

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-2.5-v2

Effective Date: July 1, 2008

Last Revision: October 25, 2024

CHAPTER 2: Client Information and Case Requirement

Section 2.5: Signature and Signature Date Requirements

I. Policy Statement

This policy outlines the signature requirements for Vocational Rehabilitation (VR) program 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. §:
 - §§ 361.41(b)(1)(i) and (b)(2)(i)(A), Processing referrals and applications), and
 - §§ 361.45(d)(3) (i - ii), (7), and (e), Development of the individualized plan for employment.
- Arizona Revised Statutes:
 - § 23-502, and
 - § 23-503.

III. Applicability

This policy applies to all applicants/clients throughout the VR process.

IV. Standards

- A. An applicant/client or their legal guardian must provide a signature for all applicable documents via one of the following options:
1. Direct ink signature,

2. Electronic signature pad,
 3. Email indicating approval, or
 4. Verbal approval.
- B. The following documents must be signed by the applicant/client or their legal guardian:
1. Application for VR Services,
 2. All types of Individualized Plans for Employment (IPE), and
 3. All IPE Amendments.
- C. **Email Approval Requirements:** VR can accept an email as a signature when the email sent by the applicant/client or their legal guardian includes the following:
1. Recipient name,
 2. Sender name,
 3. Date and time of when the email was received,
 4. Applicant/client name,
 5. Legal guardian name, if applicable, and
 6. A statement in the body of the email explaining what document the applicant/client or legal guardian is approving.
- D. **Eligibility and IPE Extensions:** An applicant/client may approve an Eligibility Extension and IPE Extensions via any acceptable signature option, per Section IV(A) of this policy, or via a text message.
- E. **Signature Date:** The signature date is the date the VR office receives the signed document in person. In instances when the VR office or staff receives a signed or approved document via fax, or by mail carrier, the date stamped is the date of receipt.

V. Procedure

- A. Refer to Standard Work - Acceptable Verbal Signature Requirements.
- B. VR staff must date stamp all documents once received in the VR office via fax or from a mail carrier. The date stamp is the date of receipt.

VI. Documentation Requirements

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

1. All signed and date-stamped documents from the applicant/client or the legal guardian.
2. Emails or documented texts, via case notes from the applicant/client or legal guardian, concerning agreements on eligibility or IPE extensions.