

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-2.9-v4

Effective Date: July 1, 2008

Last Revision: December 30, 2022

CHAPTER 2: Client Information and Case Requirements

Section 2.9: Case Status

I. Policy Statement

The VR case management system utilizes codes to delineate stages throughout the Vocational Rehabilitation program. These codes are referred to as “status” and are used to facilitate internal case management and record keeping.

II. Authority

Authority for policies contained in this document includes the following:

- VR specific policy

III. Applicability

This applies to all VR cases.

IV. Standards

A. Applicable areas of policy must be reviewed for the proper application of and the activities which are allowed within each status. The statuses are as follows:

1. 00 Referral: A referral to the VR program has been received. All referrals will be entered into the case management system.
2. 02 Application: An individual has submitted an application for VR services that has been signed by all necessary parties.
3. 04 Order of Selection: The applicant has been determined eligible but is placed in an Order of Selection category which is not open.
4. 06 Trial Work during Eligibility: A trial work plan may only be implemented if the counselor is unable to determine that the applicant/client is able to obtain a successful employment outcome with VR services. Supervisory approval is required.

5. 08 Case Closed Prior to Eligibility or Not Eligible: The case has been closed prior to eligibility decision or the applicant/client has been found not eligible.
6. 09 Case Closed, Not Eligible: The case has been closed due to the applicant/client not meeting one or more of the eligibility criteria.
7. 10 Eligible for Services: The applicant has been determined eligible for services and is placed in an open Order of Selection priority category.
8. 12 IPE Completed and Signed: The Individualized Plan for Employment (IPE) has been developed and signed but services have not been implemented. Case must be immediately moved to status 13.
9. 13 IPE Implemented: An IPE has been implemented.
10. 20 Ready for Employment: All substantial services have been completed and the client is ready to actively seek employment.
11. 22 Employed: The client is employed in an integrated setting, earning competitive wages in a job that closely matches the IPE specific employment outcome.
12. 24 Service Interruption: Services are interrupted due to a disability-related reason for a period of time not to exceed three to six months. This status can only be used if the client has an implemented IPE.
13. 26 Closure Due to Meeting an Employment Outcome: The client has maintained stable employment for a period of no less than 90 days.
14. 28 Closure Due to Not Meeting an Employment Outcome: The client has not achieved an employment outcome.
15. 30 Closed After Eligibility Decision but Before IPE Implementation: The applicant was determined eligible, but the case was closed prior to implementing an IPE.
16. 38 Closure from OOS: The applicant has been closed from Order of Selection and has not received any planned services.

- B.** In circumstances when a case is moved to status 24, the VR Counselor must detail the circumstances in a case note and upload supporting documentation (if applicable) in the electronic case file (ECF).

V. Procedure

- A. Refer to IV. A above.

VI. Documentation Requirements

Each client's ECF must reflect the appropriate case status as the client progresses through the VR program.