

DVR Customer Services Manual

2/23/2024

(Link to **Summary of Most Recent Changes**)

Note: you can search the Manual using the shortcut "Ctrl+F"

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DVR Purpose and Ethical Standards

[Introduction and Mission](#)

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Introduction

The Rehabilitation Act was premised on the belief that every individual has the right to work and make choices that affect their life. In 2014, Congress amended the Rehabilitation Act, reinforcing the values and principles on which it is based and also establishing a new vision and direction for rehabilitation programs that operate under its authority.

The Rehabilitation Act Amendments establish expectations for assisting individuals with disabilities to achieve employment and make choices, including:

The right of a customer to make informed choices is broadened to all aspects of the rehabilitation program.

- Staff development activities and minimum qualifications are established to ensure that individuals with disabilities receive services from qualified staff.
- Cooperative working relationships are required among a variety of agencies involved in services to provide a seamless service delivery system.

DSHS Mission Statement

The Department of Social and Health Services (DSHS) will improve the safety and health of individuals, families and communities by providing leadership and establishing and participating in partnerships.

DVR Purpose

Revised 07/02/2018

DVR's purpose is to empower people with disabilities to achieve a greater quality of life by obtaining and maintaining employment. DVR believes employment contributes to a person's ability to live independently and everyone has a right to work.

Several efforts are under way to integrate the values and principles of the Rehabilitation Act into our own service delivery practices as we carry out the mission of the division. Each of you plays an important role in helping DVR become an agency that demonstrates these values and principles every day. Many of you are in a position to make decisions that affect customers' lives and to make decisions about how to spend state resources. Because customers rely on you for advice and support, you must understand and use the authority of your position and the resources of the state to meet the needs of DVR customers in a fiscally responsible manner.

[WAC 388-891A-0005 What is the purpose of this chapter?](#)

This chapter explains the types of vocational rehabilitation (VR) services available to individuals who are eligible through the department of social and health services (DSHS), division of vocational rehabilitation (DVR).

VR services are offered to assist individuals with disabilities to prepare for, secure, maintain, advance in, or regain employment that is consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

This chapter is consistent with the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act of 2014 and codified in 34 C.F.R. Sec. 361, 363, and 397, as well as chapter 74.29 RCW, Rehabilitation Services for Individuals with Disabilities, other relevant state laws, and DSHS requirements.

Explanation of Manual Contents

Washington Administrative Code (WAC)

The Washington Administrative Codes (WACs) are the primary case service guidelines for DVR staff in the provision of services. The WACs are adopted by DVR from federal vocational rehabilitation regulations to define the scope of benefits and services and to identify parameters regarding available services in Washington State. The WACs also provide customers and the general public with information about services available from DVR, as well as any applicable limitations, requirements or restrictions. All DVR services must be provided in compliance with the WAC.

Standards of Ethical Conduct

(Revised 10-19-09)

Following are values, attitudes, and standards of ethics DVR staff are expected to demonstrate when carrying out the responsibilities of our positions. By doing so, we can continue the tradition of quality services that has helped thousands of individuals with disabilities achieve employment.

- Perform your job in a legal, ethical, and moral manner. Do not engage in dishonest, deceitful, or fraudulent actions in the performance of your job, nor allow the pursuit of

financial gain or other personal benefit to interfere with sound professional judgment and skills.

- Respect the integrity and protect the welfare of people with whom we work, particularly our customers. Strive to place a customer's interests above your own at all times.
- Honor the rights of customers to make decisions about their rehabilitation services. Inform customers about issues affecting or limiting their choices.
- Serve as advocates for people with disabilities. Ensure programs, facilities, and employment settings are accessible prior to referring customers to them.
- Respect and protect the confidentiality of information provided by customers in the course of their involvement with DVR.
- Practice consistent and equitable application of all DVR policies and procedures in the delivery of services to customers. Treat customers respectfully and equitably regardless of sex, race, creed, color, national origin, religion, sexual orientation, disabled veteran status, Vietnam-Era veteran status, disability, or age.
- Maintain professional relationships that contribute to the customer's rehabilitation. Ensure the customer-counselor relationship is not used or exploited for financial gain or other personal benefits. Sexual relationships with customers are unethical.
- Provide counseling and guidance about the purpose, selection and use of DVR services to promote a customer's rehabilitation. Place or assist in the placement of customers in jobs consistent with their abilities and strengths, and not in positions that could damage the interests or welfare of the customer or the employer.
- Recognize personal strengths and limitations and seek supervisory guidance when those limitations may affect appropriate delivery of services to the customer.
- Act with integrity in your relationships with colleagues, other organizations, agencies, institutions, referral sources, and others to facilitate achieving optimum benefits for customers.
- Strive to understand the accessibility issues of individuals with disabilities and to demonstrate this understanding in the performance of your job. Make an effort to keep abreast of developments in rehabilitation practices through reading and attendance at professional meetings and seminars.
- Use state property, equipment, time, and resources only for program purposes.

These standards of conduct are based on DSHS and DVR requirements and they are consistent with the CRC Code of Ethics.

See Also:

[DSHS Administrative Policy 18.64 Standards of Ethical Conduct for Employees](#)

Code of Ethics Established by the Commission on Rehabilitation Counselor Certification

In addition to the above standards of ethical conduct, VR Counselors demonstrate an in depth understanding and the ability to use independent judgment consistent with the **[Code of Ethics](#)**

established by the Commission on Rehabilitation Counselor Certification.

WAC - Definitions

Revised 07/02/2018

The following definitions are used throughout the WAC and manual. Other definitions that relate to a specific section appear in that section.

[WAC 388-891A-0010 What definitions apply to this chapter?](#)

(1) "**Comparable services and benefits**" means services and benefits, including accommodations and auxiliary aids and services, that are:

(a) Provided for, in whole or in part, by other federal, state, or local public agencies, health insurance, or employee benefits;

(b) Available to you when you need them to ensure your progress toward achieving the desired employment outcome in your individualized plan for employment (IPE); and

(c) Substantially similar to the services that you would otherwise receive from DVR.

(2) "**Competitive integrated employment**" means:

(a) Part-time or full-time work:

(i) that is performed in an integrated setting;

(ii) for which you are paid at or above the highest applicable minimum wage of those specified in 29 U.S.C. Sec. 206(a)(1), RCW 49.46.020, or local minimum wage laws; and

(iii) Work for which you earn the same wages and benefits as other employees without disabilities in similar occupations or performing similar tasks, who have similar training, experience, and skills; or

(b) Self-employment that yields income comparable to that received by other individuals without disabilities who are self-employed in a similar occupation or performing similar tasks, who have similar training, experience, and skills.

(3) "**Division of vocational rehabilitation (DVR)**" means the division primarily concerned with the vocational rehabilitation of individuals with disabilities and responsible for the administration of the vocational rehabilitation program of the department of social and health services (DSHS).

(4) "**Employment outcome**" means competitive integrated employment, supported employment, self-employment, telecommuting, business ownership, or any other type of employment compensated at a

competitive wage in an integrated setting that is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

(5) "**Extended employment**" means work in a nonintegrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with section 14(c) of the Fair Labor Standards Act.

(6) "**Extreme medical risk**" means the probability of substantially increasing your functional impairment or death if medical services, including mental health services, are not provided quickly.

(7) "**Family member**" means a person who:

(a) Is your relative or legal guardian; or

(b) Lives in the same household as you and has a substantial interest in your well-being.

(8) "**Individual with a disability**" means an individual:

(a) Who has a physical or mental impairment;

(b) Whose impairment results in a substantial impediment to employment; and

(c) Who can benefit in terms of an employment outcome as a result of receiving VR services.

(9) "**Individual with a most significant disability**" means an individual with a significant disability who has a severe physical or mental impairment resulting in serious functional limitations in four or more areas (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome.

(10) "**Individual with a significant disability**" means an individual with a disability:

(a) Who has a severe physical or mental impairment resulting in serious functional limitations in one or more areas (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;

(b) Whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and

(c) Who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, intellectual disability, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

(11) "**Individualized Plan for Employment (IPE)**" means the written plan, approved by your DVR counselor, described in WAC 388-891A-0915 through 388-891A-0951.

(12) "**Integrated setting**" means one of the following:

(a) The setting in which you receive a VR service is integrated if it is a setting commonly found in the community (such as a store, office, or school) where you come into contact with people without disabilities while you are receiving the service. The people without disabilities who you come into contact with are not the same people providing VR services to you.

(b) The setting in which you work is integrated if it is a setting commonly found in the community where both your immediate co-workers and the public with which you interact include people without disabilities. The amount of contact you have with people without disabilities is the same that a person without disabilities in the same type of job would experience.

(13) "**Most recent tax year**" means the most recent calendar year for which you:

(a) Filed or were required to file an income tax return with the United States Internal Revenue Service (IRS); or

(b) Were claimed as a dependent on an income tax return with the United States IRS.

(14) "**Physical or mental impairment**" means:

(a) Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculo-skeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine; or

(b) Any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

(15) "**Representative**" means any person chosen by an applicant or eligible individual, including a parent, family member, or advocate, unless a representative has been appointed by a court to represent the individual, in which case the court-appointed representative is the individual's representative.

(16) "**Student with a disability**" means an individual with a disability who is:

(a) Currently enrolled in a secondary, postsecondary, or other recognized educational program;

(b) Not younger than fourteen years of age and not older than the maximum age established for the receipt of services under part B of the Individuals with Disabilities Education Act (IDEA) in the state of Washington, as described in WAC 392-172A-02000; and

(c) Receiving special education or related services under part B of IDEA or is a student with a disability for the purposes of section 504 of the Rehabilitation Act of 1973, as amended.

(17) "**Substantial impediment to employment**" means the limitations or barriers you experience as a result of a physical or mental impairment that hinder your ability to prepare for, secure, maintain, advance in, or regain employment that matches your abilities and capabilities.

(18) "**Vocational rehabilitation (VR) services**" means those services described in WAC 388-891A-0700 through 388-891A-0890.

(19) "**Youth with a disability**" means an individual with a disability who is not younger than fourteen years of age and not older than twenty-four years of age.

How to Find Things in the Manual

(Updated 11/1/17)

When you open the manual in Word, there are two quick methods for finding the content you want to access. The first of these is to use the table of contents. The second of these is to use the navigation pane.

Table of Contents

If you have a general idea about where to find the content you are seeking, the table of contents is probably the quickest route to get there. The manual is broken into chapters, which are sorted according to phase of the VR process, the scope and provision of services, and a variety of administrative tasks.

The table of contents for the manual is generated automatically by Word, which scans through the document to find “headings,” and then produces a table of contents with hyperlinks for each section. Each chapter of the manual has an entry on the table of contents, and these chapters are broken down further according to the manual’s heading ‘levels’.

This means that any line in the table of contents can be selected, and will take you to the section of the manual with the “heading” included.

For example, if you wanted to learn about the 90 day requirement for IPEs, you could scroll down through the table of contents to the section on “IPE Development / Implementation,” and select “Individualized Plans for Employment (IPEs) in 90 Days.” That would take you to the section in the manual that had this heading:

<i>IPE Development / Implementation</i>
IPE Development Index Page
IPE Development / Implementation
<u>Individualized Plans for Employment (IPEs) in 90 Days</u>
Customer Driven Development of the IPE
Customer Option for Developing the IPE
90 Day IPE Development Extension
Employment Goal on the IPE
VR Services on the IPE
Assessment after IPE is Underway
Selecting Services and/or Service Providers
Information Provided to the Customer
Using Existing Information to Select an Employment Goal and Determine VR Needs
Purchasing Assessment Services

Current Document
Click or tap to follow link.

Selecting this link will take you to the section pictured below:

▲ **Individualized Plans for Employment (IPEs) in 90 Days**

DVR must develop an Individualized Plan for Employment (IPE) for each eligible customer as soon as possible, but no later than 90 days following determination of eligibility, unless DVR and the individual agree to a specific extension of that timeframe.

The intent is to move all eligible individuals through the VR process with minimal delay in order to efficiently and effectively serve these individuals, resulting in the achievement of employment outcomes in competitive integrated employment.

▲ **Customer Driven Development of the IPE**

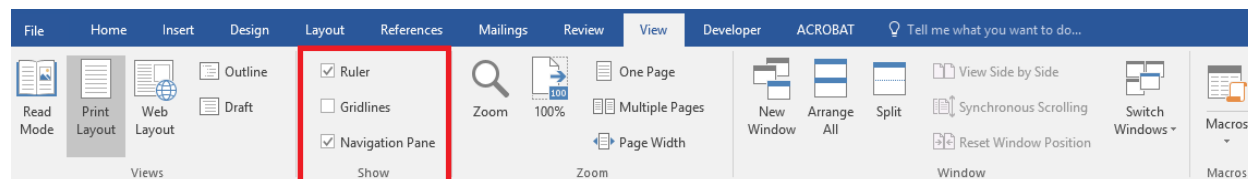
The 90-day timeline for plan development re-emphasizes the critical role customers play in their IPE development. DVR has developed a comprehensive tool, the Customer Handbook, to facilitate independent and informed plan development for customers. Increased transparency regarding the multifaceted vocational assessment conducted by VR professionals, services available, resources for career exploration, and customer rights creates an opportunity for customers to actively participate in analyzing the primary items that influence career choice.

DVR staff should provide the Customer Handbook to customers at the earliest point of engagement with DVR and must be readily available. It provides information that will influence

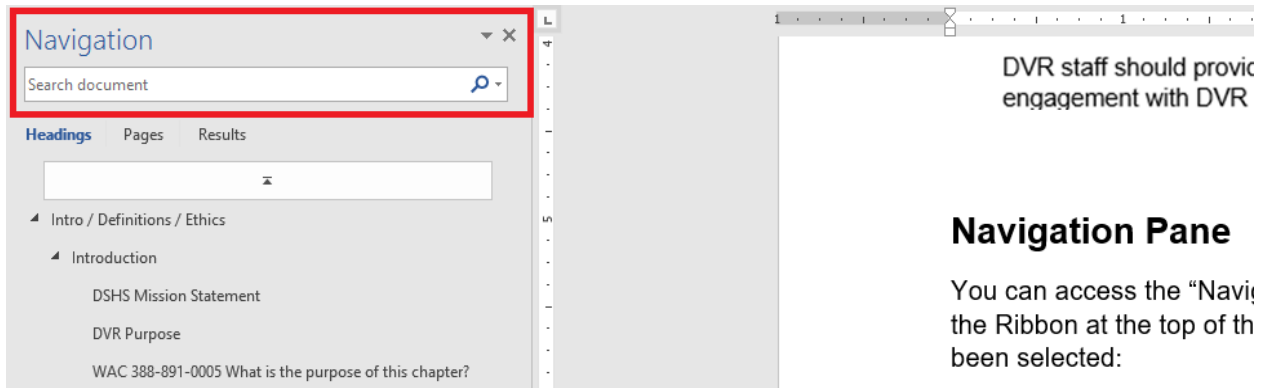
Navigation Pane

If you need to search the document by a key word or phrase, then the table of contents may not be the fastest method for finding your information. Instead, you should use what Word calls the “Navigation Pane.” This provides both a search box and an outline format for every heading in the manual.

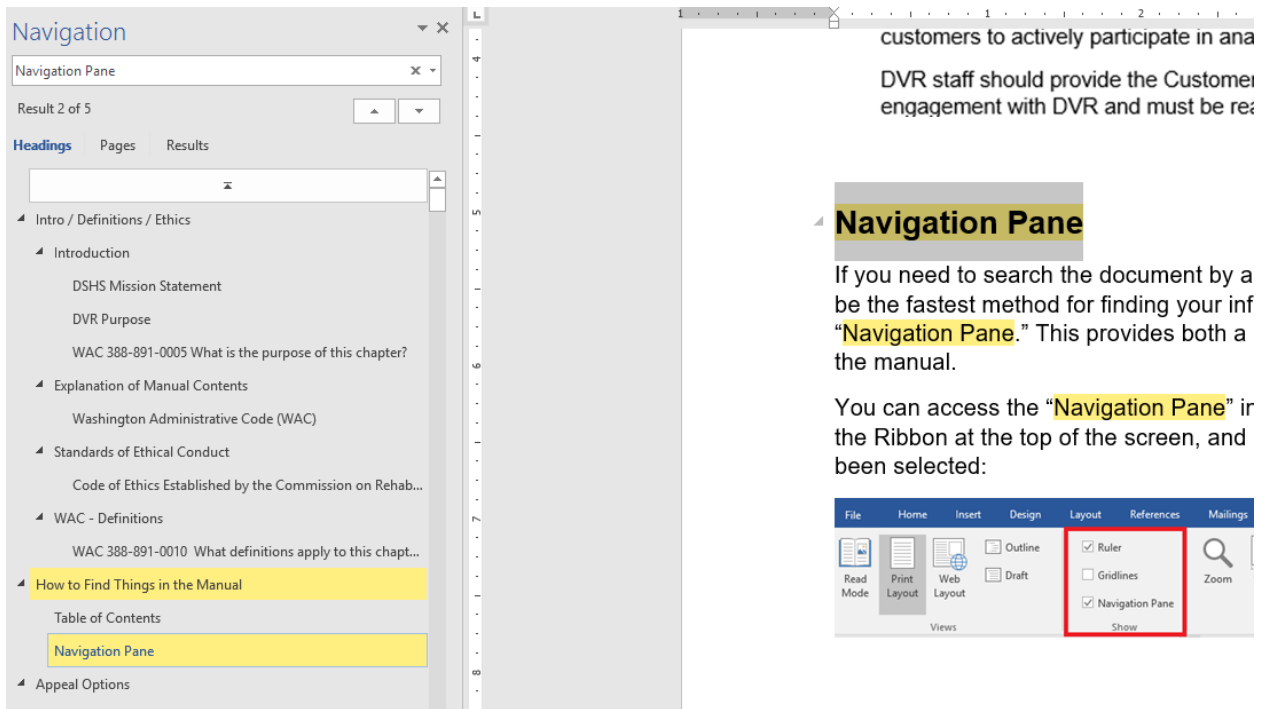
You can access the “Navigation Pane” in Word in two ways. First, you can select “View” from the Ribbon at the top of the screen, and ensure that the checkbox for “Navigation Pane” has been selected:



You can also press “ctrl + f” at the same time, which will bring up a search box to the left of the manual:



Searching from the navigation pane will bring up a list of each instance for the search term in the manual. Keep in mind that unlike the smart search results found using internet search engines, the search function in word will look only for the exact phrase that you've entered:



Appeal Options

Appeal Options Index Page

In this section of the manual:

[Appeal Rights](#)

[Client Assistance Program \(CAP\)](#)

[Fair Hearing](#)

[Mediation](#)

[WAC - Appeal Options](#)

[WAC - Fair Hearings](#)

[WAC - Mediation](#)

DVR Appeal Rights and Process

Notification of Appeal Rights

If a customer disagrees with a decision, it is the responsibility of the VR counselor to provide the customer with information, both verbally and in writing, describing the customer's appeal rights, including:

- Discussing the decision with a VR supervisor, Regional Administrator, the director or designee;
- Contacting the Client Assistance Program;
- Requesting a formal mediation; and/or
- Requesting a fair hearing.

