility Analysis

Rehabilitation Technology- Vehicle Purchase (loaned)

Rehabilitation Technology- Desktop Computer (loaned)

Rehabilitation Technology- Laptop Computer Purchase (loaned

Rehabilitation Technology- Computer Peripherals (loaned)

Rehabilitation Technology-Other (loaned)

Rehabilitation Technology- Other (not loaned)

02/18/11 Summary of Major Changes

CUSTOMERS WHO THREATEN OR CARRY OUT ACTS OF VIOLENCE (New Practices)

Provides practices for:

- Identifying threats (both imminent and non-imminent);
- Continuing to work with the customer;
- Customer evaluation based on existing information or by requesting a current mental health threat assessment with examples to be considered in the assessment;
- Counseling and guidance;
- Treatment and behavioral contracts;
- Reasonable accommodation to participate in the VR program or the VR appeal process with examples of accommodations included;
- Notifying other staff;
- Documentation requirements;
- Denial or termination of services; and
- Due process.

TRAINING AGENCIES (New Practices)

- Provides practices for screening a potential training agency prior to registering it for purchase of DVR training services.
- Provides minimum requirements for the school to be set up as a new training vendor.
- Provides links for the following websites:
    - Higher Education Coordinating Board (HECB) to confirm licensure and accreditation status of a degree granting college or university;
    - Workforce Training and Education Coordinating Board (WTECB) to confirm licensure status of a vocational or career school
- Requires the customer to determine whether the school satisfactorily meets their accessibility needs and provides practices for DVR staff where it is determined that the school is not accessible.

VOTER REGISTRATION

- Introduction to DSHS/DVR as a designated Voter Registration agency;
- Reorganization of some of the text with added sub-headings;
- Table of Questions, Actions and Forms to use with a customer for Voter Registration when the customer applies for VR services;
- Added information about the Secretary of State’s Office Address Confidentiality Program and a link to it;

- Address changes for P.O. Box and Campus Mail for the Secretary of State Office;
- Revised Voter Registration Form DSHS 02-541 (X) with revised instructions for completion and distribution;
- Adds “name change” as a time when a voter registration forms needs to be completed;
- Clarifies that after a customer applies for VR services, DVR Field Staff do not need to complete the Voter Registration Service Form at eligibility, annual review or when there is an address or name change. This is done at the State Office; and
- Provides practices for helping the general public with Voter Registration.

DENTAL SERVICES

Revised list of priorities to develop a dental treatment plan:

- Added reduction of infection; and
- Removed “Stabilization of dental health or condition.”

TRANSLATION OF FORMS, PUBLICATIONS, BROCHURES AND PAMPHLETS

Change contact for translating materials in other languages from Sherry Applegate to Steve Roldan with updated contact information for Steve.

SELF-EMPLOYMENT SERVICES – FAQ

Change contact for adding a new venture development program from Andres Aguirre to Jim O’Brien

MISCELLANEOUS GRAMMATICAL AND TYPOS CORRECTIONS

01/10/11 Summary of Major Changes

Qualifications for Psychiatric or Psychological Evaluation

- The qualifications have broadened to include licensed mental health professionals for evaluations and treatment.

Alcohol/Substance Abuse Services

- Updated title for evaluations from Certified Chemical Dependency Counselor (CDC) to Certified Chemical Dependency Professional (CDP)

Eligibility Determination

- Updated guidelines on what existing information is available to use when determining eligibility.

Purchases Requiring Quotes and Approvals

- Updated information about off-contract computer purchase
- Clarified procedures for purchasing items over $3,500

Purchasing Computers for Customers

- Updated items needing consultation and exception for off-contract purchases.
- Updated free Anti-virus resources

Self-Employment Frequently Asked Questions

- Added a new resource to assist with self-employment cases

06/30/10 Summary of Major Changes

New CRP Contract

Provides guidance on the services, outcomes and fees for the 2010-2012 CRP Contract:

CRP- Community Based Assessment (CBA)

CRP- Intensive Training Services

CRP- Job Placement Services

CRP- Job Retention Services

CRP- Trial Work Experience (TWE)

CRP- Vocational Evaluation Services

CRP Fee Schedule - Exhibit A

Customer Internship Program

- Revises the criteria for the customer internship program. This program is only for a customer who is completing or recently completed a formal post-secondary, vocational-technical, certificate or academic program, and needs hands-on work experience to be a successful job applicant
- Adds a table that shows the key differences between the revised Customer Internship Program and an On-the-Job Training (OJT)

Voter Registration

- Clarifies that the opportunity to register to vote must be provided to individuals at:

  Application

  Eligibility

  Annual Review

  Change of Address

- Clarifies that a Voter Registration Service Form, DSHS 02-541(X) is completed each time the opportunity to register to vote is provided (application, eligibility, annual review and change of address). These forms are kept at the local DVR office (not the case file) until further notice
- Revises guidance for staff to enter the name of the agency (DSHS) on the Agency Based Voter Registration Form instead or the name of the DVR office

AFP Dates

- Revises guidance that CRP Service Categories for Job Placement, Job Retention, Community Based Assessment and Intensive Training may be authorized for 180 days
- Clarifies that the service start date and end date on the AFP should match the start date and end date on the SDOP (Service Delivery Outcome Plan)
- Adds requirement for counseling staff to change the default age-off date to 60 days after the service end date. This allows 60 days to receive the invoice and issue payment
- Revises guidance about services on an AFP that cross a federal or state fiscal year
- Requires counseling staff to cancel and reissue an AFP if the services are not provided during the service start date and end date on the AFP

Request for Office of Financial Recovery

- Clarifies that field staff enter the equipment ID number in STARS for equipment referred to the Office of Financial Recovery (OFR)
- Adds guidance for what to do if a customer pays an overpayment or returns loaned equipment after a referral has been made to the OFR

VR Service Categories

- Clarifies that the Hearing Aid VR Service Category is used for hearing aid purchases not Rehabilitation Technology or Physical-Mental Restoration Service Categories
- Clarifies that a Computer Purchase VR Service Category is used for all computer purchases even if a computer was recommended as a rehabilitation technology (assistive technology) device for accommodations

Driver Evaluations and Training at the University of Washington

- Adds guidance that DVR pays the amount billed (By Report) for driver evaluations and training at the University of Washington

- Clarifies that DVR will continue to apply the RCC Rates for other hospital services at the University of Washington and other healthcare facilities

Payment of Medical Fees

Updates the Mini Fee Schedule

05/14/10 Summary of Major Changes

Revisions

Voter Registration

- Reminds field staff to offer individuals applying for VR services the opportunity to register to vote (not new)
- Adds requirement to offer individuals who change their address an opportunity to register to vote (new)
- Clarifies that the Voter Registration Service form, DSHS 02-541(X) must be completed when individuals are offered the opportunity to register to vote (when applying for VR services or changing their address). These forms must be kept at the local DVR office until further notice (new)

Self-Employment

- Moves the feasibility analysis as a step in the IPE to an assessment prior to plan
- Updates the list of DVR-approved Self-Employment Consultants

VR Service Categories

- Clarifies that hearing aid purchases are made using the Hearing Aid VR Service Category rather than Rehabilitation Technology or Physical-Mental Restoration
- Clarifies that a computer purchase VR service category (laptop or desktop) is used for computer purchases even if the computer is recommended as an assistive technology device. By law, DVR is required to track all computer purchases

New

Veteran Benefits- Post 9/11 GI Bill

- Adds information about the new GI Bill and a link to the VA website: gibill.wa.gov/
- Clarifies that the Post 9/11 Bill is a great comparable benefit that should be utilized for veterans who have served on or after 9/11/2001. The bill provides financial support for tuition and fees, living allowance and an annual book stipend of $1,000

04-19-10 Summary of Major Changes

New Index for the Manual

Key-words are listed alphabetically so it is easy to find things. In many instances there is more than one key-word for a topic for example, “Determining Eligibility” and “Eligibility Determination.” When you select a key-word the manual takes you to a particular section.

The Index is on the manual homepage. It is the middle tab (between Contents and Search) near the top on the left-side.

Revised Table of Contents

Adds more topics and arranges topics alphabetically.

03/12/10 Summary of Major Changes

New Policy

Coordination of Services between the Community Services Division (CSD) and DVR

Adds new guidance about coordinating services and exchanging information between the Community Services Division (CSD) and DVR

Revisions

Vendor Registration

Clarifies the new statewide process for setting up new vendors through the Office of Financial Management (OFM). Adds links to the new forms.

IPE Amendments or Edits Table

Adds a table that clarifies when an IPE is amended or edited

10/19/09 Summary of Major Changes

New Guidance:

Self-Employment Services

- Self-Employment Consultant- required at key points in the process: feasibility, business plan, monitoring monthly income & expense statements, and closure
- Self- Employment IPE- amendments are done as major steps are accomplished that support moving to the next phase of planning and implementation. Major IPE steps include:

  IPE Phase 1- Feasibility Analysis

  IPE Phase 2- Comprehensive Business Plan

  IPE Phase 3- Start-up and Self-Employment Consulting Services

- IPE Start-up/Retention Funding Guidelines

  DVR supports up to $10,000 if self-employment is the primary source of income, or $3,000 if self-employment is supplemental income

- Adds guidance about Supported Self-Employment including, the role of the business owner, type of supports, feasibility of business, extended supports, benefits planning, and use of a self-employment consultant

VR Service Category- Hearing Aids

Adds new service category to help us track purchases for hearing aids and related services

Cochlear Implants - questions about DVR purchasing cochlear implants should be referred to the Statewide Coordinator of Deaf Services

Standards of Ethical Conduct

Adds statement that VR Counselors demonstrate an in depth understanding and the ability to use independent judgment consistent with the Code of Ethics established by the Commission on Rehabilitation Counselor Certification

08/24/09 Summary of Major Changes

New Guidance:

Customer Access to the Case Service Record

- Clarifies that a customer can review or get copies of their case service record unless it may cause harm
- Outlines the steps counseling staff takes if there is concern information may cause harm such as release to a third party, a feedback session or review by the DVR Licensed Health Care Professional

Public Disclosure Requests

- Describes the different types of public disclosure requests
- Explains the role of the Public Disclosure Officer (Admin Assist 4 or the Public Disclosure Coordinator at the DVR State Office

Revisions:

Reorganizes the Authorizing Issuing and Paying Section

Customers with Legal Guardians

Adds examples of ways to include guardians who live out of the area

Serving Minors / Customers under the Age of 18

- Clarifies that legal guardianship, if assigned prior to the age 18 (such as a parenting plan) does not automatically carry over into adult legal guardianship
- Adds guidance that after the customer becomes an adult (age 18) they can continue to have a representative, family member or guardian involved (if they choose). A current signed release of information is required.

Purchases Requiring Quotes and Approvals

- Clarifies that purchases using a state contract or the Medicaid fee schedule do not require vendor quotes or DSHS approvals

- Adds link to the HRSA (Medicaid) Fee Schedule for wheelchairs
- Increases the dollar limits for three telephone quotes to $3,499.99 and three written quotes to $3,500 +

Purchasing Computers for Customers

Adds guidance about free antivirus software

Psychotherapy

- Removes reference to Registered Counselor (Change in Counselor Law)
- Clarifies that master's level psychotherapy is provided by a Licensed Marriage and Family Therapist, Licensed Mental Health Counselor, Licensed Advanced Social Worker or Licensed Independent Clinical Social Worker

Ticket to Work

- Adds guidance about "unassigning" a ticket from an EN and assigning ticket to DVR
- Provides Sample Letter to Unassign Ticket

Voter Registration

Revises guidance that completed voter registration forms are sent **within three business days** by mail or campus mail to the Office of the Secretary of State (new state law)

Reporting Abuse

Clarifies that DSHS / DVR employees are mandated reporters

Overpayment and Debt Recovery

Clarifies DVR does not have the authority to forgive any overpayment or debt. The VR Counselor can request debt forgiveness if there is a hardship, but it is up to the DSHS Office of Financial Recovery to approve or deny the request

Revised Forms

Request for Quote, DSHS 17-153

The form is available in Word so it is easier to read and enter information

Loan Agreement for Tools, Equipment, DSHS 19-074

Adds clarifying language if DVR loans items to start a business the items are loaned to the customer as part of their IPE and they don't belong to a business or partner. The revised form is available in the manual and in the DSHS / DVR Forms Section on the Intranet but a change in STARS is required to change the form that is automatically generated with an AFP.

CRP Service Delivery Outcome Plan (SDOP), DSHS 11-031

Signature are entered by hand when the document is signed (audit issue). Counseling staff should discard old versions of this form and only use the updated form (Rev. 07/2008)

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04/13/09 Summary of Major Changes

New Guidance:

Customers with Legal Guardians

Adds guidance if a customer has been assigned a legal guardian, the guardian must present proof of guardianship, sign all documents that require signature and participate in all significant decisions.

Serving Minors / Customers under the Age of 18

Adds guidance if parents of minor children (customers under the age of 18), unless emancipated by a court must sign all documents that require signature and participate in all significant decisions.

Customers Must Grant Permission for Parents or Guardians to Access Specific Kinds of Records

(Excerpt from DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information)

Clarifies parents or guardians may generally access and grant permission to others to access the confidential records of a minor child who has not been emancipated by a court. However, children over the age of consent for specific kinds of records must grant permission for access to those records (13 for mental health or drug and alcohol services, 14 relating to HIV/AIDS or other STDs; any age for birth control or abortion; or 18 for other health care of confidential records).

Revisions:

Procedures for Financial Statement

- Clarifies the financial statement form is completed for all customers before developing the IPE, even “no cost” plans
- Clarifies the financial statement is reviewed whenever the VR counselor knows the customer’s financial circumstances have changed, and each year as part of the annual IPE review
- Clarifies if a customer receives SSI/SSDI, Medicaid or DSHS Income Assistance the entire form does not need to be completed, only sections D1, F and G

Instructions, Financial Statement Form

Clarifies the VR counselor documents on the Financial Statement form the receipt of income assistance, Medicaid or SSI/SSDI by initialing in the indicated box, and both the customer and VR counselor sign and date the form.

Financial Aid

- Clarifies that financial aid includes grants, scholarships, student loans, and Work-Study. Individuals interested in school apply for financial aid for both undergraduate and graduate/professional degree programs.
- Adds links to financial aid web sites
- Clarifies if a student is ineligible for financial aid due to an expected family contribution and the family refuses or is not able to contribute, the VR counselor can request an exception to policy to use DVR funding for plan services. The VR supervisor may approve the request if there are exceptional circumstances surrounding the family relations or finances that adversely impact the customer’s ability to participate in needed services

Purchases Requiring Quotes and Approvals

- Removes duplicate and unnecessary guidance
- Clarifies the Fiscal Unit reviews documentation of quotes to ensure a competitive process for certain purchases
- Clarifies that TRACKS Purchasing is only required for vehicle purchases

Purchase/Loan of Vehicle and/or Vehicle Modifications

- Streamlines procedures and combines guidance on vehicle purchase and vehicle modifications
- Clarifies that approval by the VR supervisor, Area Manager and DVR Director or designee is required whenever DVR purchases a vehicle with or without modifications
- Clarifies TRACKS Purchase Request process and recommends that the RT contacts Jeanette Ogg at the DVR State Office Fiscal Unit for guidance

Checklist for Vehicle Purchase/Modifications, DSHS 11-081

Adds a new checklist that is included in the vehicle purchase request documentation (packet). The VR counselor uses the checklist as a tool to make sure they know what needs to be documented in the case service record. The VR supervisor, Area Manager and DVR Director use the checklist to verify all the required documentation is in the case service record

Mileage/Gasoline Allowance

- Removes the words “up to” so it is clear that DVR pays a flat rate of .15 cents per mile.
- It is not necessary to ask the customer how many miles per gallon their vehicle gets.

Returned/Undeliverable Warrant

Revises the procedure for handling undeliverable warrants, by the United States Postal Service (USPS), and warrants returned to DSHS Office of Accounting Services (OAS).

01/12/09 Summary of Major Changes

Revises the Manual Table of Contents

1. Combines related topics
2. Adds index pages and links
3. Adds topics for forms and letters
4. Adds new topics:

   Assessment of VR Needs

   Employment

   Miscellaneous

   Medical/Dental/Health Care Professionals

5. Adds new sub-topic in VR Services:

   Job-Related Services

6. Lists some topics in multiple sections. For example, Exceptions to Policy is listed in: Auth/Issuing/Paying, VR Services and Miscellaneous

Additional Revisions

1. Changes the mileage allowance to up to .15 cents per mile

   Authority for Purchasing Services (AFP for Mileage)

   Transportation Services (Gasoline Allowance)

2. Updates name of federal agency from the Immigration and Naturalization Service, INS to the US Citizen and Immigration Service, USCIS

   Conditions for Receiving VR Services under USCIS Laws

   Identity and Citizenship

3. Removes the words “Staff Responsibilities” from the title of topics throughout the manual

10/01/08 Summary of Major Changes

New Policies:

Ticket to Work Program

Adds guidance about the Ticket to Work Program and provides contact information for Maximus, CESSI and the Social Security Administration.

Certification of Disability for Federal Employment

Adds guidance about Schedule A- Exempted Service Appointment of Persons with Disabilities and provides Examples of Schedule A Certification Letters.

Staff Responsibilities- DVR Staff Supervising a Community Based Assessment

Clarifies if a CRP is not involved, DVR is responsible for supervising an individual in a Community Based Assessment.

Staff Responsibilities- DVR Records Related to Legal Actions Involving DVR

- Adds guidance about retaining records if DVR staff suspects a lawsuit or receives a Litigation Hold Notice or Discovery Request involving DVR.
- Provides the procedures for notifying the VR supervisor and the DVR Discovery Coordinator.

Revised Policies:

Removes references to Order of Selection

Purchases Requiring Quotes and Approvals

- Increases the dollar limits for quotes from $3,000 to $3,300
- Clarifies that dollar limits are before trade-in, sales tax and freight allowance

Significance of Disability Determination

- Changes the word severe to significant.
- Clarifies that the VR counselor determines the level of significance of an individual's disability (rather than a priority category under Order of Selection).
- Adds guidance from the former Prioritization for Services under the heading of Assessment of Functional Losses.

Case Record File System

New File Jackets:

- White- Order and Color of File Jackets, DSHS 13-853
- Lime Green- Vocational Assessment Jacket, DSHS 13-854
- Salmon- Benefit Planning/Social Security Jacket, DSHS 13-855
- Pink- School Information Jacket, DSHS 13-856
- Orange- Employment Jacket, DSHS 13-857

Revised File Jackets:

- Green- Rehabilitation Program Jacket, DSHS14-146

  Clarifies that STARS case narratives are filed in chronological order with the most recent case note on top. Other paperwork should not be mixed in with the case notes.

- Yellow- Medical Jacket, DSHS 13-165

  Revises out-dated definitions of functional loss and serious functional limitations. Adds all previous medical jackets and contents are placed in the back of the current medical jacket.

- Red- VR Service Provider and Related Material Jacket, DSHS 14-229

  Adds that the name and contact information of the Employment Network (EN) for the Ticket to Work Program, if long term supports are needed, is filed in this jacket.

- Lavender- HIPPA/Consents Jacket, DSHS 13-718

  Renames the file jacket HIPPA/Consents Jacket. The PES Consent is filed in the HIPPA/Consents Jacket.

- Tan- Correspondence Jacket, DSHS 13-613

  Clarifies that all customer related letters and important e-mails are filed in chronological order. It is a “suggested practice” to either print important e-mails or cut and paste them into a case note in STARS. (Do either/or but not both).

- Vendor Registration

Adds fax number, phone number and e-mail address for the DSHS Vendor Registration Desk.

Staff Responsibilities- Conditions for Certain Types of Training

Adds guidance about AmeriCorps positions.

Procedures for Financial Statement

Clarifies that family assets are considered unless the individual provides documentation that he or she qualifies for SSI, SSDI, Medicaid or DSHS Income Assistance.

Trial Work Experience

- Clarifies the purpose of a TWE.
- Clarifies if the TWE pays wages to the customer, benefit planning is recommended as the earned income could impact the individual’s Social Security benefits.

Revised Forms:

- Changes the name from the Prioritization for Services to the Significance of Disability, DSHS 11-050.

- Changes the name from Certification of Severity of Disability to Certification of Significance of Disability, DSHS 11-048.
- Changes the name from Preliminary Eligibility/Severity of Disability Worksheet to Preliminary Eligibility/Significance of Disability Worksheet, DSHS 11-049.
- VRS Checklist for Case Transfer, DSHS 11-073- adds the name of the VRS sending the file and the name of the VRS the file is being sent to. Adds space for signature and date of the VRS certifying that the file has been checked over and is ready to be transferred.

Housekeeping

Makes several minor editing changes and fixes broken links

07/01/08 Summary of Major Changes

Maintenance Services

Requires an exception-to-policy to authorize a direct payment using maintenance as the service category if the service provided does not fit the definition of maintenance.

Staff Responsibilities- Financial Aid

Requires an exception to policy to authorize VR funds for IPE services for an individual who needs to use financial aid to pay for other expenses related to a financial hardship.

Staff Responsibilities- Confidentiality and Security of Case Records

- Adds guidance about including a confidentiality statement when sending a fax or e-mail that contains confidential customer information;
- Provides guidance for encrypting e-mails that contain confidential customer information;
- Clarifies the process for reporting the loss or theft of a case file, laptop or electronic portable device, and outlines the role of the DVR staff member, VR supervisor, IT Manager and DVR Privacy/Public Disclosure Officer.

Staff Responsibilities- Authority for Purchasing Services

Staff Responsibilities- Transportation Services

Increases the mileage rate for the flat fee gasoline allowance to: up to 25 cents per mile.

Customer Internship Program

Provides Example Letter to Employer- Customer Internship Program

Revises guidance in the manual to reflect the changes in CRP contract services brought about by the 2008-2010 DVR / Community Rehabilitation Program (CRP) Interim Contract:

CRP - Intensive Training Services

Staff Responsibilities- CRP - Job Placement Services

CRP - Job Retention Services

Staff Responsibilities- CRP - Transitional Employment Services

Staff Responsibilities- CRP - Trial Work Experience or Community Based Assessment

Staff Responsibilities- CRP - Vocational Evaluation Services

Some of the major changes in the Interim contract:

- Allows for payment of an intake fee (15% of total fee);
- With VR supervisor approval, partial payment exceptions are permitted;
- Changes title of service from CRP - Trial Work Experience to CRP - Trial Work Experience or Community Based Assessment;
- Clarifies that Trial Work Experience is done only for the purpose of determining eligibility and a community based assessment is used for vocational assessment and planning.
- Increases levels of Job Placement services from two to three levels.

Customer Accepts Different Employment

Clarifies procedure for amending the plan to show the customer has accepted different employment. (This change is due to the STARS enhancement.)

Revises Guidance in the manual about transition services to reflect changes brought about by reauthorization of the Individuals with Disabilities Education Act (IDEA):

HS Transition Purpose and Definitions

An Individual Education Program (IEP) is developed at age 16 (instead of at age 14);

VR Process for Transition Students

For Individual Education Program (IEP) parental consent is required if a student is under age 18.

School Responsibilities

- Updates WAC references and adds language that clarifies the conditions under which the student is no longer eligible for special education;
- Revises age for IEP development from age 14 to age 16.

05/19/08 Summary of Major Changes

Staff Responsibilities- Conditions for Certain Types of Training

- Revises wording to clarify training as an assessment;
- Adds new guidance about authorizing summer quarter tuition;
- Emphasizes the importance of summer employment or internship;
- Adds link to Customer Internship Program.

Transportation Services

- Clarifies that gasoline allowance is up to 20 cents per mile;
- Adds guidance about paying fees related to driver licensing. DVR may authorize services related to obtaining a driver's license, including administrative fees associated with applying for a driver's license, driver's testing, or the issuance or reinstatement of a driver's license. DVR funds cannot be used to pay attorney fees, court fees, fines or penalties that result from illegal acts.

Vehicle Repairs

- Adds requirement that the customer must be the registered owner of the vehicle. If there are special conditions or circumstances regarding this requirement an exception to policy may be requested;
- Clarifies that repairs must be done by a dependable and reputable vehicle repair business, preferably with ASE (Automotive Service Excellence) or other type of certified mechanics;
- Adds requirement that a vehicle repair in excess of $1500 or if the total authorized for the vehicle repair exceeds $1500, the authorization must be approved by the VR supervisor; and
- Deletes inspection procedure.

Purchasing Computers for Customers

- Removes requirement for obtaining a CRM (Customer Relations Management) number and referencing the CRM number on the AFP when a computer is purchased "r;off-contract" through an exception to policy. (This is no longer a DSHS requirement).

Staff Responsibilities- Services to Relatives or Others with whom the Employee Has a Close Personal Relationship

- Adds new guidance that the VR counselor must not provide services to someone who is a relative, close personal friend or past or present colleague with whom the VR counselor has a close personal relationship;
- Adds new guidance that the VR supervisor must ensure that employees who are relatives, close personal friends or colleagues of a customer don't have access to the customer's case service record or the customer's electronic records in STARS;
- Adds new guidance that if there is a real or perceived conflict of interest it might be necessary for the VR supervisor to assign the case to a VR counselor in another office or unit.

AFP Payments

- Deletes reference to making payments to customers and adds guidance to Payments to Customers;
- Adds headings for clarity;
- Adds guidance that stresses the importance of obtaining receipts for direct payments to customers for maintenance services;
- Adds requirement that prior to providing a direct payment warrant to a customer the VR counselor, Rehabilitation Technician or designee verifies a Direct Payment Agreement form (DSHS 09-970) has been signed and is in the case service record;
- By signing the form the customer understands their responsibility to provide receipts;
- If original, itemized receipts are lost or misplaced by the individual, the VR counselor, Rehabilitation Technician or designee must attempt to verify the purchase of authorized services using other documentation. The customer may provide verification by submitting a credit card statement, bank record, getting a duplicate receipt from the vendor, course registration records or any other documentation that verifies payment was made for the authorized services.

Payment to Customers

- Adds new guidance about vendor payments made to the customer. Before payment is made to a customer, payment is made payable to the vendor and mailed directly to the vendor. If payment cannot be made directly to the vendor

the DVR credit card is utilized. When these two options have been exhausted, the last option is to pay the customer directly;
- Emphasizes that receipts are required for direct payments to customers for maintenance services;
- Clarifies requirement when making a direct payment to a customer the Direct Payment Agreement form (DSHS 09-970) is completed, signed by the customer and filed in the blue fiscal jacket in the customer's case service record;
- Clarifies if customer doesn't provide receipts within 20 calendar days DVR will not allow any further direct payments and the customer will be asked to repay these funds. If the customer fails to provide receipts or repayment of funds DVR refers the matter to the DSHS Office of Financial Recovery for further action;
- Adds guidance that if it is determined that it would be a hardship for the customer to repay the overpayment the VR counselor may contact the DSHS Office of Financial Recovery and request debt forgiveness. A justification is provided in the request that explains why repayment would be a hardship;
- Provides link to Overpayment and Debt Recovery.

Overpayment and Debt Recovery

- Adds guidance if repayment would be a hardship for the customer the VR counselor may refer the matter to the DSHS Office of Financial Recovery to request debt forgiveness;
- If DVR error contributed to the overpayment, the circumstances need to be explained in the request for debt forgiveness;
- Clarifies that although DVR can request debt forgiveness it is up to the DSHS Office of Financial Recovery to approve or deny the request.

Staff Responsibilities- Application Procedures

- Adds new guidance about obtaining a Social Security Card or other documentation that shows the customer's legal work status;
- If the customer has never been issued a Social Security Number and Card, the VR counselor provides counseling/guidance to apply for one;
- Provides link to the Social Security Administration web site.

Case Record File System

- Revises the DVR Records Retention Schedule so that case files are kept 1 year on site and 5 years at the Records Retention Center for a total of 6 years;

- Clarifies that a case file is sent to the Records Retention Center and the case needs to be reopened in PES (Post Employment Service) with a new VR counselor, the file is requested from the Records Retention Center and the VR supervisor transfers the case in STARS to the new VR counselor so they have access to the case;
- Adds guidance that if a case has action such as a fair hearing or an audit finding within one year from case closure the action and the action date are documented on the outside of the case file. At the end of the second year if no other action is taken, the case file is sent to the Records Retention Center.

Case Transfer

- Clarifies the procedures the sending supervisor follows before transferring a case;
- Adds requirement that VR supervisors use the VRS Checklist for Case Transfer to review and document the status of the case.
- Adds new VRS Checklist for Case Transfer (DSHS 11-073) form to review and document the status of the case.

01/15/08 Summary of Major Changes

New Policies:

Reporting Abuse

- Adds guidance and contact numbers for reporting abuse. By law, all DVR employees are mandated reporters.

Staff Responsibilities- Voter Registration

- Adds guidance that DVR staff provide customers with the opportunity to register to vote at application (not new), and assist individuals (DVR and non-DVR customers) who request assistance to register to vote (new);
- This policy replaces DVR Program Policy 132- Voter Registration.

Revised Policies:

Authority for Purchasing Services

- Increases the issue limit for Rehab Tech to $8,500;
- Increases the issue and payment limit for VR counselor to $8,500.

Purchasing Computers for Customers

Adds guidance that off-contract computer purchases or computer-related hardware or software purchases require:

- Consultation with DVR IT staff (local ITSS) or DVR HelpDesk; and
- An Exception to Policy

Child Care Services

- Clarifies that DVR only purchases child care services from licensed child care providers;

- Adds guidance about possible comparable benefits to pay for child care including, a request to increase the financial aid award to cover the child care costs and the Working Connections Child Care program.

Staff Responsibilities- Conditions for Certain Types of Training

- Adds guidance about the 2007-2012 Interagency Agreement between DVR, DSB and PIHE (Public Institutions of Higher Education.
- If a student needs accommodations covered in the agreement (sign language interpreter services, speech to text services and/or Braille) and the cost of these accommodations exceeds $7,500 for the academic year, DVR agrees to pay 50% of the costs in excess of $7,500.

Case Closure

Adds guidance about:

- Case Closure- Rehabilitated;
- Procedure for Closing any Case; and
- Closure- Other- Loss of Contact with Eligible Individual procedure.

Other "Housekeeping" Changes:

Case Movement Expectations

- Removes reference to specific number (5-6) eligibility decisions and adds that 90% of eligibility decisions will be completed within 60-days;
- Removes reference to specific number (3 IPEs per month) and adds guidance that performance standards for the number of IPEs and the number of rehabilitations per year are identified in each counselor's Performance and Development Plan (PDP).

Appeal Rights

- Adds link to WAC- Appeal Options;
- Provides contact information for the Client Assistance Program (CAP).

Mediation

- Removes reference to a list of mediators maintained by the State Office;
- Adds links to the dispute resolution centers and members of the Washington Mediation Association.

Information and Referral (I&R) During Order of Selection

- Removes requirement for sending a 10-day letter if a letter has been returned and there is no forwarding address;
- Adds link to loss of contact procedure in Staff Responsibilities- Case Closure.

Vendor Registration

- Removes reference to un-licensed child care providers;
- Removes obsolete section that required additional State Office approvals for certain vendors.

Request for Vendor Registration, Instructions

- Removes obsolete references to child care providers.

DSHS 11-069 DVR Customer Internship Agreement form

- Adds item in the Counselor/Representative section to: Fax a copy of the completed agreement form to the State Office Internship Coordinator at fax number (360) 438-8007.

10/01/07 Summary of Major Changes

New Policies:

Staff Responsibilities- 2007-2009 IL Contract Summary

Provides definitions, outcomes and fees for the new Independent Living (IL) contract. Adds links to:

2007-2009 Sample IL Contract and Exhibit A- IL Code of Ethics

Staff Responsibilities- Customer Internship Program

Describes the Customer Internship Program including: customer and employer selection, paying for internship, internship agreement and follow-up evaluation.

Revised Policies:

Independent Living Services

Adds guidance that is consistent with the new IL contract. Deletes reference to missed appointments because language about missed appointments was not included in the IL contract. Adds links to updated IL SDOP examples:

Example IL Evaluation SDOP

Example IL Skills Training SDOP

Example IL Work-related Systems Access Services SDOP

VR Service Categories

Adds new IL service categories:

IL Comprehensive Evaluation

IL Partial Evaluation

IL Related Travel

IL Skills Training

IL Work-related Systems Access Services

Revises reference to AFP restrictions:

Although the following services are typically purchased in "plan" the system allows for "unlimited" purchases so items can be purchased when necessary and appropriate at other times during the VR process:

- Computer Peripherals;
- Computer Purchase (Desktop);
- Computer Purchase (Laptop);
- Computer Service and Repair;
- Computer Software;
- Computer Training;
- CRP: Comprehensive Vocational Evaluation;
- Physical and Mental Restoration;
- Rehabilitation Technology; and
- Tools and Equipment.

Staff Responsibilities- Loaning, Recovering and Reassigning Equipment

Adds link to: Image Upload Instructions (Office Equipment Coordinators can follow these instructions to upload images (pictures) to help describe items available for re-assignment.)

Deleted Policies:

Removes IL sections that are duplicative or no longer necessary because of the new IL contract:

IL Services Description

IL Evaluation Description

IL Service Provider Standards

Revised Forms:

Revises pilot financial statement form (DSHS 14-068 Pilot Financial Statement).

The changes are on page 2 in Section E Calculation of Customers Contribution:

- Clarifies that line 5 is a monthly total;
- Adds line 6 to show the total funds available for the rehabilitation plan (the form calculates this amount based on the estimated number of months in IPE.)

Revises IL forms to be consistent with the new IL contract:

DSHS 11-040 IL Service Delivery Outcome Plan

DSHS 14-447 IL Referral Checklist

New Forms

A new cost of living budget form is available to assist customers and counselors consider monthly income and expenses. This form does not replace the Financial Statement form. After the financial statement form is completed the cost of living form can be used as an optional tool to clarify monthly income and expenses.

DSHS 11-067 Cost of Living Budget

Customer Internship Program Forms:

DSHS 11-069 DVR Internship Agreement

DSHS 11-072 DVR Internship Evaluation

DSHS 11-068 DVR Internship Application

DSHS 11-071 DVR Employer Expense Worksheet

DSHS 11-070 DVR Attendance Log and Billing Invoice

06/15/07 Summary of Major Changes

New Policies

Staff Responsibilities- Supported Employment Overview

Provides overview of supported employment services and values.

Staff Responsibilities- Supported Employment Definitions

Defines terms associated with supported employment.

Staff Responsibilities- Supported Empl Case Service Practices

Explains case service practices for supported employment.

Staff Responsibilities- Subpoena Duces Tecum

DVR does not have authority to release information based solely on a subpoena duces tecum and/or deposition notice. While these documents are usually filed in the context of a court case, they are issued by an attorney rather than a court and are not adequate for DVR to release information. When DVR staff member receives a subpoena duces tecum and or a deposition notice, it is important to contact the DVR Public Disclosure Coordinator (Rosemary Gallagher at the State Office) in order to provide timely response. The DVR Public Disclosure Coordinator will respond to the subpoena and/or deposition. The DVR staff member notifies his or her supervisor about the receipt of the subpoena and/or deposition.

Staff Responsibilities- Sample Letter- Subpoena Duces Tecum

Provides sample letter that the Public Disclosure Coordinator will use to respond to this type of subpoena or deposition notice.

Revises Policy/Procedures on Presumptive Eligibility for Social Security Recipients

Staff Responsibilities- Eligibility Determination

(This guidance replaces Social Security Recipients and Assessment to Determine Disability). It provides the new policy and procedures for presumptive eligibility for Social Security recipients, and explains the designation of "PE" (presumed eligible) in STARS. If a counselor is uncertain whether an individual can benefit from VR services due to the significance of disability, the VR counselor obtains additional information before completing the eligibility determination.

Trial Work Experience

A trial work experience (TWE) is used to gain an understanding of an individual's abilities, capabilities and capacity to perform in a real work setting (paid or unpaid). A trial work experience may be arranged and conducted by DVR staff or purchased as a service from a Community Rehabilitation Program (CRP). Provides guidance on when an extended evaluation is used instead of a TWE. Clarifies requirements for the new Trial Work Experience (TWE) Agreement form.

Trial Work Experience (TWE) Agreement Form (DSHS 11-058)

This form is available in the manual and in the DSHS / DVR Forms section on the Intranet. The form will not be available in STARS until the October STARS Release. Guidance on when the form is used and how to complete the form is included in the Trial Work Experience.

Staff Responsibilities- Application Procedures

(This guidance replaces Information Provided at Application). It adds text to clarify that applicants who are Social Security recipients must intend to work as a result of receiving services. It clarifies the verification of SSI/SSDI benefits, presumed eligible designation and documentation of Social Security benefits.

Staff Responsibilities- Case Movement Expectations

Revises text to include the new presumptive eligibility procedures.

Revises Policy/Procedures on Prioritizing Services under Order of Selection

Individuals will be assessed based on their functional losses, not whether or not they require supported employment (type of service) or receive Social Security benefits. These changes are consistent with an interpretation by the Rehabilitation Services Administration (RSA).

Prioritization for Services

Removes section on supported employment: Individuals who require supported employment are classified as Priority Category One, Most Severely Disabled.

Revised Policies/Procedures

Exceptions to Policy Process

Clarifies that an exception to policy may be considered at any time during the VR process but not all requests can be granted.

Case Record Documentation

Adds expectation of timely documentation, and clarifies the new procedure for entering case narrative in STARS. Explains the Create Date and Entry Date.

Authority for Purchasing Services

Clarifies that the Rehabilitation Technician (RT) can issue an AFP but the VR counselor must sign the authorization. The RT can pay a bill once the VR counselor signs the payment section of the AFP authorizing the payment.

Staff Responsibilities- Transportation Services

Increases Gasoline Allowance- up to .20 Cents per Mile

VR Service Categories

Adds New VR Service Category- Customer Internship Program

Revised forms to be consistent with WAC Changes and Policy Changes

DSHS 11-022 Application for VR Services

Adds spaces for e-mail address and videophone number.

Adds (new) WAC 388-891-0103 as authority for obtaining personal information from state or federal agencies to verify a customer's benefits, earnings and income from employment or self employment. The application form is available in the DSHS / DVR Forms section on the Intranet. A 2-part (carbon) form may be ordered from DSHS Forms & Records Management Services. DVR offices should be aware there is a minimum order of 250 forms required and the forms cost approximately .3 cents per form. To place an order, contact Maria Poasa at DSHS Forms and Records Management Services poasamp@dshs.wa.gov .

DSHS 11-019 Vocational Information Form

Adds spaces for e-mail address and videophone number.

DSHS 11-019 Pilot Vocational Information Form

Adds spaces for e-mail address and videophone number.

DSHS 11-048 Certification of Severity of Disability

Removes reference to supported employment (type of service) as automatic qualification for Priority Category 1- Individuals with the Most Severe Disabilities, and

receiving Social Security benefits as automatic qualification for Priority Category 2- Individuals with Severe Disabilities.

DSHS 11-049 Preliminary Eligibility Worksheet

Revises wording to be consistent with the Prioritization for Services form, and corrects error in text. It now reads that individuals are expected to require multiple vocational rehabilitation services in an Individual Plan for Employment (IPE) for at least 12 months to become employed (rather than 6 months).

DSHS 11-050 Prioritization for Services

Removes section: individuals who require Supported Employment are classified as Priority Category One, Most Severely Disabled. Other Individuals must meet all other criteria to meet Category One.

New and Revised WACs (Effective June 15, 2007)

The new and revised WAC s are in the manual (Orange Book). Major changes include:

WAC 388-891-0840 What are supported employment services?

Clarifies supported employment services and the 18-month time period.

WAC 388-891-0880 What happens if my DVR counselor and I cannot secure a source of extended services or natural supports?

Clarifies that DVR must close the case if an individual requires supported employment and all options for securing resources for extended services or natural supports have been explored and there is not a reasonable expectation that these services will become available.

WAC 388-891-0520 What are the criteria for Priority Category 1- Individuals with Most Severe Disabilities?

Removes supported employment as qualification for Priority Category 1.

WAC 388-891-0530 What are the criteria for Priority Category 2- Individuals with Severe Disabilities?

Removes receiving Social Security benefits as qualification for Priority Category 2.

WAC 388-891-0255 How do I request a fair hearing?

Increases the time a customer may request a fair hearing from 20 days to 45 calendar days.

WAC 388-891-1137 What if the employment goal I choose is religious in nature?

Clarifies that DVR is prohibited from supporting education or training for an employment goal that is religious in nature.

WAC 388-891-0330 Does DVR consider academic awards and scholarships based on merit as comparable benefits?

Clarifies that DVR does not consider academic awards and scholarships based on merit as comparable benefits.

WAC 388-891-0360 What personal resources are not counted in the decision about whether I have to help pay for services?

DVR does not consider academic awards and scholarships based on merit as comparable benefits, but these funds are not excluded and must be used towards the cost of services.

WAC 388-891-1300 Why does DVR close a case service record?

Adds closure reason: if supported employment is required and the counselor explores all available options for securing resources for extended services or natural supports that there is no reasonable expectation these services will become available.

WAC 388-891-0103 Can DVR obtain personal information about you?

Clarifies that in order to serve customers, DVR may obtain personal and financial information from state and federal agencies to verify benefits, earnings or income from employment of self-employment.

WAC 388-891-0140 Can I obtain copies of information in my case service record?

Clarifies that DVR only shares information about a customer that it receives from another agency by, or under the conditions established by, the agency. Requests for information do not have to be made in writing. Changes the timeframe that DVR responds to requests for information from 10 days to 5 days. This change is consistent with Public Disclosure requirements.

03/02/07 Summary of Major Changes

Staff Responsibilities- Loaning, Recovering and Reassigning Equipment

Provides guidance and procedures for the new customer equipment module in STARS/Web Application on the DVR Intranet used for:

- Purchasing customer equipment;
- Loaning equipment;
- Recovering equipment;
- Tracking and re-assigning equipment.

VR Service Categories

- Adds the word "inventoried" to several VR service categories to indicate that purchases made in these categories will be included in the new customer equipment module.
- Adds two new VR service categories that support the new customer equipment module:

Self-employment Tools and Equipment - required tools and equipment related to self-employment.

Tools and Equipment- tools and equipment required as a condition of employment.

Vehicle Purchase- clarifies that vehicle purchase may include vans, scooters, cars, motorcycles and tractors.

Staff Responsibilities- CRP- Considerations for Determining Levels of Service

Provides guidance to help the VR counselor, customer and CRP in deciding if CRP contract services are appropriate, and what level of CRP service should be provided. Universal topics are considered for all CRP contract services and unique considerations support decisions about CRP-Trial Work Experience Services, CRP- Job Placement or Intensive Job Placement, CRP- Intensive Training Services (Level 1, 2, or 3) and CRP-Job Retention Services (Level 1, 2 or 3).

Authority for Purchasing Services

- Clarifies issuing and paying limits for Area Managers and Field Services Administrator
- Area Managers can issue up to $75,000 and Field Services Administrator (or designee) can issue up to $150,000.

Staff Responsibilities- Work Opportunity Tax Credit (WOTC) and Welfare to Work (WtW) Tax Credit

Clarifies expectation that VR counselor will:

- Explain the availability of these tax credits so the customer can inform potential employers;
- Assist the customer in completing the job applicant section of the forms.
- Complete the VR counselor's sections, and give the forms to the customer (to give to the employer) or if appropriate, the forms can be mailed directly to the employer.
- Provide information about these tax credits to CRPs involved with job placement;
- Specify in the SDOP that the CRPs involved in job placement will share information about WOTC (and if appropriate WtW) with potential employers;
- Provides information about the tax credits and the target groups for WOTC (including individuals with disabilities);
- Guidance on completing forms and contact number at Employment Security Department- WOTC Unit 1-800-669-9271;
- Links to Washington State WOTC website: http://www.wa.gov/esd/wotc/

  For ETA 9062 Conditional Certification form:
  http://www.uses.doleta.gov/pdf/Appendix_II/Appendix_II__2_ETA_9062.pdf

Conditions for Certain Types of Training

- Includes current WAC- Conditions for Certain Types of Training;
- Stresses the importance of obtaining and utilizing financial aid and other available comparable benefits before authorizing training services;

- Provides examples of authorizing training services that meet the customer's needs at the lowest in-state public school rate in a geographic area. Previously, VR counselors determined how much DVR could pay towards out-of-state or private schools based on the highest in-state tuition rate at the University of Washington. Now, the lowest in-state tuition rate will be based on the tuition at a public school in the customer's geographical area.

Transportation Services

- Transportation services are authorized based on the least cost option that meets the customer's needs;
- Clarifies if public transit (bus pass) is available and meets the customer's needs (including accessibility needs) DVR will authorize services in the amount up to the amount of a bus pass;
- If a discounted bus pass is available, DVR assists the customer to obtain the reduced-fare pass;
- Provides the names of DVR offices that are served by transit agencies that offer reduced-fare bus passes;
- In cases where a customer chooses to drive a vehicle instead of taking public transportation that otherwise meets their needs, the VR counselor may authorize a gasoline allowance. However the amount authorized is equivalent to the least cost bus pass that is available to the customer, unless the actual point-to-point mileage is less than the bus pass;
- Clarifies that proof of current auto insurance and a valid driver's license is required before DVR can consider paying a gasoline allowance.

Vehicle Repairs

- Clarifies that VR counselor may authorize a customer's vehicle repair when the VR counselor agrees using a private vehicle is the option that meets the individual's needs.
- In many instances, public transit (reduced-fare bus pass) is the least cost option, so vehicle repair is only considered when public transit is not available, accessible, or otherwise does not meet the needs of the customer.
- Clarifies that proof of current auto insurance and a valid driver's license is required before DVR can consider paying for a vehicle repair.

11/17/06 Summary of Major Changes

Updated Titles in Manual

- Removed Deputy/Chief of Field Services
- Added Area Manager and Field Services Administrator or designee
- Area Manager (in most instances) replaces the Deputy/Chief of Field Services
- Field Services Administrator or designee must approve/disapprove:
    - New Assistive Technology (AT) and Independent Living (IL) vendors;
    - Exception to pay for unlicensed in-home or relative child care providers not cleared by other DSHS programs.

Removed Note about Error in Amount of Personal Injury Insurance Required

WAC 388-891-770 Under what conditions does DVR provide a vehicle?

(4)(C)(iii) Personal injury in the amount of $100,000 is correct and in line with the minimum expectations of the insurance industry.

Purchasing Computers for Customers

SmartBuy Procedure

Added clarification about vendor copy of AFP, invoices from Dell and partial payments.

8. Vendor copy of the AFP is shredded;

11. Dell will send invoices to the ordering office. Payment is made to Dell from the AFP. Attach the invoice to the corresponding AFP and file in the customer's case file;

12. If several items are ordered on one AFP you may receive partial invoices. Partial payments can be made until the final invoice is received.

DSHS 10-393 Cost Estimate Worksheet for Hearing Aids and Services

Removed Social Security number, added birth date, and automatic calculation feature. (Enter numbers and the form will automatically calculate the total). This form is available in the DSHS/DVR Forms section on the DVR Intranet and there is a link to the form in Staff Responsibilities- Payment of Medical Fees.

08/14/06 Summary of Major Changes

Staff Responsibilities- Providing Equal Access to DVR Programs and Services

DVR provides equal access to individuals to participate in all aspects of its programs and services. Providing program access might include:

- The provision of auxiliary aids and alternate formats necessary for communication access;
- Making reasonable adjustments for policies, procedures and practices due to limitations that result from an individual's disability;
- Ensuring facilities where DVR provides services, holds meetings or conducts public events are physically accessible;
- Providing language translation to individuals who are limited English proficient;
- Ensuring service animals are permitted to enter all DVR offices and service locations to assist clients, applicants, employees and the public;
- The removal of any barriers that impede communication or physical access.

This accessibility policy includes links to the Office of Deaf and Hard of Hearing (ODHH) website where there is information (and links) to Washington Relay Service, Video Relay Service, and Deaf-Blind Resources.

Links are provided to the current Sign Language Interpreter Contract and the Translation Services Contract (General Administration).

Provides guidance about:

- Public meetings, hearings and other DVR sponsored events;
- Written material;
- Screen magnification;
- Requesting forms/documents in large print;
- Requesting forms/documents in Braille;
- Requesting forms/documents on audio tape (Books on Tape);
- DVR contractors and providers;
- Fundamental alteration/undue burden;
- Complaints: Telephone number, mail and e-mail addresses and websites (if available) are provided for:

Investigations and Reasonable Accommodations Unit (IRAU) (formerly DSHS Division of Access and Equal Opportunity)

Washington State Human Rights Commission

The U. S. Department of Justice

The U. S. Health and Human Services Office of Civil Rights

The Office of Deaf and Hard of Hearing

Amending and Editing the IPE

Clarifies (and provides examples) of when an IPE must be amended and when the plan may be edited (using the edit feature in STARS).

Distinguishes between a primary service and a support service.

IPE Amendments

The VR counselor and customer amend an employment plan when there is a **substantive** change to the plan. The following are considered substantive changes that require an IPE amendment:

- The **employment goal** is changed;
- A **primary service** is added, deleted or changed;
- A **service provider** for a primary service is changed;
- A **support service** is added which exceeds $500 or more than 6-months duration.

The VR counselor and customer amend the IPE when other changes occur that affect the nature of one or more elements on the plan. If approved by the VR counselor, the customer and the VR counselor **must sign** the IPE amendment.

Editing the IPE

The plan may be edited (using the edit feature in STARS) for changes that do not require a plan amendment, such as:

- A support service is needed which is less than $500, or less than six months in duration;
- Service dates for plan services are changed;
- Edits are made to costs of services, comparable benefits, or DVR contributions.

A STARS case narrative entry is needed when an IPE is edited.

Financial Aid

Emphasizes that financial aid grants are a comparable service and benefit that must be used toward the "cost of attendance" (as defined by the school's Financial Aid office).

Student Loans/Work Study

Clarifies that a DVR customer may apply for and accept student loans or work study positions; however, it is not required. Any form of financial aid assistance with a pay-back requirement is not considered a comparable service or benefit. If, however, a loan **is** accepted by an individual:

- All proceeds of the student loan must be applied to the cost of attendance before any VR funds can be authorized.
- The level of unmet need is reduced by the loan amount.
- DVR cannot provide services or support that exceeds the unmet need reported by the college financial aid office.

Financial Responsibility for IPE Services

Customers are expected to use their full financial aid package for school-related costs. Counselors work with individuals to plan how they will pay the cost of attendance with grants and other available resources. While schools calculate the cost of attendance and grant award based on a formula of estimated expenses, the VR counselor and

customer discuss and document the actual costs and available resources on the financial statement.

After all grants and resources have been applied to the cost of attendance and maximum efforts have been made to manage expenses within existing resources, a true hardship may exist if an individual's resources are not sufficient to cover the costs of attendance. In this situation, the counselor and customer may request an exception to policy to request DVR funds to pay a portion of the cost of attendance up to, but not exceeding the unmet need reported by the college.

Exchange of student information between DVR and Washington colleges and universities

Provides:

- Procedures for exchanging student information;
- A link to the Higher Education Coordinating Board (HECB) website; and
- A link to the Student Information Release- DSHS Form 06-153.

Selecting Services and/or Service Providers

Emphasizes:

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

- Necessary and likely to result in an employment outcome;
- Consistent with the customer's strengths, priorities, concerns, abilities, capabilities, interests and informed choice;
- The Least Cost option that will meet the customer's needs;
- Comparable benefits/services have been explored and fully utilized.

Adds:

- Link to CRP Referral Criteria
- Link to WAC 388-891-370 Can I select services and service provider of my choice?
- Link to WAC 388-891-325 Does DVR pay for a VR service if services and benefits are available from another program or organization, but I don't want to use them?

Emphasizes:

- Information that should be provided to the customer about services and services providers;
- The importance of using existing information to select and employment goal and determine VR needs;
- VR counselors will provide job placement (direct services) and/or utilize no-cost services from WorkSource before referring a customer for CRP- Job Placement Services.

Case Record File System

Clarifies that:

- Correspondence (including e-mail) is filed in the Correspondence- Tan Jacket, DSHS 13-613(x). (In some instances, it might be a good practice to make a copy of e-mails and attach them to documents in the other appropriate jackets: AFP (Blue), Plan (Green), CRP (Red) etc.);
- Consent for Release of Confidential Information and Authorization to Disclose Confidential Information are filed in the HIPPA- Purple Jacket (removes reference to these forms in the Tan Jacket);
- Removes reference to the Integration Checklist, DSHS 15-240 from Red Jacket (obsolete).

Changes References in the Manual from Employment Services Provider (ESP) to Community Rehabilitation Program (CRP).

DVR Customer Services Manual

06/30/06 Summary of Major Changes

VR Service Categories

Adds description of services available under the new (2006-2008) DVR Community Rehabilitation Program (CRP) contract and a link to each CRP service where more information can be found about definitions, outcomes and fees for each CRP service.

CRP - Comprehensive Vocational Evaluation Services

Grouping of standardized vocational, psychometric and personality tests, vocational preference, and interest inventories, etc.

CRP - Intensive Job Placement Services

Location and placement of a client into a paid and integrated employment position.

Two (2) Types of CRP - Job Placement Services:

CRP - Job Placement; and

CRP - Intensive Job Placement.

CRP - Intensive Training Services

Intensive Training Services are intensive individualized "on-the-job" skills training services that enable a Supported Employment client to:

- Attain job stabilization in on-the-job performance with job supports;
- Meet their employer's expected level of work productivity; and
- Transition to long-term Extended Services as provided by an entity other than DVR.

