

Chapter 201: Referral and Application Process

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Vermont Division of Vocational Rehabilitation
Policy and Procedures Manual

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Section I: 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. ~~Anyone who is referred to or applies for DVR services. 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 a meeting later more than~~ ten (10) working days is acceptable to the individual.
- C. ~~An in-person. Though a face-to-face~~ meeting is ~~preferable, preferred but~~ contact by other means is acceptable. ~~The DVR counselor or other DVR representative shall make reasonable. Reasonable~~ efforts to contact the referred individual. ~~. If the individual does not respond or cannot be located, attempts to contact may end.~~
1. ~~The term "reasonable number of attempts" is defined as at least three (3) attempts. Contact may be made by any combination of communication methods, including by mail, email, by telephone, telephone, and/or, in person, and/or by mail another mode of communication available to the individual. It will be made. At least one contact must be in writing (text, email, or mail). If the individual does not respond or cannot be located, attempts to contact may end.~~

Commented [SB1]: Is this still a criterion given the COVID inspired changes in the way that DVR does business?

Commented [SB2]: I deleted the in-person reference since this paragraph is about alternatives to in person meetings.

Commented [SB3]: This is the text from the definition of reasonable attempts from Chapter 204 case closure.

Guidance: — Initial contact.

Any ~~DVR representative employee~~ may initially contact a referred individual, ~~generally 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 ~~the individual wants they desire~~ one. Otherwise, efforts may cease unless ~~the DVR counselor believes it is felt~~ the individual's disability may be a factor ~~(e.g., the disability may be resulting in fear or misunderstanding, or the individual has mobility impairments which interfere with traveling almost anywhere)~~. ~~In such case, the DVR counselor shall make and additional extra efforts to encourage their participation seems warranted (e.g., the disability may be resulting in fear or misunderstanding, or the~~

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~~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 other DVR representative will be offered within ten (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 an in-person-a face-to-face meeting isn't reasonably possible within ten (10) working days, contact may be made with the individual by phone to describe services in greater detail within ten (10) working days.

No questionnaires will be provided to a referred individual prior to contact with a DVR counselor or other DVR 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 take the following actions:

1. If the individual has not legally transitioned, DVR staff shall enter the individual's name and gender assigned at birth to match government identification, in DVR's case management system. They shall use the individual's preferred name and pronoun when working with them.

1.2. If the individual has legally changed their name and this is reflected in government identification, DVR staff shall enter the individual's identified name and pronoun in DVR's case management system.

Section II: 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.

Commented [SB4]: Should it be general practice to send a letter confirming the meeting with the brochure discretionary?

Commented [SB5]: 34 CFR 361.41 (b) (2) (i) (B) list as a submitted application based on completion of a common intake application form in a one-stop center requesting VR services. And distinguishes that from otherwise requested services. Does that happen in VT? Have you excluded it intentionally and simply incorporating this regulatory distinguished provision into the "otherwise requested services. If so, RSA may have a problem with that.

B. Application forms shall be available in every DVR office ~~and widely distributed information will be placed~~ statewide in pertinent places such as the VT Department of Labor, other related government entities, community rehabilitation programs, schools, hospitals, and other community organizations.

Commented [SB6]: 34 CFR 361.41(b)(93) requires the forms be available not information about VR. There is also a specific provision related to "one-stop" centers. So, I added VDOL.

Guidance: — Non-traditional methods of applying for DVR services.

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

Commented [SB7]: James, Kristen sought clarification around application forms at the P&P meeting. It's hard for me to interpret her concern from the meeting minutes. Do you recall her concern?

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

Commented [SB8]: Is it more accurate to say the DVR counselor will enter the data into AWARE or a more generic term?

Commented [SB9]: What other than R&R and CAP info is required I don't think it's appropriate to use "etc." here

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.

~~Procedures for This entire section is guidance.~~

Guidance: — Deaf and hard of hearing referral procedures.

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

~~Anyone~~ All individuals who is 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 case 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.

Commented [SB10]: Deleted management" because this chapter is about referral and application.

To assure quality services and ~~participanteustomer~~ 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.

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