




Title:	Vocational Rehabilitation Application and Intake
Procedure #:	80-VR-01-01
Policy Reference:	80-VR-01 Vocational Rehabilitation Application and Intake
Legal Reference:	ORC 3304.15; 5123.01(Q), 5123.63; OAC 3304-2-51, 3304-2-54, 3304-2-63; 34 CFR 361.5, 361.41, 361.42, 361.57
Effective 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-01-01 (02/27/17)
History:	80-VR-01-01 (07/01/15, 04/02/12); VRP-2110 "Use of Release Forms" (12/31/06); VRP-1600 "Providing the MRDD Rights Brochure" (12/31/06), VRP-0920 "Informing Consumer of His/Her Rights and Duties" (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. PURPOSE

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

Refer to the AWARE Manual for more detailed instructions regarding the management of cases in AWARE.

II. APPLICABILITY

This procedure applies to all VR Staff and VR Contractors.

III. DEFINITIONS

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

IV. PROCEDURES

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 procedure.
 - 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, 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", 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).
 - ii. In addition, the "Consent to Obtain and Release Information" (80-VR-01.G) form shall be completed if the individual wishes someone, other than his/her parent or legal guardian, to take part in any step of the process for VR services and if OOD needs to request additional records (e.g. medical records).
 - a) A separate consent form is required for each person and/or entity.
 - b) Refer to "Confidentiality" (80-VR-14) for additional guidance in completing a valid release.
 - b. If at any time, the individual wants to withdraw consent from any entity listed on the application and/or consent form, a "Withdrawal of Consent" (80-VR-01.H) form must be completed, signed and submitted to OOD.
 - i. If an individual is not able to complete the "Withdrawal of Consent" (80-VR-01.H) form at the time of the request, he/she may withdraw consent verbally.
 - a) VR Staff or VR Contractor shall ensure the verbal request is documented in an AWARE Case Note and attempt to obtain a completed "Withdrawal of Consent" (80-VR-01.H).
 - c. Confidential Personal Information (CPI) shall be kept secured (refer to "Accessing and Securing Confidential Personal Information" [70-GL-02] for guidance.)
 - d. Hard copy documents containing CPI shall be scanned into an AWARE 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).
5. For application and intake of a youth with a disability or student with a disability, refer to "Transition Services" (80-VR-11-12) for additional direction.
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. All necessary documentation requiring a signature or initials shall be completed with a wet signature and/or initials.

- a. A wet signature and/or initials includes:
 - i. handwritten signature/initials applied to a piece of paper; or,
 - ii. electronically captured handwritten signature applied to a tangible medium (e.g. computer touch screen).
 - b. The typing of the VR Staff or VR Contractor and the individual's name/initials, and if applicable, his/her parent or legal guardian's name, in the signature areas does not meet the requirements of a wet signature and therefore shall not be acceptable.
8. If at any time, an individual and/or, if applicable, his/her parent or legal guardian, decide he/she does not wish to apply for VR services information and referral to other community service agencies shall be provided, as appropriate (refer to "Vocational Rehabilitation (VR) Information and Referral" [80-VR-11-07] for additional direction).
- a. If an individual chooses not to apply and he/she is not already entered into the AWARE Referral Module, entry does not need to be completed.
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. Once an individual (or someone on his/her behalf) expresses an interest in VR services, VR Staff or VR Contractor shall complete all required fields in the AWARE Referral Module unless otherwise indicated in this procedure.
- a. Prior to entering information into the AWARE Referral Module, VR Staff or VR Contractor shall determine if the individual has a previous or current OOD case(s) on record.
 - b. VR Staff or VR Contractor shall refer to the AWARE Manual for additional guidance.
 - c. If an individual has, a current, open case he/she shall be referred to his/her assigned VR Staff or VR Contractor.
2. Expressing Interest via Telephone
- a. When an individual calls OOD or another entry point (e.g. Ohio Means Jobs Center, VR Contractor) to express an interest in VR services and an appropriate VR Staff or VR Contractor is available, he/she shall perform the items listed below.
 - i. Provide an overview of VR services (refer to "Vocational Rehabilitation (VR) Introduction Script" [80-VR-01-01.A]) to the individual and, if applicable, his/her parent or legal guardian.