(Three levels of CRP- Intensive Training Services available).

CRP- Job Placement Services

Location and placement of a client into a paid and integrated employment position.

Two (2) Types of CRP-Job Placement Services:

CRP-Job Placement; and

CRP-Intensive Job Placement.

CRP- Job Retention Services

Direct and indirect individualized training and support services that enable a client to learn essential job functions, and meet their employer's expected levels of job performance; and individualized follow-along assistance to the client and employer to ensure the client continues to meet the employer's expected levels of job performance and retains their job for ninety (90) calendar days past the point of job placement.

(Three levels of CRP-Job Retention Services available).

CRP- Standardized Test (Vocational Evaluation) Services

Individual standardized vocational, psychometric or personality test, vocational preference, or interest inventory, etc.

CRP- Transitional Employment Services

A service that is for DVR clients who have severe and persistent mental illness. Designed to assess and build the work skills and abilities of the individual toward achieving a competitive employment outcome and eligibility for successful case closure;

by utilizing the clubhouse program model of vocational rehabilitation as defined by the International Center for Clubhouse Development (ICCD).

CRP- Trial Work Experience Services

Experience(s) where the DVR client performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training.

(Three levels of CRP-Trial Work Experiences available).

Service Delivery Outcome Report (DSHS 11-30)
Service Delivery Outcome Plan (DSHS 11-31)

Revised forms to be more usable and reflect change from ESP to CRP. Spell check is now available in the text section.

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

05/15/06 Summary of Major Changes

Printable Version of the Manual

A printable version of the manual is available on the DVR Intranet. Using the on-line manual is preferable, because it includes the latest versions and links to related information. However; an office or individual may print the entire manual (approximately 430 pages) or print chapters of the manual. For those using the printed version, you must make sure you are using the most recent version of the manual. You are responsible for following current policies/procedures. Archived print versions of the manual will be available on the S-Drive.

Staff Responsibilities- Case Movement Expectations

Explains the responsibilities and expectations for VR counselors to make sure there is continuous case movement in every customer's case. VR supervisors monitor cases, conduct case staffing and provide guidance to VR counselors to help them keep their cases moving.

Staff Responsibilities- Exceptions to Policy Process

Explains the exception to policy process. The policy clarifies the responsibilities of VR counselor and VR supervisor, and notes instances when the VR supervisor is not the Director's designee. Documentation requirements are explained.

Staff Responsibilities- Eligibility Over 60 Days

Documenting an Extension of Eligibility

VR counselor prints the **Extend Eligibility Letter** in STARS that has a space in the upper right hand corner for the customer's signature. This letter along with any other supporting information must be documented in the case service record.

IPE Case Narrative Documentation

Entering Job Search Date in STARS Case Narrative

When a customer in plan status is ready for job search, VR counselor enters a job search date in STARS. To enter the job search date, select the Job Search button on the Case Narrative screen, and enter the date. It is not necessary to enter title or documentation in this screen, only the date that customer starts job search, or is expected to start job search. Entering this information will help DVR track the number of customers in job search.

Staff Responsibilities- Follow-up with Customers about Veterans Benefits

At application and IPE development, counseling staff provide customers with the opportunity to complete the DVR Customer Request to WDVA form (available on the DVR Intranet, DSHS Form 11-057). When this form is received by WDVA (Washington State Department of Veterans Affairs) a Veterans Advocate will contact the customer to discuss available VA benefits and other information about job training and education. DVR counselor/contact and DVR office address must be entered on the form. All completed forms are sent to the WDVA address on the form. WDVA will complete the bottom section of the form and send the entire form back to the DVR counselor/contact and indicate whether customer is eligible for VA benefits. VA benefits are a comparable benefit and must be explored in all cases when they may be potentially available.

Staff Responsibilities- Prioritization for Services

- Clarifies that barriers in each area of functional loss can result from physical, cognitive, sensory and psychological impairments.
- Adds examples to Self-Care, Work Skills and Self-Direction (referred to in the revised form as Cognitive and Learning (Self-Direction).
- Includes the word "substantial" in the definition of services or accommodations needed for and individual to prepare for, keep or advance in employment.
- Has required field in STARS for VR counselor to document the reasons/rationale that serious limitations were selected.
- Adds guidance that VR counselor reviews each functional loss area for every individual to make sure that all functional losses are assessed.
- Because an individual's disabilities can result in multiple functional losses, VR counselor may select more than one functional loss area for a disability, as long as customer requires substantial services or accommodations in each of the functional loss area selected.

VR Service Categories

Removes reference to Direct Pay for tuition, books or supplies.

Staff Responsibilities- Payment to Customers

Payment to customers can only be made for:

- Least Cost Transportation Services (mileage costs only); and
- Maintenance Services

VR counselors are responsible for using the most appropriate VR Service Category. VR Counselors must not authorize an unrelated service under Least Cost Transportation Services or Maintenance Services in order to make a payment to a customer. An example of an unrelated service would be paying for books and supplies as a Maintenance Service. VR Supervisors must not grant an exception for this purpose.

A Chief of Field Services must authorize any approval of payment to a customer other than least cost transportation services and maintenance services. The approval must be documented in the case service record.

Staff Responsibilities- Payment of Medical Fees

Clarifies where the location of the medical fee schedule and RCC Rates on the DVR Intranet. Explains that RCC Rates are used to pay for hospital services. VR counselor may consult with ATAP for questions and technical assistance about medical fees and RCC Rates.

Staff Responsibilities- Transportation Services- Paying for Customer Moves

DVR does not customarily pay for customer moving expenses. DVR pays for customer moving expenses only by exception when approved by a Chief of Field Services, or designee.

Staff Responsibilities- Purchasing Computers for Customers

Explains the SmartBuy procedure used to purchase a computer for a customer.

- SmartBuy is a streamlined process for purchasing quality computers "on contract" from Dell at discounted prices.

- It is not necessary for VR counselor to obtain bids for computers that are purchased through SmartBuy.
- The Intranet Order Page shows detail for four computers (2 desktops and 2 laptops). If ordering a "power" desktop or "power" laptop the Justification-Modifications-Comments section must be completed to justify the need for this model.
- There is a feature on the Internet Order Page for entering the Dell Service Tag Number. VR counselor enters information and the Inventory of Tools and Equipment form is created automatically.
- An Exception to Policy is required if SmartBuy is not used to purchase computer for a customer.
- Consultation with DVR HelpDesk is recommended to determine if computer needs to be purchased "off contract."
- VR counselor must obtain three quotes for computer (not purchased by SmartBuy) and submit quotes and justification to DVR Fiscal for approval/disapproval. If approved, DVR Fiscal will contact VR counselor with authorization to issue AFP.

Staff Responsibilities- CRP Referral Criteria

Explains the requirements that must be met prior to referral for CRP job placement/retention services including:

- Assessment;
- Benefits planning for customers receiving SSI/SSDI benefits;
- Documentation that shows job goal is consistent with customers interests, abilities, and informed choice
- Documentation of steps taken to assure there is reasonable likelihood of long term support if Supported Employment is required;
- Work barriers that impact CRP services have been identified and addressed in plan (criminal history, drug/alcohol issues, independent living, transportation and child care etc.);
- VR counselor has determined that customer has demonstrated the motivation and follow through to benefit from CRP services;
- If an individual has received CRP services previously without a rehabilitation outcome, the counselor has determined what circumstances have changed to produce a different outcome;
- The customer is "qualified" to perform the type of employment the CRP will be seeking;
- The steps for initiating a referral are explained including: the initial meeting and development of SDOP.

Staff Responsibilities- Purchasing a Vehicle or Loan of Repossessed Vehicle

Prior to closure, the VR counselor must make sure that:

- Ownership of the vehicle has transferred from DVR to the individual (DVR may pay for all fees involved in the transaction);
- DVR Fiscal has verified transfer of legal ownership;
- The transfer of legal ownership, VIN (Vehicle Identification Number) and license plate number for the purchased vehicle are documented in the case service record.

Staff Responsibilities- AFP Payments

It is best practice to pay vendors from original invoices to prevent duplicate payments however; certain situations might require that you pay from invoice copies, internet copies or faxed copies. Paying from copies is permitted as long as a brief note is made on the invoice copy explaining why an original was not used. VR staff must closely monitor invoices and make timely payment, typically within 45-days.

Staff Responsibilities- Authority for Purchasing Services

Adds guidance that AFP description should include more information than what you are purchasing such as "equipment" or "software," and include the type/make/model of equipment or software. For example, Maxim Keyboard for PC, or Dragon NaturallySpeaking, Preferred Edition. Explains "Service Start" date and "Age-off" dates. Services can be authorized for a 90-day period even if the services cross state fiscal years (7/1-6/30). However; services can not cross the Federal Fiscal Year (10/1-9/30). To calculate the gasoline allowance for a customer, the VR counselor determines the number of miles, and pays a flat rate per mile. The rate per mile is established by the DVR Director or designee.

Staff Responsibilities- Separation of Duties

Revises wording on the Separation of Duties and AFP Signatures.

Removes reference to **Revolving Fund**. (All Revolving Fund Accounts have been closed).

Staff Responsibilities- Financial Aid

Determining Other Costs of Attendance

Clarifies that DVR can only pay towards the cost of attendance when the financial aid award results in the customer having an unmet need.

Guidance to Customer about Special Circumstances When They May Want to Apply for a Dependency Override

If the customer does not receive financial aid because they are a dependant of their parents, but there are special circumstances involved (whereabouts of parents is unknown, or parents were abusive), the customer can apply for a Dependency Override through the Financial Aid Office at the school. The Dependency Override is not intended for disinterested parents or parents who choose not to pay towards the costs of their son or daughter's education.

Staff Responsibilities- Employment Goal on the IPE

Staff Responsibilities- Case Closure- Rehabilitated Homemaker

Adds clarification about "**Homemaker**" as employment goal, and employment outcome. Prior to moving forward with this goal the VR counselor staffs case with VR supervisor. In order to consider homemaker as a successful outcome (rehabilitated) the customer must make significant functional gains; increase independence or self-sufficiency; and there must be clear economic benefit to the family unit. The customer must provide homemaking services to a household of at least two people, and changing from competitive employment to homemaker requires an amendment to IPE and an assessment of the service needs of the individual under the new employment goal.

Staff Responsibilities- Business Links

Staff Responsibilities- Self Employment Services

Removes reference to WWU Business Development Center

Staff Responsibilities- Authorization for Purchase of ESP Services

The ESP Service Delivery Outcome Plan must include the AFP number (but the SDOP does not need to be attached to the AFP).

Staff Responsibilities- Vehicle Repairs

Repairs in Excess of $500

A vehicle inspection by a certified mechanic is necessary if the VR counselor suspects that the customer's vehicle is unsafe or beyond reasonable repair.

2/13/06 Summary of Major Changes

Case Transfer

Provides clarification about the role of supervisors (sending supervisor and receiving supervisor), gives new documentation requirements, and includes scenarios that illustrate some of the most common types of case transfers.

The sending supervisor completes a narrative in case service record that includes:

- Reason for case transfer;
- Name of the receiving supervisor; and
- Office location where case service record will be sent.

The requesting supervisor completes a narrative entry in the case service record that indicates case has been received, reviewed and assigned to a counselor's caseload. Case will be transferred in STARS:

- Preferably when decision is made to transfer case; and
- No later than 5 working days after a decision is made.

Counseling and Psychotherapy

Provides clarification about master's level counselors. DVR only purchases counseling services from:

- A licensed counselor (highest standard)
- A counselor holding a Master's degree, plus licensure in any of three categories- Mental Health, Marriage and Family, or Social Work;
- Registered counselors, students and interns who are supervised by a licensed counselor.

A licensed counselor generally has more advanced skills and training to meet the short-term counseling needs of DVR customers. In Washington, counselors must be either "registered" or "licensed" by the Department of Health (DOH). Guidance is provided to staff, in the event that a licensed or registered counselor is not available locally to serve the customer.

In the event a licensed or registered counselor is not available locally to serve the customer, the VR counselor consults with the VR supervisor to determine an alternative course of action to meet the customer's needs. Examples would include:

- Assisting the customer in traveling to the nearest licensed or registered counselor.

- Paying a licensed or registered counselor from another locale to travel to meet the customer.

VR supervisors are expected to consult with the Area Deputy Chief of Field Services if they are uncertain on an appropriate course of action to follow.

VR Service Categories

Hearing aids should be purchased using the Rehabilitation Technology Service Category. To be consistent with WAC, the example of hearing aids was removed from Physical-Mental Restoration Service Category, and put into the Rehabilitation Technology Service Category.

Purchases Requiring Quotes and Approvals

Removed Reference to SA #

DSHS Purchase Service Contracts no longer requires SA numbers. The Purchase Order (PO) number and RCW 74.29.080 (authority to purchase) must be referenced in the description of the AFP.

Repaired broken links.

11/18/05 Summary of Major Changes

Staff Responsibility-Information and Referral (I & R) Overview and Requirements

- It is appropriate for counseling staff to provide I & R throughout the VR process.
- Information and referral may include benefits planning to help customers make sound and informed decisions about employment options.
- DVR must provide information and referral to programs, including other components of the statewide workforce investment system best suited to meet a customer's needs.
- Adds requirements for referring customers to Federal or State programs for employment services.

Staff Responsibility - I & R During Order of Selection

- Counseling staff provide information and referral services for customers on the order of selection waiting list.
- View Action Due screen in STARS notifies counseling staff that there are customers on I & R Caseload who require I & R contact.
- Provides procedures for sending Eligibility letters in the I & R Caseload.
- Counseling staff determine best contact method (letter, e-mail, telephone, other), and document best method in case service record.

Adds frequency requirements for contacting customers on the order of selection waiting list:

- Each customer on the MSD list is contacted at least once 90 days after eligibility is determined and at least once every 90 days thereafter.
- Each customer on the SD list is contacted at least once per 12 month period after eligibility is determined and at least once every 12 months thereafter.
- Each customer on the NSD list is contacted at least once per 12 month period after eligibility is determined and at least once every 12 months thereafter.

Adds Staff Responsibility- Service Categories for Tracking Customer Computer Purchases, Computer Repairs and Computer Training in STARS

- Provides procedure for selecting Service Categories in STARS for tracking customer computer purchases, computer repairs and computer training.

- Counseling staff selects the appropriate Service Category indicating what type of computer purchase was made rather than why computer was purchased (training, self-employment).

Reference - Dental Services

Adds recommendation that counseling staff contact dentist by phone or letter and give reasons for referral, and recommends that counseling staff request treatment plan with estimate for dental work that needs to be done now versus what can wait until customer is employed and might have insurance.

Deletes reference to consulting with MPC for dental services, and adds recommendation that counseling staff consult with VR supervisor, especially if extensive dental treatment is recommended.

WAC- Case Service Record

Adds a link to Staff Responsibility - Case Service File System to reference the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rules require that HIPPA documents are retained for six years. Therefore, after three years and prior to purging the customer's case service record, the HIPPA jacket is removed from the case record file and retained for another three years.

MPC consultations

Deletes references to consulting with MPC in the following sections: Advanced Registered Nurse Practitioner and Physician Assistant Services, Counseling and Psychotherapy, Dental Services, Medical Practices Overview and Payment of Medical Fees.

Reference - Medical Practices- Counseling and Psychotherapy

- Notes change in Washington counselor law for master's level counselors from "certification" to "license".
- Distinguishes between a Licensed Independent Clinical Social Worker (LICSW) and Licensed Advanced Social Worker (LASW). It is preferable to set up LICSW as vendor because they can practice on their own without supervision.
- Provides procedure, and links, for counseling staff to check status of license and complaints of healthcare providers, and prospective vendors through the Department of Health in Washington, and the Oregon Board of Psychology.

04/04/05 Summary of Major Changes

COMPUTER PURCHASES

Staff Responsibilities - Computer Purchases

- Replaces Pre-Purchased Computers and Other Computer Purchases
- Provides for informal IT consultation with an ITSS or the DVR Help Desk to help ensure the customer's needs are met.
- Provides recommendations for purchasing a desk top or lap top and/or software for a customer. Adds a link to Microsoft Office website.

Loaning, Repossessing and Re-Loaning Equipment

Removes reference to Gateway computers provided through Ategan the under the section headed, Procedures for Repossessing Loaned Equipment.

QUOTES AND APPROVALS

Staff Responsibilities - Purchases Requiring Quotes and Approvals

- Changes DVR State Office Fiscal Unit contact from Eric Larson to Jeanette Ogg for notification of pending purchases of $3,000 and up.
- Changes fax number to (360) 407-3946
- Adds clarity that approval or denial of a purchase request is based on state purchasing requirements.

EDIT and FORMATTING

- Several topics have corrected links to WAC - Case Service Record for documentation requirements.

- Staff Responsibilities - Customer Option for Developing the IPE: Link is repaired in this document to the IPE Worksheet.
- The Form - IPE Worksheet is now available in both PDF and Shana formats and several topics are linked to it.
- Several topics are linked to the new topic, - Computer Purchases.

01/03/05 Summary of Major Changes

AFP PAYMENTS

- AFP Payments

Provides clarification to open a new AFP rather than reopen a cancelled AFP to pay for services when an invoice is received for payment more than 45 days after service provision.

COMPUTER PURCHASES

Staff Responsibilities - Ordering a Pre-Purchased Computer System

- Text is added to allow for more than one computer purchase per customer by exception approved by supervisor.
- Removes option for a pre-purchased desk top computer and the cost of a desk top computer.

Staff Responsibilities - Other Computer Purchases

Text is added to allow for more than one computer purchase per customer by exception approved by supervisor.

REFERENCES

Rules for Dates - STARS

Topic is created in References section relating to STARS.

WAC - ESP Services Contracts

Topic created in References section of manual to link to the WACs governing VR services purchased by contract.

EDIT AND FORMATTING CHANGES

- Links are added to forms in a few sections
- Identified typographical errors are corrected
- "Community rehabilitation program" and "CRP" are changed to "employment services provider" and "ESP" where applicable in several sections.

11/01/04 Summary of Major Changes

PAYING FOR SERVICES

Staff Responsibilities - AFP Payments

- Requires the vendor to provide dates and times the services were provided on the vendor invoice.
- Payments to customers, vendors and revolving fund accounts require original itemized receipts attached to the original AFP and filed in the blue fiscal jacket.
- Mileage, when paid directly to a customer is excluded from required receipts.
- Customers may be reimbursed for tuition, books and supplies, transportation and maintenance services as long as the service is pre-authorized and included on the IPE. Requires customer to provide original invoices or receipts which are attached to the AFP.

Staff Responsibilities - Overpayment and Debt Recovery

- Replaces Financial Recovery Assistance.
- Defines the meaning of overpayment and debt.
- Provides procedures to collect an overpayment made to a customer including overpayment of a direct payment to a customer.
- Provides procedures to collect an overpayment to a vendor.
- Provides procedures for documenting an overpayment.
- Provides procedures to recover loaned equipment the customer refuses to return.
- Provides procedures to request the assistance of the DSHS Office of Financial Recovery (OFR) when efforts to recover an overpayment and/or tools/equipment have been unsuccessful.
- Provides links to DSHS Administrative Policies on debt collection and vendor overpayments.

VEHICLES AS TRANSPORTATION SERVICES

Staff Responsibilities - Purchasing a Vehicle or Loan of Repossessed Vehicle

- Adds procedures from Vehicles as Transportation Services for ease in locating all necessary considerations and steps when considering the purchase of a vehicle or the loan of a repossessed vehicle prior to pre-qualification.
- References and links to Vehicle Modifications and Adapted Vehicles.
- Adds documentation requirements for the customer, if the customer is to drive the vehicle.
- Adds documentation requirements for the driver, if the customer is a passenger only.
- Adds procedures for pre-qualification requests that are approved, denied or if approval is given to loan a repossessed vehicle.
- Added several links and reformatted text.

Staff Responsibilities - Least Cost Transportation Services

Procedures and a link are added for consistency with - AFP Payments in allowing for exceptions over 15 cents per mile for gasoline.

Staff Responsibilities - Vehicles as Transportation Services

- Procedures are revised and transferred to - Purchasing a Vehicle or Loan of a Repossessed Vehicle.
- Several links to related topics replace the procedures.

VEHICLE MODIFICATIONS AND ADAPTED VEHICLES

Staff Responsibilities - Purchasing Vehicle Modifications or Adapted Vehicles

- Replaces Vehicle Modifications & Driving Safety
- Adds procedures to determine whether purchases require pre-qualification
- Provides examples of modifications that do not require pre-qualification to purchase.
- Adds links to WAC - Rehabilitation Technology and the Rehabilitation Technology Service Category for STARS.
- Adds links to related parts of - Purchasing a Vehicle or Loan of Repossessed Vehicle.
- Adds procedures to assess equipment needs and to obtain recommendations.

- Adds link to Purchases Requiring Quotes or Approvals.
- Adds procedures for obtaining quotes from vendors.

Vehicle Modifications & Driving Safety

- Deleted from table of contents and manual as a topic
- Appears as a sub-heading under both Staff Responsibilities - Purchasing a Vehicle or Loan of a Repossessed Vehicle and Staff Responsibilities - Purchasing Vehicle Modifications & Driving Safety.

HIGH SCHOOL TRANSITION

Staff Responsibilities - VR Process for Transition Students

Under 5. D. Conditions Under Which DVR Pays for VR Services for Transition Students Under the IPE:

- The requirement is removed for DVR to negotiate with the school if a service needed by a transition student is within the scope of transition services for either the school district or DVR. Removes shared payment by DVR for such a service.
- Clarifies that DVR does not pay for a service that is within the scope of transition services for which the school pays.

TECHNICAL CORRECTIONS

- Table of Contents:
  Added and re-ordered topics.

- Corrected formatting in some topics.

- Updated links.

8-30-04 Summary of Major Changes

COMPARABLE SERVICES AND BENEFITS

WAC - Comparable Services and Benefits

Link within document changed to WAC - Financial Aid

Comparable Services and Benefits

- Broadens the expectations for using all available resources, including resources other than those provided by other federal, state or local public agencies, health insurance or by employee benefits.
- Defines "appropriate service."
- Describes responsibilities of DVR staff regarding resources for comparable services and benefits.
- Lists the options STARS for all available resources.
- Describes the goal for using rehabilitation services available from sources other than public agencies, health insurance or employee benefits.
- Distinguishes between comparable services and benefits and customer participation in the cost of services. Provides link to procedures to determine what the customer pays for services.
- Adds links to Financial Aid to reference use of Financial Aid as a comparable service or benefit.

FINANCIAL AID

WAC - Financial Aid

- Created a new topic for WAC - Financial Aid.
- Linked to Financial Aid, WAC - Comparable Services and Benefits, and Comparable Services and Benefits.

Financial Aid

Adds procedures to clarify that

- DVR does not have the authority to calculate unmet need.
- Customer has a right to unmet need breakdown from the school
- Student loans are reflected in unmet need breakdown
- The VR counselor and the customer determine the amount of Financial Aid to use for the quarter/semester prior to each quarter/semester.
- TANF, GA-U and SSI recipients are allowed to use Financial Aid including the Pell Grant without jeopardizing continuation of the benefits or putting the customer into an overpayment situation.
- Differences between usual living expenses and increased living expenses associated with attending school and the resources to use to pay for them.
- DVR can provide funding if necessary, up to the unmet need identified by the college's financial aid office.

DVR Unmet Need Breakdown (DSHS 14-449) form

Revised to include small changes for clarity such as adding "per quarter", etc.

REQUIRED QUOTES OR ADDITIONAL APPROVALS

Purchases Requiring DVR Fiscal and DSHS Approval

Removed (Obsolete).

Purchases Requiring Quotes or Additional Approvals

- Replaces the topic, Purchases Requiring DVR Fiscal and DSHS Approval.
- Adds steps prior to purchasing equipment or vehicles
- Clarifies procedures for obtaining phone and written quotes
- Clarifies approval process by DVR Fiscal Unit and DSHS /PSC
- Adds two forms:
- Request for Quote form
- Purchasing Checklist form

COUNSELING AND GUIDANCE

WAC - Counseling and Guidance

Topic added to cover counseling and guidance in WAC.

Counseling and Guidance

Topic added to emphasize the importance of counseling and guidance within DVR.

HIGH SCHOOL TRANSITION

VR Process for Transition Students

Clarifies the search for comparable services and benefits includes services available under the Free and Appropriate Public Education (FAPE) provisions and that DVR can pay for services outside the scope of FAPE.

Special Considerations for High School Students

Broadens scope the use of EDDP funds for students who need supported employment.

SELF-EMPLOYMENT

Self Employment

Added link to DVR-WWU Self-Employment Resource website

Business Links

Added link to DVR-WWU Self-Employment Resource website

08/13/04 Summary of Major Changes

IDENTITY & WORK STATUS UNDER INS LAWS AT APPLICATION

WAC - Identity and Citizenship

Changed title of WAC from WAC - INS Status at Application to WAC - Identity and Citizenship.

Information Provided at Application

Requires staff to provide information about documentation requirements for non-U. S. citizens at DVR orientation.

Identity and Citizenship

Replaces the former topic, Identity and Work Status Under Immigration and Naturalization Laws at Application.

The new topic:

- Removes the Social Security card as an acceptable document to establish identity and lists the documents required to establish identity;
- Describes the right of individuals who are not U. S. citizens to apply for VR services;
- Provides procedures for establishing an individual's legal work status;
- Allows for the provision of additional services to the customer after documentation of legal work status; and
- Adds links to other topics.

RECEIVING VR SERVICES UNDER INS LAWS

Conditions for Receiving VR Services Under INS Laws

Revised to clarify that an applicant's identity and legal work status are established prior to providing VR services (other than records), including assessment services needed to determine eligibility. Adds clarification about non-US citizens providing INS documentation to be considered for any services.

CRP, IL and RT SERVICES

WAC - Conditions: Paying for CRP Services

Changed title from WAC - Conditions: Paying for CRP, IL and RT Services to WAC - Conditions: Paying for ESP, IL and RT Services. Added link to current WAC regarding contracting for ESP services.

WAC - Assessment Services

Removed links to CRP Assessment Services and Unpaid On-The-Job Assessment or Community Based Assessments.

Definitions: CRP, IL, RT Service Providers

This topic no longer exists. Definition of IL service provider is moved to the topic, IL Service Provider Standards; creates a new topic for the RT Service Provider definition.

IL Service Provider Standards

Definition of IL service provider is moved here from the old topic, Definitions: CRP, IL, and RT Service Providers. Procedures for identifying an IL service provider are moved here from Identifying Approved CRP, IL and RT Service Providers.

Definition: Rehabilitation Technology Service Provider

This is a new topic developed from the definition of an RT service provider from the old topic, Definitions: CRP, IL and RT Service Providers. Procedures for identifying an RT Service Provider are moved here from Identifying Approved CRP, IL and RT Service Providers. Added a link to Vendor Registration

Identifying Approved CRP, IL and RT Service Providers

This topic no longer exists. Removes procedures for identifying a CRP/ESP not registered by DVR (obsolete). Procedures for identifying an IL service provider are moved to the IL Service Provider Standards section. Procedures for identifying an RT Service Provider are moved to the RT Service Provider Section.

Selecting Services and/or Service Providers

Changes "CRP" to "ESP" throughout. The service, CRP Training Services is removed. The service, CRP Employability Evaluation Services is replaced with ESP Vocational Assessment/Evaluation Services. The service, CRP Job Placement Services is replaced with ESP Job Placement/Job Retention Services.

CRP Assessment Services

The topic is removed (Obsolete)

Paid On-The-Job Evaluations

Removed link to Community Based Assessment Services, changed CRP to ESP and moved OJE agreement form OJT section to OJE section. Moved the OJT form to - On-The-Job Training.

CRP Fees for Services

The topic, CRP Fees for Services is removed (obsolete).

CRP Service Delivery Outcome Plan & Modifications

Terms and Conditions, Purchase Payment Criteria, and the ability to adjust the number of hours authorized for each outcome on the plan are removed (obsolete). Revisions are under development. The term "CRP" is changed to "ESP." (Title of form on the DSHS intranet has not changed).

AFP for CRP Services

References to "CRP" are changed to "ESP."

CRP Service Delivery Outcome Report

Procedures for the ESP to record payment method on the ESP Service Delivery Outcome Report are removed. The term "CRP" is changed to "ESP." (Title of form on the DSHS intranet has not changed).

Payment for CRP Services

The term "CRP" is changed to "ESP."

Unpaid On-the-Job Assessments or "Community Based Assessment"

Unpaid On-the-Job Assessments or "Community Based Assessment" is removed (obsolete).

Q & A Milestone Payments

Q & A Milestone Payments is removed (obsolete).

INFORMED CHOICE

Vendor Profiles

A new vendor profile section is under development. All of the following topics are removed (obsolete);

- Vendor Profiles
- Attachment A –DVR Vendor Profile Information Interpretation
- Attachment B - Sample Vendor Interview
- Attachment C - Profiles on Internet

MILEAGE & TRANSPORTATION

Staff Responsibilities - Least Cost Transportation and Staff Responsibilities - Authority for Purchasing Services

Interlinked the two topics.

HIGH SCHOOL TRANSITION

VR Process for Transition Students

Corrected typographical error. (EPA to IEP).

ELIGIBILITY OVER 60 DAYS

Eligibility Over 60 Days

Added link to Identity and Citizenship

CORRECTIONS

A version control problem occurred to the DVR Customer Service Manual during a software update effecting the 5/24/04 publication and some of the previous versions.

Each manual version has been checked and the results of our investigation indicate minimal impact on the manual contents. New procedures are implemented to allow us to mitigate future problems.

While using the DVR Customer Services Manual between May 24, 2004 and August 13, 2004, you may have noticed that a topic was not current. All topics in the August 13, 2004 version and in previous manual versions are now up-to-date. The following list contains the name of the affected topic and the correction.

Selecting Services &/or Service Providers

This topic was revised on 7-1-03. The 5-2-03 version of this topic incorrectly appeared in the following versions during the time period 5-24-04 and 8-13-04:

- 10-1-03;
- 12-18-03;
- 1-1-04;
- 2-16-04;
- 4-5-04; and
- 5-24-04.

Assessment to Determine Eligibility

This topic was revised on 7-1-03. The 5-2-03 version of this topic incorrectly appeared in the 5-24-04 version during the time period 5-24-04 and 8-13-04.

Paying for Interpreter and Translation Services

This topic was last revised on 2-16-04. The 7-1-03 version of this topic incorrectly appeared in the 5-24-04 version during the time period 5-24-04 and 8-13-04.

Social Security Recipients

This topic was revised on 10-1-03. The 5-2-03 version incorrectly appeared in the 12-18-04 and 1-1-04 versions during the time period 5-24-04 and 8-13-04.

Review of Severity of Disability Determination

This topic was revised on 10-1-03. The 5-2-03 version incorrectly appeared in the 12-18-04 and 1-1-04 versions during the time period 5-24-04 and 8-13-04.

Independent Living Service Categories and Descriptions

This topic was deleted from the 10-1-04 version. It incorrectly appeared in the 12-18-03 and the 1-1-04 version of the manual during the time period 5-24-04 to 8-13-04.

05/24/04--Summary of Major Changes

REPORTING A LOST, STOLEN OR DESTROYED WARRANT

Adds new procedures for reporting a lost, stolen or destroyed warrant issued:

- Prior to 4/1/03. Provides procedures for utilizing the DSHS Affidavit Desk.

- On or after 4/1/03. If a warrant is unaccounted for after following steps for completing an Affidavit of Lost, Stolen or Destroyed Warrant, staff are required to contact Barbara Miller. Provides procedures for identifying electronic fund transfer (EFT) payment.

ELIGIBILITY, SEVERITY OF DISABILITY AND PRIORITIZATION FOR SERVICES

Revised Functional Loss Definitions for:

- Work Tolerance
- Communication
- Self-Care
- Self-Direction
- Work Skills

Adds a new topic, Prioritization for Services to address functional loss and the prioritization of services.

Forms:

- Functional Loss Indicators Worksheet is revised and renamed, "Prioritization for Services" form with a link to the form

- Medical Jacket includes revised functional loss definitions and a revised list of required documents on the cover.

- Adds a link to the Consent for Private Health Information Addendum.

Several topics in the Eligibility section are reorganized, combined and reformatted.

HIGH SCHOOL TRANSITION PROGRAM AND SERVICES

Adds procedures in the following subjects:

- High School Transition Purpose & Definitions
- VR Counselor Liaisons
- VR Process for Transition Students
- School Responsibilities
- Special Considerations for High School Students

DIRECT PAYMENTS TO CUSTOMERS

A small clarification is added to indicate that receipts for authorized services are attached to the corresponding AFP in the case service record.

AUTHORITY FOR PURCHASING SERVICES

Small changes are made to clarify that open AFPs are kept in an active AFP file under the **Authority for Purchase (AFP)** heading and that a copy of the Notice of Cancellation is filed with the corresponding AFP.

AFP PAYMENTS

A small change is made to clarify that the original file copy of the AFP is placed in the blue fiscal jacket with the invoice and any other required documentation after payment and/or cancellation is made.

SECTIONS REORGANIZED, COMBINED AND REFORMATTED (CONTENT UNCHANGED)

- Individualized Plan for Employment (IPE)
- Customer Rights
- Case Closure

04/05/04--Summary of Major Changes

SELF-EMPLOYMENT

Introduction

Clarifies that traditional employment does not need to be ruled out before considering self-employment.

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Definition of Self-Employment

No longer requires the customer to be able to manage and operate the customer owned business. Allows for others to help support the customer due to the nature of his or her disabilities in self-employment.

What Does Not Constitute Self-Employment

No longer requires the customer to earn enough profit to terminate SSI or SSDI

Steps for Self-Employment

1. Counseling and Guidance Prior to Self-Employment Consultant Services

No longer requires the customer to earn enough profit to terminate SSI or SSDI. Adds procedures to provide counseling and guidance to SSI or SSDI recipients in the use of the Ticket-to-Work through Social Security.

Start Up Costs

Allows for start up costs to be higher than 25% of the projected annualized revenue of the first year of operation if the customer requires higher start-up costs, the VR counselor requests an exception to pay start up costs over 25% and the VR supervisor grants approval.

Provides procedures to request an exception to pay for start-up costs over 25% of the projected annualized revenue of the first year of operation and conditions under which the VR supervisor approves or denies the request.

Self-Employment Services Not Provided by DVR

Allows DVR to provide firearms, components of firearms, and copyrights as self-employment services.

Self-Employment Services Provided by DVR by Exception

Allows DVR to pay for invention registration, patents, trademarks and fees for leasing the name of a franchise by exception to policy. Provides procedures for requesting such an exception.

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PLAN- EMPLOYED STATUS

Adds the new topic, **Staff Responsibilities - Plan-Employed** with several links for ease of navigation to other parts of the manual. Describes the conditions under which a customer is determined employed and moved to Plan-Employed status in STARS.

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Outlines requirements for amending the IPE, if the customer is employed in a job other than the job noted on the IPE and the case narrative documentation requirements for amending the IPE.

Outlines case narrative documentation requirements from Plan-Employed status to case closure.

IPE CASE NARRATIVE

Adds several links for ease in navigation.

AMENDMENT TO THE IPE

Adds several links for ease in navigation.

INFORMED CHOICE, ATTACHMENT C--ACCESSING THE VENDOR PROFILES USING THE INTRANET

Updates instructions to access Vendor Profiles using the Intranet.

REFERRALS FOR APPLICATION

Corrects a link within the procedures. The link now takes you to the procedures for requesting an alternate case number when the customer declines to provide his or her Social Security number.

02/16/04--Summary of Major Changes

EMPLOYMENT SEARCHES

Procedures are added describing how to request an employment search to determine whether a DVR customer is employed.

VEHICLE REPAIRS

Procedures are added describing the steps a VR supervisor takes if he or she is unable to find a local certified mechanic to verify that a vehicle is likely to operate in a safe and reliable condition as a result of the repair(s).

SIGN LANGUAGE INTERPRETER FEES FOR JOB INTERVIEWS

Procedures are added for the VR counselor to assist the customer to request a sign language interpreter as a reasonable accommodation for a job interview. Adds conditions under which DVR coordinates and pays the interpreter fee. Delineates the interpreter fee from the CRP Job Placement fee, if a CRP is utilized for job placement.

AUTHORITY FOR PURCHASING SERVICES

- **Life of the AFP** - Services Authorized for 90 Days: Adds procedures to allow the ends date on an AFP to extend beyond 90 days in order to receive the bill and pay it before the AFP expires. Provides an example.

- **AFPs Authorized between July 1 and September 30**: Adds an example to illustrate how the ends date of an AFP authorized between July 1 and September 30 can be extended to receive and pay the bill before the AFP expires.

- **Mileage**: Adds a required formula on the AFP to indicate how the dollar amount paid to the customer is calculated. The formula includes rate per mile, number of miles per round trip and the number of trips. Establishes the rate per mile as up to 15 cents per mile. Adds procedures to request VR supervisor approval for a rate higher than 15 cents per mile if the customer needs a higher rate. Adds justification and documentation requirements for rates higher than 15 cents per mile.

- **Replacing a Previously Issued AFP**: Adds a requirement to include a statement on an AFP replacing a previously issued AFP that the new AFP replaces the previous AFP. The previous AFP's number must be noted on the new AFP.

CHILD CARE SERVICES

Adds clarity regarding procedures to verify the child care provider's usual rate of pay. Adds procedures to request VR supervisor approval for a rate higher than the provider's usual rate of pay. Adds justification and documentation requirements for rates higher than the provider's usual rate of pay. Adds a link to child care rates established by the DSHS Working Connections Child Care (WCCC) program.

01/01/04--Summary of Major Changes

SELF-EMPLOYMENT SERVICES

- Clarifies that counseling and guidance is provided by VR counselor prior to self-employment consultant services.
- Clarifies that the intent of self-employment services is to support an employment outcome that will significantly contribute to financial self-sufficiency. As such, it is to be designed to be the major source of income for the customer.
- Provides guidance about what does not constitute self-employment.
- Clarifies that DVR does not support business ventures that are speculative in nature or considered high risk by the Better Business Bureau (www.bbb.org) or similar organization.
- Approving the self-employment venture and paying for start-up costs requires a formal business plan and an amendment to the Individualized Plan for Employment (IPE). If the VR counselor agrees that the business plan and the vocational goal will result in a successful self-employment outcome, the VR counselor and the customer amend the Individualized Plan for Employment. The Individualized Plan for Employment (IPE) is amended to include the goods and services required for start-up or as outlined in the business plan, except for the following goods and services which DVR does not provide.
- Clarifies the use of qualified consultants in feasibility assessment and business plan development.
- Outlines when a business plan is not required.
- Outlines changes to funding self-employment plans. DVR will fund start-up costs on an individually assessed need based on estimated annual revenue projections. Dollar limits on start-up costs are outlined.
- Outlines goods and services not provided by DVR.
- Guidance on closing a case as self-employed.
- A new Self-Employment Checklist is under development and will replace the current form linked in the manual to the DSHS forms website in the next few weeks.

FORMS

Several forms have been linked directly to the DSHS Intranet forms site including:

- On-the-Job Training Agreement (DSHS 03-397
- On-the-Job Training Report (DSHS 03-398)
- Preliminary Eligibility/Severity of Disability (DSHS 11-049)
- Certification of Severity of Disability (DSHS 11-048) Rev 4/03
- Self-Employment Checklist (DSHS 15-001)
- Consent form addendum (DSHS 14-012b)
- On-the-Job Evaluation Agreement (DSHS03-399)

12/18/03--Summary of Major Changes

FINANCIAL AID

Clarifies Financial Aid as a comparable service or benefit. Explains the purpose of a one-time-initial-term payment and adds conditions for, procedures, and documentation requirements.

Sets requirements for the financial aid award or denial letter to be in the case service record prior to authorizing costs for any additional terms including initial terms of subsequent school years. Requires the VR counselor and customer to use the award or denial notice to develop the IPE.

Clarifies the customer's responsibility to participate in training costs using the DVR Financial Statement, DSHS 14-068. Clarifies that customers are expected to use financial aid for school related costs. In true hardship situations, DVR can allow the customer to use the financial aid for other costs of attending school while DVR pays tuition.

Clarifies the impact of work-study and/or student loans to the customer's unmet need and inclusion of these sources of income on the DVR Financial Statement.

Requires VR counselors to provide counseling to customers about the impact of work-study or other employment on academic performance.

Describes the college's actions to determine unmet need, explains unmet need, and the consequences of exceeding the unmet need. Specifies the customer's responsibility to use financial aid for tuition and other direct school costs and what DVR can do when the customer has unmet need that exceeds the cost of attendance and no other means to pay for living expenses while in school.

Adds an Unmet Need Breakdown checklist for the customer and VR counselor to use when the college will not provide the student with a breakdown of the costs of attendance and unmet need.

Provides procedures for DVR in situations where the college deducts tuition from the Pell grant as the school's policy.

Clarifies procedures for dealing with situations involving defaulted student loans.

LICENSED CHILD CARE

Added procedures to verify whether a child care provider is licensed.

DIRECT PAYMENTS TO CUSTOMERS

Adds new procedures for authorizing direct payments to customers for training services including tuition, books and supplies. Procedures include conditions under which direct payments are made, special considerations for Social Security recipients, special considerations for garnishments, conditions for denying or discontinuing a direct payment, accountability requirements, AFP requirements, and conditions and methods for obtaining overpayment refunds. The manual contains a new form, the DVR Direct Service Payment Agreement.

SERVICE CATEGORIES

Adds direct service payment categories and descriptions for the authorization of training payments to customers for tuition, books and supplies.

Discontinues out-dated Independent Living Service Categories and descriptions.

DVR WAC (GREEN BOOK)

The DVR WAC booklet has been reformatted for better reading and printing purposes with the cover, table of contents, subjects, and index included in the document.

DELEGATION OF PURCHASING AUTHORITY

The "Issued AFP Amount" is increased from $100,000 to $150,000 for field chiefs.

PAYMENT FOR SEARCHING/ DUPLICATING MEDICAL RECORDS AND POSTAGE FEES

Added a link to Department of Health WAC indicating the current fees DVR pays for searching and duplicating medical records. Added information that DVR may also pay postage fees for medical records.

10/01/03--Summary of Major Changes

INDEPENDENT LIVING (IL) SERVICES

Adds procedures for providing IL services including the IL Service Delivery Outcome Plan (SDOP) with examples of completed IL SDOPs, the IL Referral Checklist, and the Vocational Information Independent Living Addendum. Adds standards for IL service providers.

SOCIAL SECURITY VERIFICATION IN STARS

Changes procedures for verification of SSI-Disability and SSDI benefits to include automatic verification through STARS with one week turnaround.

PRIORITY CATEGORY ONE

Adds clarification that individuals who require Supported Employment are classified as Priority Category One, Most Severely Disabled in the Review of Severity of Disability Determination and the Social Security Recipients sections of the manual.

7/01/03--Summary of Major Changes

AUTHORITY FOR PURCHASING SERVICES

Limits length of AFP to 90 days. Requires AFP to be closed within 45 days of service provision. Requires AFPs authorized between 7/ and 9/30 of each calendar year to end by 9/30

AFP PAYMENTS

Adds requirements for payment of services rendered at end of 90 days from date authorized on AFP. Requires AFP closure at end of 90 days and a new AFP authorized if additional services are needed after 90 days.

PROCEDURES FOR FINANCIAL STATEMENT

Removes requirement of the VR counselor to consult with the customer about whether to request an exception from the VR supervisor to exclude family resources when family members do not provide information or contribute to cost of services. Inserts requirement to provide only services exempt from financial participation and to close the case if the customer can not become employed with those services or if the customer does not agree to those conditions.

COMPARABLE SERVICES AND BENEFITS

Adds procedures to clarify the responsibility of the VR counselor and the customer to identify and use comparable services and benefits. Clarifies when the search for comparable services and benefits is complete.

ASSESSMENT TO DETERMINE ELIGIBILITY

Emphasizes the use of existing information to determine eligibility. Requires only information relevant to the eligibility/severity of disability decision can be purchased and that the diagnostics/assessment must be individualized to the customer. Prohibits routine purchasing of diagnostics/assessments for all or most customers. Requires VR

counselor and VR supervisor consultation prior to purchasing further assessments once $1500 is spent.

ASSESSMENT SERVICES TO IDENTIFY AN EMPLOYMENT GOAL & VR SERVICES FOR THE IPE

Adds requirements for purchasing and using CRP assessment services. Limits provision of CRP assessments to only if needed and to one per customer. Requires VR counselor to consult with VR supervisor or designee after one assessment if additional CRP assessments are needed.

Limits training provided as assessment at an institution of higher education to one term. Requires financial aid documentation by the end of the initial term in order to proceed with further training at an institution of higher education on the IPE.

ASSESSMENT SERVICES AFTER AN IPE IS UNDERWAY

Clarifies responsibilities of the VR counselor and the customer when an assessment is needed after an IPE is signed. Requires VR counselor consultation with VR supervisor or designee for an assessment in excess of $300.

INTERPRETER SERVICES AND TRANSLATION SERVICES

Clarifies service providersresponsibility to provide interpreter and translation services without charging an additional fee, conditions under which DVR pays for these services and procedures for reporting service providers failing to meet obligation.

CRP JOB PLACEMENT AND JOB RETENTION SERVICES

Limits SDOP to maximum of 180 days for Job Placement and Job Retention services. Adds VR counselor and VR supervisor consultation requirements, , monitoring requirements, review of IPE and services questions, and VR counselor responsibilities when progress is not being made.

MAINTENANCE SERVICES

Clarifies types of purchases allowed as maintenance and the conditions for providing them. Specifies limits on clothing purchases as maintenance.

SELF-EMPLOYMENT SERVICES

Changes the information the VR counselor uses to determine if the customer's self-employment outcome will be"income producing." Requires VR supervisor approval for self-employment business plans exceeding $7,500. Limits the purchase of initial inventory of stock and supplies to 60 days and provides procedures for additional authorizations of stock and supplies. Limits the purchase of a computer to one per customer. Adds DSHS required procurement procedures for purchasing equivalent goods.

COMPUTER PURCHASES

Adds limit of 1 computer per customer to Ordering Pre-Purchased Computers, Other Computer Purchases, Rehabilitation Technology Services, Tools, Equipment, Initial Stocks & Supplies, and Self-Employment Services.

TRAINING SERVICES AND FINANCIAL AID

Adds requirement to obtain a copy of the customer's completed financial aid **application** prior to authorization of any costs to attend an institution of higher

education. Adds requirement to obtain a copy of the customer's financial aid **award or denial notice** prior to purchasing services after the first term. Broadens requirement to apply for financial aid generally, not just the Pell grant.

PROCEDURES FOR REPOSSESSING LOANED EQUIPMENT

Adds emphasis that a VR counselor is responsible for retrieving tools and equipment as soon as the customer no longer needs them. Clarifies process for retrieving Gateway computers provided through Ategan Technologies.

CRP TRAINING

Adds requirement of VR counselor consultation with VR supervisor or designee when the cost of CRP Training services exceeds $3000.

OJT SERVICES

Adds requirement of VR counselor consultation with VR supervisor or designee when the cost of the OJT exceeds $3000. Clarifies when a customer receiving OJT is in training status and when the customer is in employed status.

PUBLIC TRANSPORTATION AND GASOLINE ALLOWANCE

Adds requirement to provide the least cost transportation services available. Provides procedures for mileage calculations for gasoline allowance and documentation requirements.

VEHICLE REPAIRS

Adds requirements for determining least cost repairs resulting in safe, and reliable vehicles. Requires verification that repairs in excess of $500 will render the vehicle safe and reliable. Adds procedures for when repairs are in excess of $3000.

Medical / Dental / Health Care Professionals

Medical Practices Overview

Payment of Medical Fees

Mini Fee Schedule (commonly used CPT codes and rates)

Checking Status of License for Health Care Professionals

Advanced Registered Nurse Practitioner, ARNP

Alcohol/Substance Abuse Services

Chiropractic Services

Dental Services

Serving Individuals with Sexual Offending Behavior

WAC- Physical-Mental Restoration Services

WAC- Medical Treatments DVR does not Pay for

Forms / Instructions / Examples

Letters

Medical Practices Overview

The guidelines included in this section were developed as a reference for vocational rehabilitation staff in decision making and purchase of medical assessments, goods,services, and treatment. The topics included represent the more common services that are utilized by DVR staff and customers. The guidelines are intended as supplemental information and are not intended to be applied in every case. Every individual brings unique circumstances and unique needs to the vocational rehabilitation process. The type or extent of medical services considered depends on the specific information needed by the counselor and/or the customer's needs.

Consultation with a VR Supervisor is recommended for any anticipated dental service, psychotherapy or counseling services, cognitive rehabilitation, medication, driver's evaluation, surgery, or when there is a question about the need for or appropriateness of a particular treatment.

- Extensive Dental Services
- Psychotherapy and Counseling Services longer than 12 sessions
- Cognitive rehabilitation and retraining
- Medications
- Surgery; or
- When there is a question about the need for or appropriateness of a particular treatment.

Consultation with Assistive Technology and Assessment Practitioner (ATAP) is recommended regarding vehicle modifications.

Topics covered in these guidelines include:

1. Alcohol/substance abuse evaluation
2. Advanced Registered Nurse Practitioner (ARNP) and Physicians Assistant Certified (PAC) services.
3. Chiropractic services
4. Counseling/psychotherapy
5. Dental services
6. Serving individuals with sexual or violent behaviors

Use of the Medical Fee Schedule for payment of medical fees.

Payment of Medical Fees

(Revised 6-30-10)

Use of the Medical Fee Schedules

Mini Fee Schedule

RCC Rates

Driver Evaluations and Training at the UW

Exceptions to Fee Schedule

Eye Glasses On-Contract and Off-Contract

Dental

Hearing Aids

Cochlear Implants

Special Services

Payment for Missed Medical Appointments

Marijuana- Customer Acquisition, Sale and Consumption of Marijuana

Medical Marijuana

Purchasing Work Shoes, Boots or Orthotics

Counseling and Psychotherapy

Checking Status of License for Health Care Professionals

The following medical practices and procedures are required in providing and purchasing services on behalf of DVR customers.

Use of Medical Fee Schedules

The Division of Vocational Rehabilitation has adopted use of the Labor and Industries Medical Fee Schedule, specifically the sections titled evaluation and management; medicine; radiology; and pathology. The fees contained within these sections represent the maximum fees that DVR will pay for medical services. The Labor and Industries Fee Schedule is updated annually, and published effective July 1 each calendar year.

See Also:

Mini Fee Schedule (commonly used CPT codes and rates)

The L&I Fee Schedule, listed as Medical Fees, and Ratio of Costs to Charges, listed as RCC Rates can be found on the DVR Intranet under Rehab Resources. After clicking on the link for RCC Rates, scroll down and select the appropriate date when services were, or will be provided, then select Medicaid / Outpatient. (RCC Rates are shown on the table at the far right side of the page, second column from the end). For example, in July 2014, Providence St. Peter Hospital in Olympia showed an RCC Rate of 0.246 or 24.6%.

VR counselors may consult with the Assistive Technology and Assessment Practitioner (ATAP) for questions or technical assistance about medical fees and RCC Rates. ATAP can:

- Assist VR Counselors, as requested, in purchasing necessary services from Medical/Assistive Technology providers regarding the nature of treatment/services, duration, limitations, costs, and desired outcomes, including the use of proper CPT codes for the purchase of medical services.

- Provide occasional consultation to DVR staff on review of medical records, including additional diagnostic work-up, medical evaluations, and development of medical treatment plans as part of the Individualized Plan for Employment.

Technical assistance from the ATAPs will help VR Counselor to more effectively use the fee schedule and RCC Rates for purchasing medical services, and increase the consistency in how the medical fees and RCC Rates are utilized across the state.

DVR uses the RCC Rates to pay for hospital services:

The RCC rates are established by the Health and Recovery Services Administration, HRSA (formerly referred to as the Medical Assistance Administration), and based on Medicaid rates.

Paying for hospital services, according to the RCC Rates, results in substantial savings for DVR. For example, if the hospital typically charges $1000 for a given service, and the RCC Rate is 29%, DVR pays $290, and the hospital agrees not to bill the customer or DVR for the difference.

HRSA Fee Schedules are also used as baseline for purchase of prosthetics, orthotics, durable medical goods, and ambulatory surgery center services. Providers are familiar with these specialty schedules, and often willing to accept payment at these rates. The five-digit code for these services are contained in the Special Services Section.

- When requesting an appointment with a provider or authorizing routine office services, ask the medical office staff or office manager, what the name (description of the service) and AMA (American Medical Association) CPT code (i.e.,a five digit number) for the particular procedure. Ask for the fee for that procedure.
- Once you have the above information you can cross-reference the code and fee in the L & I Fee Schedule. The amount to authorize on the AFP is the L & I fee or the office fee, whichever is less.
- **BR** is a designation, which stands for "By Report". Report means that the value of the service is too unusual, variable, or new and no reimbursements are established. This means that we negotiate the reimbursement rate with the provider, and if no discount is available, then reimbursement is at the rate requested by the provider.

Driver Evaluations and Training at the University of Washington

In order to keep the Disabled Drivers Program a viable service for our customers, DVR has agreed to pay the amount billed, rather than applying the RCC Rate for driver evaluations and training at the University of Washington.

