13: Programs: Vocational Rehabilitation

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⚠️ Accessibility Note: This chapter is organized with a table of contents that links directly to each section.

- Keyboard-only users may press the Enter key on any entry in the table of contents to go directly to that topic. Press Alt+Left Arrow to return to the table of contents.

- JAWS screen reader users may enable Quick Key Navigation (JAWS Key+Z) and then press the H key to jump by topic through the document. (The Insert key is the JAWS Key by default.)

This chapter covers topics specific to the Vocational Rehabilitation (also known as Voc Rehab or VR) Case Management Program module. There are many other commonly-used workforce system functions used by VR staff that are only referenced here, for example, searching for individuals to assist or entering case notes. Staff will be provided with chapter and topic titles where they can learn more about these functions in the VOS Staff User Guide.

Vocational Rehabilitation Overview

The Voc Rehab Case Management Program module follows a “Case Status” process workflow from referral to closure. Each Case Status has a numeric value assigned that represents a different stage within the program and requires specific steps and documentation to move to the next Case Status of the VR Program. The system can also issue alerts if there are required time frames associated with the next Case Status, and provide a manual override to allow staff to change a Case Status (with appropriate privileges).

VR Case Management functions allow VR staff to:

- Manage individuals’ registration and application processes
• Determine VR program eligibility
• Create Individual Plans for Employment (IPE)
• Enroll participants in activities and services and track progress
• Manage funding, payments, vouchers, and appeals
• Manage employers and service providers
• Generate federal reports

Completing a Quick Registration Request for VR Services

The VR Quick Registration is a “Request for VR Services” and is available to VR counselor staff assisting individuals. This registration gathers limited data elements in order to begin the VR process. Once a “Request for VR Services” has been received, the system issues both an Alert and a Work Item for staff, indicating an Individual Quick Registration has been submitted. The data elements collected during the Quick Registration are pre-populated into the full system registration and VR application fields.

To complete a quick registration for an individual seeking Voc Rehab services:

1. From the Services for Vocational Rehabilitation Staff menu in the left navigation panel, click Manage Individuals > Create Quick Registration (see figure below).

   ![](Create Quick Registration Menu Option)

   The Quick Registration entry form displays (see figure below).
Quick Registration Entry Form

**Note:** Required fields are marked with a red asterisk (*). To get more information about a page and its fields, click the information icon 📧. Blue text on a page provides other helpful information.

2. Enter a **User Name** and **Password** for the client, following the on-screen rules in blue text. Confirm the password by re-typing it.

**Note:** Passwords must be between 8-20 characters and include at least one uppercase letter, one lowercase letter, one number, and one special character. Allowable characters are # @ $ % ^ . ! * _ +

3. Enter the client’s **First Name**, **Last Name**, and **Middle Initial**, if applicable.

4. Enter and re-enter the client’s **Social Security Number**, without any dashes.

5. Enter their **Primary Phone** number, **Residential Address**, and **Mailing Address**.

**Note:** If the mailing address is the same as the physical address, click the Use residential address checkbox. If the mailing address can be validated against U.S. Postal Service records, a blue “standardized” confirmation message will appear; if it cannot be standardized, a red message will appear. In this case, validate with the client that it was entered correctly.

6. Enter the client’s demographic information, including **Date of Birth** and **Gender** (which can be I do not wish to answer).

7. Select Yes for **Do you have a disability?** This must be answered in the affirmative in order to help determine the client’s eligibility for Vocational Rehabilitation program services.

8. Select the type of disability that best matches their disability from the **If yes, What type** drop-down list.

**Note:** If the individual is hesitant to divulge this information, staff can reassure them by reading the statements in blue text beneath this field (see figure above).

Additional, optional demographic questions can be answered if the client chooses, which may help determine if they qualify for additional assistance (see figure below).
To provide any of this information, click the Show Optional Prompts link.

**Optional Demographic Questions**

a. Select their **Citizenship** from the drop-down list.

b. Specify if they are **of Hispanic or Latino heritage**.

c. Check all **Race** boxes that apply.

Click the **Save** button to save the information and create the client’s user account. A confirmation page appears (see figure below). If any required information is missing or incorrect, messages in red appear at the top of the page.

**Note:** Make sure the individual has their user name and password written down in a secure place.

To continue and create the client’s Voc Rehab program application, click the Complete Vocational Rehabilitation Application link (see figure above). The Start page of the application wizard displays. Follow the procedure below in “Completing a Voc Rehab Program Application” starting with step 3.

**OR…**

To complete a Voc Rehab application for the client at another time, click **Finish**. The staff dashboard will display.
Completing a Voc Rehab Program Application

The Voc Rehab application process uses a multi-page wizard to gather all the necessary information to determine an applicant’s eligibility. Many of the fields will be prefilled with data gathered during registration.

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and see the topic “Using the Staff Profiles” to learn how to navigate to the Programs tab.

2. Click the Create Title IV – Rehabilitation Act (VR) Application link (see figure above). The Start page of the wizard displays with a progress bar at the top (see figure below) and a read-only section where staff can review the client’s Identifying Information.

3. In the Application Information section, enter the **Date Application was Initiated** and the **Application Date** (see figure below).

4. In the Location Information section, select the **Local Area/Region** and **Office Location** for the applicant.
5 To be able to save an incomplete application at any time, click the **Check here to allow saving of a partial application** checkbox (see figure above).

⚠️ *If you opt to be able to save an incomplete application in progress—perhaps waiting to get needed information from the client—most fields will not show as required (with a red asterisk *) and will not cause errors when leaving the page; however, when you get to the last page and click the Final button, all incomplete required fields will be flagged and must be completed before the app can be considered “Complete.”*

a. To exit the wizard before completing all pages, click the **Exit Wizard** link at the bottom of any page.