- ii. Schedule an intake appointment.
 - a) VR Staff or VR Contractor shall send the individual, via U.S. Mail or email, the “Standardized Intake Appointment Letter” (80-VR-01-01.B) within one (1) business day, if time permits (i.e. if he/she will receive the letter prior to the appointment).
 - 1) This letter serves as a reminder of the upcoming intake appointment and shall include the “VR Program Overview” (80-VR-01.B) and the “Applicant and Eligible Individual Rights and Duties” (80-VR-01.D) forms.
 - 1.1 These forms will automatically print if the letter is prepared in AWARE.
 - 2) If time does not permit sending the “Standardized Intake Appointment Letter,” VR Staff or VR Contractor shall provide the “VR Program Overview” and the “Applicant and Eligible Individual Rights and Duties” (80-VR-01.D) forms at the intake appointment.
 - b. If an appropriate VR Staff or VR Contractor is not available, a message shall be forwarded to an appropriate VR Staff or VR Contractor’s voicemail or email, which indicates a return contact, shall be made.
 - i. An appropriate VR Staff or VR Contractor shall follow up with the individual within three (3) business days of the individual’s initial contact for VR services.
 - a) If an appropriate VR Staff or VR Contractor speaks to the individual, he/she shall provide an overview of VR services (refer to “VR Introduction Script” [80-VR-01-01.A]) and attempt to schedule an intake appointment, if not already scheduled (refer to Section C).
 - b) If the appropriate VR Staff or VR Contractor is unable to reach the individual (e.g. the individual does not answer, the number was not provided or is no longer in service), VR Staff or VR Contractor shall leave a message, if possible, and send the “Request to Contact for Intake Appointment” letter (80-VR-01-01.C) within three (3) business days of the attempted contact, if an address is available.
 - 1) The purpose of the letter is to provide appropriate VR Staff or VR Contractor contact information to the individual and/or, if applicable, his/her parent or legal guardian.
 - 1.1 If the individual and/or, if applicable, his/her parent or legal guardian, responds to the letter and an appropriate VR Staff or VR Contractor is available, he/she shall follow direction in Section B.2.a.

- 1.2 If the individual, and/or, if applicable, his/her parent or legal guardian, does not respond to the letter within ten (10) business days (beginning the day after the date of the letter), VR Staff or VR Contractor shall follow the guidance and direction in “Vocational Rehabilitation Case Closure” (80-VR-02 and 80-VR-02-01) and close the applicant’s case in the AWARE Referral Module as “Closed – Declined Application”.
 - c. Upon obtaining the answers to the questions in the “Vocational Rehabilitation (VR) Introduction Script (80-VR-01-01.A), if it is initially determined that an individual may qualify for fast track, VR Staff or VR Contractor shall refer to “Fast Track for Vocational Rehabilitation Services” (80-VR-11-08) for additional direction.
3. Expressing Interest via an In-Person Visit
 - a. When an individual arrives in-person to OOD or another entry point to express an interest in VR services and an appropriate VR Staff or VR Contractor is available to conduct an intake appointment, the individual’s information shall be entered directly into the AWARE Participant Module. Once entered, VR Staff or VR Contractor shall follow direction provided in Section D.
 - i. The appropriate VR Staff or VR Contractor should, at this time, review the “Vocational Rehabilitation Program Overview” (80-VR-01.B), the “Applicant and Eligible Individual Rights and Duties” (80-VR-01.D) and shall ensure the individual expresses an interest in competitive integrated employment prior to entering information into the AWARE Participant Module.
 - b. If an appropriate VR Staff or VR Contractor is not available at the time of an in-person visit or the individual is unable to stay for an intake appointment, he/she shall be given the option to complete the application electronically through the VR Portal or provided a hard copy of the “Participant Information/Application for Vocational Rehabilitation Services” (80-VR-01.A) to complete.
 - i. If the individual completes the hard copy application while on-site, the VR Staff or VR Contractor receiving the application shall:
 - a) inform the individual that he/she will be contacted by the appropriate VR Staff or VR Contractor within three (3) business days;
 - b) enter the required data into the AWARE Referral Module; and
 - c) scan the application into the AWARE Referral Module and attach to a Case Note with the category and summary title, “Application for Services”.
4. Expressing Interest via Fax, U.S. Mail or Electronic Submission of Application
 - a. If an application is received via fax, U.S. Mail or electronically (e.g., email, online via the VR Portal), the items listed below shall be completed in the most efficient order possible.

