

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-2.5-v1

Effective Date: July 1, 2008

Last Revision: March 31, 2021

CHAPTER 1: Client Information and Case Requirement

Section 2.5: Signature and Signature Date Requirements

I. Policy Statement

This policy provides guidance regarding signature requirements for all required documents that must be signed by the applicant/client or their authorized representative in order to signify knowledge, approval, or acceptance, of the agreed upon VR documentation.

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. §§:
 - Processing referrals and applications 361.41(b)(1)(i) and (b)(2)(i)(A)
 - Development of the individualized plan for employment 361.45(d)(3)(i-ii), (7), and (e)
- A.R.S. §§ 23-502 and 503

III. Applicability

A. This policy applies to all applicants/clients throughout the VR process. All documents requiring signatures by the applicant/client or their authorized representative must be provided via one of the following:

1. Direct ink signature,
2. Electronic signature pad, or
3. Email indicating approval.

IV. Standards

- A. The following documents-must be signed by the client or client's authorized representative:
 - 1. Application for VR Services,
 - 2. All types of IPE, and
 - 3. All IPE Amendments.
- B. All required documents must have a direct signature in ink on the document, be signed via signature pad on the document or have clear indication of approval via email.
- C. Eligibility Extensions and IPE Extensions do not require the client's signature.
- D. Agreements to Eligibility and IPE extensions via email or text are permitted and must be clearly documented with date of agreement in the ECF.
- E. For approvals via email, the email must show the recipient, sender, date and time information, include the document in the body of the email, and it must clearly indicate what is being approved.
- F. The date of signature is the date the VR office receives the signed document via in person.
- G. In instances when the VR office or staff receives a signed document via email, fax, or by courier, the date stamped is the date of receipt.

V. Procedure

- A. Refer to Standard Work (if available).
- B. VR staff must date stamp all documents once received in the VR office from mail, fax, delivered by courier or received by email. The date stamp is the date of receipt.

VI. Documentation Requirements

The client's electronic case file must include the following:

- A. All signed and date stamped documents from the client or the client's authorized representative.
- B. Emails or documented texts via case notes from the applicant/client concerning agreements on eligibility or IPE extensions.