DVR's goal is to resolve a customer's issue with the least disruption to their progress in the rehabilitation process as possible. A customer may use any one or a combination of the options above to resolve the disagreement. For example, a customer may request mediation and a fair hearing. If mediation resolves the issue, then the fair hearing is canceled, or a customer may request mediation, and still ask to speak to a VR supervisor prior to the scheduled mediation. If the issue is resolved, the mediation is canceled.

If a customer is trying to decide whether to select assistance from the Client Assistance Program (CAP) or mediation, VR counselor should explain that either option is available. The customer should be made aware however, that CAP representatives are familiar with the Rehabilitation Act and the VR process. Although dispute resolution centers and mediators have an understanding of conflict resolution, they may not be knowledgeable about the Rehab Act or the VR process. For this reason, the customer may want to give preference to requesting assistance from CAP rather than, or in addition to, mediation.

Note: A customer's planned VR services continue while the issue is under review.

VR Supervisor / Regional Administrator / Director Review

A customer or counselor may request a VR supervisor, Regional Administrator or Director review a VR counselor's decision. It's up to the VR supervisor, Regional Administrator, or Director to determine whether or not to review the decision. If they do they may review the case service record, talk to the VR supervisor, VR counselor, customer, or others involved in the case to gather information, if necessary.

The supervisor / Regional Administrator / Director may discuss the findings and relevant WACs with the VR counselor and customer or they may move directly with issuing an e-mail or brief letter with the summary of their review.

This notice will not include any additional appeal information or notification of customer rights, as the appeal rights and filing timeframes for appeals are based on the initial determination.

Client Assistance Program (CAP)

(Revised 4-14-17)

If a customer needs assistance to contact CAP, the VR counselor or other DVR staff person provides assistance to make initial contact with a CAP representative, with an appropriate completed DSHS consent form. CAP is a non-profit advocacy organization that is not part of Washington State government. As such, it is important at all times to ensure that consent forms are completed appropriately and that the secure email process is used when communicating confidential information.

Contact Information for the Client Assistance Program

Client Assistance Program

PO Box 1014, Bellingham, WA 98227

Phone: (206) 849-2939

Email: Washingtoncap2@gmail.com

Web: www.washingtoncap.org

Fair Hearing

(Revised 11-21-11)

A customer may skip the informal options and request a fair hearing at any time a VR counselor makes a decision and the customer disagrees with the decision. A customer needs to ask for a fair hearing in writing within 45 calendar days of the decision. The fair hearing is conducted as outlined under [WAC 388-02: DSHS Hearing Rules](#).

If a customer needs help to put the request for a fair hearing in writing, the VR supervisor ensures a VR staff person is available to assist the customer to complete the written request. The request must include:

- Customer's name, address and telephone number;
- Written statement describing the decision and the reasons the customer disagrees with the decision; and
- Any other information that supports the customer's position.

If a customer requests a fair hearing DVR staff:

- Provides the customer with the Request for Fair Hearing form (see link below)
- Assists the customer in completing the form, if needed
- Documents in Waves that the customer was provided the Request for Fair Hearing form and whether the customer was provided assistance completing the form.

If the form is completed by DVR staff, send a copy of the form to the DVR Fair Hearing Representative/Coordinator, Mail Stop 45340 or Fax (360) 407-3946.

Online Process

For online Fair hearing requests, customers should go to <https://oah.wa.gov>, then click the *How do I Request a hearing* then select *Public Assistance* and complete the online form.

See Also:

[DVR Request for Fair Hearing form \(DSHS 05-247\)](#).

The request is mailed to the Office of Administrative Hearings, PO Box 42489, Olympia, Washington 98504-2489.

Fair Hearing Coordinator Role

Once the State Office DVR fair hearing coordinator receives notification from the Office of Administrative Hearings or a VR supervisor that a customer has requested a formal hearing, the fair hearing coordinator is responsible to:

- Contact the customer to clarify the issue, if necessary.
- Explain WACs that apply to the decision, and offer to provide copies.
- Resolve the issue, if an agreement can be reached that is within the WAC.
- Offer the customer the option to participate in a pre-hearing meeting.

A Fair Hearing Coordinator assists the customer, VR counselor, VR supervisor and/or other parties to resolve the disagreement that is consistent with the federal and state laws. If an agreement is reached the Fair Hearing Coordinator asks the customer to contact the Office of Administrative Hearings (OAH) to withdraw the request for the fair hearing. The Fair Hearing Coordinator documents the agreement and notifies OAH that the matter has been resolved.

Pre-Hearing Meeting

A pre-hearing meeting is offered to all customers requesting a fair hearing. Ideally, this occurs as early in the process as possible. The pre-hearing meeting is voluntary for customers. The purpose of the pre-hearing meeting is to:

- Inform the customer about informal options available to resolve the issue;
- Educate the customer about fair hearing procedures;
- Clarify the issue(s), if necessary;
- Review the WACs that apply to the decision; and
- Exchange documents to be presented at the fair hearing; and
- Resolve the issue, if possible.

The pre-hearing meeting may be conducted by telephone, by mail or in person as agreed upon between the fair hearing coordinator or designee and the customer. The pre-hearing meeting is not limited to one contact. Additional contacts may be made to address the elements of the pre-hearing meeting, if needed. If the pre-hearing meeting does not result in a resolution, the fair hearing coordinator or designee, represents DVR at the fair hearing.

Mediation

(Revised 07/02/2018)

In mediation, a trained mediator conducts a meeting with the customer and a representative from DVR (usually the VR counselor) to settle a disagreement. Mediation may be requested anytime a customer disagrees with a decision but DVR is not required to enter into mediation. Mediation is voluntary for both parties. Please see [WAC 388-891A-0225\(1\)\(c\): What is Mediation?](#).

Customers may request both mediation and a fair hearing at the same time. However, requesting mediation at the same time does not change the time lines for the fair hearing. A fair hearing must be held within 60 days from the date the customer submits a request for a fair hearing. Please see [WAC 388-891A-0260: After I submit a request for a fair hearing, when is it held?](#). If an agreement is reached during mediation, the fair hearing is cancelled. Please see [WAC 388-891A-0230: When may I ask for mediation?](#).

Discussions during mediation are confidential and may not be used later in a fair hearing or civil proceeding. Before beginning a mediation session, all parties must sign a confidentiality statement. Please see [WAC 388-891A-0240: Is information discussed during mediation confidential?](#).

When a customer requests mediation, consultation with the VR supervisor is recommended, and consult with your supervisor about procedures for requesting mediation services.

Mediation services are available through dispute resolution centers (link below) and are also available through other mediators who are established under the DES master contract for mediation services (link below). The customer can be provided informed choice in the selection of the mediation, including the type and scope of mediation provided and the mediation service used. The names of certified mediators can also be found on the Washington Mediation Association web site (link below). If mediation is used from an outside area, DVR is required to pay travel expenses. The service provider must be set up as a vendor so DVR can issue payment. The service provider must be set up as a vendor so DVR can issue payment. DVR assists with other associated costs for a customer to participate in mediation, such as childcare if needed.

A mediator does not make a decision about a case, nor do they issue a ruling. A mediator helps facilitate a discussion between the customer and the VR counselor in order to help resolve miscommunication and improve greater understanding about concerns and priorities in order to move a case forward. If DVR declines to participate in mediation, or if DVR participates but does not come to an agreement, there are no appeal options for declining to participate or declining to come to an agreement.

DES Contract: [#04215 Mediation Services](#)

[Washington State Dispute Resolution Centers](#) (Listed by County)

Dispute Resolution Centers (Alphabetical Listing):

[Link to Washington State Dispute Resolution Centers](#)

Washington Mediation Association:

[Link to Washington Mediation Association Web Site](#)

Upon completion of mediation, if an agreement is reached, the mediation service provider develops a written statement of the agreement. The written statement is filed in the customer's case service record. The mediation agreement is not legally binding. Please see [WAC 388-891A-0225\(4\): What is mediation?](#). If the customer changes their mind and/or decides to request a fair hearing, the mediation agreement **may not** be introduced or presented at the fair hearing.

Upon completion of mediation, the service provider submits an invoice to the DVR office that requested the service. The office reviews the billing invoice for accuracy and forwards the original invoice along with a signed A-19 to the DVR State Office fiscal unit for payment.

WAC - Appeal Options

(Revised 07/02/2018)

[388-891A-0205](#), How do I ask for an exception to a rule in this chapter?

[388-891A-0210](#), What happens after I submit a request for an exception?

[388-891A-0215](#), What if a DVR counselor makes a decision about my VR services that I don't agree with?

[388-891A-0220](#), What is the client assistance program (CAP)?

WAC - Fair Hearings

[388-891A-0250](#), What is a fair hearing?

[388-891A-0255](#), How do I request a fair hearing?

[388-891A-0260](#), After I submit a request for a fair hearing, when is it held?

[388-891A-0265](#), What is a prehearing meeting?

[388-891A-0270](#), Do I receive a written fair hearing decision?

[388-891A-0275](#), Is the fair hearing decision final?

[388-891A-0295](#), Can DVR suspend, reduce or terminate my services if I request a fair hearing?

WAC - Mediation

[388-891A-0225](#), What is mediation?

[388-891A-0230](#), When can I ask for mediation?

[388-891A-0235](#), Who arranges and pays for mediation?

[388-891A-0240](#), Is information discussed during mediation confidential?

[388-891A-0245](#), If the mediation session results in an agreement, do I receive a written statement of the results?

Customer Rights

Customer Rights Index Page

In this section of the manual:

[Communicating with Customers in a Professional Manner](#)

[Complaint Resolution Standards](#)

[Customers May Audio Tape Counseling Sessions or Meetings](#)

[Access to DVR Programs / Services](#)

[WAC - Customer Rights](#)

[WAC - Communication Access to VR Services](#)

See Also:

[Exceptions to Policy](#)

[Reporting Abuse](#)

Exceptions to Rules

(Revised 02/17/2022)

Exceptions to Rules Process

[WAC 388-891A-0205 How do I ask for an exception to a rule in this chapter?](#), [WAC 388-891A-0206 Are there exceptions to rules in this chapter that DVR will not grant?](#), and [WAC 388-891A-0210 What happens after I submit a request for an exception to a rule?](#) provide the basis for considering a request for an exception to DVR rules.

Customers may not know they can request an exception to rule. The VR counselor explains to the customer that an exception to rule may be requested at any time during the VR process but not all requests can be granted.

The VR counselor:

3. Documents in a Waves why an exception to rule was requested, and the reason the VR counselor supports or does not support this request for exception to a rule.
4. Forwards a written request to the VR supervisor. As the Director's designee, the VR supervisor may approve or deny most exception requests.

The VR supervisor **does not** serve as the Director's designee for exceptions to rule related to:

- Vehicle Purchases
- Undue Burden Requests made by CRPs related to paying for a spoken language interpreter.

The Area Manager approves or denies an exception to rule to pay for a customer's moving expenses.

The VR supervisor:

- Reviews the case service record prior to granting an exception to rule.
- Determines if there is appropriate justification for an exception to rule, and that the exception to rule does not conflict with federal or state law, regulations or DSHS policy.
- Consults with the DVR Policy (dvrpolicy@dshs.wa.gov) if there are questions about whether an exception to rule can be granted. Considers the following implications:
 - The impact of the exception on accountability, efficiency, choice, satisfaction, and quality of service;
 - The degree to which the request varies from the WAC; and
 - Whether the rule or condition is a federal regulation that must be waived.
- Reviews the exceptions that cannot be granted as outlined in WAC 388-891A-0206 and consults with the Policy Manager if there are questions about whether

an exception to rule can be granted. Documents all exceptions to policy in Waves case narrative using the heading "Exceptions to Rule".

- Responds in writing to a request for an exception to rule within 10 working days of receiving the request.
 - If the request is approved, the DVR director or designee provides a written approval that includes:
 - The specific WAC for which the exception is approved;
 - Any conditions of the approval; and
 - The duration of the exception.

If the request is denied, the DVR director or designee will provide a written explanation of the reasons for the denial.

The DVR director or designee makes the final decision on all requests for exceptions to a rule, as described in WAC 388-440-0001.

Exceptions to Rules that Cannot Be Granted

An exception to policy cannot be granted if it violates the Rehabilitation Act of 1973, as amended, the Code of Federal Regulations (CFRs), state or federal laws or DSHS policy. The following are items for which no exceptions can be granted because of legal requirements. DVR funds cannot pay for:

- A customer's normal living expenses as a maintenance service. The VR federal regulations define a maintenance service as support for expenses such as food, shelter, or clothing that are in excess of a customer's normal living expenses.
- Medical marijuana. Although some states (including Washington) have legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase or assist in the acquisition of medical marijuana.
- Court fees, attorney fees, fines or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters.
- Insurance including, but not limited to, health, vehicle, home, and life insurance ([WAC 388-891A-1180 What types of insurance does DVR pay for?](#)).
- Payment of salaries, cash and any other form of direct payment of working capital to a customer as part of a self-employment plan.
- Leases, purchase of property/real estate or insurance.
- Religious education, training, supplies or materials ([WAC 388-891A-0966 What if the employment outcome I choose is religious in nature?](#))
- Firearms, alcohol or tobacco.

- Refinancing existing business or personal debt, costs related to bankruptcies or co-signature of loans.

Case Records / Confidentiality

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[Customers with Legal Guardians](#)

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[Services to Relatives \(Family\) or Others with Whom the Employee has a Close Personal Relationship](#)

[Subpoena Duces Tecum](#)

[Confidentiality Guidelines for Staff Working in a Co-located Facility](#)

[WAC - Protection and Use of Confidential Information](#)

Confidentiality and Security of Case Records

(Revised 7/1/08)

Protection of Confidential Information

Any time customer confidential information is obtained, reviewed, or filed reasonable steps must be taken by staff to protect confidential information from unauthorized use, loss, or theft.

Confidential information includes personal information that identifies a customer such as the customer's name, address, telephone number, and Social Security Number. It also

includes information such as medical or mental health information, assessments or reports, case narratives, and/or financial information.

See Also:

[WAC - Protection and Use of Confidential Information](#)

Safeguards for Entering Information in Waves so the Customer Doesn't See the Names of Other Customers

The VR counseling staff member takes steps so that a customer's name or other confidential information is not inadvertently seen by another customer. When logging into Waves, the customer should be asked to look away or the angle of the computer monitor should be moved so the names of other customers on the counselor's caseload cannot be seen by the customer.

Precautions for Not Using the Customer's Complete Name in Outlook

When scheduling appointments in Microsoft Outlook the customer's full name should not be entered. It is preferable to enter the customer's first initial and last name, or abbreviations for the customer's name. Other confidential information such as the customer's Social Security number must not be noted on the calendar.

Sending a Fax that Contains Confidential Customer Information

When sending a fax that contains confidential customer information:

8. Note the word "confidential" prominently on the cover sheet;
9. Include a statement on cover sheet that says something such as:

This fax contains confidential information. If you received this fax in error, please notify us immediately and remove the information from all electronic and hard copy sources. Storing, printing or disseminating this fax to other parties is prohibited unless authorized by the sender.

Sending an email that Contains Confidential Customer Information

When sending an email that contains confidential customer information:

- Don't place the customer's name or Social Security Number in the subject line. Use non-descriptive identifiers in the subject line and email message because email is a non-secure form of communication;

- Disclose to customers that email communications are considered to be a work product and they may become part of the customer's case service record;
- Include a statement such as:

This email, including any attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this email is not the intended recipient or their authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this email is prohibited. If you have received this email in error, please notify the sender by replying to this message and delete this email immediately.

For guidance on inserting a statement (similar to the above) in the email signature staff can consult with DVR IT staff (local ITSS or DVR HelpDesk).

Secure email

It is not necessary to encrypt emails sent between DSHS offices or between DSHS and other state agencies because the state networks are behind firewalls and considered secure. All emails sent **outside** the state system containing personal and private information should be sent marked "confidential" and encrypted. For more information, please review the [LMS](#) training for DVR Secure Email (can be found by searching the LMS Course Catalog for "DVR Secure Email").

Encryption Procedure:

- To encrypt an email message, type "[secure]" in the subject line of the email you are sending.
- Type the email content as usual but don't include personal information including the customer's name or Social Security Number in the subject line.
- Click the Send Button as usual.

You will receive an email after you send the message, confirming the encryption of the message and that the system has sent an email to the recipient to let them know that you have sent them a [secure] email.

More detailed information about the Secure Email System can be found on the [Secure Email System Information page](#):

Additional information about the Secure Email System can also be obtained by contacting DVR IT staff (local ITSS) or DVR HelpDesk.

Electronic Information and Removable Media

Special care must be taken to protect customer information on laptop computers and removable media. Examples of removable media include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.

The following steps should be taken to protect electronic information:

1. Configure laptops with unique User IDs and complex passwords in order to log on;
2. Encrypt all information that is stored on portable electronic devices such as laptops, thumb drives, handhelds, and Personal Digital Assistant (PDAs) and BlackBerrys;
3. When traveling, keep portable devices under your control at all times;
4. Never walk away from a portable device in a public area;
5. Manually log off of a portable device when you finish your work;
6. Make sure a portable device is set to automatically log off after 20 minutes of inactivity.

Reporting Loss or Theft

DVR staff:

1. Reports the loss or theft of laptops, or electronic portable devices to their supervisor as soon as possible, and no later than one day after the confidential information has been lost, stolen, or disclosed without legal authorization. Include the following details:
 1. Date, location, and circumstances of loss;
 2. Description of lost information;
 3. Whether and how information was protected; and
 4. Number of clients impacted.
1. Notifies the local law enforcement agency and puts a copy of the report in the customer's case service record.

Note: If a case file is temporarily misplaced in a DVR office a report is not filed with the local law enforcement agency until it is determined that the case file is lost or stolen.

VR supervisor:

2. Notifies DVR management (Regional Administrator and DVR Director), IT Manager, (if a laptop or electronic portable device is lost or stolen) and the DVR Privacy/Public Disclosure Officer at the State Office;

3. Determines if additional security procedures are needed and takes measures to prevent recurrence.

The IT Manager:

Follows the steps for reporting and investigating security-related incidents as outlined in the DSHS IT Security Policy and Procedures Manuals.

Public Records Unit:

1. Notifies appropriate parties, such as the DSHS Assistant Secretary and DSHS Public Records/Privacy Officer;
2. Notifies the customer in writing of specific customer information exposed (such as the customer's first and last name in combination with a Social Security Number, driver's license number, bank account number or credit card number). See Also: [RCW 42.56.590 Notice of Security Breaches](#);
3. Provides the VR counselor with a copy of the letter to be filed in the customer's case service record.

See also the following DSHS Administrative Policies:

[5.01 Privacy Policy - Safeguarding Confidential Information](#)

[5.02 Public Disclosure of and Access to DSHS Records](#)

[5.03 Client Rights Relating to Protected Health Information](#)

[5.04 Records Retention](#)

Customer Access to the Case Service Record

(New 8/24/09)

Customer is given Access to their Case Service Record unless it May Cause Harm

A customer may ask to review or obtain copies of documents in their case service record. The request can be made verbally or in writing. Access to information or records is provided unless there is concern that the information may cause harm. This includes access to information or records from a provider or "third party" such as, a psychologist or documents from the Social Security Administration.