6 Click **Next** to save the data and continue to the Contact Info page.

**Contact Info Page**

Ensure that all required fields are completed correctly, making any changes as necessary.

1 To change the Social Security Number, click the **Edit SSN** link. This opens a pop-up window that lets certain staff enter the SSN.

*Note:* The **Edit SSN** link is only available to staff with proper privileges.

2 In the Current Address section, staff can add more phone information and email addresses.

3 If desired, enter alternate contact information by clicking the **Manage Alternate Contacts** link in the Alternate Contacts section (see figure below). This opens a pop-up window that lets staff add a new contact.
4 Specify whether the applicant has a legal guardian. If Yes, the Guardian section expands so staff can enter all applicable information about the guardianship (see figure below).

5 Click Next to continue to the Referred By/Agency page.

Referred By/Agency Page

1 Select the primary agency or provider the applicant was Referred By from the drop-down list (see sample list below).

   a. If they have not been referred by a third party, select Self-referral.
2 In the Agency/Providers Involvement section, specify if they currently receive services from other Agencies or Providers.
   a. If Yes, check the boxes of all that apply (see sample list below).
   b. In the Referral and Agency Summary box, enter summary information about the nature of the VR referral, including agency information.

3 Click Next to continue to the Demographics page (see figure below).
Demographics Page

1. Enter or change information in all fields, as required.

**General Information**

- **Date of Birth**: [4/4/455] (mm/dd/yyyy)
- **Verify DOB**: [Verify]
  - Select Birth Certificate
- **Age at earliest eligibility**: [Select]
- **Gender**: [Female] [Male] [Did not identify]
- **Citizenship Status**: [Select]
- **Verify Citizenship**: [Verify]
  - Select Birth Certificate
- **Hispanic or Latino Heritage**: [Select]
- **Race or Ethnicity**: [Select]
- **Migrant or Seasonal Farmworker**: [Select]

**Voter Registration**

- **Registered Voter**: [Yes] [No] [Did not disclose]
- **Voter Registration County**: [Select]

**Voc Rehab Application - General Information Section of Demographic Page**

2. In the General Information section, verify the applicant's **Date of Birth** and **Citizenship Status** by clicking the **Verify** link under each field to display a list of documents, then click to select one; click the **Verify** link again to collapse the list.

   **Note**: Some systems may have the capability of scanning documents used for verification of information. With the Document Management module, staff can upload the documents, or if a scanner is set up, they can scan images of the verification documents and attach them to the application. For details about acquiring document images, see the topic “In-Context Scanning, Linking, and Viewing” in Chapter 30 - Manage Documents.

3. In the Voter Registration section, specify whether they are a **Registered Voter**, and if Yes, which county they are registered in.

4. In the Disability Information section, make sure the individual's question response to **Do you have a disability?** is Yes (see figure below).
   a. Answer as many other disability-related questions with Yes or No, as much as the applicant is willing to provide, as these help with determining eligibility for various services (see figure below).
   b. If they do not wish to answer, select **Did not disclose**.
Voc Rehab Application - Disability Information Section of Demographic Page

5 Click Next to continue to the Living Environment page (see figure below).

Living Environment Page

1 From the Living Environment drop-down list, choose the option that best describes the current living environment for the individual. This selection will determine if an additional section for Housing (see figure above), Homeless Status (see figure below), or no section at all, appears below this section.
2 Indicate if the status for the living environment is **Permanent** or **Temporary**.

3 Describe the living environment by selecting a statement from the **Home Life Environment** drop-down list (see figure below).

4 If displayed, complete the fields in either the Housing or Homeless Status section, depending on the selection made from the **Living Environment** drop-down list above.

   a. **Housing** - record housing details such as rent/own, if there are any subsidies and what type, and the monthly rental/mortgage amount.

   b. **Homeless Status** - record homeless status, details on housing support, and the date that homeless status was reported.

5 Click **Next** to continue to the Education/Employment page (see figure below).
1. Answer all questions, as applicable, in the Education Information and Employment Expectations sections.

2. In the text box, write a brief description of how Vocational Rehabilitation can assist them in becoming gainfully employed.

3. Click Next to continue to the Program Expectations page (see figure below).
Program Expectations Page

1. Answer all questions, as applicable. For many questions in the Accommodations section, answering Yes will display additional fields that must be completed.

   a. **Program Expectations** – record information related to:
      - If the individual has previously received any Vocational Rehabilitation Services (including date of any prior services received)
      - Rehabilitation Programs and Services of interest to the individual (including text fields for Other)
      - Completion of Vocational Rehabilitation Orientation (and date of completion if Yes)
      - If the individual is a Ticket to Work recipient (Social Security's program to encourage disability recipients to return to work) and Ticket Assignment information if the response is Yes

   b. **Accommodations** – indicate if the individual needs any special accommodations. If Yes, a list of checkboxes will populate below, allowing staff to select as many as needed. For accommodations that don't appear as one of the checkboxes, select Other and enter the specific need in the text field that appears below.

   c. **Case Assignment** – assign or reassign a Case Manager for the applicant.

   d. **Case Notes** – add or edit case notes.

2. Click Finish to complete the application. All pages will be checked, and any required fields in error must be corrected before the app can be completed.
Completing Forms for Eligibility Determination

Once a Voc Rehab application has been successfully completed for an individual, other forms become available under their completed application section, as shown in the figure below.

VR staff may access additional program information according to their privileges. The system maintains additional VR program information for each customer within panels on the Programs tab page.

- To access these panels, click the plus sign icon.
- To collapse the panels, click the minus sign icon.

Most of the program information contained in these panels use a wizard to make data entry easy for each step of the process. When staff click Next to complete each step, the system performs edit checks to ensure all entries are complete and correct.

To learn more about these panels and the VR program information they maintain, see the topics that follow.

