




Title:	Vocational Rehabilitation (VR) Case Management Performance Expectations for VR Counselors
Policy #:	80-VR-24
Legal Reference:	ORC 3304.15
Date:	June 1, 2015 (Reviewed 9/20/16, 5/23/17)
Approved:	Kevin L. Miller, Executive Director 
Origin:	Bureau of Vocational Rehabilitation and Bureau of Services for the Visually Impaired
Supersedes:	N/A
History:	N/A
Review/Implementation:	Begin review 11/01/18 Implement Revisions By – 06/01/19

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 the timely and accurate delivery of vocational rehabilitation (VR) services in accordance with appropriate federal and state law, 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 OOD vocational rehabilitation counselors (VRCs).

IV. DEFINITIONS

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

V. POLICY

A. Timely Delivery

1. Timely delivery on the performance of case management services shall be determined as described below.

- a. While OOD's targeted timeline for eligibility determination is **30 days or less**, an eligibility decision, which includes assigning a priority category under order of selection (OOS), shall be made within **60 days** from the application date (refer to 80-VR-06 "Eligibility and Order of Selection" and subsequent procedures).
 - i. Provided the applicant agrees, the 60 day timeframe may be extended in situations of exceptional and/or unforeseen circumstances beyond OOD's control.
- b. An individualized plan for employment (IPE) is completed within **90 days** of eligibility determination (refer to 80-VR-08 and 80-VR-08-01 "Individualized Plan for Employment").
 - i. Provided the eligible individual and OOD agree, the 90 day timeframe may be extended.
- c. A case progresses from "Service" to "Service-J" status in **9 months or 270 days** (note: cases involving college may fall outside this timeframe); or for transition youth in **60 months or 1825 days**.
 - i. Monitoring progress may include, but not be limited to, the review of reports and case notes.
- d. A case progresses from "Service-J" to "Employed" status within **6 months or 180 days to 9 months or 270 days** (refer to 80-VR-11-14 "Job Related Services").
 - i. For cases that extend past **9 months or 270 days**, Supervisor review and approval is required, as outlined in 80-VR-11-14 "Job Related Services".
 - ii. Progress will be monitored via review of the required case notes as outlined in 80-VR-11-14 "Job Related Services".
- e. A case will be successfully closed within **90-120 days** after job stabilization (refer to 80-VR-02 and 80-VR-02-01 "Case Closure").

2. Performance Review for Timely Delivery

- a. While meeting the timelines provided in A.1. is a critical performance indicator, a VRC's performance is also based on each of the five (5) competencies developed for a VRC's annual performance evaluation.
- b. Performance feedback shall be provided on the "VR Caseload Status Report" (80-VR-24.A) during supervisory reviews which shall be held, at a minimum, once per month.
 - i. More frequent feedback and meetings can be required by the supervisor if deemed necessary.
 - ii. Factors considered when providing more frequent feedback may include, but are not limited to, the following:

- a) status of caseload (i.e. cases that are falling outside required timeframes);
- b) quality (i.e. frequent feedback from internal or external customers, r targeted reviews, etc.); and
- c) quantity (i.e., a VRC's production is below what is expected based on the VRC's current goals, caseload make-up, tenure, etc.).

B. Coverage of Work

1. It is the goal of BVR/BSVI to maintain the level of service to each applicant or eligible individual whether or not the original VRC assigned the case continues handling the case.
2. Work to be covered by a VRC on another caseload during leave or absences will be assigned by the supervisor. The supervisor will document the coverage provided and who provided coverage.
3. When aged cases are transferred from one VRC's caseload to another for any reason, the new VRC will be afforded a reasonable amount of time to get the transferred cases into an acceptable range.

C. Training Toolbox

1. If a VRC is identified as having difficulty meeting expectations, management will work with him/her to assist with performance improvement.
2. The assistance to be provided will be determined in conjunction with the VRC.
 - a. The VRC shall be afforded the opportunity to work with management to provide suggestions and feedback as to the effectiveness of any methods or mechanisms utilized. These may include but are not limited to:
 - i. training from OOD training departments, or designee(s);
 - ii. Peer-to-Peer mentoring;
 - iii. on-line training resources; and
 - iv. other training resources as deemed appropriate.
3. After the implementation of any changes, a reasonable period of time will be given to allow for any improvements based on the strategies used.
 - a. The amount of time provided will depend on variables, such as how far outside of expectations the VRC has been, for how long, and what the particular issues are preventing the VRC from meeting expectations.
 - b. Regular meetings, at a minimum monthly, will take place with the VRC's supervisor to report progress and to consider any other steps or options that may be needed to improve performance.
4. Barring any egregious circumstances, management will provide assistance prior to initiating the disciplinary process related to case management performance (e.g. right sizing caseload, correcting caseload make-up).

D. Discipline

1. The imposition of discipline for case management performance issues is reserved for significant instances when an acceptable level of service has not been provided to the public by a VRC.
2. If after steps are taken and measures are put into place to help improve performance, the VRC continues to not meet expectations, management will consider all factors prior to imposition of discipline.
 - a. These factors may include, but not be limited to:
 - i. extended absences and coverage of work;
 - ii. changes to job duties;
 - iii. system changes;
 - iv. assistance necessary to maintain an acceptable level of service; and
 - v. actions taken in other similar situations.
 - b. Careful consideration of all factors will be taken into account via discussions with the VRC's supervisor, manager, and other members of management.
3. Discipline, in regard to this policy, occurs for unsuccessful case management performance, after a thorough review of the VRC's performance.
 - a. A VRC, who on rare occasion fails to meet the expectations (i.e. occasionally falls outside the expected delivery timelines), would not face disciplinary action for case management performance. He/she would be afforded a reasonable opportunity for remedy.
 - b. Training and other remediation could be deemed inappropriate in circumstances when a VRC takes incorrect or non-substantive case actions.
 - c. While each situation is unique, management understands the serious impact discipline has, both on a VRC and the organization.

FORMS AND ATTACHMENTS

- 80-VR-24.A VR Caseload Status Report

RESOURCES

- 80-VR-06 "Eligibility and Order of Selection" and subsequent procedures
- 80-VR-08 and 80-VR-08-01 "Individualized Plan for Employment"
- 80-VR-11-14 "Job Related Services"
- 80-VR-02 and 80-VR-02-01 "Case Closure"
- Annual Performance Review Competencies for VRCs

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".