Responding to a Customer's Request to Review or Get Copies of Information in the Case Service Record

If a customer asks to review or obtain copies of information in the case service record, counseling staff:

1. Responds to the request no later than 5 business days from the date the request is received. If it is going to take time to make copies, the customer must be given a date to expect copies of their records. (Copies do not need to be provided within 5 business days, but counseling staff must respond to the request within 5 business days).
2. Reviews the case service record to determine if any documents identify another person or are likely to endanger the safety or well-being of the customer or another person. Information that identifies another person or is likely to endanger the safety or well-being of the customer or another person is withheld but copies of other requested information are given to the customer.
3. Arranges for the customer to review the case service record in a place where a counseling staff member is present. This might be preferable than giving copies, especially if there is concern the individual might misunderstand or misinterpret information. In these instances, arrangements can be made for the individual to review the case service record with a VR counselor present to explain content and answer questions. During this review the customer can designate if they want copies of certain records or the entire case service record. The customer must not be allowed to remove information from the case service record.
4. Contacts the Area Public Records Officer or Public Records Coordinator at the DVR State Office if information in the case service record will be denied or for guidance or assistance, if necessary.

Denying Customer Access to the Case Service Record

DVR may deny access to Protected Health Information (PHI) in a customer's record under any of the following circumstances:

1. The information is likely to endanger the life or physical safety of the customer or another person.
2. The record identifies another person, and disclosure is likely to cause substantial harm to the other person.
3. The request is made by the customer's personal representative, and giving that person access is likely to cause substantial harm to the customer or another person.

Note: The above, (1-3) is from DSHS Administrative Policy [5.03 Client Rights Relating to Protected Health Information](#).

If information identifies another person or is likely to endanger the safety or well-being of the customer or another person, the information is withheld. Under these circumstances counseling staff may:

1. Release the records considered harmful to a third party of the customer's choice, such as a representative, parent, legal guardian, or a qualified medical professional.
2. Request a feedback session with a psychiatrist or psychologist for example, if there is concern that the individual might not understand, or misinterpret information.
3. Request review by the DVR Licensed Health Care Professional. This person is licensed to practice a health profession as defined in [RCW 18.120.020: Regulation of Health Professions - Criteria](#) Contact the Policy Manager at the DVR State Office for referral to the designated licensed health care professional.

The designated licensed health care professional can review information and consult with counseling staff to help determine whether or not the customer should be denied access to this information. If it is determined that information will be denied, counseling staff notify the Public Records Coordinator at the DVR State Office.

The Area Public Records Coordinator notifies the customer or the customer's personal representative, if one is appointed, in writing when access is denied to any part of the record, and explains the reason for the denial and the customer's appeal rights.

Customer Requests to Amend a Case Service Record

Standard Operating Procedure: Processing Requests to Amend a Case Services Record

Purpose: DVR customers have the right to review and request a correction or change in their case services record. DVR reviews such requests and determines how to proceed. This procedure provides guidance on processing and responding (including potential denial) to a customer's request to add to or change their case service record.

Reference:

[34 CFR 361.38\(c\)\(4\) & 361.47\(a\)\(12\): State Vocational Rehabilitation Services Program](#)

[WAC 388-01, DSHS Organization / Disclosure of Public Records](#)

[WAC 388-891A-0120, May I ask DVR to change incorrect information in my case service record?](#)

[DSHS AP 5.04, Records Retention](#)

[DSHS AP 14.18, E-mail and Voice Mail Greetings and Responses](#)

[Washington State Agencies Records Retention Schedules](#)

Actions by Customer

1. Requests DVR make a change to their case service record. This request may be oral or written. If the request is substantial, the customer may be encouraged to submit a written request to assist DVR with the review.

Actions by any DVR staff

2. Documents the receipt of the request in a Case Note.
3. Sends the request to the designated VRC for action.
4. Sends a copy to the VRS to notify them of the request.

Actions by VRC

5. Reviews the request and the information in the case service record, consulting with the VRS if needed.
6. Contacts customer within two business days:
 - o To confirm receipt of the request;
 - o To provide counseling and guidance and any information that may help address the customer's concerns with the existing record; and
 - o To obtain clarification of requested change, if needed.
7. Within ten business days of receiving the request, responds to the customer with a decision as described in steps 11-15 below, or if additional time is required to process the request, the date by which the determination will be complete.

Actions by Customer

If the customer provides written documents to support their request:

8. Provides a written document to the VRC explaining what information they believe is incorrect, as well as any supplemental documents to support the change.

Actions by VRC

If the customer has provided a written explanation of their request:

9. Writes a Case Note documenting the receipt of the customer's written explanation of the disagreement.

If the review indicates that the information DVR has is incorrect:

11. Amends the information in the file.

12. Documents the review and decision in a Case Note.
13. Within ten business days of receiving the request, informs the customer that DVR has amended the information.
 - If the change was not substantial, may inform the customer in person, by secure email, or by phone.
 - If the change was substantial, the notification must be provided in writing through the US mail (or using an alternative written method specified by the customer).

If the review indicates that the information is correct, and no amendment is needed:

14. Documents the review and decision in a Case Note.
15. Within ten business days of receiving the request, DVR informs the customer of the following information in writing:
 - DVR has declined the request to amend the case service record;
 - The customer may provide additional written documents to explain which information the customer believes is incorrect.
 - If the customer provides additional written documents, DVR will place the information in their Case Service Record; and
 - Provides the customer with a copy of written information regarding DVR Customer Rights (brochure or flyer).

If there are questions about altering or removing information in the case service record:

16. Consults with VRS and DVR Public Records Unit staff to ensure compliance with records retention rules.

If the information originated with another entity:

17. Notifies the customer that changes to the content of documents that originated with another entity (such as a medical provider or vendor) must be made by that entity.
18. Notifies the customer of the decision to amend or not to amend the case services record.
19. Documents the customer notification in a Case Note.

Customers with Legal Guardians

(Revised 8/24/09)

In all cases where a customer has been assigned a court appointed guardian, the guardian must present proof of guardianship, sign all documents that require signature and participate in all significant decisions. Both the customer and the guardian sign all documents. Letters from DVR are mailed to the customer and the guardian.

Including Guardians who Live out of the Area in the VR Process

The VR Counselor may want to write letters, fax, or email documents, and use teleconferences.

Serving Minors / Customers under the Age of 18

(New 4/13/09)

Parents of minor children (customers under the age of 18) unless emancipated by a court, must sign all documents that require signature and participate in all significant decisions. Both the customer and parent(s) sign all documents. Letters from DVR are mailed to the customer and the parent(s).

Note: Legal guardianship, if assigned prior to age 18 (such as a parenting plan, does not automatically carry over into adult legal guardianship. The VR Counselor is encouraged to review the legal guardianship documentation to ensure that the guardianship continues after the customer becomes an adult (age 18 or older).

Customer Can Continue to Have a Family Member or Guardian Involved

After the customer becomes an adult (age 18 or older) they can continue to have a representative, family member, or guardian help them understand the VR process and/or make decisions that impact them. The customer signs a release of information so DVR can share information and a copy of the signed release of information form is put into the Case Service Record.

Customers Must Grant Permission for Parents or Guardians to Access Specific Kinds of Records

(New 4/13/09)

(The following excerpt is from [DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information](#)):

Parents or guardians may generally access and grant permission to others to access the confidential records of a minor child who has not been emancipated by a court. However, children over the age of consent for specific kinds of records must grant permission for access to those records (13 for mental health or drug and alcohol services, 14 relating to HIV/AIDS or other STDs; any age for birth control or abortion; or 18 for other health care of confidential records).

See Also:

[RCW 71.34.530 Age of Consent-Outpatient treatment of minors](#)

[RCW 70.24.105 Disclosure of HIV antibody test or testing or treatment of sexually transmitted diseases- Exchange of medical information](#)

[WAC 388-891A-0200: May a guardian or another representative request an exception to a rule, mediation, or fair hearing on my behalf with DVR?](#)

Revoked consents

Customers can revoke a consent that they previously signed at any point by contacting DVR staff and letting them know the consent is no longer valid. If a customer takes this action, staff must record a case note indicating the specific consent(s) that was revoked. Due to the nature of this request, staff should set the note to “Alert” to avoid sharing information that should not be shared with outside parties. This is an interim process in place while creation of another tracking method is in progress.

Public Disclosure Requests

(New 8/24/09) (Revised 12-9-13)

A public disclosure request is a request for information or records held by DSHS from a DSHS or DVR employee or from someone outside of DSHS (for example a community member, attorney or media representative). It does not include a request from a customer to review or obtain copies of their own case service record. Please see [Customer Access to the Case Service Record](#).

The Public Records Act, [RCW 42.56](#), provides that the public has the right to see records held or used by state agencies to conduct business. Public records may include documents, audio and video recordings, pictures, email, computer discs, and electronic data. DVR records are available to the public unless a law exempts them from disclosure. For example, confidential customer records are exempt from disclosure unless the customer gives specific authorization to release this information.

By law, a public disclosure request can be made by any means, including in writing, on a [Request for Records Form, DSHS 17-041](#), in person, by email, or by telephone. If the form is not used, the written request should include the following information: The requestor’s name, organization, mailing address, telephone number, fax number, and email address, the date of the request, a detailed description of the public record being requested, the address where copies of the records are to be mailed, or if the requestor wants to examine the records at DVR, and the signature of the requester.

Responding to Public Disclosure Requests

If a public disclosure request is received, the DVR staff person immediately transfers the request to their designated Area Public Records Officer or the Public Records Coordinator at the DVR State Office.

The designated Area Public Records Officer or Records Coordinator receiving a request for public records, including a request for access to customer records:

1. Reviews the request
2. Contacts the requester if necessary to limit the request or determine what specific

records are requested

3. Determines whether the requester is authorized to receive any confidential records (authorization signed by the customer)
4. Determines if other sections of DSHS may have records included in the request
5. Search for records that are responsive to the request. This includes records created, sent, organized, received or stored
6. Responds in writing within five business days of receipt (the 5-day letter) to acknowledge the request or to provide the requested records. If DVR cannot provide copies of all requested records within five business days, the response must include one of the following:
 1. When DVR will provide the records and the reason for the delay
 2. A request for clarification of the request or
 3. Denial of the request with specific reasons and the statutory basis

DVR staff may be asked to locate and copy records

If the Area Public Records Officer or Public Records Coordinator asks a DVR staff member to locate and copy records the officer or coordinator provides a copy of the public disclosure request, or summary so it is clear what records are needed. The DVR staff member forwards the copies to the Public Records Coordinator at the State Office. Make a second copy of the documents released and send via certified mail to the Public Records Coordinator at the State Office.

DVR staff may be asked to release records directly to a requester

In certain instances DVR staff may be asked to release requested records directly to a requester by the designated Area Public Records Officer or the Public Records Coordinator. The DVR staff responding to the public disclosure request:

1. Responds to requester to provide the requested records. Sends all documents by certified mail
2. Provides a second copy of released records to the Public Records Coordinator at the State Office for retention requirements

Access by Others to the Case Service Record

Other individuals or organizations requesting access or copies of a customer's case service record must have a signed authorization by the customer. Link to [Authorization form, DSHS 17-063](#).

Cost of Making Copies of DVR Records

DVR may charge the requester .15 per copy. The costs may be waived under WAC

388-01-080 or at the discretion of the Area Public Records Officer or Coordinator.

Media Requests

Area Public Records Officers who receive public disclosure requests from the media must notify the Public Records Coordinator at the DVR State Office. The Public Records Coordinator notifies the DSHS Communications Office and the DSHS Public Disclosure Manager of any media request.

See Also:

[DSHS Administrative Policy 5.02 Public Disclosure of and Access to DSHS Records](#)

DVR Records Related to Legal Actions Involving DVR

(New 10/12/08)

Upon request, all employees have a responsibility to identify, keep and produce DVR records that are created and maintained as a part of their job duties that are related to legal actions involving DVR. These responsibilities become effective at any time a DVR employee:

1. Becomes aware or suspects that there may be a potential lawsuit or tort claim involving DVR;
2. Receives a Litigation Hold Notice that instructs individuals who are likely to have records related to a legal issue to take immediate action to identify and preserve the records for future retrieval; or
3. Receives a Discovery Request from a party to a lawsuit or from an Attorney General Representative for information or DVR records.

Procedure

If one of the situations described above occurs, the employee takes the following steps:

- Notifies the supervisor as soon as possible of a potential lawsuit or that they received a Litigation Hold Notice or Discovery Request
- Identifies and keeps all records related to the matter. This includes all forms of information, including electronically stored information, including records stored on personally owned electronic devices used to do DVR work, such as a home computer, personal laptop, thumb drive, cell phone, PDA, BlackBerry, etc.
- Stops the destruction of all records that relate to a possible or actual lawsuit or tort claim
- Separates all identified records from other records and preserves them in native

format (hard copy, tape, video, etc.) without redaction (blocking-out names or other information) or alteration

- Provides the records as directed
- Continues to identify, keep and produce all related records created or located until the legal matter or proceeding is fully resolved

Supervisor Responsibilities

If a VR supervisor is notified about a possible lawsuit or that an employee has received a Litigation Hold Notice or a Discovery Request the supervisor notifies the Discovery Coordinator at the DVR State Office.

DVR Public Records Unit

The DVR Public Records Unit consults with the DSHS Customer Relations Manager and the Assistant Attorney General to determine if a formal Litigation Hold Notice is called for.

Exclusions

These procedures do not normally apply to:

1. Fair Hearings
2. Actions initiated by DSHS
3. Legal, administrative, or other proceedings related to personnel actions

See Also:

[DSHS Administrative Policy 5.05 Management of the Litigation Discovery Process.](#)

Services to Relatives (Family) or Others with Whom the Employee has a Close Personal Relationship

(Revised 3/12/10)

See Also:

[DSHS Administrative Policy 18.60 Employee Relationships with Clients, Vendors and Outside Organizations](#)

Definitions

Relatives: are persons related by blood, marriage or adoption

State Registered Domestic Partners: are two adults who meet the requirements for, and have been issued a certification for, a state registered domestic partnership, as established in [RCW 26.60.030: State Registered Domestic Partnerships - Requirements](#)

Friend: is a non-relative with whom the employee has a close, personal relationship

Colleague: is a past or present DVR employee, co-worker, agency partner, vendor or contractor with whom an employee has a close working relationship

1. VR Counselors must not provide direct services to a relative, domestic partner, friend or colleague with whom they have a close personal relationship

DVR employees must not:

1. Discuss the case with others in the office
 2. Interfere with the work of the assigned VR Counselor
 3. Try to unduly influence the VR Counselor's decisions or ask the VR Counselor to "move things along faster,"
 4. Request preferential treatment from a VR Counselor, VR Supervisor, or Regional Administrator
1. The VR Supervisor must ensure that employees who have a close personal relationship with a customer:
 - Don't have access to a customer's case service record
 - Assigns the case to another VR Counselor in the unit or coordinates with another VR Supervisor assign a counselor from another unit. For example, if there is only one VR Counselor or Rehabilitation Counselor for the Deaf (RCD) in an office, a counselor from another office can travel to meet with the customer
 - Provides the Regional Administrator with written confirmation about cases that involve providing services to relatives or others with whom the employee has a close personal relationship.
 2. The Regional Administrator provides the VR Supervisor with guidance and support about monitoring a current case with a real or perceived conflict of interest and transferring a case to another VR Counselor.

See Also:

[Case Transfer](#)

Subpoena Duces Tecum

(Revised 12/24/2018)

Scope

These procedures apply to litigation where DSHS and DVR are not parties. DVR is often served with a subpoenas duces tecum, and/or a notice of deposition that seeks production of an individual's records or information. Usually, these documents are filed in the context of a court case where both the requestor and the subject of the records are represented. The subject of the records may or may not be a DVR customer, but typically they will have an attorney. In some instances, the subject of the records may not know the attorney issuing the documents or the subject may not be aware that the attorney is seeking information about them.

Definitions

Subpoena Duces Tecum

The term, subpoena duces tecum is derived from the Latin, duces tecum, meaning "you shall bring with you." This policy applies when a subpoena duces tecum is issued by an attorney to obtain confidential customer records. These subpoenas are issued after a notice of intent to serve compulsory process under the Health Care Information Act in RCW 70.02.060. Such a subpoena may request reports, records or other information under the control of the person or agency served. A subpoena may be served on the agency, an individual employee or the records custodian for the agency.

Deposition

A deposition is a session held before a court reporter at a stated time and place where an attorney asks questions of an individual(s) under penalty of perjury. A notice of deposition may be sent with a subpoena to request an individual to appear and answer questions based on the records provided. The below policy applies equally to subpoenas and notices of deposition, with the term "subpoena" used to refer to either type of compulsory process.

Information Not Disclosed

3. DVR does not have authority to release information based solely on a subpoena duces tecum and/or a deposition notice. While these documents are usually filed

in the context of a court case, they are issued by an attorney rather than a court and are not adequate for DVR to release information.

4. Any DVR staff person communicating with the person providing a subpoena duces tecum and/or deposition must not reveal whether the individual named is a current, past, or prospective applicant or recipient of DVR and/or DSHS services. These communications include contact by telephone, email, in person, or by letter.
5. To allow an attorney to obtain information, the customer or former customer must sign an authorization or the court must order disclosure.

Responding to a Subpoena Duces Tecum and/or Deposition

1. When a DVR staff member receives a subpoena duces tecum and/or a deposition notice, it is important to immediately contact the DVR Public Records Unit in order to provide timely response. The DVR staff member also notifies their supervisor about receipt of the subpoena and/or deposition.

(a) DVR must respond in writing within the time stated for response in the request, but not less than a maximum of 10 days of the date the subpoena is served at DVR. Otherwise, the AAG for DVR may have to appear in court to quash the subpoena.

(b) The required response time applies whether or not the individual is a DVR or DSHS customer.

1. A copy of the subpoena and/or deposition is faxed (preferably on the date received) to the DVR Public Records Unit at the DVR State Office. If the individual named in the request is a DVR customer, a copy of the request is also filed in the customer's case service record.
2. The original copy of the subpoena and/or deposition notice is mailed to the DVR Public Records Unit at the DVR State Office.
3. The DVR Customer Relations Manager (or designee) responds to the subpoena and provides guidance to DVR staff on how to respond to the deposition notice.
4. When responding to a subpoena duces tecum and/or deposition notice the DVR Public Records Unit does not disclose whether or not the individual named is a current, past, or prospective applicant or recipient of DVR and/or DSHS services. This type of information can only be provided if the customer signs an authorization to release this information.

DVR Public Records Unit Responsibilities:

Past, Current or Prospective DVR Customer

2. If the individual is a past, current, or prospective DVR customer, the DVR Public Records Unit prepares a letter to object to the subpoena and/or deposition notice

if no authorization is provided.

3. The written objection letter needs to contain the following information:
 - a. Confirmation of the receipt of the documents served;
 - b. The date of service upon DVR (date received at DVR);
 - c. DVR is restricted by the Federal Code of Regulations and WAC from releasing identifying information about customers. WAC 388-891A-0130 and 34 CFR 361.38 (e). DVR can release personal information if an individual provides written authorization or if the serving party obtains a court order;
 - d. DVR is not able to produce records on the basis of the subpoena duces tecum and/or deposition notice and is objecting under Superior Court Civil Rule (CR) 45(d) (1) and that we will not produce records or appear at the scheduled time for any deposition or production of documents;
 - e. Notation that a copy of the letter is going to the assigned AAG;
 - f. Notation that a copy of the letter is going to the attorney of record for the individual named on the subpoena, if known. To protect the customer's privacy, do not reveal on the letter that the individual named is a customer; and
 - g. Copy of the DSHS Authorization Form 17-063 and information about how to obtain the form at the DSHS website.

