

Section 12 / Part 1  
Effective Date: October 15, 2003  
Total Pages: 7

**Policy and procedure implementation memo  
SFY 04 / Number 1**



# K A N S A S

JANET SCHALANSKY, SECRETARY

SOCIAL AND REHABILITATION SERVICES

KATHLEEN SEBELIUS, GOVERNOR

REHABILITATION SERVICES

## Memorandum

**To:** All Rehabilitation Services Staff

**From:** Peg Spencer

**Date:** September 29, 2003

**Re:** Policy and Procedure Implementation Memo  
SFY 2004 / Number 1

- \* Updated referral policy and procedure effective October 15, 2003
- \* Updated transition policy and procedure effective October 15, 2003

### Referral policy and procedure

Rehabilitation Services (RS) has updated our policy and procedure related to the timely processing of third party referrals. A copy of the revised policy is attached. It is entitled: "Referrals and applications."

(<http://srsks/commissions/rehab/text/PolicyManual/Section%202/Part%201%20Referrals%20and%20Applications.wpd>) This updated policy will be implemented statewide effective October 15, 2003.

### Background

As a result of a review of service records by the U.S. Rehabilitation Services Administration (RSA) and related corrective action steps, RS is required to establish a specific maximum time standard for responding to third party referrals. After consulting with other states in our region, RS staff, and the State Rehabilitation Council, RS recommended that 30 days be established as the maximum time standard. This recommendation was approved by RSA.

### Action needed

A new computer screen (Referral Processing - <http://srsks/commissions/rehab/text/PolicyManual/Section%2011/Referral%20Screen.wpd>) for

Status 00s on the Kansas Management Information System (KMIS) will be implemented for staff use effective October 15, 2003. A copy of the screen format is attached. RS staff must enter all third party referrals, including transition notifications, on this screen, and use the “action taken” checklist to verify timely responses to referrals.

Instructions for use of the KMIS Referral Processing screen are as follows:

**Case number:** Enter the Social Security Number (SSN) if available. Since this information is not always provided with referrals, this is not a required field. If an SSN is not entered, KMIS will automatically generate a unique identifying number for the individual.

**Name:** Required fields.

**Current mailing address:** Enter this information if available. Since this information is not always provided with referrals, this is not a required field. However, either the mailing address or phone number (see below) must be entered in order to proceed with the referral processing.

**County:** This is a required field in order to assure that accurate reports are available reflecting staff activity.

**Phone number:** Enter this information if available. Since this information is not always provided with referrals, this is not a required field. However, either the mailing address (see above) or phone number must be entered in order to proceed with the referral processing.

**Referral date:** This is a required field. Staff should enter the date the referral was received in the RS local office, whether it be by phone or mail. This field will allow for back-dating.

**Transition:** If the referral is a transition notification, enter yes and proceed with the other transition-related fields. Enter the projected school exit date from the notification form provided by the school or other available records. This projected exit date will be used to provide reminders to students about the availability of VR services as they approach 18 months or three semesters before their exit from school. Enter the parent or guardian name if the student is under the age of 18 or if the parent/guardian is the student’s legal representative. (Counselors should refer to the transition notification or other available information to determine if a parent/guardian name should be entered. If a name is entered in this field, then that individual will be copied [CC’d] on the letter printed from KMIS.)

**Referral source:** This is a required field. Enter the name of the individual who made the referral.

**Action taken:** Check one or more, as appropriate, actions taken to respond to the referral.

**Action date:** This will be automatically dated by KMIS when an action is selected.

**PF 3:** Use this function key to print the system generated referral letter. A copy of the transition referral letter is attached. A copy of the general referral letter will be distributed once the final version is approved. Staff may print multiple copies of the letter by pressing the PF 3 key multiple times. Multiple copies may be useful in order to have a copy to send to the referral source and parent/guardian, if appropriate. A copy must also be printed for the service record (case file).

**Important reminder:** The information entered on several fields on the Referral Processing screen will be merged into the standardized referral letter (using PF 3). Therefore, it is important to type this information exactly as you want it to appear in the letter.

To help staff assure that they meet the 30-day maximum time standard, KMIS will generate reminders to counselors at 15 days, and reminders to Chiefs at 25 and 30 days.

Referrals will remain on the active Status 00 listing for 30 days after the action taken date. After this time, the referrals will move to an inactive referral listing. Once on the inactive listing, information from these referrals may be accessed through the PF 5 key.

### **Processing of existing Status 00 cases**

Numerous Status 00 transition cases have previously been entered in Status 00 on KMIS.