- i. Designated VR Staff shall conduct a daily review of the AWARE Referral Module's Portal Layout for applications received via the VR Portal and assign them, as appropriate, within one (1) business day of receipt.
 - a) Once assigned, the appropriate VR Staff or VR Contractor shall call the individual and follow direction beginning in Section B.2.a.i.
- ii. VR Staff or VR Contractor shall enter information from applications received via U.S. Mail, fax, or email into the AWARE Referral Module and proceed as detailed below.
 - a) If received via U.S. Mail, scan into AWARE Referral Module as a Case Note with the category and summary title, "Application for Services".
 - b) If received via email or fax, VR Staff or VR Contractor shall attach it to an AWARE Case Note with a category and summary title, "Application for Services" in the AWARE Referral Module and then delete the email or fax.
- b. In instances where VR Staff or VR Contractor have the authority to schedule intake appointments, he/she shall do so as appropriate (i.e. pre-designated slots).

C. Starting the Application and Intake Process

- 1. Once an individual or someone on his /her behalf expresses interest in VR services, VR Staff or VR Contractor shall schedule an intake appointment, if appropriate.
 - a. The application and intake process may include more than one (1) appointment; the first appointment is typically an intake appointment.
 - i. VR Staff or VR Contractor should schedule the intake appointment as a face-to-face meeting with the individual to complete necessary paperwork. If applicable, it is preferred that the individual's parent or legal guardian also attends the intake appointment, as his /her signature is required prior to continuing the VR process.
 - a) In the event that VR Staff or VR Contractor has not spoken with the individual prior to the intake appointment and therefore has not provided the information in the "VR Introduction Script" (80-VR-01-01.A), he/she shall attempt to verbally contact the individual, or if applicable, his/her parent or legal guardian to provide and obtain the information in the script in order to determine if "Fast Track" may be appropriate.
 - 1) VR Staff or VR Contractor shall follow the direction of "Fast Track for Vocational Rehabilitation Services" (80-VR-11-08), if it is determined to be appropriate.
 - b. An intake appointment shall take place within thirty (30) calendar days of initial contact.
 - i. OOD's preferred timeline for completing the intake appointment is within five (5) business days of an initial contact.

- a) If an intake appointment cannot be conducted within five (5) business days of initial contact, VR Staff or VR Contractor should document the reason in a Case Note in the AWARE Referral Module.
 - c. The appropriate VR Staff or VR Contractor shall close a case when the individual and, if applicable, his/her parent or legal guardian, cannot commit to scheduling and attending the intake appointment within thirty (30) calendar days.
 - i. If the individual is unavailable to attend the intake appointment within thirty (30) calendar days of the initial contact, VR Staff or VR Contractor shall notify the individual and/or, if applicable, his/her parent or legal guardian of case closure and how to re-apply at a later time.
 - ii. VR Staff or VR Contractor shall close the case in the AWARE Referral Module as “Closed – Declined Application” and document the reason in a Case Note, including the method of notification.
- 2. Once an intake appointment is scheduled, VR Staff or VR Contractor shall send the “Standardized Intake Appointment Letter” (80-VR-01-01.B) to the individual, via U.S. Mail or email, within one (1) business day, if time permits (i.e. if he/she will receive the letter prior to the appointment).
 - a. This letter serves as a reminder of the upcoming intake appointment and shall include the “VR Program Overview” (80-VR-01.B) and the “Applicant and Eligible Individual Rights and Duties” (80-VR-01.D) forms with the “Standardized Intake Appointment Letter”.
 - i. These forms will automatically print if the letter is prepared in AWARE.
 - b. If time doesn’t permit sending the “Standardized Intake Appointment Letter”, VR Staff or VR Contractor shall provide the “VR Program Overview” and the “Applicant and Eligible Individual Rights and Duties” (80-VR-01.D) forms at the intake appointment.

