




Title:	Vocational Rehabilitation Application and Intake
Policy #:	80-VR-01
Legal Reference:	ORC 3304.15; OAC 3304-2-51, 3304-2-54, 3304-2-53; 34 CFR 361.5, 361.41, 361.42; 361.57
Date:	July 29, 2019
Approved:	Kevin L. Miller, Director 
Origin:	Bureau of Vocational Rehabilitation (BVR) and Bureau of Services for the Visually Impaired (BSVI)
Supersedes:	80-VR-01 (02/27/17)
History:	80-VR-01 (07/01/15, 04/02/12), VRP-0920 (12/31/06), Any other document dated prior to this policy which provides guidance for application or intake (e.g. CS-0930 Structured Initial Interview [12/31/06]).
Review/ Implementation	Begin Review – 02/01/2021 Implement Revisions By – 08/02/2021

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code (ORC) §3304.15 which establishes the power and authority of the Opportunities for Ohioans with Disabilities (OOD) and its Director to develop all necessary rules and policy in furtherance of its statutory duties.

II. PURPOSE

The purpose of this policy is to provide guidelines for receiving applications for vocational rehabilitation (VR) services and for completion of the initial intake in accordance with appropriate federal (e.g. Code of Federal Regulations [CFR]) and state law (i.e. Ohio Revised Code, Ohio Administrative Code), Governor directives and executive orders, other governing agency (e.g. DAS, OBM) policy or guidance, and/or Director expectations.

III. APPLICABILITY

This policy applies to all VR Staff and VR Contractors.

IV. DEFINITIONS

Refer to “Vocational Rehabilitation Definitions (80-VR-99.A).

V. POLICY

A. General

1. OOD shall provide information to individuals and if applicable, their parent or legal guardian, throughout the Vocational Rehabilitation (VR) process as required by law (e.g. rights and duties). This information shall be provided, in writing, and when appropriate, in the individual’s native language or through an appropriate mode of communication.

2. AWARE shall be updated with pertinent conversations, recommendations, justifications, approvals and/or other actions taken in relation to this policy.
 - a. If supervisory or management approval is required during the VR process, VR Staff or VR Contractor shall, via a "Custom Activity Due" in AWARE, shall request approval which shall include a written justification.
 - b. The supervisor or manager shall consider the VR Staff or VR Contractors' justification and document his/her approval or denial within the "Activity Due" as detailed below.
 - i. If approval is based on the written justification, the supervisor/manager shall enter "Approved" in the "Comments" and change the activity status to "Completed."
 - ii. If approval is based on the written justification but additional conditions/requirements need to be addressed before VR Staff or VR Contractor can take action on the approval; the supervisor/manager shall enter "Approved with Conditions" and document the conditions/requirements in the "Comments" and change the activity status to "Completed."
 - iii. If denied, the supervisor/- manager does not agree with the justification, he/she shall enter the words "Request Denied," and document the reason(s) for denial in the "Comments" and change the activity status to "Completed."
3. If any VR Staff or VR Contractor are a Certified Rehabilitation Counselor (CRC-certified) and will be directly involved with an individual's case, he/she shall complete the "Professional Disclosure Statement" (80-VR-01.E).
 - a. VR Staff or VR Contractors who are not a Certified Rehabilitation Counselor (CRC) are exempt from this requirement.
 - b. Once completed, the "Professional Disclosure Statement" shall be reviewed and signed by the individual and, if applicable, his/her parent or legal guardian, and the CRC-certified VR Staff or VR Contractor.
 - i. Once signed, the statement shall be scanned into the AWARE Participant Module, as a Case Note, with the category "Professional Disclosure Statement" and summary title "Signed."
4. During the application and intake process, individuals shall be informed that information given to or retained by OOD is confidential. In addition, he/she will be educated on what the information is used for and when and why it may be released.
 - a. Consent to Obtain and Release Information
 - i. During the intake appointment it shall be explained that by signing the "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A) the individual is granting permission for OOD to obtain and release confidential personal information (CPI) during the VR process to various entities as listed and/or described on the "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A).

9. If an individual and/or, if applicable, his/her parent or legal guardian require an interpreter to participate in an intake appointment, prior to the completion of a "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A), VR Staff or VR Contractor shall follow the direction in "Interpreter, Reader and Personal Assistance Services (PAS)" (80-VR-11-16).

B. Expressing an Interest in VR Services

1. The application and intake process shall begin once an individual, or someone on his/her behalf, expresses an interest in VR services by completing at least (1) one of the items below.
 - a. Contacting a local OOD VR office, Ohio Means Jobs Center, or VR Contractor either in-person, over the phone, by U.S. Mail, or email; or,
 - b. Submitting a "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A) form by fax, U.S. mail or other means (in-person, email, online via VR Portal).