The next four forms (five for eligible Youths or Students) must be completed to determine VR eligibility:

- Pre-Employment Transition Services (for potentially eligible Youths and Students only)
- Health Assessment
- Barriers
- Financial Needs Review
- Review (of all required documentation)
Pre-Employment Transition Services Form

Pre-Employment Transition Services are only offered to “potentially eligible” Youths and Students, age 14-24, who are enrolled in a traditional, alternative, secondary, or post-secondary educational program. These services are provided at no cost to students through a partnership with educators and may be received prior to VR eligibility determination.

Pre-Employment Transition Services (Pre-ETS) include workplace readiness training, work-based learning experiences, job exploration, instruction in self-advocacy, and counseling on opportunities for enrollment in comprehensive transition or post-secondary education programs.

If additional services become necessary, or the student “ages out” of the Youth or Student programs, and these individuals have not yet applied to the Voc Rehab program, they must complete the VR application process.

To complete the Pre-Employment Transition Services form:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Pre-Employment Transition Services panel, then click the Create Pre-Employment Transition Services Plan link (see figure below).

The Transition Services form displays on the Plan page with the wizard progress bar at the top (see figure below).
3 In the Plan Goal(s) section, enter the overall Plan Goal(s) for the transitioning youth in the text box.

4 Enter the Expected Completion Date for the transition plan.

5 Click Next to continue to the Objectives page.
Objectives Page

1. In the Objectives section, click the Add Objective link. A new page displays (see figure below).

   ![Pre-Employment Transition Services Form – Objectives Entry Page]

2. In the Objective Information section, enter the Date Established for the goal’s objective.
3. Enter a description of the Objective in the space provided.
4. In the Objective Achievement Criteria text box in the Objective Criteria section, specify what must occur to achieve the objective.
5. In the Evaluation and Review Schedule text box, enter a timeline in which staff or another party must evaluate and review the client’s progress with the objective.
6. In the Achievement section, when the objective has been achieved, enter the date upon which the client achieved the objective.
7. Click Save. The Objectives listing page redisplays with the added objective.
8. To add another objective for the plan goal(s), repeat the above steps.
9. Click Next to continue to the Services page.
Services Page

1. In the Services section, click the Add Service link. A new page displays (see figure below).

   ![Pre-Employment Transition Services Form – Services Entry Page](image)

2. In the Objective section, select the Associated Objective with which the service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3. In the Service section, select the appropriate Service Category for the service.

4. Select the appropriate Customer Group. The selected customer group controls the display of activity service codes.

5. Click the Select Activity Code link.

6. Select the desired activity title link from the pop-up window displayed.

7. Enter the service Expected Begin Date and Expected End Date. The system calculates the service Duration.

8. Select the Service Provider of the service from the Provided By drop-down list.
   - Selecting Vocational Rehabilitation Agency Purchase or Comparable Services and Benefits Providers will require staff to also specify the Provider Type in the drop-down field that appears.

9. Click Save. The Services listing page redisplays with the added service. Repeat the above steps to add another service for an objective.

   **Note:** These services will show up on the individual’s Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these pre-employment transition services can be closed out. See the topic “Managing Activities/Enrollments/Services” below for details.

10. Click Next to continue to the Agreement page (see figure below).
Pre-Employment Transition Services Form – Plan Choices Section of Agreement Page

1. In the Plan Choices section of the Agreement page, indicate whether the client was:
   a. Invited to create their own Pre-ETS plan.
   b. Offered assistance to create their Pre-ETS plan.
   c. Offered the option for others to help create the client’s Pre-ETS plan.
   - If Yes, select all others that apply.
2 In the Responsibilities section (see figure above), in the text boxes provided, define the:
   a. Client's responsibility to achieve the Pre-ETS plan outcome.
   b. VR Counselor's responsibility to achieve the Pre-ETS plan outcome.
   c. Responsibility of any “third parties” to achieve the Pre-ETS plan outcome.

3 To formally document information regarding the client's Pre-ETS plan agreements, click the Add a new Case Note link in the Case Notes section.

4 Click Finish. The Programs tab redisplays with basic plan information in the Pre-Employment Transition Services panel of the VR program.

Once a plan has been created, staff can continue with getting the client set up with applicable activities and services. See the topic “Managing Activities/Enrollments/Services” below for details.

**Health Assessment Form**

During the Health Assessment, staff collect health and diagnostic information for priority status determination. Information related to the client’s health, abilities, and capabilities includes:

- Insurance
- Professional Contacts
- Disabilities
- Medical assessments
- Medications
- Functional Limitations
- Health Assessment Summary

Functional Limitations, e.g., Mobility, Work Skills, or Work/Environment Tolerance, help to determine an individual's Priority Status in the system. The system uses the number of limitations entered and areas impacted to determine if the individual is a Priority 1 (Multiple Significant Disabilities), Priority 2 (Significant Disabilities), or Priority 3 (Disability). The system-calculated value will automatically display on the participant’s Certificate of Eligibility and affects the Order of Selection process, if one is in place.

To complete the Health Assessment form:

1. On the individual's Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Health Assessment panel and click the Create Health Assessment link (see figure below).

The Health Assessment form displays the Insurance page with the wizard progress bar at the top (as shown below). This page is where staff records if the applicant has insurance to cover medical expenses, the type(s) of insurance they may have, and verification of coverage.

3. Indicate if the individual has **Primary Medical Insurance Coverage**.
   a. If Yes, select the applicant's insurance Type of Coverage from the drop-down list that appears.
   b. Verify the applicant’s insurance Coverage Type Verification by clicking the Verify link to display a list of documents and click to select one; click the Verify link again to collapse the list.

