

STATUS 02-0 – REFERRAL/APPLICANT

- A. Definition:** The referral process requires IVRS staff to inform the individual of the application requirements and to gather information necessary to initiate an assessment for determining eligibility and priority for service (CFR 361.41). This discussion begins within two weeks of an individual contacting the office requesting further information. A referral is made when IVRS receives the basic IVRS Referral for Application of Services (R412).

An individual is considered to be an applicant for IVRS services and placed in Status 02-0 when they and the agency representative have signed a document, usually the “Rights & Responsibilities” form. If the individual refuses to sign the Rights and Responsibilities form, the staff must engage the individual to determine what it is to which they cannot agree. If it is something that IVRS can negotiate, that portion of the Rights and Responsibilities is crossed out of the document. If, however, it is a necessary requirement for the individual to progress toward employment the individual will be informed it is necessary and offered the opportunity for mediation or appeal. If the individual is under 18 years of age, the individual and a parent or guardian must sign. The date of application is the date when the Counselor or IVRS staff person signs the form after the parents and student have signed it. An applicant is one who resides in the State of Iowa and is available for services to pursue employment. There is no durational requirement.

Required Information - An Application form (R-412) is to be completed as soon as possible. In order to open a case record the job candidate must sign the Rights and Responsibilities as must the guardian if applicable. This must be date signed and the agency representative must sign as well. Once this is completed the staff person opens the case in IRSS by selecting the open case button. Once the case is open staff will continue to obtain the following information as it is received:

- a. Personal Information:
 1. Social Security Number, Permission to share data with SSA, Date of Birth, Address, City, State, Zip, County, Phone Numbers, Email, Gender, Race, Ethnicity, Marital Status, Living Arrangements, Voter Registration
- b. Contact for Client:
 1. At least one contact outside of the client’s household
- c. Referral Source:
 1. Type of Source
 - a) List specific CRP, if applicable
- d. Involvement with Other Agencies and Services at Applicable (up to 3)
 1. Agency Name
 - a) Services
 - b) Financial Assistance
- e. Education Information:
 1. Expected Graduation Date from High School
 2. Education Completed Category
 3. Student with Disability in Secondary Education at Application

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- f. Education History
 - 1. High School Name if applicant is 24 and under
- g. Employment Status:
 - 1. Currently Employed, if so the hours per week and wages
 - 2. RSA Employment Status at Application
 - 3. Military Service, Discharge Status (if dishonorable insert explanation)
- h. Monthly Support Benefits
 - 1. Public Support Received with Dates Benefits Began, if unknown; enter as date of application for VR Services.
 - 2. Primary Source of Support
 - 3. Health Insurance
- i. Disability Information

B. Scope of Services: The applicant is engaged through an active discussion of the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. This comprehensive analysis creates an opportunity to exchange information on expectations and involves discussion of labor market information and assignment of career exploration activities focusing upon employment. Appropriate referrals to other agencies is essential to serve the individual as part of the discussion of the waiting list.

C. Agency Expectations:

1. Intake Interview using the Application (R-412), Preliminary Intake (R-2) and Case notes (R-413s) – Status 02-0 is a process that involves a number of discussions and decision points. The Application (R-412) is designed to be completed by the job candidate, the agency representative, or a combination of the two. Whether the applicant completes none, part, or all of the Application prior to the Intake Interview, the agency representative will interview the applicant, completing any blank items and adding counselor notes to record relevant data. The Preliminary Intake form (R-2) is designed to be completed by agency staff with the job candidate during the intake interview. These should be used in conjunction with the Health Assessment Questionnaire (HAQ). In some situations partner agencies may choose to complete the Preliminary Intake form so staff can proceed to complete the full intake interview.

While the individual is in Status 02-0, a preliminary assessment for determining eligibility is done to make a determination of eligibility (Status 04 or 10-) or ineligibility (Status 08-0) for vocational rehabilitation services. If the counselor believes that the individual might be too severely disabled to benefit from services Status 06, trial work experiences/extended evaluation, must be used to make that determination. If it is determined that the individual can benefit they are made eligible (Status 04 or 10). If it is determined that the individual is too severely disabled to benefit from services they are closed from status 06-0 as not eligible (Status 08).

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D. Agency Procedure:

1. When contact is made with the individual, if the job candidate expressed an interest in rehabilitation services the IPE-1, "Applicant Rights and Responsibilities" statement, is explained. Two copies of the form are signed by the job candidate and the agency representative. The job candidate is given one copy; the other is placed in the case file. If the job candidate refuses to sign the IPE-1, but is interested in services, the IPE-1 should be so marked and the counselor should sign and date both copies. One copy is filed and the other is given to the applicant with a 413 entry documenting the applicant's reasons for not signing.
2. If the applicant is under 18 years of age, a parent or guardian must also sign the IPE-1. If a dependent adult has a legal guardian, the legal guardian must also sign the IPE-1.
3. Each person referred for services will be given a copy of the current Client Assistance Program (CAP) brochure with an explanation of those services
4. Each person making application for services must be offered the opportunity to register to vote. This opportunity must also be given anytime they change addresses. Forms are provided for documenting this action. **In IRSS enter yes if the person registered to vote or no if the person declined to vote.**
 - a. Individuals who do not want their address listed by the Secretary of State as part of the Public Domain should be advised to seek out their right to vote from their county auditor's office, and then indicate on the Voter's Registration that they are not signing up to vote at this time. Under these circumstances, in IRSS, enter that the person declined to register.
5. An R-413 case note is needed only to detail Action Taken and Next Steps. Those headings may be used, but are not required. The information on the applicant forms including the R-412, F-2 and HAQ should not be repeated or summarized in the R-413s. Only new information not on a form should be placed in a 413.
6. Assessment of Current General Health Status: This is a requirement in all cases. The requirement can be met by:
 - a. obtaining already available medical information from an examination within the past year which assessed all major body systems;
 - b. completion by the job candidate and agency representative of the IVRS Health Assessment Questionnaire or
 - c. documentation from the SSA regarding the SSI or SSDI recipient's medical or psychological disability.

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7. If the applicant is a recipient of SSI or SSDI, verification of that status from the Social Security Administration is needed.
8. When a decision cannot be made within 60 days after the IPE-1 is signed, due to exceptional and unforeseen circumstances beyond the control of IVRS, the applicant will be asked to agree to extend the time. The Extension of Eligibility Release will specify the number of days, **not to exceed 30**, the deadline will be extended. If done by telephone, there must be a follow-up by letter or electronic documentation. **If the individual refuses to extend the time, a decision on eligibility must be made based on the evidence in the file.**
9. Make name label for case folder. At a minimum the label will include the job candidate's name (last, first, middle initial) and case number.

Obtain the names, addresses, email addresses, and phone numbers of as many individuals as possible that should always know how to contact the individual. If contact with the job candidate is lost this information should be helpful in getting it re-established.
10. Students transferring to another area of the state should have the application fields updated with the school address information (new residence, phone number, etc.) The contact information should contain the permanent address information.

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