D. Completing the Application and Intake Process

- 1. During the intake appointment, appropriate VR Staff or VR Contractor should, at this time, complete all necessary forms (including signatures) electronically by entering information directly into AWARE, whenever possible, and ensure the individual understands expectations of participating in VR services.
 - a. A hard copy of the necessary forms shall be completed, signed and dated by the individual and if applicable, his/her parent or legal guardian, if:
 - i. the appropriate VR Staff or VR Contractor does not have access to AWARE;
 - ii. use of AWARE is not conducive to the needs of the individual and, if applicable his/her parent or legal guardian; or,
 - iii. the parent or legal guardian is not in attendance.

- b. VR Staff or VR Contractor shall scan and attach all hard copy forms, individually, into the AWARE Participant Module as a Case Note, preferably within one (1) business day, and then destroy.
 - i. If the capacity to scan/shred is not available, this shall be completed as soon as AWARE and the capacity to scan/shred is available.
 - c. If possible, VR Staff or VR Contractor should complete the initial interview, as indicated below in Section D.3.c., during the intake appointment.
 - i. The initial interview is the beginning of the assessment process for determining eligibility and is an opportunity for VR Staff or VR Contractor to obtain specific information regarding how an individual experiences his/her disability.
2. 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.
- a. VR Staff or VR Contractor shall obtain separate consent forms for each person (e.g., each parent, each provider) designated by the individual, to be present at the intake appointment.
 - i. VR Staff or VR Contractor shall follow the guidance in "Confidentiality" (80-VR-14) to ensure the signed release is valid.
3. During the intake appointment, the appropriate VR Staff or VR Contractor shall complete the items listed below.
- a. If not already done; review, discuss, and complete (including all required signatures) the items listed below with the individual and, if applicable, his/her parent or legal guardian.
 - i. "Participant Information/Application for VR Services" (80-VR-01.A).
 - a) The appropriate VR Staff or VR Contractor shall review the application to ensure all items are completed appropriately.
 - a) If all items mentioned on the application are completed and the application has all required signatures (including dates), the appropriate VR Staff or VR Contractor shall initial and date the bottom of the application to validate that the form is complete.
 - 1.1 The application is considered a referral until all required signatures (and dates) have been obtained and appropriate VR Staff or VR Contractor has initialed and dated it.
 - 1.2 The date the application is initialed/dated, following guidelines for a "wet signature" in Section A.7., by the appropriate VR Staff or VR Contractor shall match the application date entered into AWARE.

1.2.1 VR Staff or VR Contractor shall verify the accuracy and entry of the correct Social Security Number in AWARE prior to entering the application date.

1.3 The signed application shall be scanned into the AWARE Participant Module as a Case Note with the category "Application for Services" and the summary title "Signed Application".

b) If the individual's parent or legal guardian is not in attendance at the intake appointment, VR Staff or VR Contractor shall ensure the application is forwarded for signature.

a) The parent or legal guardian signature must be obtained prior to adding the case into the AWARE Participant Module.

1.1 The parent or guardian has up to 30 calendar days after the intake appointment to sign the application or the referral should be closed.

ii. "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) Request the individual and, if applicable, his/her parent or legal guardian sign the "Participant Acknowledgement" form to indicate that he/she understands and agrees to adhere to the requirements.

a) Once signed, the acknowledgement shall be saved in the AWARE Participant Module, as a Case Note, with the category "Participant Acknowledgement" and the summary title "Signed".

b) If the individual and/or, if applicable, his/her parent or legal guardian chooses not to sign the "Participant Acknowledgement" proceed as detailed below.

a) The "Participant Acknowledgement" shall be saved in the AWARE Participant Module, as a Case Note, with the category "Participant Acknowledgement" and the summary title "Declined Signature."

b) The individual and, if applicable, his/her parent or legal guardian shall be provided a copy of the acknowledgement and informed that expectations outlined in the acknowledgement shall still be followed by OOD.

v. "Rights of a Person with a Developmental Disability" (80-VR-01.F).

a) If appropriate, VR Staff or VR Contractor shall complete and review the "Rights of a Person with a Developmental Disability" form with the individual and, if applicable, his/her parent or legal guardian if the individual has a known or suspected developmental disability as defined in 5123.01 (Q) and per ORC 5123.63 and OAC 3304-2-51 and obtain all required signatures.