**Note:** Some systems may have the capability of scanning documents used for verification of information. With the Document Management module, staff can upload the documents, or if a scanner is set up, they can scan images of the verification documents and attach
them to the assessment. For details about acquiring document images, refer to the In-Context Scanning, Linking, and Viewing topic in Chapter 30 - Manage Documents.

4 Specify if the individual has **Secondary Medical Insurance Coverage**.
   a. If **Yes**, complete the fields that appear in the same manner as Primary.

5 Click **Next** to continue to the Professional Contacts page (see figure below) where staff enters information about the client’s current or recent physicians, therapists, or other specialists they have seen who can provide supporting documentation regarding their disabilities.

**Professional Contacts Page**

To add a contact, click the Add Professional Contact link.

a. Complete all required fields.

b. Specify whether staff has **Obtained Release of Information** as a signed form from the individual.
   • If **Yes**, enter the **Date Obtained**.

   c. Click **Save** to save and return to the listing page.

   d. To add another contact, repeat the above steps.

2 Click **Next** to continue to the Disabilities page (see figure below) where staff enters information about the client’s primary and any secondary disabilities.

**Health Assessment Form - Professional Contacts Listing and Add Pages**
Disabilities Page

1 To add a disability, click the Add Disability link.
   a. Specify if this is a Primary or Secondary Disability.
   b. Select the Disability Type and Disability Cause from the drop-down lists. Each type and cause has a 2-digit code associated with it and these are populated in the Disability Code fields. They will display as a single 4-digit code on the listing page (see figure above).
   c. Click Save to save and return to the listing page. Repeat the above steps to add another disability.

2 Add any cases notes pertaining to the client’s disability by clicking the Add a new Case Note link in the Case Notes section.

3 Click Next to continue to the Medical page (see figure below) where staff enters information about the client’s recent medical visits/exams, medical history, and the type(s) of supporting documentation they have regarding their condition(s) and treatment.

⚠️ All medical information is kept strictly confidential and is subject to the Health Insurance Portability and Accounting Act (HIPAA).
Medical Page

1. Complete all required fields in the Medical section.
2. To add a medical treatment, click the Add Medical Treatments link in the Medical Treatments section.
   a. Enter the name and address information of the doctor or facility that provided the treatment.
   b. Enter the Treatment Received and its start and end dates. If treatment is ongoing, leave the Date Treatment Ended field blank.
   c. Click Save to save and return to the main page.
3. In the Medical Documentation section, indicate if any medical documentation has been obtained.
   a. If Yes, check all applicable types.
4. Add any cases notes pertaining to the client’s medical treatments by clicking the Add a new Case Note link in the Case Notes section.
5. Click Next to continue to the Medications page (see figure below) where staff enters information about any medications the client is taking.
Health Assessment Form - Add Medication Page

1. To add a medication entry, click the Add a New Medication link; if there are no applicable medications to record, click Next.
   a. Enter the information for the medication—type, dosage, frequency, reason, etc., then click Save to save and return to the main page. Repeat the above steps to add another medication.

2. Click Next to continue to the Functional Limitations page (see figure below) where staff enters information about any functional limitations the individual might have, in the areas of: mobility, communications, self-direction, self-care, interpersonal skills, work skills, and work environment difficulties.
1. Click the plus/minus signs to expand/collapse a section.
2. For each item in each section, specify whether the client has Some Difficulty, Cannot Do, or No Difficulty.
3. In the Documentation section, specify if staff have Obtained Documentation Supporting Limitation(s) from the client.
4. Add any cases notes pertaining to the client’s limitations by clicking the Add a new Case Note link in the Case Notes section.
5. Click Next to continue to the Health Assessment Summary page (see figure below) where staff finalizes the health assessment.
Health Assessment Summary Page

Health Assessment Summary

1. Indicate whether the individual’s disability interferes with their ability to obtain or retain a job.
2. Indicate whether the individual will benefit from VR services.
3. Indicate whether the client needs VR services to obtain, retain, or advance in a job.
4. Summarize the individual’s health assessment in the text box provided.
5. Add any cases notes pertaining to the client’s overall case by clicking the Add a new Case Note link in the Case Notes section.
6. Click Finish. The Programs tab redisplay with the assessment date of completion in the Health Assessment panel of the VR program.

Barriers Form

Staff use the Barriers form to collect information regarding challenges and limitations that may affect an individual’s ability to become successfully employed. Barrier categories are: transportation, criminal, and employment-related. This data is also used in the Priority Status determination and will help support the client’s service needs recorded in their Individual Plan for Employment (IPE).

▸ To complete the Barriers form:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Barriers panel and click the Create Barriers link.

The Barriers form displays the Transportation page with the wizard progress bar at the top (as shown below).
3 In the Transportation Method section, specify the individual’s mode(s) of transportation, whether they rely on public transportation, and if their mode(s) is reliable.

4 In the Driving License section, indicate if they have a valid driver’s license, whether it’s suspended, if they’ve completed Driver’s Ed, if they have access to a vehicle, and if they have insurance for it. Answering Yes to most of these questions will require additional fields to be completed.

5 In the Transportation Challenges section, specify if the applicant has any transportation-related challenges or barriers that would interfere with their ability to work. If Yes, provide details in the text box that displays.

6 Click Next to continue to the Criminal page (see figure below).

Criminal Page

1 Specify what the individual’s Current Conviction Status is by selecting from the drop-down list.
   a. Selections other than No Criminal History will require conviction information to be entered by clicking the Add Conviction link and completing the fields in the pop-up window that displays.
b. Selecting *Probation/Parole/Pre-Trial* will display additional fields that must be completed in addition to the conviction information.

2. Click **Next** to continue to the Barriers to Employment page (see figure below).

### Barriers to Employment Page

![Barriers Form – Barriers to Employment Page](image)

1. This is a “catch-all” listing of possible barriers and each entry must be answered.

2. Click **Finish** to complete the Barriers form. The Programs tab redisplays with the form date of completion in the Barriers panel of the VR program.