Distribution of the Objection Letter

1. The original objection letter with the Authorization Form (DSHS 17-063) is sent to the attorney sending the subpoena duces tecum and/or deposition notice.
2. Copies of the objection letter are distributed to:
 - a. The attorney of record in the court case, if known or to the individual (without indicating whether the individual is known to DVR or DSHS);
 - b. The Assistant Attorney General representing DVR;
 - c. The DVR Public Records Unit; and
 - d. The customer's case service record.

Individuals Other Than DVR Customers

If the individual named in the subpoena duces tecum and/or deposition notice is a past, current or prospective DSHS customer (other than a DVR customer), the DVR Public Records Unit refers to guidance in the following DSHS Administrative Policies:

[DSHS Administrative Policy 5.01, Safeguarding Confidential Information](#)

[DSHS Administrative Policy 5.02, Public Disclosure of and Access to DSHS Records](#)

[DSHS Administrative Policy 5.03, Client Rights Related to Protected Health Information](#)

Individual Is Not Known to DVR or DSHS

If the individual is not known to DVR or DSHS, the DVR Public Records Unit:

1. Contacts the requestor to inform that DSHS has no records for the individual.
2. Sends a letter is to the requestor to confirm that DSHS does not have records for the individual; and
3. Keeps a copy of the letter.

Response to Further Contact from the Requestor

After the objection letter is sent to the requestor of the subpoena duces tecum and/or deposition, if the requestor makes further contact with DVR, DVR employees must refer the matter for handling to the DVR Public Records Unit, who will consult with other staff and the AAG as needed.

Restricted Information Requiring Special Attention

1. If DVR receives an Authorization Form (DSHS 17-063) signed by a DVR customer with a subpoena duces tecum and/or deposition notice, the matter is referred to the DVR Public Records Unit.
2. Prior to release of information, the DVR Public Records Unit reviews the authorization form to make sure it meets all special protection information including special protections for information about:
 - (a) HIV/AIDS or STD testing or treatment;
 - (b) Drug or alcohol services; and
 - (c) Mental health treatment. An additional release form, (DSHS 17-063) needs to be completed to authorize the release of psychotherapy notes.

See also:

[Sample Letter - Subpoena Duces Tecum](#)

[Authorization Form \(DSHS 17-063\)](#)

[DVR Records Related to Legal Actions against DVR](#)

Confidentiality Guidelines for Staff Working in a Co-located Facility

(12-9-13)

When DVR employees work at an office co-located with non-DVR personnel, DVR staff must follow these guidelines to maintain customer confidentiality:

1. A customer's written consent is required to share any of their confidential information with non-DVR employees within a co-located facility.
2. Be aware of your surroundings. If there are non-DVR personnel nearby who may overhear a conversation, don't refer to a customer by their first and last name. Only use a first name or initials.
3. Let customers know if they contact you by phone to talk about a confidential matter you may ask them to reschedule the call so you can take the call in an interview room or other location where the conversation won't be overheard by others.
4. Schedule an interview room in advance to have a confidential meeting with a customer or vendor. Don't use the interview room to do paperwork or take a break as this confidential space may be needed by someone else in the office.
1. Hold staff meetings and supervisor/counselor meetings that involve discussing confidential customer information in meeting rooms or interview rooms. Don't have these conversations in break-rooms or other common areas.
2. Be sure to schedule conference rooms and interview rooms in Outlook so DVR can track usage of these spaces. This data will help DVR justify the need for confidential space.

See Also:

[DVR Facility Guidelines and Standards](#)

WAC – Protection and Use of Confidential Information

Revised 07/02/2018

[WAC 388-891A-0100 What personal information about me does DVR keep on file?](#)

[WAC 388-891A-0102 How long will DVR retain my personal information?](#)

[WAC 388-891A-0103 May DVR obtain personal information about me?](#)

[WAC 388-891A-0104 What happens if my personal information is lost, stolen, or released in error?](#)

[WAC 388-891A-0110 What happens if DVR receives information that indicates I have a history of violent or predatory acts?](#)

[WAC 388-891A-0120 May I ask DVR to change incorrect information in my case service record?](#)

[WAC 388-891A-0130 May DVR share personal information in my case service record with others?](#)

[WAC 388-891A-0135 How does DVR protect personal information about substance abuse, HIV/AIDS, and sexually transmitted diseases?](#)

[WAC 388-891A-0140 May I review or obtain copies of information in my case service record?](#)

[WAC 388-891A-0150 How does DVR protect personal information that is released for audit, evaluation, reporting, or research?](#)

Case Record Retention - 155

(Revised 12/24/2018)

Retain all DVR customer case records consistent with the DSHS/DVR Records Retention Schedule (1 year on site and 5 years at the Records Retention Center for a total of 6 years).

If a case file is sent to the Records Retention Center and the case needs to be reopened in PES (Post Employment Service) with a new VR counselor, the file is requested from the Records Retention Center and the VR supervisor transfers the case in Waves to the new VR counselor so they have access to the case.

Six years after a case is closed, with no action of any kind, the case record is destroyed by the Records Retention Center. Exceptions to the retention schedule are:

1. If a case has action such as a fair hearing or an audit finding occurs within 1 year from case closure document the action and the action date on the outside of the case file. Maintain the case file on site for an additional year from the date of action. At the end of the second year if no other action is taken, the case file is sent to the Records Retention Center.
2. If a closed case record is reopened within the six-year retention period, make copies of any relevant information from the closed case service record, to be added to the appropriate jackets. Such information might include: a case narrative that acknowledges a fair hearing was requested and the outcome, medical documentation and Consents and Authorizations jacket, and any other information from the case file that needs to be retained.
 1. **Note:** the entire, original closed file is returned to the Records Retention Center.

Informed Choice

(Revised 6/20/11)

Informed Choice Index Page

See Also:

[Employment Goal on the IPE](#)

[VR Services on the IPE](#)

Informed Choice

Informed Choice is a Process

Informed choice is a process by which customers in the public rehabilitation program make decisions about their vocational goals, the services and service providers necessary to reach those goals, and how those services will be procured. The decision-making process takes into account the individual's values, lifestyle, and characteristics, the availability of resources and alternatives, and general economic conditions.

Guidelines

Informed choice does not mean unlimited choice. An individual's choices are limited by several factors.

6. The choice must relate to and be necessary to achieving an employment outcome.
7. The choice must be cost effective.
8. The choice must be consistent with the individual's strengths, resources, priorities, abilities, capabilities, needs, and interests.
9. The choice must be made pursuant to all federal, state, and DSHS rules related to purchasing and providing services.

Notifying Customer of VRC's Disagreement with Selected Employment Goal, Assessment Service, VR Service, and/or PES Service

The VR Counselor's is responsible to provide a customer with written notification when the VRC disagrees with an individual's selected employment goal, assessment service, VR service, or PES service. Such written notification is necessary so that the customer may exercise their rights to appeal within required timeframes and knows the specific reasons on which the VRC's decision is based.

See Also:

[Use of Required STARS Letters](#)

What to do if you Cannot Support the Customer's Choice.

If a VR counselor does not support a customer's choice of employment goal, assessment service, or VR service, the VR counselor must discuss their decision in a counseling and guidance session with the individual. This discussion must be followed by written notification to the customer. The customer may appeal the decision based on the written notification that is provided by the VRC. The VRC must:

7. Make sure the reasons you do not support the customer's choice are based on

objective information, facts, and applicable sections of Washington Administrative Code (WAC) 388-891A “Vocational Rehabilitation Services for Individuals with Disabilities.” If the individual’s selection of an employment goal is not consistent with the assessment of their VR needs, or they have selected assessment, VR, or PES services that are not required for achievement of their employment goal, discuss your concerns with the individual in an objective, factual way. Consult with others or invite the individual to discuss the decision with a supervisor and/or the Client Assistance Program (CAP).

8. After providing counseling and guidance send a letter to the customer within five (5) working days of your discussion to provide written notification of your decision not to support their selected employment goal, assessment service, VR, or PES service. Use applicable STARS template letters for providing this written notification. If the customer appeals your decision, this letter will provide the basis for the appeal.
 1. When you disagree with a customer’s selected employment goal, you must state the objective reasons that you disagree with the goal and identify either a more appropriate goal or the steps they must take to decide on a better suited goal.
 2. When you disagree with a customer’s selected assessment service or VR service, you must state the objective reasons that the service is not required for them to choose or achieve their selected employment goal.
- Clearly document in Waves why you cannot support the individual's choice. For example, the employment goal is not consistent with the individual's strengths and resources, the service is unnecessary, PES services will not be adequate, and a new DVR case is needed, etc.

Role of the Customer

The role of the customer in the VR process has shifted with the change in the counselor’s role. The amount of time and energy individuals commit to their vocational rehabilitation efforts directly impacts their outcomes. Individuals should be expected and encouraged to assume as much responsibility as possible in making decisions that lead to achieving the goals outlined in the plan. By law, individuals make decisions about the employment outcome and setting, VR services and service providers.

Suggested ways to use the informed choice process to encourage responsibility and accountability include enabling individuals to:

1. Determine which steps in the process they can perform independently.

2. Determine which steps require support and what support is needed.
3. Gather information about vocational options and alternatives.
4. Objectively discuss and consider information, counseling and guidance provided by a VR counselor.
5. Evaluate the information as it relates to identified strengths, capacities, capabilities, needs, resources, and interests.
6. Explore and secure resources needed to achieve plan goals.

Role of the VR Counselor

The VR counselor facilitates the process with knowledge of rehabilitation and the VR process, an understanding of informed choice, information regarding rehabilitation resources and current labor market trends and the experience of assisting other individuals through the VR process.

The VR counselor explains the individual's right and responsibility to make choices throughout the rehabilitation process, and uses a combination of skills to ensure individuals make effective choices, including:

2. Ability to see the potential in each person.
3. Advocate for individuals and their rights when appropriate.
4. Challenge one's own preconceived ideas about limitations.
5. Effectively communicate information in a way that meets the individual's needs and learning style.
6. Understand what information is relevant to a decision and how to obtain it.
7. Ability to understand and explain how each decision relates to achieving the employment outcome.
8. Ability to explain rules related to making cost-effective decisions and helping an individual apply the rules to decisions.
9. Help individuals assess advantages and disadvantages from various perspectives.
10. Effectively and objectively work through conflict and/or disagreement.
11. Recognize choices that do not contribute to an employment outcome or are not cost effective, explain the reasons DVR cannot support those decisions, and explore alternatives.
12. Clearly document in Waves why you support or cannot support the individual's choice.
13. Explain consequences of decisions and hold people accountable.
14. Honestly and sensitively discuss an individual's strengths and limitations as they relate to decisions.

Selecting Service Providers

(Updated 12-01-2021)

Encourage customers to be actively involved in the selection of service providers. VR counselors need to ensure that individuals are offered the full array of choices among service providers available, with adequate information to assess the options and make an effective decision.

Suggestions about how individuals can participate in selecting the service provider include:

3. Share information about [service providers performance results](#) available on the DVR Intranet.
4. The VR counselor should discuss any experience and knowledge with various service providers.
5. Arrange opportunities for individuals to discuss potential service providers with other knowledgeable consultants or staff.
6. Encourage individuals to interview potential service providers in-person or by phone.

Case Documentation

The case service record should reflect an individual's choices throughout the rehabilitation process. Case notes and narratives should clearly indicate to an uninformed reader of the case service record the level of involvement and responsibility the individual assumed in making decisions throughout the VR process.

Suggested case record entries might address:

- Level of support needed by the individual to make informed choices.
- Support provided by the VR counselor to assist an individual to make effective decisions.
- Individual's involvement in gathering information necessary to make decisions.
- Other consultants or resources the individual used to make decisions.
- Risks involved with the decision and how the individual addressed the risks.
- VR counselor concerns about choices and counseling provided to address concerns.

WAC – Informed Choice

[WAC 388-891A-0300 What is informed choice?](#)

[WAC 388-891A-0310 How does DVR support the informed choice process?](#)

[WAC 388-891A-0320 What if I do not know how to use the informed choice decision making process?](#)

[WAC 388-891A-0330 What decisions may I make using informed choice?](#)

Certification of Disability for Federal Employment

(New 10/12/08)

To remove barriers and increase employment opportunities in federal government jobs, special hiring procedures are available to individuals with “mental retardation, severe physical disabilities, or psychiatric disabilities”. Individuals with these disabilities may apply for federal jobs under a provision called a Schedule A- Excepted Service Appointment of Persons with Disabilities. To use this provision, the individual must provide the hiring federal agency with:

- Certification of Disability (proof they are an individual with “mental retardation,” severe physical disabilities or psychiatric disabilities); and/or
- Certification of Job Readiness (they meet all of the qualifications for the position they are applying for; and they are likely to succeed in performing the duties of the position).

Under the federal regulations (5 CFR 213.3102(u)) letters of certification can be provided by a VR counselor of a state vocational rehabilitation agency. Certification letters can also be provided by another state or federal vocational rehabilitation agency, such as the Department of Veteran Affairs, DSB, a tribal VR program, a licensed vocational rehabilitation specialist (i.e., state or private), or a licensed medical professional, such as a physician or other medical professional.

The certification letter is usually given to the individual and the individual submits the letter as part of their application materials. A signed release of information from the individual is not needed if the letter is given directly to the individual. If DVR needs to collect or share information with others to assist the individual, follow the usual procedures related to obtaining a signed consent.

The VR office should keep a copy of the letter and any other supporting documentation on file in case follow-up is needed.

An individual does not have to be an applicant, or a current or former DVR client to apply using Schedule A or to request a certification of disability or job readiness from DVR. The intent is to help individuals with disabilities to obtain employment and VR counselors have the expertise to provide these certifications.

NOTE: Individuals should indicate "Schedule A - 5 CFR 213.3102(u)" on their resumes and applications for federal employment.

The federal Office of Personnel Management provides information about applying for federal employment at <https://www.opm.gov/policy-data-oversight/disability-employment/>.

Certification of Disability and Certification of Job Readiness

- The VR counselor prepares a letter and appropriate documentation (e.g., records, statements, or other information) that certifies the applicant for federal employment is an individual with “mental retardation, severe physical disabilities or psychiatric disabilities”.
1. If the VR counselor has enough information about the duties of the position and the individual's work skills and experience, the VR counselor also certifies the individual's job readiness in the letter.
- If the VR counselor can certify the disability but cannot certify job readiness, the counselor may provide a letter certifying the disability only. If the individual is later tentatively selected for the position, the VR counselor may conduct further analysis of job tasks or provide an on-site assessment to determine whether the applicant is likely to succeed in the performance of the duties of the position.
1. If the VR counselor cannot certify job readiness, the VR counselor can suggest that the individual request the certification of job readiness from a licensed medical professional, such as a physician or other medical professional. The federal agency is also permitted to temporarily appoint an individual to a position to evaluate their ability to perform the essential functions of the position for which the individual is applying.

For more information:

Office of Personnel Management 5 CFR Parts 213 and 315 Excepted Service-Appointment of Persons with Disabilities and Career and Career-Conditional Employment at the Federal Register web site: [Office of Human Resources Management - Individuals with Disabilities FAQ](#)

Office of Personnel Management [Schedule A- Questions and Answers](#)

[Example - Schedule A Certification Letter](#)

Standard Operating Procedure: Offering Voter Registration Assistance to DVR Applicants and Customers

Purpose: To provide a standard practice for providing, and recording the provision of, voter registration assistance to customers. This will assist DVR in fulfilling the reporting requirements that ensure we meet our obligations under the National Voter Registration Act of 1993.

References:

[National Voter Registration Act of 1993](#)

[Executive Order 07-04 Voter Registration Assistance](#)

[DSHS Administrative Policy 8.12, Voter Registration Assistance](#)

[RCW 29A.08 - Voters and Registration](#)

Forms and Materials:

[Secretary of State Agency Voter Registration Forms](#)

[DSHS 02-541, Voter Registration Assistance](#)

[DVR 02-541, Voter Registration Forms Completed \(Internal Link\)](#)

[DSHS 02-095, Request for Mailroom Distribution](#)

[DSHS 17-115, Zip Copy Request](#)

[DVR form letter, Voter Registration Form Letter \(Internal Link\)](#)

Additional Guidance:

[Reference - Voter Registration Assistance](#)

Action by Rehabilitation Technician (or Vocational Rehabilitation Counselor During a One-on-One Meeting)

1. Provides DSHS 02-541, "Voter Registration Assistance" to the customer at orientation or intake (depending on office best practice) and asks the customer to complete the form or whether they would prefer to fill out 01.1 – Voter Registration Assistance together in Waves.
2. If the customer would like to take a voter registration form home or complete one with assistance (either in the form of postage/mailing or help in the completion of the form), provides the most current version of the Secretary of State's Voter Registration form.
3. At the completion of orientation, if the Customer decided to fill out DSHS 02-541, collects DSHS 02-541, "Voter Registration Assistance" and any completed Secretary of State Voter Registration forms.

4. For each customer, checks the appropriate box in Question 1 in the “DVR STAFF ONLY” section of DSHS 02-541 or 01.1 – Voter Registration Assistance, “Did you provide assistance to this customer in registering to vote?”
5. If appropriate, specifies the assistance provided in the checkboxes provided for Section 2, Question 2 of DSHS 02-541, “Voter Registration Assistance.”
6. Keeps completed DSHS 02-541, “Voter Registration Assistance” and Secretary of State Voter Registration forms with customer’s orientation/intake materials until entered into STARS.
7. Once the customer’s orientation/intake materials are entered into STARS, check the “Registered to Vote” box if the customer has completed a Secretary of State Voter Registration form for postage and mailing, or if the customer has checked “Yes” in Section 1, Question 1 of DSHS 02-541, “Voter Registration Assistance.”
8. Pulls completed DSHS 02-541, “Voter Registration Assistance” and Secretary of State Voter Registration forms from the customer’s file and provide both forms to the Office Assistant or other office staff responsible for Voter Registration Assistance Coordination.

Action by Field Office Voter Registration Assistance Coordinator

(Typically, duties completed by an Office Assistant or a designated RT)

9. Upon receipt of Secretary of State Voter Registration forms and completed DSHS 02-541, “Voter Registration Assistance”, separate and mails Secretary of State Voter Registration forms.
10. Enters tally on internal DVR form IF-02541, “Completed Voter Registration Forms,” for every “yes” response to Section 2, Question 1 on DSHS 02-541, “Voter Registration Assistance.”
11. Files completed DSHS 02-541, “Voter Registration Assistance,” forms in a secure location for later mailing to DVR State Office Voter Registration Assistance Coordinator.
12. At the end of each calendar month, prepares a packet for mailing to the DVR State Office Voter Registration Assistance Coordinator, specifying both Originating Office and Reporting Period, that includes:
 - Completed tally sheet for the month.
 - All completed DSHS 02-541, “Voter Registration Assistance,” forms.