- 1) Once signed, the form shall be saved into the AWARE Participant Module, as a Case Note, with the category "DODD Rights" and the summary title "Signed".
- vi. "Health Assessment Questionnaire" (80-VR-01-01.E).
- b. VR Staff or VR Contractor shall inform the individual that if he/she is not a registered voter, or if he/she is registered and would like to update his/her voter registration information, he/she can complete a voter registration form (refer to "Voter Registration" [10-ADM-02 and 10-ADM-02-01] for guidelines and direction).
 - i. VR Staff or VR Contractor shall notify the individual that any information provided regarding voter registration shall not affect his/her eligibility or receipt of VR services.
 - c. Initial interview, when possible.
 - i. If not already done; information that shall be obtained/reviewed during the initial interview includes, but is not limited to the items listed below.
 - a) Presenting information (e.g., location/date of interview, entities involved, reason for referral, individual's perception of disability).
 - 1) If applicable, a review of information from previous case(s) (e.g. records documenting current disabilities and/or functional limitations, reason for case closure) and discussion of changes which have occurred since the previous case closure with the individual and if applicable, his/her parent or legal guardian.
 - b) Providers the individual is connected with and services received.
 - c) Access to transportation.
 - d) Impact of disability with his/her ability to work.
 - e) VR Staff or VR Contractor observations/impressions.
 - ii. Appropriate VR Staff or VR Contractor shall document a summary of information obtained, reviewed, and/or discussed during the initial interview in the AWARE case record preferably in the "Other participant information or comments" box of the "Application Documentation" page in AWARE.
 - a) If the appropriate VR Staff or VR Contractor does not have access to AWARE or the use of AWARE is not conducive to the needs of the individual and, if applicable his/her parent or legal guardian, the "Initial Interview Form" (80-VR-01-01.D) shall be completed.
 - 1) The "Initial Interview Form" is a guide used to collect required information needed during the intake process.

- 1.1 This form shall be scanned into the AWARE Participant Module as a Case Note with the category "Initial Interview" and the summary title "Initial Interview Form".
 - 2) In addition to the completion of the "Initial Interview Form" (80-VR-01-01.D), VR Staff or Contractor shall document a summary of information obtained during the initial interview in the AWARE case record preferably as described above in Section D.3.c.
- d. Records/Information Request and Receipt.
- i. During the intake appointment, appropriate VR Staff or VR Contractor, the individual, and if applicable his/her parent or legal guardian, shall discuss the need for records (e.g. medical, psychological, educational).
 - a) VR Staff or VR Contractors shall explain that such records are often needed to determine eligibility and functional limitations for order of selection.
 - ii. If the individual, and/or his parent or legal guardian, has records available during the intake appointment, the VR Staff or VR Contractor shall scan all relevant records into the AWARE Participant Module as a Case Note.
 - a) Once scanned, VR Staff or VR Contractor shall return the records to the individual prior to his/her departure from the intake appointment.
 - iii. If the records are not available during the intake appointment but are dropped off or received via U.S. Mail, fax or electronically, the VR Staff or VR Contractor shall scan or attach all relevant records into the AWARE Participant Module as a Case Note, preferably within one (1) business day, or as soon as AWARE is available.
 - a) Based upon the individual's, and/or his/her parent or legal guardian's request, VR Staff or VR Contractor should either return, via U.S. Mail or shred the records within three (3) business days following receipt or as soon as the capacity to shred is available.
 - 1) An appropriate VR Staff or VR Contractor should notify the individual, and/or his/ her parent or legal guardian, of the receipt of the records and inform him/her that the originals have either been mailed or shredded as requested.
 - iv. If VR Staff or VR Contractor determine, during the intake appointment, that additional records are necessary, he/she shall request the records within three (3) business days following the intake appointment.
- f. Provide copies of all signed OOD forms completed as part of the intake appointment, to the individual and, if applicable, his/her parent or legal guardian.
- i. In the event that the appropriate VR Staff or VR Contractor does not have access to copy, scan, and/or print the signed documents during an intake appointment, proceed as detailed below.

