

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-3.1-v5

Effective Date: July 1, 2008

Last Revision:

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.
- Arizona Revised Statutes:
 - § 1-502,
 - § 1-504,
 - § 23-502, and
 - § 23-503.
- 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. General Provisions

1. An individual who is interested in the Vocational Rehabilitation (VR) program must:
 - a) Be present in the State of Arizona,
 - b) Qualify for public benefits,
 - c) Provide documentation that confirms identity and employment authorization according to I-9 acceptable documentation guidelines set by the U.S. Citizenship and Immigration Services (USCIS),
 - d) Provide their social security card,
 - e) Submit a completed Vocational Rehabilitation (VR) Referral Form,
 - f) Participate in the VR Orientation, and
 - g) Complete the VR application process.
2. Public Benefits
 - a) To qualify for public benefits, an individual must be a citizen of the United States (U.S.), a legal resident of the U.S., or lawfully present in the U.S.
 - b) Arizona State law requires that VR verify the eligibility for public benefits for individuals who are not U.S. citizens. VR completes this verification through the USCIS by using the Systematic Alien Verification for Entitlements (SAVE) service, which is part of the Department of Homeland Security.
 - c) Non-U.S. citizens must provide a unique immigration identifier document per the guidelines set by the U.S. Citizenship and Immigration Services (USCIS).

B. Vocational Rehabilitation (VR) 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. The referral can be completed via the Vocational Rehabilitation (VR) Referral Form or through a one-stop service delivery system.
3. Individuals who are referred through a one-stop delivery system will be contacted by VR to obtain the individual's general information as outlined in the Vocational Rehabilitation (VR) Referral Form.

C. Vocational Rehabilitation (VR) Orientation: The VR Orientation is offered to individuals interested in the VR program. It is an introduction to the VR program and provides an overview of the VR process which includes information about

the VR application process, eligibility, Individualized Plan for Employment (IPE) planning, participation in services, and obtaining employment.

D. VR Application Process

1. To apply for the VR program an interested individual must complete the VR application process as follows:
 - a) Participate in an Intake Interview, and
 - b) Complete the VR Application Signature form.
2. 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, and
 - c) Educational records, if available.
3. **Intake Interview:** The Intake Interview consists of an appointment(s) with a VR Counselor where information about, but not limited to, an individual's disability, work experience, education, and other personal details are collected. This information is necessary to initiate an assessment to determine eligibility for the VR program and order of selection (OOS) priority for services. Refer to Section 3.2 Eligibility and Order of Selection of this policy manual for information about order of selection priority.
4. **VR Application:** VR will consider the individual to be an applicant when the individual:
 - a) Completes and signs the agency VR Application Signature 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 for determining eligibility and order of selection priority.

V. Procedure

A. Refer to Standard Work:

1. Responding to Referral,
2. Setting Up The Intake, and
3. Pseudo Social Security Number (SSN).

B. Vocational Rehabilitation (VR) Referral

1. VR must contact the referred individual within three (3) business days from the date VR received the Vocational Rehabilitation (VR) Referral Form or the referral is received via a one-stop delivery system, and must inform the individual that VR requires the information outlined in IV.(A)(1)(a-e) of this policy section before participation in the VR Application Process.
2. Individuals referred to VR through a One-Stop Center must also complete the criteria outlined in IV.(A)(1)(a-e) of this policy section.
3. 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. Vocational Rehabilitation (VR) Orientation

1. VR must provide a VR Orientation appointment that takes place within ten (10) business days from the date on which VR receives the individual's Vocational Rehabilitation (VR) Referral form.
2. VR Staff must mail or email the agency Appointment Letter to notify the individual about the date and time of the appointment.
3. VR must provide the individual with an overview of 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 required documentation outlined in IV.(A)(1)(a-d) of this policy section.
3. VR staff must complete the Intake Interview Narrative and VR Intake Form within three (3) business days of the Intake Interview date.

E. VR Application

1. The VR Application Signature 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 Signature form.

VI. Documentation Requirements

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

1. Documentation that confirms identity and employment authorization according to I-9 acceptable documentation guidelines set by the U.S. Citizenship and Immigration Services (USCIS) Social Security card,
2. General Information and Referral form,
3. Intake Narrative Template, and
4. VR Application Signature form.

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1