

## **ARIZONA DEPARTMENT OF ECONOMIC SECURITY**

**Program Name:** Vocational Rehabilitation (VR)

**Policy Number:** VR-3.1-v1

**Effective Date:** July 1, 2008

**Last Revision:** March 31, 2021

**CHAPTER 3:** Referral, Application, Eligibility and Order of Selection

**Section 3.1:** Referral, Orientation, Intake Interview and Application

### **I. Policy Statement**

This policy provides the guidelines regarding the VR Referral, Orientation, Intake Interview and Application processes. Any individual who is present in the State of Arizona and who reports having a disability may be referred to the VR program and apply for VR services.

The VR Referral is a request initiated by an individual or their authorized representative to express their interest in the VR program. Upon the VR Referral, the individual then participates in a VR Orientation and VR Intake Interview process to complete their VR application in order to take part in the VR program.

### **II. Authority**

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §§:
  - Applicable definitions 361.5 (c)(3)(27), (30), (40), and (52),
  - Processing referrals and applications 361.41
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4:
  - Eligibility, ineligibility, and certification R6-4-202 (A-H)
  - Extended evaluation R6-4-204
  - Order of selection R6-4-401

### **III. Applicability**

This applies to any individual interested in applying for VR services to obtain and retain employment in a competitive and integrated work setting. In order to apply for VR services, the individual must:

- A. Be present in the State of Arizona,

- B. Complete and submit the agency VR Referral form,
- C. Attend VR Orientation and Intake Interview appointments,
- D. Complete and sign the agency Application Signature form, and
- E. Complete and sign the agency Authorization for Disclosure of Health Information to RSA form if applicable.

#### **IV. Standards**

- A. An individual who expresses an interest in the VR program and submits a VR Referral form must be contacted within three (3) business days from the date of receipt of the VR Referral form.
- B. The referred individual must be provided with information regarding the VR application requirements) for the VR program.
- C. All referrals must be entered into the case management system within one (1) business day of contacting the referred individual and confirming their interest in the VR program.
- D. The VR Counselor must utilize a pseudo-SSN provided by the VR Data Unit when the referral does not include an SSN, or if the SSN presented matches with a different applicant/client in the case management system.
- E. Any individual who applies for the VR program through a One-Stop center or otherwise must also go through the VR application process including the Orientation and Intake Interview appointments to become an applicant as outlined in IV G-I below.
- F. VR staff must mail or email the agency Orientation and Intake Interview appointment letters to notify the individual about the date and time of the appointment(s).
- G. The Orientation and Intake Interview appointment(s) must take place within ten business days from the date of VR Referral.
- H. The VR Application form must be completed during the Intake Interview.
- I. The Date of Application is the date the applicant signed the VR application form.
- J. VR will consider the individual to be an applicant when they:
  - 1. Have completed and signed the agency application form,
  - 2. Have provided information necessary to initiate assessment to determine eligibility and priority for services, and
  - 3. Are available to complete the assessment process.

- K. In instances when the applicant does not provide a valid SSN, they must be informed that VR is unable to provide employment services and job placement that require a valid SSN.
- L. VR must use the pseudo-SSN until the individual referred provides their true SSN or the discrepancy is resolved.
- M. In instances when an applicant was previously determined ineligible for VR services within the last 12 months, the decision must be reviewed by VR to determine whether circumstances have changed in order to accept a new application for VR services upon the applicant's request.

**V. Procedure**

- A. Refer to IV. A-H and J-K above.
- B. Refer to Standard Work:
  - 1. Referral, Orientation, and Scheduling Intake,
  - 2. Intake Process, and
  - 3. Request a Pseudo SSN (if applicable)

**VI. Documentation Requirements**

- A. The applicant's electronic case file must include the following:
- B. VR Referral form,
- C. Intake Narrative Template,
- D. VR Application Signature form.