On the AFP please note Assessment- non-CRP and use CPT Code 97799 for Driver Evaluation and Training. This CPT code is paid By Report. For a frame of reference, previously (November 2011) the UW charged $1237 for a driver's evaluation, and a flat rate of $603 for training.

DVR will continue to apply the RCC Rates for other hospital services at the University of Washington Medical Center and other health care facilities.

Exceptions To Fee Schedule

Any exception that exceeds the maximum allowable for a service requires the approval of the VR Supervisor or designee.

A short list of "COMMONLY USED PROCEDURAL CODES/FEES - DVR" is available called the Mini Fee Schedule. This document reflects current maximum fees for the most frequently used procedures. This will be updated annually to correspond with fee rates contained in the L & I Fee Schedule.

See Also:
Exception to Policy

Additional Medical or Medically-Related Services

(12-9-13)

1. **Eye Glasses on Contract:** DVR participates in the DSHS (formerly called the Medical Assistance Administration, MAA) contract with Airway Optical (Correctional Industries) for the purchase of eyeglasses. The use of this optional contract is preferred whenever possible as it offers the least cost option (WAC 388-891-370). For purchases On-Contract through Airway Optical/Correctional Industries:

    - Send the AFP with the prescription and order form directly to Airway Optical. (The optician or optometrist is not to send the order directly to Airway.
    - The AFP and attachments may be sent by mail or fax to Airway Optical.
    - As Airway Optical is a prison industry, security arrangements are already in place to assure the privacy and confidentiality of our customers. Do not alter any procedure in creating or in sending the AFP. **Any change that you make may compromise this system.**

2. **Eye Glasses Not on Contract:** The Eye Glasses Contract through Airway Optical/Correctional Industries is optional. If the Airway Optical Contract does not meet the customer's needs, eye glasses can be purchased Off-Contract if the purchase is comparable to the least cost from a vendor such as America's Best, Lens Crafters, Pearle Vision or Wal-Mart. For reference, America's Best provides a free eye exam when purchasing two pair of glasses and two pair of glasses cost $69.95. Here is a link to the America's Best website. Another option is that eye doctors in your area might be willing to provide glasses for DVR customers for the same price they charge for customers using medical coupons or give DVR a special package price for the exam, a small assortment of frames and fitting. In most instances the least cost will be to purchase the eye glasses On-Contract through Airway Optical/ Correctional Industries or from one of the vendors listed (above).

3. If special needs have been identified for the eye glasses by an ophthalmologist or optometrist, a non-contract vendor may be used. Non-contract vendors are preferred when the prescription is for progressive, transition, or polarized lenses due to the time in manufacture, and special fitting considerations. But check to see if the eye doctor will provide the glasses at a discounted or package price for the exam, a small assortment of frames and fitting.

4. **Dental**: This section of the medical fee schedule is a guide to recommended fees for reimbursement of dental services. This serves as a baseline for negotiation with the provider. DVR pays for the normal and customary rates charged by dentists for services.

5. **Hearing Aids/Related Assistive Technology**: Audiologists and hearing aid vendors typically provide DVR and other state agencies with the "wholesale price" for hearing aids. When purchasing hearing aids, a current audiological evaluation must be obtained. This may be provided by the customer if the evaluation has occurred within the past twelve (12) months. If the customer does not have a current evaluation, DVR purchases one. The Cost Estimate Worksheet for Hearing Aids and Services (DSHS 10-393) is used to itemize costs for hearing aids and services.

Cochlear Implants

(New 10/19/09)

Questions about DVR purchasing cochlear implants should be referred to the Statewide Coordinator of Deaf Services. The coordinator can help clarify some of the issues related to purchase, and give input to the VR Supervisor as they consider requests to purchase cochlear implants on a case-by-case, exception to policy consider basis.

6. **Special Services**: This section contains codes unique to DVR that includes such services as vehicle modifications, assistive technology consultation, orthotics and prosthetics, hearing aids, eye glasses, missed appointments, etc. Dollar values have not been established for most of these services and are therefore negotiated directly with the vendor.

Payment for Missed Medical Appointments

DVR has the flexibility to pay for missed medical appointments. It is expected that the VR Counselor/Rehab Tech counsel an applicant/customer to prepare them for the appointment. This includes information such as location of the appointment, adequate rest for lengthy psychological testing, whether child care is available during appointments, vendor cancellation policy, etc. Explain to vendors **not** to reschedule missed appointments without first contacting the VR Counselor/ Rehab Tech.

1. The missed appointment fee is paid off of the original AFP from which the appointment was authorized, and then the AFP is closed.
2. A line is drawn through the original CPT code and the appropriate missed appointment five-digit code noted. See the Mini Fee Schedule or the Special Service Section for the appropriate missed appointment fee.
3. If another appointment is authorized by the VR Counselor/ Rehab Tech, a new AFP is issued.

Payment for Searching and Duplicating Medical Records and Postage Fees

Fees for searching and duplicating medical records are paid for according to WAC 246-08-400 How much can a medical provider charge for searching and duplicating medical records? DVR may also pay postage fees for medical records.

Marijuana- Customer Acquisition, Sale and Consumption of Marijuana

(12-9-13)

Although Washington State has legalized the consumption of marijuana, the acquisition, sale and consumption of marijuana under any circumstances is still a violation of federal law. DVR is bound by federal law and cannot purchase marijuana on behalf of a customer nor assist a customer in the acquisition or consumption of marijuana. Further, DVR cannot support a customer in achieving an employment outcome that is related to the growing, selling, producing or distributing marijuana. There is not any exception to this prohibition.

When it becomes known to DVR that a customer is buying, selling or using marijuana, the VR counselor must take an appropriate course of action based on the following considerations:

1. Although marijuana is legal in Washington State, the acquisition, sale and consumption of marijuana under any circumstances is still against federal law. The individual could be prosecuted and convicted of a federal crime.

2. Many employers mandate drug-free workplaces and require drug testing as a condition for employment. The use of marijuana (medical or recreational) may disqualify an individual from certain kinds or employment. The VR counselor will need to determine on case-by-case basis if the customer can continue to use marijuana and pursue an employment outcome, or whether using marijuana is limiting the opportunities for the customer to achieve an employment outcome that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

3. Having a medical marijuana card or a prescription for marijuana does not mean that an individual is eligible for VR services, nor can the prescription be used as documentation for eligibility. Other medical information and records will be needed that describe the disabling condition and functional limitations. Even though an individual has a medical marijuana card the VR counselor still must determine if the individual meets the eligibility criteria outlined in WAC 388-891-1000.

4. It is possible that the use of marijuana affects the individual's motivation, judgment, problem solving skills, or interpersonal skills. This drug use may put the individual and/or others at risk in some jobs that involve driving or working around machinery. Before supporting an employment outcome the VR counselor assesses how using marijuana may affect the individual's performance. It is possible that an individual may use marijuana in small quantities on the weekend and it does not appear to affect their ability to work. Any use at all could cause him or her to fail a drug test and be excluded from consideration for some jobs. A drug and alcohol assessment is recommended whenever there is concern that the customer's use of marijuana or other substances affects the individual's ability to achieve an employment outcome.

5. Whenever possible it is good to find out if there is a different medicine available that the individual can take to address symptoms such as pain or nausea. There might be a medicine the individual can take and still pass the drug tests.

6. In some instances, the individual might have to make a choice to either continue to use marijuana and not go to work, or stop using marijuana so he or she can pass the drug tests and achieve an employment outcome.

7. Consultation with the VR supervisor is required if the VR counselor needs additional guidance and support on how to proceed in a particular case.

Medical Marijuana

(New 4/18/11)

Although some sates (including Washington) have recently legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase or assist in the acquisition of medical marijuana. There cannot be any exception to this prohibition. See Marijuana- Customer Acquisition, Sale and Consumption of Marijuana (above).

See Also:

Exceptions to Policy that Cannot be Granted

Purchasing Work Shoes, Boots or Orthotics

(12-9-13)

VR counselors must provide goods and services that meet the customer's needs at the least cost possible as outlined in WAC 388-891-0370(2)(a). Expensive shoes/boots are not necessarily better. If you agree to pay for work shoes/boots make sure that the customer purchases shoes/boots that will meet their employment needs (standing for long periods of time, insulated or waterproof/resistant for outside use or steel toed for protection). Needing good work shoes with support is not justification to purchase shoes/boots at Nordstrom's. Good work shoes/boots are available at least cost from competitive vendors such as Sears, Kohl's, Penny's, Wal-Mart or Fred Meyer.

Orthotic devices such as arch supports or insoles must be prescribed by a qualified medical professional (medical doctor, orthotic or prosthetic practitioner). Do not include shoes/boots with arch supports or orthotics in the IPE or purchase these items without a prescription.

DVR can pay for a doctor's visit if necessary to get a prescription. That way it is more likely that the customer gets the supports s/he needs. Just sending the customer to get "good" shoes/boots is not sufficient justification. Specify the type of shoes/boots that are needed for employment purposes (not fashion). In most instances good work shoes/boots will be available at the least cost from vendors noted above.

Counseling and Psychotherapy

(Revised 1/10/2011)

When a psychological or psychiatric impediment to employment is present, DVR may provide psychotherapy services.

Qualifications for Psychiatric or Psychological Evaluation

1. If a current evaluation is needed, the evaluation may be completed by a licensed:

- Psychiatrist (MD)
- Psychologist (Ph.D.) or an
- Advanced Registered Nurse Practitioner (ARNP), with a specialty in the mental health field

2. When a licensed psychiatrist (MD) or psychologist (PhD) is not available to perform a psychiatric or psychological evaluation, the VR counselor may ask for an exception to policy to purchase an evaluation from a licensed:

- Marriage and Family Therapist;
- Mental Health Counselor; or
- Independent Clinical Social Worker.

Qualifications for Professionals to Assess Need for Treatment

1. If a current assessment is needed to determine the need for mental health treatment, the assessment may be completed by a qualified licensed professional including the following:

    - Psychiatrist (MD);
    - Psychologist (Ph.D.);
    - Advanced Registered Nurse Practitioner (ARNP), with a specialty in the mental health field; or
    - A Master's level counselor licensed as a:
        - Marriage and Family Therapist;
        - Mental Health Counselor; or
        - Independent Clinical Social Worker.

2. DVR may also purchase treatment from a mental health "licensed associate" who has a graduate degree in the mental health field and is gaining supervised experience as a pre-licensure candidate. DVR purchases counseling services from a "licensed associate" as long as he or she is clinically supervised by a licensed master's level counselor, psychiatrist, psychologist or advanced registered nurse practitioner. Psychotherapy treatment reports provided by a

"licensed associate" must be co-signed by the professional supervising the associate.

3. In the event a licensed counselor is not available locally to serve the customer, the VR Counselor consults with the VR Supervisor to determine an alternative course of action to meet the customer's needs. Examples would include:

- Assisting the customer in traveling to the nearest licensed counselor.
- Paying a licensed counselor from another locale to travel to meet the customer.

VR Supervisors are expected to consult with the Area Manager if they are uncertain about an appropriate course of action to follow.

Checking Status of License for Health Care Professionals

It is appropriate for counseling staff to make sure that health care providers are reputable. By accessing the Department of Health Quality Assurance Division web site (Washington), you can check on status of license and complaints. Many health care professions are listed on this web site including:

- Audiologist;
- Chemical Dependency Counselor;
- Counselor;
- Chiropractor;
- Licensed Marriage and Family Therapist;
- Licensed Mental Health Counselor;
- Licensed Social Worker;
- Dentist;
- Naturopathic Physician;
- Occupational Therapist;
- Physical Therapist;
- Optometrist
- Physician/Surgeon; and
- Psychologist

Health Professions Quality Assurance (Washington Department of Health)

Oregon Board of Psychologist Examiners

Advanced Registered Nurse Practitioner and Physician Assistant Services

Advanced Registered Nurse Practitioner (ARNP) is an independent practitioner, licensed to evaluate diagnosis, make referrals,prescribe medications and provide treatment in a variety of specialized areas. Areas of specialty may include Mental Health/Psychiatry, Family Medicine, Women's Health Care, and Adult/Child/Geriatric Health care. As with any state recognized providers of medical services, they must be certified and licensed, and are held accountable to professional standards of care. (WAC 246-840-305)

Physician Assistant or Physician Assistant-Certified provides health care services under the supervision/sponsorship of a physician/osteopathic doctor. The supervisor/sponsor is not required to provide signature approval,only availability for oversight and consultation. They may evaluate, diagnose, make referrals,prescribe medications (within the scope of their practice) and provide treatment in a variety of specialized areas as described above. They must be licensed and certified,and they are held accountable to professional standards of care. (WAC 246-918-005)

A PA-C may prescribe Schedule II-V medications if DEA registration number or supervising physician/osteopath DEA registration number followed by license number is recorded.

Guidelines

1. Fees are outlined in the Medical Fee Schedule (see Authorizing, Issuing and Paying for more information on medical fees). Typically, fees are lower than those charged by an MD/DO providing same service.
2. CPT codes are assigned by service provided, not by discipline.

Alcohol/Substance Abuse Services

If a customer demonstrates behaviors of alcohol and/or substance abuse and you are uncertain whether he or she can benefit from DVR services, you may refer the individual for a comprehensive evaluation. The evaluation may be conducted by a state-certified treatment center, a certified Chemical Dependency Counselor (CDC), or a psychologist or psychiatrist with special training in this area. An observed urinalysis may be required, if the circumstances suggest the need.

An alcohol assessment can also be a useful tool in helping a customer identify whether a substance abuse problem is present. The results can be used to assist the customer to look at substance abuse issues and receive professional guidance.

Guidelines

1. It is suggested the VR counselor consider the following elements when authorizing an evaluation:

   - A comprehensive history which describes past treatment and the pattern of use including issues related to tolerance, abstinence, and withdrawal, consistent with "Diagnostic and Statistical Manual of Mental Disorders" (DSM-IV-TR).
   - A description of the adverse effects of the substance abuse/dependency.
   - An indication of loss of control over the substance.
   - A description of the functional limitation to employment resulting from the effects of the abuse/dependency.
   - Treatment recommendations and a description of support systems necessary to ensure continued abstinence, e.g., random urinalysis and/or lab tests or other appropriate monitoring.
   - A description of prescribed medications as a part of the treatment program.
   - Identification of the length of time the customer has been drug free.

2. Before entering into an IPE, it is suggested the customer:

   - Be alcohol or drug free, or be participating consistently in a treatment or support program.
   - Agree to include terms and conditions on the IPE related to participation in a state certified treatment program or a support program, such as Alcoholics Anonymous or Narcotics Anonymous, for maintaining substance-free behavior.
   - Receive additional counseling or assessments, if indicated by behaviors that clearly impact employment potential.

3. It is generally recommended that a customer be in recovery for about 90 days before engaging in full time employment or a training program.

4. Comparable services and benefits are usually available through the Division of Behavioral Health and Recovery (formerly called the Division of Alcohol and Substance Abuse, DASA) for in-patient treatment. Outpatient treatment may also be needed when a customer's alcohol or substance abuse is likely to interfere with his or her ability to complete the IPE or go to work.

5. The customer's continued participation in services or treatment to maintain sobriety, such as AA, NA or state certified program might be included in the terms and conditions of the IPE.

6. If,at any time in the rehabilitation process, a VR counselor is uncertain whether the customer can benefit from DVR services in terms of employment, the VR counselor may require an assessment to determine whether the customer is still eligible for DVR services. If an assessment indicates the individual is unable to benefit from DVR services, the case may be closed as ineligible or no longer eligible.

Chiropractic Services

The primary use of chiropractors for the treatment and relief of symptomatic pain as a short-term intervention may be appropriate treatment. This may be effective treatment for acute pain management and a preferred choice of customers. Even though the L & I medical Fee Schedule does not cover chiropractic manipulation costs, chiropractic treatment may be authorized if a primary physician recommends this service.

The use of chiropractic information may be used to determine eligibility only when the information provided is sufficiently comprehensive to determine eligibility. When additional information is needed to establish eligibility, chiropractic information may be used in conjunction with diagnostic reports from Medical Doctors, Advanced Registered Nurse Practitioner, or Physician's Assistant Certified.

1. Diagnostic visit (office visit) is suggested to complete an exam, gather pertinent history, and determine the appropriateness of a short-term treatment plan.
2. A review of other medical conditions is suggested to assure that the use of chiropractic treatment is not medically contra-indicated.
3. It is recommended that chiropractic treatment be limited to six to eight sessions, with additional treatment based on substantial improvement.

Dental Services

(Revised 2/18/11)

Dental treatment may be provided by DVR when a customer's treatment is directly related to an employment outcome, or in emergency situations involving pain, acute infections, or injury (WAC 388-891-0650).

Examples of disabling dental conditions for which restorative services may be authorized include widespread ulceration of teeth, destruction of tooth surfaces, decay that seriously affects the individual's ability to eat, badly malformed or positioned teeth, or rejection of the individual for employment on the basis of appearance.

Guidelines

1. When referring customers for dental services, it is recommended that counseling staff contact dentist by phone or letter, and give dentist the reason(s) for referral. A dental exam may be necessary, including x-rays.
   Ask dentist:
   - What work needs to be done now, versus what can wait until customer is employed and might have insurance.
   - Specify which work is urgent, advisable or cosmetic.
2. Explain that counseling staff must review treatment plan before dental services are authorized.
3. Counseling staff should review dental treatment plan, and if necessary contact dentist for clarification.

4. Consultation with VR Supervisor is recommended, especially if extensive dental treatment is recommended. Consultation will help:
    - Determine if second opinion is needed;
    - Review comparable benefits (Medicare, Medicaid) and first dollar resources (insurance, non-profit or community dental services).
5. If a full mouth extraction and mouth replacement with upper and lower dentures is authorized, it is recommended that the case service record contain a case note that the customer has consented to full mouth extraction.
6. Usual dental practices apply in the following order of priority to develop a treatment plan. First priority is usually given to reduction or elimination of pain.

    - Reduction or elimination of pain.
    - Reduction or elimination of infection or disease.
    - Cosmetic- the dental condition is such that it negatively impacts the individual's ability to obtain employment due to appearance or speech.
    - Long term dental care plan- procedures or treatment to be covered by the customer at some future date, after employment, and case closure.

Serving Individuals with Sexual Offending Behavior

Although a history of sexual offending or sexually predatory behavior may or may not be directly related to an individual's disability, the behavior does represent a barrier to employment. If a VR Counselor receives information that indicates a pattern or presence of behavior that is sexually inappropriate or predatory, the potential risk from that behavior must be carefully assessed prior to referring the individual to community-based services and/or developing an employment plan. Once a VR counselor becomes aware of a potential risk, it is his or her responsibility to take the necessary steps to address those risks, with the support of the VR supervisor, VR specialists, and/or other qualified professionals. See Risk Assessment Evaluations for more information.

The goal in serving individuals with past sexual offending or predatory behavior whenever possible is to achieve an employment outcome that enables the individual to be successful and avoid repeating the behavior.

Note: *Status as a registered sex offender or having a history of sexual offending or predatory behavior is not a disability-related impediment to employment nor is it included in the definition of an "individual with a disability" for purposes of eligibility determination.*

Developing a Planning Team

If the individual is involved with other organizations or individuals whose support and involvement is necessary for the individual to achieve and maintain employment, the VR counselor works with the individual to identify a collaborative team.

The team may include case managers from other programs, such as the Division of Developmental Disabilities or Mental Health, residential providers, therapists, family members/guardians, law enforcement officials (probation/parole officers), school staff, and prospective employers. This collaborative approach needs to be based on complete sharing of information and ongoing communication.

Areas to be coordinated include:

- Service recommendations and resources;
- Job settings;
- Safety measures;
- Disclosure methods; and
- Housing and transportation resources.

It is important to establish and maintain communication protocols and channels to ensure that incidents or information that may affect the individual's employment is shared in a timely and coordinated way.

Developing an Employment Plan

The VR counselor shares the results of assessments with the individual and other members of the planning team, if applicable. If the individual is a minor or has a legal guardian, the parent or guardian needs to be involved in this discussion.

The VR counselor needs to advise the individual that:

- Participating in appropriate services to address the risks is a condition of receiving VR services;
- The type of employment outcomes or employment settings that DVR supports may be limited based on the recommendations of qualified professionals; and
- Disclosure of risk to service providers and prospective employers is required.

If risks are identified during the assessment process, the VR counselor, individual and planning team need to discuss whether the risks are reasonable or unreasonable. If the risks are reasonable, the VR Counselor and individual identify VR services to address the risks, which can include additional assessment services or other services identified on the employment plan.

Terms and conditions are documented in the employment plan to indicate that participation and cooperation in these services is a condition of continued support by DVR. Conditions and/or restrictions on the type of employment setting may also be needed to reduce risks, such as specific work hours, locations, increased supervision, etc.

Treatment for sexually related behavior must be provided by a certified Sexual Offender Treatment Provider. The best way to check if a provider is certified is to check the

Washington Department of Health Quality Assurance Provider Credential Search website. Information on the website is current and updated regularly.

The Sex Offender Treatment Provider Directory is convenient because it lists providers by name and county. However, the directory is not updated as often and not all providers are listed in the directory. If a provider's name does not appear in the directory double check the DOH Provider Credential Search website (above).

The employment outcome and services supported by DVR must be consistent with the results and recommendations of assessments and evaluations. Although services need to be provided in the most integrated setting possible, the individual's triggers and environmental conditions that lead to repeating sexually-related or predatory behavior must also be taken into consideration in the selection. To support the individual's success, it is important to screen both the employee and the employer to find a match between the individual's needs and the employment setting.

Job Placement

The choice of employment outcomes may be limited based on criminal offenses or assessment results. Certain occupations prohibit entry by persons with specific crimes. Decisions to restrict a person's choices must be supported by documentation provided by qualified professionals that concludes the restrictions are necessary for the protection of the individual, others, the community and/or property.

If uncertain about a specific employment setting, the VR Counselor may request the specific employment setting be evaluated by a Sexual Offender Treatment Provider, SOTP prior to approving the employment plan.

If assessment or evaluation results from qualified professionals indicate that repeating the behavior is likely or the level of supervision and/or safeguards are beyond the scope of VR services, DVR notifies the individual and/or the individual's parent/guardian that DVR cannot develop an employment plan at this time. The VR counselor needs to document the rationale for the decision in the case service record.

Confidentiality

Information regarding an individual's history of sexual offending or predatory behavior is confidential and subject to the same standard of confidentiality as other disability-related information. The existence of a criminal record, in itself, is not adequate to determine an individual is a high risk for violent or predatory behavior and cannot be placed in employment. Determinations that an individual cannot safely be employed must be based on current assessments conducted by qualified professionals.

DVR permits the disclosure of confidential information without an individual's consent only under the conditions outline in WAC 388-891-130 (2). If a VR counselor obtains documentation from a qualified professional that indicates a DVR customer poses a

potential risk to a service provider, employer or the community, DVR discloses the information to parties directly involved in serving or employing the individual.

Any information shared with service providers, employers, or any other organization or individual that reports the names of victims must be altered to remove any references to those victims, unless the information is necessary to protect the individual(s) involved.

Disclosure

The VR Counselor and individual need to discuss the disclosure of results of assessments that document a potential risk of violent or predatory behavior conducted by qualified professionals to potential service providers and employers. Service providers and/or prospective employers need to be informed and aware if an individual to be served or employed poses a potential risk. It is not advisable to share details of the offenses, however it is recommended the disclosure include the nature of the offense, how long ago it occurred, and what precautions and safeguards are in place to prevent reoccurrence. The employer can be provided with suggestions or strategies to follow in the event any situation arises in which the individual creates a potential risk to himself or herself, other employees, or the community.

How the information is disclosed is important. The VR counselor needs to discuss with the individual what level of involvement he or she should take in making the disclosure in cooperation with the VR Counselor and/or other members of the team, such as a therapist or a job developer. Unless the individual's disability prevents self-disclosure, the individual needs to be involved in disclosing his or her past offenses or behavior to the extent possible. The disclosure often occurs during the interview process.

How much information to disclose depends on the level of risk involved and what precautions, if any, need to be taken to ensure safety of the employer, co-workers, customers and community. If a therapist or treatment provider has been involved, it is suggested he or she be consulted regarding the scope and level of disclosure.

The VR Counselor needs to document in the case service record what information is disclosed, when, and by whom.

Individual Refuses to Cooperate

If the individual does not agree to participate in or use services to address risk factors, does not follow through with planned services, or refuses to authorize disclosure of information to service providers or prospective employers, the VR counselor advises the individual that no further services will be authorized. VR services are discontinued until the individual agrees to cooperate.

If it becomes clear the individual will not cooperate, the case is closed. The VR Counselor documents the individual's participation in required services in the case service record.

Reporting Dangerous Behavior

A VR Counselor has a legal and ethical responsibility to report information about an individual that poses an immediate danger to themselves or others. The VR Counselor reports the situation immediately to the VR Supervisor, Area Manager, Field Services Administrator and/or local authorities, as the situation warrants.

Miscellaneous

Case Movement Expectations

Certification of Disability for Federal Employment

Coordination of Services between the Community Services Division (CSD) and DVR

Reporting Abuse

See Also:

Customer Internship Program

Exception to Policy

Services to Relatives (Family) or Others with Whom the Employee has a Close Personal Relationship

Ticket to Work Program

Voter Registration

Work Opportunity Tax Credits

Case Movement Expectations

(Revised 6/15/07)

Case Movement Expectations of VR supervisors

VR supervisor has the responsibility to make sure that:

1. The VR counselors they supervise have continuous case movement on all cases in their caseloads.
2. If vendors, service providers or contractors don't keep in contact with VR counselors, the VR counselors follow-up with them.
3. They monitor cases, conduct case staffing and provide guidance to VR counselors to help them keep their cases moving.
4. They intervene when a case is not making progress, suggest ways to improve case movement, and take appropriate steps that might include giving the VR counselor assignments, or using other strategies, to get the case moving.
5. They monitor the performance standards that are identified in each counselor's Performance and Development Plan (PDP).

Case Movement Expectations of VR Counselors

VR counselor has the responsibility to make sure that:

1. Every customer's case is in continual progress towards selecting and then achieving their employment goal.
2. When a customer gets stuck and stops making progress, the VR counselor initiates steps to help get case moving again.
3. If the VR counselor and/or customer are unable to resume progress in a reasonable period (within 30-45 days), it is the VR counselor's job to close the case and explain why.
4. They meet the performance standards identified in their Performance and Development Plan (PDP).

Case Movement Expectations for VR Counselors	Case Movement Expectations for VR Supervisors

Eligibility Determinations VR counselor must determine eligibility within 60-days. If an eligibility determination can not be determined within 60-days, VR counselor discusses the reason(s) with customer and asks if the customer agrees to an appropriate extension. If customer agrees to extension, VR counselor prints the Extend Eligibility Letter in STARS. This letter along with any other supporting information must be documented in the case service record. Eligibility determinations that require a Trial Work Experience(s) to determine if the customer's disability is too significant for the individual to benefit from VR services will frequently take longer than 60-days. In these instances, the VR counselor documents in the STARS Case Narrative the steps being taken to conduct the TWE and the expected timeframe for completing determination of eligibility. Ninety-percent of all eligibility determinations will be completed within 60-days of a customer's application date, except those that require a Trial Work Experience. **Presumptive Eligibility** Applicants with verified receipt of SSI/SSDI will appear in STARS in application status with a designation of	**Eligibility Determinations:** VR supervisor monitor all cases that have not had an eligibility determination made within 60-days to assure timely progress is being made. During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor obtains customer's approval, and documents extension in case service record. During case reviews and performance evaluations supervisors make sure that counselors complete ninety-percent of all eligibility determinations within 60-days of a customer's application date, except those that require a Trial Work Experience.

"PE" (presumed eligible). Cases remain in application status until the eligibility screens are completed in STARS. If a counselor is uncertain whether an individual can benefit from VR services due to the significance of disability, the VR counselor obtains additional information before completing the eligibility determination. VR counselor must document in the case service record the appropriate evidence used, such as an award letter or other type of verification that shows customer is a recipient of SSI Disability / SSDI benefits.	**Presumptive Eligibility:** During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor documents verification of presumptive eligibility in case service record.
IPEs **Assessment Prior to IPE:** VR counselor must conduct an assessment to determine the VR needs of each eligible individual, in order to develop enough information to identify and describe the individual's needs. It is expected this assessment will be completed within a timely manner, so that the IPE is developed within 120-days from the date the customer is determined eligible for VR services. **Development of IPE:** VR counselor closely monitors and	**IPEs** **Assessment prior to IPE:** During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor conducts appropriate vocational assessments to identify barriers to employment and strategies to overcome these barriers. VR supervisor monitors cases to make sure that VR counselors determine an individual's needs in a timely manner, and monitor IPEs that are taking longer than 120-days to develop. **Development of IPE:** During monthly case reviews, VR

takes action on all cases that have been in IPE development more than 60-days.	supervisor monitors all cases that have been in IPE development more than 60-days to make sure timely progress is being made.
VR counselor may only approve an IPE that: 1. Is designed to achieve an employment outcome that is consistent with an individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice; and 2. Contains an employment goal that the VR counselor agrees is achievable given the customer's impediments to employment.	During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor develops appropriate IPEs.
IPE Timeframes: VR counselor is typically expected to develop at least 3 IPEs per month, within 120-days from OOS release.	**IPE Timeframes:** VR supervisor monitors all cases that do not have an IPE developed within 120-days from OOS release to make sure that timely progress is being made.
Performance standards for the number of IPEs are identified in each counselor's Performance and Development Plan (PDP).	During performance reviews the VR supervisor determines if the VR counselor has developed the number of IPEs identified in the VR counselor's Performance and Development Plan (PDP).

Services Provided Are Required to Achievement of Employment: VR counselor makes sure that services provided in the IPE are required for the achievement of an employment outcome.	**Services Provided are Required to Achievement of Employment:** During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor includes substantial services in IPEs; and that all services provided are required to achieve employment.
Follow-up on CRP Job Placement/Retention Referrals At least every 30-days, VR counselor verifies that the CRP contractor provides a customer with Job Placement/Retention services; contacts the customer, to make sure progress is being made, and takes appropriate action if there is no progress. All 30-day contacts are documented in case service record.	**Follow-up on CRP Job Placement/Retention Referrals** During monthly case reviews, VR supervisor monitors cases to make sure that: counseling staff has followed-up with CRP Job Placement/Retention contractors; and contacted the customer; to make sure that adequate progress is being made; and 30-day contacts are documented in the case service record.
Supporting Customers in Their Own Job Search (non-CRP cases) At least every 30-days; VR counselor will contact customers in their own job search, or job search assisted by VR counselor or Rehabilitation Technician, to make sure that customer is making progress. VR counselor must take appropriate action if there is no progress. All 30-day contacts must be documented in case service record.	**Supporting Customers in Their Own Job Search (non-CRP cases)** During monthly case reviews, VR supervisor will monitor cases to make sure that: VR counselor or Rehabilitation Technician has followed-up with customers in their own job search; VR counselor has made sure that adequate progress is being made; and VR counselor has documented 30-day contacts in the case service record.
Direct Contact with Customers It is expected that VR counselors spends the majority of their day in direct contact with customers, assuring continual case movement is happening. ”Direct contact” means in-person, by phone or e-mail. This does not mean being in contact with every customer every day, but it does mean the VR counselor’s primary responsibility is to	

be actively working with every customer on their caseload.	
Demonstration of Continuous Case Movement VR counselors will demonstrate they are keeping all of their cases in continuous forward movement by the overall record they keep in STARS. A review of a STARS file will generally reflect the actions taken by the VR counselor to make sure there is continuous case movement.	**Demonstration of Continuous Case Movement** During monthly case reviews, VR supervisor monitors cases to make sure that there is continuous case movement.
Rehabilitations VR counselor is expected to manage overall caseload movement to achieve at least the number of rehabilitations per year that are identified in each counselor's Performance and Development Plan (PDP).	**Rehabilitations** VR supervisor monitors the number of rehabilitations in each counselor's Performance and Development Plan (PDP), and provides VR counselor with guidance, support and training to improve the number of successful outcomes (rehabilitations).

Certification of Disability for Federal Employment

(New 10/12/08)

To remove barriers and increase employment opportunities in federal government jobs, special hiring procedures are available to individuals with “mental retardation, severe physical disabilities, or psychiatric disabilities”. Individuals with these disabilities may apply for federal jobs under a provision called a Schedule A- Excepted Service Appointment of Persons with Disabilities. To use this provision, the individual must provide the hiring federal agency with:

- Certification of Disability (proof they are an individual with “mental retardation,” severe physical disabilities or psychiatric disabilities); and/or

- Certification of Job Readiness (they meet all of the qualifications for the position they are applying for; and they are likely to succeed in performing the duties of the position).

Under the federal regulations (5 CFR 213.3102(u)) letters of certification can be provided by a VR counselor of a state vocational rehabilitation agency. Certification letters can also be provided by another state or federal vocational rehabilitation agency, such as the Department of Veteran Affairs, DSB, a tribal VR program, a licensed vocational rehabilitation specialist (i.e., state or private), or a licensed medical professional, such as a physician or other medical professional.

The certification letter is usually given to the individual and the individual submits the letter as part of their application materials. A signed release of information from the individual is not needed if the letter is given directly to the individual. If DVR needs to collect or share information with others to assist the individual, follow the usual procedures related to obtaining a signed consent.

The VR office should keep a copy of the letter and any other supporting documentation on file in case follow-up is needed.

An individual does not have to be an applicant, or a current or former DVR client to apply using Schedule A or to request a certification of disability or job readiness from DVR. The intent is to help individuals with disabilities to obtain employment and VR counselors have the expertise to provide these certifications.

NOTE: Individuals should indicate "Schedule A - 5 CFR 213.3102(u)" on their resumes and applications for federal employment.

The federal Office of Personnel Management provides information about applying for federal employment at http://www.opm.gov/disability/appempl_3-11.asp.

Certification of Disability and Certification of Job Readiness

1. The VR counselor prepares a letter and appropriate documentation (e.g., records, statements, or other information) that certifies the applicant for federal employment is an individual with “mental retardation, severe physical disabilities or psychiatric disabilities”.

2. If the VR counselor has enough information about the duties of the position and the individual's work skills and experience, the VR counselor also certifies the individual's job readiness in the letter.

3. If the VR counselor can certify the disability but cannot certify job readiness, the counselor may provide a letter certifying the disability only. If the individual is later tentatively selected for the position, the VR counselor may conduct further analysis of job tasks or provide an on-site assessment to determine whether the applicant is likely to succeed in the performance of the duties of the position.

4. If the VR counselor cannot certify job readiness, the VR counselor can suggest that the individual request the certification of job readiness from a licensed medical professional, such as a physician or other medical professional. The federal agency is also permitted to temporarily appoint an individual to a position to evaluate his or her ability to perform the essential functions of the position for which the individual is applying.

For more information:

Office of Personnel Management 5 CFR Parts 213 and 315 Excepted Service-Appointment of Persons with Disabilities and Career and Career-Conditional Employment at the Federal Register web site: http://www.opm.gov/fedregis/2006/71-072606-42246-a.htm

Office of Personnel Management Schedule A- Questions and Answers

Examples- Schedule A Certification Letters

Coordination of Services between the Community Services Division (CSD) and DVR

(New 3-12-10)

DVR and the Community Services Division (CSD) of the Department of Social and Health Services have an agreement that outlines how the two divisions will work together to assure coordinated services, and leverage resources for customers receiving services at the same time by both divisions.

Under an agreement CSD refers individuals with disabilities who what to go to work and choose to learn more about VR services, and DVR refers individuals to CSD for financial assistance. The primary CSD programs include, GA-U (General Assistance-Unemployable) GA-X (General Assistance- Expedited Medicaid) and WorkFirst.

Individuals receiving CSD services have a choice about whether to be referred for DVR services. If an individual chooses to be referred, then the CSD plan (General Assistance Case Plan for GA clients or an Individual Responsibility Plan for WorkFirst clients) requires attending a DVR orientation session to learn more about DVR services. If an individual does not follow through by attending an orientation, CSD could impose sanctions if there is not a good reason for their lack of attendance. It is important to help the client understand that his or her CSD benefits are not impacted by a decision not to apply for DVR services.

If an individual chooses to apply for DVR services, then he or she is required by CSD to participate fully in the VR process. CSD uses the Treatment Verification Letter (Link to Example of Letter) to monitor the client's participation. If the client does not satisfactorily participate in VR services, CSD could impose sanctions if there is not a good reason for the lack of participation. DVR staff complete the Treatment Verification Letter to indicate if the client is making good progress or if there is a good reason for the client to miss appointments or other activities.

Exchange of Information and Mutual Case Management

1. CSD and DVR exchange information to establish eligibility and coordinate services including:

   a). Medical reports and documentation

   b). Consent forms

   c). Employment Plans: IRP (WorkFirst), GA Case Plan (GA), Individualized Plan for Employment (DVR)

   d). DVR staff uses the DVR/CSO Communication Document, DSHS 01-123 for providing key information such as:

   - Interview date
   - Eligibility date
   - Closure date
   - Missed appointments
   - Progress

2. DVR assigns a liaison for each CSD Community Services Office, (CSO), and each CSO identifies a DVR liaison. The liaisons are responsible for facilitating an effective interagency relationship
3. Funding and Services

   a). DVR pays for diagnostic and vocational assessment services required to determine eligibility for DVR services or develop the IPE

   b). If agreed to and included in the individual's IRP, WorkFirst pays for support services to complete the DVR eligibility determination and support the IPE

   c). Services paid for by WorkFirst may be considered as comparable benefits and included in an IPE

   d). Services that are not available under WorkFirst may be included in the IPE and paid for by DVR if comparable services/benefits are not available or sufficient to meet the individual's needs.

   e). CSD accepts the IPE as part of the WorkFirst IRP

   f.) CSD staff incorporates specific IPE activities into the WorkFirst IRP

   g). GA and WorkFirst clients may also be required to apply for SSI

Customer's Choice to Apply for DVR Services

Upon choosing to participate, a person's GA Case Plan or WorkFirst Individual Responsibility Plan (IRP) may require participation in DVR activities. During Orientation individuals will be asked if they want to apply for VR services. Some individuals will decide that DVR is not the right place, or it is not the right time for them to apply.

The CSO Liaison helps answer questions CSD staff may have about DVR services and what an appropriate referral looks like.

Process for Serving Individuals Referred from CSD

1. Upon receipt of a WorkFirst referral packet the VR Supervisor assigns a VR Counselor and invites the individual for an interview. At the initial interview DVR staff provides the individual with comprehensive information and the choice to apply for services. If the individual chooses to apply for DVR services, s/he completes the application and related forms
2. DVR staff uses the DVR/CSO Communication Document, DSHS 01-123 to notify CSD staff if the individual:
    - Chooses to apply for DVR services
    - Chooses not to apply for DVR services
    - Misses an appointment
    - Whether or not a person is determined eligible for DVR services
3. With the customer's consent, DVR staff invites CSD staff to participate in case planning and coordination
4. DVR counsels the individual that the IPE requirements will be incorporated into the WorkFirst IRP or GA Case Plan
5. DVR staff provides CSD staff with a copy of the IPE

Verifying DVR Plan Hours for WorkFirst Customers

The CSO may request verification of hours for WorkFirst customers. DVR is only required to verify hours for customers receiving assistance by DVR staff for 20 hours or more per week in core activities.

The following activities are considered core activities:

- Time spent with the DVR counselor in assessment, diagnostic or evaluation activities, including Workstrides, a trial work experience or community based assessment, developing the IPE and monitoring progress
- Time spent in DVR-related rehabilitation activities (such as physical therapy)

General Assistance- Unemployable (GA-U)

Provides cash and limited medical assistance for low-income adults without dependents who are unemployable due to physical or mental health impairment and do not meet the eligibility requirements for SSI

General Assistance- Expedited Medicaid (GA-X)

Provides cash assistance for low income adults who appear to be eligible and are applying for Social Security Supplemental Security Income (SSI) benefits

General Assistance- Other

Provides cash assistance for low-income adults who receive Medicaid benefits

WorkFirst

Provides time-limited cash assistance, and focuses on job placement/retention and wage/skill progression strategies for lasting gains.

Reporting Abuse

(Revised 8/24/09)

This guidance is consistent with **DSHS Administrative Policy 8.02 Client Abuse Reporting**

DSHS/DVR Employees are Mandated Reporters

By law, all DSHS/DVR employees are mandated reporters and required to report known or suspected abuse, neglect, or exploitation of another individual within 24 hours of learning about or observing the abuse. Failure to report can result in disciplinary action and/or prosecution as a gross misdemeanor under Washington State law (RCW 74.34.053).

If a DSHS/DVR employee, volunteer, intern or work study student has reasonable cause to suspect any child or vulnerable adult has been abused, neglected or exploited, regardless of the source of information, he/she must:

- Report the situation as soon as possible, but no later than 24 hours from becoming aware of it, (contact number listed below); and
- Immediately notify his/her supervisor or manager.

All allegations of suspected client abuse against department employees are investigated.

Reports must be made within 24 hours of becoming aware of the suspected abuse, neglect or exploitation regardless of employee leave or days off.

Contact Number for Reporting

Call this number if you suspect that a child or vulnerable adult is being abused or neglected. The operator will connect you with the right DSHS office to make your report:

DSHS Toll Free 1-866-END HARM (1-866-363-4276

Voice / TTY Accessible 1-800-737-7931

Mandated reporters calling a DSHS reporting unit should be prepared to provide, to the extent possible, the following information:

- Your name and address
- The name and address of the child or vulnerable adult, and the name of the facility providing care, if applicable
- The name and address of the client's legal representative of alternate decision maker
- The nature and extent of the abandonment, abuse, financial exploitation, or neglect
- Any known history of previous abandonment, abuse, financial exploitation, or neglect
- The identity of the alleged perpetrator, if known, and
- Other information that may be helpful in establishing the extent of abandonment, abuse, financial exploitation or neglect

Contacting law enforcement agencies

If there is reason to suspect sexual or physical assault has occurred immediately contact your local law enforcement agency to report the situation and obtain instructions for:

- Emergency client protection
- Evidence preservation and collection, where applicable
- Coordinating with an abuse neglect specialist or a sexual assault center
- Investigation process and procedures

Role of Supervisor, Administrative Staff and Witnesses

After calling the DSHS reporting unit, report the incident to your supervisor within 24 hours. (The supervisor does not need to be contacted if the incident being reported is not work-related).

The VR Supervisor is responsible to:

1. Follow-up with the appropriate DSHS department and/or law enforcement agency if there is a report of child or client abuse that involves a DVR employee, volunteer, intern or work study student
2. Notify your supervisor (field staff also notify the Area Manager or, Field Services Administrator, or designee) about the report and status of the investigation
3. Contact the Human Resources Consultant for advice prior to placing an employee on alternative work assignment

4. In work-related situations, ensure witnesses have an opportunity to come forward without fear of reprisal from the DVR employee named in the report.
5. Ensure all staff involved in the handling of the matter, including administrative staff, protect the confidentiality of all parties
6. Implement preventative measures and corrective actions, as appropriate

External review when report of known or suspected child or client abuse or neglect involves the acts or omissions of the administrator or supervisor

An external review is required when the report of known or suspected child or client abuse or neglect involves the acts or omissions of the administrator or supervisor. In this situation, DVR contacts another DSHS division and/or local law enforcement agency to conduct an external review.

See Also:

DSHS Aging and Disability Services Administration Mandatory Reporter Training

Reference

Disability categories

DOL Statement of Principle

FLSA Special Wage Certificate

Services Screen in STARS

Comparable Benefits Listed on the File Copy of the AFP

Employment Screen in STARS- Customized Employment Checkbox

Rules for Dates in STARS

Forms / Instructions / Examples

Letters

Disability Categories

Washington State Department

of Social & Health Services

Division of Vocational Rehabilitation

Federal Disability Coeds effective 10/01/2001

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Cancer
Cardiac and other Conditions of the Circulatory System
Congenital Condition or Birth Injury
Diabetes Mellitus
End-Stage Renal Disease and other Genitourinary System Disorders
Multiple Sclerosis
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Stroke

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Amputations
Arthritis and Rheumatism
Blood Disorders
Cancer
Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Diabetes Mellitus
Multiple Sclerosis
Muscular Dystrophy
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Polio
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Alcohol Abuse or Dependence
Anxiety Disorders
Attention-Deficit Hyperactivity Disorder (ADHD)
Autism
Cancer
Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Depressive and other Mood Disorders
Drug Abuse or Dependence (other than alcohol)
End-Stage Renal Disease and other Genitourinary System Disorders
Epilepsy
Mental Illness (not listed elsewhere)

Mental Retardation
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Schizophrenia and other Psychotic Disorders
Specific Learning Disabilities
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Autism
Cerebral Palsy
Congenital Condition or Birth Injury
Mental Illness (not listed elsewhere)
Mental Retardation
Muscular Dystrophy
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Polio
Schizophrenia and other Psychotic Disorders
Specific Learning Disabilities
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Congenital Condition or Birth Injury
Physical Disorders/Conditions (not listed elsewhere)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Congenital Condition or Birth Injury
Physical Disorders/Conditions (not listed elsewhere)
Cause unknown
Accident/Injury (other than TBI or SCI)
Asthma and other Allergies
Cancer
Congenital Condition or Birth Injury
Physical Disorders/Conditions (not listed elsewhere)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Anxiety Disorders
Arthritis and Rheumatism
Asthma and other Allergies
HIV and AIDS
Immune Deficiencies excluding HIV/AIDS
Physical Disorders/Conditions (not listed elsewhere)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Congenital Condition or Birth Injury
Physical Disorders/Conditions (not listed elsewhere)
Polio
Respiratory Disorders other than Cystic Fibrosis or Asthma
Schizophrenia and other Psychotic Disorders

Specific Learning Disabilities
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)
Cause unknown
Accident/Injury (other than TBI or SCI)
Congenital Condition or Birth Injury
Physical Disorders/Conditions (not listed elsewhere)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Arthritis and Rheumatism
Blood Disorders
Cancer
Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Diabetes Mellitus
Multiple Sclerosis
Muscular Dystrophy
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Polio
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)
Amputations

Disability Category
The valid Cause Descriptions for this category are:
Blood Disorders
Cause unknown
Accident/Injury (other than TBI or SCI)
Arthritis and Rheumatism
Cancer

Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Diabetes Mellitus
Epilepsy
Multiple Sclerosis
Muscular Dystrophy
Parkinson's Disease and other Neurological Disorders
Physical Disorders/Conditions (not listed elsewhere)
Polio
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
No impairment

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Cancer
Congenital Condition or Birth Injury
Immune Deficiencies excluding HIV/AIDS
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Alcohol Abuse or Dependence

Congenital Condition or Birth Injury
Drug Abuse or Dependence (other than alcohol)
Mental Illness (not listed elsewhere)
Personality Disorders
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Cerebral Palsy
Congenital Condition or Birth Injury
HIV and AIDS
Immune Deficiencies excluding HIV/AIDS
Physical Disorders/Conditions (not listed elsewhere)

Disability Category
The valid Cause Descriptions for this category are:
Epilepsy
Muscular Dystrophy
Physical Disorders/Conditions (not listed elsewhere)
Respiratory Disorders other than Cystic Fibrosis or Asthma
Stroke
Cause unknown
Accident/Injury (other than TBI or SCI)
Alcohol Abuse or Dependence
Anxiety Disorders
Blood Disorders
Cancer
Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Digestive
Drug Abuse or Dependence (other than alcohol)
Eating Disorders (e.g., anorexia, bulimia, or compulsive overeating)
End-Stage Renal Disease and other Genitourinary System Disorders

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Cancer
Cardiac and other Conditions of the Circulatory System
Congenital Condition or Birth Injury
Diabetes Mellitus
End-Stage Renal Disease and other Genitourinary System Disorders
Multiple Sclerosis
Physical Disorders/Conditions (not listed elsewhere)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause Unknown
Accident/Injury (other than TBI or SCI)
Alcohol Abuse or Dependence
Amputations
Anxiety Disorders
Arthritis and Rheumatism
Asthma and other Allergies
Attention-Deficit Hyperactivity Disorder (ADHD)
Autism
Blood Disorders
Cancer
Cardiac and other Conditions of the Circulatory System
Cerebral Palsy
Congenital Condition or Birth Injury
Cystic Fibrosis
Depressive and other Mood Disorders
Diabetes Mellitus
Digestive
Drug Abuse or Dependence (other than alcohol)
Eating Disorders (e.g., anorexia, bulimia, or compulsive overeating)
End-Stage Renal Disease and other Genitourinary System Disorders

Epilepsy
HIV and AIDS
Immune Deficiencies excluding HIV/AIDS
Mental Illness (not listed elsewhere)
Mental Retardation
Multiple Sclerosis
Muscular Dystrophy
Parkinson's Disease and other Neurological Disorders
Personality Disorders
Physical Disorders/Conditions (not listed elsewhere)
Polio
Respiratory Disorders other than Cystic Fibrosis or Asthma
Schizophrenia and other Psychotic Disorders
Specific Learning Disabilities
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

Disability Category
The valid Cause Descriptions for this category are:
Cause unknown
Accident/Injury (other than TBI or SCI)
Asthma and other Allergies
Cancer
Cardiac and other Conditions of the Circulatory System
Congenital Condition or Birth Injury
Cystic Fibrosis
HIV and AIDS
Immune Deficiencies excluding HIV/AIDS
Muscular Dystrophy
Physical Disorders/Conditions (not listed elsewhere)
Polio
Respiratory Disorders other than Cystic Fibrosis or Asthma
Spinal Cord Injury (SCI)
Stroke
Traumatic Brain Injury (TBI)

U.S. Department of Labor

Employment Standards Administration

Wage and Hour Division

Washington D.C. 20210

STATEMENT OF PRINCIPLE

The U.S. Department of Labor and community-based rehabilitation organizations are committed to the continued development and implementation of individual vocational rehabilitation programs that will facilitate the transition of persons with disabilities into employment within their communities. This transition must take place under conditions that will not jeopardize the protections afforded by the Fair Labor Standards Act to program participants, employees, employers or other programs providing rehabilitation services to individuals with disabilities.

GUIDELINES

Where ALL of the following criteria are met, the U.S. Department of Labor will NOT assert an employment relationship for purposes of the Fair Labor Standards Act.

- Participants will be individuals with physical and/or mental disabilities for whom competitive employment at or above the minimum wage level is not immediately obtainable and who, because of their disability, will need intensive ongoing support to perform in a work setting.

- Participation will be for vocational exploration, assessment or training in a community-based placement work site under the general supervision of rehabilitation organization personnel.

- Community-based placements will be clearly defined components of individual rehabilitation programs developed and designed for the benefit of each individual. The statement of needed transition services established for the exploration, assessment or training components will be included in the person's Individualized Written Rehabilitation Plan (IWRP).

- Information contained in the IWRP will not have to e made available; however, documentation as to the individual's enrollment in the community-based

placement program will be made available to the Department of Labor. The individual and, when appropriate, the parent or guardian of each individual must be fully informed of the IWRP and the community-based placement component and have indicated voluntary participation with the understanding that participation in such a component does not entitle the customer to wages.

- The activities of the individuals at the community-based placement site do not result in an immediate advantage to the business. The Department of Labor will look at several factors.

    1. There has been no displacement of employees, vacant positions have not been filled, employees have not been relieved of assigned duties, and the individuals are not performing services that, although not ordinarily performed by employees, clearly are of benefit to the business.

    2. The individuals are under continued and direct supervision by either representatives of the rehabilitation facility or by employees of the business.

    3. Such placements are made according to the requirements of the individual's IWRP and not to meet the labor needs of the business.

    4. The periods of time spent by the individuals at any one site or in any clearly distinguishable job classification are specifically limited by the IWRP.

- While the existence of an employment relationship will not be determined exclusively on the basis of the number of hours, as a general rule, each component will not exceed the following limitations:

Vocational explorations	5 hours per job experienced
Vocational assessment	90 hours per job experienced
Vocational training	120 hours per job experienced

- Individuals are not entitled to employment at the business at the conclusion of their IWRP, however, once an individual becomes an employee, the person cannot be considered a trainee at that particular community-based placement unless in a clearly distinguishable occupation.

An employment relationship will exist unless <u>all of the criteria</u> described in the Policy is met. If an employment relationship is found to exist, the business will be held

responsible for full compliance with the applicable sections of the Fair Labor Standards Act, including those relating to child labor.

Businesses and rehabilitation organizations may, at any time, consider

participants to be employees and may structure the program so that the participants are compensated in accordance with the requirements of the Fair Labor Standards Act. Whenever an employment relationship is established, the business may make use of the special minimum wage provisions provided pursuant to section 14 (c) of the Act.

Title 29 USC United States Department of Labor

Fair Labor Standards Act- US Code as of: 01/26/98

Sec.214. Employment under special certificates

(c) Handicapped workers

(1) The Secretary, to the extent necessary to prevent curtailment of opportunities for employment, shall by regulation or order provide for the employment, under special certificates, of individuals (including individuals employed in agriculture) whose earning or productive capacity is impaired by age, physical or mental deficiency, or injury, at wages which are -

(A) lower than the minimum wage applicable under section 206 of this title,

(B) commensurate with those paid to non-handicapped workers, employed in the vicinity in which the individuals under the certificates are employed, for essentially the same type, quality, and quantity of work, and

(C) related to the individual's productivity.

