

# Chapter 201: Referral and Application Process

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Vermont Division of Vocational Rehabilitation  
Policy and Procedures Manual

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## Section 1: Referral

- A. Anyone present in Vermont who is referred to the Division of Vocational Rehabilitation (DVR) as an individual who may benefit from its services will be given the opportunity to inquire about and apply for its services promptly and equitably. An initial attempt to contact individuals referred by other organizations will be made within two (2) working days of the referral. The individual will be offered an opportunity to meet with a DVR representative to learn more about possible services and how to apply for them.
- B. Individuals, whether referred or applying on their own, will be scheduled to meet with a DVR counselor or other DVR representative within ten (10) working days unless:
- (1) The referred individual cannot meet within that timeframe; or
  - (2) The referred individual is unable to get to a DVR office and more than ten (10) days is acceptable to the individual.
- C. Though a face-to-face meeting is preferable, contact by other means is acceptable. Reasonable efforts to contact the referred individual by telephone, in person, and/or by mail will be made. If the individual does not respond or cannot be located, attempts to contact may end.

### Guidance: – Initial contact.

Any DVR employee may initially contact a referred individual, most likely by telephone. The DVR staff will

- Make sure the individual knows they have been referred for possible services;
- Explain, to describe the DVR's employment-related mission; and
- Encourage the individual to meet with a DVR counselor or representative for more information and to apply for services.

\* *If the individual is not interested, a brochure which describes DVR services may be provided if they desire one. Otherwise, efforts may cease unless the DVR counselor believes it is felt the individual's disability may be a factor and extra effort to encourage their participation seems warranted (e.g., the disability may be resulting in fear or misunderstanding, or the individual has mobility impairments which interfere with traveling almost anywhere).*

*If the individual is interested and if reasonably possible, an appointment with a DVR counselor or representative will be offered within 10 working days of receiving a referral. A letter confirming the appointment and/or a brochure may be sent ahead of time if the individual wants one or both. If the office offers group orientation or information sessions, the individual will be given the choice of attending a group session or an individualized one.*

*If a face-to-face meeting isn't reasonably possible within 10 working days, contact may be made with the individual by phone to describe services in greater detail within 10 working days.*

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No questionnaires will be provided to a referred individual prior to contact with a DVR counselor or representative or prior to receipt of an application for services.

An application form for DVR services, however, may be provided prior to such contact.

### **End Guidance.**

D. When an individual identifies as transgender, gender non-conforming, gender expansive and/or non-binary and indicates a preference for a name or pronoun other than their legal name or gender assigned at birth, DVR counselors and staff shall:

(1) Enter in the MIS record the individual's name and gender assigned at birth to match government identification, if the person has not legally transitioned; and

(2) Use the person's preferred name and pronoun when working with them.

D-E. If legal transition is documented and reflected in government identification, enter in the MIS record the individual's identified name and pronoun.

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## Section 2: Application

- A. Application for DVR -services confirms an individual's desire and willingness to participate in employment. An individual is considered to have applied~~submitted an application~~ when they or their representative:
- (1) Have completed and signed the DVR application form or have otherwise requested services;
  - (2) Have provided information necessary to initiate an assessment to determine eligibility and priority for services (at least name, address and mention of a disability); and
  - (3) Are available to complete the assessment process.
- B. Application forms shall be available in every DVR office. Information regarding DVR services will be placed statewide in pertinent places such as related government entities, community rehabilitation programs, schools, hospitals, and other community organizations.

### **Guidance: – Non-traditional methods of applying for VR services.**

*If an application is filed in a "non-traditional" way, e.g., other than by using the DVR's form:*

- *The data collected on the DVR's application form must still be collected somehow, such as being written in by the DVR counselor; and*
- *Information regarding the individual's rights, responsibilities, availability of the Client Assistance Program, etc., must be provided in writing or, if applicable, in another method of communication understandable to the individual.*

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A way to assure that these activities are fulfilled is to subsequently complete the DVR's standard application form using the date of the non-traditional application as the date of application.

**End Guidance.**

### **Section 3: Procedures for Applicants Who Are Deaf or Hard of Hearing**

*This entire section is guidance.*

#### **Guidance: – Deaf and hard of hearing referral procedures.**

This procedure applies to referrals of all individuals who are deaf or hard of hearing (including all types of hearing loss).

All individuals who are deaf or hard of hearing (as a primary disability) will be assigned initially to the local Rehabilitation Counselor for the Deaf (RCD). The RCD who will review the individual's record of services, particularly the medical and audiological information. Based on the individual's informed choice, the RCD may then coordinate with the local DVR staff to determine whether to continue working with the individual or to transfer the case management to the area's general DVR counselor.

To assure quality services and ~~consumer~~customer satisfaction, general DVR counselors will consult with the local RCD regarding anyone with any type of hearing loss whenever the need arises. Suggested consultation times include:

- Upon application;
- When the Individualized Plan for Employment (IPE) is written;
- Prior to case closure.

The RCDs will be available to provide periodic information and training about hearing loss and deafness.