

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-3.1-v4

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

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

I. Policy Statement

This policy provides guidelines regarding the Vocational Rehabilitation (VR) Referral, Orientation, Intake Interview, and Application processes.

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. §§:
 - 361.5 (c)(3)(27), (30), (40), and (52) Applicable definitions, and
 - 361.41 Processing referrals and applications.
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4:
 - R6-4-202 (A-H) Eligibility, ineligibility, and certification,
 - R6-4-204 Extended evaluation, and
 - R6-4-401 Order of selection.

III. Applicability

This policy applies to any individual who is present in the State of Arizona, reports having a disability, and is interested in applying for Vocational Rehabilitation services to obtain and retain employment in a competitive and integrated work setting.

IV. Standards

A. Vocational Rehabilitation Program Application Process

1. An individual must be present in the State of Arizona to apply for VR.

2. The individual must complete the VR application process as follows:
 - a) Submit a complete agency VR Referral form,
 - b) Attend VR Orientation,
 - c) Participate in a VR Intake Interview appointment(s),
 - 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.
3. Any individual who applies for the VR program through a One-Stop center or who is referred to VR by a community agency must also complete the VR application process.
4. VR will request the following information from an individual participating in the VR application process:
 - a) Current medical and/or psychological records that document the individual's disability,
 - b) A copy of the individual's Social Security Income (SSI) or Social Security Disability Insurance (SSDI) award letter, if applicable,
 - c) Educational records, if available, and
 - d) Documentation to verify the individual's identity, Social Security Number (SSN), and legal ability to work in the U.S.

B. Referral

1. The VR Referral is a request initiated by an individual or their legal guardian to express their interest in the VR program.
2. VR must contact the individual within three (3) business days from the date VR received the individual's VR Referral form.
3. 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.
4. VR staff must utilize a pseudo SSN, provided by the VR Data Unit when the referral does not include an SSN, or when the SSN presented matches with a different applicant/client in the case management system.

5. 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.
6. VR must use the pseudo-SSN until the individual provides their true SSN or until the discrepancy is resolved.
7. If the individual is homeless, the address of the local DES office will be utilized for the individual's electronic case file. VR staff must encourage the individual to explore the mail service options available at the local U.S. Post Office for individuals who are homeless.

C. Orientation

1. VR must provide an Orientation appointment that takes place within ten (10) business days from the date on which VR receives the individual's VR Referral.
2. VR Staff must mail or email the agency Orientation appointment letter to notify the individual about the date and time of the appointment.
3. The individual must be provided with information about the VR program and the VR application process requirements.

D. Intake Interview

1. VR staff must mail or email the agency Intake Interview appointment letter to notify the individual about the date and time of the appointment.
2. The Intake Interview appointment must take place within ten (10) business days from the date on which VR receives the individual's VR Referral.
3. VR staff must complete the Intake Interview Narrative and VR Intake Form within three (3) business days of the Intake Interview date.

E. Application

1. The VR Application form must be completed and signed by the individual within three (3) business days before or after the Intake Interview date.
2. The Date of Application is the date the individual signed the VR application form.
3. VR will consider the individual to be an applicant when the individual:
 - a) Completes and signs the agency VR Application form,
 - b) Provides VR with the information necessary to initiate an assessment to determine eligibility and priority for services, and
 - c) Is available to complete the assessment process.

V. Procedure

- A. Refer to IV., IV. B. 2-8, IV. C. 1-3, IV. D. 1-3, and IV. E. 1-3. 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:
 - 1. General Information and Referral form,
 - 2. Intake Narrative Template, and
 - 3. VR Application Signature form.