(2) The Secretary shall not issue a certificate under paragraph (1) unless the employer provides written assurances to the Secretary that -

(A) in the case of individuals paid on an hourly rate basis, wages paid in accordance with paragraph (1) will be reviewed by the employer at periodic intervals at least once every six months, and

(B) wages paid in accordance with paragraph (1) will be adjusted by the employer at periodic intervals, at least once each year, to reflect changes in

the prevailing wage paid to experienced non-handicapped individuals employed in the locality for essentially the same type of work.

(3) Notwithstanding paragraph (1), no employer shall be permitted to reduce the hourly wage rate prescribed by certificate under this subsection in effect on June 1, 1986, of any handicapped individual for a period of two years from such date without prior authorization of the Secretary.

(4) Nothing in this subsection shall be construed to prohibit an employer from maintaining or establishing work activities centers to provide therapeutic activities for handicapped clients.

(5)

(A) Notwithstanding any other provision of this subsection, any employee receiving a special minimum wage at a rate specified pursuant to this subsection or the parent or guardian of such an employee may petition the Secretary to obtain a review of such special minimum wage rate. An employee or the employee's parent or guardian may file such a petition for and in behalf of the employee or in behalf of the employee and other employees similarly situated. No employee may be a party to any such action unless the employee or the employee's parent or guardian gives consent in writing to become such a party and such consent is filed with the Secretary.

(B) Upon receipt of a petition filed in accordance with subparagraph (A), the Secretary within ten days shall assign the petition to an administrative law judge appointed pursuant to section 3105 of title 5. The administrative law judge shall conduct a hearing on the record in accordance with section 554 of title 5 with respect to such petition within thirty days after assignment.

(C) In any such proceeding, the employer shall have the burden of demonstrating that the special minimum wage rate is justified as necessary in order to prevent curtailment of opportunities for employment.

(D) In determining whether any special minimum wage rate is justified pursuant to subparagraph (C), the administrative law judge shall consider -

(i) the productivity of the employee or employees identified in the petition and the conditions under which such productivity was measured; and

(ii) the productivity of other employees performing work of essentially the same type and quality for other employers in the same vicinity.

(E) The administrative law judge shall issue a decision within thirty days after the hearing provided for in subparagraph (B). Such action shall be deemed

to be a final agency action unless within thirty days the Secretary grants a request to review the decision of the administrative law judge. Either the petitioner or the employer may request review by the Secretary within fifteen days of the date of issuance of the decision by the administrative law judge.

(F) The Secretary, within thirty days after receiving a request for review, shall review the record and either adopt the decision of the administrative law judge or issue exceptions. The decision of the administrative law judge, together with any exceptions, shall be deemed to be a final agency action.

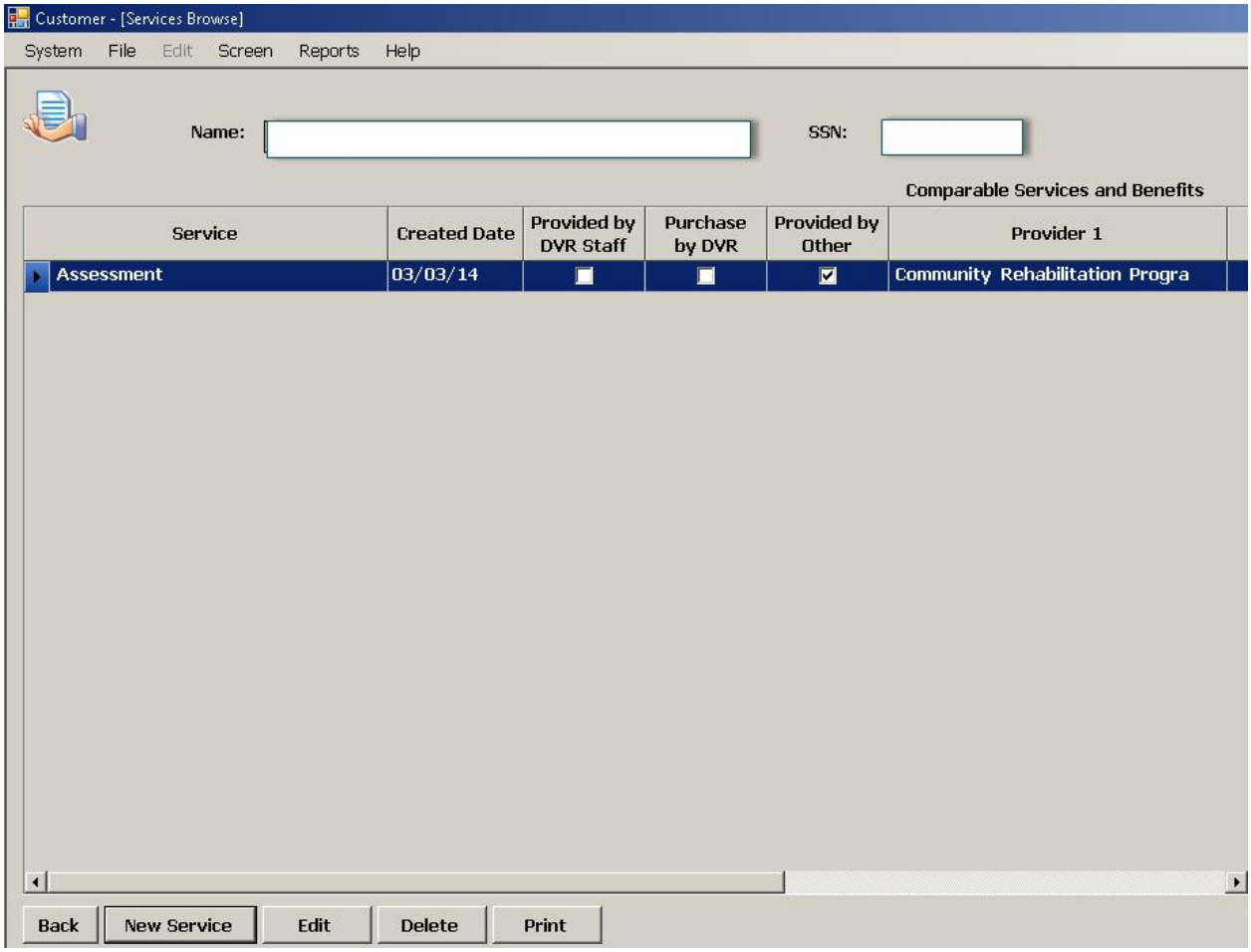
(G) A final agency action shall be subject to judicial review pursuant to chapter 7 of title 5. An action seeking such review shall be brought within thirty days of a final agency action described in subparagraph (F).

Services Screen in STARS

(New 4-25-14)

The Rehabilitation Services Administration (RSA) requires state VR agencies to report the services that DVR pays for, services provided by another agency or program and services that are provided at no cost, and up to 3 comparable services and benefits for each service. A comparable service and benefit is a service that is paid for, in whole or in part, by other federal, state, or local public agencies, by health insurance, or by employee benefits as described in WAC 388-891-0310. The Services Screen helps DVR to accurately track and report this data.

You can access the Services Screen directly and a Services icon is on the following screens: Application, Eligibility, IPE, 90-Day and Annual Reviews, and Closure.



To use the Services Screen select the “New Service” button and this will bring up the Service Detail Screen.

To enter a service, select a service from the Services Provided drop-down list. Then select a comparable service and benefit from the comparable service and benefit drop-down box. You can select up to 3 comparable benefits for each service. If there are more than 3 comparable benefits select the main 3. (Use your best judgment to make a selection).

Examples of services that you can select in the Services Screen in STARS:

- CRP Job Placement (service that DVR pays for)
- Job Club (provided by another agency or program)
- Examples of “no cost” services are counseling and guidance, benefits planning and information and referral

You only enter services once for the life of the case. For example, if you are providing training services at a college or university you only need to enter this once. It doesn't need to be entered each quarter / semester.

Note: Even though you enter services in the Services Screen you still must enter services and comparable benefits on the IPE. This won't happen automatically. You still must enter the services and comparable benefits on the IPE.

Comparable Benefits Listed on the File Copy of the AFP, Counselors Check the Comparable Benefits and Counseling Staff Enters the Comparable Benefits in the Payment Screen in STARS

(New 4-25-14)

A list of comparable services and benefits has been added to the file copy of the AFP. When the VR counselor approves a purchase and signs the AFP s/he puts a checkmark next to any comparable services and benefits that were used and gives the AFP to the RT to make the payment. As part of the payment process DVR staff (usually the RT, but may be the counselor) completes the Payment Screen in STARS and enters the comparable benefits that the VR counselor checked on the file copy of the AFP. This is one more way for us to track comparable benefits.

Employment Screen in STARS- Customized Employment Checkbox

(4-25-14)

A Customized Employment Checkbox has been added to the Employment Screen in STARS. Customized Employment involves individually negotiated services and supports, customizing a job description, developing a set of job duties or tasks or developing a job arrangement such as job carving, job sharing or flexible scheduling. The difference between Customized Employment and Supported Employment is that Supported Employment requires Extended Services or long-term supports and Customized Employment does not. Supported Employment might be customized but the checkbox is not selected for customers with an employment goal that requires Supported Employment Services.

Rules for Dates in STARS

In order to ensure data integrity, STARS checks all dates entered into the system using "computer rules". DVR developed these rules following the rehabilitation process and allowing for exceptions. The table below summarizes critical dates in STARS.

SCREEN	DATE	RULE
New Application	Application	• Cannot be more than 30 days before today's date • Cannot be after (greater than) today's date
Eligibility	Eligibility	• Cannot be before the application date • Cannot be more than 14 days before today's date • Cannot be after today's date
	Agreement to Extend Eligibility Date	(Indicates timing for eligibility to be determined.) • Must be after 60 days from application date • Cannot be before the application date
Plan Main	Plan End Date	• Will be calculated based on the end date of the last service • Can be any date in the future • Cannot be before plan date
	Original Plan Signature Date	• Cannot be before the eligibility date • Cannot be more than 14 days before today's date • Cannot be after today's date
	Plan Amendment Date	• Must be after the Original Plan Signature Date (Case must be in Plan status) • Defaults to today's date
Employment	Employment Start Date	• Must be after the Original Plan Signature Date (Case must be in Plan status) • Cannot be more than 30 days before today's date

		• Cannot be after 30 days from today's date
Closure	Closure Date	• If Closed-Rehab, must be 90 days after the Employment Start Date or job stabilization date if Supported Employment case • If Closed-Other, must be after the last status date (application, eligibility or plan) • Always equals today's date
Post Employment	Start Date	• Cannot be before the Closure Date (Case must be in Closed-Rehab or Closed-PES status) • Cannot be more than 3-years after the closure date • Cannot be after today's date
	Closure Date	• Must be after the PES Start Date • Cannot be after today's date
AFP	Begin Date	• Cannot be in a prior biennium (checked on issue) • Must be today's date or later
	Age-Off Date	• Must be after AFP begin date • Always on the 25th of the month • Cannot be more than 12 months after the begin date • Cannot be before today's date
Payment	Process Date	• STARS fills in today's date

Customers Who Threaten or Carry Out Acts of Violence

(New 02-18-11)

Accommodations

Behavior Contracts

Continuing Work with the Customer

Counseling and Guidance

Current Customer Evaluation

Denial or Termination of Services and/or Case Closure

Documentation Requirements

Due Process

Identification of a Non-Imminent Threat

Non-Imminent Threat Assessment

Notification of Other Staff

Treatment

Identification of a Non-Imminent Threat

DVR staff need to be aware of a customer who has a history of either threatening to or actually carrying out an act of violence toward others. DVR staff also need to be alert to a customer's threat or violent behavior that is not immediately occurring, but has the potential to occur. Indicators include, but are not limited to increasing belligerence, homicidal/suicidal threats and outbursts of anger.

1. **Review of Case Record Information**
   When a customer applies for VR services and throughout the vocational rehabilitation process, the VR counselor reviews information in the record to determine whether a threat assessment of the customer is needed. Examples of indicators may include a history of uncontrolled anger, violent outbursts, destructive behavior and arrests, convictions or incarceration for assault or unlawful possession and use of a weapon. If the customer has a history of either threatening or actually carrying out an act of violence toward others, a threat assessment is conducted.
2. **Knowledge or Observation**
   When DVR staff have information about a customer threat or act of violence that is not immediately occurring, but has the potential to occur, a threat assessment is conducted.

Non-Imminent Threat Assessment

DVR staff are expected to conduct a non-imminent threat assessment in a reasonably prudent manner with good judgment and common sense. The actions of a person exercising common sense in a similar situation are the guide in determining whether an individual's actions are reasonable. For some individuals, a past negative experience can result in their relating in a manner that would not be reasonable. At a minimum, a VR counselor and VR supervisor perform the non-imminent threat assessment.

The purpose of the non-imminent threat assessment is to determine future actions including:

1. An evaluation of the threat itself; that is, the assessment of the credibility and overall viability of an expression of an intent to do harm;
2. An evaluation of the customer making the threat; and
3. Recommendations for future actions.

If after the non-imminent threat assessment, there is a concern, DVR staff meet with the Supervisor to determine a safe course of action. Documentation of the customer threat assessment and recommendations for future actions are shared with the Supervisor, Area Manager, Chief of Field Services and the DVR Director or designee. Prior to taking any further action, the DVR Director or designee reviews the recommendations for future actions and determines what action, if any to take.

Continuing Work with the Customer

When either an imminent or non-imminent threat occurs, depending on the nature of the threat or act of violence, DVR continues to provide services unless continuing to work with the customer would compromise DVR’s commitment to promote and maintain a safe work place.

Current Customer Evaluation

After a non-imminent or imminent threat or act of violence occurs, the VR counselor assesses the customer. In consultation with the VR supervisor, the VR counselor may use existing information in the case service record or request a current mental health evaluation of the customer with regard to the threat or act of violence. The following are examples of factors to be considered in such an evaluation:

- Mental health diagnoses that contribute to the individual's behavior;
- Whether behavior is opportunistic or predatory;
- Whether the primary threat is to persons or property;
- Potential target populations and triggers;
- Ability to understand the consequences of one's behavior;
- Ability to make informed choices regarding vocational rehabilitation;
- Impact of threatening behavior on the customer's employability;
- Treatment necessary to reduce threatening behaviors, such as individual or group therapy;
- Amenability to treatment; and
- Ability to comply with treatment requirements.

Counseling and Guidance

The VR counselor provides counseling and guidance to the customer to explain the need for any services to support the customer's success in vocational rehabilitation and employment. Services may include, but are not limited to a formal psychological or psychiatric evaluation, treatment, a behavioral contract and accommodations.

Treatment

The VR counselor considers providing short term treatment to a customer to reduce or alleviate threatening or violent behavior if the results of the evaluation indicate that the customer:

- Can benefit from short term treatment in terms of employment;
- Is amenable to treatment; and
- Has the ability to comply with treatment.

Behavioral Contracts

The VR counselor gives strong consideration of a behavioral contract that will make future services contingent upon the customer's ability to eliminate or control his/her threatening or abusive behavior. Proposed behavioral contracts are reviewed with the immediate supervisor.

EXAMPLE: Behavioral Contract

Accommodations

The VR counselor considers and provides, as appropriate, reasonable accommodation to enable a DVR customer to participate in a vocational rehabilitation program or in the client appeal process. Proposed accommodations are reviewed with the immediate supervisor. Examples of such accommodations include:

- Requiring the presence of a second employee or proximity of security staff when the individual is physically present in a service location.
- Requiring that contacts between the individual and DVR staff take place in a safe environment or location.
- Limiting communication between the individual and DVR staff to particular methods, intervals, or times.

Notification of Other Staff

DVR staff who are likely to have contact with the individual, must be notified of any behavioral contracts or safety accommodations established. Others such as CRP, IL and other service providers are notified, if appropriate, on a need to know basis. Proposed behavioral contracts or accommodations are reviewed with the immediate supervisor.

Documentation Requirements

Any determination that a customer has or is likely to subject employees or others in the work environment to a threat or act of violence shall be documented in a case note or otherwise substantiated in writing (e.g. a diagnostic report or by completing an Incident Report in the Web Tools application on the DVR Intranet). The case note or other written documentation includes an explanation of the basis for the determination.

When behavioral contracts, treatments or accommodations are deemed a necessary service, the VR counselor documents the following in the customer's case service record:

- Consideration of the service;
- The nature and rationale for the service;
- The provision of the service; and
- The extent to which the customer is participating.

For customers who have an Individualized Plan for Employment or an Extended Evaluation Plan, treatments, behavioral contracts and/or accommodations are recorded as part of such a plan or plan amendment, as appropriate. When the customer refuses to agree to or participate in evaluations, treatments, behavioral contracts or accommodations, such refusal is also documented.

Denial or Termination of Services and/or Case Closure

DVR may deny or terminate services and close the case service record for a customer who has subjected staff or other persons in the workplace to threats or acts of violence and refuses or fails to comply with the following in terms of achieving an employment outcome:

- Services for evaluation;
- Treatment;
- Behavioral contract; or
- Accommodations to reduce or eliminate threatening or violent behavior.

Due process

The VR counselor follows all DVR policies and procedures regarding denial or termination of services and/or case closure, including notification and the right to appeal.

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Counseling and Guidance

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VR Service Categories

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See Also:

Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, USCIS) Laws (formerly called INS)

VR Service Categories:

(Revised 7-31-14)

Service category	Service category description	Point in VR Process to Provide and Payment Type
Apprenticeship Training	A work-based employment and training program that combines hands-on, on-the-job work experience in a skilled occupation with related classroom instruction. Elements that distinguish apprenticeship programs from other work-based efforts including on-the-job training, and internships are the following: includes supervision and structured mentoring; provides for wage increases as an apprentice's skills increase; is based on an employer-employee relationship; and provides an industry recognized certificate of completion of the program. If there are costs associated with apprenticeship training, this service category should not be used to pay wages. (Another entity such as an employer or union pays wages). This category can be used to pay for classroom based or other apprenticeship-related training that is not paid by the employer or union.	**Plan-only** **AFP**

Apprenticeship Training-Books and Supplies	Books, supplies for apprenticeship training. Use the Apprenticeship Training VR Service Category to purchase classroom based or other apprenticeship-related training.	**Plan-only** **AFP**
Assessment (non-CRP)	Services provided to determine eligibility, priority category, and/or the nature and scope of VR services to be included on the IPE. Includes training services provided as an assessment.	**Unlimited** **AFP**
Audiological Evaluation	Audiological evaluation or exam, selection of hearing aids. Use the Hearing Aid Purchase VR Service Category for hearing aid purchases, and the Hearing Aid Repair VR Service Category for hearing aid repair. See Also: Hearing Aids-Related Assistive Technology	**Unlimited** **AFP**
Benefits Planning (Provided by DVR staff)	Benefits planning is provided to help the customer understand how earned income will impact their SSDI, SSI or other public benefits and make an informed choice about the pursuit of employment.	**Unlimited** **No AFP**
Child Care	DVR only purchases child care services from licensed child care providers. Child Care Services	**Unlimited** **AFP**
Computer Purchase (Desktop)	Complete Desktop system (including computer, printer, printer ink/toner, printer cable, mouse etc.) or Computer only. (Inventoried)	**Unlimited** **AFP**
Computer Purchase (Laptop)	Complete Laptop system (including computer, printer, printer ink/toner, printer cable mouse etc.) or Laptop only. (Inventoried)	**Unlimited** **AFP**

Computer Peripherals	Hardware like monitor, printer or mouse separate from computer purchase including Assistive Technology devices. (Inventoried)	**Unlimited** **AFP**
Computer Service and Repair	Service & Repair, Repossessions and Internet connection services (DSL, cable, dial-up).	**Unlimited** **AFP**
Computer Software	Software not included in computer purchase like accounting software, magnification software or voice activated software.	**Unlimited** **AFP**
Computer Training		**Unlimited** **AFP**
CRP- Brief Vocational Evaluation	Typically completed in one day or less, and are paper and pencil tests, such as vocational, psychometric or personality test, vocational preference, or interest inventory, etc. CRP- Vocational Evaluation Services	**Unlimited** **AFP** ***Need Contract**
CRP - CBA Permanent Employment Bonus	A bonus of $615 is paid to the CRP contractor if the customer obtains a permanent, competitive, and integrated job as a secondary outcome of the Community Based Assessment, CBA.	**Plan-Only** **AFP** ***Need Contract**

CRP - Community Based Assessment	Contractor places a DVR customer into a paid employment setting, or other realistic work setting in which the customer performs work for a specified period with the direct provision of job supports and training to: • Identify or verify the customer's abilities, interests, work skills, attitudes, skills or behavior, and • Identify the supports and accommodations needed for the customer to obtain and maintain competitive employment (Three (3) levels available) CRP- Community Based Assessment	**Unlimited** **AFP** ***Need Contract**
CRP - Comprehensive Vocational Evaluation Services	May be completed in three days or less. Consists of tests or assessment methods to measure and document the customer's interests, values, work-related behaviors, attitudes, skills and physical capabilities. CRP- Vocational Evaluation Services	**Unlimited** **AFP** ***Need Contract**
CRP - Healthcare Coverage Bonus	A bonus of $615 is paid to the CRP contractor if the customer obtains a permanent, competitive and integrated job of 30 hours or more per week and includes employer-provided healthcare benefits.	**Plan-only** **AFP** ***Need Contract**

CRP - Intensive Training Services	Intensive Training Services are intensive individualized "on-the-job" skills training services that enable a customer receiving Supported Employment to: • Attain job stabilization in on-the-job performance with job supports; • Meet their employer's expected level of work productivity; and • Transition to long-term Extended Services as provided by an entity other than DVR. (Three (3) levels available) CRP- Intensive Training Services	**Plan-only** **AFP** ***Need Contract**
CRP - Job Placement Services	Location and placement of a customer into a paid and integrated employment position. (Three (3) levels available) CRP- Job Placement Services	**Plan-only** **AFP** ***Need Contract**
CRP - Job Retention Services	Individualized training and support services that enable the client to learn the essential job functions of a job and meet the employer's expected level of performance. (Three (3) levels available) CRP- Job Retention Services	**Plan-only** **AFP** ***Need Contract**

CRP - Off-Site Psycho-Social Job Support Services (Non-Supported Employment)	May be used in lieu of CRP Job Retention to enable the customer to adjust to the work environment and manage the stresses of working. The service is used if a customer has not disclosed their disability to the employer or the employer prohibits access by the contractor to the worksite. The service is provided if needed after CRP Job Placement is achieved to ensure successful adjustment to the work environment for at least 90 days after authorized and started. See Also: CRP – Off-Site Psycho-Social Job Support Services – Non Supported Employment	**Plan-only** **AFP** ***Need** **Contract**
CRP - Off-Site Psycho-Social Job Support Services (Supported Employment)	Services are provided to a customer requiring Supported Employment services to enable the customer to adjust to the work environment, manage the stresses of working, achieve job stabilization and transition to Extended Services provided by an entity other than DVR. The services are used if the customer does not want to receive services at the worksite because the customer has not disclosed their disability to the employer or the employer prohibits access by the contractor to the worksite. The services are provided after Job Placement services and employment is achieved. See Also: CRP – Off-Site Psycho-Social Job Support Services – Supported Employment	**Plan-only** **AFP** ***Need** **Contract**
CRP- Transportation (Mileage and Other Misc., Transportation Expenses)	Mileage is paid to the CRP contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), Section 10.90.20 Other Misc. Transportation Expenses- the VR counselor may authorize payment to the CRP Contractor to cover Other transportation-related expenses such as state ferry fees and	**Unlimited** **AFP** ***Need Contract**

	toll fares. Use the CRP Travel Time VR Service Category to pay for travel time.	
CRP- Travel Time	Travel time is paid to the CRP contractor at a fixed rate of $35 per hour in quarter hour increments if service delivery occurs more than fifty (50 miles from the contractor's nearest staffed office location.	**Unlimited** **AFP** ***Need Contract**
CRP- Trial Work Experience or Community Based Assessment	Experience(s) where the DVR customer performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training. (Three (3) levels available). CRP- Trial Work Experience	**Unlimited** **AFP** ***Need Contract**
DVR Customer Internship Program	DVR sponsored paid internship that enables individuals to gain work experience in their chosen field of employment.	**Plan-only** **AFP**
Hearing Aid Purchase	Includes hearing aid purchase, ear molds, accessories such as batteries, and insurance. Use the Hearing Aid Repair VR service Category for a hearing aid repair. Use the Audiological Evaluation VR Service Category for an audiological evaluation or exam.	**Unlimited** **AFP**

Hearing Aid Repair	Includes hearing aid purchase, ear molds, accessories such as batteries, and insurance. Use the Hearing Aid Repair VR service Category for a hearing aid repair. Use the Audiological Evaluation VR Service Category for an audiological evaluation or exam.	**Unlimited** **AFP**
IL Comprehensive Evaluation	Services provided to evaluate independent living services needed to achieve or retain employment. All ten (10) of the defined evaluation topics are in the IL Service Delivery Outcome Plan (SDOP). This may include an in-person consultation to discuss the results of the IL Comprehensive Evaluation with the VR counselor, the customer and the IL contractor for a flat fee of $72.00	**Unlimited** **AFP** *** Need contract**
IL Partial Evaluation	IL Partial Evaluation is when the VR Counselor authorizes a minimum of **one (1) up to a maximum of five (5)** of the defined evaluation topics in the IL Service Delivery Outcome Plan (SDOP). This may include an in-person consultation to discuss the results of the IL Comprehensive Evaluation with the VR counselor, the customer and the IL contractor for a flat fee of $72.00	**Unlimited** **AFP** *** Need contract**
IL - Mileage	Mileage is paid to the IL contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), Section 10.90.20	**Unlimited** **AFP** *** Need contract**

IL - Misc. Transportation Expenses	The VR counselor may authorize payment to the IL Contractor to cover other transportation-related expenses such as state ferry fees and toll fares.	**Unlimited** **AFP** *** Need contract**
IL - Travel Time	Travel time is paid to the IL contractor at a fixed rate of $35 per hour in quarter hour increments if service delivery occurs more than fifty (50 miles from the contractor's nearest staffed office location.	**Unlimited** **AFP** *** Need contract**
IL Skills Training Services	Services to develop a customer's skills and abilities in decision making, money management or the use of public transportation (learning how to get to appointments, work and feel safe) to mitigate or eliminate their IL barriers to employment.	**Unlimited** **AFP** *** Need contract**
IL Skills Training - Interpersonal & Social	IL Skills training to assist the customer understand effective interpersonal and social relationships and how they may affect one's personal life, judgment, decision making, functional behavior, common ground, and teamwork skills.	**Unlimited** **AFP** *** Need contract**
IL Skills Training - Organizational Abilities	IL Skills Training helps develop a customer's ability to identify and develop specific strategies, systems, and tools to increase their efficiency and independence at home, in daily living, and in employment.	**Unlimited** **AFP** *** Need contract**
IL Skills Training - Self-Care (Appropriate Hygiene and Grooming)	IL Skills Training to help develop the customer's ability to manage basic independent life skills including grooming and hygiene (e.g. toileting, bathing, dressing.)	**Unlimited** **AFP** *** Need contract**

IL Skills Training - Self-Care (Health and Meds Management)	IL Skills Training to help the customer manage health (e.g. setting up doctor appointments, getting routine physical and preventive care, accessing medical, psychological, and other professional services as needed; and medication management (e.g. setting up a system to take medication on time, keeping doctors informed of changes in medication, getting prescriptions refilled).	**Unlimited** **AFP** *** Need contract**
IL Skills Training - Time Management	IL Skills Training to help the customer plan, schedule, and manage time related to employment, personal life, and home activities.	**Unlimited** **AFP** *** Need contract**
IL Work-related Systems Access Services	Services that assist the customer in accessing and utilizing public support systems. May include, but not limited to, assistance with income (Social Security, TANF) personal care, housing and/or medical coverage.	**Unlimited** **AFP** *** Need contract**
Information and Referral (Provided by DVR staff)	Information and referral to another agency or program.	**Unlimited** **No AFP**
Interpreter Services (Deaf, Hard of Hearing, Deaf-Blind)	Sign language or oral interpretation for customers who are deaf or hard of hearing. Real-time captioning services composed of text, for customers who are deaf or hard of hearing to access content delivered by spoken words and sounds. Real-time captions, or Computer Assisted Real-time Translation (CART), are created as an event takes place. Tactile interpretation services for customers who are deaf-blind. Specially trained individuals perform sign language, oral interpretation, real-time captioning or tactile interpretation services.	**Unlimited** **AFP**

Interpreter Services (Spoken Language)	Services to verbally interpret spoken information from one language to another.	**Unlimited** **AFP**
Job Club	Job clubs offer networking opportunities with other job seekers, guest speakers, and employment specialists. Attending job club gives the customer a sense of not being alone in their job search. Job clubs often give lessons or presentations on resumes, cover letters, applications, informational interviews, and how to talk with employers, assistance with interviews, online job search, networking and overcoming barriers to employment. How, if, when to disclose a disability and ask for accommodations is discussed. A Job Club may be conducted by DVR staff or a vendor	**Plan-only** **AFP if provided by a vendor**
Job Placement (Non-CRP) (Provided by DVR staff)	Referral of a customer to a specific job that results in job placement.	**Plan-only** **No AFP**
Job Retention (Non-CRP) (Provided by DVR staff)	Services provided to a customer who has been placed in employment in order to stabilize the placement and enhance job retention. Includes job coaching, follow-up, and retention services.	**Plan-only** **No AFP**
Job Search Assistance (non-CRP) (Provided by DVR staff)	Job search activities support and assist a customer in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on behalf of the customer.	**Plan-only** **No AFP**

Maintenance	Monetary support provided to a customer to pay for expenses such as food, lodging and clothing in excess of normal expenses that are required for the customer to participate in VR services. Costs include uniforms, interview clothing, per diem to participate in an assessment or training service not within commuting distance of the customers home, or security deposits necessary to relocate for a job placement.	**Plan-only** **AFP**
Other	Services not specified in another category such as services to family members, occupational licenses. For Child care use the Child Care category.	**Plan-only** **AFP**
Personal Assistance Services (PAS)	Services provided by one or more persons, such as a personal attendant, to assist a customer with a disability perform daily living activities on or off the job that the individual would perform without help if he/she did not have a disability. DVR does not pay family members to provide PAS.	**Unlimited** **AFP**
Physical & Mental Restoration	Diagnosis and treatment to correct or modify substantially a physical or mental impairment that results in an impediment to employment. Includes dentistry, drugs and supplies, eyeglasses, physical or occupational therapy, speech therapy, mental health services, and other medical services. (For hearing aid purchases use the Hearing Aids Purchase Service Category or for hearing aid repairs use the Hearing Aids Repair VR Service Category).	**Unlimited** **AFP**
Reader Services	Reader services are for customers who cannot read print because of blindness or other disability. Reader services include, in addition to reading aloud, computer based screen-readers, transcription of printed information into Braille or sound recordings if the customer requests such transcription. Reader services are generally for customers who are blind or deaf-blind, but may also include customers unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.	**Unlimited** **AFP**

Rehab Tech - Vehicle Purchase	A vehicle that is purchased already modified to address functional losses through the use of technological solutions that will increase, maintain or improve a customer's functional capacities. For vehicles purchased without modifications use the "Vehicle Purchase" service category.	**Plan-only** **AFP**
Rehab Tech – Computer Purchase (Desktop)	Computer Desktop system (including computer, printer, printer ink/toner, printer cable, mouse etc.) or a desktop computer only, which is specialized to address functional losses through the use of technology solutions that will increase, maintain or improve a customer's functional capacities.	**Unlimited** **AFP**
Rehab Tech – Computer Purchase (Laptop)	Complete Laptop system (including computer, printer, printer ink/toner, printer cable mouse etc.) or Laptop only.	**Unlimited** **AFP**
Rehab Tech – Computer Peripherals	Hardware that is specialized to address functional losses through the use of technology solutions that will increase, maintain or improve an individual's functional capacities. Examples of computer peripherals: Monitor printer or mouse which is separate from the computer purchase.	**Unlimited** **AFP**
Rehab Tech – Other (Loaned)	Any rehabilitation technology device, equipment, or product used to increase, maintain or improve a customer's functional capacity which does not fit into any other rehab tech category. This category is used when the item is loaned to the customer.	**Unlimited** **AFP**
Rehab Tech - Other	Any rehabilitation technology device, equipment, or product used to increase, maintain or improve a customer's functional capacity which does not fit into any other rehab tech category. This category is used when the item is given to the customer. Also includes services that assist a customer to select, acquire, or use an assistive technology device, i.e., evaluation, fitting or customization, repairing or replacing devices. May include training or technical assistance in the use of a device to the customer or others involved in his/her life, if necessary for the customer to achieve an employment outcome.	**Unlimited** **AFP**

Self-employment Services	Technical assistance and consultation services to assess feasibility or develop a business plan. Includes supplies and other expenses related to self-employment.	**Plan-only** **AFP**
Self-employment Tools and Equipment	Required tools and equipment related to self-employment, such as mechanic, welding or carpentry tools, pottery, masonry or jewelry making tools, office furniture or small electronics. (Inventoried)	**Plan-only** **AFP**
Self-employment Feasibility Analysis	The self-employment feasibility analysis is provided by a DVR-approved self-employment consultant or another comparable resource. The analysis provides the VRC and customer a comprehensive, objective evaluation of the proposed self-employment venture including but not limited to an in-depth analysis of the business concept, the market, financial investment and income potential, customer training needs, availability of a strong support network for long term business success, need for a comprehensive business plan.	**Unlimited** **AFP**
Substantial Vocational Rehabilitation Counseling and Guidance (Provided by VR counseling staff)	Substantial vocational rehabilitation counseling and guidance includes information and support to assist a customer in exercising informed choice and is distinct from the case management relationship that exits between the counselor and the customer during the VR process. Substantial vocational rehabilitation counseling and guidance is provided by VR counseling staff to address medical, family or social needs to enable the customer to achieve or maintain an employment outcome.	**Unlimited** **No AFP**
Tools and Equipment	Tools and equipment required as a condition of employment, or training (not self-employment tools and equipment).	**Unlimited** **AFP**

Training Basic Ed/ Literacy	Adult basic education to remediate basic academic skills needed to perform a job, including literacy training.	**Plan-only** **AFP**
Training - Books/Supplies Basic Ed/Literacy	Books, supplies, and other fees related to adult basic education to remediate basic academic skills needed to perform a job, including literacy training. The books, supplies and other fees may be purchased at the same institution or elsewhere.	**Plan-only** **AFP**
Training-Post Secondary	Academic training above the high school level leading to a degree (Associate, Bachelors or other professional) or other recognized educational credential. Training is provided by a four year college, university, community college, junior college or technical college.	**Plan-only** **AFP**
Training - Books/Supplies Post Secondary	Books, supplies and other fees related to academic training above the high school level leading to a degree (Associate, Bachelors or professional) or other recognized educational credential. Training is provided by a four year college, university, community college, junior college or technical college. The books, supplies and other fees may be purchased at the same institution or elsewhere.	**Plan-only** **AFP**
Training - Graduate School	Academic training above the Bachelor's degree level leading to an advanced degree (Masters or Doctorate) or other advanced recognized educational credential. Training is provided by a four year college or university	**Plan-only** **AFP**
Training - Books/Supplies Graduate School	Books, supplies and other fees related to academic training above the Bachelor's degree level leading to an advanced degree (Masters or Doctorate) or other advanced, recognized educational credential. Training is provided by a four year college or university The books, supplies and other fees may be purchased at the same institution or elsewhere.	**Plan-only** **AFP**

Training-Technical or Vocational Education	Occupational, vocational or specific job skill training (not leading to an academic degree) provided by a community college, business school, vocational, technical or trade school to prepare for work in a specific occupation.	**Plan-only** **AFP**
Training -Books/Supplies Technical or Vocational Education	Books, supplies and other fees related to occupational, vocational or specific job skill training (not leading to an academic degree) provided by a community college, business school, vocational, technical or trade school to prepare for work in a specific occupation. The books, supplies and other fees may be purchased at the same institution or elsewhere.	**Plan-only** **AFP**
Training On-the-Job Training (OJT)	Training an employer provides after a customer has been hired to teach the skills necessary to perform the job.	**Plan-only** **AFP**
Training: Other misc.	Training not identified in another category, including high school completion, speech reading or sign language training, cognitive training or other miscellaneous training needed to facilitate an employment outcome. Includes books, supplies, and other fees related to the training, whether purchased at the same institution or elsewhere.	**Plan-only** **AFP**
Translation Services	Written translation of information from one language to another.	**Unlimited** **AFP**
Transportation services	Travel and related expenses necessary for a customer to participate in VR services, such as a bus pass or gasoline. Also includes relocation expenses needed to accept a job. Note: For vehicle/van purchase or repair, use Vehicle Purchase or Repair.	**Unlimited** **AFP**

Vehicle Purchase	Purchase of vehicles, including vans, scooters, cars, motorcycles and tractors. Does not include disability-related modifications for vehicles. (For modifications or when purchasing a vehicle/van and modifications as one purchase, use Rehabilitation Technology-Vehicle Purchase category). (Inventoried)	**Plan-only** **AFP**
Vehicle Repair	Repair of a vehicle. Note if repair is not likely to result in the vehicle's safe, reliable condition, the VR counselor must work with the customer to determine other ways of meeting his or her transportation needs.	**Unlimited** **AFP**
Workstrides Use the Workstrides/Dependable Strengths VR Service Category (below) for Workstrides with Dependable Strengths.	Workstrides is a career development workshop that engages customers in self-reflection and interactive group discussion to identify their strengths, interests, skills and work values, as well as researching local jobs. Participants in Workstrides learn from each other and practice working as part of a team.	**Unlimited** **Paid with A-19**
Workstrides / Dependable Strengths Use the Workstrides VR Service Category (above) for Workstrides without dependable strengths.	Workstrides with a 3-day Dependable Strengths workshop that engages participants in reflecting on their experiences in life, identifying patterns of strengths, and learning how to talk about their dependable strengths in ways that demonstrate their value.	**Unlimited** **Paid with A-19**

WAC- Types of VR Services

Substantial Vocational Rehabilitation Counseling and Guidance

(Revised 4-25-14)

Substantial vocational rehabilitation counseling and guidance is a core vocational rehabilitation service that is provided throughout the customer's entire experience with DVR. Substantial vocational rehabilitation counseling and guidance is provided by DVR counselors and is not purchased from other sources. However, other rehabilitation partners (e.g. services providers, family and friends) can play a crucial role in the effectiveness of counseling and guidance by supporting the achievement of vocational goals.

Substantial vocational rehabilitation counseling and guidance may be provided to:

- Encourage the customer through establishing a relationship of mutual respect, where the counselor can be both supportive, yet challenging, in promoting the customer's development of the skills needed to achieve an employment outcome.

- Facilitate informed choice throughout the entire rehabilitation process by providing information about the scope and limits of vocational rehabilitation services, and by helping the customer obtain specific information on programs, resources and services that can assist him/her in the selection and achievement of vocational goals and an employment outcome. When there are limits on the provision or availability of vocational rehabilitation services, the counselor can assist the customer in exploring alternatives.

- Gain a comprehensive and individualized understanding of the customer's abilities, capabilities, interests, strengths, resources, priorities and concerns in order to identify factors that will be critical to vocational achievement.

- Facilitate the customer's understanding of his/her strengths on which to capitalize in achieving vocational goals and plan with the customer to find ways to work around any impediments, such as functional limitations related to health, personal, economic (e.g. benefits, work disincentives/incentives) and social issues.

- Assist the customer in selecting a vocational goal and developing an Individual Plan for Employment toward that goal.

- Involve "significant others" (with the customer's consent) such as family members, relatives and friends in the community who can: be assets to counseling; support the desired outcomes; and, at times, provide valuable resources.

- Provide follow-along services that are not intrusive but continue to support the achievement of long-term outcomes.

- Enhance self-reliance by teaching the customer how to get information and tap into supportive workplace and community networks, promoting independence beyond the provision of vocational rehabilitation services.

Substantial Vocational Rehabilitation Counseling and Guidance Requires Special Skills, Knowledge and Abilities

VR Counselors can provide substantial vocational rehabilitation counseling and guidance because they have the expertise and professional skills required. This level of expertise is not required to provide case management services.

Substantial Vocational Rehabilitation Counseling and Guidance is distinct from Case Management

Examples of substantial vocational rehabilitation counseling and guidance and case management:

Substantial Vocational Rehabilitation Counseling and Guidance	Case Management
• Helping a customer adjust to his or her disability • Assisting a customer think through whether to disclose a hidden disability • Vocational exploration	• Progressing through the VR process • Managing services • Facilitating access to community resources

Documenting Substantial Vocational Rehabilitation Counseling and Guidance

The VR Counselor is responsible for documenting substantial vocational rehabilitation counseling and guidance in the:

- Services Screen in STARS
- Individualized Plan for Employment (IPE)
- Case Narrative in STARS

Best Practice- Include Substantial Vocational Rehabilitation Counseling and Guidance (SVRCG) in the title of the case narrative. Examples of case narrative titles:

- SVRCG- Adjustment to Disabilities
- SVRCG- Whether to Disclose a Hidden Disability
- SVRCG- Vocational Exploration

Exceptions to Policy

(Revised 11-21-11)

Exceptions to Policy Process

WAC 388-891-205 and WAC 388-891-210 provide the basis for considering a request for an exception to DVR policy.

Customers may not know they can request an exception to policy. The VR counselor explains to the customer that an exception to policy may be requested at any time during the VR process but not all requests can be granted.

The VR counselor:

1. Documents in a STARS case narrative why an exception to policy was requested, and the reason the VR counselor supports or does not support this request for exception to policy
2. Forwards a written request to the VR supervisor. As the Director's designee, the VR supervisor may approve or deny most exception requests.

   The VR supervisor does not serve as the Director's designee for exceptions to policy related to vehicle purchases

   The Area Manager approves or denies an exception to policy to pay for a customer's moving expenses

The VR supervisor:

1. Reviews the case service record prior to granting an exception to policy
2. Determines if there is appropriate justification for an exception to policy, and that the exception to policy does not conflict with federal or state law, regulations or DSHS policy
3. Consults with the Policy Manager if there are questions about whether an exception to policy can be granted

4. Documents all exceptions to policy in STARS case narrative using the heading "Exceptions to Policy"
5. Responds in writing to a request for an exception to policy within 10 working days of receiving the request
6. Provides the customer with their appeal rights in writing including the right to request mediation, a fair hearing and assistance from the Client Assistance Program (CAP)

Exceptions to Policy that Cannot Be Granted

An exception to policy cannot be granted if it violates the Rehabilitation Act of 1973, as amended, the Code of Federal Regulations (CFRs), state or federal laws or DSHS policy. The following are items for which no exceptions can be granted because of legal requirements. DVR funds cannot pay for:

- A customer's normal living expenses as a maintenance service. The VR federal regulations define a maintenance service as support for expenses such as food, shelter, or clothing that are in excess of a customer's normal living expenses.
- Medical marijuana. Although some states (including Washington) have legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase or assist in the acquisition of medical marijuana.
- Court fees, attorney fees, fines or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters.
- Insurance including, but not limited to, health, vehicle, home, and life insurance (WAC 388-891-0670).
- Payment of salaries, cash and any other form of direct payment to a customer as part of a self-employment plan.
- Leases, purchase of property/real estate or insurance.
- Religious education, training, supplies or materials (WAC 388-891-1137)
- Firearms, alcohol or tobacco.
- Refinancing existing business or personal debt, costs related to bankruptcies or co-signature of loans.

IL Services

Independent Living Services

2014-2016 IL Contract Summary

Selecting Services and/or Services Providers

IL Skills Training and IL Work-Related Systems Access on One SDOP

WAC- Independent Living Services

See Also:

Forms- Instructions- Examples

Independent Living Services

(Revised 7-1-14)

Overview

Independent living (IL) issues can be significant barriers to employment for individuals with severe disabilities. Active and informed involvement of the customer and early identification of IL needs increases successful vocational outcomes.

IL services are usually purchased during a vocational assessment to reduce and/or eliminate barriers to employment prior to developing an Individual Plan for Employment (IPE) and to help the customer participate in vocational services.

To reduce and/or eliminate a customer's independent living barriers to employment, DVR contracts for IL Evaluations and IL Services:

- **Independent Living Evaluation** An IL evaluation may be provided at any time during the VR process. The purpose of the IL evaluation is to assess an individual's readiness and/or barriers to participate in the vocational rehabilitation process and pursue a vocational goal. An IL evaluation may be provided to assist the VR counselor to make a decision about a customer's eligibility for vocational rehabilitation services. An IL evaluation assesses the individual's strengths and limitations and needs for IL Skill Training or IL Work-

related Systems Access Services related to home and community life that could impact the customer's participation in the VR process and attainment of competitive employment.

- **Independent Living Services** IL services may be provided at any time during the VR process. It is preferable to provide IL services as early in the case as possible. Early identification of barriers and their removal or reduction enhances the customer's success in completing his or her plan for employment and becoming successfully employed.

Services

IL Services assist people with disabilities to identify and address life issues that may interfere with preparing for, getting or maintaining a job.

IL Services can only be purchased from an IL approved individual through a contract with DVR. The following services are contracted by DVR with IL service providers:

1. IL Evaluations (Comprehensive or Partial);
2. IL Skills Training; and
3. IL Work-Related Systems Access.

Independent Living Comprehensive Evaluation

A Comprehensive Evaluation may be needed when a VR counselor is getting to know the customer and needs an extensive assessment to more thoroughly evaluate the customer's life issues including, but not limited to:

- Strengths;
- Functional limitations;
- Abilities for home management; and
- Community life and integration.

A Comprehensive Evaluation occurs when the VR counselor authorizes **all ten (10)** of the defined evaluation topics in the Service Delivery Outcome Plan (SDOP).

Partial Independent Living Evaluation Services

A Partial IL Evaluation is appropriate when the VR counselor is more familiar with the customer, but needs information limited to a specific topic or topics to evaluate the customer's life issues including, but not limited to:

- Strengths;
- Functional limitations;

- Abilities for self-management;
- Abilities for home management; and
- Community life and integration.

A Partial Independent Living Evaluation occurs when the VR counselor authorizes a minimum of one (1) or up to a maximum of five (5) of the defined evaluation topics in the IL Service Delivery Outcome Plan (SDOP).

Independent Living Evaluation Topics

Independent living evaluation topics may include one or more of the following:

1. Disability:

    - Understanding of disability and related limitations;
    - Ability to manage physical, emotional and mental health.

2. Residential issues:

    - Accessibility;
    - Mobility within the home;
    - Environmental management;
    - Home safety;
    - Level of independence; and
    - Need for housing benefit program or residential support services, etc.

3. Community mobility:

    - Mobility outside of the living environment;
    - Transportation ability and needs; and
    - Safety issues in the community.

4. Financial issues:

    - An individual's ability to budget, pay bills and manage money;
    - Need for public benefits;
    - Problems with current benefit programs;
    - Need for guardian or protective payee;
    - Significant debt;
    - Use of payday lenders; and
    - Other legal issues related to financial issues.

5. Home management issues: Basic skills of home management that could impact ability to work, i.e. cooking, cleaning, shopping, laundry, family

issues, and needs for adaptive equipment or caregiver services to assist in home management activities.

6. Social skills:

    - How the individual relates to family and other socially;
    - Ability to appropriately interact with others in an employment setting;
    - Identification of any social and/or family support system;
    - Use of free time;
    - Involvement with recreational activities; and
    - Problems with abuse and/or neglect.

7. Support Systems:

    - Ability to access all appropriate benefit programs, i.e. mental health, DDD, food stamps, medical programs, housing assistance, etc.;
    - Understanding of why the person is accessing benefit programs and who the contact is for the programs;
    - Ability to manage benefit programs and community resources independently;
    - Understanding of rights and responsibilities for benefits programs;
    - Identification of significant problems with any benefit programs;
    - Identification of need and eligibility for long-term employment supports through a community resource or if natural supports are available.

8. Communication:

    - Ability to read, write and take messages;
    - Understanding and response to verbal and written communication;
    - Ability to express oneself verbally and non-verbally; and
    - Ability to access and use telephone, TTY, computer, etc.

9. Self Care: Management of personal health care, i.e. medication management, doctor appointments, routine preventative health care measures; bathing; dressing; grooming; toileting; and need for personal care assistance.

10. Education and Employment

    - Educational background/history with special education services;
    - Learning difficulties and styles;

- Employment history;
- Understanding of DVR process, vocational goals, plans, etc.; and
- Criminal / legal issues that may impact employment.

IL Skills Training Services

Independent Living Skills Training is for the purpose of enhancing the customer's success in completing his or her plan for employment and becoming successfully employed. The VR counselor ensures the IL Skills Training is directly tied to an employment outcome and clearly identified on the SDOP.

IL Skills Training works in conjunction with other planned VR services. An example of IL Skills Training is bus training to help the customer with transportation to participate in another service such as a vocational assessment.

Contractors follow the SDOP requirements or consult with the VR counselor if other issues are found.

Independent Living Skills Training Topics

Independent Living Skills Training topics may include one or more of the following:

1. Transportation

   Use of transportation services to develop an individual's ability to:

   - Explore, understand and utilize different transportation options;
   - Utilize direct bus use training;
   - Identify community resources for bus training;
   - Get to work and to feel safe obtaining transportation services, etc.

2. Decision Making

   Development of an individual's ability to:

   - Identify a problem;
   - Collect data on potential solutions;
   - Weigh alternatives;
   - Develop what would be considered a wise plan of action;

- Implement the plan of action;
- Assess the success of the plan; and
- Make adjustments as needed, etc.

3. Money management:

   Development of an individual's ability to:

   - Track income and expenses;
   - Budget for upcoming expenses;
   - Shop wisely;
   - Pay bills on time;
   - Balance a checkbook;
   - Avoid bad debt;
   - Learn about deceptive financial practices; and
   - Know where to get assistance if financial difficulties arise, etc.

4. Use of communication access services:

   Development of an individual's ability to explore, identify, and access effective communication options, such as interpreters, Braille services, assistive technology, etc.

5. Organizational abilities:

   Development of an individual's ability to identify and develop specific strategies, systems and tools to increase their efficiency and independence at home, in daily living, and in employment. Examples may include use of day planners, palm pilot, charts, checklists, filing systems, other memory aids, and work station arrangement.

6. Interpersonal and social relationships:

   Development of an individual's ability to understand effective interpersonal and social relationships and how they may affect one's personal life, judgment, decision making, functional behavior, common ground, teamwork skills, etc. Examples may include work and family relationships.

7. Time management:

   Development of an individual's ability and techniques to:

   - Plan, schedule and manage time related to employment, personal life, and home activities;
   - Acknowledge one's personal time needs;
   - Manage personal priorities, goals and life skill needs; and

- Do all things necessary to facilitate time management.

8. Self-advocacy:

   Development of an individual's ability to:

   - Learn strategies and knowledge to resolve one's own problems;
   - Speak for one's self;
   - Exercise civil rights; and
   - Make decisions affecting one's life.

9. Accessing community resources and benefit programs:

   Development of an individual's ability to independently obtain services or financial assistance through available support systems. Examples include Social Security, TANF, Healthcare for Workers with Disabilities, Section 8 and Public Housing, etc.

10. Attendant management:

    Development of an individual's ability to self-manage:

    - Personal care providers including, but not limited to, how to recruit, hire, train, schedule, supervise, dismiss (if necessary), manage payroll, problem solve and develop a plan for when a personal care attendant is ill or stops working; and/or
    - Personal care needs, i.e. time required for assistance, ability to explain how assistance is to be given, having all supplies on hand, being organized, using time effectively, etc.>

11. Self-care:

    Development of an individual's ability to manage basic independent living skills, including but not limited to:

    - Grooming and hygiene (toileting, bathing and dressing);
    - Health management (setting up doctor appointments; getting routine physical and preventative care; accessing medical, psychological, and other professional services as needed); and
    - Medication management (setting up a system to take medications on-time, keeping doctors informed of changes in medication, getting prescriptions refilled, etc.).

12. Self-protection:

Development of an individual's personal awareness and skills to be safe when:

- In the home or community (how to respond to an emergency, contacting 911, escaping during a fire, etc.);
- Interacting with others (being taken advantage of financially, sexually or in other ways); and
- Using public tranportation or technology (internet "scams", identify theft, online sexual predators); etc.

IL Work-Related Systems Access Services:

Independent Living Work-Related Systems Access services are individualized direct services to assist the customer to access and use specific public support systems. An example of such service is to provide assistance to the customer to maneuver through the steps of applying for and receiving benefits from another public agency such as a Community Service Office, Developmental Disabilities, Mental Health or Social Security Disability.

IL Work-Related Systems Access works in conjunction with other planned VR services. The VR counselor ensures the Work-Related Systems access is directly tied to an employment outcome and clearly identified on the SDOP.

Contractors follow the SDOP requirements or consult with the VR counselor if other issues are found.

Independent Living Work-Related Systems Access Services Topics

Specific topics of Independent Living Work-Related Systems Access Services include, but are not limited to:

- Income – Social Security, TANF, Disability Lifeline, etc.;
- Personal care – Medicaid Personal Care, COPES, etc;
- Housing – Section 8, Public Housing, Adult Family Homes, etc; and
- Medical coverage – Medicaid, Medicare, Basic Health, Healthcare for Workers with Disabilities, etc.

Arranging for IL Evaluations and IL Services

Prior to referral of a customer to an IL contractor, the VR counselor informs the customer about the choice of IL contractors available to provide IL evaluations or IL services. The VR counselor also ensures that the customer has a thorough understanding of and is actively involved in selecting an IL contractor. The DVR Intranet contains a list of IL contractors.

