




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:	February 27, 2017
Approved:	Kevin L. Miller, Executive Director 
Origin:	Bureau of Vocational Rehabilitation (BVR) and Bureau of Services for the Visually Impaired (BSVI)
Supersedes:	80-VR-01 (07/01/15)
History:	80-VR-01 (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 – 08-27-18 Implement Revisions By – 02-27-19

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 Executive 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 Executive 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, and the VR Overview). 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 procedure. If supervisory or management approval is required during the VR process, the supervisor or manager shall document their approval in AWARE. If written approval is received from a supervisor or manager it shall be added to AWARE.
3. Each individual shall be informed that information given to or retained by OOD is confidential, whether it is required by law, what it is used for, and how and why it may be released.
 - a. VR Staff or VR Contractor shall keep all hard copy documents with Confidential Personal Information (CPI) secured and follow direction in “Storing Vocational Rehabilitation Confidential Personal Information” (70-GL-02-01).
 - b. Hard copy documents with CPI shall be scanned into the appropriate AWARE module as a Case Note and then destroyed (i.e. shredded), preferably within one (1) business day or as soon as AWARE and the capacity to shred is available, as stated in “Electronic/Scanned Documents Serve as Original Documents” (70-RM-01).
4. The intake process, including a face-to-face initial interview, and all required forms, shall be completed prior to contacting outside sources and entities other than the referral source (i.e. requesting records, scheduling assessments).
5. For application and intake of youth with a disability or students with a disability (formerly transition youth), refer to “Transition Services” (80-VR-11-12) if applicable.
6. If the application received is for the Independent Living and Older Blind Program (ILOB), the application shall be forwarded, via email, to ILProgram@ood.ohio.gov
7. If at any time during application and intake an individual, or, if applicable, his/her parent or legal guardian, decide they do not wish to apply for VR services; information and referral to other community services agencies shall be provided as appropriate.

B. Initiation of VR Services

1. When an individual, or someone on his/her behalf contacts OOD to express an interest in VR services, they shall be provided the information necessary to initiate vocational rehabilitation (VR) services including being scheduled for a face-to-face intake appointment, if appropriate (refer to Section C.).
 - a. Individuals applying for VR services are required to attend a face-to-face intake appointment. If applicable, it is preferred that his/her legal guardian also attends the appointment.
2. In order to initiate VR services, an individual, or, if applicable, his/her legal guardian shall complete at least one of the items below.
 - a. Contact a local OOD VR office, via phone, walk-in, mail, or e-mail, or another appropriate entry point including, but not limited to:
 - i. Ohio Means Jobs Center;
 - ii. VR Contractors; or
 - iii. VR Portal

- b. Submit a "Participant Information/Application for Vocational Rehabilitation Services" (80-VR-01.A) form by fax, U.S. mail or other means (e.g. in-person, e-mail, online via the VR Portal).

C. Scheduling Intake Appointments

1. An intake appointment should preferably take place within five (5) business days of initial contact.
 - a. If the individual and, if applicable, his/her parent or legal guardian, cannot commit to scheduling an intake appointment the referral shall be closed.
 - b. The intake appointment shall be conducted within thirty (30) calendar days of the initial contact.
 - i. If the individual is unavailable to attend an intake appointment they shall be notified that the referral shall be closed.
 - ii. When a referral is closed, information shall be provided to the individual, and, if applicable, his/her parent or legal guardian so they may apply at a later time.

D. Intake Appointment

1. If the individual wishes someone, other than his/her parent or legal guardian, to be a part of the intake appointment, the individual shall complete and sign a "Consent to Obtain and Release Information" (80-VR-01.G) form.
2. If VR Staff or VR Contractor is a Certified Rehabilitation Counselor (CRC-certified) and will be directly involved with individual applying for VR services, 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.
3. During the intake appointment, the items listed below shall occur.
 - a. If applicable, a review of information from a previous case(s).
 - b. A review of the "Vocational Rehabilitation (VR) Program Overview" (80-VR-01.B), "Applicant and Eligible Individual Rights and Duties" (80-VR-01.D), the Participant Acknowledgement (80-VR-01.C) and, if appropriate, "Rights of a Person with a Developmental Disability" (80-VR-01.F) with the individual and, if applicable, his/her parent or legal guardian.
 - i. After review of the "Participant Acknowledgement" (80-VR-01.C), the individual, if applicable, his/her parent or legal guardian, and the VR Staff or VR Contractor shall sign and date the acknowledgement prior to determining eligibility.
 - 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).
 - d. It may be determined, during the appointment, that additional records and/or assessments may be required. If it is determined that further information is needed, a "Consent to

Obtain and Release Information” (80-VR-01.G) shall be completed.

- i. Additional records and/or assessments shall be requested within three (3) business days of the Intake appointment.
- e. If the individual wishes to apply for VR Services and if not already completed, the “Participant Information/Application for Vocational Rehabilitation Services” form (80-VR-01.A) shall be completed, signed, and dated by the individual, and if applicable, his/her parent or legal guardian.
 - i. If VR Staff or VR Contractors have access to, information should be directly entered into the AWARE Participant Module.
 - a) If the parent or legal guardian does not attend the intake appointment, his/her signature must be obtained prior to adding the information into the AWARE Participant Module or determining eligibility.
4. Eligibility shall be determined during the intake appointment, when possible.
5. 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.
6. Community resources that pertain to the individual’s needs shall be provided, as appropriate

E. Failure to Attend an Intake Appointment

1. If an applicant fails to attend a scheduled intake appointment and does not call to reschedule his/her appointment prior to the scheduled time, the case shall be closed.

F. Post-Intake Process

1. An applicant shall not begin the eligibility and order of selection process until all criteria required in the “Application and Intake” procedure (80-VR-01-01) have been met.

G. 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

RESOURCES

- 80-VR-01-01 Application and Intake
- 70-GL-02-01 Storing Vocational Rehabilitation Confidential Personal Information
- 70-RM-01 Electronic/Scanned Documents Serve as Original Documents

- 80-VR-11-12 Transition Services
- 10-ADM-02 Voter Registration
- 10-ADM-02-01 Voter Registration
- 80-VR-06 Eligibility and Order of Selection
- 80-VR-06-01 Eligibility
- AWARE Manual

REVIEW

It is the responsibility of the Deputy Director, or designee, to annually 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 annual review as required in OOD Policy 10-ADM-01 “Policy and Procedure Development, Review, Dissemination and Acknowledgement”.