### Financial Needs Review Form

In the Financial Needs Review section, staff submit information related to the client’s adjusted gross income and manage other documentation regarding the client’s financial needs status. Staff can choose from multiple forms of income, including Social Security benefits and public assistance. The goal is to establish a financial needs review (FNR) waiver on behalf of the individual. The system will automatically determine the client’s economic need eligibility.

An Individual is presumed eligible if he or she receives SSI or SSDI benefits, and the system will automatically set “Meets Economic Need.” If the individual does not receive SSI/SSDI benefits, then a review of the receipt of public assistance is performed by the VR counselor and documentation is obtained.

If additional financial review is required to determine whether an individual might need to pay towards the cost of their services, the Financial Needs Review takes into account a variety of financial information for that determination. The system auto-calculates any monetary input entered.
To complete the Financial Needs Review form:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

2. Click the plus sign icon to expand the Financial Needs Review panel and click the Create Financial Needs Review link (shown in the figure below).

![Financial Needs Review Panel and Link](image)

The Financial Needs Review form displays with three initial sections (see figure below).

![Financial Needs Review Form – Initial Display](image)

3. If staff selects Yes for the individual receiving SSI or SSDI benefits, they are presumed eligible and the system will automatically set their eligibility to “Meets Economic Need.”
   
a. Enter the monthly SSI or SSDI amount received in the entry field that appears and use the Verify link to specify which documentation was used to verify this income (see figure below).

4. If the individual has applied for either SSI or SSDI, the date and status of the application must be entered.
If all types of Social Security and Public Assistance income are negated (No), the page redisplay with 10 additional sections in which to gather financial information from the client (see figure below).

Click the plus/minus signs to expand/collapse each section.

For each item in each section, enter as much information as the client can provide. As the fields are filled in, the system continuously auto-calculates totals and eligibility (see figure below).
Completed Financial Needs Review Form with Eligibility Determination

8 Click **Save** to complete the Financial Needs Review form. The Programs tab redisplay with the eligibility determination and date of completion in the Financial Needs review panel of the VR program.

**Program Entry Documents Review Form**

At this point in the application process, staff may conduct a documents review to ensure all information has been obtained prior to the eligibility determination phase. In the Review panel of the applicant’s VR program application, staff can complete a documentation checklist to ensure receipt of all necessary paperwork to meet agency requirements.

As part of this “pre-determination” review, staff will address agency, program, and client requirements and expectations to ensure that participation in the Voc Rehab program is a “good fit.” Some other items staff will review are:

- HIPPA requirements
- The client’s right to due process, which is the ability to file an appeal if they do not agree with the agency’s decision(s)
- The Client Assistance Program (CAP), which advises and supports individuals of their rights under the Rehabilitation Act of 1973, as amended, and Title 1 of the Americans with Disabilities Act
- The Physician Estimated Physical Capacities Form, which defines the individual’s functional limitations and capacities
To complete the Documents Review form:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Review panel and click the Create Program Entry Documents Review link (see figure below).

The Documents Review form displays (as shown below).

3. In the VR Program Entry Documents section, enter the date the orientation was completed.
4. Click each checkbox as each item is reviewed/confirmed.
   a. If Other is selected, enter the name of that document/information in the field provided.
5. In the Disability Information section, click each checkbox as each item is reviewed/confirmed.
   a. If Other is selected, enter the name of that document in the field provided.
6. To record an identification source that is not listed on this page:
a. Click the Show Other Identification link, then click the Add Other Identification button.
b. Complete the Other Identification pop-up box and click Save.

7 In the Document Review section:
a. Enter the name of the staff member who completed the document review and the date it was completed.
b. If applicable, enter the name of the VR district office where the review was conducted.
c. If applicable, enter the name of the service provider that completed the review, either by entering it manually or selecting a provider after clicking the Select Provider link.
d. Indicate whether a VR Supervisor has completed the document review, and if so, the date.

8 Add any cases notes pertaining to the documentation review by clicking the Add a new Case Note link in the Case Notes section.

9 Click Save to complete the Documents Review form. The Programs tab redisplays with the date of completion in the Review panel of the VR program.

Eligibility Determination Form

Following completion of an individual’s request for VR services, staff have 60 days in which to determine their eligibility (see figure below). Within this timeframe, staff must obtain the appropriate documentation from doctors, hospitals, and other agencies that can substantiate the applicant’s disability claim(s).

To declare the individual’s eligibility, staff will complete a Certificate of Eligibility as described below.

**Note:** Staff must first document the applicant’s Health Assessment, Barriers, Financial Needs Review, and Documents Review before creating their Certificate of Eligibility.

Once the certificate is complete, staff can create an Individual Plan for Employment (IPE) within 90 days or place the client on a waiting list if Order of Selection protocol is active.

If staff cannot make this determination within 60 days, they can either set an eligibility extension or create a Trial Work Experience plan for the client. See the topics “Requesting an Eligibility Extension” and “Creating a Trial Work Experience Plan” below.

► To certify the client’s eligibility for VR program services:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

2. Click the plus sign icon to expand the Eligibility Determination panel and click the Create Certificate of Eligibility link (see figure below).

   ![Eligibility Determination Panel and Links](image_url)

   The Eligibility Determination form displays (as shown below).
Eligibility Determination Form – Determination Section

3 In the Determination section, enter the **Estimated Number of VR Services** the client will require.

4 Enter the **Estimated Number of Months of VR Services**. The system auto-sets the client’s Disability Priority based on data entered thus far.

5 If desired, enter optional **Comments** about the level of service the client requires.

6 In the Disabilities section, confirm the client’s disability information. To modify this information, staff must update the client’s Health Assessment Review.