Selecting IL Services or IL Service Providers

The VR counselor explains to the customer the role of the customer, the VR counselor, and the IL contractor and ensures that the customer has a thorough understanding of and is actively involved in determining the expected outcomes of the evaluation and/or services. The VR counselor documents this interaction with a case note.

The VR counselor determines whether the IL contractor's staff person is approved to provide IL services.

The customer signs a release of information so the VR counselor can provide referral information to the IL contractor to facilitate communication and coordination of services between the VR counselor and the IL contractor.

Referral to an Independent Living Contractor

1. The VR counselor contacts the IL contractor to make the referral and to schedule an appointment for the VR counselor, customer, and contractor to meet to develop the IL Service Delivery Outcome Plan (SDOP).

2. The content of a **referral** to an IL contractor includes the:

    a. Reason for the referral;

    b. Desired outcomes; and

    c. Disability related information that could impact service delivery and outcomes.

The VR Counselor takes the following steps to refer a customer to an IL contractor of the customer's choice:

1. Contact the IL contractor to discuss referral information (#2 above) to determine if the IL contractor will accept the referral.

2. Schedule an appointment with the customer and the IL contractor to discuss the IL evaluation or service that is needed and to complete an IL Service Delivery Outcome Plan (SDOP).

Completion of the IL Service Delivery Outcome Plan (SDOP)

When the VR counselor, the customer and the IL contractor meet to complete the Service Delivery Outcome Plan for IL Services, the VR counselor ensures that the customer and contractor understand the purpose and expected outcomes of the IL evaluation or the IL services to be provided. The VR counselor explains the role of the customer, the VR Counselor, and the IL contractor. The VR counselor also ensures that the customer has a thorough understanding of and is actively involved in determining the expected outcomes of the evaluation and/or services. The VR counselor documents this interaction with a case note.

1. The VR counselor, customer, and IL contractor complete an **IL Service Delivery Outcome Plan** (SDOP) for an IL evaluation or IL services with the following:
   a. The beginning and end date of the authorization, not to exceed 90 days and the expected date of the report from the contractor.

   b. Expected outcomes for the IL services or evaluation and the person responsible for the outcomes;

   c. Expected time frame for service (e.g. if the IL evaluation report and recommendations are a resource for eligibility determination, both the IL contractor and the customer should be aware of eligibility time frames)

   d. Number of hours to be purchased for IL services or a flat fee for IL evaluation. For services that are provided on an hourly basis, the VR counselor authorizes up to twenty (20) hours per service on an incremental basis. If more than twenty (20) hours are needed, the VR counselor consults with the VR supervisor;

   e. If the VR counselor requests periodic updates about the customer's participation and progress, the expected updates are noted on the SDOP. The VR counselor determines the format, method and frequency of the periodic updates such as e-mail, telephone contact and/or brief written updates. Payment for periodic updates is not authorized;

   f. If travel expenses are required by the contractor, the expenses according to contract criteria are noted on the SDOP; and

   g. The total cost of the SDOP.

2. The VR counselor ensures that the customer and contractor understand the purpose and expected outcomes of the IL evaluation or the IL services to be provided.
3. The VR counselor, customer and contractor each get a copy of the SDOP.
4. At the end of the meeting, the VR Counselor provides the IL contractor with a referral packet, which may include the following: IL referral checklist, copies of releases of information, and disability related information, as appropriate.

5. The original SDOP plan should be filed in the red jacket of the DVR case service record.

IL Skills Training and IL Work-Related Systems Access on One SDOP

IL Skills Training and IL Work-Related Systems Access services are permitted on one Service Delivery Outcome Plan (SDOP) under the following conditions:

- The number of hours authorized for each of the two services are clearly identified;
- No flexibility of hours between the two services is allowed; and
- If additional hours for either service are needed to successfully provide the service, the increase in the number of hours for the specific service is approved by the VR counselor.

2014 - 2016 IL Contract Summary

(Revised 7-1-14)

Service Delivery Outcome Report

1. The IL contractor completes the **IL Service Delivery Outcome Report (SDOR)** for an IL evaluation or IL services by:
   a. Either entering detailed narrative information for each topic as it corresponds to each topic on the SDOP; or
   b. Entering “See Attached” on the SDOR and attaching detailed narrative information for each topic as it corresponds to each topic on the SDOP report; and
   c. Providing a professional opinion and summary.

2. If IL Skills Training and IL Work-Related Systems Access services are on one Service Delivery Outcome Plan (SDOP), the SDOR may contain a narrative report for each of the services. Each narrative report must contain headings that clearly identify which service the report is for.

3. If the SDOR does not thoroughly meet the reporting requirements in the contract, amendments and the SDOP, the VR counselor may return the SDOP to the contractor for revisions.

Fees and Reports

Comprehensive IL Evaluation Service Fees and Reports

The uniform flat fee for a Comprehensive IL Evaluation is **$715.00**.

If a vocational counselor requests an in-person consultation to discuss the results of the Comprehensive IL Evaluation with the VRC and the customer, the contractor can invoice and shall be paid a flat fee of **$72.00**.

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on the following:

Within thirty (30) calendar days of completing the Comprehensive IL Evaluation Services, as authorized in the SDOP, the contractor shall submit an approved invoice to the authorizing VR counselor with a written IL Evaluation Report.

The written report shall identify all of the following elements:

1. The customer's IL barriers to competitive employment;

2. The IL Evaluator's summary impressions;

3. The IL Evaluator's name; and

4. Specific recommendations regarding what IL Skill Training, natural supports and/or community resources may mitigate or eliminate the customer's IL barriers to competitive employment.

Partial IL Evaluation Services Fees and Reports

The uniform flat fee for a Partial IL Evaluation is **$430.00.**

If a vocational counselor requests an in-person consultation to discuss the results of the Comprehensive IL Evaluation with the VRC and the customer, the contractor can invoice and shall be paid a flat fee of **$72.00.**

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on the following:

Within thirty (30) calendar days of completing the Partial IL Evaluation Services, as authorized in the SDOP, the Contractor shall submit an approved invoice to the authorizing VRC with a written IL Evaluation Report.

The written report shall identify all of the following elements:

1. The customer's abilities and limitations in each of the specified Partial IL Evaluation topics;

2. The customer's IL barriers to competitive employment;

3. The IL Evaluator's summary impressions;

4. The IL Evaluator's name; and

5. Specific recommendations regarding what IL Skill Training, natural supports and/or community resources may mitigate or eliminate the customer's IL barriers to competitive employment. **I**

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

(1) Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;

(a) Report shall include:

i. Address of contractor's nearest staffed office location, point of origin;

ii. Date and time the contractor departed from the point of origin;

iii. Address of destination the contractor is traveling to;

iv. Date and time the contractor arrives at destination address; and

v. Date and time the contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location. See OFM Mileage

Reimbursement Rates 10.90.20
http://www.ofm.wa.gov/policy/SAAMvol1.pdf;

(a) Address of contractor's nearest staffed office location, point of origin; and

(b) Address of destination the contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

IL Skills Training Services Fees and Reports

The fee paid for IL Skills Training Services for the entire term of this contract is:

1. An hourly rate of **$72.00**

2. Billable in quarter hour increments; and

3. Allowed only for time that directly pertains to the delivery of services for the DVR customer. No payment will be made for time involved in report writing.

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on approval of the contractor's invoice and written report by the authorizing VR counselor. The contractor must submit the invoice and written report no later than thirty (30) days after completion of the IL Skills Training.

The written report shall identify all of the following elements:

All service delivery activity, as identified in the SDOP, provided to reach the customer's IL Skills Training goal(s);

1. Dates and hours of all activities provided;

2. Specific results achieved by the customer for each IL Skills Training topic as identified in the SDOP;

3. Name of the contractor's staff person providing services; and

4. Specific recommendations, if any, for further services.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

(1) Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;

(a) Report shall include:

i. Address of contractor's nearest staffed office location, point of origin;

ii. Date and time the contractor departed from the point of origin;

iii. Address of destination the contractor is traveling to;

iv. Date and time the contractor arrives at destination address; and

v. Date and time the contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location. See OFM Mileage Reimbursement Rates 10.90.20 http://www.ofm.wa.gov/policy/SAAMvol1.pdf;

(a) Address of contractor's nearest staffed office location, point of origin; and

(b) Address of destination the contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

IL Work-Related Systems Access Services:

The fee paid for IL Work-Related Systems Access Services for the entire term of this contract is:

1. An hourly rate of **$72.00**

2. Billable in quarter hour increments; and

3. Allowed only for time that directly pertains to the delivery of services for the DVR customer. No payment will be made for time involved in report writing.

The contractor must submit the invoice and written report no later than thirty (30) days after completion of the IL Work-Related Systems Access services.

1. All service delivery activity, as identified in the SDOP, provided to reach the customer's IL Work-Related Systems Access goal(s);

2. Dates and hours of all activities provided;

3. Specific results achieved by the customer for each IL Work-Related Systems Access Services topic as identified in the SDOP;

4. Name of the contractor's staff person providing services; and

5. Specific recommendations, if any, for further services.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

(1) Travel time at a fixed rate of $35 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;

(a) Report shall include:

i. Address of contractor's nearest staffed office location, point of origin;

ii. Date and time the contractor departed from the point of origin;

iii. Address of destination the contractor is traveling to;

iv. Date and time the contractor arrives at destination address; and

v. Date and time the contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location. See OFM Mileage Reimbursement Rates 10.90.20 http://www.ofm.wa.gov/policy/SAAMvol1.pdf;

(a) Address of contractor's nearest staffed office location, point of origin; and

(b) Address of destination the contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Selecting Services or Service Providers

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.
7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:

- What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
- Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
- Estimated time that services could begin and how long services might last;
- The customer's involvement in making decisions about the way services are provided to them;
- For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
- For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

See Also:

IL SDOP Template Examples- Evaluation (Partial or Comprehensive)

Templates for IL SDOP Examples - IL Skills Training Services are under development.

Templates for IL SDOP Examples - IL Work-Related Systems Access Services are under development.

Selecting Services or Service Providers

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing

regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.

4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.
7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:

    - What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
    - Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
    - Estimated time that services could begin and how long services might last;
    - The customer's involvement in making decisions about the way services are provided to them;
    - For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
    - For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

Using Existing Information to Select an Employment Goal and Determine VR Needs

1. DVR staff will make maximum use of existing information available from the customer and other sources to assist the individual in selecting an employment goal and determining the VR services needed to achieve that goal. The VR counselor will be responsible for determining which additional assessment information is needed and obtaining it at the least cost.
2. An adequate assessment must be conducted and documented in the case record to support the customer's selection of a suitable goal and to substantiate their need for VR services.

3. Before purchasing assessment services to assist the customer in selecting an employment goal and determining the VR services needed to achieve that goal, maximum effort will be made to:

    a) Collect and make use of existing information that is available from the customer or other sources; and

    b) Conduct necessary assessments by the VR counselor (making full use of existing professional VR skills), using tools and resources that are already available through DVR, WorkSource, and other no-cost services.

Purchasing Assessment Services

- If CRP, IL, or RT services are needed to make an eligibility determination, assist the customer to make informed choices in decisions related to the services and/or the service providers.
- If CRP, IL, or RT services are needed to get information necessary to identity the customer's VR needs, assist the customer to make informed choices about the CRP, IL, and RT services and/or service providers the customer will use.

See Also:

Exhibit A- IL Code of Ethics

WAC- Independent Living Services

I & R Services

I & R Overview and Requirements

WAC- Information and Referral Services

I & R Overview and Requirements

(11/18/05)

It is appropriate for counseling staff to provide customers with I & R throughout the VR process and particularly (at Application, Eligibility, IPE development, Closure and Post-employment).

Information and referral includes explaining to customers that the purpose of the VR program is to assist individuals with disabilities in obtaining and maintaining employment. If the customer is not interested in employment (at this time) they should be given guidance and I & R to other appropriate resources and services that can best meet their needs.

Counseling staff should provide customers with information and referral to help them:

- Receive information needed to make sound and informed decisions about employment options.
- Explore employment services and benefits from other programs, including other programs within the workforce development system.
- Participate in DVR sponsored and conducted core workshops at the WorkSource Centers on Social Security work incentives and benefits planning.
- Utilize DVR staff, which have been trained and certified by the Social Security Administration, in providing initial benefits planning. If appropriate, referrals can be made to external benefits planning agency.

Information and Referral Requirements

Federal regulations establish minimum requirements under I&R as follows. DVR must:

1. Provide individuals with accurate vocational rehabilitation information and guidance (which may include counseling and referral for job placement) to prepare for, obtain or maintain employment.

2. Refer individuals with disabilities to other programs that are best suited to address their specific employment needs, including partners in the workforce investment system.
3. When referring customers for employment services, to Federal or State program, including other components of the statewide workforce investment system, counseling staff should initiate a notice of referral and document in STARS case narrative identifying:

    - The name of the program to which the individual is referred:
    - A contact person in that program; and
    - Information about the most suitable services to assist the individual prepare for, get or keep a job.

4. When an individual with disabilities makes an informed choice to pursue extended employment as the individual's employment goal, DVR must refer individual to extended employment provider. Before making referral counseling staff should explain that:

    - The purpose of VR program is to assist individuals to achieve employment in an integrated setting;
    - DVR is not authorized to support employment outcome in extended or sheltered employment.

WAC- Information and Referral Services

Interpreter and Translation Services

Paying for Interpreter and Translation Services

Procedures for Requesting an ASL Interpreter- On-Contract

Procedures for Purchasing ASL Interpreter- Off-Contract

Procedures for Purchasing Spoken Language Interpreter- On-Contract

Procedures for Purchasing Spoken Language Interpreter- Off-Contract

Unexpected Interpreter Needs- Languageline Services

Paying for Sign Language Interpreter for Job Interviews

WAC- Interpreter Services

See Also:

Access to DVR Programs and Services

Link to Interpreter Contract # 10306

Link to the Collective Bargaining Agreement for Language Access Providers-2011-2013

Paying for Interpreter and Translation Services

(12-9-13)

Service providers are expected to pay for interpreter and translation services needed by DVR customers without charging an additional fee.

Sign Language Interpreter Services

If a service provider says it is an undue burden to provide an ASL (American Sign Language) Interpreter DVR will take their word for it, and provide the interpreter at no cost and without delay. **This does not apply to CRP or IL contractors who are expected to provide interpreters as part of the contract.** See the section of the manual that explains The Contractor is Responsible to Pay for a Spoken Language or ASL Interpreter

See also the special circumstances under which DVR can pay sign language interpreter fees: Paying for Sign Language Interpreters for Job Interviews (below)

Mandatory State Contract for Spoken Language and ASL Interpreter Services

DSHS/DVR purchases interpreter services using a mandatory state contract for spoken language interpreters through the State of Washington Department of Enterprise Services (link to Contract 10306), or an ASL contract administered by the DSHS Office of Deaf and Hard of Hearing (ODHH). The ODHH website for Sign Language Interpreter Contractors lists Freelance Interpreters and Interpreter Referral Agencies. (There is a link to the contract for each of the Interpreter Referral Agencies).

For questions about spoken language interpreters or ASL interpreters or written translations contact the DVR Limited English Proficiency (LEP) Coordinator, the Administrative Assistant 4 for the Field Services Administrator at the DVR State Headquarters Office.

Procedures for Requesting an American Sign Language (ASL) Interpreter- On Contract

1. Click on the link to the ODHH website for Sign Language Interpreter Contractors
2. Using your mouse select the county on the state map where the interpreting service is needed. Scroll down the page and the names of contract interpreters are listed for each region.
3. Contact an interpreting service on the list and request an interpreter for a certain date, time, and purpose (meeting, appointment, etc.). Explain you are using the DSHS contract state rate
4. If a contractor is available schedule the interpreter
5. Complete the **Request for Sign Language Interpreter form, DSHS 17-123A.**

If this form is not completed, you must provide your contact information,detailed information about the date and hours the interpreter is needed, and the location. It is also helpful to provide driving directions, and parking instructions.

6. The contractor will confirm their availability and send you a confirmation number
7. Pay for interpreter by AFP, or if there isn't a case in STARS pay by A-19
8. If you check with contract interpreters and a minimum of three interpreters are not available follow the steps for purchasing "off contract" below

Procedures for Purchasing ASL (American Sign Language) Interpreter- Off Contract

1. Contact a minimum of three contract interpreters. If a contract interpreters are not available complete the Sign Language Interpreter Services Off Contract Documentation Form, DSHS 17-177
2. For more information about purchasing "off contract" see the Sign Language Interpreter Services Off Contract Guidelines
3. Contact an otherwise qualified "off contract" interpreter
4. Pay for interpreter by AFP, or if there isn't a case in STARS pay by A-19

Procedures for Purchasing Spoken Language Interpreter- On Contract

1. Click on the link to the spoken language interpreter Contract 10306 through the State of Washington Department of Enterprise Services
2. Contact one of the contractors listed and explain you are using the state contract rate
3. If a contractor is available schedule the interpreter and provide any additional information that may be needed such as driving instructions
4. The contractor will confirm availability and send you an confirmation number
5. Pay for the interpreter by AFP, or if there isn't a case in STARS pay by A-19

Procedures for Purchasing a Spoken Language Interpreter- Off- Contract

1. The VR counselor documents in a case narrative in STARS the reason(s) or special circumstances for using an off contract spoken language interpreter and requests and exception to policy
2. The VR supervisor approves or denies the request based on whether there is substantial justification to pay for an off contract spoken language interpreter

The DSHS Office of Deaf and Hard of Hearing (ODHH) webpage has information about telecommunication relay services and equipment.

Washington Relay Service

A free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal access to the telephone service for people who are deaf, hard of hearing, deaf-blind and speech disabled. The service allows hearing callers to communicate with text-telephone (TTY) users and visa versa through specially trained Communication Assistants (CAs). Anyone wishing to use Washington Relay Service simply dials 711 to connect with a CA. The CA will dial the requested number and relay the conversation between the callers. Contact numbers for the Washington Relay Service: 1-800-676-3777 TTY/Voice

1-800-676-4290 TTY/ Voice (Spanish)

Unexpected Interpretation Needs- Language Line Services

If a customer who does not speak English comes into a DVR office and staff cannot determine the language the customer is speaking or no-one is available at the office to speak in the customer's language, staff can call the Language Line to request a telephone interpreter.

Staff may need the use of two telephones- one for the customer, and one for DVR staff. Please follow these steps:

1. Use Conference Hold to place the Limited English Speaker on Hold.
2. Dial 1 – (800) 874-9426
3. Enter on your telephone keypad or provide the representative:

   a. You may press "0" or stay on the line for assistance
   b. Type in 6-Digit Client ID: 5 4 3 2 4 5
   c. Press "1" for Spanish or
   d. Press "2" for all other languages (*Speak the name of the language at the prompt)*
   e. Please provide your 4 digit phone extension.An interpreter will be connected to the call.
4. An interpreter will be connected to the call.
5. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the customer who speaks limited English to the line.

When placing a call to a customer who speaks limited English, begin at Step 2.

If you need assistance when placing a call to a customer who speaks limited English, you may press "0" to transfer to a representative at the beginning of the call.

Unknown Language: If you do not know what language to request, the Language Line representative can assist.
Language Lines has a website, which is: www.languageline.com

If a customer who does not speak English brings a friend or relative to act as his/her interpreter, this does not absolve DVR of the responsibility to provide interpreters or translators. **It is not acceptable to receive interpretation from friends, relatives, or immediate family members.** Interpreters and translators must be certified by DSHS.

In most cases, the customer will need to make an appointment for a later time so that DVR can request an interpreter on the customer's behalf.

Payment for Language Line Services
Providing the 6 digit Client Identification Number (above) initiates the billing process. The contractor issues electronic billing directly to DVR State Office for these services. A separate AFP is not needed each time the Language Line Service is used.

Paying for Sign Language Interpreters for Job Interviews

Background

Under Washington State law, an employer with 8 or more employees is obligated to provide reasonable accommodations for otherwise qualified job applicants with disabilities when necessary to ensure equal access and effective communication in the application and selection process for employment. Employers covered by state law must provide the necessary accommodation unless it would cause an "undue hardship," (such as significant cost or difficulty).

Many employers are not familiar with the process of locating and arranging for interpreters. DVR needs to support the DVR customer and the employer throughout the interview and the hiring process to create the greatest opportunity possible for employment.

Requesting Interpreter Services for a Job Interview

When a customer needs interpreter services for a job interview, the customer and VR counselor evaluate the employment opportunity to determine whether to request an accommodation from the employer.

If a Community Rehabilitation Program (CRP) representative is involved in placing the customer in the job, the CRP representative may assist the customer and VR counselor to determine whether to request an accommodation from the employer.

If the customer and the VR counselor decide to request an accommodation from the employer, the customer requests an accommodation by advising the employer that an interpreter is needed.

Conditions for DVR Payment of the Interpreter Fee for a Job Interview

1. DVR coordinates and pays the interpreter fee if the employer indicates that arranging and/or paying for an interpreter would

    - Jeopardize the customer's employment opportunity; and/or

- Create an undue hardship for the employer.

2. DVR coordinates and pays the interpreter fee if the customer, VR counselor and job developer determine that, by requesting the employer to pay for the interpreter, the customer's employment opportunity would be jeopardized.

NOTE: If CRP Job Placement and Retention is authorized, the interpreter fee for the customer's job interview is **not** considered to be included in the CRP Job Placement and Retention fee. the VR counselor authorizes and pays for interpreter services as a separate and distinct service.

WAC- Interpreter Services

Job-Related Services

Bonds

Job Search / Self-Directed

Paying for Sign Language Interpreters for Job Interviews

WAC- Job Placement Services

WAC- Job Retention Services

See Also:

CRP Intensive Training Services

CRP Job Placement Services

CRP Job Retention Services

Bonds

DVR pays for a customer to be bonded if:

- Comparable benefits are not available, and
- The employment he or she is entering requires a bond, and
- The customer supplies all necessary information to the bonding firm.

See Also:

Link to the Washington Bond Program that helps ex-offenders get a free fidelity bond.

Job Search / Self-Directed

A customer engages in a self directed job search with support and guidance from DVR staff. This means that DVR staff must be prepared to provide customers with the basic resources and methods to engage in an effective self-directed job search.

Supporting a customer in a self directed job search may include:

- Teaching the customer how to conduct a contemporary self-directed job search, as well as providing ongoing counseling, guidance, support, and assistance throughout the job search.
- Assisting the customer to develop professional quality resumes and cover letters.
- Assisting the customer to present himself or herself professionally and to dress appropriately for the interview setting.
- Referral to job search workshops, job clubs or mock interview opportunities.
- Offering the customer the use of Internet, word processing, telephone, FAX, copier, job announcements, and other resource material that will assist their successful self-directed job search.
- Educating the customer about appropriate disability disclosure and the Americans with Disabilities Act (ADA).
- Supplying the customer with internet resources that may assist in researching companies, locating job leads, or submitting an on-line resume.
- Providing the customer with local business contacts.
- Initiating referrals to service providers, job fairs, and other networking opportunities.

Available Resources

The following DVR resources are available to customers who choose to engage in a self directed job search:

- DVR Web site http://www.dshs.wa.gov/dvr/
- DVR Resource Centers (not available in all areas).
- WorkSource Centers and affiliate sites.

Paying for Sign Language Interpreters for Job Interviews

Background

Under Washington State law, an employer with 8 or more employees is obligated to provide reasonable accommodations for otherwise qualified job applicants with disabilities when necessary to ensure equal access and effective communication in the application and selection process for employment. Employers covered by state law must provide the necessary accommodation unless it would cause an "undue hardship," (such as significant cost or difficulty).

Many employers are not familiar with the process of locating and arranging for interpreters. DVR needs to support the DVR customer and the employer throughout the interview and the hiring process to create the greatest opportunity possible for employment.

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When a customer needs interpreter services for a job interview, the customer and VR counselor evaluate the employment opportunity to determine whether to request an accommodation from the employer.

If a Community Rehabilitation Program (CRP) representative is involved in placing the customer in the job, the CRP representative may assist the customer and VR counselor to determine whether to request an accommodation from the employer.

If the customer and the VR counselor decide to request an accommodation from the employer, the customer requests an accommodation by advising the employer that an interpreter is needed.

Conditions for DVR Payment of the Interpreter Fee for a Job Interview

1. DVR coordinates and pays the interpreter fee if the employer indicates that arranging and/or paying for an interpreter would

    - Jeopardize the customer's employment opportunity; and/or
    - Create an undue hardship for the employer.

2. DVR coordinates and pays the interpreter fee if the customer, VR counselor and job developer determine that, by requesting the employer to pay for the interpreter, the customer's employment opportunity would be jeopardized.

NOTE: If CRP Job Placement and Retention is authorized, the interpreter fee for the customer's job interview is **not** considered to be included in the CRP Job Placement and Retention fee. the VR counselor authorizes and pays for interpreter services as a separate and distinct service.

Maintenance Services

Maintenance Services

Purchasing Clothing as Maintenance

Purchasing Work Shoes, Boots or Orthotics

WAC- Maintenance Services

Maintenance Services

(Revised 11-21-11)

1. Maintenance is used when a customer needs to incur expenses in excess of their normal living expenses to participate in approved VR services.

   Examples of such expenses are:

   - Travel costs involved in attending a short-term training session that is out of the area;
   - The cost of a uniform required for a job; or
   - The initial one-time costs, such as a security deposit or installation charges for utilities that are required in order for the individual to relocate for a job placement.

2. A customer's normal expenses for food, shelter, and clothing are NOT allowable authorizations under maintenance.

   Examples of living expenses that are not purchased as a maintenance service:

   - Rent;
   - House payment; or
   - Room and board.

3. The purchase of clothing as maintenance is allowed when the clothing is required for job-related purposes such as a work experience, job interview or to begin a job.
   - Clothing purchased for an interview is limited to one outfit.
   - Clothing purchased to begin a job is limited to the minimum necessary, generally no more than 2 to 4 outfits at a total cost of $300.
   - Clothing is purchased at stores that are reasonable and competitively in priced. For example, J.C. Penney, Fred Meyer, Kohl’s, etc.

Purchasing Work Shoes, Boots or Orthotics

(12-9-13)

VR counselors must provide goods and services that meet the customer's needs at the least cost possible as outlined in WAC 388-891-0370(2)(a). Expensive shoes/boots are not necessarily better. If you agree to pay for work shoes/boots make sure that the customer purchases shoes/boots that will meet their employment needs (standing for long periods of time, insulated or waterproof/resistant for outside use or steel toed for protection). Needing good work shoes with support is not justification to purchase shoes/boots at Nordstrom's. Good work shoes/boots are available at least cost from competitive vendors such as Sears, Kohl's, Penny's, Wal-Mart or Fred Meyer.

Orthotic devices such as arch supports or insoles must be prescribed by a qualified medical professional (medical doctor, orthotic or prosthetic practitioner). Do not include shoes/boots with arch supports or orthotics in the IPE or purchase these items without a prescription.

DVR can pay for a doctor's visit if necessary to get a prescription. That way it is more likely that the customer gets the supports s/he needs. Just sending the customer to get "good" shoes/boots is not sufficient justification. Specify the type of shoes/boots that are needed for employment purposes (not fashion). In most instances good work shoes/boots will be available at the least cost from vendors noted above.

WAC- Maintenance Services

DVR is prohibited from paying a Customer's Normal Living Expenses

The VR federal regulations define a maintenance service as support for expenses such as food, shelter, or clothing that are <u>in excess</u> of a customer's normal living expenses. DVR cannot pay for normal living expenses as a maintenance service and DVR does not have the authority to grant an exception to policy to pay for normal living expenses as a maintenance service.

Customers are Responsible for their Normal Living Expenses

Customers are responsible for paying their normal living expenses such as food, shelter or clothing. Customers must continue to be responsible for these expenses while they participate in DVR services. For example, customers who have been paying rent or room and board are responsible for paying these normal living expenses when they attend school. If they require short-term lodging and meals to participate in an assessment or training service not within commuting distance of their home this is an

expense DVR can pay for as a maintenance service. In this situation DVR is paying for living expenses that are in excess of their normal living expenses and customers continue to be responsible for paying their normal living expenses.

Referral to Agencies or Community Resources

VR counselors are responsible to refer customers who lack the basic necessities of food, clothes or shelter to social service agencies, community groups or churches to assist them. Unfortunately, some customers may not receive assistance or enough assistance to meet their basic necessities. Even in these situations DVR is prohibited from paying for a customer's normal living expenses. The VR counselor explains to the customer who lack the resources to pay for their normal living expenses that DVR can only provide a maintenance service to pay for living expenses that are in excess of normal living expenses.

Customer use of Financial Aid to Pay for Room and Board or Rent

If a customer has a financial hardship and chooses to use financial aid to pay for the costs of food, clothing and shelter while in school these subsistence costs are not considered as a VR maintenance service. Under these circumstances if an individual's resources do not cover the full cost of attendance after all grants and resources are applied to IPE services and a financial hardship exists, an exception to policy may be requested to use DVR funds to pay a portion of the IPE services.

See Also: Exception to Policy in the Financial Aid section.

DVR Customer Service Manual	VR Services

WAC - Occupational Licenses

WAC 388-891-640 What are occupational licenses?

Occupational licenses are licenses, permits or certificates showing you meet certain standards or have accomplished certain achievements and/or have paid dues, fees or otherwise qualify to engage in a business, a specific occupation or trade, or other work.

Manual Revision Date: July 31, 2014

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DVR Customer Service Manual	VR Services

WAC - Personal Assistance Services

WAC 388-891-645 What are personal assistance services?

(1) Personal assistance services include a range of services provided by at least one person to help you perform daily living activities on or off the job that you would perform without assistance if you did not have a disability. Examples include, but are not limited to:

(a) Reader services for individuals who cannot read print because of blindness or other disability. In addition to reading aloud, reader services include transcription of printed information into Braille or sound recordings. Reader services are generally for people who are blind, but may also include individuals unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.

(b) Personal attendant services are personal services that an attendant performs for an individual with a disability, including, but not limited to, bathing, feeding, dressing, providing mobility and transportation.

(2) Personal assistance services are only provided in connection with one or more other VR services.

Manual Revision Date: July 31, 2014

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Physical-Mental Restoration Services

WAC- Physical- Mental Restoration Services

WAC- Medical Treatments DVR does not Pay for

See Also:

Advanced Registered Nurse Practitioner, ARNP

Alcohol/Substance Abuse Services

Checking Status of License for Health Care Professionals

Chiropractic Services

Counseling/Psychotherapy

Dental Services

Medical Practices Overview

Payment of Medical Fees

Serving Individuals with Sexual Offending Behavior

Rehabilitation Technology Services

Definition: RT Service Provider

Selecting Services and/or Service Providers

WAC- Rehabilitation Technology Services

See Also:

Purchase of Vehicle and/or Vehicle Modifications

Definition: Rehabilitation Technology Service Provider

Definition: Rehabilitation Technology Service Provider

A Rehabilitation Technology (RT) Service Provider is a for-profit or non-profit organization or government entity approved by DVR to provide rehabilitation technology services and/or evaluations as described in WAC 388-891-660; WAC 388-891-670; WAC 388-891-675; and WAC 388-891-680.

Identifying an Approved RT Service Provider

If a customer chooses an RT service provider that is not registered by DVR, or if an additional RT service provider is needed in an area, contact the Field Services Administrator or designee to discuss the need. The Field Services Administrator or designee is responsible to review the need for an additional RT service provider, identify potential RT service providers, and gather information to assess whether they meet the DVR quality assurance expectations.

If the RT service provider satisfactorily completes the DVR quality assurance registration requirements, the Field Services Administrator coordinates with the State Office to ensure the RT service provider's information is entered in the STARS Vendor Module according to procedures for registering vendors in the Authorizing, Issuing and Paying for Services Chapter and notifies the DVR Field Services Administrator or designee of the action.

Selecting Services and/or Service Providers

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

- Necessary and likely to result in an employment outcome;
- Consistent with the customer's strengths, priorities, concerns, abilities, capabilities, interests and informed choice;
- The Least Cost option that will meet the customer's needs;
- Comparable benefits/services have been explored and fully utilized.

See also:

CRP- Referral Criteria

WAC 388-891-370 Can I select the services and service provider of my choice?

WAC 388-891-325 Does DVR pay for a VR service if services and benefits are available from another program or organization, but I don't want to use them?

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.
7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:

    - What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);

- Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
- Estimated time that services could begin and how long services might last;
- The customer's involvement in making decisions about the way services are provided to them;
- For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
- For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

Using Existing Information to Select an Employment Goal and Determine VR Needs

1. DVR staff will make maximum use of existing information available from the customer and other sources to assist the individual in selecting an employment goal and determining the VR services needed to achieve that goal. The VR counselor will be responsible for determining which additional assessment information is needed and obtaining it at the least cost.
2. An adequate assessment must be conducted and documented in the case record to support the customer's selection of a suitable goal and to substantiate their need for VR services.

Before purchasing assessment services to assist the customer in selecting an employment goal and determining the VR services needed to achieve that goal, maximum effort will be made to:

a) Collect and make use of existing information that is available from the customer or other sources; and

b) Conduct necessary assessments by the VR counselor (making full use of existing professional VR skills), using tools and resources that are already available through DVR, WorkSource, and other no-cost services.

Purchasing Assessment Services

- If CRP, IL, or RT services are needed to make an eligibility determination, assist the customer to make informed choices in decisions related to the services and/or the service providers.

- If CRP, IL, or RT services are needed to get information necessary to identity the customer's VR needs, assist the customer to make informed choices about the CRP, IL, and RT services and/or service providers the customer will use.

CRP- Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to one per customer, if needed. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but he decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Job Placement

1. VR counselors will provide DVR customers with job placement (direct services), and/or utilize no-cost services from WorkSource before referring a customer for CRP Job Placement Services.
2. CRP- Job Placement Services or CRP-Intensive Job Placement Services are appropriate when:

    a) The customer has clearly demonstrated they were not able to succeed in job search assisted by DVR staff, WorkSource; or

    b) There is sufficient existing information to know that the customer would be incapable of succeeding in job search assisted by DVR staff or WorkSource due to the significance of their disability, or because Supported Employment is required.

3. DVR staff will actively assist customers in effectively using job search resources available through WorkSource. This includes working directly with customers at WorkSource locations to assist with their use of tools and other resources available for job search activities.
4. DVR staff will sponsor job clubs and other activities to directly assist customers with job search (e.g., resume’s completing job applications, finding job leads, practice interviews, etc.).
5. Where available through a DVR contract, job placement/retention or transitional employment services from a Clubhouse will be used in lieu of CRP services. DVR staff will actively refer customers to the maximum capacity provided by the contract.

CRP Job Placement and CRP Job Retention Services

The VR counselor authorizes CRP Job Placement/Job Retention services according to the following:

- A Service Delivery Outcome Plan for CRP Job Placement/Job Retention may be developed for up to 180 days.

- If CRP Job Placement/Job Retention has NOT resulted in placement within 180 days, the VR counselor consults with the VR supervisor or designee to determine what action is necessary.

- While the length of the Service Delivery Outcome Plan may be for up to 180 days, the AFP for Job Placement/Job Retention services is limited to 90 days.

The VR counselor monitors the progress of the customer in Job Placement/ Job Retention at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether progress towards employment is being made.

Further services are not reissued in the hope that more time in job search will bring different results. Instead, the VR counselor and the customer review the IPE and the Job Placement/Job Retention services for feasibility of successful placement.

This review is completed by the VR counselor and the customer prior to authorization of further services. The review includes an analysis of information gathered through placement activities to date and the following questions.

- Are there sufficient openings in the chosen vocational goal to predict placement success?

- Can the customer demonstrate sufficient skills and aptitude to predict success in this placement effort?

- Are there other services necessary before placement efforts can be successful?

- Is the service provider effective, or would another service provider be more suitable?

If progress towards employment is not being made, the VR counselor takes immediate steps to get things moving or terminates the services that are not progressing.

IPE Development

If a customer determines that CRP, IL, or RT services are needed on his or her individualized plan for employment to achieve an employment outcome, assist the customer to make informed choices about the:

- Service providers that will provide the services;

    - Setting in which the customer will receive services; and
- Methods of arranging and paying for the services from the methods available to DVR.

If a customer selects one or more CRP, IL, or RT services for his or her IPE, the service provider must be registered in STARS prior to any commitment to the customer or the service provider.

If a customer is referred to DVR from a county developmental disabilities program or regional support network where the customer uses an informed choice process to select services, service providers, settings, and methods of arranging and paying for services, the customer does not need to consider additional options or information.

If a customer chooses not to receive services from a CRP and the decision will jeopardize the customer's ability to complete the rehabilitation process successfully, the counselor discusses other options available to the customer.

WAC- Rehabilitation Technology Services

Self-Employment Services

(Revised 5-14-10)

Outline and Key Points

Self-Employment Frequently Asked Questions

Approved Self-Employment Outcomes

Self-Employment Consultant - required for key points in the process: feasibility, business plan, monitoring monthly income & expense statements, closure

Vocational Assessment for Self-Employment

- Demands, Risks and Responsibilities - consider how disability barriers will be addressed
- Financial Resources, Credit History, Unpaid Debts, Legal Issues
- Benefits Planning - required for those on SSI/SSDI, COPES, DSHS Income Assistance
- Additional Training & Consultation - may be authorized for client to gain more knowledge & understanding about being self-employed

Feasibility Analysis

Self-Employment IPE - Amendments are done as major steps are accomplished that support moving to the next phase of planning and implementation. Major IPE steps include:

- IPE Phase 1- Business Plan- Self-Employment WITHOUT a Comprehensive Business Plan - low cost (under $3000), low risk, & low complexity
- IPE Phase 2 - Comprehensive Business Plan Development
- IPE Phase 3 - Start-Up and Self-Employment Consulting Services - VRC meets with VRS to review the Business Plan prior to amending the IPE to add Phase 3/start-up services

IPE Start-Up/Retention Funding Guidelines

DVR supports self-employment services on the IPE up to $10,000 if self-employment is intended to be the customer’s primary source of income, or up to $3,000 if income from self-employment supplements income from SSI/SSDI or another primary source of income.

IPE Terms and Conditions

- Determining an Employment Outcome - Clear, measurable progress criteria required
- Determining Wages at Closure
- Recovering Loaned Items
- Post-Employment Services

Supported Self-Employment

All the requirements for self-employment apply to supported self-employment.

1. Overview of Supported Self-Employment- individual requires on-going support and supervision to maintain employment
2. Best Vocational Option- has the skills & abilities to make a measurable contribution to the bus.
3. Role of Business Owner- departs from traditional views of entrepreneurship
4. Type of Supports- support system outlined in Business Plan
5. Feasibility of Business- must be defined as “for profit” and customer owned
6. Additional factors that must be addressed- is customer making a measurable contribution to the work setting? Are necessary Long-term supports in place? Integrated?
7. Extended Services (Long-Term Supports)- once customer has stabilized on the job
8. Extended Services Partners
9. Benefits Planning
10. Qualified Self-Employment Consultant

Approved Self-Employment Outcomes

Traditional employment does not have to be ruled-out before considering self-employment as a vocational option. For purposes of DVR, self-employment or supported self-employment is an employment outcome in which an individual works for profit in his or her own business, profession or trade. The DVR customer must participate substantially in day-to-day core business functions. Self-employment is usually a sole proprietorship, but may include partnerships, corporations or a limited liability company (LLC) if the DVR customer manages and holds controlling interest (51% or more). For purposes of DVR, self-employment does not include hobbies or ventures that are not income producing or that only generate enough income to break even. Work performed at home, while being paid as an employee for an employer (through telecommuting) is not self-employment.

Self-employment involving payment for invention registration, legal services, patents, trademarks, or franchise fees require an exception to policy approved by the VR Supervisor.

DVR is prohibited from using DVR funds to pay for insurance.

DVR does not support non-profit organizations, 501(C)(3), because an individual cannot "own" a non-profit and does not have any legal standing with the organization. Purchases of goods and services must be made on behalf of a customer or family member receiving VR services, not a non-profit organization. DVR also does not support businesses that are illegal in the state of Washington.

Counselors and customers need to exercise caution if considering advertised self-employment ventures to ensure the employment is legitimate and offers a realistic profit-making opportunity. Questionable self-employment ideas or concepts need to be researched with a self-employment consultant, the Washington State Attorney General's office, Better Business Bureau, Internet scam searches, or another source. A reference to this research is documented in the case service record.

Self-employment Consultant

Consultation with a self-employment consultant from feasibility through start-up greatly improves the likelihood that the self-employment venture is successful. List of Self-employment Consultants VR Counselors must use the services of a self-employment consultant at key points in the self-employment process:

1. Feasibility analysis
2. Business plan
3. Monitoring monthly income and expense statements
4. Consultation and technical assistance to resolve issues and support the customer

    a. Prior to closing the case

    b. At closure, and

    c. After closure for an agreed upon period

Vocational Assessment for Self-Employment

If an individual expresses interest in self-employment, the VR Counselor begins exploring the suitability of this option with the customer early in the assessment phase. As in all cases, a comprehensive assessment is conducted. In the case of self-employment, the vocational assessment focuses on gathering information to assess both (1) the individual's skills and experience in the desired field or type of work, and (2) the individual's skills in managing a business.

In conducting a comprehensive assessment to select the vocational goal, the VR Counselor and customer gather information to assess the individual's skills and experience, temperament, training, transferable skills and other characteristics needed to be self-employed. The comprehensive assessment needs to consider disability issues, including interpersonal skills that could impact ongoing, successful management

and operation of self-employment. There are assessment tools available on the DVR Intranet under Rehab Resources to help guide the VR Counselor and customer in this discussion and assessment.

If the results of initial assessment by the VR Counselor indicate self-employment may be a viable option, the VR Counselor proceeds with additional assessments, if needed. The counselor may use trial work experience, community based assessment or vocational evaluation to gather additional information.

Demands, Risks and Responsibilities

The VR Counselor and customer discuss the demands, risks, and responsibilities of self-employment in the desired field, disability-related issues or concerns, as well as the individual's motivation, strengths, interpersonal skills, resources, long-term supports for supported employment and income needs. The VR Counselor also considers the individual's barriers to employment and how those barriers would be addressed through self-employment.

Financial Resources, Credit History, Unpaid Debts, Legal Issues

The individual's financial resources, credit history and money management skills must also be considered. Bankruptcy or other legal proceedings, overdue child support, tax and/or debt issues must be resolved before proceeding with the development of a self-employment plan.

See Also:

Form- Self-Employment Income Report, DSHS 07-042B

Benefits Planning

As part of the comprehensive assessment for individuals who receive SSI, SSDI, Medicaid, COPES or DSHS Income Assistance, benefits planning is required to determine how income or earnings from self-employment may impact all benefits. Consideration is also given to Social Security work incentives or other resources.

Additional Training and Consultation

If training or one-on-one consultation is available in the local area, the VR counselor may authorize training/consultation for the individual to gain more knowledge and understanding about being self-employed.

Feasibility Analysis

A feasibility analysis is conducted by a DVR-approved self-employment consultant or another comparable resource. If a VR Counselor is uncertain about the results of a

feasibility analysis, the VR Counselor may authorize and pay for a review of the feasibility analysis by a DVR-approved self-employment consultant.

The feasibility analysis provides an in-depth analysis of the business concept, the market, the financial investment and income potential. In addition, the feasibility analysis considers:

- Financial resources, skills and history of the customer as it relates to successfully operating a small business
- The need for customer training
- The availability of a strong support network for long-term business success
- The need for a comprehensive business plan

The feasibility analysis offers the VR Counselor and customer a comprehensive, objective evaluation of the strength of the proposed self-employment venture. The VR Counselor and customer use the results of the feasibility analysis, together with the results of the comprehensive vocational assessment, to determine whether to proceed to IPE development or to consider another vocational direction.

If the feasibility analysis indicates that self-employment is not feasible but the customer is only willing to consider a goal of self-employment the VR Counselor offers counseling and guidance that there are a couple of options to consider if DVR cannot support self-employment:

Option 1: Close the case because self-employment is not feasible and the customer won't consider other vocational options or

Option 2: Explore other vocational goals besides self-employment

If the results of the comprehensive assessment and feasibility analysis indicate self-employment appears viable, the VR Counselor can move forward with the IPE. The first phase of the IPE is a Business Plan.

<u>IPE Phase 1- Business Plan</u>

<u>Self-Employment WITHOUT a Comprehensive Business Plan- low cost (under $3000), low risk, and low complexity</u>

A comprehensive business plan is not required if a feasibility analysis report indicates the business concept represents a (1) low cost (under $3,000), (2) low risk and (3) low complexity. Examples of self-employment ventures that may not require a comprehensive business plan include:

- An individual is already self-employed and has demonstrated the skills and abilities to successfully manage the business, and VR services are needed to retain employment due to a disability-related condition

- The individual has previous experience being self-employed in the same or a similar field and start-up needs are minimal
- The individual has skills and experience in a trade and needs minimal training and services for start-up, such as, lawn care, pressure washing, window washing, bookkeeping
- An individual has experience or training in a trade and will lease space in an existing business and pay their own taxes, i.e., massage therapist, manicurist, cosmetologist, real estate agent.

IPE Phase 2 – Comprehensive Business Plan Development

A comprehensive business plan is required when IPE start-up costs exceed $3,000 or if the business concept is complex or otherwise represents a risk, for example:

- The business will rely on an investment of financial resources from one or more sources other than DVR.
- The business will require paid staff other than the customer.
- The business concept involves the sales and marketing of a new or unusual product or service.
- The business will be established as a partnership or corporation.

A comprehensive business plan is a thoroughly researched and documented description of the proposed business venture. It provides a long-term vision and a comprehensive plan for the venture's initial start up and long-term success. Development of the business plan must be facilitated by a DVR- approved self-employment consultant with active involvement of the DVR customer, or another comparable self-employment consultant. When a business plan is provided by the customer a review by a self-employment consultant is required. If the VR Counselor is concerned about the viability of a comprehensive business plan, the VR Counselor can authorize and pay for a review of the plan by a DVR-approved self-employment consultant. The comprehensive business plan will address all of the components on the Primary Elements of a Business Plan, including, but not limited to the following elements:

1. Definition of the product or service
2. Supporting market research
3. Realistic financial projections, including projected income and expenses for the first three years of operation, projected monthly and annualized revenue, operating expenses and break-even analysis
4. Start-up costs, including resources available and resource needs and details for the costs of all equipment and services and who is paying (if other funding sources are involved) and total costs and additional resource needs
5. Ongoing/long-term business operational and financial supports needed and available
6. Business licensing, insurance and other requirements required or recommended for the business

7. Time-line for business development that identifies major steps and measurable progress criteria needed to implement and successfully establish the business so that a target level of income/business activity is achieved.

The development of a comprehensive business plan provides the VR Counselor and customer with greater assurance that the customer is capable and prepared for the demands of self-employment and has the skills, tools and resources to be successful. Approval of a comprehensive business plan is required prior to a commitment by DVR to proceed with business start-up or operation.

During Phase 2, the customer and/or Self-Employment Consultant can identify vendors and obtain any required bids needed for business start-up. Coordinating with the VR Counselor to establish those vendors in the DVR payment system early will expedite the start-up process in Phase 3. Training related to business start up and management may also be approved and completed by the customer during Phase 2.

IPE Phase 3 - Start-Up and Self-Employment Consulting Services

The Counselor meets with the VR Supervisor to review the Business Plan prior to amending the IPE to add Phase 3 – start-up services. Upon VR Supervisor approval, the VR Counselor amends the IPE to add agreed-upon start-up and self-employment consulting services. The VR Counselor and customer follow procedures for considering the availability of comparable services and benefits and completing the financial statement.

Start-up services are determined based on the business plan and include costs related to operating the business. Typical start-up costs that DVR can support include but are not limited to:

- Licenses
- 60-day initial stock of goods for inventory
- Tools, equipment, or other supplies
- Marketing costs
- Financial record-keeping systems, software or services
- Deposits and/or initial lease costs (DVR should not be mentioned on the lease)
- Travel expenses required for start-up

Note: All tools/equipment purchased for the customer remain the property of DVR until successful case closure. If the business is set up as a partnership, the customer and partners must understand and agree that items are loaned to the customer as part the customer's Individualized Plan for Employment and items do not belong to the business or any partner with interest in the business. An agreement signed by the customer and partner(s) is attached to the Loan Agreement for Tools, Equipment form, DSHS 19-074.

Costs such as training in self-employment management, business plan development and rehabilitation technology needed to perform work are not considered "start-up."

DVR may provide training to family members or others in business start-up or operation if the individual(s) will have a role in supporting the customer's self-employment.

A VR Counselor may not authorize the following expenditures using DVR funds:

- Payment of salaries, cash or any other form of direct payment to a customer
- Leases, purchase of property/real estate or insurance
- Religious education, training, supplies or materials
- Firearms, alcohol or tobacco
- Refinancing existing business or personal debt, costs related to bankruptcies or co-signature of loans

IPE Start-up/Retention Funding Guidelines

DVR supports self-employment services on an IPE up to $10,000 if the income from self-employment is intended to be the customer's primary source of income.

DVR supports self-employment services on an IPE up to $3,000 if the income from self-employment is not intended to be the primary source of income, but will supplement income from SSI/SSDI or another primary source of income.

Costs that exceed these guidelines require an exception to policy from the VR Supervisor documented in the case service record.

Purchases for Start-up

To increase the likelihood of positive self employment outcomes, start-up services should be delivered in as timely a manner as possible. DVR customers often can immediately begin earning income once they have obtained start-up services, or they have developed opportunities through the business plan development process that will be jeopardized by delays in business start up.

To achieve timely delivery of start-up services, the goal is for AFPs for all purchases to be completed within 15 working days after the addition of Phase 3 to the IPE.

The timely delivery of start-up services is frequently complicated by the need to purchase tools, equipment, and supplies – often from new vendors. The following recommendations will help expedite this process:

1. In Phase 2 (business planning process), customer and/or Self-Employment Consultant identify needed vendors and obtain any required bids anticipated for business start-up. Coordinating with the VR Counselor to establish those vendors in the DVR payment system early will expedite the start-up process in Phase 3.

2. Establish customer-centered process for purchasing. Define who customer or Self- Employment Consultant should contact with vendor questions and whom to send quote documentation (VR Counselor or Rehab Tech).
3. Provide purchasing guideline information to customer and Self- Employment Consultant so that dollar limit and documentation of quotes requirements are understood.

   a. Determine if customer or Self- Employment Consultant can assist with obtaining necessary purchasing documentation (3 telephone quotes for purchases that cost $1,000- $4,999.99, or 3 written quotes for purchases that cost $5,000 or more).

   b. The Request for Quote, DSHS 17-153 (or similar document) is used to document purchases that cost $5,000 or more. Basically, the form is completed once, and copies of the form are sent to 3 vendors.

   c. If the customer or Self-Employment Consultant is assisting with 3 phone quotes the following information is provided to the VR Counselor:

   - Name, mailing address or e-mail address, telephone number or website address
   - Date of contact
   - Quote
   - The VR Counselor documents in the case narrative a comparison of the quotes, and the rationale for the award decision.

4. If new vendor relationships are needed, explain process of establishing new vendors and determine if customer or Self- Employment Consultant can assist with this process.

   a. If a specific start-up service cannot be purchased through the DSHS vendor system (e.g., provider is not willing to become State vendor but product or service is essential) the VR Counselor documents in the case narrative that an exception is needed to make the purchase with the office credit card or reimburse the customer.

5. Schedule any AT or IT reviews required.

Start-up Monitoring and Support

Upon business start-up, the VR Counselor authorizes a self-employment consultant to follow up with the customer monthly, or more often if necessary, to review financial statements and overall business operations. Proactive steps are taken to ensure the business makes adequate progress toward become self-sustaining. The self-employment consultant reports progress to the VR Counselor monthly or at anytime concerns arise.

If the business fails to demonstrate progress toward becoming self-sustaining, the VR Counselor, customer and self-employment consultant review IPE progress criteria and conditions for continuation of the IPE. If the self-employment consultant recommends specific actions targeted at improving business activity and earnings, the VR Counselor may keep the IPE intact for an agreed-upon period of time. However, if the interventions are not effective after the agreed-upon time period, the VR Counselor discontinues self-employment services and considers other employment goals with the customer. If the customer is unwilling to consider other options, the case is closed-other than rehabilitated.

IPE Terms and Conditions

The amendment adding start-up costs and services must include:

- Compliance with all federal, state and local requirements for owning and operating a business, such as obtaining a business license and paying insurance and taxes
- Clear, measurable progress criteria based on the projections in the business plan related to income and expenditure targets
- Specific time-lines for monitoring progress and becoming self-sustaining
- Monthly financial reporting requirements by the customer to the VRC upon business start-up including monthly income and expense statements, and documentation that shows reporting and payment of any applicable business taxes (e.g., city, county, state, federal)
- Agreed-upon steps to be taken if measurable progress cannot be made, including conditions that would result in discontinuing the self-employment venture if it is not making adequate progress
- Provisions for how the VR Counselor and customer will handle unforeseen expenses that arise after the IPE is signed
- Closure criteria, including the agreed-upon income level consistent with the projections outlined in the business plan

<u>Determining an Employment Outcome</u>

To determine an employment outcome and close a case in self-employment, the following conditions must be met:

- The business has been operating independently of DVR funding (except self-employment consulting for monitoring and follow-up) for at least 90 days after start-up
- The business is generating sufficient income to break even and the projected revenue established in the business plan has been attained
- The case service record contains financial statements demonstrating the business is self-sustaining

- The VR Counselor, self-employment consultant and customer have discussed closure and agree that the closure criteria have been met and the customer has the skills needed to operate the business
- The business is receiving business support from a business mentor or is otherwise connected to an organization for ongoing follow up and business support, such as a Small Business Development Center

Determining Wages at Closure

The traditional way of dividing wages by hours does not always reflect the success of self-employment accurately. The wages entered in STARS should reflect that the individual is earning at least the minimum wage.