- \* Central Office staff have completed a batch run of referral letters to the individuals entered in Status 00 as of August 28 or earlier.
  - Stacie Martin will coordinate distribution of the information packets for these individuals to most Area Offices during the week of September 29. The packets distributed to Area Offices will include the pre-stuffed envelopes and the letters already printed. Counselors should sign the letters and mail the packets as close to October 15 as is reasonably possible. (Two Areas, Garden City and Chanute, had requested that the letters be mailed to individual clients directly by Central Office. In these two cases, the packets for the previous Status 00 cases will obviously not be distributed to Area Offices.) If you have any questions about this process, please contact Stacie directly via GroupWise or at 785-267-5301, extension 216.
  - The Referral Processing screen will automatically be updated for these individuals to reflect a referral date of October 15 (to coincide with the policy requirement). The action taken field will automatically be converted to reflect “information packet mailed” and “other action – converted case.” For these cases, the action taken date will automatically be entered as October 15.
- \* Some additional Status 00 referrals have been entered onto KMIS since the batch run of letters was completed.
  - For these cases, the KMIS screens will be automatically converted to include an October 15 referral date. Counselors will need to access these screens to complete the action taken steps. The KMIS unit will provide each counselor with a list of these cases to facilitate the action taken process. The action taken for these cases will be subject to the 30-day maximum time standard. In other words, the referral date of October 15 will be automatically entered, so the maximum time standard deadline for action will be November 15.
  - Stacie will also be coordinating distribution of additional information packets to every Area during the week of September 29.

### **Supply of informational packets**

In the future, additional information packets will be available by contacting Michelle Schawe. Michelle is responsible for supply orders and she can be reached via GroupWise or at 785-267-5301, extension 202.

The informational packets for transition referrals are 6.5 X 9.5 manila envelopes pre-stuffed with an informational card, magnet and return post card. These envelopes are stamped “transition referral” on the outside so that they will not be mixed up with other supplies.

The informational packets for general referrals are standard business envelopes pre-stuffed with a brochure about VR services.

## **Transition policy and procedure**

RS has also updated our policy and procedure related to transition services. A copy of the revised policy is attached. It is entitled: "Vocational rehabilitation (VR) services for transition-aged students with disabilities."

(<http://srsks/commissions/rehab/text/PolicyManual/Section%202/Part%206%20Transition.wpd>) This updated policy will be implemented statewide effective October 15, 2003.

## **Background**

This proposed policy was developed by a team of RS staff, including central office personnel, Area Office Chiefs, and Counselors. Stakeholders, including the State Rehabilitation Council, the State Transition Council, and partners at the Kansas Department of Education, were included in the development and all have expressed their strong support for this policy.

In updating our existing transition policy, our goal was to effectively respond to feedback received from public forum participants, local school personnel, parents, and transition students. They asked us to:

- \* Create greater consistency statewide regarding the level of services provided within our available resources.
- \* Create an equitable process for access to services for transition students in light of the probability of continuing waiting lists for services.
- \* Eliminate confusion that existed regarding the separate application processes for transition services and VR services.
- \* Emphasize the focus of our program on helping consumers achieve meaningful employment outcomes.
- \* Assure that employment related services are available for transition students at a time when we can make an impact.
- \* Assure that we complete and implement Individualized Plans for Employment for special education students who want to receive VR services, and assure that these employment plans are coordinated with the transition sections of the IEPs.
- \* Promote the provision of VR services to secondary students who have disabilities but who are not participating in special education services.
- \* Strengthen the coordination and collaboration between local education agencies and RS.

## **Action needed**

Please refer to the referral processing section above for instructions on how to handle transition notifications.

Area Chiefs and Counselors may want to consider local discussions to assure implementation of all aspects of this policy. In addition, you may want to consider reviewing the new policy with education personnel and other stakeholders.

A letter jointly signed by RS and Department of Education personnel will be sent from the central office to special education directors.

## **Policies and procedures on the web**

Visit the on-line manual at:

<http://www.srsnet/commissions/rehab/>

Updates will be posted no later than the implementation effective date.

SVRP0001  
USERID  
B1A8

KANSAS REHABILITATION SERVICES  
REFERRAL PROCESSING

SVRM0001  
August 25, 2003  
04:34:05 PM

CASE NUMBER: 222-22-2001                      CASELOAD: 610  
LAST NAME: \_\_\_\_\_                      FIRST NAME: \_\_\_\_\_  
CURRENT MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_ ZIP CODE: \_\_\_\_\_ - \_\_\_\_ COUNTY: \_\_\_\_

PHONE NUMBER: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_                      REFERRAL DATE: (MM DD/ YYYY) \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
TRANSITION (Y/N): \_                      PROJECTED SCHOOL EXIT DATE: (MM DD/ YYYY) \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
PARENT/ GUARDIAN: \_\_\_\_\_  
REFERRAL SOURCE: \_\_\_\_\_

ACTION TAKEN:

- INFORMATION PACKET MAILED
- EXPLAINED SERVICES TO CONSUMER OR FAMILY BY TELEPHONE
- EXPLAINED SERVICES TO CONSUMER OR FAMILY IN PERSON
- OTHER ACTION: \_\_\_\_\_

ACTION DATE:

PF1=                      PF2= NEXT                      PF3= LETTER                      PF4=                      PF5= INACTIVE  
PF6= HELP                      PF7=                      PF8=                      PF9= SUB MENU                      PF10= MAIN MENU