7 In the Impediment to Employment section (see figure below), confirm the client’s barriers to employment. To modify this information, staff must update the client’s Barriers information.

Eligibility Determination Form – Impediment to Employment Section
8 To add other impediments, enter them in the **Other** box provided.

9 To bolster the case, **Describe how substantial VR Services will reduce, eliminate or accommodate the participant's impediment to employment** in the box provided.

10 In the Eligibility Determination section, indicate whether the client is **Eligible for VR Services**.
   - **If Yes**, enter the date upon which the client’s eligibility determination was completed.
     - i. In the Program and Status section, click the checkboxes that define the area(s) of support the client will receive through the VR program.
     - ii. If **No**, the system displays the Ineligibility Determination section (see menu below):

   ![Ineligibility Determination Form – Ineligibility Determination Section](image)

   iii. Select the **Reason** the client is ineligible.
   iv. Enter the date upon which the client was deemed ineligible for service.

   **Note:** If the client is deemed ineligible, staff MUST present “clear and convincing evidence” to prove they cannot and will not benefit from VR services in terms of an employment outcome. This abundance of documentation—including case notes and multiple, fully documented Trial Work Experiences—must be sufficient, should the client decide to appeal the agency’s decision.

11 Add any cases notes pertaining to the eligibility review by clicking the **Add a new Case Note** link in the Case Notes section.

12 Click **Save** to complete the eligibility determination review. The Programs tab redisplays with the following information in the Eligibility Determination panel of the VR program:
   - Eligibility determination date
   - Priority of Service status
   - Program status code and description
   - Estimated number of VR services
   - Eligibility due date
Requesting an Eligibility Extension

If staff cannot determine applicant eligibility within 60 days of receiving the initial request for VR program services due to "exceptional or unforeseen circumstances," they may submit a request to extend the eligibility determination deadline for a specific length of time. The duration of the extension is handled on a case-by-case basis, and is mutually agreeable between staff and the client.

To extend an eligibility determination for an applicant:

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Eligibility Determination panel.
3. Click the Eligibility Extension link.
4. In the Eligibility Extension section of the page that displays, click the Add Eligibility Extension Request link. The Extension Determination page displays (see figure below).

```
Extension Determination

Reason: 
Option: [Reason]

Extension Request Date: (mm/dd/yyyy) Today

Case Notes

[ Add a new Case Note | Show Filter Criteria ]

ID | Create Date | Subject | Action
---|-------------|---------|--------
No data found.

Save | Cancel

Eligibility Extension Determination Form
```

5. In the Extension Determination section, select the Reason for extending the client’s eligibility determination deadline.
   a. If Other, specify in the box that appears.
6. Enter an Extension Request Date to extend the determination period up to.
7. Add any cases notes pertaining to the eligibility extension by clicking the Add a new Case Note link in the Case Notes section.
8. Click Save, then Save again. The Programs tab redisplays with the Eligibility Determination panel open.

Creating a Trial Work Experience Plan

During the eligibility determination process, if staff discover that the client’s disabilities are too severe, and that they may not benefit from VR program services, staff must collect additional work-related information to firmly support their determination and to provide the client the best possible chance to attain self-sufficiency through employment. Staff obtain this information through a Trial Work Experience (TWE) plan, where they assess the individual’s workplace abilities, as well as barriers they must overcome to successfully perform the required work.

**Note:** Staff cannot create a TWE plan if they have already deemed the client eligible.
The design of the TWE plan enables staff to: set goals for the client, define objectives they must complete to achieve the goals, document program services they will be receiving during this time, and outline the responsibilities managed by the client, VR counselor, and other parties, if applicable.

**To create a Trial Work Experience (TWE) plan:**

1. On the individual's Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Trial Work Experience panel and click the Create Trial Work Experience link (see figure below).

![Trial Work Experience Panel and Link](image)

The Plan page of the TWE displays with the wizard progress bar at the top (see figure below).

3. In the Plan Information section, enter the TWE plan **Start Date**.
4. In the Plan Goal(s) section, enter details of the client’s goal(s) in the **Plan Goal(s)** text box.
5. Document the client’s specific attributes that must be evaluated in the **Abilities, Capabilities and Capacities to Evaluate** text box.
6. Explain the reasoning for the client’s TWE plan in the **Justification** text box.
7. Enter the **Expected Completion Date** by which the client should achieve their plan goal(s).
8. In the Supports Needed section, click checkboxes to select each area of support the client requires to achieve the plan goal(s).
9. To formally document information regarding the client’s TWE plan, click the Add a new Case Note link in the Case Notes section.
Click Next to continue to the Objectives page.
Objectives Page

1. In the Objectives section, click the Add Objective link. A new page displays (see figure below).

2. In the Objective Information section, enter the Date Established for the objective.

3. Enter a description of the Objective for the plan goal.

4. In the Objective Achievement Criteria text box in the Objective Criteria section, enter a checklist of observable behavior the client must exhibit to achieve the objective.

5. In the Evaluation and Review Schedule text box, enter a timeline in which staff, the employer, or another party must evaluate and review the client’s workplace behavior.

6. In the Achievement section, when the objective has been achieved, enter the date upon which the client achieved the goal’s objective(s).

7. Click Save. The Objectives listing page redisplays with the added objective.

8. To add another objective for the plan goal(s), repeat the above steps.

9. Click Next to continue to the Services page.
Services Page

1. In the Services section, click the Add Service link. A new page displays (see figure below).

![Trial Work Experience Services Entry Page](image)

2. In the Objective section, select the Associated Objective with which the service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3. In the Service section, select the appropriate Customer Group. The selected customer group controls the display of activity service codes.