Recovering Loaned Items

If the case is closed – Other Than Rehabilitated, the VR Counselor is responsible to recover tools and equipment loaned to a customer and follows procedures as noted in (link) Recovery of Equipment

Post-Employment Services

Post-employment services may be provided if a business needs short-term assistance or support to regain stability. Individuals requesting PES to retain self-employment need to provide current financial statements, including profit and loss for examination by the VR Counselor.

If the business is not self-sustaining and in jeopardy of failing, an approved DVR self-employment consultant is used to assess the financial health and overall viability of continuing the business and identifying an effective intervention plan before additional DVR services are invested in the venture.

Supported Self-Employment

All the requirements for self-employment apply to supported self-employment. Self-employment

Overview of Supported Self-Employment

Much like traditional Supported Employment, “Supported Self-Employment” is an employment outcome where the individual requires on-going support and supervision to maintain employment, usually due to cognitive and/or behavioral barriers. DVR does allow for supported self-employment just as it does for traditional supported employment. Supported self-employment should not be confused with self-employment where disability-related accommodations or job site modifications are required.

There are a number of approaches to supported self-employment. These include Resource Ownership, Partnerships, and Sole Proprietorships. To read more on each, follow this link to a publication on Supported Self-Employment: The most common and easiest to develop form of supported self-employment is a sole-proprietorship.

Best Vocational Option

Prior to developing an IPE for supported self-employment, there must be evidence that:

- Supported self-employment is the best vocational option for the customer.
- The customer is choosing this option based on informed choice and the results of vocational assessments and feasibility analysis or business plan.
- The customer has the skills and abilities to make a measurable contribution to the supported self-employment venture. Person-centered business planning efforts and trial work experiences may be required to determine the reasonableness of this goal.

Role of Business Owner

It is important to acknowledge that this strategy toward self-employment departs from traditional views of entrepreneurship and the role of the business owner, and therefore requires flexibility and creativity. These are often individuals who might not be considered likely self-employment candidates.

Supported self-employment has been used successfully with people diagnosed with mild, moderate, severe, or profound developmental disabilities; severe and chronic mental illness; severe brain injuries; and multiple severe disabilities.

Type of Supports

Due to the nature of a disability, a customer may need assistance in managing and operating a business to ensure its success. This assistance may be provided by family, friends, advocates or anyone the customer or his/her legal guardian chooses as a support system. The customer is not required to be able to independently operate all aspects of the business in order to receive DVR support for the venture. Examples of supports that may be needed include help with marketing, record-keeping, and accounting (if needed).

CRP Intensive Training Services may be required during the business start-up period to provide needed job stabilization and training until Extended Services begin. CRP services are not considered “start-up costs.”

Feasibility of Business

To consider a supported self-employment business as feasible:

- The business must be defined as “for profit” and customer owned
- Have a professional feasibility analysis report that indicates the business is (1) low cost, (2) low risk (under $3,000) and (3) low complexity, or a comprehensive business plan when IPE start up costs exceed $3,000 or if the business is complex or otherwise represents a risk (link) to Self-Employment
- Is commensurate with the customer’s interests, skills and abilities

Additional factors that must be addressed

When considering supported self-employment these additional factors must be addressed:

- Is the customer making a measurable contribution to the work setting? Are they performing actual work that has been tailored to maximize their abilities? This will often involve job carving and may require adaptive technology and worksite accommodations. DVR does not require that the person independently operate all aspects of the business, however the individual must play some significant role in the business that maximizes their skills and abilities.
- Does their work contribute to the profitability of the business?
- Are the necessary long-term supports available and in place? Will they exist indefinitely if that is what is required? Who will assist as a safety net if the supports fall through? Supported self-employment requires pre-identification of supports just as in traditional supported employment.
- It is recommended that everyone playing a role in the business is involved in the feasibility analysis process. Person-centered business planning efforts and trial work experiences may be beneficial.
- Is the self-employment outcome competitive employment versus a non-competitive hobby? If the venture is not income producing or is not being designed as a true job for the customer it should not be considered competitive employment.
- In addition to being competitive employment, does the work offer contact with individuals who are not disabled?

Extended Services (Long-Term Supports)

Extended services are support services provided once the customer is stabilized on the job and DVR services are no longer needed to maintain satisfactory on-the-job performance. Extended services consist of specific services needed to maintain the customer in supported employment. Resources for extended services include, but not limited to:

- County Developmental Disabilities funding;
- Mental Health agency funding;
- Social Security work incentives;
- Co-worker natural support systems;
- Family members, friends; and

- Individual Development Accounts (IDA's).

Extended Services Partners

The chances of success are increased when long-term supports are identified early in the process and there is a clear understanding about the roles other agencies and service providers will play in supporting the customer. For best results there must be good communication with the "team" assisting the individual, particularly at key points, including:

- When self-employment is selected as the vocational goal
- Upon completion of the feasibility analysis
- In determining the nature and extent of extended services that will be needed after DVR services are completed
- Upon completion of the comprehensive business plan
- In determining the individual has achieved job stabilization and transitioning to extended services

Benefits Planning

As part of the comprehensive assessment for individuals who receive SSI, SSDI, Medicaid, COPES or DSHS Income Assistance, benefits planning is required to determine how income or earnings from supported self-employment may impact all benefits. Consideration is also given to Social Security work incentives or other resources.

Qualified Self-employment Consultant

Supported self-employment cases typically require a very creative approach. Most counselors will find it helpful to work with business professionals and vendors experienced in supported self-employment. As with traditional self-employment, a DVR-approved self-employment consultant conducts the feasibility analysis and facilitates development of the comprehensive business plan. List of DVR-approved Self-Employment Consultants

CRP Intensive Training Services may be required during the business start-up period to provide needed job stabilization and training until Extended Services are initiated.

See Also:

CRP - Intensive Training Services

WAC- Self-Employment Services

WAC 388-891-800 What is supported employment?

Form- Loan Agreement for Tools and, Equipment, DSHS 19-074

Example- Agreement of Business or Partners about Ownership of Equipment

WAC- Self-Employment Services

Self-Employment Frequently Asked Questions

(New 1/10/11)

1. **What is the VRC's role in creating self-employment opportunities?**

   It is not recommended that a VRC work to develop a self-employment goal when that was not initially proposed by the customer. Being self-employed requires a tremendous amount of dedication, skill, and resources to start and maintain. If a customer has not already arrived at a conclusion that they possess the ability to be self-employed it is unlikely it is within their area of interest or ability. There are no widely accepted assessment tools to test for self-employment potential.

2. **The customer did not like the feasibility analysis; can I get a second opinion?**

   Getting a second opinion because the outcome of the initial feasibility was poor is not recommended unless there is sufficient evidence that the initial feasibility was not accurate. In this case, the consultant, VRC and customer should meet and discuss the concerns and inaccuracies of the feasibility and attempt to correct them. Informed choice includes a customer being realistic about their skills, experience, personal financial situation, and ability to market their services/products. It does not mean that when bad news is delivered a different conclusion should be pursued with a new consultant.

3. **Considering Informed Choice, how do we select a Business Consultant?**

   It is important to understand that this process is different than selecting a CRP (i.e. the common practice of providing a list to choose from and doing interviews.) The list of approved DVR Business Consultants provides a limited number of options. Some of the consultants listed do not travel, are not always available, or do not provide a comprehensive set of services. A VRC should first select the consultant that is available within their geographic area. If there is more than one available then the VRC should contact the consultants to check on availability and services available. Only when it is verified that there is more than one available choice should the VRC discuss the choices available with the customer.

4. **My customer doesn't have anything to show me at this point and needs money to develop their product. How can we assess feasibility?**

   When someone has a concept, an idea, or a 'sketch' of a product and needs resources to develop that product, this is considered "Research and Development" (R&D). While there are times when an assessment could be used creatively to verify marketability of a simple product (i.e. a designer T-shirt, a

wooden bird house, a greeting card, etc.) larger and more complex proposals for inventions, websites, software, etc. are not supported by DVR. Customers should be referred to the Washington State Innovation Assessment Center (IAC) to further R&D on their own. An IAC early stage market assessment will help them decide if they should make additional investments in their idea, make modifications in their product to improve marketability or investigate a different idea.

5. **Can DVR help publish a book, music CD, or DVD? Is this self-employment?**

   DVR supports vocations, not projects or single project proposals. Self-employment should be expected to lead to a somewhat predictable, stable, and long-term income. DVR can consider support for a customer who has training and experience in a creative field, such as a former reporter with a journalism degree who now wants to work as a freelance writer, but would not consider support for a customer who wants DVR to finance a book. Key considerations for creative professions in DVR self employment planning:
   1. Business idea is for ongoing work in a profession with more than just one project developed beyond a general concept.
   2. Prior training AND paid experience the field.
   3. A "package" of skills and conditions are in place: products and/or services that will be developed, an ability to market and sell oneself to the public (essential for creative work), a stable financial situation (not desperate for money, no huge debt, etc.)
6. **What is a Multi-level Marketing business and is this something we support?**

   Multi-level Marketing (MLM) is a marketing strategy in which a person is compensated not only for sales they personally generate, but also for the sales of others they recruit into the business venture, creating a “downline” of distributors and a hierarchy of multiple levels of compensation. MLM companies have been a frequent subject of criticism as well as the target of lawsuits. Criticism has focused on their similarity to illegal pyramid schemes and the speculative nature of their earnings. These opportunities often promise big profits with little work.

   The FTC states "Steer clear of multilevel marketing plans that pay commissions for recruiting new distributors." Further, the FTC advises that multi-level marketing businesses with greater incentives for recruitment than product sales are to be viewed skeptically. "It is best not to get involved in plans where the money you make is based primarily on the number of distributors you recruit and your sales to them, rather than on your sales to people outside the plan who intend to use the products."

   The bottom line - use good common sense, research, and do some basic math. If it sounds too good to be true than it probably is. DVR supports active, not passive or speculative self-employment goals.

7. **Are we only to use consultants on the approved list? How is someone added?**

   To provide some level of quality assurance and make the self-employment process easy for the customer and DVR, a vendor on the list of approved consultants must be used before approving a self-employment venture. This may include a consultant review of a feasibility analysis and business plan completed by another source such as a Small Business Development Center (SBDC), Washington CASH, or another venture development program.

   It is possible to add new vendors to the approved list. First the potential vendor must be able to demonstrate the skills, expertise and experience needed by DVR. Generally someone who has experience with micro-enterprise startups, feasibility analysis, writing business plans, and the ability to develop solid financial projections will meet our criteria. Examples of their work will be reviewed by DVR; the person will be interviewed and provided an overview of doing business with DVR and the self-employment policy. Contact Jim O'Brien to begin this process.

8. **Training is needed before my customer can be self-employed. What comes first - business planning or sending them to school?**

   There are often two levels of “training” that come up when talking about self-employment; 1) training needed in order to perform the skill/service and, 2) training that is part of a self employment plan. A common example of where training is needed to be self-employed is massage therapy, where self-employment is a likely outcome. An example of when training is needed as part of a business startup is a software, small business management, or bookkeeping class.

   It is strongly recommended that before any training (i.e. massage therapy) is provided that is likely to result in a self-employment outcome, that there is first an assessment consultation with a business consultant. This consultation will assess the individual’s ability to manage a business and complete an environmental scan of the market place. This will help insure that self-employment is going to be viable before investing time and resources into a training program.

   When a feasibility analysis has been completed, and brief training or a class has been identified as part of the startup need, DVR should proceed quickly with the business startup and include this training in the process. The startup should not be stopped so someone can take software (i.e. PhotoShop, QuickBooks, etc.) class first. If the business depends on seasonal work, or an opportunity is time sensitive, any delay can significantly impact success.

9. **Can DVR purchase a vehicle for self-employment?**
   See the policy on Vehicle Purchases

Services to Family / Child Care Services

Child Care Services

WAC- Services to Family / Child Care Services

Child Care Services

(Revised 1/15/08)

DVR only purchases child care services from licensed child care providers who meet the following requirements:

1. A license issued by the Department of Early Learning authorizing the child care provider by law to operate a child care center and certifying that the provider meets the minimum requirements under licensure. This license ensures that the child care provider has:

    - Proof of insurance for operating a child care business;
    - A background check conducted by the DSHS/Background Check Central Unit (BCCU); and
    - Has met all minimum qualifications determined by the state.

2. A Washington State Master Business License with a UBI number listed.

Verifying License of Child Care Providers

To confirm if a child care provider is officially licensed click on the following link:

Department of Early Learning- Licensed Child Care Information System web site

If you do not find the child care provider you are looking for call 1-866-482-4325 to verify. To get free referrals you can call 1-800-466-1114 or send an e-mail to: childcarenet@childcarenet.org

Child Care Rates

The rates child care providers charge may vary based on the services provided and the location where the services are provided. Child care providers participating in the Working Connections program charge fees in accordance with this program. Therefore, DVR may pay child care providers a different rate (typically lower) for customers participating in the Working Connections program than they would for customers who are not participating in this program.

See the Working Connections Child Care Manual for more information about rates for the Working Connections Child Care Program

Child Care Comparable Benefits

Financial Aid and DSHS Working Connections Child Care (WCCC) or other resources should be explored and utilized.

Working Connections Child Care

Working Connections Child Care (WCCC) is a DSHS program that helps families pay for child care. WCCC is resource for DVR customers who:

- Receive TANF;
- Are employed or self-employed; or
- Are involved in a DSHS approved work activity.

If a DVR customer receives TANF, WCCC should be explored and utilized as a comparable benefit for child care expenses.

If a DVR customer does not receive TANF, but is working or is involved with a DSHS approved work activity, the VR counselor refers the customer to the DSHS Community Service Office (CSO) to apply for WCCC. This also applies to a DVR customer who does not receive TANF, but their children do.

The following are considered DSHS approved work activities:

- Federal or state paid work study.
- VISTA volunteers, AmeriCorps, JobCorps, and Washington Service Corps (WSC) if the income is taxed.
- High school (HS) or General Equivalency Diploma (GED) program until the customer reaches their twenty-second birthday (The customer can be enrolled in a HS or GED program without a minimum number of employment hours).
- Food stamp employment and training program under chapter 388-444 WAC.

For additional information about the WCCC eligibility requirements refer to:

Working Connections Child Care (WCCC) Manual

WAC- Services to Family / Child Care Services

DVR Customer Service Manual	VR Services

WAC - Substantial Counseling and Guidance

WAC 388-891-700 What is substantial counseling and guidance?

Substantial counseling and guidance includes intensive counseling and guidance provided by a DVR counselor throughout the rehabilitation process to help you address medical, family or social issues, vocational counseling, or other counseling and guidance that is over and above the usual counseling and guidance relationship. Substantial counseling and guidance services include counseling and guidance to support a self-directed job search.

Manual Revision Date: July 31, 2014

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

Tools, Equipment, Supplies

Loaning, Recovering and Reassigning Equipment

Purchasing Computers for Customers

WAC- Conditions for Loaning Equipment

WAC- Failure to Return Equipment

WAC- Transferring Ownership to Customer

Loaning, Recovering and Reassigning Equipment

(New 3/2/07)

Customer Equipment Module in STARS & Web Application on the DVR Intranet

Overview

Definitions

Status for Loaned Equipment

Rating System When Inventorying Equipment

Key Roles

WACs Related to Customer Equipment

How to Process Customer Equipment Purchases

STARS

DVR Intranet

Storage

Surplus

When to Purchase Equipment

Loaning Newly Purchased Equipment

Reassigning Equipment

Transferring Ownership

Recovering of Equipment

Limitations Concerning Recovered Equipment

When Equipment is Not Recovered / Referral to OFR

What Categories of Items Are Loaned and What Items Are Not?

Categories of Items That are Loaned and Tracked

Categories of Items That are Not Loaned and Tracked

Overview

The customer equipment module in STARS/DVR Intranet is the process DVR uses to inventory, track and assign equipment. DVR tracks equipment that is loaned when the equipment is desirable, reusable, or of high value.

Note:

1. Prior to purchasing equipment, it is expected that the VR counselor will utilize any available comparable benefits, and check the customer equipment module to see if there is equipment that will meet the customer's needs;
2. In determining whether to recover equipment, the VR counselor considers the condition of the equipment see: Rating System When Inventorying Equipment, and the cost effectiveness of the recovery process. For example, it would not make sense to pay $400 dollars to ship an item valued at $250 dollars.

Definitions

Loaned/Assigned - DVR retains ownership of the equipment but use is granted to the customer during the VR process.

Reassigned - Equipment that has been returned to DVR and has been assigned to another customer.

Transfer to Customer - Ownership of equipment is transferred to the customer when required for employment.

Recovered - Equipment is returned to DVR.

Referred to OFR - DVR was not able to recover the equipment. The VR counselor refers the matter to the Office of Financial Recovery (OFR) for action.

See Also:

Overpayment and Debt Recovery

Stolen - The customer reports that the equipment was stolen.

Tracked - The process of inventorying equipment in the STARS system. Items are not entered in the DSHS TRACKS system and do not have a Washington State inventory tag.

Status for Loaned Equipment

There are five different statuses that equipment can be in at any given time:

- **Loaned** - Equipment is still loaned/assigned to the customer.
- **Transfer to Customer** - Equipment is transferred to the customer.
- **Recovered** - Equipment was returned by or recovered from the customer.
- **Referred to OFR** - The customer did not return the equipment when asked and the VR counselor wants to refer the customer to the Office of Financial Recovery for action.
- **Stolen** - The customer reported that the equipment was stolen.
    - VR counselor has the customer complete a police report. Report number and jurisdiction is entered into STARS. If the customer does not file a police report, the VR counselor is responsible to make sure a report is filed.
    - A copy of the police report is placed in the customer file.

Rating System When Inventorying Equipment

The following rating system is used to rate equipment when it is purchased, recovered, and reassigned.

- **Excellent** - equipment is new or like new and it can be assigned to another customer.

- **Good** - equipment works well but has minor scratches, dents, or signs of wear and it can be assigned to another customer.
- **Fair** - equipment works as intended but has significant scratches, dents, or signs of wear and it can be assigned to another customer.
- **Poor/Not Usable** - rating is only used by the Office Equipment Coordinator.

The rating system is designed to assist staff when an item is recovered in deciding whether equipment could be reassigned to a customer. Items rated poor and not usable will not be available for reassignment.

Key Roles

The following are some of the key roles involved in obtaining equipment for customers:

Case User (Typically an RT or VR counselor) - A person who has access to customer cases in STARS. This user can assign available equipment to their customer on the web. This person can also manage the customer's equipment for their caseload in STARS.

Office Equipment Coordinator - The Office Equipment Coordinator is an individual in the office who is responsible for managing customer equipment for their office. This person will store returned equipment, and is responsible for shipping or transporting equipment that needs to leave the office either due to re-assignment or to the DSHS Warehouse due to slow movement. This person can work with the Regional Inventory Representative to coordinate shipments with other offices or to surplus items that are no longer useful. Only the Office Equipment Coordinator can rate items as poor or not usable.

Regional Inventory Representatives (Based on DSHS Regions) - These are the current inventory control staff who maintain customer equipment and staff equipment for their area of responsibility. These staff are usually responsible for the inventory in several offices. When talking about customer equipment, this person may serve as both the Office Equipment Coordinator as well as the Regional Inventory Representative. This person will work with Office Equipment Coordinators to surplus equipment and arrange for shipments to the DSHS warehouse.

Admin User - Person who has full control of the web interface in the equipment system. The administrator can move equipment that is not assigned to a customer, surplus equipment, print status reports and add service categories / sub-categories. The Admin User can also be a Case User.

WACs Related to Customer Equipment

WAC - Conditions for Loaning Equipment

WAC - Failure to Return Equipment

WAC - Transferring Ownership to Customer

How To Process Customer Equipment Purchases

It is important to provide a complete description of the equipment on the AFP. All entries should thoroughly describe the item so that other staff, auditors, or the Office of Financial Recovery has a complete description of the equipment, and its condition, being described.

Processing customer equipment involves both STARS and the DVR Intranet.

STARS

The STARS Equipment Module allows staff to manage customer equipment from the time of purchase and assists with the loan, transfer, and recovery of equipment when appropriate. The Loan Agreements and Disposition Forms are also printed from STARS for the customer to sign any time the customer receives a new piece of equipment or there are other disposition changes such as transfer or recovery of equipment.

DVR Intranet

The Equipment Browse section of the Web Application of the DVR Intranet allows users to:

- Search for recovered equipment.
- Request equipment and have it reassigned to a customer's case.
- Manage inventory.

Link to: Web Application page

Lint to: Image Upload Instructions (Office Equipment Coordinators can follow these instructions to upload images (pictures) to help describe items available for re-assignment.)

Storage

The Office Equipment Coordinators in each office are responsible to store recovered equipment in each office for four weeks. After four weeks, the Office Equipment

Coordinator determines whether to keep the equipment in the office or to transfer the equipment to the DSHS Storage Warehouse by coordinating with their Regional Inventory Representative. Items that are small and attractive are stored at the local VR office. This includes small electronics, cameras, etc. Access to equipment that is stored in the warehouse is coordinated through the DVR Business Services Unit at the DVR State Office.

Surplus

Items that are in poor or unusable condition or that have been in the DSHS warehouse for at least 12 months are surplused. Regional Inventory Representatives are responsible to surplus items.

When to Purchase Equipment

If a customer needs a device, tool, piece of equipment, or other item to participate in VR services or go to work then the following information should be used to decide how to get the item for the customer:

1. Can the item be obtained through use of comparable benefits? [This does not apply if the item is a rehabilitative (assistive) technology item.] If yes, have the customer obtain the item through comparable benefits.

See Also:

WAC - Comparable Services and Benefits

Comparable Services and Benefits

2. If comparable benefits are not available, search in the "Customer Equipment Browser" on the DVR Intranet to see if the needed item is available for reassignment.

    a. If available and it fits the customer's vocational needs then follow the reassignment procedures described in Reassigning Equipment.

    b. If the cost of shipping a used item from storage costs more than purchasing the item new or if the shipping time will not meet the needs of the customer, the VR counselor may proceed with purchasing the item (see number 3).

    c. If equipment is grouped for distribution together in the "Customer Equipment Browser" then it should only be reassigned to a customer as a group. For example, if a desktop and monitor are grouped together but the monitor does not meet the customer's needs, a new computer and monitor should be ordered.

d. If equipment is grouped on the "Customer Equipment Browser" but missing one or more pieces needed by the customer, reassign the grouped items to the customer and purchase the missing items. For example, if a tool set is grouped together, but missing a vice grip and a ball peen hammer needed by the customer, reassign the tool set to the customer and purchase only the vice grip and the ball peen hammer for the customer.

3. If comparable benefits are not available and the item is not available for reassignment then purchase the needed device, tool, piece of equipment, or other item.

    a. Review the DVR Financial Statement to decide if the customer is responsible for assisting in purchasing the needed item.

        - If the customer meets the requirements to assist in purchasing the equipment the counselor will meet with the customer to agree on the use of their resources toward purchase of the equipment.

See Also:

Forms - DVR Financial Statement

Instructions, Financial Statement Form

Procedures for Financial Statement

    b. Follow the procedures described below in Loaning Newly Purchased Equipment.

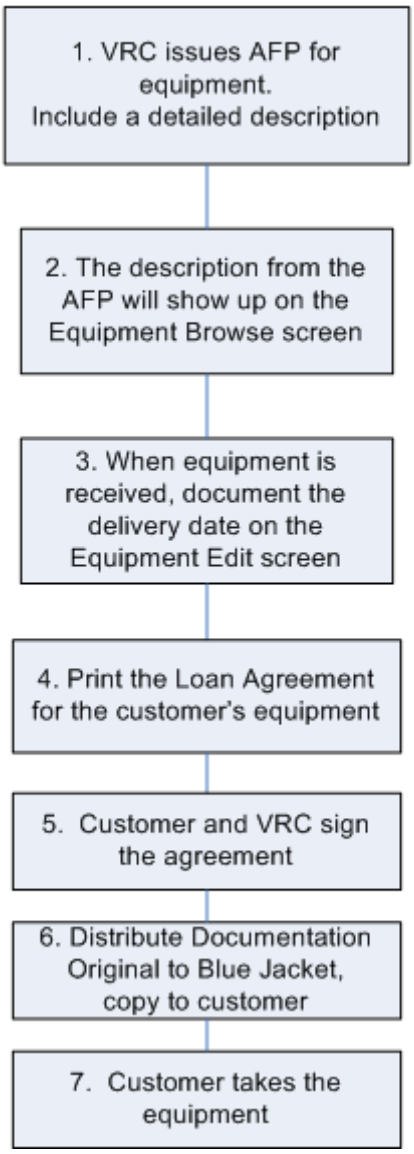
Loaning Newly Purchased Equipment

The following are the steps for loaning newly purchased equipment (see Loaning Newly Purchased Equipment chart below).

1. The VR counselor issues an AFP for equipment (with a complete description of the equipment).
2. The description from the AFP will automatically show up on the customer's Equipment Browse Screen in STARS.
3. When equipment is received, document the delivery date on the Equipment Edit screen.
4. Print Loan Agreement from STARS that shows all of customer's equipment.
5. Customer and VR counselor sign the Loan Agreement Form. Staff may mail or hand deliver form to the customer for signature.

6. Document Distribution - Original to Blue Jacket, copy to customer.
7. Customer takes the Equipment.

Loaning Newly Purchased Equipment

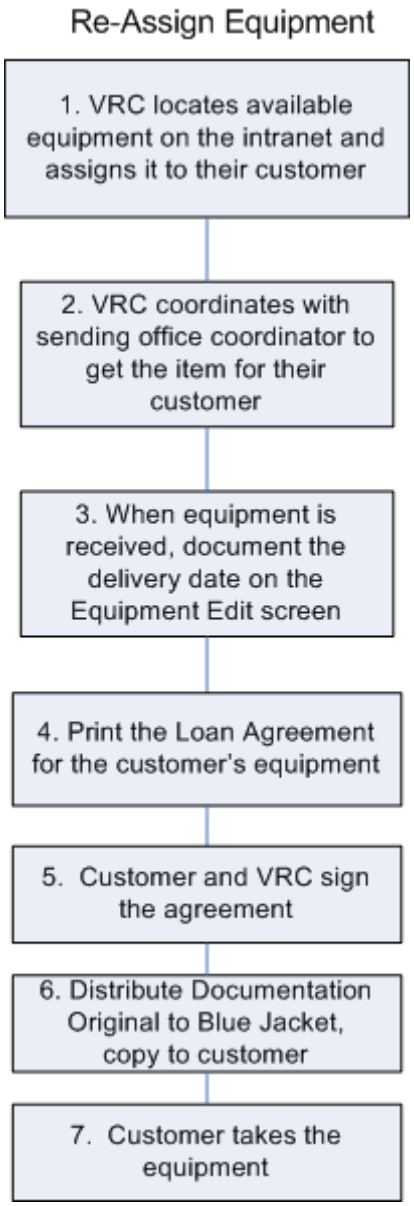


If unable to print the loan agreement in STARS use the [Loan Agreement for Tools, Equipment, DSHS 19-074]

Reassigning Equipment

The process for reassigning equipment is similar to the process for purchasing new equipment. The difference is that reassigned equipment is equipment that has been previously assigned to a customer. Available equipment can be found on the DVR Intranet Equipment Browse screen.

1. The VR counselor locates available equipment on the Intranet and assigns it to their customer.
2. The VR counselor coordinates with the sending Office Coordinator to get the item for their customer.
3. When equipment is received, document the delivery date on the Equipment Edit screen.
4. Print Loan Agreement from STARS that shows all of customer's equipment.
5. Customer and VR counselor sign the Loan Agreement Form. Staff may mail or hand deliver form to the customer for signature.
6. Document Distribution - Original to Blue Jacket, copy to customer.
7. Customer takes the Equipment.

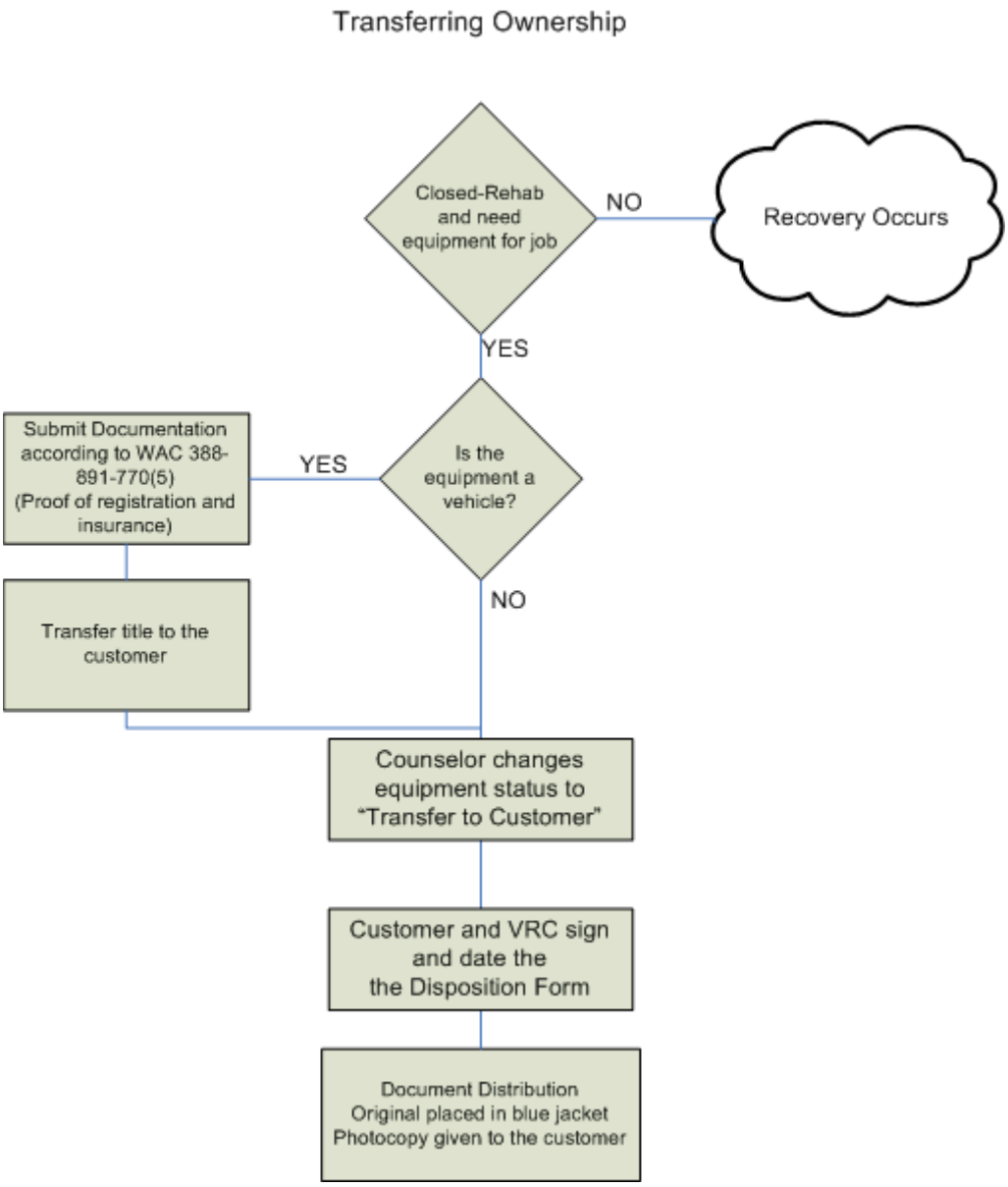


Transferring Ownership

The following is the decision process when transferring ownership of loaned equipment to a customer (see decision tree below).

- The customer is Closed Rehabilitated.
    - If the customer does not need the equipment for the job, follow the recovery process below. Recovery of Equipment
- If the customer does need the equipment for the job:

- If the equipment is a vehicle, documentation must be submitted according to WAC 388-891-0770 (5).DVR must verify proof of registration and insurance.
- The VR counselor changes the equipment status to "Transfer to Customer."
- The customer and VR counselor complete, sign, and date the transfer of ownership section of the Disposition Form.
- Distribute the final Disposition Form (original is placed back into the blue jacket and the photocopy is given to the customer).



Recovery of Equipment

The following is the decision process for recovering equipment from customers (see Recovery of Equipment chart below).

Determine if the customer needs the equipment.

If so, continue with the IPE or transfer the equipment as outlined in Transferring Ownership

The customer does not need the equipment, initiate recovery. This may take several attempts and may include certified letters, phone calls, etc.

Are pick-up services needed? See Limitations Concerning Returned Equipment section

- If pickup services are needed the Office Equipment Coordinator will arrange for pickup with a vendor (temporary employment agency or moving company) or DSHS warehouse.

When equipment is recovered:

- VR counselor selects "Recovered" within the Customer Equipment module in STARS.
- Customer and VR counselor sign the Disposition form.
- Give copy to customer and place the original in the blue jacket of the customer case service record.
- Arrange to secure the equipment by contacting the Office Equipment Coordinator.
- Is the equipment reusable or of high value?

- No. Update condition of the equipment in STARS. Indicate that the equipment will be surplused.

- Yes.

  - Attach a tracking label to the equipment with the equipment identification number.
  - Update condition of the equipment in STARS.

Limitations Concerning Recovered Equipment

The VR counselor is responsible to recover tools and equipment loaned to a customer as soon as the item(s) is no longer needed by the customer:

- To complete the IPE;
- For his or her current employment; or
- Because the customer's case is being closed - other;

The VR counselor is responsible for making arrangements with the customer to return equipment. If the customer is willing and the item is small and not heavy, the VR counselor may opt to recover the item.

Note: Under no circumstances should any staff attempt to recover items over 40 lbs, awkward items, or items the customer is not willing to return. Staff should use extreme caution in recovering any items due to safety issues.

The following are alternatives that VR counselors should consider when recovering equipment that the customer is not able to effectively bring to the office:

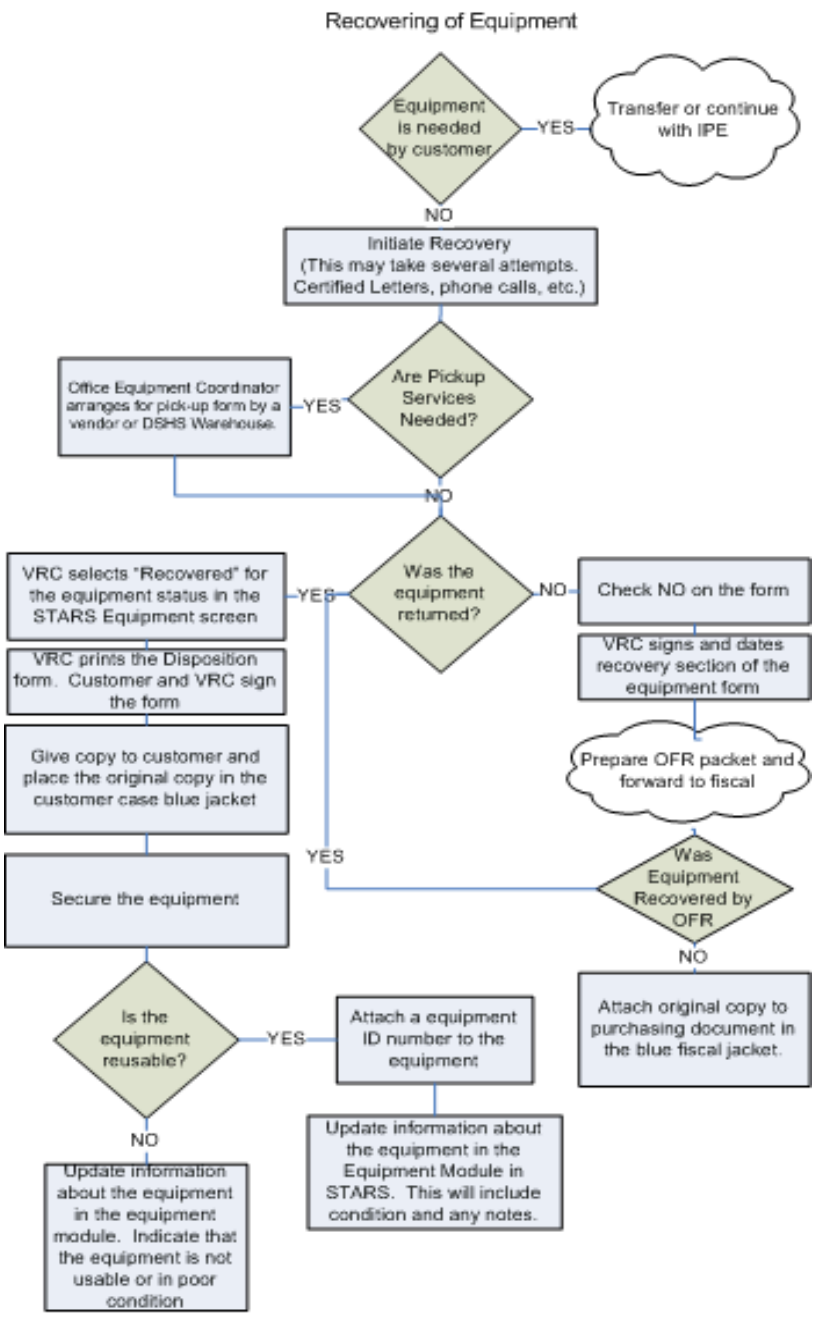
- Contacting a local vendor (temporary employment agency or moving business) to move equipment to the office.
- Provide a way for customer to ship the equipment to the office.

When equipment is not recovered / Referral to OFR:

- Check "Refer to OFR" (Office of Financial Recovery) in STARS.
- Prepare OFR packet and forward to the State Office Business Services Unit.
- If OFR does not recover the equipment, the State Office Business Services Unit will update the "OFR Notes" section in STARS noting that the equipment was written off.
- If OFR does recover the equipment, the State Office Business Services Unit will update the "OFR Notes" section in STARS and update staff. Staff will then follow the steps for when equipment is recovered.

See Also:

Overpayment and Debt Recovery



What Categories of Items are Loaned and What Items are Not?

(Revised 4-18-11)

Rehab Technology devices are devices to assist an individual with their disability. Since these items often include customized equipment, generally Rehabilitation Technology

devices are not inventoried or tracked in STARS. If an item is customized specifically for the customer then the item is given to the customer. If an item can be recovered and reassigned to another customer the VRC decides whether to loan the item or give it to the customer.

In STARS, each item is to be loaned separately if there is a possibility that each item could be recovered or loaned separately. If items are loaned together, they will need to be recovered and reassigned together. Example: Tools and tool box, CPU and monitor.

Categories of Items That <u>are</u> Loaned and Tracked

Category	Sub-category
Computer Purchase (Laptop)	Laptop
Computer Purchase (Desktop)	Desktop
Computer Purchase (Peripheral)	Printer PDA External Drive Small Electronics
Rehab Technology - Computer Purchase (Desktop)	Desktop
Rehab Technology - Computer Purchase (Laptop)	Laptop
Rehab Technology - Computer Peripherals	Ergonomic computer peripherals External Drives PDAs Printers Small Electronics Devices
Rehab Technology - Other (loaned)	Ergonomic Chairs Ergonomic desks, tables Ergonomic items misc, non electronic

	Live Scribe Smart Pen Scooters Wheelchair
Rehab Technology - Vehicle Purchase	Cars Motorcycles Tractors Vans
Self-employment Tools and Equipment	Mechanic Welding Carpentry Computer Tech Culinary Arts Cosmetology Pottery Masonry Woodworking Jewelry Making Photo Related Landscaping Massage Office Furniture Small Electronics
Tools and Equipment	Mechanic Welding

	Carpentry Computer Tech Culinary Arts Cosmetology Pottery Masonry Woodworking Jewelry Making Photo Related Landscaping Massage Office Furniture Small Electronics
Vehicle Purchase	Vans Cars Scooters Motorcycles Tractors

Categories of Items That are <u>Not</u> Loaned and Tracked

Category	Sub-category
Consumables / Personal Care	Clothing Toiletries School Books

	School Supplies Calculators that cost less than $50 Day Planners Office Supplies
Rehabilitation Technology- Other (including AT equipment not tracked in inventory)	Canes Wheelchairs Hearing Aids Eye Glasses Prosthesis Alarm Clocks
Computer Software	Computer Software
Cosmetology	Curlers Brushes Combs Open Bottles Capes Wigs Mannequin Heads Shampoo Conditioner
Art Supplies	Art Supplies
Living Beings (Service Animal or Livestock)	Living Beings (Service Animal or Livestock)

Link to VR Service Categories

Purchasing Computers for Customer Use

(Revised 12-9-13)

When it is appropriate for DVR to purchase a computer for a customer, purchase is made using the "SmartBuy" method described below. SmartBuy is a streamlined process that allows DVR to purchase quality computer equipment On-Contract from Dell at discounted prices.

Computers available through the SmartBuy program:

- Include a 3 year next-day-service warranty.
- Are considered a business class machine and typically will last longer with fewer problems than lower cost computers that are a consumer grade machine.
- Provide DVR with standardized computers. This allows DVR to refurbish machines in the most efficient manner prior to reassignment.

Caution: Service by a non-authorized Dell service provider voids the Dell warranty

Off-Contract Purchases

Prior to purchasing a computer or computer-related hardware, software, peripherals, etc. Off-Contract requires:

- Obtaining quotes and documenting the purchase as required and outlined in Purchases Requiring Quotes and Approvals section of the manual. Off-contract computer purchases for customer use with a cost of more than $5,000 requires DVR Fiscal Approval;
- Consultation with DVR IT staff. A case narrative is entered by IT staff to document the recommendation. The goal of the IT recommendation is to meet the customer's needs at thee lowest possible price;: and
- An Exception to Policy. **(**See the section below about purchasing off-contract)

Type of Computer Needed

The customer and VR counselor agree which computer hardware, software, peripherals and other computer-related items are required.

Consultation with ATAP for Computer Purchases to Address Disability-Related Issues Consultation by a DVR Assistive Technology and Assessment Practitioner (ATAP) is required if there are disability-related issues related to the computer purchase. If an ATAP and an IT staff member or the IT HelpDesk is involved in a computer purchase, IT provides technical support regarding the computer specifications, and the ATAP takes the lead in addressing disability-related issues. The ATAP's recommendations are documented in a case narrative in STARS.

DVR purchases only one computer per customer

If the customer needs an additional computer, the VR counselor documents the reason(s) for an additional computer and requests an exception to pay for another

computer from the VR supervisor. The VR supervisor approves or denies the request based on whether there is substantial justification for an additional computer.

Items are the property of DVR for use by the customer during the rehab process.

See Also:

WAC - Conditions for Loaning Equipment

SmartBuy Procedure

(Revised 1/10/11)

1. Customer and VR counselor agree which hardware, software, peripherals and other computer-related items are required;
2. To ensure the customer's needs are met, VR counselor may request an informal IT consultation from the Field ITSS or the DVR HelpDesk;
3. The Intranet Order Page- shows detail for approved on-contract computers, some software and a printer. VR counselor completes order page based on decisions made with the customer;
4. If ordering a computer that is not a standard configuration, the Justification-Modification-Comments section must be completed to justify the need for this model. Also indicate if any special equipment or software is required;
5. When order is completed, VR counselor receives e-mail notification of order;
6. The IT staff is responsible for getting a current quote for the selected system;
7. Once the IT staff has a quote a draft AFP will be created;
8. VR counselor reviews the draft AFP created in the system, and if appropriate, issues the AFP, and puts the file copy of the AFP in the customer's case file. THE VENDORS COPY OF THE AFP IS SHREDDED;
9. The order will be processed with Dell automatically. (Do not send the AFP to the vendor, it will be submitted through the website automatically);
10. Once the order is received, Dell will send the DVR HelpDesk a confirmation message with an order number. If necessary, the DVR HelpDesk can assist in tracking orders.
11. Dell will send invoices to the ordering office. Payment is made to Dell from the AFP. Attach the invoice to the corresponding AFP and file in the customer's case file.
12. If several items are ordered on one AFP you may receive partial invoices. Partial payments can be made until the final invoice is received.

Tracking Dell Service Tag Number

There is a feature on the Intranet Order Page for creating the Dell Service Tag Number. VR counselor enters information and the Inventory of Tools and Equipment form is

created automatically. A copy of the Inventory Tools and Equipment form with the Dell Service Tag Number is printed and placed in the case service record. The Dell Service Tag Number is needed for warranty repair. If the number is not noted, repairs and warranty service may be directed to the DVR office rather than the customer's house.

Anti-virus Software

(12-9-13)

Each computer will come with a 90 day trial version of Anti-virus software. When the 90 day trial ends, we recommend that the customer download and install one of the following **free anti-virus software** applications.

- Avira (Download)
- Microsoft Security Essentials (Download)

Off-Contract Purchases

Exception Required if SmartBuy Program Is Not Used to Purchase a Computer for Customer Use

If VR counselor and customer determine that computers available for purchase "on contract" through the SmartBuy program will not meet the customer's needs, VR counselor requests an Exception to Policy from the VR supervisor to purchase Off-Contract.

Procedure for Purchasing Computer for Customer through Exception to Policy

1. Consultation with DVR IT staff is required to determine if computer needs to be purchased Off-Contract;
2. Request Exception to Policy by VR supervisor;
3. Document in case file the reason(s) computer cannot be purchased "on-contract" through the SmartBuy program;
4. Obtain three quotes for the computer system. (DVR HelpDesk can assist in getting quotes for the best equipment at the lowest possible price);

For Purchases Over $5,000

1. Send vendor quotes and justification to DVR Fiscal for approval/disapproval;
2. If approved, DVR Fiscal will contact VR counselor with authorization to issue AFP;
3. DVR Fiscal documents approval/disapproval in case note;
4. A TRACKS purchase request is NOT needed for computer purchases.

WAC- Conditions for Loaning Equipment

WAC- Failure to Return Equipment

WAC- Transferring Ownership to Customer

Training Services

Conditions for Certain Types of Training

Interagency Agreement between DVR, DSB and PIHE (Public Institutions of Higher Education)

Summer Quarter Tuition

AmeriCorps Positions

Customer Internship Program

Financial Aid

Medical and Liability Fees (Training)

On-the-Job Training, OJT

Training Agencies

WAC- On-the-Job Training

WAC- Conditions for Certain Types of Training

WAC- Financial Aid

WAC- Training Services- Types / Descriptions

Conditions for Certain Types of Training

(Revised 1/10/11)

Prior to authorizing training services, a VR counselor assists the customer in obtaining and utilizing Financial Aid and other available comparable benefits such as Veteran's benefits.

See Also:

WAC- Conditions for Certain Types of Training

Comparable Services and Benefits

DVR pays for training services that meet the customer's needs at the least cost possible

If an in-state public school class or program is available and adequate to meet the customer's needs, DVR pays for training based on the in-state public school rate.

If there are two or more comparable programs available and adequate to meet the individual's needs, DVR authorizes services only up to the cost of the less expensive option. The customer is responsible for additional costs associated with choosing a higher cost public, private or out-of-state training program.

Example: A customer living in Spokane requests that DVR pay for a class at Gonzaga University (private college). After talking with the customer, VR counselor determines that a comparable class is available in the customer's geographic area through Washington State University (WSU) (public college). VR counselor authorizes tuition based on the costs of tuition at WSU, because this level of support meets the customer's needs at the lowest in-state public school rate in her geographical area.

If an individual receiving SSI benefits wants to go to a school that costs more than what DVR can pay, benefits planning is recommended to explore if a PASS Plan can be used to help pay the difference. Additional information about a PASS Plan is available on the Social Security web site (below):

Social Security Online- Plan to Achieve Self-Support (PASS)

http://www.socialsecurity.gov/disabilityresearch/wi/pass.htm

See Also:

Training as an Assessment

Employment Goal on the IPE

Interagency Agreement between DVR, DSB and PIHE (Public Institutions of Higher Education)

(New 1/15/08)

Under the 2007-2012 interagency agreement, DVR and DSB agree to share exceptional costs related to (1) sign language interpreter services; (2) speech to text services; and/or (3) Braille.

If there are exceptional costs involved in accommodating a student that are extraordinary for the PIHE, the PIHE may ask DVR/DSB to share in the cost of the accommodations through the current school year.

For purposes of DVR/DSB cost sharing, exceptional costs occur when:

1. A student needs accommodations covered in the agreement; and
2. The cost of these accommodations will exceed $7,500 for an academic year. If the costs exceed this threshold, DVR/DSB agree to pay 50% of the costs in excess of $7,500;

To initiate a request for cost sharing, the PIHE representative and DVR counselor meet to review the student's needs and estimated costs. A DVR/DSB and PIHE Cost Share Worksheet is completed to calculate the contribution DVR/DSB agrees to provide based on the rate of reimbursement outlined in 2 above. A DVR/DSB counselor may authorize funding to a PIHE for a partial academic year or a full academic year.

To receive reimbursement for agreed upon costs, the PIHE sends the authorizing counselor an invoice itemizing total costs paid by the PIHE, and the DVR/DSB's agreed upon contribution. Upon review of the invoice, if the invoice accurately reflects the agreed upon costs in the cost share worksheet, the counselor authorizes payment.

See Also:

DVR, DSB and PIHE Interagency Agreement (2007-2012)

Summer Employment or Internship

Many students with disabilities lack work experience in their chosen field of employment. The summer break is an excellent opportunity for students to gain work experience by working full or part time in their academic field, as an intern, as part of a practicum or other work experience that will assist them in becoming employed after they finish their academic program. Benefits planning is recommended for individuals who receive Social Security benefits to determine how earned income from summer employment or a paid internship could impact Social Security benefits.

Summer Quarter Tuition

VR counselor may authorize summer quarter tuition under the following conditions:

- Summer quarter is necessary to complete a program or classes that are not generally offered during the academic year;
- To benefit the student when stamina or another disability-related factor is an issue;
- An employment opportunity is pending or likely to be available upon the student's completion of the program; or
- The customer is in a field of study that does not typically offer internships or for which an internship would not be beneficial.

Consultation with the VR supervisor is recommended if the VR counselor has questions or needs additional guidance about authorizing summer quarter tuition.

AmeriCorps Positions

(Revised 10/12/08)

While not a competitive employment outcome, AmeriCorps positions offer extensive training to develop work skills, provide real work experience and often lead to paid employment in a variety of settings. Individuals who serve in AmeriCorps positions receive a stipend for their service. For individuals who are SSI recipients, this stipend does not count as earned income. Benefits planning is recommended for individuals who receive SSDI to determine how the AmeriCorps stipend will impact Social Security benefits.

Similar to post-secondary education or training plans, an IPE that includes extended service in AmeriCorps is an appropriate option if the position offers training, skill development and work experience that will contribute to employment in the individual's chosen field. The host employer is responsible for providing accommodations needed by an individual during an AmeriCorps service; however, the IPE includes services or supports the individual will need to address barriers to employment during the AmeriCorps service.

At the conclusion of AmeriCorps service, DVR provides the level of assistance necessary for the individual to transition to permanent employment.

See Also:

AmeriCorps web site

Customer Internship Program

(Revised 6-30-10)

Key differences between a paid Customer Internship and a paid On-the-Job Training (OJT)

Paid Customer Internship

A paid customer internship is only for a customer who:

Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and needs hands-on work experience to be a successful job applicant.

Note: A VR supervisor will review and approve (or deny) all customer internship agreements prior to implementation.

Paid On-the-Job Training

For a customer who could benefit from training by an employer in an area of employment not offered in an academic setting. An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. There is an expectation that employment with the host employer will continue when the OJT is completed.

	Paid Customer Internship	**Paid On-the-Job Training (OJT)**
Purpose of Service	To give a customer work experience in his or her chosen field of employment to increase the likelihood of becoming employed	An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. The host employer is paid for the extra costs associated with training.
Expectation of Continued Employment with the Host Employer		Expectation that employment with the host employer will continue when the OJT is completed.
Who Receives the Service	The internship is only for a customer who:	An OJT is for a customer who would benefit from

	• Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and • Needs hands-on work experience to be a successful job applicant	training by an employer: • In areas of employment not offered in an academic setting • Enabling a customer to start work right away when a lengthy academic program is not practical or desired.
How Long Does it Last?	• up to 3 months • One 30 day extension with VR Supervisor approval if the internship is likely to result in permanent employment	Typically 3 months but the length of time is negotiated between the VR Counselor and employer
Can a CRP be Involved?	• The VR Counselor arranges the internship • A CRP is not paid for job placement	• The VR Counselor negotiates the OJT with the employer • A CRP is not paid for job placement
Payment for Services	The employer hires the customer as a temporary employee and pays all of his or her salary and payroll expenses. DVR reimburses the employer for all of these expenses. Customers must be pursuing an employment goal that: • Will be full time, competitive position (30 hours per week) • Pays a wage that is above the entry level and consistent with the profession • Is consistent with the	• DVR will pay the employer the agreed-upon fee to cover the extra costs associated with training the customer • The VR Counselor and employer negotiate and agree to a payment schedule • The fee generally decreases over time as the customer learns job skills and the trainer (employer) spends less time with the

	individual's post-secondary, vocational-technical or education credentials in his or her field.	customer • The fee agreement is not based on percentages of the customer's salary, but should specify actual dollar amounts for the cost of providing training.
When is the Customer Considered to be Permanently Employed?	• Customers are not moved to employment status in STARS during the internship • The internship is not considered a rehabilitation closure unless the internship results in permanent employment • The case is entered in STARS "Plan Employed" status after the internship is completed and the permanent job starts.	• During the provision of OJT services the customer is in training status • The OJT is not considered a rehabilitation closure until after the OJT is completed • The case is entered in STARS "Plan Employed" status on the first day after the customer completes the OJT and continues employment with the host employer.