Action by DVR State Office Voter Registration Assistance Coordinator

13. Receives packet of Voter Registration Assistance materials from originating field office.
14. Enters both tallied and qualified Voter Registration Assistance information from the field office in the spreadsheet, “Voter Registration Totals - [YEAR],” found in the S:\Voter Registration folder.
15. Separates the forms by office, and within each office, by: already registered, given assistance to register, declined to register (if the form is blank, assume not interested) and count each category. Notes the counts in appropriate cells within the spreadsheet, “Voter Registration Totals - [YEAR].”
16. Finds each client’s name STARS, and ensures that for those applicants who are already registered, the “Registered to Vote” button is checked. If it is not checked, checks it.

- a. The “registered to vote” button helps IT generate the list of customers who have not registered and must be contacted again by DVR with an offer to register.
17. Files the voter registration assistance forms by office.
 18. If an individual office’s forms are not received by the end of the first week of the month, contacts the Voter Registration Assistance Coordinator to determine whether they have been sent. Entry needs to be completed by the 15th of the month in order to report tallies to DSHS ERMO for Enterprise Risk Management analysis and evaluation.
 19. Tallies are due to DSHS ERMO by the 15th of each month. After entering all of the Voter Registration Assistance data for the previous month, prepares the report to DSHS ERMO.
 20. Using the data in the “Totals” tab on the spreadsheet, “Voter Registration Totals – [YEAR],” describes to DSHS in an e-mail the totals for the following fields:
 - 1a – total provided registration assistance.
 - 1b – total offers (total number of clients plus total letters sent by State Office)
 - 2a – total clients already registered.
 - 2b – total clients declining (subtract the already registered and provided assistance figures to get the number declining)

DVR also Generates Periodic Reminders for Customers about the Opportunity to Register to Vote

Action by IT Specialist

21. Generates weekly report of individuals who have no current voter registration identified in STARS, and updates on shared drive under “S:\Voter Registration.”
 - a. Updates or replaces the spreadsheets titled “Voter Registration (non-Spanish) [date]” and “Voter Registration (Spanish) [date]” contained in “S:\Voter Registration” with this information.
22. Notifies DVR State Office Voter Registration Assistance Coordinator of the updated list.

Action by DVR State Office Voter Registration Assistance Coordinator

23. Accesses the spreadsheets titled “Voter Registration (non-Spanish) [date]” contained in “S:\Voter Registration,” and determines the total number of individuals listed in the spreadsheet.
24. Gathers a number of envelopes with DVR return addresses that matches the number of individuals identified in step 1.
25. Completes DSHS 02-095, “Request for Mailroom Distribution,” to be submitted to the DSHS Mailroom.
 - a. For “Organization,” specify “DVR;” for Mailstop, use “45340.”
 - b. For “Title of Material...” include, “Voter Registration.”
 - c. In the “Special Instructions” section, specifies “z—fold letter and form, stuff envelope, label, and mail.”
 - d. In the “Distribution Quantity” section, writes the number from step 1.
26. Completes two copies of DSHS 17-115, “Zip Copy Request,” on a single page, as an attachment to the “Request for Mailroom Distribution” form.
 - a. For “Number of Pages:” specify “1” for the “Voter Registration Form Letter;”

- specify "2" for "Secretary of State Voter Registration Form."
 - b. For "Copies Per Page," include the number identified in step 1 for both requests.
 - c. Print "Voter Registration Form Letter" as "1-sided;" print "Secretary of State Voter Registration Form" as "2-sided." For "Paper Type," both requests should use "8 ½ x 11."
 - d. For "Line of Account Coding," on both requests, use "001" for "Fund," use "ER" for "Sub Obj," and use "9100" for "Sub Obj Object."
 - e. In "Ordered By," include the requester's name, phone number, and MS 45340. Be sure to include the "Date Sent" and "Time Sent."
27. Opens DVR form letter, "Voter Registration Form Letter," and ensures that the date at the top of the letter is current.
 28. Prints and sign a copy of the "Voter Registration Form Letter."
 29. Prints a copy of the "Secretary of State Agency Voter Registration" form (using the agency form for DVR).
 30. Gathers a packet that includes:
 - a. completed DSHS forms 02-095 and 17-115.
 - b. envelopes.
 - c. printed and signed "Voter Registration Form Letter;"
 - d. printed the "Secretary of State Agency Voter Registration" form.
 31. Places the packet in campus mail, addressed to DSHS Mailroom (follow instructions on DSHS 02-095, "Request for Mailroom Distribution" form).
 32. Sends an email to the OSSD mail processing lead with notice that a packet is on its way, and attaches the spreadsheet titled "Voter Registration (non-Spanish) [date]" to the message.
 33. Opens the "Voter Registration (Spanish) [date]" spreadsheet. Creates labels and prints the Spanish version of the Voter Registration letter. Attaches the letter to the Spanish version of the voter registration form and mail from the state office.

Action by OSSD

34. Mailroom staff makes copies of the signed "Voter Registration Form Letter," and the "Secretary of State Agency Voter Registration" form.
35. All envelopes are stuffed with copies of the signed "Voter Registration Form Letter," and the "Secretary of State Agency Voter Registration" form, addressed with the names and addresses found in the spreadsheets titled "Voter Registration (non-Spanish) [date]" and placed in the mail.
36. OSSD staff send forms for the completed job back to DVR State Office Voter Registration Assistance Coordinator to confirm completion.

(Revised 9/8/step)

Voter Registration Assistance

DSHS/DVR is a Voter Registration Agency

DSHS/DVR is a designated voter registration assistance agency in Washington State. DVR staff are required to provide an opportunity to register to vote and assistance with voter registration to both the general public and to DVR customers.

DVR staff must not:

1. Attempt to influence an individual's political preference or party affiliation.
2. Display any political or party preference; or
3. Attempt to discourage anyone from registering to vote.

Voter Registration – Minimum Requirements

Registering to vote is not a requirement in order to receive DVR services.

To register to vote in the state of Washington, an individual must be:

1. A citizen of the United States;
2. A legal resident of Washington State; and
3. At least 18 years old by Election Day

Responsibility for Determining Voter Eligibility

If a client accepts our offer to assist them to register to vote, **it is the responsibility of the Secretary of State's Office to determine whether the client is eligible to vote.** The Secretary of State's Office screens a list of registered voters 3 times a year to identify individuals who are ineligible to vote.

1. An individual convicted of a felony loses the right to vote until the right is restored. An individual's right to vote is restored as long as the individual is:
 - a. Not in prison; and
 - b. No longer under the community custody authority of the Department of Corrections (DOC).
- An individual judicially declared mentally incompetent loses the right to vote until the right

is restored.

For more information refer to the [Washington Secretary of State - Felons and Voting Rights page](#).

DVR Customer Voter Registration

Opportunity to Register – Customer Choice

DVR is required to offer DVR customers the opportunity to register to vote. There is no requirement for a customer to register in order to apply for or receive DVR services. The DVR customer makes a choice whether or not to register to vote. If requested, DVR staff provide privacy to the customer to decide about registering and completing the form. If the customer wants help to complete the form, DVR staff assist with form completion.

Points in the VR Process When Voter Registration is Offered

DVR customers who are or will be at least 18 years old by Election Day are offered the opportunity to register to vote at the following points in the rehabilitation process:

- Application;
- Eligibility;
- Annual Review; and
- Address or name change.

Voter Registration When DVR Customer Applies for VR Services

When a DVR customer applies for vocational rehabilitation services, DVR staff provide information about voter registration and determine the appropriate course of action. There are two forms relevant to voter registration.

1. 01.1 – Voter Registration Assistance page in Waves

2. [DSHS 02-541, Voter Registration Assistance Form \(VRA Form\)](#)

This form ensures that DVR is providing Voter Registration Service to DVR customers and the general public and is an important record in the event of an audit.

3. [Agency Voter Registration Form \(AVR Form\)](#)

This form registers an individual to vote and is available on the Secretary of State's website. Forms are available in English, Spanish, Chinese, Russian, Vietnamese, Laotian, Cambodian, and Korean.

The following table shows a series of questions to ask, the appropriate DVR action and the forms to complete and distribute.

Questions and Actions at Application for VR Services

Question	Customer's Response	DVR Action	Form Distribution
1.1 Are you registered to vote where you live now?	No, or I don't know	Go to Question 5	None
1.2 Are you registered to vote where you live now?	Yes	Go to Question 2	None
2.1 If you are not registered to vote where you live now, would you like to register to vote here today?	No, or I don't know	DVR completes DSHS Voter Registration Assistance (VRA) Form & Provide the customer with AVR Form	Bundle DSHS Voter Registration Assistance (DSHS VRA) Form to send to SO at end of the month
2.2 If you are not registered to vote where you live now, would you like to register to vote here today?	Yes	Go to Question 3	None
3.1 Do you require addressing confidentiality due to domestic violence or sexual assault?	No	Go to Question 4	None
3.2 Do you require addressing confidentiality due to domestic violence or sexual assault?	Yes, or I don't know	Refer to Secretary of State's Office Address Confidentiality Program (ACP)	None
4.1 Would you like assistance with voter registration?	No, but would like to register	Provide the customer with DSHS VRA Form & Agency Voter Registration (AVR) Form	Bundle DSHS VRA Form to send to SO at end of the month. Either customer or DVR mails AVR Form to the Secretary of State Office.
4.2 Would you like assistance with the registration?	Yes	Assist with both forms by phone or in person	DVR mails the AVR Form to the Secretary of State Office; bundles DSHS VRA Form to send to SO at end of the month.

Question	Customer's Response	DVR Action	Form Distribution
4.3 Would you like assistance with voting the registration?	I don't know. No response	DVR completes DSHS VRA Form & provides the customer with AVR Form to take home	Bundle DSHS VRA Form to send to SO at end of month
5.1 If you are already registered to vote, would you like assistance with address or name change for voter registration?	No, but would like to change my address or name	At application only , provide the customer with DSHS VRA Form & Provide the customer with AVR Form	Bundle DSHS VRA Form to send to SO at end of the month. Either customer or DVR mails the AVR Form to the Secretary of State Office.
5.2 If you are already registered to vote, would you like assistance with address or name change for voter registration?	I don't know;	At application only , DVR completes DSHS VRA Form	Bundle DSHS VRA Form to send to SO at end of the month.
5.3 If you are already registered to vote, would you like assistance with address or name change for voter registration?	No response	Provide the customer with AVR Form to take home.	None
5.4 If you are already registered to vote, would you like assistance with address or name change for voter registration?	Yes	At application only , assist with both forms by phone or in person	Bundle DSHS VRA Form to send to SO at end of the month. DVR mails the AVR Form to the Sectary of State Office

Instructions – Forms Completion & Distribution

[Agency Voter Registration Form \(AVR Form\)](#)

Forms and complete instructions are available on the [Office of the Secretary of State Voter Registration](#) web page.

1. In the rectangular shaped box under the return address on the Voter Registration form, **enter the name of the agency (DSHS)** instead of the DVR office.
2. Tell the person they can either mail the form on their own, or have us mail the form for them;
3. Give the person the form or mail the completed form to the Secretary of State based on the person's choice.
4. Completed Agency Voter Registration Forms are sent **within three business days** (by mail or campus mail) to one of the following address:

Elections and Voting

Secretary of State's Office

P.O. Box 40229

Olympia, WA 98504-0229

Campus Mail:

Office of the Secretary of State

Voter Registration Mail Stop: 40229

Olympia

Address Confidentiality Program for Victims of Domestic Violence or Sexual Assault

Voter Registration information including the name and address of voters is normally considered public information. If someone has been a victim of domestic violence or sexual assault and requests confidentiality, refer them to the Secretary of State to register under a special program called the **Address Confidentiality Program** (ACP).

This allows someone in the ACP to register to vote without having this record available to the public.

Helping the General Public with Voter Registration

If the individual requires address confidentiality due to domestic violence or sexual assault, refer them to the Secretary of State's Office **Address Confidentiality Program** (ACP).

If the individual does not require address confidentiality, use the above table, **Questions and Actions at Application for VR Services** as a guide to determine what action to take, the forms to complete and the distribution of forms.

2. Give the individual privacy when they ask for it to decide if they want to register to vote and to help them complete the form, as needed.
3. Complete the form, DSHS 02-541, Voter Registration Assistance, and include it in the bundle to be sent to the State Office at the end of each month.
4. Assist or have the individual fill out the Agency Voter Registration Form.

Inform the individual that the completed form has to be sent to the Secretary of State's Office **within 3 business days** of the date of signature and provide the address. If the individual requests that DVR mail the form, send the completed form **within 3 business days** to the address for the Secretary of State's Office listed above.

Communicating with Customers in a Professional Manner

(Revised 12-2-19)

DVR staff members are expected to communicate with customers and other individuals in a courteous and professional manner. Written communications (such as a letter or email) should follow these guidelines:

Procedures

A. For in-person or telephone, contact DSHS Employees will:

1. Acknowledge or respond to in-person or recorded telephone messages within 48 hours or two business days of receipt or return to work;
2. Identify themselves and use a courteous and professional tone when speaking to customers;
3. Use plain language and explain any terminology or acronyms; and
4. Follow-up with appropriate action to aid and respond to the customer's request.

B. For written contacts (letters or e-mails), DSHS employees will:

- Respond to written correspondence received by mail or e-mail within seven calendar days. If the response will take longer than seven calendar days, make an interim contact with the customer and give a reasonable estimated date of response.
- Received by e-mail within 48 hours of receipt or return to work, as described in DSHS Administrative Policy No. [AP 14.18 DSHS Voicemail Standards](#).
- The written response must:
 - Acknowledge receipt of the correspondence;
 - Include a salutation. If the writer is anonymous, address the letter “Dear _____” or another similar salutation.
 - Make reference to the customer’s correspondence and restate the customer’s request;
 - If the customer wrote to a different party, inform the customer why the letter was referred to your administration or division.
 - Use proper grammar, spelling, capitalization, punctuation, and formatting (e.g., paragraphs);
 - Close with a signature block that includes:
 - The writer’s full name.
 - Title or office; unit, division, or administration; and
 - If applicable, a name and contact information for the customer to contact for questions.

When using e-mail to respond, use an easy-to-read font and avoid active backgrounds, bright colors, moving icons, and other distracting elements. Remove any internal e-mail dialogue before sending the response to the customer.

Standard Operating Procedure: Complaint Resolution and Response Standards

Purpose and Background: DVR has an obligation to document and respond to complaints in a

prompt manner. Complaints may be received from customers, community members, legislative members or staff, the Office of the Governor, or other concerned individuals. This procedural guidance describes how DVR meets this obligation to attempt to resolve complaints and provide responses to individuals who make complaints.

VR staff treat individuals who have complaints fairly and courteously, responding to in-person, telephone, and email complaints within 48 hours (2 business days) of receipt or return to work, as described in DSHS Administrative Policies 08-11 and 14-18. Written complaints must be responded to within seven calendar days, as described in DSHS Administrative Policy 08-11. All complaints must be documented promptly.

Note: DVR customers are not required to resolve a complaint at the “lowest level,” they may request to speak with any staff in the chain of command or the individual may refuse to talk with the VR counselor or supervisor. Customers may make a request to talk with the Regional Administrator, the Field Services Administrator or the DVR Director or designee.

When a customer alleges civil rights discrimination against DSHS based on race, color, creed, religion, national origin, sexual orientation, age, sex, presence of any sensory, mental or physical disability, or use of a trained dog guide or service animal by a person with a disability, disabled veteran status or Vietnam Era veteran status, or other protected veteran status, DVR provides the customer with the DSHS Nondiscrimination Policy which includes a complaint form. If the customer wishes to submit their complaint via phone, they can be advised to contact the DSHS Human Resources Division Investigations Unit at: 800.521.8060.

References:

[34 CFR 361.57\(c\) Review of determinations made by \[DVR\] personnel](#)

[WAC 388-891A-0215 What may I do if a DVR counselor makes a decision about my VR services that I do not agree with?](#)

[DSHS Administrative Policy 05-04, Records Retention](#)

[DSHS Administrative Policy 08-11, Complaint Resolution and Response Standards](#)

[DSHS Administrative Policy 14-18, Voice Mail Standards](#)

[DSHS Administrative Policy 18-81, Nondiscrimination in Direct Client Services](#)

[DSHS Information Security: Secure Email Overview](#)

[DSHS Information Security Standards Manual](#)

Forms:

[DSHS DVR Fair Hearing Request Form, DSHS Form No. 05-247](#)

Action by VR Staff:

For All Complaints

1. The VR staff member receiving the complaint resolves the individual's complaint when made, if possible. If the matter cannot be resolved quickly and easily by the staff member receiving the complaint, refer the complaint to the VR Counselor (VRC) of record associated with the case; if the VRC is unavailable, the complaint can be referred to the VR Supervisor (VRS). The VRS involves the Regional Administrator (RA) as needed.

Note: As part of the complaint process, counselors are expected to offer customers the meaningful provision of informed choice about options to resolve their complaints, including providing information about the Client Assistance Program (CAP). CAP can help resolve complaints and provide customers with advice and advocacy.

2. If the VR staff member receiving the complaint resolves the matter immediately, they:
 - a. Summarize the complaint and resolution in an email and send it to the appropriate VR staff and VRS.
 - b. Enter a summary in Waves and no further action is needed.
3. If the complaint is not resolved, the VR staff member documents the complaint and any attempts to resolve the complaint in Waves and refers it to the next level until resolution. At each level, the VR staff member (VRC, VRS, etc.) documents in Waves the steps taken to address and respond to the complaint.
4. Complaints from individuals other than current customers that cannot be immediately resolved may be forwarded to the Customer Relations Manager (CRM) at the DVR State Office for complaint response and triage. The CRM promptly documents and keeps track of all complaints as required by the DSHS records retention schedule.
5. If a customer has a question about fair hearings:
 - a. Any VR staff may provide the customer with information about the fair hearing process, including providing them with and/or helping them complete the DSHS DVR Fair Hearing Request Form, DSHS Form No. 05-247;
 - b. Customers may also be provided contact information for the CRM to explain the fair hearing process and answer their questions; and/or
 - c. Give them contact information for the Office of Administrative Hearings at <https://oah.wa.gov/> or 1-800-583-8271.

Note: Prior to providing confidential information about a case with a complainant who is not the DVR customer, the VR staff who is addressing the complaint will verify that valid authorization or consent documents are on file, including guardianship documentation, if applicable. If authorization to release information cannot be verified, the VR staff informs the complainant about the limitations in regards to confidentiality, listens to the complaint and provides general information and assistance.

Action by VR Staff:

Handling Written Complaints (Procedural Guidance Specific to Written Complaints Received)

6. VR staff receiving the written complaint (in which a customer or complainant clearly requests a response or resolution) responds in writing to the individual regarding the

complaint within seven calendar days (unless the complainant specifies a different preferred form of response). If the response will take longer than seven calendar days, VR staff will make interim contact with the customer and give a reasonable estimated date of response.