4. Click the Select Activity Code link.

5. Select the desired activity title link from the pop-up window displayed.

6. Enter the service Expected Begin Date and Expected End Date. The system calculates the service Duration.

7. Select the Service Provider of the service. Selecting Vocational Rehabilitation Agency Purchase or Comparable Services and Benefits Providers will require staff to specify the Provider Type in the drop-down field that appears.

8. Click Save. The Services listing page redisplays with the added service. Repeat the above steps to add another service for an objective.

**Note:** These services will show up on the individual’s Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these TWE services can be closed out. See the topic “Managing Activities/Enrollments/Services” below for details.

9. Click Next to continue to the Agreement page (see figure below).
1 In the Plan Choice section of the Agreement page, indicate whether the client was:
   a. Invited to create their own TWE plan.
   b. Offered assistance to create their TWE plan.
   c. Offered the option for others to help create the client’s TWE plan.
      i. If Yes, select all others that apply.
2 In the Responsibilities section (see figure above), in the text boxes provided, define the:
   a. Client’s responsibility to achieve the TWE plan outcome.
   b. VR Counselor’s responsibility to achieve the TWE plan outcome.
   c. Responsibility of any “third parties” to achieve the TWE plan outcome.
3 To formally document information regarding the client’s TWE plan agreements, click the Add a new Case Note link in the Case Notes section.
4 Click Finish. The Programs tab redisplay with basic TWE plan information in the Trial Work Experience panel of the VR program.

Once a plan has been created, staff can continue with getting the client set up with applicable activities and services. See the topic “Managing Activities/Enrollments/Services” below for details.
Creating an Individualized Plan for Employment (IPE)

Once an individual has been determined eligible for VR services (Certificate of Eligibility), they will work together with staff to create an Individualized Plan for Employment (IPE). The two will thoroughly discuss and jointly decide the services required for the individual to achieve an employment outcome based on their needs and career goals.

The IPE captures goals and objectives; services to be provided; the responsibilities each party must fulfill throughout the IPE; and agency approval for the plan.

To create an Individualized Plan for Employment (IPE):

1. On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.
2. Click the plus sign icon to expand the Individualized Plan for Employment panel and click the Create Individualized Plan for Employment link (see figure below).

3. In the Plan Information section, enter the IPE Plan Initiation Date.
4 In the Employment Goal(s) section, enter details of the client’s goal(s) in the **Employment Goal(s)** text box.

5 Enter the **Occupational/Job Title** the client wishes to pursue.

6 Click the **Search for O*NET Code** link. A pop-up window displays where staff can search for occupation code by keyword.
   a. As you type in the search field, matching occupation titles appear in a drop-down list.
   b. Click a title and then click **Search**. The found code and description are auto-filled on the previous page.

7 Specify if the plan includes subsidized employment.

8 Enter the **Expected Completion Date** by which the client should achieve their plan goal(s).

9 To formally document information regarding the client’s IPE plan, click the **Add a new Case Note** link in the Case Notes section.

10 Click **Next** to continue to the Objectives page.

**Objectives Page**

1 In the Objectives section, click the **Add Objective** link. A new page displays (see figure below).

![Individualized Plan for Employment – Objectives Entry Page](image)

2 In the Objective Information section, enter the **Date Established** for the objective.
3 Enter a description of the **Objective** for the plan goal.

4 In the **Objective Achievement Criteria** text box in the Objective Criteria section, specify the criteria that must be met to achieve the objective.

5 In the **Evaluation and Review Schedule** text box, enter a timeline in which staff or another party must evaluate and review the client’s achievement.

6 In the Achievement section, when the objective has been achieved, enter the date upon which the client achieved the goal’s objective(s).

7 Click **Save**. The Objectives listing page redisplayes with the added objective. Repeat the above steps to add another objective for the plan goal(s).

8 Click **Next** to continue to the Services page.

**Services Page**

1 In the Services section, click the **Add Service** link. A new page displays (see figure below).

![Individualized Plan for Employment – Services Entry Page](image)

2 In the Objective section, select the **Associated Objective** with which the service will be related. The objective’s achievement criteria and evaluation review schedule notes display below the objective.

3 In the Service section, select the appropriate **Service Category** for the service.

4 Select the appropriate **Customer Group**. The selected customer group controls the display of activity service codes.

5 Click the **Select Activity Code** link.

6 Select the desired activity title link from the pop-up window displayed.

7 Enter the service **Expected Begin Date** and **Expected End Date**. The system calculates the service Duration.

8 Select the **Service Provider** of the service. Selecting **Vocational Rehabilitation Agency Purchase** or **Comparable Services and Benefits Providers** will require staff to specify the **Provider Type** in the drop-down field that appears.
9 Click **Save**. The Services listing page redisplay with the added service. Repeat the above steps to add another service for an objective.

**Note:** These services will show up on the individual's Activities/Enrollments/Services panel on the VR program page, and it is from that panel that these IPE services can be closed out. See the topic “Managing Activities/Enrollments/Services” below for details.

10 Click **Next** to continue to the Agreement page (see figure below).

**Agreement Page**

![Plan Choice](image)

**Individualized Plan for Employment – Plan Choice Section**

1 In the Plan Choice section of the Agreement page, indicate whether the client was:
   a. Invited to create their own IPE plan.
   b. Offered assistance to create their IPE plan.
   c. Offered the option for others to help create the client's IPE plan.
      i. If Yes, select all others that apply.
In the Responsibilities section (see figure above), in the text boxes provided, define the:

a. Client’s responsibility to achieve the IPE plan outcome.

b. VR Counselor’s responsibility to achieve the IPE plan outcome.

c. Responsibility of any “third parties” to achieve the IPE plan outcome.

To formally document information regarding the client’s IPE plan agreements, click the Add a new Case Note link in the Case Notes section.

Click Finish. The Programs tab redisplays with basic IPE plan information in the Individualized Plan for Employment panel of the VR program.