Customer Internship Program

A paid customer Internships offers a customer who is completing, completed or recently completed an academic, vocational-technical or certificate program a chance to gain work experience in his or her chosen field of employment. Under a customer internship, an employer agrees to hire a customer for an agreed-upon period of time and pay wages of at least the minimum wage. The employer is not required or expected to offer permanent employment at the conclusion of the internship. DVR may cover a portion, or up to all of the costs incurred by an employer related to sponsoring the internship.

The customer’s IPE needs to be amended to include the internship. Customers are not moved to employed status in STARS during the internship and an internship may not be considered a rehabilitation closure unless the internship results in permanent employment upon conclusion of the internship.

How long can an internship last?

A paid customer internship lasts up to 3 months. One 30 day extension can be authorized with VR Supervisor approval if the internship is likely to result in permanent employment.

Selecting an employer

The VR counselor and customer discuss the type of employer and employment setting best suited to the permanent employment goal. The VR counselor and customer review and agree upon conditions for the desired internship, such as the type of employer, geographic area, number of hours to be worked each week, work schedule, wages, reasonable accommodation needs, etc.

Benefit Planning

The VR counselor needs to assure the customer has the information necessary to understand and consider any impact on SSI/SSDI benefits, if applicable.

The VR counselor may negotiate directly with an employer to develop an internship site or may consult with members of the Employment Services Team, EST for assistance in identifying a sponsoring employer and setting up the internship site.

Paying for an internship

The employer hires the customer as a temporary employee and pays all of their salary and payroll expenses. DVR reimburses the employer for all of these expenses. (DVR cannot pay customers directly for their work.)

The VR counselor requests the employer provide an itemized estimate of costs for sponsoring the internship. (A worksheet is available that can be used for this purpose.) The employer is established as a vendor and services are authorized to the employer using the service category of Customer Internship Program.

Reimbursable costs may include wages, benefits, employee taxes or other reasonable costs, including reasonable accommodations needed by the customer to perform the essential functions of the internship. If an employer has up-front costs or needs an initial payment to afford to sponsor an internship, DVR may make a payment to the employer at the initiation of the internship to cover these expenses.

Once an estimate is received, a total all-inclusive payment is agreed upon. The VR counselor divides the agreed-upon payment (less any costs to be paid up front) by the

number of months the internship is scheduled to last. Payment is made to the employer once every 30 days as long as the internship continues. If the employer incurs unexpected costs during the internship, the VR counselor or representative may negotiate to cover reasonable costs to support the internship.

If the internship is terminated, the employer may receive payment for the month in which the internship was terminated. If the individual works significantly fewer hours than originally agreed-upon, the fee is renegotiated.

Follow-Up/Evaluation

The VR counselor or representative follows up with the employer at least once each 30 days to monitor progress, verify the customer is working under the agreed upon conditions, and ensure the internship is progressing satisfactorily.

The VR counselor follows-up with the customer and if necessary the host employer to make sure the employer completes the Intern Evaluation form at the end of the internship. (The evaluation is completed by the host employer at the end of the internship and must be presented to the DVR customer before the last day).

Internship Agreement

The VR counselor or representative, customer, and employer meet together to review and sign an internship agreement prior to initiating the internship. The agreement documents:

- Job to be performed, including a list of job duties;
- Expected work schedule, including the internship begin and end dates;
- Intern rate of pay;
- Services DVR will provide during the internship;
- VR counselor follow-up schedule;
- Emergency contact information for the Customer, VR counselor and Employer;
- Terms of DVR reimbursement to the employer.

Clarification about Hire Date if Employer Offers Intern Permanent Employment

If a "host" employer decides to permanently hire a customer intern, "Plan-Employed" status is entered into STARS on the date the employer begins paying the individual without any reimbursement from DVR. For example, if DVR reimburses the employer up to September 30 for "intern" wages and the employer then starts paying the customer as a permanent employee on Oct 1 without any DVR reimbursement, Oct 1 would be the date entered in STARS as "employed."

This would be no different than any other scenario where a customer works for an employer as a temporary hire and then gets a permanent job at the end of the temporary appointment, or when a customer gets hired by an employer at the end of a Trial Work Evaluation. In both those scenarios, the case would be entered in STARS "Plan-Employed" status on the date the permanent job starts.

Required Forms:

- Internship Agreement (DSHS 11-069); and
- Internship Evaluation (DSHS 11-072).

Optional Forms:

- Internship Application (DSHS 11-068)(employer may prefer to use their own application form);
- Employer Expense Worksheet (DSHS 11-071); and
- Attendance Log and Billing Invoice (DSHS 11-070).

See Also: Example Letter to Employer- Customer Internship Program

A copy of the signed Internship Agreement and the Intern Evaluation are placed in the customer's case service record. Other internship-related documents (if used) are also put into the customer's case service record.

VR Supervisor Approval

A VR supervisor will review and approve (or deny) all customer internship agreements prior to implementation.

Financial Aid

(Revised 4/13/09)

Individuals interested in undergraduate or graduate school must apply for financial aid if available. DVR considers a financial aid grant as a comparable service and benefit. Individuals may accept other types of financial aid such as, student loans or Work-Study. If an individual accepts student loans or other types of financial aid, these funds must be used toward the cost of attendance.

Financial Aid includes:

Undergraduate

- Grants- awarded on the basis of financial need

  Link to Washington State-Based Aid Programs

- Scholarships- can be awarded based on need, academic merit, academic concentration, interests or a host of other criteria

  Link to Washington Student Achievement Council (formerly the Higher Education Coordinating Board)- Paying for College web site

- Student Loans- federal student loans and private education and alternative loans

  Link to Guide to Federal Student Aid

- Work-Study- awarded on the basis of financial need- is part time employment that encourages community service work and work related to a student's course of study, whenever possible

  Federal Work-Study Program

Graduate and Professional Degree

- Student Loans- federal student loans such as the Federal Perkins Loan and Plus Loans- Link to Guide to Federal Student Aid- Loans
- Work-Study- awarded on the basis of financial need
- Fellowships and Assistantships

  Link to Federal Student Aid on the Web

Financial aid grants are a comparable service and benefit that must be used toward the "cost of attendance" by DVR customers who attend an institution of higher education (universities, colleges, community or junior colleges, vocational schools, technical institutes, or hospital schools of nursing) as part of a DVR plan. Customers who plan to attend college (for both undergraduate and graduate programs) must apply for financial aid if available, including the Pell and other available grants early in the process. DVR funds may be authorized only after maximum, timely efforts have been made to secure financial aid.

The VR counselor assists a customer apply for financial aid as needed by:

1. Providing information about available grants and eligibility requirements, and assisting individuals to complete an application.

2. Working with the individual and the school's financial aid office regarding disability-related expenses that impact the cost of attendance so that the financial aid award reflects these costs.
3. Assisting the client to resolve any problems that may arise related to the financial aid process.
4. Encouraging the customer to apply for scholarships through the Washington Occupational Information System (WOIS) and other websites on the Internet.

Note: Receiving a financial aid grant does not impact an individual's TANF, GA-U and SSI awards or place individuals in an overpayment situation.

Link to Free Application for Federal Student Aid (FAFSA).

Current Free Application for Federal Student Aid FAFSA

An individual interested in attending an institution of higher education provides DVR with either a Xerox of the hardcopy application, or a printout of the on-line FAFSA confirmation page. A copy of this documentation is filed in the customer's case service record. Schools will not share financial aid information with DVR until there is proof the individual has completed a current FAFSA, and a signed Student Information Release.

DVR-College/ University Exchange of Information Procedure (New 8/14/06)

DVR and Washington colleges and universities use an automated system to share information related to student financial aid as follows.

1. DVR customer reads and signs Sections A and B of the "Student Information Release" DSHS Form 06-153. A separate release form must be signed for each institution being considered and/or with which DVR will exchange information.
2. DVR counselor transmits faxes a signed original of the "Student Information Release" to the financial aid office of the college or university. The signed original is placed in the customer's case service record. Information is exchanged between DVR and the school financial aid office via an electronic transmittal using the Washington Student Achievement Council (formerly the Higher Education Coordinating Board) secure website: https://fortress.wa.gov/hecb/secure/dvr/.
3. The VR counselor or RT completes Part I of the "Student Needs Analysis" form using the secure web site and transmits it to the college or university verifying that the student plans to attend their college or university for the specified school year.
4. 4. The college or university financial aid administrator verifies that the student has signed the "Student Information Release" consenting to release information from the higher education institution back to DVR. The administrator then completes Part II of the "Student Needs Analysis" form and transmits the form back to the DVR counselor through the secure website.

5. The VR counselor completes Part III of the form and transmits it back to the institution of higher education.

Financial Responsibility for Costs of Attendance

As a comparable service and benefit, customers are expected to use their full financial aid package for costs of attendance. Costs of attendance (as defined by Financial Aid) include:

- Tuition and fees
- Books and supplies
- Living expenses
- Transportation
- Child or dependent care
- Disability related expenses

DVR funds may be authorized only after maximum, timely efforts to secure financial aid or other grants to pay for training costs have been made by DVR and the customer.

Under limited circumstances, a VR Supervisor may grant an exception to policy for a customer experiencing a financial hardship to use a portion of financial aid grant funds to pay for expenses that are not on the IPE such as, (rent or room and board), and use DVR funds to pay for IPE services, such as, (tuition, books and supplies, etc). See Exception to Policy section (below.)

Paying for Post-Secondary Training

(New 7-31-14)

Tuition for training above the high school level at a community college, junior college, technical college, a four year college or university leading to an Associate, Bachelor's professional or other recognized educational credential is paid for using service category **Training – Post Secondary.** Books and supplies for post-secondary training are paid for using service category, Training -- Books/Supplies Post-Secondary.

Paying for Graduate School

(New 7-31-14)

Tuition for training above the Bachelor's degree level to a Master's or Doctorate or other advanced recognized education credential at a four year college or university is paid for using service category **Training – Graduate School.**
Books and supplies for graduate school training are paid for using service category, Training -- Books/Supplies Graduate School.

Customers ineligible for financial aid

If an individual is denied a financial aid award, a comparable service and benefit is not available. In planning DVR services, the VR counselor documents the individual's resources on the financial statement.

If a student is ineligible for financial aid due to an expected family contribution and the family refuses or is not able to contribute, the VR counselor can request an exception to policy to use DVR funding for plan services. The VR supervisor may approve the request if there are exceptional circumstances surrounding the family relations or finances that adversely impact the customer's ability to participate in needed services.

Dependency Override

If the customer does not receive financial aid because they are a dependant of their parents, but there are special circumstances involved (whereabouts of parents is unknown, or parents were abusive), the customer can apply for a Dependency Override through the Financial Aid Office at the school. A student making this request must complete a form, submit a letter of explanation and provide statements from two reputable adults (for example, a minister or teacher) who are aware of the customer's situation with their parents. The Dependency Override is not intended for disinterested parents or parents who choose not to pay towards the costs of their son or daughter's education.

Defaulted student loans

If a customer is ineligible for financial aid because of a previous loan default, the VR counselor discusses the options to assist the customer in working out a satisfactory means of resolving the default status. Options include:

- Repayment of the previous loan, or
- Obtaining approval to defer, reduce, or reschedule payments from the lender

The customer must demonstrate reasonable efforts to resolve the default status before DVR provides funds for training at an institution of higher education. DVR may not use program funds to pay student loans.

Cases of true hardship on defaulted student loans may arise where an individual has no financial resources to work out a satisfactory payment agreement with the lender. Under such circumstances, after a responsible effort has been made, it can be determined that maximum efforts have been made to secure grant assistance and those comparable services and benefits are not available. The VR counselor documents the steps taken to resolve the default status in the case narrative.

Work Study

There is no requirement for a VR customer to engage in work study, particularly if the nature of the individual's disability makes it an unreasonable option. However, an individual should not be discouraged from accepting a work-study position if it is consistent with his or her needs, goals and capabilities. The counselor and customer should discuss whether work study would enhance the individual's experience and preparation for work. If the individual elects to engage in a work study position, the earnings are noted on the financial statement form, and are considered a resource for purposes of determining DVR support. Because earnings from work study are considered as "income" by the Social Security Administration benefits planning is recommended for individuals who receive Social Security benefits.

Student Loans

A DVR customer may apply for and accept student loans or work study positions; however, it is not required.

Any form of financial aid assistance with a pay-back requirement is not considered a comparable service or benefit. If, however, a loan is accepted by an individual:

- All proceeds of the student loan must be applied to the cost of attendance before any VR funds can be authorized.
- The level of unmet need is reduced by the loan amount.

IPE Development - Financial Statement

Once the financial aid award notification is received, the counselor and individual complete the DVR Financial Statement, DSHS 14-068 (unless the customer receives SSI, SSDI, Medicaid or DSHS income assistance) to:

1. Document all of the individual's resources, income and expenses, and
2. Determine what resources the individual will contribute to the cost of services, including financial aid, student loans or work study earnings.

While schools calculate the cost of attendance and grant award based on a formula of estimated expenses, the VR counselor and customer discuss and document the actual costs and available resources on the financial statement.

The VR counselor and customer use the award or denial notice and financial statement to document on the Individualized Plan for Employment how the financial aid funds are applied to VR services. If a student is granted financial aid, DVR may not authorize services or support that exceeds the unmet need identified on the financial aid award. This could place the individual in an over-award situation and result in a reduction of financial aid benefits or a repayment requirement.

By law, if a customer receives SSI, SSDI, Medicaid or DSHS income assistance, he or she is exempt from using personal or family resources to pay for DVR services. This exemption includes high school students who are dependents of parents who have financial resources. If a customer has personal or family resources available, the VR counselor can encourage, but not require, a contribution to plan services. One resource that can be explored is a Plan to Achieve Self-Support (PASS). Benefit planning is recommended to help determine how a PASS will impact the individual's Social Security benefits.

Note: If the customer provides documentation that he or she qualifies for SSI, SSDI, Medicaid or DSHS income assistance the entire financial statement is not to be completed, only sections D1, F, and G. A copy of the documentation is attached to the Financial Statement form and filed in the case service record. For additional guidance about Income Assistance, SSI/SSDI verification documents refer to: Instructions, Financial Statement Form.

See also: Procedures for Financial Statement

One-time payment for initial term

Maximum efforts must be made to secure financial aid prior to authorizing DVR services to pay for school. However, the VR counselor may pay for the initial term of school prior to receiving the customer's financial aid award or denial notice if the counselor determines it is needed to avoid a delay or disruption in services. The reason for a one-time payment for the initial term is documented in case narrative.

See also: Training as an Assessment

IPE

Except for the one-time payment for the initial term, the financial aid award or denial notice must be in the case service record prior to authorizing costs for any additional costs of attendance for that student.

The VR counselor includes specific progress criteria and terms and conditions for periodic review to determine if the customer is making adequate progress and whether continued funding is likely to result in an employment outcome. Examples of specific progress criteria and terms and conditions include but are not limited to:

- The customer must make satisfactory progress in school, including the specified GPA and completion of agreed-upon number of credits per term;
- The student must provide the VR counselor with copies of grades and transcripts at the end of each quarter/semester, and meet with the counselor at regular intervals to review the customer's progress in school and other IPE services;
- At least annually, the individual meets with DVR to review any changes in financial status that could result in adjustments to DVR funding for IPE services;

- If a student is unable to make satisfactory progress in school, the individual agrees to work cooperatively with DVR to reassess the barriers to making progress and renegotiate the IPE.

If a DVR customer is unable to make progress, as outlined in the plan, the VR counselor and customer reassess the barriers to employment, whether education is addressing the barriers, and whether continued education will contribute to employment.

Exception to Policy to Use Financial Aid Due to a Financial Hardship

It is expected that a customer will use the full financial aid grant toward the cost of IPE services. Under limited circumstances, a VR Supervisor may grant an exception to policy for a customer experiencing a financial hardship to use a portion of financial aid grant funds to pay for expenses that are not on the IPE such as, (rent or room and board) and use DVR funds to pay for IPE services, such as, (tuition, books and supplies, etc).

An exception to policy is considered if a customer has a financial hardship that could impact his or her ability to participate in DVR services and other resources are not available. An exception may be granted for a specific term to deal with a temporary or unexpected financial situation or for ongoing expenses while in school.

Examples of circumstances that could be considered a financial hardship include but are not limited to:

- An unexpected financial expense that could not be planned (such as a major vehicle repair, separation from spouse, loss of an unpaid child care provider, unanticipated medical expenses, etc.)

- Disability-related conditions that require an individual who did not have housing costs to begin paying rent or room and board to relocate on or near campus to attend school; (It is not a hardship if an individual can continue to live with their parents but chooses to move out on their own or if an individual chooses to upgrade to a more expensive apartment)

- Disability-related conditions prevent an individual from being able to work while attending school.

Medical, & Liability Fees at Some Schools

Colleges, vocational-technical schools, and universities may have medical fees and liability fees associated with attending the school or with class registration.

Medical or Health Service Fees (These fees cover campus health clinics)

Schools may require students to pay a medical or health service fee at registration. You and the customer should determine what the fee covers and whether it is required of all students at registration. If the required fee specifically covers the cost of the student health clinic on campus and is required by all students in order to register,DVR may pay this fee. (This fee is not to be confused with health insurance.)

DVR's participation in the cost of these fees is subject to all other DVR policies including,but not limited to, the use of comparable services and benefits (financial aid), unmet need, and a customer's financial contribution to the cost of services.

Liability Fees (These are additional fees for high risk courses)

Schools may require students to pay a liability fee to enroll in a specific course. Examples of courses that may have these additional fees are chemistry labs and other science courses, student teaching experiences,and physical education courses such as gymnastics or rock climbing. A liability fee covers accidental damages or injuries that may occur during the course work. If such a fee is required of all students registering for the class,DVR may pay this fee.

DVR's participation in the cost of these fees is subject to all other DVR policies including,but not limited to, the use of comparable services and benefits (financial aid), unmet need, and a customer's financial contribution to the cost of services.

On-the-Job-Training (OJT)

Paid On-the-Job Training

For a customer who could benefit from training by an employer in an area of employment not offered in an academic setting. An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. There is an expectation that employment with the host employer will continue when the OJT is completed.

Paid Customer Internship

A paid customer internship is only for a customer who:

Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and needs hands-on work experience to be a successful job applicant.

	Paid Customer Internship	Paid On-the-Job Training (OJT)
Purpose of	To give a customer work	An OJT can help a

Service	experience in his or her chosen field of employment to increase the likelihood of becoming employed	customer get work right away when a lengthy academic program is not practical or desired. The host employer is paid for the extra costs associated with training.
Expectation of Continued Employment with the Host Employer		Expectation that employment with the host employer will continue when the OJT is completed.
Who Receives the Service	The internship is only for a customer who: • Is completing or has completed a formal post-secondary, vocational-technical, certificate or academic program, and • Needs hands-on work experience to be a successful job applicant	An OJT is for a customer who would benefit from training by an employer: • In areas of employment <u>not</u> offered in an academic setting • Enabling a customer to start work right away when a lengthy academic program is not practical or desired.
How Long Does it Last?	• up to 3 months • One 30 day extension with VR Supervisor approval if the internship is likely to result in permanent employment	Typically 3 months but the length of time is negotiated between the VR Counselor and employer
Can a CRP be Involved?	• The VR Counselor arranges the internship • A CRP is not paid for job placement	• The VR Counselor negotiates the OJT with the employer • A CRP is not paid for job placement
Payment for Services	The employer hires the customer as a temporary employee and pays all of his or her salary and payroll expenses. DVR reimburses	• DVR will pay the employer the agreed-upon fee to cover the extra costs associated with

	the employer for all of these expenses. Customers must be pursuing an employment goal that: • Will be full time, competitive position (30 hours per week) • Pays a wage that is above the entry level and consistent with the profession • Is consistent with the individual's post-secondary, vocational-technical or education credentials in his or her field.	training the customer • The VR Counselor and employer negotiate and agree to a payment schedule • The fee generally decreases over time as the customer learns job skills and the trainer (employer) spends less time with the customer • The fee agreement is not bases on percentages of the customer's salary, but should specify actual dollar amounts for the cost of providing training.
When is the Customer Considered to be Permanently Employed?	• Customers are not moved to employment status in STARS during the internship • The internship is not considered a rehabilitation closure unless the internship results in permanent employment • The case is entered in STARS "Plan Employed" status after the internship is completed and the permanent job starts.	• During the provision of OJT services the customer is in training status • The OJT is not considered a rehabilitation closure until after the OJT is completed • The case is entered in STARS "Plan Employed" status on the first day after the customer completes the OJT and continues employment with the host employer.

On-the-job training services are provided to meet customer and employer needs. It is a type of training that is suitable for many DVR customers. The training is provided by an employer in a work setting. It is expected the employer hire the customer on a permanent basis before initiating the OJT.

On-the-Job Training offers several advantages including, but not limited to:

- Training in areas of employment that are not offered in an academic setting.
- Enabling a customer to begin work right away when a lengthy academic program is not practical or desired.
- Training is designed by the customer, counselor, and employer to fit any time frame.
    - OJT may be the only training possible.
    - OJT is a direct job placement.

Customer Readiness

A VR counselor assesses a customer's job readiness, degree of independence, and need for training at the start of this process. Considerations in assessing a customer's readiness for OJT include, but are not limited to the following conditions:

- The customer has identified an employment goal.
- The customer has basic work skills (transferable abilities, previous employment, or volunteer experience, favorable aptitudes, etc.).
- The customer demonstrates good worker characteristics (regular attendance, punctuality, appearance, positive work attitudes, etc.).
- The customer demonstrates job search ability (initiating employer contact, completing applications, interview techniques, etc.) or will be working with a community rehabilitation program to secure job placement.

Selecting an Employer

Developing an OJT requires good marketing and customer service. Making a professional presentation is important. This may be an opportunity to develop a long term relationship with an employer. Attached are two letters that can be used to market on-the-job training sites and to identify potential employers. When approaching an employer regarding OJT, provide the following information:

- Your business card.
- OJT brochure.
- Example OJT Employer Checklist.
- OJT Agreement.
- Multiple copies of OJT evaluations.
- Self-addressed, stamped envelopes.

Follow-up in person with the employer whenever possible. If it is not possible, consider a telephone call or sending a thank-you card.

Developing an OJT

Potential job sites are developed through a variety of methods, such as customer contacts, counselor resources, Employment Security, community rehabilitation programs, etc.

In assessing a potential employer to participate in an OJT, consider the following questions:

- Does the employer demonstrate disability awareness (knowledge of non-discrimination, ethics, etc.), or express a willingness to participate in disability awareness activities.
- Does the employer have an available position and is the employer willing to make a hiring commitment.
- Does the employer have staff who are qualified, capable, and willing to provide specific skill training.

It is the responsibility of the VR counselor to ensure that the training agreement provides clearly defined training outcomes, expectations, and methods to ensure the customer will complete the OJT with the knowledge and skills to perform the job.

Unlike other types of training, there are no federal or state regulations to establish standards for OJT providers. Potential OJT training sites and trainers are assessed and approved by the VR counselor.

It is strongly recommended that the VR counselor tour the work site as part of the OJT.

OJT Agreement

In conjunction with the IPE, a written OJT Agreement, DSHS 03-397 is completed outlining the purpose and terms of the OJT. The OJT is signed by the customer, employer, and VR counselor. Each party is given a copy of the OJT agreement. The

agreement documents the mutual agreement between the customer, employer, and VR counselor of the training provisions, including the duration of training, financial arrangements, and job tasks to be learned.

During an OJT, the customer is an employee of the business with all the rights and privileges of an employee on probationary status, to include:

- Salary based on the Fair Labor Standards Act.
- State Industrial Insurance.
- Unemployment Compensation coverage.
- Union membership, if applicable.

Paying for an OJT

If the cost of OJT services is in excess of $3000, the VR counselor consults with the VR supervisor or designee about the following to verify that the cost of the training is reasonable:

- Specific skills to be trained;
- Cost;
- Quality of training; and
- Time necessary for the training.

The employer is paid a training fee to cover costs incurred over and above what the employer would normally incur to train a new employee. Fees may be calculated based on the estimated additional time the trainer will spend with the individual in training and what that trainer's time is worth. The fee generally decreases over time as the customer learns the job skills needed and the trainer (employer) spends less time training the customer. (Note: The fee agreement is not based on percentages of the customer's salary, but should specify actual dollar amounts for the cost of providing training.)

Being clear about the payment criteria is important to avoid misunderstandings at the time of billing and payment.

Monitoring the OJT

The VR counselor or Rehab Tech contacts the customer and employer to ensure the OJT is being carried out as agreed. Monthly progress reports are completed by the trainer (employer) and accompany the request for payment. The VR counselor is available for regular follow-up if difficulties arise on the job or if modifications to the OJT agreement are needed.

OJT Services - Training Status and Employed Status

During the provision of OJT services, the customer is in training status. Upon successful conclusion of the OJT, the customer moves to employed status and the count to closure, successful rehabilitation begins.

Training Agencies

(New 02/18/2011)

Public, Private and Out of State Schools Licensed in the State of Washington

1. Prior to registering a training agency, the VR counselor determines whether the school is:
    1. Eligible to receive financial aid (comparable benefit);
    2. Licensed in the State of Washington;
    3. Accessible; and
    4. Accredited.

    NOTE: Attending an accredited school is particularly important for a customer who needs to seek training beyond the current degree or needs to transfer to a different school. Accreditation is not required for licensed vocational or career schools, but licensed degree granting colleges or universities may be accredited.
2. Degree Granting Colleges or Universities

    - License Status
      The VR counselor confirms the licensure status of a degree granting college or university by retrieving information from the Washington Student Achievement Council website (formerly the Higher Education Coordinating Board)

      For additional information about the status of a license for a degree granting college or university contact:

      Karen Oelschlager, Program Associate
      Degree Authorization
      Washington Student Achievement Council
      (360) 753-7869 (phone) (360) 704-6203 (fax)

    - Accreditation
      The VR counselor checks the Northwest Commission on Colleges and Universities (NWCCU) website to confirm the accreditation status of a degree granting college or university,
3. Vocational or Career Schools
    DVR uses vocational or career schools that are licensed in the State of Washington. The VR counselor confirms the licensure status of a vocational or

career agency listed by the Workforce Training and Education Coordinating Board (WTECB). If a customer needs training from a training agency not listed on this site, an exception to policy can be requested from the VR supervisor and documented according to Exception to Policy procedures.

4. Accessibility
   Schools receiving federal funds must be accessible; this includes physical and program accessibility. ADA accessibility is not verified by either HECB or WTECB as part of the licensing process.

   When a customer chooses to attend a specific school it is expected the individual will determine if the program satisfactorily meets their accessibility needs. If a customer raises an issue about the accessibility of a school, the matter is taken to the VR Supervisor who will determine a course of action together with the Area Manager, Chief of Field Services, and Business Services Manager.

   In cases where it is determined that a school is not accessible, DVR will inform the institution of the matter and suggest steps to correct the situation. If the school is not responsive, the Director or designee will determine whether DVR will continue doing business with the institution. Involvement by the Area Assistive Technology and Assessment Practitioner (ATAP), Employer Relations Manager, and/or Assistant Attorney General (AAG) may be required.

5. Minimum Requirements
   If the school is licensed and accessible follow the process for setting up a new vendor.

See Also: Vendor Registration

WAC- Conditions for Certain Types of Training

WAC- Financial Aid

WAC- Training Services - Types / Descriptions

Transition Services

VR Process for Transition Students

Special Considerations for HS Students

HS Transition Purpose and Definitions

School Responsibilities

VR Counselor Liaisons

WAC- Transition Services

VR Process for Transition Students

(Revised 7/1/08)

Vocational rehabilitation consultation for a high school transition student may begin as early as age 14, if determined appropriate by the IPE team, or age 16 when the student begins to plan a course of high school education and the goals for what he or she will do after leaving high school. Early contact in the student's transition planning by the VR counselor liaison promotes planning individualized to the student's unique needs, abilities, preferences and interests. When invited the VR counselor liaison participates in the student's annual IEP to assist him or her with vocational rehabilitation and employment goals relevant to future services from DVR.

1. **Individual Education Program (IEP) Development**

During outreach activities with the high school, the VR counselor liaison advises the school that at least 30 days notice is needed to ensure the VR counselor liaisons' participation in the development of a student's IEP.

To develop an IEP with a student who needs transition services, the school invites the student, the student's parents/guardian, and a representative of any agency (with parental consent if the student is under age 18) likely to be responsible for providing, paying or coordinating services. If the school invites a VR counselor liaison to help develop an IEP, the VR counselor attends the meeting as a partner in the IEP planning process to discuss the need for transition services based on the student's specific needs, preferences, interests and desired post-high school goals.

If a VR counselor liaison is invited to participate in developing the IEP, and is unable to attend, the VR counselor liaison needs to, for example:

- Arrange another meeting prior to the IEP meeting, if possible or
- Make alternate arrangements such as a telephone conversation about potential services or
- Attend a general information session with the student and parent/guardian or
- Provide printed information about DVR services.

The school district's responsibility to provide special education services ends when the student graduates, reaches the age of 21 or drops out. The school is responsible to ensure that graduation requirements are consistent with the student's education goals and the goals the student wants to achieve after he or she leaves high school. Graduation requirements and post high school goals must be included in any discussion of transition services.

2. **Referral and Application**

As a result of the outreach activities to students and parents/guardians, the VR counselor liaison may receive referrals for application. An individual under the age of 18, unless emancipated, must have his or her parent/guardian sign the application for VR services.

The VR counselor liaison assists the following applicants and their parents/guardian to apply for services, if needed:

- Special Education students age 16 to 21;
- 504 students age 16 to 21;
- Individuals age 16 regardless of whether or not they are in school; and
- Students who will exit high school in 2 years.

These are recommended ages but may occur earlier.

3. **Eligibility Determination**

The VR counselor liaison determines a special education student or a 504 student's eligibility for VR services based on standard eligibility requirements for DVR services. Assessment services needed to determine eligibility and/or to establish vocational rehabilitation needs may be provided prior to the student leaving school or completing an alternative educational program.

DVR may pay for assessment services, when needed, to determine the eligibility of a special education student or a 504 student or other individual with a disability for vocational rehabilitation services.

4. **Development of the Individualized Plan for Employment (IPE)**

A. Timeliness of the IPE

1. **Students Receiving Special Education**: IPE development is coordinated with the IEP to support the student's progress toward employment goals and to prepare the student for smooth transition services and employment after high school. The VR counselor liaison assists the student to develop an IPE to prepare for employment after high school completion according to IPE development requirements. DVR services on the IPE may begin before or after the student leaves school to meet the goals of the IPE.

Certain circumstances may not be practical or feasible for the student to complete his or her IPE before leaving high school. These circumstances may include late identification of the student in the school year or when a student chooses not to develop an IPE.

If the IPE can not be completed before the student leaves school, the VR counselor liaison enters case narrative documentation explaining the reason(s) and what steps are planned to ensure continuity of services as the student transitions from school to vocational rehabilitation services.

2. **Students with Disabilities Not Receiving Special Education Services**:

The time-line for developing the IPE for a student who is not receiving special education services is determined on a case-by-case basis by the VR counselor liaison and the student and parent/guardian, in cooperation with school staff and service providers relevant to the student's IPE. DVR services on the IPE may begin before or after the student leaves school to meet the goals of the IPE.

B. Coordination of the IEP (Individual Education Plan) with the IPE (Individual Plan for Employment

The VR counselor liaison assists each student eligible for VR services to develop an IPE according to IPE development requirements. The employment goal on the student's IPE needs to be coordinate with and follow the employment goal on the student's IEP. The employment goal the student selects for his or her IPE needs to be consistent with his or her strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

The vocational rehabilitation services on the IPE need to support the student's employment goal and be coordinated with the standard educational goals and measurements on the IEP.

The VR counselor liaison and school transition staff may collaborate in funding to assist the student to determine his or her employment goal.

C. Amendments to the IPE

A high school student may request amendments to the IPE to accommodate changes in employment goals and services as he or she matures and becomes more aware of post high school opportunities and employment. The VR counselor liaison and the student and student's parent/guardian may make as many amendments to the IPE as are necessary.

D. Conditions Under Which DVR Pays for VR Services for Transition Students Under the IPE

Prior to DVR paying for transition services all of the following must be met:

The school invites the VR counselor liaison to participate in the IEP;

- An IPE is established for the student;
- The service supports the employment goal on the IPE;
- A comprehensive review of comparable services and benefits has been performed such as Free Appropriate Public Education (FAPE);
- A full financial review has been completed with the student and parents/guardian to determine contribution, if any to the cost of the service.

If the above conditions are met, DVR may pay for a transition service if:

- The service is not one paid for by the school.

- The service is outside the scope of FAPE and the service is needed to avoid interruption of progress toward the employment goal on the IPE.

EXCEPTIONS:

- DVR does not pay for transition services that have been established and developed prior to the VR counselor liaison's participation in the IEP.

- DVR does not pay for a service that is within the scope of transition services for which the school pays.

E. Comparable Services and Benefits

Comparable services and benefits are noted on the IPE when provided, in whole or in part, by the school or another entity. The school is not responsible to pay for special education services if the student exits special education or graduates or drops out from high school.

F. Student and Parent's/Guardian Participation in the Cost of Services

Except for students receiving SSI, SSDI, Medicaid or DSHS Income Assistance, students and their parents/guardians are required to complete the Financial Statement and to participate in the cost of transition services when resources, including the student's or family's own resources, are available to contribute.

The student and parent's/guardian contribution toward the cost of services is noted on the IPE, when applicable.

G. Resolving Payment Dispute

When payment disputes occur, the VR counselor liaison negotiates with school staff in the best interests of the eligible DVR customer/student. If after attempting to reach agreement about payment for services, the VR counselor liaison and school staff are unable to agree, the VR counselor liaison documents the following information in the case narrative of the case service record and forwards a copy to the VR supervisor including:

- The regulation, policy, or requirement related to the dispute;
- A description of the service or services needed;
- How the service contributes to the employment goal on the IPE;
- The reasons to support why DVR should not pay for the service;
- The reasons to support why the school should pay for the service;
- Actions taken to resolve the issue with the school; and
- Other relevant information impacting the dispute.

The VR supervisor reviews and discusses the documentation with both the Area Manager and the VR Transition Program Administrator to determine financial responsibility for the service under the terms and procedures outlined in the Inter-Agency Agreement between DVR, Department of Services for the Blind, and the Office of the State Superintendent of Public Instruction.

Special Considerations for HS Students

Students Not Attending School

If the VR counselor liaison identifies an individual between ages 14 and 21 who is not attending school, the VR liaison encourages and assists the individual to enroll in school to enhance his or her education, vocational activities and employment opportunities.

<u>Ages 14 – 15</u>:

If the individual is age 14 or 15 and chooses to enroll in school, the VR counselor liaison continues to provide outreach to the student by participating in the student's IEP, if invited to do so.

Ages 16 – 21:

If the individual is between ages 16 to 21 and chooses to enroll in school, the VR counselor liaison continues to provide outreach to the student by participating in the student's IEP, if invited to do so. If the student applies for VR services, the VR counselor liaison follows procedures as outlined in VR Process for Transition Students (# 3 Eligibility Determination).

If the individual chooses not to enroll in school, but chooses to apply for VR services, the VR counselor liaison takes an application, determines eligibility and significance of disability.

Developmental Disability

Referral to DDD

If a high school student with a developmental disability applies for DVR services, the VR counselor liaison determines whether the student is enrolled with the Division of Developmental Disabilities (DDD). If the student is not enrolled, the VR counselor liaison explains the availability of services from DDD, including extended services for supported employment. If the student and student's parents or guardian are interested in applying for DDD services, the VR counselor liaison refers the student to DDD.

Students Under 21 Years Old Who Need Supported Employment

If the VR counselor liaison anticipates that supported employment will be necessary for a student who is considering leaving high school prior to age 21, the VR counselor liaison:

- Informs the student and his or her parents/guardian that DDD does not pay for extended services for supported employment prior to age 21; and

- Assists the student and his or her parents/guardian to make an informed choice as to whether to stay or leave school;

Chronic Mental Illness

If a student with chronic mental illness applies for DVR services, the VR counselor liaison determines whether the student is receiving services from a mental health provider. If the student is not receiving mental health services, the VR counselor liaison explains the availability of services from mental health providers, including the possibility of extended services for supported employment from the mental health service provider. If the student and student's parents or guardian are interested in applying for mental health services, the VR counselor liaison refers the student to a provider.

Supported Employment Considerations

If the VR counselor liaison determines that the student is eligible for vocational rehabilitation services and that supported employment is needed for the student to obtain and maintain a job, the VR counselor liaison discusses the need to identify a source of funding for extended services with the student and parents/guardian at the time eligibility is determined and during the initial 18 month period after the IPE is signed.

Options for extended services may include, but are not limited to:

- Natural supports at the work site;
- Employer subsidies;
- Social Security work incentives;
- Private pay;
- DD County funding.

Upon discovery that a resource for extended services cannot be identified after all available options are fully explored and exhausted, DVR is required to close the case.

HS Transition Purpose and Definitions

(Revised 7/1/08)

Purpose

School transition services are intended to assist youth with disabilities who are eligible for VR services to transition from high school to adult services and/or employment after high school. The student plans for his or her transition in partnership with his or her family members, advocates, school personnel, local community and adult agency representatives, employers and others involved in the student's life.

Definitions Associated with High School Transition Services

504 Coordinator means a designated school district staff member appointed to oversee the protection of civil rights for students with disabilities eligible for 504 services under Section 504 of the Rehabilitation Act of 1973.

504 of the Rehabilitation Act of 1973 means a civil rights law written to eliminate discrimination on the basis of disability in any program or activity receiving Federal financial assistance. A 504 Plan is developed by school staff for each 504 student to

provide reasonable accommodation for the student's education and school activities. Federal funding is not available for the implementation of this civil rights statute.

504 Student means a student who has a medical record indicating a physical or mental impairment which substantially limits a major life activity such as learning, self-care, walking, seeing, hearing, speaking, breathing, working or performing manual tasks. A student can be eligible as both a 504 student with a 504 Plan and a Special Education student with an Individual Education Program (IEP).

High School VR Counselor Liaison means a VR counselor who is assigned as the DVR case carrying counselor to one or more specific high schools or alternative education programs to provide outreach to the school and the community regarding vocational rehabilitation and to assist students with disabilities and their parents/guardians to access vocational rehabilitation services.

Individuals with Disabilities Education Act (IDEA) of 1990 means a Federal law that ensures children with disabilities (from ages 3-21) have a "free, appropriate public education" in public elementary and secondary schools and that the rights of children and their parents/guardian covered under the Act are protected. IDEA applies to youth who are determined eligible for special education, are under 21 years old and have not graduated from high school and who have one or more of the following 13 disabilities:

1. Autism;
2. Deaf/Blindness
3. Deafness
4. Emotionally Behaviorally Disabled
5. Hearing impairment
6. Mental Retardation
7. Multiple disabilities e.g.,2 or more disabling conditions and the term does not include deaf/blindness,
8. Orthopedic impairment
9. Health impairment
10. Specific learning disability
11. Communication disordered
12. Traumatic brain injury; and
13. Visual impairment including blindness.

IDEA requires public schools to identify children covered by the Act and provide them with appropriate education and IDEA provides for monitoring of the special education system. Individuals with disabilities who attend institutions of higher education are not covered by IDEA.

Individual Education Program (IEP) means a written plan developed by the school district, the special education student and the student's parents/guardian, and others to support the student's education, services, and activities needed to achieve the student's post-secondary goals on the IEP. At age 16, transition services begin and the IEP is

individualized to the student's unique needs, abilities, preferences and interests to assist him or her to reach educational goals and his or her anticipated post high school goals.

Special Education means instruction that is specially designed to meet the unique needs of an eligible special education student and provided at no cost to the student and the student's parents/guardian. Specially designed instruction includes instruction conducted in the classroom, in the home, in hospitals, institutions, and in other settings as well as physical education and vocational education. Special education also includes specially designed instruction when it is carried out as part of speech and language services, physical and occupational therapy, orientation and mobility instruction, behavioral intervention and audiological services. Federal funding is provided by IDEA for special education.

Special Education Student means a student with a disability who meets the requirements for special education under the Individuals with Disabilities Education Act (IDEA) and is provided special education services on an Individual Education Program (IEP) funded by IDEA. An eligible special education student is a student with a disability who, through a formal evaluation, is determined to have a disability that adversely affects the student's educational performance and is in need of specially designed instruction.

Student Eligible for Vocational Rehabilitation Services means a student with a disability currently enrolled in a public high school, private secondary school or alternative education program or a youth with a disability is determined eligible for vocational rehabilitation services and is legally eligible to work in the state.

Transition Services means a coordinated set of activities for a student designed within a results-oriented process that promotes movement from school to post-school activities, including post-secondary education, vocational training, integrated employment (including supported employment), continuing adult education, adult services, independent living or community participation. The coordinated set of activities are based on the individual student's needs, taking into account the student's preferences and interests, and include instruction, community experiences, the development of employment and other post-school adult living objectives and when appropriate the acquisition of daily living skills and functional vocational evaluation. Transition services promote or facilitate the accomplishment of long-term rehabilitation goals and intermediate rehabilitation objectives identified in the student's individualized plan for employment (IPE). It is important that the employment goal on the IPE be one that is in keeping with the student's long-term vocational interests, capabilities, skills and choice.

Transition services are post-school education work-related activities a student begins while he or she is in high school that are planned for and coordinated by the student, family members, school personnel, advocates, local community and adult agency representatives, employers and others involved in the student's life to help the student

prepare for and go to work in the community after high school. Transition services may include any of the VR services listed under WAC 388-891-600.

School Responsibilities

(Revised 7/1/08)

Eligibility for Special Education

Under Washington Administrative Code 392-172A-02000, the school is responsible to provide special education to every special education student between the ages of three and 21. The school is responsible to determine a student's eligibility for Special Education. A student shall remain eligible for Special Education until one of the following occurs:

- A group of qualified professionals and the parent of the student, based on a re-evaluation, determines the student is no longer eligible for special education.

- The student has met high school graduation requirements established by the school district pursuant to the rules of the state board of education, and the student has graduated from high school with a regular high school diploma. A regular high school diploma does not include a certificate of high school completion, or a general educational development credential.

- The student has not reached age 21 consistent with the provisions of WAC 392-172A-02000. A student whose 21st birthday occurs on or before August 31st is no longer eligible for special education. A student whose 21st birthday occurs after August 31st continues to be eligible for special education and necessary related services for the remainder of the school year.

504 Students

Under Title 504 of the Rehabilitation Act, the school is responsible to provide and pay for reasonable accommodation for a 504 student to attend school and to access and participate in education and school activities.

IEP Development and Annual Review

The school is responsible for developing an Individual Education Program (IEP) with the student every year. The school ensures that the student's IEP is consistent with the student's graduation plan and requirements for graduation. The school may invite a VR counselor liaison to the IEP meeting to provide vocational rehabilitation consultation depending on the specific needs, preferences, interests, and desired post-secondary goals of the student. The school must invite a representative of any agency likely to be responsible for providing, paying or coordinating with high school transition services. The IEP contains the student's:

- Standard educational goals and measurements;
- Goals for anticipated post high school outcomes;
- Services and activities he or she needs to achieve the goals on the IEP; and
- Service providers responsible to provide the education, activities and services including high school transition services he or she needs to achieve the goals on the IEP. Service providers include, but are not limited to, the school, public organizations, and private for profit and non-profit community organizations.

At Age 16: Beginning no later than the first IEP to be in effect when the student turns sixteen, or younger if determined appropriate by the IEP team, and updated annually, thereafter, the IEP must include appropriate measurable post-secondary goals based on age-appropriate transition assessments related to training, education, employment and, where appropriate, independent living skills and must also include transition services including courses of study needed to assist the student in reaching those goals. WAC 392-172A-03090(j)

IEP Development and Annual Review

The school is responsible to review and develop the student's IEP annually or more often if necessary, with the student and the student's parents/guardian to ensure it continues to meet the student's individual needs and preferences.

Transition Services

The school is responsible to provide transition services which include activities that promote movement from school to post high school activities based on the student's needs, preferences and interests. Some examples include, but are not limited to community experiences, daily living skills, and the development of employment and other post school adult living objectives. The school transition services are intended to increase the post high school performance of a special education student in the areas of

- Employment and/or enrollment of post secondary programs; and
- Connection to appropriate out of school adult agencies.

Transition services customarily provided by a school may vary from school to school depending on the individual needs of the student.

High School Graduation Requirements

The school district is responsible to determine whether a student meets graduation requirements in coordination with the students IEP team. Graduation requirements for special education students include the following:

- Regular high school graduation requirements established by the school district; or

- Graduation requirements for students in special education are included in the IEP and are consistent with the transition services component of the IEP. Students served in special education cannot be denied the opportunity to earn a diploma solely because of a disability. Any accommodations, substitutions, exemptions or waivers of the regular graduation requirements necessary because of the student's disabilities are determined through the IEP process and school district policies and procedures. The district has written policies and procedures for meeting the unique limitations of each student. Such procedures may provide for the extension of time the student remains in school up to and including the school year in which such student reaches 21 years of age, special accommodations that might include substitutions, exemptions or waivers determined by the IEP process. WAC 180-51-115.

VR Counselor Liaisons

Assignment of High School VR Counselor Liaisons

Every high school in the state is assigned a liaison VR counselor trained to provide outreach and comprehensive high school transition services. Each VR counselor liaison is assigned to a high school by his or her VR supervisor to facilitate outreach activities, and to provide transition services to eligible students in the public or private school to which they are assigned.

Scope of High School Transition Outreach

Outreach is provided to youth with disabilities between the ages of 14 and 21 and to their parents/guardians regardless of whether or not the individual is enrolled in school.

Outreach is also provided to youth with disabilities between the ages of 14 and 21 and to their parents/guardians regardless of whether the individual has applied for VR services.

The range of outreach to school programs may include contact with public schools, private schools, alternative education programs, local transition teams, home-schooling or other non-traditional education programs serving students ages 14 to 21 in the community.

Students with disabilities ages 14 to 21 in non-public and non-traditional school programs are provided outreach activities consistent with outreach provided to students in public schools.

Outreach to School Staff, Students and Parents/Guardians

The VR counselor liaison provides outreach activities to the school and community which may occur in the evening, during the school day or on weekends. These activities include, but are not limited to:

1. **Outreach to School Staff and Programs**

The VR counselor liaison contacts the school and introduces information about vocational rehabilitation services with school staff and associated programs. The VR counselor liaison distributes vocational rehabilitation marketing materials to schools including publications explaining VR services and programs, posters targeting high school students, videos, etc. Information includes, but is not limited to the:

- Purpose of the VR program;
- Confidentiality of information;
- Referral Procedures;
- Application procedures;
- Eligibility requirements;
- Scope of potential VR services that may be available;
- Financial needs criteria; and
- Vocational consultation for IEP meetings.

The VR counselor liaison provides consultation about vocational rehabilitation in the development or review of a student's IEP if the student, the student's parents or guardian, the VR counselor liaison and special education staff agree it is appropriate to the specific needs, preferences, interests and desired post high school goals of the student. Early contact by the VR liaison with a student who has complex and multiple rehabilitation needs may assist the student with high school vocational experiences relevant to future services from DVR.

EXAMPLES: School staff and associated programs may include, but are not limited to:

- The high school 504 coordinator or school administrator;
- High school transition coordinator;
- Guidance counselors;
- School nursing staff;
- Special Education teaching staff;
- All other high school teachers;
- Alternative high school programs; and
- The school district coordinator for the McKinney-Vento Act. The Act assists homeless youth with disabilities as part of the "No Child Left Behind Act" of 2001 (NCLB)

2. **Cooperative Relationships with High School or Alternative Education Program Staff**

The VR counselor liaison is responsible to develop relationships with high school or alternative education program staff and to agree on procedures with them to:

- Identify students with disabilities who may be eligible to receive vocational rehabilitation services; and

- Work cooperatively with them and the students identified as potentially eligible for VR services. Procedures for working cooperatively include timeframes for

  - Initiating student referrals to DVR;

  - Providing comprehensive referral documentation;

  - Conducting student assessments; and

  - Following up with students identified as potentially eligible for VR services to make application

3. **Outreach to Students, Parents/Guardians**

The VR counselor liaison provides information about DVR and vocational rehabilitation services to high school students and their parents or guardians. The VR counselor liaison distributes vocational rehabilitation marketing materials to student and parent groups, including publications explaining VR services and programs, posters targeting high school students, videos, etc. Information includes, but is not limited to the:

- Purpose of the VR program;
- Confidentiality of information;
- Referral procedures;
- Application procedures;
- Eligibility requirements;
- Scope of potential VR services that may be available;
- Financial needs criteria; and
- Vocational consultation for developing the IEP.

The VR counselor liaison provides consultation about vocational rehabilitation in the development of a student's IEP if the student, the student's parents or guardian, the VR counselor liaison and special education staff agree it is appropriate to the specific needs, preferences, interests and desired post high school goals of the student. Early contact by the VR counselor liaison with a student who has complex and multiple rehabilitation needs may assist the student with high school vocational experiences relevant to future services from DVR.

Outreach is provided to special education students, 504 students and other individuals with disabilities who are not participating in special education. Examples of individuals with disabilities who are not in special education include the following:

- Students with disabilities at risk of dropping out of school;
- Youth with disabilities between 14-21 years old and not in school; and
- Students with a disability who do not qualify for special education services
- Homeless youth with disabilities as identified by the school district McKinney-Vento Act coordinator. The Act assists homeless youth with disabilities as part of the "No Child Left Behind Act" of 2001 (NCLB)

EXAMPLES: Parent groups, students and parents/guardians the VR counselor liaison may provide information to include, but are not limited to:

- Parent-teacher associations;
- Targeted parent organizations or groups;
- Ninth grade students and their parents or guardians;
- Students 14-16 years old and their parents or guardians;
- Students who will exit school in 2 years and their parents or guardians. (These students need information to determine whether to apply for VR services while still in school.); and
- County Transition Community Councils.

WAC- Transitions Services

Translation Services

Paying for Interpreter and Translation Services

WAC- Translation Services

See Also:

Access to DVR Programs and Services

Paying for Interpreter and Translation Services

Service providers are expected to pay for interpreter and translation services needed by DVR customers without charging an additional fee.

Sign Language Interpreter Services

DVR will pay for interpreter (American Sign Language or spoken language) services only if a service provider has refused to meet this legal obligation, and locating another service provider would create a hardship or unreasonable delay for a customer.

If a service provider refuses to meet this obligation, the VR supervisor or VR counselor reports the refusal to the Area Manager, and no subsequent referrals are made to the service provider until the issue is resolved.

See also the special circumstances under which DVR can pay sign language interpreter fees: Sign Language Interpreter Fees for Job Interviews

Transportation Services

Transportation Services

Vehicle Purchase / Loan and/or Vehicle Modifications

Vehicle Repairs

Paying for Customer Moves

WAC- Transportation Services

Transportation Services

(Revised 3/2/07)

The VR counselor may authorize transportation services if the services are **needed** for an individual to participate in an assessment or IPE services. Transportation services are authorized based on t**he least cost** option available to the individual. Determining the least cost option may take into consideration the following circumstances:

- The needs of the customer (special needs/issues);
- Where the customer needs to go, and the "least cost" way to get there (bus pass, gasoline allowance, vehicle repair);
- Availability of public transportation (bus, rail, ferry);
- Purpose of travel;
- Travel alternatives;
- Accessibility;
- Safety; and commute time.

DVR pays for services that meet the customer's needs at the least cost possible. See (2)(A) of WAC 388-891-370

In many instances, public transit is the least cost option.

Public Transit / Bus Pass

1. If public transit is available and meets the customer's needs (including accessibility needs), DVR will authorize services in the amount up to the amount of a bus pass. In areas where a discounted fare is offered to individuals with disabilities, DVR will authorize transportation services in an amount up to the cost of a discounted fare bus pass.

2. Many public transit agencies across the state offer discounted fares for individuals with disabilities. If a discounted bus pass is available, DVR assists the customer to obtain the reduced-fare pass. If necessary, the VR counselor may pay for the customer to obtain required medical documentation and/or signature in order to qualify for the reduced-fare pass. This will be paid for as "Completion of Special Report" (CPT Code 99080) under the DVR service category of "Transportation." The reduced-fare bus pass will be authorized using this same service category. In DVR offices where a large volume of reduced-fare bus passes are authorized, the VR supervisor may arrange for a qualified health care professional (MD- physician or psychiatrist, Advanced Registered Nurse Practitioner (ARNP), psychologist (Ph.D.) to visit the office on a scheduled basis to sign-off on multiple reduced-fare applications at one time.