7. The written response must:
 - a. Acknowledge receipt of the correspondence.
 - b. Include a salutation, and if the writer is anonymous, address the letter “Dear Concerned Citizen” or use another similar salutation.
 - c. Make reference to the customer’s correspondence and restate the customer’s complaint(s) or concern(s) in the body of the letter;
 - d. If the customer wrote to a different party, inform the customer why the letter was referred to DVR;
 - e. Use proper grammar, spelling, capitalization, punctuation, and formatting.
 - f. Close with a signature block that includes:
 - i. The writer’s full name.
 - ii. Title or office; unit, division or administration; and
 - iii. If applicable, a name and contact information for the customer to contact for questions.
 - g. When using e-mail to respond, use an easy-to-read font and avoid active backgrounds, bright colors, moving icons, and other distracting elements.
 - h. Remove any internal e-mail dialogue before sending the response to the customer.
 - i. If sending confidential information via email, remember to use [secure] email as outlined in the DSHS Information Security [secure] email overview.
8. The VR staff member who resolves the complaint documents the complaint outcome in Waves.
9. If the VRC, VRS, or RA are not able to resolve the complaint informally, the individual is advised of their rights under WAC 388-891A-0215, “What may I do if a DVR counselor makes a decision about my VR services that I do not agree with?”
10. Complaints from individuals other than current customers that cannot be immediately resolved may be forwarded to the CRM at the DVR State Office for resolution. The CRM promptly documents and keeps track of all complaints as required by the DSHS Records Retention Policy.

When the complaint is received by the Customer Relations Manager

Action by Customer Relations Manager

11. The CRM at the DVR State Office is the central point of contact for all elevated complaints received at the State Office which are unable to be triaged to the local field office, VRS, or RA. Customer contact may be made by telephone, mail, email, or in person. Individuals may be seeking general information or asking for assistance in resolving a problem or complaint. The CRM:
 - a. Listens to the individual.
 - b. Identifies the nature of the complaint and the counselor of record.

- c. Identifies what steps have been taken to resolve the complaint.
 - d. Explains the next steps to resolve the complaint.
 - e. Directs the individual to the appropriate field staff member to resolve the complaint.
 - f. Advises the individual of their rights.
12. Documents and keeps track of all complaints as required by the DSHS Retention Policy.
 13. If this resolves the issue, no further action will be taken and the CRM will enter a brief Case Note in Waves to summarize the nature of the discussion with the individual.
 14. When the matter is not resolved by the CRM listening and providing general information, assist the individual in connecting with the appropriate VRC, VRS, or RA who can best respond to the individual's concerns. The assistance the CRM provides is as follows:
 - a. Summarizes the complaint in Waves, when appropriate, and the steps taken to resolve the complaint, by e-mail, phone call, or voice mail; and
 - b. Refers the matter to the appropriate field staff member(s) for resolution (i.e. Rehabilitation Technician, VRC, VRS, or RA, or Director or director's designee) with an email to memorialize the referral discussion.
 - c. Contacts the VRC, unless the customer has been unable to resolve the issue with their VRC and the matter needs to be taken to the VRS. When a customer has been unable to resolve their issue with the VRS, the CRM will make initial contact with the RA.
 - d. When a customer asks to communicate directly with the DVR Director, offer first the option to communicate with the RA. If the customer refuses this option, they will be routed to the DVR Director or director's designee.
 - e. Regardless of who is the initial point of contact, the CRM will always send a courtesy copy of their email to the VRC, VRS, and RA so that all are aware of the situation.
 - f. When a VR supervisor or RA will not be available to follow up within 2 business days, the CRM contacts whoever has been designated to act in the absence of the VR supervisor or RA.

Note: The role of the CRM is to actively listen and assist the customer in connecting with the appropriate field staff who will be able to address and resolve the individual's concerns. The CRM's role is to facilitate effective dispute resolution but not to decide how the issue is to be best resolved. That decision will be the responsibility of the field staff who are involved.

15. May inform customers that they can re-contact the CRM if additional assistance is needed. When a customer does re-contact the CRM for further assistance, they will follow the above steps. In addition, they may engage the RA if they have not been previously involved and can assist in addressing the individual's concerns.
16. Provides information about the Client Assistance Program (CAP) to all customers seeking assistance in resolving a problem or complaint. In addition, if applicable, they will inform the individual of their rights to request mediation and/or a Fair Hearing as methods for resolving their concerns.
17. DSHS DVR Fair Hearings: CRM will receive all inquiries that come through Office of Administrative Hearings regarding customer and/or vendor Fair Hearing requests,

who will inform the VRC, VRS and RA via e-mail of any Fair Hearing requests submitted by their customers.

Action by Any DVR Staff to Whom a Complaint Has Been Assigned for Response

18. Contacts the complainant within 2 business days after being initially contacted with the referred complaint. It is further expected steps will be taken within 5 working days to attempt to resolve the matter and a summary email sent to the staff who made the referral within that timeframe; courtesy copies are to be distributed to the VRC, VRS, and RA so are all informed of the follow-up action.

19. Sends an email reply to the staff who referred the complaint acknowledging that they will follow up with the customer within 2 business days and let the originating staff know if any further action to assist with the situation is needed.

20. Completes any attempts to address a customer's problem or complaint within 5 working days, with an email sent to the staff who made the referral within this timeframe summarizing the steps that were taken to resolve the matter. If the concern has not been resolved and it is likely the individual will re-contact the staff who made the referral for further assistance, this will be included in the email.

21. When working with a customer to address a problem or complaint, it is expected the VRC, VRS, or RA will remind the individual of the CAP, if not already involved, as well as their right to request mediation and/or a Fair Hearing.

22. After communicating with a customer about their problem or complaint, the VRC, VRS, or RA will make a brief Case Narrative entry in the individual's case servicerecord summarizing the customer's problem or complaint. The entry will summarize what was done to attempt to find a resolution to the issue as well as any further steps that are expected to be taken.

Action by DVR Director, or Director's Designee

23. When communicating with a customer and taking steps to resolve an individual's problem or complaint:

- a. Notifies the CRM, RA, VRS, and VRC of their actions; and
- b. Makes a brief Case Narrative entry in the customer's case service record to summarize the nature of their discussion with the individual.

Additional Information

Action by DVR Public Records Unit

1. The DVR Public Records Unit staff coordinates responses to all DVR general inquiries and DSHS Constituent Services Referrals and triages with appropriate staff members for intervention and resolution. The CRM may be requested to help facilitate the response.
2. The DVR Public Records Unit staff will field general information emails from the DVR Webpage and either respond directly or ensure that the appropriate staff replies. CRM may be requested to help facilitate the response.
3. The DVR Public Records Unit staff will respond to and triage any complaints received through communication with the Office of the Governor, elected officials,

and legislative members or staff (state or federal).

Civil Rights Complaint

If a customer alleges a civil rights complaint (based on race, color, creed, religion, national origin, sexual orientation, age, sex, presence of any sensory, mental or physical disability, or use of a trained dog guide or service animal by a person with a disability, disabled veteran status or Vietnam Era veteran status, or other protected veteran status, notify the VR supervisor and immediately send the complaint to the DSHS Human Resources Division Investigations Unit at P.O. Box 45839, Olympia, WA 98504-5839. The phone number for the DSHS Investigations and Reasonable Accommodations Unit is 800-521-8060 or TDD 800-521-8061.

Procedures - State Office

- The Customer Relations Manager at the DVR State Office (Headquarters) is the central point of contact for all complaints received at the State Office.
1. The Customer Relations Manager or designee:
 1. Listens to the individual.
 2. Identifies the nature of the complaint and the counselor of record.
 3. Identifies what steps have been taken to resolve the complaint.
 4. Explains the next steps to resolve the complaint.
 5. Directs the individual to the appropriate field staff member to resolve the complaint.
 6. Advises the individual of their rights as outlined above.
 7. Documents and keeps track of all complaints as required by the DSHS Retention Policy.
 1. The Customer Relations Manager:
 1. Summarizes the complaint and the steps taken to resolve the complaint, by email, phone call or voice mail, and
 2. Refers the matter to the appropriate field staff member(s) for resolution (i.e., Rehabilitation Technician, VR counselor, supervisor, or Regional Administrator, or Field Services Administrator).
- The Customer Relations Manager or designee responds to all Constituent Services Referrals and works with appropriate staff members for intervention and resolution.

Customers May Audio Tape Counseling Sessions or Meetings

(12-9-13)

- a. Customers may audio tape record counseling sessions or meetings. It is not necessary for customers to provide justification or proof they require audio taping as a reasonable accommodation. If audio taping is a reasonable accommodation there must not be a delay in arranging or providing an audio tape recorder. Providing a reasonable accommodation without delay is consistent with Article II of the Americans with Disabilities Act (ADA), RCW 49.60, Washington State Law Against Discrimination, and [DSHS Administrative Policy 7.02 Equal Access to Services for Individuals with Disabilities](#). “The department must provide people with disabilities an equal opportunity to participate in and enjoy the benefits of programs, services and activities.”
- b. Ask the customer if they have a tape recorder. If the customer does not have a tape recorder check the inventory of equipment to see if a tape recorder is available. If one is not available, DVR can purchase a tape recorder for the customer to use. Digital audio tape recorders are inexpensive and easy to use. Complete and have the customer sign a [Loan Agreement for Tools and Equipment, DSHS 19-074](#).
- c. If audio taping counseling sessions or meetings interfere with the relationship between the counselor and the customer, the counselor consults with the VR supervisor or the Regional Administrator to determine an appropriate course of action.
- d. Document in Waves that audio tape recording is being used to record counseling sessions or meetings. Note whether the customer provided their own tape recorder or if it was loaned from the inventory of equipment, or purchased for the customer to use.

See Also:

[Access to DVR Programs and Services](#)

[DSHS Administrative Policy 14.10 Accessible Meetings](#)

Access to DVR Programs / Services

(New 05/2021)

DVR policies and procedures on equal access are based on the following DSHS Administrative Policies:

- **DSHS Administrative Policy No. 7.02, Equal Access to Services for Individuals with Disabilities**
- [DSHS Administrative Policy No. 7.20, Communication Access to Services for Persons Who are Deaf, Deaf/Blind and Hard of Hearing](#)

- [DSHS Administrative Policy No. 7.21, Access to Services for Clients who are Limited English Proficient \(LEP\)](#)
- **DSHS Administrative Policy No. 14.10, Accessible Meetings**

DVR provides equal access to individuals to participate in all aspects of its programs and services.

Providing program access may include:

- The provision of auxiliary aids and services and alternate formats necessary for communication access.
- Making reasonable adjustments to policies, procedures and practices due to limitations that result from an individual's disability.
- Ensuring facilities where DVR provides services, holds meetings or conducts public events are physically and virtually accessible.
- Providing language translation services to individuals who are limited English proficient.
- Ensuring service animals are permitted to enter all DVR offices and service locations to assist clients, applicants, employees, and the public. Service animals include guide dogs, signal dogs, or other animals individually trained to provide assistance to an individual with a disability. Companion animals are not considered guide dogs.
- The removal of any barriers that impede communication or physical access.

Informing the Public/DVR Clients about Access to Programs and Services

Adequate signs need to be posted inside and outside to direct people to DVR offices, including directions to accessible paths of travel, entrances/exits, rest rooms, and meeting rooms.

DVR offices need to post adequate information in the lobby/reception area to instruct individuals how to request auxiliary aids or interpreter services or alternate formats needed to communicate or gain access to services. Procedures need to be in place so that staff can be responsive to individuals who need services or assistance to communicate.

Once an individual applies for services, DVR staff work with the individual to determine the most appropriate method for communicating and providing information throughout the rehabilitation process.

See Also:

WAC - Communication Access to VR Services

WAC - Interpreter Services

[WAC 388-891A-0720 What are interpreter services?](#)

Paying for Interpreter and Translation Services

Sign Language Interpreters

Each DVR office must:

- Establish procedures for securing services from qualified sign language interpreters and ensure staff are familiar with the procedures.
- Secure the services of a certified interpreter upon request. If a certified interpreter is not available, DVR may provide a qualified, non-certified interpreter if it is acceptable to the client.
- Whenever possible, DVR schedules contract interpreters identified by the individual as effectively meeting their communication needs.
- If an individual prefers to use their own sign language interpreter, they may do so at their own expense. This does not alter DVR's responsibility to use a qualified interpreter.
- All sign language interpreters who contract with DSHS are required to follow a Code of Professional Conduct (outlined in DSHS Policy 7.20). Any violations of this code are grounds for termination of an interpreter's contract and should be reported to the Office of Deaf and Hard of Hearing.
- Provide information in alternate formats, such as in large print, on a computer disk or other formats identified by an individual.

Note: The Office of Deaf and Hard of Hearing Services (ODHH) coordinates interpreter services throughout DSHS to ensure all interpreters are registered and trained on DSHS procedures. ODHH also maintains a list of certified and qualified interpreters.

The [DSHS Office of Deaf and Hard of Hearing \(ODHH\)](#) webpage has information about telecommunication relay services and equipment.

The ODHH website for [Sign Language Interpreter Contractors](#) lists Freelance Interpreters and Interpreter Referral Agencies. (There is a link to the contract for each of the Interpreter Referral Agencies). [Link to the Collective Bargaining Agreement for Language Access Providers](#)

[Washington Relay Service](#) (ODHH web site)

A free service provided by the Washington State Office of the Deaf and Hard of Hearing

(ODHH) ensuring equal access to the telephone service for people who are deaf, hard of hearing, deaf-blind and speech disabled. The service allows hearing callers to communicate with text-telephone (TTY) users and vice-versa through specially trained Communication Assistants (CAs). Anyone wishing to use Washington Relay Service simply dials 711 to connect with a CA. The CA will dial the requested number and relay the conversation between the callers. Contact numbers for the Washington Relay Service: 1-800-676-3777 TTY/Voice

See Also:

WAC- Translation Services

[WAC 388-891A-0860 What are translation services?](#)

Paying for Interpreter and Translation Services

Sign Language Interpreter Fees for Job Interviews

Translation services

DVR provides language translation services to individuals who do not speak English to access DVR services and/or communicate with DVR staff. Each DVR office shall establish procedures for securing language translation services needed by applicants or eligible individuals to access DVR programs and services and ensure staff are knowledgeable about how to use the procedures.

When an individual receiving DVR services does not speak or read English, DVR is responsible to translate specific documents into the individual's primary language. DVR staff assist the individual, with the help of a translator if necessary, to complete required forms and documents in English, and then arranges for the documents to be translated. Documents to be translated include:

- Application for VR Services
- Notification of Eligibility or Ineligibility
- Individualized plan for employment
- Notification of case closure
- Notification of annual review, if appropriate
- Any other formal or written notice that requires a signature from the individual to continue receiving services

Other documents or case-related updates can be provided in person by a bilingual

employee or contracted interpreter. If the DVR employee and client determine translation of other material is needed or desired, they can request translations.

Translation Services are Provided under State of Washington General Administration Contract

Category 1, Translation of Forms, Publications, Brochures and Pamphlets

Category 2, Translation of Letters, Reports, Fill-ins, Informational Materials

[Link to Contract # 04218: Translation Services - Written Word](#)

*Translation of Forms, Publications, Brochures and Pamphlets
(Revised 12/15/2022)*

The DVR access specialist is the DVR contact for translating DSHS publications, brochures and pamphlets in other languages. The access specialist can be reached through e-mail at DVR.Languageaccess@dshs.wa.gov.

The policy and procedure specialist is the DVR contact for translating DVR forms. The policy and procedure specialist can be reached at dvrpolicy@dshs.wa.gov. If they are unavailable, the DSHS contact is Millie Brombacher, DSHS Records Office, Forms and Records Management Services. Millie can be reached at (360) 664-6048, or email: brombma@dshs.wa.gov.

The DSHS Forms and Records Management Services web site: [Link to DSHS Forms and Records Management Services](#).

*Translation of Letters, Reports, Fill-ins, Informational Materials
(Revised 12/15/2022)*

To translate a letter, report or fill-in document for a DVR customer, e-mail the document to be translated to the DVR Access Specialist . If the document to be translated contains personal information, work with the Access Specialist to ensure any customer information will remain confidential. The Access Specialist will then complete the Client Specific Translation Request (DSHS 17-120). DVR offices can contact the DVR Access Specialist for information or assistance in requesting translations through e-mail: @DVR.Languageaccess@dshs.wa.gov.

[Client Specific Translation Request \(DSHS 17-120\)](#)

Alternate Formats for Written Material

Written correspondence with clients or written material shared with clients, such as handbooks, guides, etc., need to be made available in alternate formats. Material must contain a statement with instructions about how to obtain the document in an alternate format. Following is a sample statement:

Upon request, this publication can be furnished in an alternate format for individuals with disabilities by contacting: (contact location, telephone, including TTY). Available formats include large print, Braille, audio tape, or electronic file.

Screen Magnification

Some options to consider when an individual requests screen magnification:

- Email forms/documents to the customer's home/school or work computer where they have magnification software or screen reader software installed;
- Adjust magnification feature that is built into Microsoft Windows XP;
- Utilize CCTV or ZoomText software that are available in several DVR and WorkSource locations;
- Enlarge the document in a copier (that has this capability); and
- Consult with ATAP if you have questions or need technical assistance.

Requesting Forms/Documents in Large Print

To request a form/document in large print, copies can be made on regular size paper (requires more pages but is easier to work with and file), or request copies using larger sheets of paper (11 x 17 sheet that prints in 14 pt font), contact Mille Brombacher, DSHS Records Office, Forms and Records Management Services. Millie can be reached at (360) 664-6048, or email: brombma@dshs.wa.gov.

The DSHS Forms and Records Management Services web site: [Link to DSHS Forms and Records Management Services](#)

Requesting Forms/Documents in Braille

Contact the Braille Access Service Center,

Washington School for the Blind

Phone: (360) 696-6321, Ext. 158.

Email address: braille@wssb.wa.gov.

Web site: www.wssb.wa.gov (select the Braille Access Center).

Modification of Policies, Procedures and Practices

DVR may modify policies, procedures and practices if necessary to provide equal access to an individual with a disability. An individual may request such modifications if they experience difficulty accessing VR programs, activities or services. If a DVR employee is aware that an individual is experiencing difficulty, the employee shall inform the individual of the option of requesting an accommodation and assist him or her in completing the request, if necessary. Requests can be verbal or in writing.

Requests are reviewed on a case-by-case basis. The VR counselor and, if necessary, the supervisor will discuss the accommodation request, options available, and decide upon a course of action. DVR follows the timeframes to respond within 10 working days of the request as outlined in [WAC 388-891A-0211: What does a DVR counselor do when they make a decision to deny my request for VR services, reasonable accommodation, or any other request that affects my participation in VR program services?](#)

DVR Facilities

The office supervisor or designee is responsible for ensuring DVR facilities are accessible to individuals with disabilities. This applies to all aspects of the facility operation, such as parking, elevators, paths of travel and communication features, such as TTYs and emergency signals and alarms.

Each office supervisor shall ensure that adequate number of staff are trained on how to use a TTY as well as other equipment necessary to provide communication access to individuals with disabilities.

Public Meetings, Hearings and Other DVR-Sponsored Events

DVR will hold public meetings, training, hearings, workshops, job fairs, and other events in locations and facilities that meet the requirements of this policy. Whenever possible, events shall be held on or near public transit routes.

Printed notices and announcements for DVR sponsored events should contain information about how to request accommodations at no cost. Following is a sample notice:

Accommodations are available to individuals with disabilities to participate in and

access this event. To request an accommodation, please contact (Name, telephone, including TTY) no later than (Date).