Once a plan has been created, staff can continue with getting the client set up with applicable activities and services. See the topic “Managing Activities/Enrollments/Services” below for details.
Manually Changing Case Status

This system-set value indicates the participant’s current stage in VR workflow, from initial referral for service to case closure. As staff document, verify, and approve a participant’s information, the system will set the corresponding step of the process flow, as well as the “as of” date. If necessary, staff may manually set the case status and as of date.

◆ To manually change the program case status:

1. Find and assist the desired individual, then navigate to their Programs tab.
   
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and see the topic “Using the Staff Profiles” to learn how to navigate to the Programs tab.

2. In the Vocational Rehabilitation Program (VR) area, click the Case Status link (see figure below).

3. Select a new status from the **Case Status** drop-down list and enter the **Date of Status Update** (see figure below).
4. To formally document case status change information, click the Add a new Case Note link in the Case Notes section, enter the details, and click **Save**.

5. Click **Save** to record the case status change.

### Managing Service Interruptions

Staff can place a VR case in Interrupt status when rehabilitation action is suspended temporarily but is expected to resume. This can occur for several reasons, including:

- The participant requires medical treatment
- The participant’s approved training or education program is delayed
- To address other issues that interfere with, or delay, the VR plan

**To formally interrupt service delivery for a VR participant:**

1. Find and assist the desired individual, then navigate to their Programs tab.
   **Note:** See the topic “Assisting an Individual” in Chapter 3 - Manage Individuals for details on how to search for and assist clients, and see the topic “Using the Staff Profiles” to learn how to navigate to the Programs tab.

2. In the Vocational Rehabilitation Program (VR) area, click the **Service Interruption** link (see figure above).

3. Specify the participant’s **Case Status at Time of Interruption** and enter the **Start Date of Service Interruption**.

4. Specify whether the service interruption was **Consumer Requested** or **Due to Inactivity/Closure Consideration**.

5. Specify the **Type of Interruption**, e.g., disability or family leave. If **Other**, enter the reason in the **Other** field.

6. Enter the anticipated duration of the service interruption.

7. Indicate whether IPE and Supervisory Reviews have been completed.

8. Indicate whether the supervisory review (of the request) has been completed.

9. Indicate whether the service interruption has ended.
When recording the interruption initially, select No, and when it has ended, return to this page and select Yes. You will also need to specify the date the interruption ended, what the next action step will be, and the case status at the time of service reinstatement.

10 To formally document the service interruption, click the Add a new Case Note link in the Case Notes section, enter the details, and click Save.

11 Click Save to record the service interruption.

Managing Participant Activities and Services

Staff can manage service delivery on behalf of the customer. The services displayed in this panel include those created by staff while managing the customer’s IPE.

To manage a participant’s service delivery:

1 On the individual’s Programs tab, click the plus sign icon to expand their VR Application section.

2 Click the plus sign icon to expand the Activities / Enrollments / Services panel. Any services added previously during plan creation (e.g., a Pre-Employment Transition Services plan, Trial Work Experience plan, or Individualized Plan for Employment) will display in a table from which staff can view and modify the activities (see figure below).

3 Click the Create Activity / Enrollment / Service link to create a service, or click the wizard icon to update an existing service record. The Activity Enrollment form displays on the General Information tab (see figure below).
4 In the General Information section, select the desired Customer Program Group. This selection determines the list of services displayed in the next section.

5 Select/confirm the local workforce development board (LWDB).

6 Select/confirm the Office Location.

7 In the Enrollment Information section, enter the Activity Code, if known, or click the Select Activity Code link.
   a. Click a desired Activity Title link. The code and description are auto-filled (see figure below).
8 Enter the **Projected Begin Date** for the service if it’s a future date.

9 Enter the **Actual Begin Date** if it’s today or a past date.

10 Enter the **Projected End Date**.

11 In the Staff Information section, confirm the staff’s position. This is a system-set value based on staff’s account profile.

12 To perform case assignment, click one of the following links:
   - To assign the client to a fellow VR Counselor, click **Assign Case Manager**.
   - To assign the client to yourself, click **Assign Me**.
   - To unassign the current case manager, click **Remove Case Manager Assignment**.
   - To record who the **Previous Case Manager** was, enter their name in the box provided.
   - If desired, add any **Comments** in the space provided.

**Note:** Case notes can only be added on this page after saving it by clicking Next and then returning.

13 Click **Next** to continue to the Service Provider tab (see figure below).
Service Provider Page

**Activity Enrollment Form - Service Provider Tab**

This tab defines the provider and the service or course, as well as the provider location and contact for the service/course enrollment and any applicable Occupation Training Code. Only two fields are required: Provider and Service, Course or Contract.

1. Click the Select Provider link, then click a desired Provider Name link. This will impact the list of services, courses or contracts displayed in the next step.
2. Click the Select Service, Course or Contract link, then click the desired Service, Course or Contract Name link.
3. To choose another location, click the Select Provider Locations link, then click the desired location.
4. To choose another contact, click the Select Provider Contacts link, then click the desired contact person.
5. Click Next to continue to the Closure Information tab.

**Note:** If your system is not configured to include the Individual Fund Tracking (IFT) module, which is used to track fundable program services, the system will skip to the final Closure Information tab (see figure below).
Closure Information Page

Activity Enrollment Form – Closure Information Tab

The Closure Information tab only requires information when staff are making a final closure of the service/course enrollment, such as when the course is completed, dropped, or voided.

1. Enter the Last Activity Date. This cannot be a future date.
2. Select the appropriate Completion Code.
3. To formally document the customer’s service enrollment record, click the Add a new Case Note link.
4. Click Finish. The Programs tab redisplays with activity entered in the Activities / Enrollments / Services panel of the VR program.