C. Starting the Application and Intake Process

1. Once an individual or someone on his /her behalf expresses interest in VR services, an intake appointment shall be scheduled, if appropriate.
 - a. The application and intake process may include more than one (1) appointment, the first appointment is typically the intake appointment.
 - i. The intake appointment should be scheduled as a face-to-face meeting with the individual to complete necessary paperwork. It is preferred that if applicable, the individual's parent or legal guardian also attends the intake appointment.
 - b. The intake appointment shall take place within thirty (30) calendar days of an initial contact.
 - i. OOD's preferred timeline for completing the intake appointment is within five (5) business days of an initial contact.
 - c. A case shall be closed when the individual and, if applicable, his/her parent or legal guardian, cannot commit to scheduling the intake appointment within thirty (30) calendar days.
 - i. If the individual applying for services is unavailable to attend the intake appointment, he/she shall be notified that the case will be closed.
 - ii. If the case is closed, information about how to re-apply shall be provided to the individual, and, if applicable, his/her parent or legal guardian.

D. Completing the Application and Intake Process

1. During the intake appointment, the items listed below shall be completed.
 - a. If applicable, a review of information from a previous case(s).
 - b. A review of the items listed below.

- i. "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A).
 - a) The application shall be completed, signed, and dated by the individual, and if applicable, his/her parent or legal guardian.
 - 1) If AWARE access is available, information should be directly entered into the Participant Module.
 - 1.1 If the parent or legal guardian does not attend the intake appointment, his/her signature must be obtained prior to adding information into the AWARE Participant Module or determining eligibility.
 - ii. "Vocational Rehabilitation (VR) Program Overview" (80-VR-01.B).
 - iii. "Applicant and Eligible Individual Rights and Duties" (80-VR-01.D).
 - iv. "Participant Acknowledgement" (80-VR-01.C)
 - a) Appropriate signatures (and dates) must be obtained on the acknowledgement prior to determining eligibility.
 - v. "Rights of a Person with a Developmental Disability" (80-VR-01.F) with the individual and, if applicable, his/her parent or legal guardian, when appropriate.
- c. An offering of voter registration or updating voter information to each individual (refer to "Voter Registration" [10-ADM-02 and 10-ADM-02-01] for guidance and direction).
2. All required forms, shall be completed prior to requesting records and/or scheduling assessments from outside sources and entities other than the referral source.
 3. If, at any time during the application and intake process, it is determined additional records and/or assessments are required, all necessary requests/referrals shall be completed within three (3) business days of the determination.
 - a. If the determination is made during an appointment, all requests/referrals shall be completed within three (3) business days of the appointment.
 4. The initial interview may be conducted during the intake appointment.
 - a. The initial interview is the beginning of the assessment process for eligibility determination and is an opportunity for specific information regarding how an individual experiences his/her disability to be obtained.
 5. Eligibility shall be determined during the first appointment, when possible.
 6. Copies of all signed OOD forms as part of the intake process shall be provided, to the individual and, if applicable, his/her parent or legal guardian.
 7. Community resources that pertain to the individual's needs shall be provided, as appropriate.

E. Failure to Attend the Intake Appointment

1. If an individual fails to attend the scheduled intake appointment and does not call to reschedule his/her appointment no later than one (1) business day after the appointment date, his/her case should be closed in the AWARE Referral Module as "Closed – Declined Application."

F. Violation

An employee who violates this policy may be subject to discipline up to and including removal.

FORMS AND ATTACHMENTS

- 80-VR-01.A Participant Information/Application for Vocational Rehabilitation Services
- 80-VR-01.B Vocational Rehabilitation Program Overview
- 80-VR-01.C Participant Acknowledgement
- 80-VR-01.D Applicant and Eligible Individual Rights and Duties
- 80-VR-01.E Professional Disclosure Statement (for CRCs)
- 80-VR-01.F Rights of a Person with a Developmental Disability
- 80-VR-01.G Consent to Obtain or Release Information
- 80-VR-01.H Withdrawal of Consent

RESOURCES

- 80-VR-01-01 Vocational Rehabilitation Application and Intake
- 70-GL-02 Accessing and Securing Confidential Personal Information (CPI)
- 80-VR-14 Confidentiality
- 70-RM-01 Electronic/Scanned Documents Serve as Original Documents
- 80-VR-11-12 Transition Services
- 80-VR-11-07 Vocational Rehabilitation (VR) Information and Referral
- 10-ADM-02 and 10-ADM-02-01 Voter Registration
- 80-VR-06 Vocational Rehabilitation Eligibility and Order of Selection (OOS)
- 80-VR-06-01 Vocational Rehabilitation (VR) Eligibility Determination
- AWARE Manual

FUNDING

Programs provided by the Opportunities for Ohioans with Disabilities are funded, in whole or in part, with federal grants awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS).

For purposes of the Vocational Rehabilitation (VR) Program, including Pre-Employment Transition Services (Pre-ETS), OOD received 78.7% of its funding through the DOE VR grant. In Federal fiscal year (FFY) 2018, OOD received \$100,336,097 in federal funds. Funds appropriated by the State covered 21.3 % of the total costs, or \$27,155,767. Of these federal funds, \$15,050,415 is set aside for Pre-ETS.

REVIEW

It is the responsibility of the Deputy Director, or designee, to review this policy, on or before, the date listed in the header and if applicable, make any necessary revisions. The Deputy Director, or designee, shall document the review as required in "Policy and Procedure Development, Review, Dissemination and Acknowledgement" (10-ADM-01).