Communication access for public meetings shall be provided to meet the needs of individuals requesting such accommodations, and may include:

1. Assisted listening systems compatible with hearing aids and cochlear implants;
2. Use of microphones by speakers.
3. Real-time captioning;
4. Sign language interpreters; and/or
5. Other methods of communication that are requested and can reasonably be made available.

If an individual requests accommodations within the specified time frame, but the accommodations cannot be scheduled or provided, DVR will postpone the meeting and reschedule at a date and time when appropriate accommodations can be provided.

DVR Contractors and Providers

DSHS contractors are required to comply with DSHS Policies related to equal access. When DVR uses contractors to deliver services, they are also responsible to provide equal access to programs and services, including the provision of services in accessible facilities and methods of communication. DVR will inform the contracted provider of the communications methods the individual has identified as being most effective at the time of referral.

Failure to meet these requirements is grounds for contract termination. Field staff can consult with the DVR Contracts Unit if access questions or issues arise regarding DVR contractors or providers.

Fundamental Alteration/Undue Burden

If a requested accommodation would require a fundamental alteration of a program, service or activity or would result in an undue financial or administrative burden, an alternate means of providing access will be used, if possible.

If an accommodation would fundamentally alter a service, program, or activity or would create an administrative or financial hardship, the supervisor must document the reasons for the determination and submit the request in writing to the DVR Director or designee for final approval or denial.

If a request for accommodation is denied, DVR will offer other alternative methods to provide access, if possible, that would not fundamentally alter services or programs or result in an undue financial or administrative burden.

Complaints

- Individuals who have been denied access or who believe they have been discriminated against due to a disability may file a [Civil Rights Complaint](#).

Human Resources Division Investigations Unit (formerly the Investigations and Reasonable Accommodation Unit (IRAU) and previously DSHS Division of Access and Equal Opportunity)

1115 S. Washington, OB2 2nd Floor NE Wing
PO Box 45839
Olympia, WA 98504-5839
Toll Free 1-800-521-8060
(inside Washington) Toll Free TDD 1-800-521-8061
(inside Washington)

- Washington State Human Rights Commission

1-800-233-3247
1-800-300-7525
www.hum.wa.gov/

- The U.S. Department of Justice

Civil Rights & Civil Liberties Complaints
Office of the Inspector General
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Room 4706
Washington, D.C. 20530
Web Site: <http://www.justice.gov/oig/index.html>
Email: inspector.general@usdoj.gov
Hotline: (contact information in English and Spanish): (800) 869-4499, or
Hotline fax: (202) 616-9898.

- The U.S. Health and Human Services Office for Civil Rights

Web site: <http://www.hhs.gov/ocr/civilrights/>

Office for Civil Rights
U.S. Department of Health & Human Services
2201 Sixth Avenue - Mail Stop RX-11
Seattle, WA 98121
(206) 615-2290; (206) 615-2296 (TDD)
(206) 615-2297 FAX

Individuals who are deaf, deaf-blind or hard of hearing may file a complaint related to an interpreter by contacting:

- The Office of Deaf and Hard of Hearing (ODHH)

(360) 902-8000 Voice/TTY
(800) 422-7930 Voice/TTY
(360) 902-0855 Fax
Email Address: odhh@dshs.wa.gov

Contact ODHH by Video at:
D-Link Video IP Address: 209.181.93.249
D-Link Video Phone Number: 360-902-8000

Sorenson Video IP Address: 209.181.93.251
Sorenson Video Phone Number: 360-902-8000

Contact DSHS Headquarters at:
(360) 586-0609 Voice/TTY

WAC - Customer Rights

[WAC 388-891A-0200 May a guardian or another representative request an exception to a rule, mediation, or fair hearing on my behalf with DVR?](#)

[WAC 388-891A-0205 How do I ask for an exception to a rule in this chapter?](#)

[WAC 388-891A-0206 Are there exceptions to rules in this chapter that DVR will not grant?](#)

[WAC 388-891A-0210 What happens after I submit a request for an exception to a rule?](#)

[WAC 388-891A-0211 What does a DVR counselor do when they make a decision to deny my request for VR services, reasonable accommodation, or any other request that affects my participation in VR program services?](#)

[WAC 388-891A-0215 What may I do if a DVR counselor makes a decision about my VR services that I do not agree with?](#)

[WAC 388-891A-0220 What is the client assistance program \(CAP\)?](#)

[WAC 388-891A-0225 What is mediation?](#)

[WAC 388-891A-0230 When may I ask for mediation?](#)

[WAC 388-891A-0235 Who arranges and pays for mediation?](#)

[WAC 388-891A-0240 Is information discussed during mediation confidential?](#)

[WAC 388-891A-0245 If the mediation session results in an agreement, do I receive a written statement of the results?](#)

[WAC 388-891A-0250 What is a fair hearing?](#)

[WAC 388-891A-0255 How do I request a fair hearing?](#)

[WAC 388-891A-0260 After I submit a request for a fair hearing, when is it held?](#)

[WAC 388-891A-0265 What is a prehearing meeting?](#)

[WAC 388-891A-0270 Do I receive a written fair hearing decision?](#)

[WAC 388-891A-0275 Is the fair hearing decision final?](#)

[WAC 388-891A-0295 May DVR suspend, reduce, or terminate my services if I request a fair hearing?](#)

WAC - Communication Access to VR Services

[WAC 388-891A-0420 If I do not speak English, how do I communicate with DVR throughout the VR process, beginning at application?](#)

[WAC 388-891A-0421 What accommodations are available to help me communicate with DVR throughout the VR process, beginning at application?](#)

[WAC 388-891A-0425 Does DVR translate written communication for me if I do not speak English?](#)

Interpreter and Translation Services

See Also:

[Access to DVR Programs and Services](#)

[Link to Interpreter Contract # 03514](#)

[Link to the Collective Bargaining Agreement for Language Access Providers](#)

Paying for Interpreter and Translation Services

(Revised: 03/02/2020)

Service providers are expected to pay for interpreter and translation services needed by DVR customers without charging an additional fee.

Sign Language Interpreter Services

If a service provider says it is an undue burden to provide an ASL (American Sign Language) Interpreter DVR will take their word for it, and provide the interpreter at no cost and without delay. **This does not apply to CRP or IL contractors who are expected to provide interpreters as part of the contract.** See the section of the manual that explains The Contractor is Responsible to Pay for a Spoken Language or ASL Interpreter

See also the special circumstances under which DVR can pay sign language interpreter fees: Paying for Sign Language Interpreters for Job Interviews (below)

Mandatory State Contract for Spoken Language and ASL Interpreter Services

DSHS/DVR purchases interpreter services using a mandatory state contract for spoken language interpreters through the State of Washington Department of Enterprise Services (link to [Contract 03514: Interpreter Contract](#)), or an ASL contract administered by the DSHS Office of Deaf and Hard of Hearing (ODHH). The ODHH website for [Sign Language Interpreter Contractors](#) lists Freelance Interpreters and Interpreter Referral Agencies. (There is a link to the contract for each of the Interpreter Referral Agencies).

For questions about spoken language interpreters or ASL interpreters or written translations contact the DVR Limited English Proficiency (LEP) Coordinator, the Administrative Assistant 4 for the Field Services Administrator at the DVR State Headquarters Office.

Procedures for Requesting an American Sign Language (ASL) Interpreter- On Contract

1. Click on the link to the ODHH website for [Sign Language Interpreter Contractors](#)
2. Using your mouse select the county on the state map where the interpreting service is needed. Scroll down the page and the names of contract interpreters are listed for each region;

3. Contact an interpreting service on the list and request an interpreter for a certain date, time, and purpose (meeting, appointment, etc.). Explain you are using the DSHS contract state rate;
4. If a contractor is available schedule the interpreter;
5. Complete the [Online Request for Sign Language Interpreter form](#)

If this form is not completed, you must provide your contact information, detailed information about the date and hours the interpreter is needed, and the location. It is also helpful to provide driving directions, and parking instructions.

3. The contractor will confirm their availability and send you a confirmation number
4. Pay for interpreter by AFP, or if there isn't a case in Waves, pay by A-19
5. If you check with contract interpreters and a minimum of three interpreters are not available follow the steps for purchasing "off contract" below

Procedures for Purchasing ASL (American Sign Language) Interpreter- Off Contract

- Contact a minimum of three contract interpreters. If a contract interpreters are not available complete the [Sign Language Interpreter Services Off Contract Documentation Form, DSHS 17-177](#)
- For more information about purchasing "off contract" see the [Sign Language Interpreter Services Off Contract Guidelines](#)
- Contact an otherwise qualified "off contract" interpreter
- Pay for interpreter by AFP, or if there isn't a case in Waves, pay by A-19

Procedures for Purchasing Spoken Language Interpreter- On Contract

1. Click on the link to the spoken language interpreter [Contract 03514: Interpreter Contract](#) through the State of Washington Department of Enterprise Services
2. Contact one of the contractors listed and explain you are using the state contract rate
3. If a contractor is available schedule the interpreter and provide any additional information that may be needed such as driving instructions
4. The contractor will confirm availability and send you an confirmation number
5. Pay for the interpreter by AFP, or if there isn't a case in Waves, pay by A-19

Procedures for Purchasing a Spoken Language Interpreter- Off- Contract

1. The VR counselor documents in a case narrative in Waves the reason(s) or special circumstances for using an off contract spoken language interpreter and requests and exception to policy
2. The VR supervisor approves or denies the request based on whether there is substantial justification to pay for an off contract spoken language interpreter

The [DSHS Office of Deaf and Hard of Hearing \(ODHH\)](#) webpage has information about telecommunication relay services and equipment.

Washington Relay Service

A free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal access to the telephone service for people who are deaf, hard of hearing, deaf-blind and speech disabled. The service allows hearing callers to communicate with text-telephone (TTY) users and visa versa through specially trained Communication Assistants (CAs). Anyone wishing to use Washington Relay Service simply dials 711 to connect with a CA. The CA will dial the requested number and relay the conversation between the callers. Contact numbers for the Washington Relay Service: 1-800-676-3777 TTY/Voice
1-800-676-4290 TTY/ Voice (Spanish)

Unexpected Interpretation Needs – Telephone Interpreter Services

(Revised 2/20/2020)

If a customer who does not speak English comes into a DVR office, and staff cannot determine the language the customer is speaking or no one is available at the office to speak in the customer's language, staff may call one of the three contracted providers listed below to request a telephone interpreter.

Staff may need the use of two telephones—one for the customer, and one for DVR staff.

The links for each provider include an account number that is billed to the DVR State Office and instructions for how to access the service:

- ▶ Corporate Translation Services ([CTS Telephonic How to Access Services – Automated System.pdf](#))
- ▶ Linguistica ([10977 - Linguistica Dial In Instructions.pdf](#))
- ▶ 911 Interpreters ([How to access our services - 911 Interpreters 1109.pdf](#))

If a customer who does not speak English brings a friend or relative to act as the interpreter, this does not absolve DVR of the responsibility to provide interpreters or translators. **It is not acceptable to receive interpretation from friends, relatives, or immediate family members.** Interpreters and translators must be certified by DSHS.

In most cases, the customer will need to make an appointment for a later time so that DVR can request an interpreter on the customer's behalf.

Paying for Sign Language Interpreters for Job Interviews

Background

Under Washington State law, an employer with 8 or more employees is obligated to provide reasonable accommodations for otherwise qualified job applicants with disabilities when necessary to ensure equal access and effective communication in the application and selection process for employment. Employers covered by state law must provide the necessary accommodation unless it would cause an "undue hardship," (such as significant cost or difficulty).

Many employers are not familiar with the process of locating and arranging for

interpreters. DVR needs to support the DVR customer and the employer throughout the interview and the hiring process to create the greatest opportunity possible for employment.

Requesting Interpreter Services for a Job Interview

When a customer needs interpreter services for a job interview, the customer and VR counselor evaluate the employment opportunity to determine whether to request an accommodation from the employer.

If a Community Rehabilitation Program (CRP) representative is involved in placing the customer in the job, the CRP representative may assist the customer and VR counselor to determine whether to request an accommodation from the employer.

If the customer and the VR counselor decide to request an accommodation from the employer, the customer requests an accommodation by advising the employer that an interpreter is needed.

Conditions for DVR Payment of the Interpreter Fee for a Job Interview

1. DVR coordinates and pays the interpreter fee if the employer indicates that arranging and/or paying for an interpreter would
 1. Jeopardize the customer's employment opportunity; and/or
 2. Create an undue hardship for the employer.

1. DVR coordinates and pays the interpreter fee if the customer, VR counselor and job developer determine that, by requesting the employer to pay for the interpreter, the customer's employment opportunity would be jeopardized.

NOTE: If CRP Job Placement and Retention is authorized, the interpreter fee for the customer's job interview is **not** considered to be included in the CRP Job Placement and Retention fee. the VR counselor authorizes and pays for interpreter services as a separate and distinct service.

Payment for Searching and Duplicating Medical Records and Postage Fees

Fees for searching and duplicating medical records are paid for according to [WAC 246-08-400 How much can a medical provider charge for searching and duplicating medical records?](#) DVR may also pay postage fees for medical records.

Standard Operating Procedure: Making Mandatory Reports of Suspected Abandonment, Abuse, Financial Exploitation, or Neglect

Purpose and Background: All DVR employees are mandated reporters. This procedure applies to all division employees, interns, volunteers, or work study students. DVR employees' mandatory reporting responsibilities are **not limited** to the work place, and apply at all times, including off-duty hours.

This procedure establishes the division process to:

1. Protect, to the extent possible, the health and safety of DVR customers;
2. Ensure that customer abuse is reported, investigated, and resolved; and
3. Ensure that procedures are in place to prevent abuse, abandonment, financial exploitation, neglect, physical and sexual assault.

Several state laws require employees of DSHS to report to the appropriate authorities any suspected abandonment, abuse, financial exploitation, and neglect of vulnerable adults and suspected abuse or neglect of children:

4. [Chapter 26.44 RCW: Abuse of Children](#) mandates the immediate reporting of any suspected abuse or neglect of a child to either the Department of Children, Youth, and Families (DCYF) **or** to law enforcement.
5. [Chapter 74.34 RCW: Abuse of Vulnerable Adults](#) mandates an immediate report to DSHS of suspected abandonment, abuse, financial exploitation, or neglect of a vulnerable adult, and when there is suspected sexual or physical assault of a vulnerable adult, it must be reported to DSHS **and** to law enforcement.
6. [RCW 70.124.030: Protection from abuse - Mandatory Reporting](#) mandates the immediate reporting of suspected abuse or neglect of state hospital patients.

Employees who fail to report suspected client abandonment, abuse, exploitation, financial exploitation, or neglect may be subject to disciplinary or criminal action, or both. Failure to report for vulnerable adults is a gross misdemeanor under Washington state law ([RCW 74.34.053: Abuse of Vulnerable Adults - Failure to report - False reports - Penalties](#)).

References:

[DSHS Administrative Policy 8.02, Client Abuse Reporting](#)

[DSHS Administrative Policy 9.01, Major Incident Reporting](#)

[DSHS Administrative Policy 18.62, Allegations of Employee Criminal Activity](#)

Definitions relevant for “Vulnerable Adults”: [RCW 74.34.020 \(22\), “Abuse of Vulnerable Adults – Definitions”](#)

Additional Resources:

[DVR SOP 100-01-003, Responding to and Reporting DVR Incidents](#)

Mandatory Reporting/Vulnerable Adult Reporting Desk Reference

Contact numbers for reports involving vulnerable adults living in the community or in DSHS leased or certified facilities and programs.

Region	County	APS Intake Information
1	Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima	R1APS Intake@dshs.wa.gov Fax: 1-360-664-9103 TTY: 1-360-664-9469, Toll Free: 1-877-734-6277
2	Island, King, San Juan, Skagit, Snohomish, Whatcom	R2APS Intake@dshs.wa.gov , Fax: 1-206-626-5705, TTY: 1-206-626-5710, Toll Free: 1-877-734-6277
3	Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston, Wahkiakum	R3APS Intake@dshs.wa.gov , Fax: 1-360-664-9103, TTY: 1-360-664-9469, Toll Free: 1-877-734-6277

Contact numbers for reporting Child and Vulnerable Adult Abuse

To report Child Abuse:

Reports involving children:

- Contact the local Child Protective Services (CPS) office or use the DCYF/CPS statewide number: **1-866-363-4276 (EndHarm)**

Reports involving 18-21 year olds in state-operated facilities providing 24-hour care for children:

- Central Intake: **1-866-363-4276 (EndHarm)**

To report Vulnerable Adult Abuse:

Reports related to provider practice issues involving adults living in nursing homes, assisted living facilities, adult family homes, or supported living in program settings:

- Online reporting: **www.dshs.wa.gov/altsa/reportadultabuse**
- Residential Care Services (RCS)/Complaint Resolution Unit (CRU) statewide number: **1-800-562-6078 or TTY: 1-800-737-7931**

Reports Involving adult patients at Eastern and Western State Hospitals:

- Eastern State Hospital: **1-509-565-4520**

- Western State Hospital: 1-253-761-7599

Action by All Staff

1. Reports to the authorities identified below when there is reasonable cause to believe any of the following has occurred:
 - When there is reasonable cause to believe that abandonment, abuse, financial exploitation, or neglect of a vulnerable adult (see definition under RCW 74.34.020 (22)) or child has occurred, immediately report (following step #2 below) to the appropriate department regardless of employee leave or days off.
 - When there is reason to suspect that sexual assault involving a vulnerable adult or child has occurred, immediately report to the appropriate law enforcement agency and to the appropriate department.
 - When there is reason to suspect that physical assault involving a vulnerable adult or child has occurred or there is reasonable cause to believe that an act has caused fear of imminent harm, immediately report to the appropriate law enforcement agency and to the appropriate department.
 - Immediately report to the department when there is reason to suspect that the death of a vulnerable adult was caused by abuse, neglect, or abandonment by another person, and report the death to the medical examiner or coroner having jurisdiction and local law enforcement (following [RCW 68.50.020: Notice to coroner or medical examiner - Penalty](#), in the most expeditious manner possible.

Note: A mandated reporter is not relieved from this reporting requirement by the existence of a previously signed death certificate. If abuse, neglect, or abandonment caused or contributed to the death of a vulnerable adult, the death is a death caused by unnatural or unlawful means, and the body shall be the jurisdiction of the coroner or medical examiner pursuant to [RCW 68.50.020: Notice to coroner or medical examiner - Penalty](#).

2. When reporting to either DSHS or DCYF, staff must:
 - i. Call the appropriate department reporting unit (listed in Attached reference Contact Numbers for Reporting) immediately; and
 - ii. Notify their supervisor or manager immediately.

Note: Staff are not required to report to their supervisor a referral for non-work related situations, such as family, friends, and neighbors.

2. When calling a DSHS reporting unit, provides all of the following information (to the extent possible):
 - a. The reporter's name and contact information.
 - b. The name and address of the child or vulnerable adult, and the name of the facility or agency providing care, if applicable.
 - c. The name and address of the client's legal representative, if applicable.
 - d. The nature and extent of the abandonment, abuse, financial exploitation, or neglect.

- e. Any known history of previous abandonment, abuse, financial exploitation, or neglect.
- f. The name of the alleged perpetrator, if known.
- g. Other information that may be helpful in establishing the extent of abandonment, abuse, financial exploitation, or neglect.