- a) Once VR Staff or VR Contractor has access to AWARE, he/she shall scan all relevant documents into the appropriate AWARE module as a Case Note as noted throughout this procedure.
 - 1) Documents shall be sent to the individual, and if applicable, his/her parent or legal guardian, for his/her (their) signature within one (1) business day of the intake appointment.
 - 2) Copies of the required documents (signed) should be sent to the individual, for his/her record, within three (3) business days of the intake appointment.
- g. Provide community resources that pertain to the individual's needs, as appropriate (e.g. food pantries, shelters).
- h. Determination of eligibility shall occur during the intake appointment, whenever possible, when the appropriate VR Staff of VR Contractor is able to:
 - i. verify the individual's receipt of SSI/SSDI (i.e. presumptive eligibility); or
 - ii. use records, made available during the intake appointment, that are sufficient to make the determination.
- a) Refer to "Vocational Rehabilitation (VR) Eligibility and Order of Selection (OOS)" (80-VR-06) and "Vocational Rehabilitation (VR) Eligibility Determination" (80-VR-06-01) for additional guidance and direction.

4. Need for Assessments

- a. If the appropriate VR Staff or VR Contractor determines that assessments are necessary to document the individual's disability and/or functional limitations he/she shall follow direction in "Vocational Rehabilitation (VR) Assessment Services" (80-VR-11-01).
- b. VR Staff or VR Contractor shall provide information regarding providers to the individual, and if applicable, his/her parent or legal guardian so that the individual may exercise informed choice as required in "Vocational Rehabilitation (VR) Informed Choice" (80-VR-07 and 80-VR-07-01).
- c. VR Staff or VR Contractor should complete all referrals to community rehabilitation partners or other providers, within three (3) business days following an intake appointment.
 - i. If appropriate, VR Staff or VR Contractor should contact relevant medical, psychological, or other provider, to schedule assessments, prior to the end of the intake appointment with the individual.

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 appointment date, VR Staff or VR Contractor should close the individual's case in the AWARE Referral Module as "Closed – Declined Application."
2. If the individual calls to reschedule no later than one (1) business day after the scheduled intake appointment, follow guidance in Section C.

F. Violation

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

FORMS AND ATTACHMENTS

- 80-VR-01-01.A – VR Introduction Script
- 80-VR-01-01.B – Standardized Intake Appointment Letter
- 80-VR-01-01.C – Request to Contact for Intake Appointment Letter
- 80-VR-01-01.D – Initial Interview Form
- 80-VR-01-01.E – Health Assessment Questionnaire

RESOURCES

- 80-VR-99.A Vocational Rehabilitation Definitions
- 80-VR-01 Vocational Rehabilitation Application and Intake
- 80-VR-01.E Professional Disclosure Statement
- 80-VR-01.A Participant Information/Application for Vocational Rehabilitation Services
- 80-VR-01.G Consent to Obtain and Release Information
- 80-VR-14 Confidentiality
- 70-GL-02-01 Storing Vocational Rehabilitation Confidential Personal Information (CPI)70-RM-01 Electronic/Scanned Documents Serve as Original Documents
- 80-VR-01.H Withdrawal of Consent
- 80-VR-11-12 Transition Services
- 80-VR-11-07 Vocational Rehabilitation (VR) Information and Referral
- 80-VR-11-08 Fast Track for Vocational Rehabilitation Services
- 80-VR-02 Vocational Rehabilitation Case Closure
- 80-VR-02-01 Vocational Rehabilitation Case Closure
- 80-VR-01.B Vocational Rehabilitation Program Overview
- 80-VR-01.D Applicant and Eligible Individual Rights and Duties
- 80-VR-01.C Participant Acknowledgement
- 80-VR-01.F Rights of a Person with a Developmental Disability
- 10-ADM-02 Voter Registration
- 10-ADM-02-01 Voter Registration
- 80-VR-11-01 Vocational Rehabilitation (VR) Assessment Services

- 80-VR-07 Vocational Rehabilitation (VR) Informed Choice
- 80-VR-07-01 Vocational Rehabilitation (VR) Informed Choice
- 80-VR-06 Vocational Rehabilitation Eligibility and Order of Selection (OOS)
- 80-VR-06-01 Vocational Rehabilitation (VR) Eligibility Determination
- 80-VR-06-02 Vocational Rehabilitation (VR) Order of Selection and Statewide Wait List
- 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 procedure, 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).