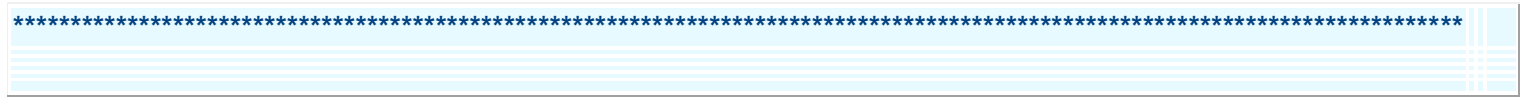


Department of Social and Health Services
Community Services Division
Social Services Manual

Revision: # 174
Category: **Division of Vocational Rehabilitation**
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Summary

Updated page to streamline with the updated Memorandum of Understanding between CSD and DVR.
The CSD Procedures Handbook and WorkFirst Handbook have been updated in tandem with this revision.



Division of Vocational Rehabilitation (DVR)

Revised on June 1, 2017

Purpose

The Community Services Division (CSD) and DVR collaborate to improve employment outcomes for mutual clients and reduce poverty statewide. We work toward these goals by striving to provide seamless and consistent service delivery statewide to mutual clients.

The Warm Handoff

CSD social services and WorkFirst staff use the processes and procedures outlined in the CSD Procedures Handbook when referring CSD cash assistance clients to DVR.

DVR Referral Guidelines

To refer to DVR, the client ~~must~~:

~~1. Wants to work and states they h;~~ Express that they want to work and are available to participate in work related activities;

~~1.~~

~~1. Have a permanent physical, sensory, or mental disability that constitutes a significant barrier to their employment;~~ State that they may have a physical, sensory, or mental disability that constitutes a significant ongoing barrier to their employment; and

~~2.~~

~~2. Require vocational rehabilitation services to eliminate or reduce their disability related barrier(s) to employment; and~~

3. Agrees to the referral and, if determined eligible by DVR, ~~be available and~~ willing to participate fully in DVR's Individualized Plan for Employment (IPE).

Before making a referral to DVR, CSD social services or WorkFirst staff provides the client with information and a brief orientation regarding DVR services. CSD staff can access client orientation materials on the CSD DVR Partnership SharePoint site and DVR's website.

- Considering if DVR is the Choice for You: Employ Your Abilities
- [What Services are Available to Me?](#)
- [Frequently Asked Questions](#)

Aged, Blind, or Disabled (ABD) and Housing and Essential Needs (HEN) Referral Clients

1. The Disability Specialist discusses the benefits of DVR services with all ABD/HEN Referral clients.
2. When an ABD/HEN Referral recipient chooses to apply and is determined eligible for DVR services, the Disability Specialist incorporates IPE requirements into the client's ABD/HEN Referral Case Plan. The client is required to report their DVR participation to their ABD/HEN Referral Disability Specialist.
3. The Disability Specialist terminates ABD or HEN Referral benefits for clients who fail to participate in the DVR portion of their ABD/HEN Referral Case Plan without good cause ([RCW 74.04.655](#)). When determining good cause, the Disability Specialist consults with DVR staff and the client (when available) to determine why the client is not participating in DVR services. The Disability Specialist and DVR staff discuss what steps can be taken to support the client's participation.
4. The Disability Specialist reviews an ABD/HEN Referral recipient's progress, at a minimum, when the client:
 - a. Becomes employed;
 - b. Is not making satisfactory progress;
 - c. Experiences significant improvement or deterioration of their disability;
 - d. Is unable or refuses to participate; or
 - e. Completes their IPE

WorkFirst ~~Clients~~Participants

1. When a ~~client~~participant chooses a referral to DVR, WorkFirst staff updates their IRP to include DVR participation.
2. WorkFirst staff ~~provides~~reviews need for support services, ~~as available~~, to support DVR participation.
3. While DVR is determining eligibility for vocational rehabilitation services, WorkFirst staff engages the ~~participant~~client in other appropriate WorkFirst components.
4. WorkFirst staff includes DVR in employment case planning for mutual clients.
5. A DVR IPE is the DVR participation requirement documented in a ~~participant~~client's IRP.
6. WorkFirst staff reviews ~~a the participant~~client's progress with DVR on a monthly basis and updates when- the participant-; and when the client:
 - a. Becomes employed;
 - b. Is not making satisfactory progress;
 - c. Experiences significant improvement or deterioration of their disability;
 - d. Is unable or refuses to participate; or
 - e. Completes their IPE.
7. ~~When~~If a ~~client~~participant fails or refuses to ~~participate~~engage with DVR, WorkFirst staff determines whether the ~~client~~participant has good cause. When determining good cause, WorkFirst staff consults with DVR staff and the ~~participant~~client (when available) to determine why the ~~client~~participant is not ~~participating in following through with~~ DVR services. WorkFirst and DVR staff discuss what steps can be taken to support the ~~participant~~client's ~~participation~~engagement.
 - a. When WorkFirst staff determines that the ~~participant~~client did not have good cause, they follow the WorkFirst sanction process for failure to participate in required activities.
8. When verifying and reporting hours of participation in a ~~participant~~client's IRP, WorkFirst staff:
 - a. Enters the start and end date of each IRP activity into eJAS, not to exceed 12 months;
 - b. Uses the XD component for activities verified by DVR;
 - i. The DVR Vocational Rehabilitation Counselor (VRC) may excuse absences if the ~~participant~~client has a good reason for missing scheduled activities
 - c. For activities not under the XD component, uses the eJAS code that best describes the activity; and
 - d. Uses the DVR Actual Hours Reporting Table available on the CSD DVR Partnership SharePoint site as needed to accurately record participation hours.

9. When an individual who is an existing DVR client becomes eligible for TANF/WorkFirst, DVR and WorkFirst staff conduct a joint case staffing with the participante to determine the appropriate activities as follows:
 - a. If the participante ~~is able to~~ expresses desire to work, the IRP and IPE assists the participante with obtaining employment while continuing DVR training or education services.
 - b. If the participante is unable to work, the IRP reflects work preparation activities outlined in the IPE.
 - c. WorkFirst staff informs the participante of TANF program time limits, and the goal of obtaining employment while on TANF.

Refugee Cash Assistance (RCA) Clients

1. CSD social services staff discusses the benefits of DVR services with any RCA client who has a significant disability-related barrier to employment, and refers interested clients through the Warm Handoff process.

Guidelines for Collaboration and Coordination

1. CSD identifies and maintains a liaison(s) for every local CSD Community Service Office (CSO).
 - a. The current CSD liaison list is on the CSD DVR Partnership SharePoint site.
 - b. Liaison Roles and Responsibilities are detailed on the CSD DVR Partnership SharePoint site.

~~2. DVR identifies and maintains a liaison(s) for every local DVR office.~~

- ~~a. The current DVR liaison list is on the CSD & DVR Partnership SharePoint site.~~
~~Intranet Rehab Resources web page.~~
- ~~b. Liaison Roles and Responsibilities are detailed on the CSD & DVR Partnership SharePoint site.~~
~~Intranet Rehab Resources web page.~~

~~3.2.~~ CSD and DVR fund services based on the following:

- a. DVR funds:
 - i. Diagnostic and vocational assessment services required for DVR eligibility determination or IPE development; and
 - ii. Foreign language or sign language interpreters needed by an individual to participate in DVR services.
- b. (For WorkFirst participants) WorkFirst funds available support services to complete the DVR eligibility determination and support the client's IPE.

~~4.3.~~ DVR may include any WorkFirst employment activities in an IPE.