The following DVR offices are served by transit agencies that offer reduced-fare bus passes:

Area 1	Aberdeen, Centralia, Kelso, Kent, Olympia, Port Angeles, Port Orchard, Port Townsend, Puyallup, SeaTac, Shelton, Silverdale, Tacoma, Vancouver
Area 2	Arlington, Bellevue, Bellingham, Everett, Lynnwood, Mount Vernon, North Seattle, Oak Harbor, Redmond, Seattle Mercer
Area 3	Kennewick, Moses Lake, Spokane, Walla Walla, Wenatchee, Yakima

Mileage/Gasoline Allowance (Revised 4/18/11)

If public transportation is not available or does not meet the individual's needs, a gasoline allowance of 15 cents per mile may be paid to the customer.
Mileage/gasoline allowance is paid directly to the customer and may not be paid in advance to a gasoline mart/station on behalf of the customer. The mileage rate is established by the Director or designee. If a higher rate per mile is required the VR counselor may request an exception to policy (See Requesting Exception to Pay a Higher Rate below). The VR counselor documents the customer's point-to-point mileage using an on-line map service such as MapQuest, Google, Bing, or other reputable source. The point-to-point mileage used for calculating the customer's gasoline allowance is limited to the mileage indicated on MapQuest, Google, Bing or other reputable source and a printout of the on-line map service point to point mileage documentation is attached to the AFP file copy.

To calculate the gasoline allowance for a customer, the VR counselor:

- Determines the number of miles; and pays
- A flat-rate per mile.

Example: Assuming .15 per mile, the estimated number of miles per round trip times the estimated number of trips (15 cents times 100 miles times 5 trips = $75.00).

In cases where a customer chooses to drive a vehicle instead of taking public transit that otherwise meets their needs, the VR counselor may authorize a gasoline allowance. However, the amount authorized is equivalent to the least cost bus pass that is available to the customer, unless the actual point-to-point mileage is less than the bus pass.

Requesting Exception to Pay Higher Rate

DVR pays a gasoline allowance at a rate of 15 cents per mile. If the customer needs to be reimbursed at a higher rate per mile, the VR counselor describes and documents the reason(s) for a higher rate and requests an exception to pay a higher rate from the VR supervisor. The VR supervisor approves or denies the request based on whether there is substantial justification for a higher rate, and documents his or her decision in the STARS Case Narrative.

Note:

1. Proof of current auto insurance and a valid driver’s license is required before DVR can consider paying a gasoline allowance.
2. The mileage allowance may not be inflated or adjusted to cover routine maintenance or any other anticipated costs.

Fees Related to Driver Licensing

If needed to achieve employment, DVR may authorize services related to obtaining a driver's license, including administrative fees associated with applying for a driver's license, driver's testing, or the issuance or reinstatement of a driver's license.

DVR funds cannot be used to pay attorney fees, court fees, fines or penalties that result from illegal acts.

Vehicle Purchase / Loan and/or Vehicle Modifications

(Revised 8/24/09)

See Also:

WAC- Transportation Services

Transportation Services

Vehicle Purchase/Loan Approval Requirements

To request the purchase/loan of a vehicle, with or without modifications approval from the VR supervisor, Area Manager and DVR Director or designee is required. These approvals must be obtained before making a commitment to a customer, or including a vehicle purchase on an IPE.

VR Supervisor Approval

The VR counselor submits a request for vehicle purchase/loan to the VR supervisor for approval. The request must include all documentation outlined (below) in "Vehicle Purchase/Loan Request Documentation (Packet)."

The VR supervisor reviews the request and documents approval or denial in STARS case narrative. If approved, the request is submitted to the Area Manager.

Area Manager Approval

The Area Manager notifies the VR supervisor and counselor by e-mail if the request is approved or denied. Documentation of the approval or denial is filed in the customer's case service record. If the Area Manager approves the request for the vehicle purchase/loan, the request is forwarded to the DVR Director or designee.

Director or Designee Approval

A copy of the complete vehicle purchase/loan request is sent to the DVR Director. The Director or Director's designee will notify the VR counselor by e-mail of approval or denial within 5 working days of receipt. A copy of the approval or denial is filed in the customer's case service record.

If the Director or the Director's designee denies the VR counselor's request to loan a recovered vehicle or purchase a vehicle, the VR counselor and the customer continue to consider other options.

Vehicle Purchase/Loan Request Documentation (Packet)

A vehicle purchase/loan request packet must include all of the following documentation. A copy is also filed in the case narrative.

1. Area Manager approval (e-mail or STARS case narrative) (on top)
2. VR supervisor approval (STARS case narrative)
3. Completed Checklist for Vehicle Purchase and/or Vehicle Modifications, DSHS 11-081
4. Documentation of Rationale for Vehicle Purchase/Loan:

a. How the purchase addresses disability-related barriers to employment.
b. Whether the vehicle is required as a condition for employment or why it is needed to achieve an employment outcome.
c. An explanation of the transportation alternatives explored (such as public transportation, ride sharing or relocating to an area where transportation is available), and the reason(s) these options won't meet the customer's needs.
d. A summary of the comparable benefits explored, such as insurance, loan from the Washington Assistive Technology Foundation, WATF, a PASS Plan for customer receiving SSI/SSDI, or other sources, and how these resources will be utilized.
e. The type of vehicle being considered (new or used, estimated price range and any special considerations).
f. Consultation (recommended) with a DVR Assistive Technology and Assessment Practitioner, ATAP early in the process for vehicle purchases with modifications or for vehicle modifications only.

5. Documentation of Customer's Driving Capability

. The VR counselor's rationale for determining that the customer's disability is stable or slowly progressive, and is not likely to impair his or her ability to drive in the foreseeable future.
a. If the customer has a known pattern of alcohol or drug abuse within the past 5 years, whether in remission or not, a complete and current drug/alcohol evaluation, including a urinalysis and report.
b. An abstract of the customer's complete driving record obtained from the Department of Licensing. Moving violations and/or criminal convictions related to driving a vehicle are grounds for denial.
c. Current Washington driver's license;
d. A copy of a medical assessment evaluating the customer's driving capacity, need for driver's training and ruling out the need for any vehicle modifications, or an explanation of why an assessment is not needed. Evidence or documentation explaining how the customer has demonstrated he or she can safely operate the vehicle or a similar vehicle.
e. Documentation explaining the DVR Assistive Technology and Assessment Practitioner consultation and recommendations, if appropriate.

6. Documentation of Passenger-Only Considerations

a. A description of the customer's plan for securing drivers and back-up drivers.
b. An abstract of the complete driving records for all drivers. Moving violations and/or criminal convictions related to driving a vehicle are grounds for denial.
c. If an identified driver or back-up driver has a known pattern of alcohol or drug abuse within the past 5 years, whether in remission or not, a complete and current drug/alcohol evaluation, including a urinalysis and report.

d. If an identified driver or back-up driver has a known medical condition that could impact driving safety, a copy of a medical assessment evaluating the driver's safety to drive.
e. A copy of a valid Washington State driver's license for each driver and any required license endorsements.

7. Financial plan for ongoing vehicle costs
   a. Results of a completed DVR Financial Statement form that shows whether the customer can contribute towards vehicle-related costs.
   b. Explanation of what resources the customer will use to obtain and pay for insurance while the case is open.
   c. Explanation of what resources the customer will use to pay for insurance, licensing, maintenance and repairs after case closure.
   d. Explanation of what resources the customer will use to pay for driver support, if the customer is a passenger only.

8. Vehicle/Van purchase with modifications

If the vehicle/van purchase includes vehicle modifications, the Vehicle Purchase/Loan Request must include the additional documentation requirements outlined under the vehicle modifications section (below).

NOTE: A customer may not contribute to the cost of a vehicle to "upgrade" or share in the cost if DVR will retain ownership of the vehicle. In certain circumstances if the case is not successful or the vehicle is not needed for employment, the vehicle will not be released to the customer and joint ownership would be a problem. If a customer has financial resources available, the VR counselor and the customer agree on what other related costs, such as insurance, maintenance, and licensing could be paid by the customer.

Procedures to Follow when the Purchase is Approved

1. Before requesting quotes the VR counselor checks the DVR Inventory of Equipment for a vehicle that would meet the customer's needs. The customer does not have the option of declining an available vehicle that meets his or her employment needs in favor of purchasing a vehicle. No further approval from DVR Fiscal or DSHS TRACKS Purchasing is needed to loan a recovered vehicle.
2. If a vehicle is not available from the DVR Inventory of Equipment, the VR counselor obtains bids from 3 vendors. Purchases that cost $1,000- $4,999.99, requires 3 telephone quotes. Purchases that cost $5,000 or more, requires 3 written quotes.
3. Vehicle purchases that cost $5,000 or more require approval from DVR Fiscal, and TRACKS Purchasing from DSHS/PSC.

Approval from Fiscal Unit and TRACKS Purchasing by DSHS/PSC

Vehicle purchases that cost $5,000 or more require a Purchase Request in TRACKS. The request is reviewed by DVR Fiscal then sent to DSHS/PSC for approval.

After the VR counselor documents justification for the purchase in the case narrative of the customer's case service record, obtains the quotes, documents justification for selecting the vendor, if necessary, and completes the Purchase Request as outlined in the TRACKS manual, and as follows the following occurs:

1. Prior to completing a Purchase Request (PR) in TRACKS it is recommended that the Rehabilitation Technician (RT) contact Jeanette Ogg at the DVR State Office Fiscal Unit for guidance. Jeanette can be reached at (360) 725-3643. Some general guidance:
    - Don't combine items. If there are 10 items listed on the request for quote (bid) sheet, there should be 10 items on the PR.
    - When the PR is created, the RT selects the "Send to TRACKS" box.
    - Forward the PR to Jeanette Ogg (not the VR supervisor). The PR does not need to be routed to the VR supervisor like general office purchases.
    - (If the "Send to TRACKs" box is not selected, and the RT forwards the PR to the VR supervisor, a Purchase Order (PO) is created and approved at the local office without TRACKs approval). TRACKs approval is required before the PO is created and approved.

2. The VR counselor notifies Jeanette Ogg at the DVR State Office Fiscal Unit of the pending purchase request number awaiting approval.

3. The RT or VR counselor faxes back-up documentation to Jeanette Ogg at (360) 407-3945 including:
    - Completed Request for Quote, DSHS 17-153 or similar document. It is very important that the specifications (what we want to purchase) are identical for each vendor. Request for quotes that are not identical will cause a delay in the approval process and the request will likely be denied.
    - Completed Purchasing Checklist, DSHS 17-152;
    - Written justification for vehicle purchase/loan with or without modifications, documentation in the case service record of approval by the VR supervisor, Area Manager, and the DVR Director or designee.
    - Written justification and Documentation in the case narrative of approval consultation (recommended) by with the DVR Assistive Technology and Assessment Practitioner (ATAP) if the item is a rehabilitation technology service such as, vehicle modifications.
    - PR number

4. The DVR State Office Fiscal Unit reviews the Purchase Request and determines whether to approve the request based on state purchasing requirements. If approved, the Fiscal Unit forwards the Purchase Request electronically, as well as the bids and written justification, to DSHS/PSC for review and approval. The

customer should be informed that forwarding information to the DVR Fiscal Unit is a step in the approval process but not the last step. Approval from TRACKs is also required, and generally takes up to two weeks.

5. The DSHS/PSC reviews the Purchase Request and determines whether to approve the request based on state purchasing requirements. If approved, DSHS/PSC issues a Purchase Order (PO) number, and makes a reference to RCW 74.29.080. The Purchase Order and RCW number gives the VR counselor authority to purchase. The DVR Fiscal Office notifies the VR counselor of record for the approval and provides PO number.

6. The VR counselor prepares the AFP and must reference the following in the description of the AFP:

    - PO number.
    - RCW 74.29.080.

The VR counselor is responsible to document the tracking of all equipment and vehicles on loan or permanently assigned to a customer.

Payment to an In-State Mobility Dealer for a Vehicle Purchase is not Delayed Pending Installation of Adaptive Equipment form an Out-of-State Vendor

(12-9-13)

If DVR purchases a vehicle and/or vehicle modifications from a mobility dealer in Washington and the customer also requires special adaptive equipment that has to be installed by an out-of-state vendor, payment to the mobility dealer in Washington is not delayed pending installation of the adaptive equipment by the out-of-state vendor.

The vehicle is shipped to the mobility dealer in the state of Washington. The ATAP and the customer physically inspect the vehicle and vehicle modifications to make sure they meet the bid specifications. If everything is in order the ATAP documents in a case narrative in STARS that the vehicle and vehicle modifications were inspected and everything is in order or that something needs to be added or changed before DVR issues payment. When everything is in order payment is issued within 5 working days to the mobility dealer in Washington, just like any other purchase, and a separate AFP is issued to the out-of-state vendor for the special adaptive equipment.

When payment is received the mobility dealer in Washington:

- Transfers the title showing the customer as the registered owner and DVR as the legal owner
- Installs the license plates on the vehicle
- Arranges for the vehicle to be shipped to the out-of-state vendor

Insurance Coverage When Vehicle is Shipped to and from an Out-of-State Vendor

At the time the title is transferred the customer's needs to have insurance. The customer's insurance covers any loss that may occur if the vehicle is damaged in shipping the vehicle from Washington to an out-of-state vendor and when the vehicle is driven or shipped back to Washington.

Purchase of a Used Vehicle without Modifications

After approval from the VR supervisor, Area Manager and DVR Director or designee, and it is determined that a vehicle is not available in the DVR Inventory of Equipment, the VR counselor:

1. Checks with Government Surplus to determine if a vehicle is available. (Appraisal of value is not required if the vehicle is purchased through Government Surplus).
2. Obtains a routine inspection by a certified mechanic of the vehicle's general condition and safety. If a vehicle is not available through Government Surplus the VR counselor (or customer):
3. Contacts local auto dealerships for the price of at least three vehicles.
4. The customer test drives a vehicle under consideration.
5. Obtains a written quote from the dealer or seller for each vehicle under consideration.
6. Uses one or more independent appraisal to determine the value of the used vehicle.
7. Obtains a routine assessment by a certified mechanic of the vehicle's general condition and safety.
8. Accident history from Carfax, or other source, that helps determine the vehicle's safety and repair record.

Government Surplus Vehicles

Used vehicles are available through government surplus at costs savings through the Department of General Administration, Commodity Redistribution Center, located in Auburn, Washington. If a government surplus agency vehicle is being considered, an appraisal of value is not necessary. A routine inspection by a certified mechanic of the vehicle's general condition and safety is required.

The VR counselor may obtain Information about available state or federal vehicles, by calling (253) 333-4915. Government surplus will hold a vehicle for 30 days to allow the VR counselor to complete the purchasing process. The Internet sites are:

- http://www.ga.wa.gov/surplus/index.html (state)

- www.ga.wa.gov/surplus/fedprop.htm (federal)

The DSHS Office of Purchased Service Contracts offers assistance at no cost to coordinate purchases of vehicles from government surplus. The VR counselor may contact DVR State Office Fiscal to request this assistance.

Determining a Vehicle's Value (not required for government surplus vehicles)

The VR counselor and the customer use one or more independent appraisals to identify a used vehicle's value. Resources suggested for an independent appraisal include the following:

- A car dealership, other than the dealership selling the car
- Kelley's Blue Book for a general rating
- National Auto Dealers Association (NADA) for a general rating
- Other price guides provide general ratings
- Banks or credit unions may offer accident history information affecting value

Assessing the Vehicle's General Condition

The VR counselor must obtain a routine assessment by a certified mechanic of the vehicle's general condition and safety. If accident history is available on a used vehicle (Carfax), the information is helpful in determining the vehicle's safety and repair record.

Required Documentation before the Vehicle is Released to the Customer- Include the Mailing Address for the DVR Headquarters Office on the Vehicle Title

(Revised 12-9-13)

Prior to releasing the vehicle to the customer, the following documentation must be verified and copies included in the case service record:

1. A copy of the vehicle insurance policy that includes the names of all drivers of the vehicle. The policy must include a clause for written notification to DVR if the vehicle insurance lapses, is canceled, or if there are any driving infractions by the insured drivers.
2. A completed Loan Agreement in STARS. This agreement includes a statement that the customer agrees to be the registered owner and that DVR is the legal owner on the vehicle title. Upon request of DVR the customer agrees to return the vehicle to DVR and sign the vehicle title removing the customer as the registered owner.
3. A copy of the title and registration showing DSHS/DVR as the legal owner with the address of 4565 7th Ave. SE Lacey, WA 98504-5340 and a mailing address of P.O. Box 45340 Olympia, WA 98504-5340. The original title and a copy of the vehicle registration are forwarded to the DVR Headquarters Office at P.O. Box 45340 Olympia, WA 98504 Attention: Executive Assistant.

Before transferring ownership of the vehicle, contact the Executive Assistant to request the original title. The Executive Assistant will complete the report of sale upon receipt of the following information:

- The date of the sale or transfer.
- The name and address of the person the vehicle was sold or transferred to.
- The vehicle identification number (VIN).
- The vehicle license plate number.

See procedures for Loaning Newly Purchased Equipment or Reassigning Equipment.

Transferring Ownership

(Revised 4/18/11)

If the customer requires the vehicle to maintain employment at the time of case closure, the VR counselor must:

1. Include documentation in the case narrative and arrange for release of DVR ownership on the vehicle title from the State Office Business Services Unit
2. Transfer ownership of the vehicle to the customer in STARS. See procedures for Transferring Ownership for loaned items
3. Document the title transfer for the transfer of legal ownership, vehicle identification number (VIN), and the license plate number in the Case Service Record

Vehicle Modifications

For vehicle/van purchase with modifications the VR counselor follows the procedures for Vehicle Purchase/Loan.

For vehicle purchases with modifications or for vehicle modifications only, consultation with a DVR Assistive Technology and Assessment Practitioner, ATAP is recommended early in the process. The ATAP can provide guidance and assistance about the possible need for additional assessments, driver and equipment evaluations and the procedure for requesting quotes and selecting a vendor.

Vehicle modifications may include factory conversions, custom modifications or individual adaptive equipment:

Examples:

Factory Conversions

Braun, Vantage Mobility Inc (Ricon), IMS (Independent Mobility Systems) and others.

Conversions

Raised door; raised roof; lowered floor; vehicle kneeling features; power assist doors; remote fold out ramps or lifts, etc.

Individual Adaptive Equipment

Hand controls; six way power seat; wheel chair tie downs; seat and chest belt restraints; chair topper; portable ramps; scooter lift, etc.

Documenting the Need for Vehicle Modifications

The VR counselor documents the following information in the case service record:

1. Rationale for vehicle modification:

a. How the purchase addresses disability-related barriers to employment.
b. Whether the vehicle modification is required as a condition for employment or why it is needed to achieve an employment outcome.
c. An explanation of the transportation alternatives explored (such as public transportation, ride sharing or relocating to an area where transportation is available), and the reason(s) these options won't meet the customer's needs.
d. How comparable benefits (if available) will be utilized. DVR is not required to use comparable benefits for Rehabilitation Technology services, but when available these resources such as insurance, loan from WATF, or a PASS Plan for customers receiving SSI/SSDI should be used as a first dollar resource.
e. Results of a completed DVR Financial Statement that shows whether the customer can contribute toward the cost of the plan. In many instances the customer purchases the vehicle/van and DVR pays for the modifications.
f. Consultation (recommended) with a DVR Assistive Technology and Assessment Practitioner, ATAP early in the process for vehicle purchases with modifications or for vehicle modifications only.

2. Summary of a driver's evaluation and/or equipment evaluation. See the information (below) about practitioners who have expertise in driver and equipment evaluations.

Requesting Quotes after the Vehicle Modifications are Approved

For vehicle/van purchase with modifications, refer to Vehicle Purchase/Loan (above) Procedures to Follow when the Purchase is Approved

For purchase of modifications only (DVR is not purchasing a vehicle) follow the guidance in Purchases Requiring Quotes and Approvals

Driver's Evaluations or Equipment Evaluations

A driver's evaluation and/or an equipment evaluation are scheduled with practitioners who have expertise in driver rehabilitation, such as

- Licensed Occupational Therapist (OTR/L)
- Certified Driver Rehabilitation Specialist (CDRS)
- Certified Assistive Technology Practitioner (ATP)

Service Category for Vehicle Modifications

The Rehabilitation Technology service category is used to purchase vehicle modifications, or a vehicle/van and modifications as one purchase. For vehicle purchases, only (without modifications) use the Vehicle Purchase service category.

See Also:

WAC- Rehabilitation Technology Services

Vehicle Repairs

(Revised 5/19/08)

A VR counselor may authorize a customer's vehicle repair when the VR counselor agrees using a private vehicle is the option that meets the individual's needs. In many instances, public transit (reduced-fare bus pass) is the least cost option, so vehicle repair is only considered when public transit is not available, accessible or otherwise does not meet the needs of the customer.

Note:

1. Proof that the customer is the registered owner of the vehicle, and has current auto insurance and a valid driver's license is required before DVR can consider paying for a vehicle repair. If there are special conditions or circumstances regarding this requirement an exception to policy may be requested. The rationale and justification for the exception to policy must be documented in the case service record.

Other Important Considerations about Vehicle Repairs

1. DVR should only pay for vehicle repairs that are done by a dependable and reputable vehicle repair business, preferably with ASE (Automotive Service Excellence) or other type of certified mechanics.
2. The vehicle repair business must be a DSHS vendor so DVR can authorize payment. For tire purchases, determine if they can purchased at least cost using the state contract, Contract 01712 Tires, Tubes & Services
3. The VR counselor should not authorize repairs if there is any concern that the vehicle is unsafe or beyond repair.

Vehicle Repairs in Excess of $1500

A single vehicle repair in excess of $1500 or if the total authorized for the vehicle repair exceeds $1500, the authorization must be approved by the VR supervisor.

Paying for Customer Moves

(New 5/15/06)

WAC 388-891-765 **What are transportation services?**

DVR does not customarily pay for customer moving expenses. DVR pays for customer moving expenses only by exception when approved by the Area Manager. VR counselor must explain this policy to the customer at any point the individual discusses the possibility of relocating to accept employment or is considering employment in a field that would require relocation.

Exceptions to Pay for Customer Moves May only be approved by the Area Manager

The customer may request DVR pay for moving expenses under an Exception to Policy from the Area Manager.

To request an Exception to Policy the VR counselor follows the steps outlined in: Exceptions to Policy Process

Considerations:

1. A job offer has been verified by the VR counselor and is contingent upon relocation.

2. The specialized nature of the job narrows availability to the degree that relocation is required.
3. The distance from current residence to the job site.
4. The individual's available resources.

Exclusions:

1. DVR does not pay for relocating family members or for moving the entire contents of a household. Exceptions are limited to the cost of moving the individual and a minimal number of essential items.
2. For liability reasons, DVR does not pay for a rental vehicle so a customer can move their own household belongings.

Note: The Office of State Procurement (OSP) has mandatory use contracts for moving household goods that can be found on the General Administration Contracts Database. These contracts cover moving: Intra-State (# 06506) and Inter-state (# 00112) moves. The names of the moving companies participating in each contract are listed in alphabetical order on the first page of the contract. For additional information refer to the State of Washington Department of Enterprise Services Contracting and Purchasing website.

DVR Customer Service Manual	VR Services

WAC - Post-Employment Services

WAC 388-891-790 What are post-employment services?

Post employment services include one or more vocational rehabilitation services provided if:

1. Your case was closed within the past three years because you achieved an employment outcome;
2. Your rehabilitation needs are limited in scope and duration;
3. You need post employment services to maintain, regain or advance in employment that is consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Manual Revision Date: July 31, 2014

Adobe Acrobat Reader is required to view PDF files. You can download Adobe Acrobat Reader for free.

Supported Employment

(New Section 6/15/07)

SE Definitions

SE Overview

SE Case Service Practices

WAC- Supported Employment

Forms / Instructions / Examples

Letters

Supported Employment Definitions

Customized Employment

Customized employment is a process for individualizing the employment relationship (including the responsibilities and requirements of the job) between a job seeker and/or employee and an employer in ways that meet the needs of both, based on an individualized negotiation that addresses the strengths, conditions and interests of the job seeker and/or employee and the identified business needs of the employer and based on strategies such as supported employment, job development and job restructuring (job carving, job sharing).

Customized Employment Services

Customized employment services are a blend of services and supports that are provided in accordance with flexible, individualized strategies leading to customized employment. Customized employment services include discovery, customized planning, representation and self-representation in negotiations, and services and supports at the job site (including where necessary, ongoing services and supports).

Discovery Process

The Discovery Process is an approach to assess individuals for whom traditional assessments have not been successful in showing their contributions, work conditions, and interests. The approach is used to learn who the customer is and the contributions they have to offer employers.

Extended Services

Extended services are support services provided once the customer is stabilized on the job and DVR services are no longer needed to maintain satisfactory on-the-job performance. Extended services consist of specific services needed to maintain the customer in supported employment. Resources for extended services include, but not limited to:

1. County Developmental Disabilities funding;
2. Mental Health agency funding;
3. Social Security work incentives;
4. Co-worker natural support systems;
5. Family members, friends; and
6. Individual Development Accounts (IDA's).

Extended Services Provider

An extended services provider is the entity providing extended services when DVR services are no longer needed to maintain satisfactory on-the-job performance. An extended services provider does not receive DVR funds.

Examples of extended services providers include:

1. A community rehabilitation program (CRP) funded by another resource such as a county DD program.
2. A CRP with or without a contractual relationship with DVR.
3. The customer's employer, family member, or friends providing natural supports.

Individual Development Accounts (IDA's)

Individual Development Accounts (IDAs) are matched savings accounts that enable working low-income individuals to save, build assets, and enter the financial mainstream. IDAs reward the monthly savings of low-income individuals who are building towards purchasing an asset.

The match incentive is provided through a variety of government and private sector sources. Organizations that operate IDA programs often couple the match incentive with financial literacy education, training to purchase their asset, and case management.

An IDA can be developed at the Federal or State government level.

1. State IDAs can be used to pay for extended services, assistive technology, post-secondary education, a vehicle, a home or to start a small business.
2. Federal IDAs can be developed to start a small business, pay for post-secondary education or buy a home.

Integrated Work Setting

An integrated work setting is a work setting commonly found in the community in which the customer interacts with non-disabled people as he or she performs the work. The amount of contact the customer has with non-disabled people is the same as what a non-disabled person in the same type of job would experience. The non-disabled people the customer comes into contact with are not the same people providing time-limited ongoing support services or extended services to the customer.

Examples of Integrated Work settings:

1. A janitor working at night either alone or in a crew to clean a building after the occupants leave the building.
2. A farmer working alone or with others in a field to harvest a crop.
3. An individual working in a restaurant with other individuals with disabilities who interact with non-disabled individuals to take and deliver orders, prepare food or drinks, clean tables, or to perform other work-related functions interacting with non-disabled people.

Job Placement

In supported employment, job placement occurs at the time the customer is placed in a job and DVR time-limited ongoing support services begin. The start date for employment is the first day the customer is on the job.

Job Stabilization

1. A point in the rehabilitation process when the following are achieved:

   (a) The customer has reached the agreed-upon goal for the number of weekly hours worked, unless the customer and the VR counselor agree that the job represents substantial and suitable employment;

   (b) The customer has reached a maximum level of on-the-job employment; and

   (c) The VR counselor has verified in conjunction with the CRP representative and the employer that the customer meets the employer's expected level of work productivity.

2. When the customer's job performance is stabilized and the customer has fully transitioned from DVR time-limited ongoing support services to extended services, the job stabilization date is entered in the STARS Employment Information screen and follow-up begins for at least 90 days to case closure, Rehabilitated.

Natural Support

Natural support is a form of extended services. Natural supports may include family, friends, co-workers, employers, and others who usually or routinely interact with an individual to provide the support necessary for the individual to maintain employment.

Person Centered Employment Planning

A strategy to explore and discover potential interests and skills, to identify specific support needs for employment, and to help clarify desired employment outcomes. This is a facilitated process that includes structured planning sessions where the individual, supported by family members and others well-acquainted with him or her, identify personal characteristics, interests, skills and accommodation needs. The process enhances informed choice and job search planning engaging the individual in job exploration with connections in the community. The result is a job search and job support plan for job development.

Routine Job Replacement

Routine job replacement is assisting a customer to move from one job to another job requiring the same or similar skills. Routine job replacement may be required when a customer loses a job through no fault of his/her own or transfers to a new work site. Examples of such situations include, but are not limited to, an employer going out of business or when a customer is laid off or has to quit work for other reasons.

Supported Employment

Supported Employment Services

Supported employment services are unduplicated services needed to support and maintain eligible customers with the most significant disabilities to enter, retain or work toward competitive employment. Supported employment services consist of:

1. Time-limited "ongoing” support services and other vocational rehabilitation services provided by DVR;
2. Extended services provided by the long-term service provider when the customer’s performance is stabilized on the job and the services DVR provides have ended.

Time-Limited "Ongoing” Support Services

1. Ongoing support services are time-limited services provided by DVR under an IPE to assist customers eligible for supported employment to get a job and achieve stabilization on the job. Ongoing support services consist of the following:

   (a) Any particularized assessment needed to supplement the comprehensive assessment of rehabilitation needs;

(b) Job development and placement;

(c) Intensive job skill training for the customer at the work site provided by skilled job trainers;

(d) Social skills training;

(e) Regular observation or supervision of the customer;

(f) Follow-up services such as regular contact with employers, customers, parents, family members, guardians, advocates or an authorized representative of the customer, and other suitable professional and informed advisors, in order to reinforce and stabilize job placement;

(g) Facilitation of natural supports at the worksite;

(h) Other services similar to services identified in (a) through (g); and

(i) Any other vocational rehabilitation service.

2. Time-limited ongoing support services are provided by DVR from the time of initial job placement until transition to extended services for a period of time up to 18 months, unless under special circumstances, the VR counselor and the customer jointly agree to extend the time in order for the customer to achieve the employment goal.

   An example of special circumstances where a VR counselor and a customer jointly agree to extend the time beyond 18 months is when the customer's work performance is stabilized, but there is an unexpected and unplanned delay in the availability of extended supports.

3. Ongoing support services include at least twice monthly monitoring at the worksite of the customer to assess employment stability, unless under special circumstances, and especially by request of the customer, an assessment is conducted and indicates that coordination or provision of specific services away from the worksite is needed to maintain employment stability. If off-site monitoring is determined to be appropriate, it must, at a minimum consist of two meetings with the customer and one contact with the employer each month.

Transitional Employment Placement Services (TEPS)

1. Transitional employment is a supported employment model that may be used for customers with serious and persistent mental illness. Transitional employment consists of a series of temporary job placements in integrated competitive work with ongoing support services, including continuous sequential job placements.

The purpose of a TEP is to enable the customer to achieve job permanency and make the transition to extended services.

2. DVR is responsible to provide time-limited services for the various transitional employment placement(s). After transition of the customer to the extended service phase, the responsibility is then with the extended service provider.
3. The transitional model of supported employment should be considered when:

   (a) In the opinion of the customer, the VR counselor and the extended services provider, it is unlikely that the customer's employment goal can be achieved using the traditional supported employment model;

   (b) SSA beneficiaries have received benefits planning to ensure they understand the impact transitional employment will have on their benefits and job supports; and

   (c) The customer is willing to accept temporary job placements for the purpose of achieving work-related goals such as:

      (i) Overcoming the fear of work (i.e., as it relates to the loss of benefits);

      (ii) Develop physical and emotional work tolerance;

      (iii) Evaluate work behaviors in relation to the proposed vocational goal;

      (iv) Determine the level of support needed by the customer on and off the job site;

      (v) Test the feasibility of a specific vocational goal; and

      (vi) Provide intermediate non-threatening steps toward permanent placement.

4. Temporary employment placements should occur in immediate succession. If there are disability-related reasons that the customer is unable to move immediately from one placement to the next, the VR counselor documents the reasons in the case service record.
5. The concept of "fading" job coach support does not apply to TEPs, due to the cyclical nature of chronic mental illness. The primary role of the job coach in a TEP is to provide counseling and intervention to help the customer cope with mental illness-related impediments to employment in order to gain and sustain stabilized job performance. A job coach in a TEP attends treatment planning meetings and communicates with case managers to support the customer's job skills and work adjustment. The customer, however, must be able to reasonably meet or obtain the employment goal identified on the IPE.
6. While Transitional Employment Placement Services consist of a series of temporary job placements, to consider Transitional Employment as an

employment outcome (Rehabilitated); the customer must have been continuously employed for at least 90 days and the employment is expected to continue permanently.

Supported Employment Overview

Overview

1. Supported employment is competitive work in an integrated work setting or employment in an integrated work setting in which a customer is working towards competitive wage, with extended services.
2. Supported employment is for customers with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability; and who, because of the nature of their disabilities, need intensive supported employment services from the Division of Vocational Rehabilitation (DVR) and extended services after transition in order to perform this work.
3. Supported employment includes transitional employment for customers with the most significant disabilities due to mental illness.
4. Supported employment may be an effective model of service delivery for customers with the most significant disabilities who require ongoing intervention and advocacy to help them retain long-term employment. It can open opportunities to work for people with the most significant disabilities, and it expands their choices of work by providing jobs in integrated settings in the competitive labor market.
5. Supported employment services are provided:

   (a) According to DVR's policies and procedures; and

   (b) In accordance with cooperative agreements developed between DVR and State, public or private organizations which fund and/or provide extended services following the termination of DVR time-limited services.

Supported Employment Service Model

The supported employment service model is practiced within the regular VR process and consists of two parts or phases:

1. DVR provides the initial time-limited ongoing supports and other vocational rehabilitation services; and
2. Another resource provides extended services after DVR services have ended.

Characteristics

1. Supported employment emphasizes the following values:

   (a) Customers with the most significant disabilities have the right to work and to earn competitive wages.

   (b) Person centered vocational planning empowers workers to choose jobs from a wide variety of integrated work settings in the communities they wish to work.

   (c) One person, one job is the preferable supported employment option though options need to be available to meet the specific needs of the customer.

   (d) Creativity is necessary in developing job opportunities with supported employment workers.

   (e) The limitations of current technology, communities and resources are viewed as the major barrier to successful employment rather than the functional limitations of the worker.

   (f) Traditional measures of work readiness (such as I.Q., verbal ability, standardized assessments) are not reliable predictors of an individual's ability to work.

2. Supported employment is characterized by matching the customer and the job, followed by the customer's employment and training at the job site.
3. All involved in the development of supported employment work collaboratively with the customer to develop an Individual Plan for Employment (IPE). This group could include the:

   (a) Customer;

   (b) DVR counselor;

   (c) Extended services agency;

   (d) Employer;

   (e) Parent or guardian, as appropriate; and

   (f) Benefits planners, funding agencies for extended services, or facilitators of natural supports.

4. Successful supported employment depends upon formal partnership between an agency with time-limited services i.e., (DVR) and an extended services resource including, but not limited to:

(a) County Developmental Disabilities;

(b) Mental Health agencies;

(c) Social Security Work Incentives;

(d) Trust fund; and

(e) Family, etc.

5. Cooperation and collaboration are necessary at all agency levels to ensure the provision of supported employment services and extended services to customers with the most significant disabilities. In some cases this involves written inter-local agreements at the local level or memorandums of understanding within DSHS at the state level. An inter-local agreement or memorandum of understanding must, at a minimum, specify the:

   (a) Time-limited supported employment services and funding to be provided by DVR;

   (b) Extended services to be provided by the relevant State, County, private non-profit organization or other source following termination of supported employment services by DVR;

   (c) Estimated funds to be expended by the parties; and

   (d) Number of customers with the most significant disabilities who will receive supported employment services and extended services.

Supported Employment Case Service Practices

Case Service Practices

The supported employment service model is practiced within the regular VR process. This section identifies the additional requirements for supported employment.

Referral - Supported Employment

DVR staff are responsible to provide information to referral sources about the Supported Employment Program including, but not limited to the following:

1. Supported employment is paid competitive employment;
2. Current waiting list information; and

3. Likely candidates for supported employment are customers with the most significant disabilities who want to work, have a resource for extended services available and are willing to actively engage in DVR in all of the steps needed to become employed.

   An extensive amount of cooperation and communication is required among multiple resources and supports for successful supported employment outcomes. In addition to established local networks, the VR counselor may need to develop new connections to coordinate services to meet the customer's needs and to provide for timely and appropriate intensive services and supports.

Application - Supported Employment

When a customer applies for VR services, the VR counselor provides information to help the customer understand the purpose of supported employment and to assure that the customer is interested in DVR services. At a minimum, the VR counselor and the customer discuss the:

1. Customer's interest in working;
2. Approximate number of hours per week the customer would like to work;
3. Impact of work on benefits;
4. The supported employment model including, but not limited to

   (a) The role of DVR to provide time-limited services to help the customer obtain a job and to reach job stability; and

   (b) The role of a resource other than DVR to provide available funding for extended services or to provide natural supports to maintain employment after DVR services have ended.

Availability of Potential Extended Services

1. Frequently, individuals with disabilities do not know what potential supports are available, how to choose among the alternatives, or how to go about accessing a desired support.
2. If the customer is not able to readily identify a source of extended services and wishes to explore possible alternatives, the VR counselor assists the individual to obtain information about potential sources and to determine the likelihood that they will be available to the customer. Examples of a "reasonable likelihood" that a resource for extended services will be available are:

   (i) A County DD Program or a Mental Health Agency indicates an individual is eligible for extended services and that services will be available at the estimated time of job stabilization;

(ii) Someone who understands the responsibilities and can serve as a natural support (family members, co-workers or others) has expressed a serious willingness to assist the individual in maintaining job stabilization after DVR ongoing support services conclude;

(iii) Preliminary calculations indicate the individual will be eligible for a PASS or IRWE that will pay for extended services and the individual has someone to help him or her on an ongoing basis to manage the PASS or IRWE;

(iv) It is expected the individual will earn a wage to self-pay for extended services and they would be willing to do so; or

(v) Any combination of the above.

3. If the customer is not interested in pursuing extended services, the VR counselor closes the case service record. The closure reason in STARS is "Other Than Rehabilitated - Refused Services or Further Services."
4. If the VR counselor does not know whether resources can be identified for extended services, the case is not closed.

Assessment of VR Needs for Supported Employment Prior to Plan

1. The VR counselor conducts a comprehensive assessment of the customer's interests, aptitudes, abilities, psycho-social needs and support as well as assistive technology needs to:

   (a) Verify that supported employment is appropriate;

   (b) Confirm funding for extended services or that natural supports will be developed;

   (c) Help the customer determine the employment goal on the IPE; and

   (d) Help the customer determine what services are needed to support the employment goal on the IPE.

2. The comprehensive assessment may include a variety of assessment tools including:

   a. CRP Trial Work Experience(s).

   b. The Discovery Process, an approach for individuals for whom traditional assessments have not been successful in showing their contributions, work conditions and interests;

c. Person Centered Employment Planning, a strategy to explore and discover potential interests and skills, to identify specific support needs for employment, and to help clarify desired employment outcomes;

d. Benefits Planning to assess and understand the impact employment will have on benefits and job supports.

e. Information on customer functioning from family, care providers, treatment providers, teachers, and other persons who know the customer.

f. Use of standardized rating scales to report work assessment and adaptive skills may provide more valid and reliable reporting of results than other assessment instruments. Examples of standardized rating scales include the Job Observation and Behavior Scale (JOBS), (Scales of Independent Behavior - Revised (SIB-R), Vineland Adaptive Behavior Scales, Inventory for Client and Agency Planning (ICAP), and Supports Intensity Scale (SIS).

g. Other appropriate assessment tools; and

h. Documentation in an existing VR case service record for the customer.

Comprehensive Assessment - Extended Services Not Identified

On the basis of the comprehensive assessment, if the VR counselor and the customer have explored all possible sources of extended services including natural supports and are unable to identify a source of extended services, the case service record is closed as DVR does not have the resources or support to remove the barriers to employment presented by the customer’s disability. The case is not closed if there is a reasonable expectation that extended services or natural supports will be available.

The VR counselor:

1. Provides documentation in a STARS narrative describing the steps taken to explore all possible sources of extended services and to identify natural supports and the reasons for concluding that none will be available.
2. Indicates the closure reason in STARS as, "Other Than Rehabilitated - Extended Services Not Available.”

Individual Plan for Employment (IPE) - Supported Employment

1. On the basis of the comprehensive assessment, if the VR counselor verifies that supported employment is appropriate and confirms a source of funding for extended services or that natural supports will be developed, the customer and the VR counselor proceed to develop the IPE.

2. Information from the comprehensive assessment is the basis for the customer's informed choice of employment goal and the services (CRP referral procedures) to help the customer achieve the employment goal.

Required Documentation on the IPE - Supported Employment

An IPE that includes a supported employment outcome must have all of the required documentation for the regular VR services program and these additional requirements:

1. Ongoing Support Services

The ongoing support services (Time-limited Ongoing Support Services) to be provided by DVR. Ongoing support services are provided from initial job placement to transition to extended services for a period of time up to 18 months, unless under special circumstances, the VR counselor and the customer jointly agree to extend the time in order for the customer to achieve the employment goal.

2. Extended Services

a. The nature and extent of extended services or natural supports that are likely to be needed after DVR services are completed.

b. The resource(s) for extended services or natural supports. If it is not known who will provide extended services at the time the IPE is developed, there must be a solid basis for concluding extended services will become available and when. The IPE must include a statement explaining the basis for determining that a resource is likely to become available. See examples of a "reasonable likelihood" that a resource for extended services will be available under Availability of Potential Extended Services as mentioned earlier.

(i) If previously identified resource(s) for extended services become unavailable during development of the IPE, the VR counselor and customer identify another resource for extended services prior to signing the IPE.

(ii) If another resource for extended services is not identified, the customer's case service record is closed. The VR counselor:

1. Provides documentation in a STARS narrative describing the steps taken to identify other resource(s) of extended services and the reasons for concluding that none will be available.
2. Closes the case "Other Than Rehabilitated - Extended Services Not Available."

3. Number of Work Hours Per Week

a. A goal for the number of hours per week the customer is capable of working and a plan to monitor (guidance on 30 day reviews for CRP services) the customer's progress toward meeting the weekly work hours. The VR counselor, the customer and the service provider meet prior to the provision of services to discuss the number of weekly work hours the customer is capable of working.

EXAMPLE: A plan to monitor the customer's progress toward meeting the weekly work hours could include monthly meetings at the customer's worksite with the customer, the employer and the service provider.

(i) If the customer is capable of working more hours than could be supported by available extended services, the IPE reflects the number of hours the customer is able to work given the availability of extended services. The IPE also identifies the steps that are intended to either:

1. Enable the customer to gain proficiency on the job to increase the number of hours worked over time without requiring additional extended services; or
2. Obtain resources over time for additional extended services to enable the customer to work more hours.

(ii) A job with fewer hours per week than the number of hours identified on the customer's IPE is acceptable at job placement as long as the number of hours will increase to the identified number by the time the customer transitions to extended services. The VR counselor documents the reasons for the following in the case service record:

1. The difference between the number of hours the customer will work at placement and the number of hours the customer is capable of working and the reason(s) for the difference;
2. Justification for the expectation that the hours will be consistent with the number of hours the individual is working at the time of transition to extended services.

4. <u>Coordination of DVR Services with Other State or Federal Program Services</u>

a. When a customer is receiving services from another state or federal program, supported employment services to be included on the IPE are coordinated by the VR counselor with those received from other service providers. Examples of state or federal programs providing services to a customer may include an Individual Education Plan (IEP) for high school student in Special Education, a Treatment Plan (TP) for a customer in a mental health program, or a Plan of Care (PC) for a DDD customer.

b. The IPE includes a description of how the services on the IPE are coordinated with other Federal or State services on the IPE.

5. Monitoring of Job Skills Training

If job skills training is provided, the IPE must show that the training is provided at the work site with at least twice monthly monitoring or if not provided on-site, unless under special circumstances, and especially by request of the customer, the IPE must provide for off-site monitoring based on an assessment that coordination or provision of specific services away from the worksite is needed to maintain employment stability. Off-site monitoring consists of at least two meetings with the customer and one contact with the employer per month.

EXAMPLE: A customer with chronic mental illness receives job support counseling from a mental health specialist at least twice a month at the mental health clinic. The mental health specialist is in contact with the employer at least once a month to determine whether the customer's work performance is stable and satisfactory.

6. Employment Goal in Integrated Setting

a. An employment goal in an integrated setting for the number of hours possible that is consistent with the maximum number of hours the customer is capable of working based on the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice;

(i) Job duties likely will be customized and may require reasonable accommodations.

(ii) Supported employment jobs are expected to have essential functions that an employer needs and would hire an individual to perform.

b. When a customer receives services in a non-integrated setting, the IPE provides for placement in an integrated work site prior to transition to extended services. A non-integrated setting can be used to provide services, but can not be used in a successfully rehabilitated employment outcome.

IPE Costs

DVR cannot limit or deny services based on cost of an IPE in relation to the customer's expected number of work hours or wages.

Extended Services Become Unavailable After IPE Initiated

If extended services become unavailable after the IPE is initiated, the VR counselor and the customer immediately explore possible sources to replace them.

1. If the VR counselor and the customer identify sources of extended services including natural supports, services continue; or

2. As soon as the VR counselor determines that another source of extended services is not available, the VR counselor:

   (i) Provides documentation in a STARS narrative describing the steps taken to explore all possible sources to re-identify sources for extended services and to identify natural supports and the reasons for concluding that none will be available.

   (ii) Closes the case in STARS, "Other Than Rehabilitated - Extended Services Not Available."

Job Placement

1. When a job has been located for a customer, it is the responsibility of the VR counselor, with input from the customer and the service provider, to assure that the job is a suitable match with the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, career interest, informed choice and the number of hours the customer is capable of working. **This must be verified before the customer's first day on the job. See Required Documentation on the IPE - Supported Employment** 3. Number of Work Hours Per Week, as mentioned earlier for more information.
2. When the customer is placed in a job, the VR counselor enters information on the STARS Employment Information screen. The start date for employment is the first day the customer is on the job.

Job Loss Prior to Stabilization

If the customer loses a job prior to stabilization, the customer, VR counselor, and the extended services provider need to decide on an approach for job replacement, if job replacement is appropriate. If job replacement is appropriate, the cost for job replacement is according to the DVR contract fee schedule and intensive training services are resumed or reauthorized at the level needed to achieve stabilization.

Job Stabilization and Transition to Extended Services

Job Stabilization

Job stabilization is determined for each person in supported employment based on their unique circumstances. The VR counselor determines that the customer's work performance is stabilized with input from the customer, employer and extended service provider, when:

1. The customer has reached the agreed-upon goal for the number of weekly hours worked, unless the customer and the VR counselor agree that the job represents substantial and suitable employment;
2. The customer has reached a maximum level of on-the-job employment; and

3. The VR counselor, in conjunction with the CRP representative has verified with the employer that the customer meets the employer's expected level of work productivity.

Transition to Extended Services

1. The minimum criteria that must be satisfied before the customer transitions from DVR services to extended services or natural supports is as follows:

   (a) Transition to extended services must take place no later than 18 months after the initial job placement. If there are exceptional circumstances that require ongoing support services to be provided longer than 18 months, in order for the customer to achieve the employment goal, the VR counselor and customer document the circumstances in the IPE;

   (i) If the customer's job performance stabilizes prior to when extended services are available, DVR continues to provide ongoing support services as long as the customer's job performance remains stable and satisfactory.

   (ii) If CRP Intensive Training Services are being provided, payment is not made until the customer transitions to extended services per the CRP contract. The contract provides for payment of CRP Intensive Training when job performance is stabilized, the VR counselor in conjunction with the CRP representative has verified with the employer that the customer meets the employer's expected level of work productivity, and the customer has transitioned to extended services as provided by an entity other than DVR.

   (b) The customer has made substantial progress toward meeting the goals identified in the IPE including the work hours-per-week goals; unless the customer and the VR counselor agree that the job represents substantial and suitable employment.

   (c) The VR counselor in conjunction with the employer, the customer, and the CRP representative verifies that:

   (i) Job performance is stabilized in the supported employment placement and is reasonably expected to continue at that level of performance;

   (ii) Job performance meets expectations of the employer; and

   (iii) Employment is expected to continue.

   (d) The customer is working in an integrated setting and earning a wage at or above minimum wage, and not less than the usual wage paid by the employer for the same or similar work performed by non-disabled employees; or the

customer is working in an integrated setting and working towards a competitive wage.

(e) Extended services identified on the IPE are available and can be provided without interruption.

(f) The VR counselor and the customer discuss the reasons for moving from DVR services to extended services or natural supports, the process of making this transition, the responsibilities of the extended service provider, and what to expect.

(g) The transition from DVR services to extended services or natural supports occurs when the extended service or natural supports resource assumes full responsibility for the cost and provision of services to the customer.

2. The VR counselor enters the job stabilization date in the STARS Employment Information screen and begins follow-up for at least 90 days to case closure, Rehabilitated when:

   (a) The customer's job performance is stabilized; and

   (b) The customer has fully transitioned from DVR time-limited ongoing support services to extended services.

Services After Transition to Extended Services and Prior to Closure

<u>Job Performance Unstable After Transition</u>

1. If the customer's job performance becomes unstable after transition to extended services, the VR counselor carefully assesses the situation to determine the following:

   (a) Amount and level of extended services provided;

   (b) Cause(s) of the customer's unstable job performance and what is needed to overcome barriers to re-stabilization; and

   (c) Whether additional intensive training services are likely to make a lasting difference in overcoming the barriers.

   If the VR counselor determines that additional intensive training services will enable the customer to become successfully employed, the VR counselor authorizes them to re-stabilize the customer's on-the-job performance.

2. When job re-stabilization occurs, the time-limited ongoing support services end, extended support services begin, and the VR counselor begins the minimum 90 day count to closure.

Job Performance Stabilized, Customer Needs Other Services

1. If the customer's job performance remains stabilized, and the customer needs services other than ongoing support services that were unanticipated and are unavailable from the extended services provider to maintain the job placement, DVR may provide the service. These types of services may be provided without impacting the minimum 90 day count to closure.

   EXAMPLES: Examples of such services include job station re-design, repair and maintenance of assistive technology devices, and replacement of prosthetic or orthotic devices.

2. The VR counselor documents in the case service record the following:

   (a) The services needed that were unanticipated and unavailable from the extended services provider; and

   (b) Updated financial information, if appropriate.

Loss of Job After Transition, Prior to Closure

1. Extended Services Provided by a Community Rehabilitation Program: If the customer receiving extended services from a community rehabilitation program loses the job prior to case closure and needs routine job replacement, the community rehabilitation program is responsible to provide suitable job replacement to the extent capable and provide services at no additional cost until the customer's work performance is stabilized. Suitable routine job replacement is agreed upon by the customer, VR counselor, and the extended services provider.
2. If the customer loses a job after his or her job performance is stabilized and needs job re-placement (other than routine job replacement), the VR counselor reviews the level of supports needed and determines whether the customer is likely to be capable of working with additional DVR services.

   (a) If the VR counselor determines DVR ongoing support services are likely to lead to successful employment, DVR may provide the services.

   (b) If the VR counselor determines the customer will not be capable of working with additional DVR services, the case service record is closed.

Supported Employment - Closure

1. "Rehabilitated" Closure.

   The VR counselor determines the customer to be successfully rehabilitated in supported employment when all of the following are met:

   (a) The customer meets the basic requirements for a successful closure for regular VR services;

   (b) Job stabilization has been maintained for at least 90 days after the customer has transitioned to extended services or natural supports;

   (c) The customer is working at the agreed upon work hours identified on the IPE; unless the customer and the VR counselor agree that the job represents substantial and suitable employment;

   (d) The job is stable and expected to continue; and

   (e) The customer is in an integrated work setting and

      (i) Paid at or above the minimum wage, but not less than wages and benefits customarily paid by the employer for the same or similar work performed by non-disabled workers; or

      (ii) Paid based on his or her productivity according to the Fair Labor Standards Act and is working towards a competitive wage.

2. "Unsuccessful" closure.

   The VR counselor closes a supported employment case service record as "other than rehabilitated" according to the closure procedures for all cases.

See Also:

Case Closure

WAC- Case Closure and Annual Reviews

Annual Review: Work in Integrated Settings Making Less Than Minimum Wage

1. The VR counselor annually reviews and re-evaluates the status of customers in supported employment who have achieved an employment outcome in an integrated work setting and who are paid according to Section 214(c) of the Fair Labor Standards Act.

2. The VR counselor determines the customer's progress toward competitive employment including input from the customer, or in an appropriate case, the customer's representative to determine the interests, priorities, and needs of the customer for employment in, or training for, competitive employment.
3. The VR counselor performs the review annually for two years, and subsequently, at the request of the customer or the customer's representative.

Post-Employment Services

1. Routine Job Replacement.

   After a customer's case service record is closed, successfully rehabilitated in supported employment there may be occasions which necessitate routine job replacement.

   (a) If the customer receiving extended services from a community rehabilitation program loses the job after case closure and needs routine job replacement, the community rehabilitation program is responsible to provide suitable job replacement to the extent capable and provide services at no additional cost until the customer's work performance is stabilized.

   (b) A customer and his or her extended service provider may request a meeting with a DVR counselor to discuss the need for vocational rehabilitation services when the scope of the placement goes beyond routine job replacement.

2. Extensive Retraining or Underemployment

   Post-employment services are not provided in instances where extensive retraining is needed or where extensive services are needed to assist the customer to advance in employment. If a customer in supported employment requires extensive services to regain or advance in employment, a DVR counselor explains the procedures for reapplying (Application Procedures) for vocational rehabilitation services and provide assistance when a customer chooses to reapply.

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