Note: Staff may only supply the information necessary to complete the referral; this is to ensure that DVR safeguards the confidentiality of customer information to the greatest extent possible.

Action by Supervisor or Manager

3. Notify their supervisor or manager utilizing procedures as outlined in [DVR SOP 100-01-003 Responding to and Reporting DVR Incidents](#).

Action by Appointing Authorities

4. Follow additional reporting processes described in [DVR SOP 100-01-003 Responding to and Reporting DVR Incidents](#).
5. If contacted by CPS, APS, or RCS, because a report involves a DVR employee, consults with their human resources consultant or manager before placing an employee on an alternative work assignment.

Note: An external review is required when the report of known or suspected child or client abuse or neglect involves the acts or omissions of the administrator or supervisor. In this situation, DVR contacts another DSHS division and/or local law enforcement agency to conduct an external review.

Word Version

Application

Application Index Page

In this section of the manual:

Inquiry

[Applying for VR Services](#)

[Application Procedures](#)

[Referrals For Application](#)

[Voter Registration](#)

[WAC - Applying for VR Services](#)

[Application Documentation](#)

[Application Documentation \(for Case Narrative\)](#)

[Identity and Citizenship](#)

[Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, \(USCIS\)](#)

[WAC- Identity and Citizenship](#)

Inquiry

To improve our required federal reporting, it is important that we are tracking the inquiries that individuals make into our services, even before they decide whether or not to apply. Whenever an individual makes an inquiry into DVR services and is not completing an application the same day, staff should log the inquiry into Waves. To do this, certain information about the potential customer must be collected:

1. First Name
2. Last Name
3. Date of Birth
4. Preferred contact method and correlating contact information

Whenever possible, staff should assist in scheduling intake appointments for potential customers at the point of inquiry.

Applying for VR Services

[Application Procedures](#)

[Referrals for Application](#)

[Voter Registration](#)

[WAC - Applying for VR Services](#)

Application Procedures

(Revised 11/1/17)

Information Provided to Individuals Seeking Application for Services

Provide enough information for an individual to understand the services DVR offers. Explain the following program areas and assist the individual, to complete the Application.

1. General Orientation to DVR Programs and Services
 - The DVR process and the services available, including the right to make informed choices throughout the process.
 - Eligibility requirements and process for determining eligibility.
 - Priority of service categories and the process for assigning a priority category.

- Procedures and timeframes for determining eligibility.
- Information about the order of selection for services, including the estimated amount that an individual may wait for services after being assigned to a closed priority category, when DVR is operating under an order of selection.
- Information appearing in the DSHS Client Registry.
- Appeal rights and the Client Assistance Program (CAP).
- Voter Registration.
- Documentation requirements for individuals who are not U.S. citizens, if appropriate.
- Notification that DVR may obtain personal information from state and federal agencies to verify a customer's benefits, earnings and income from employment or self-employment.

2. Information and Referral

Application/Intake under an Order of Selection

In addition to the basic elements of eligibility and VR services, a VR staff person explains the order of selection process to all new applicants, so that any individual making the decision to apply for VR services can have the opportunity for informed choice about the timing of their application. The DVR staff person explains the priority categories, which category and application dates are currently being served, and the importance of the application date in determining the order of selection for services.

DVR staff advise individuals of the opportunity to get information about other programs that offer services that may meet their needs, and to get a formal referral from DVR to those programs.

Individuals may choose to receive information and referral services whether or not they decide to continue with the application and eligibility process. A DVR staff member should not discourage an individual who wants to apply for services from doing so, and in no case may a DVR staff member refuse to accept an application.

Importance of the Application Date under an Order of Selection

Since individuals are selected for services by priority category and date of application when DVR is operating under an order of selection, VR staff must explain the importance of the application date to potential applicants and offer an opportunity to apply at the time of initial contact with DVR. The VR staff member should ensure that individuals applying for services are able to exercise informed choice by informing them of the current order of selection, and a current estimate for releases from closed priority categories.

After being fully informed of the significance of the application date, an individual may prefer to discuss their situation with a VR Counselor before making a decision to apply. In that case, the individual is scheduled for a follow-up appointment with a VR Counselor or provided with the name and telephone number of a VR Counselor to contact for a follow-up appointment.

Information and Referral at Application

Individuals may choose to receive information and referral services whether or not they decide to continue with the application and eligibility process. A DVR staff member should not discourage an

individual who wants to apply for services from doing so, and in no case may a DVR staff member refuse to accept an application.

See Also:

[Access to DVR Programs and Services](#)

[Interpreter and Translation Services](#)

Applicants who are Social Security Recipients

1. Intent to Achieve Employment

Individuals who apply for DVR services must intend to work as a result of receiving services. During the intake/application process, DVR counseling staff need to explain to individuals who receive SSI/SSDI the purpose and outcome of DVR services and confirm their intent to achieve employment. Completion of the application process is sufficient evidence of an individual's intent to achieve an employment outcome, and no additional demonstration on the part of the individual is required.

2. Verification of SSI/SSDI - Presumed Eligible designation

When a new application is entered, an automated process checks for a match with SSI/SSDI. If benefits are confirmed, Waves automatically enters the date of verification on both the Customer Tab and the Eligibility/Significance of Disability Form.

3. Documentation of Social Security Benefits

Documents that can be used for verification include, but are not limited to, an award letter issued by the Social Security Administration, a payment document or service voucher that states the type of benefits, a Benefits Planning Query or a Waves verification. The documentation must establish the individual's own eligibility for social security benefits based on a disability. An individual who receives benefits because of the disability of a family member is not presumed eligible for DVR services. If a VR counselor is uncertain whether a document establishes the individual's status as a social security recipient, consult with a VR supervisor for guidance.

If an applicant is unable to provide appropriate evidence, such as an award letter, to verify receipt of SSI/SSDI, the VR Counselor must verify receipt within the 60 day eligibility period.

Sixty-Day Eligibility Period

The VR Counselor explains the 60-day eligibility period and what information is needed to make an eligibility decision.

DSHS Client Registry

At the time of application, the VR staff person needs to inform the applicant about the DSHS Client Registry. The Client Registry is an electronic directory for authorized DSHS staff to look up information about individuals receiving services from DSHS.

The information contained in the Client Registry includes the program name, customer name, birth date, sex, social security number, and ethnicity.

The VR staff person must indicate the customer's wishes regarding Client Registry in Waves by clicking the box next to "Client Registry Release" at the bottom of the Application Form in Waves. If the customer changes their decision to appear in the Client Registry, the VR staff person must make the necessary change in Waves.

Social Security Number

If an applicant does not wish to provide a Social Security number, contact the [DVR Helpdesk](#) to request an alternate case number be assigned.

Social Security Card

Applicants who do not want to provide a copy of their Social Security card can provide DVR with other documentation that shows their legal work status. See list of documents that can be used to establish identity and employment authorization (work status) in [Conditions for Receiving VR Services under USCIS \(formerly called INS\) Laws.](#)

If an individual has never been issued a Social Security Number and card, the VR counselor provides counseling and guidance to apply for one. Link to the [Social Security Administration Website - Number and Card](#)

Most employers require a Social Security card as a condition for employment. Employers are required to obtain documents and complete an Employment Eligibility Verification form (Form I-9) for all employees (including U.S. citizens).

Data Entry for Application

(Revised 4/1/2020)

Enter required data from the Application in Waves within 5 days. Remember, however, the 60-day eligibility period begins on the date the application form is signed by the customer (or the date stamped as received in the DVR office, when received through the mail), not the date the information is entered in Waves.

All agencies that receive federal funds must report race/ethnicity data either by a customer's self-report or staff observations. This requirement is based on the federal Office of Management and Budget (OMB) Statistical Policy Directive Number 15, Race and Ethnicity Standards for Federal Statistics and Administrative Reporting. If a customer chooses not to make a selection, it is mandatory that DVR staff make a selection based on their observations and best professional judgment. If observations are not sufficient, look through the case service record to see if there is a reference to the customer's race/ethnicity in medical records, the Client Registry, or in Barcode. If there is, this will help DVR staff to

make a selection. Note in a case note that DVR staff made a selection. There is no consequence to a customer for not self-identifying race/ethnicity. If a customer chooses not to report race/ethnicity, continue with the application procedures. If a customer disagrees with a selection don't argue with the customer. Go ahead and change it to the race/ethnicity that the customer prefers. If a customer does not self-identify their race/ethnicity and DVR staff chooses not to make a selection based on their observations, the VR Supervisor determines an appropriate course of action.

See: [WAC 388-891A-0510, After DVR receives my signed application, how long does it take to make an eligibility determination?](#)

Referrals For Application

Self-Referral for Application

DVR is responsible for the prompt and equitable completion of the application requirements listed in [WAC 388-891A-0410: How do I apply for VR services?](#). Individuals may seek information about VR services and apply for services in several ways including self-referral by:

- An unscheduled visit to a DVR Office;
- A telephone call; or
- Submitting a written request to DVR with the following information:
 2. Name, address and county
 3. The nature of the disability
 4. Birth date and gender
 5. Date of application; and
 6. Social Security number (optional)

See: Information Provided at Application, Social Security Number

Self-Referral by Unscheduled Visit to DVR Office

An individual who drops by a DVR Office to apply for VR services should be provided an opportunity to receive orientation information and to complete an application at the time of the visit.

Self-Referral by Telephone Call

If an individual requests an application appointment by telephone and it is not feasible or practical to complete the application appointment the same day, the individual is offered an application appointment to be conducted within five working days.

Self-Referral and Application by Written Request

If an individual applies for VR services by submitting a written request including the information required by [WAC 388-891A-0410: How do I apply for VR services?](#) (3), the date of application is the date the written request is received by DVR.

Written or Verbal Referral by Others

If the individual is referred from another source by telephone, in writing, or in person, and it is not feasible or practical to complete the application appointment the same day, the individual is offered an application appointment to be conducted within five working days.

WAC - Applying for VR Services

(Revised 07/02/2018)

[WAC 388-891A-0400 Who may apply for vocational rehabilitation services?](#)

[WAC 388-891A-0405 May a guardian or another representative act on my behalf with DVR?](#)

[WAC 388-891A-0410 How do I apply for VR services?](#)

[WAC 388-891A-0420 If I do not speak English, how do I communicate with DVR throughout the VR process, beginning at application?](#)

[WAC 388-891A-0421 What accommodations are available to help me communicate with DVR throughout the VR process, beginning at application?](#)

[WAC 388-891A-0425 Does DVR translate written communication for me if I do not speak English?](#)

[WAC 388-891A-0430 If I do not live in Washington, may I receive VR services?](#)

[WAC 388-891A-0431 May a case be open at the same time in more than one VR services program?](#)

[WAC 388-891A-0440 May I apply for VR services if I am currently receiving or am eligible to receive VR services from the department of services for the blind?](#)

[WAC 388-891A-0450 May I apply for VR services if I am currently receiving or am eligible to receive VR services from a tribal VR program?](#)

[WAC 388-891A-0490 Why does DVR offer me the opportunity to register to vote when I apply for services?](#)

Referral to a Tribal Vocational Rehabilitation Program

Warm Hand-off to TVR/AIVRS

The following criteria are procedural guidance for staff in situations where a referral to partner TVR programs / AIVR grantees in Washington is appropriate:

- DVR staff will refer an individual seeking VR services to the services that may be available to them through the TVR program / AIVR grantee in their region in the following situations:
 1. The individual self-identifies on the vocational information or application form as Native American or having membership with a recognized tribe.
 2. The individual self-identifies in a conversation with DVR staff as Native American or having membership with a recognized tribe.

When a referral to TVR/AIVRS must be completed, staff should contact the [TVR/AIVRS representatives who serve as DVR liaisons](#) in the region to determine what information will be most helpful in completing a referral for the coordination of services.

- **Note:** A DSHS Consent form must still be completed to share information with partner TVR programs.

DVR staff must complete a case note detailing the referral once the customer's information has been shared with the partner TVR program.

The staff documenting the referral should create a note in Waves and select "Referral to AIVRS/Tribal VR" from the dropdown for the Note Type so that the provision of the referral can be tracked for later reporting.

01.2 Intake Case Narrative Form

Staff are required to record the following information and complete the Intake Case Narrative Form 01.2:

Preferences

This section may include information pertaining to the customer's spoken language, preferred method of communication, interpreter need, computer literacy, etc.

General Information

This section may include information pertaining to the customer's gender, customer's presentation, customer's presentation, customer's pronouns, any cultural considerations, staff observations, the referral agency, the date, etc.

Stated Disability / Functional Limitations

This section may include information pertaining to the customer's physical, mental or cognitive disabilities and/or limitations, any diagnoses, the location(s) of customer's treatment, as well as any other concerns.

Work History

This section may also include apprenticeships, internships, or volunteer work.

Education

This section may include certificates, degrees, or diplomas.

Vocational Goals / Ideas

IE. Does the customer have an idea as to what they would like or need from DVR?

Other Barriers

This section may include information pertaining to the customer's non-disability related barriers. IE. Childcare, Transportation, Language, Criminal History, Socio-Economic Factors, etc.

Benefits / Supports / Resources

This section may include, but is not limited to, the following types of information: Guardianships, Attorneys, Healthcare, Benefits, Housing, SSA, Transportation, Benefit Planning, etc.

Next Steps

This section may include details as to the next steps needed to be taken by the counselor, whether referrals are needed, or noting that additional information is needed.

Identity and Work Status

Last revised: 02/06/2018

Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, USCIS Laws (Formerly called INS)

DVR only provides paid services, including assessment services for the purpose of determining eligibility, to an applicant who provides documentation of one or more of the following:

1. United States Citizenship.
2. Permanent residency status in the United States.
3. A valid work permit.

Identity

DVR must obtain documentation of an applicant's identity before paying for services. Documentation that meets this requirement is outlined in **List A and List B** (below).

Citizenship and Work Status

An individual who is not a U.S. citizen has the right to apply for VR services.

Upon receiving an application from an individual who reports they are not a U.S. citizen:

1. DVR requests the documentation necessary to establish the individual's legal work status. Documentation that meets this requirement is outlined in **List A and List C** (below).
2. DVR initiates requests and pays for records needed to establish eligibility.
3. DVR may only pay for existing records needed to establish eligibility without documentation of identity and work status.

The eligibility determination period may be extended beyond 60 days if necessary for the individual to provide documentation of legal work status, but under the above circumstances the extension must be approved by the VR supervisor.

Verification of USCIS Status Prior to Eligibility

The VR counselor must verify the applicant's USCIS identity and employment status prior to providing assessment services to determine eligibility for an applicant who is not a U.S. citizen.

If the applicant presents an employment authorization issued by the USCIS, the VR counselor ensures the expiration date is far enough in the future to enable the individual to achieve an employment outcome.

USCIS Compliant Identity/Work Status Verification Procedures

The VR counselor is responsible for establishing and documenting identity and employability consistent with USCIS laws. To comply with this requirement, DVR staff must obtain one document from List A below, or a combination of one item from List B and one item from List C. The copies of the document(s) are filed in the case service record.

List A

Any one of the following documents establish both identity and employment authorization under INS laws. See [the USCIS I-9 Acceptable Documents website](#) for examples of appropriate List A documents.

U.S. Passport or U.S. Passport Card (unexpired or expired).

Unexpired Foreign Passport with I-551 stamp.

Alien Registration Receipt Card or Permanent Resident Card (INS Form I-551).

Unexpired Employment Authorization Document issued by the INS which contains a photograph (INS Form 766).

For aliens authorized by the INS to work only for a specific employer: Unexpired Foreign Passport with Form I-94 containing an endorsement of the alien's nonimmigrant status.

List B

Any one of the following original documents is acceptable to establish identity only, and must be provided with any one of documents in Section C below. See [the USCIS I-9 Acceptable Documents website](#) for examples of appropriate List B documents (use the tabs on the page to select the appropriate list).

1. Driver's license or ID card issued by a state or outlying possession of the United States, provided it contains a photograph or information such as name, date of birth, sex, height, eye color, and address.
2. ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, sex, height, eye color, and address.
3. School ID card with photograph.
4. Voter's registration card.
5. U.S. military card or draft record.
6. Military dependent's ID card.
7. U.S. Coast Guard Merchant Mariner card.
8. Native American Tribal document.
9. Driver's license issued by a Canadian government authority.
10. For persons under age 18, school record or report card, clinic, doctor or hospital record, day-care or nursery school record.

List C

Any one of the following original documents is acceptable to establish employment authorization only, and must be provided with any one of the documents in Section B above. See [the USCIS I-9 Acceptable Documents website](#) for examples of appropriate List B documents (use the tabs on the page to select the appropriate list).

- U.S. Social Security card issued by the Social Security Administration (except when the card specifies on the face that the issuance of the card does not authorize employment in the United States).
- Consular Report of Birth Abroad (Form FS-240).

- Certificate of Birth Abroad issued by the Department of State (Form FS-545).
- Original or certified copy of birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal.
- Certification of Report of Birth issued by the U.S. Department of State (Form DS-1350).
- Native American tribal document.
- U.S. Citizen ID card (INS Form 1-197).
- ID Card for use of Resident Citizen in the United States (INS Form 1-179).
- Unexpired employment authorization document issued by the Department of Homeland Security (DHS) (other than those listed under List A).
- Some employment authorization documents issued by DHS include but are not limited to the Form I-94 Arrival-Departure Record issued to asylees or work-authorized nonimmigrants (for example, H-1B nonimmigrants) because of their immigration status, the unexpired Reentry Permit (Form I-327), the Certificate of U.S. Citizenship (Form N-560) or Replacement Certificate of Citizenship (Form N-561) (PDF, 40 KB), or the Certificate of Naturalization (Form N-550) or N-570 (PDF, 488 KB). A Form I-797 issued to a conditional resident may be an acceptable List C document in combination with their expired Form I-551.

See Also:

[U.S. Citizenship and Immigration Services](#) web site (formerly called the Immigration and Naturalization Service, INS)

WAC - Identity and Work Status

[WAC 388-891A-0507 Am I required to provide proof of my identity and work status?](#)

Customers with Legal Guardians

(Revised 8/24/09)

In all cases where a customer has been assigned a court appointed guardian, the guardian must present proof of guardianship, sign all documents that require signature and participate in all significant decisions. Both the customer and the guardian sign all documents. Letters from DVR are mailed to the customer and the guardian.

Including Guardians who Live out of the Area in the VR Process

The VR Counselor may want to write letters, fax, or email documents, and use teleconferences.

Serving Minors / Customers under the Age of 18

(New 4/13/09)

Parents of minor children (customers under the age of 18) unless emancipated by a court, must sign all documents that require signature and participate in all significant decisions. Both the customer and parent(s) sign all documents. Letters from DVR are mailed to the customer and the parent(s).

Note: Legal guardianship, if assigned prior to age 18 (such as a parenting plan), does not automatically carry over into adult legal guardianship. The VR Counselor is encouraged to review the legal guardianship documentation to ensure that the guardianship continues after the customer becomes an adult (age 18 or older).

Customer Can Continue to Have a Family Member or Guardian Involved

After the customer becomes an adult (age 18 or older) they can continue to have a representative, family member, or guardian help them understand the VR process and/or make decisions that impact them. The customer signs a release of information so DVR can share information and a copy of the signed release of information form is put into the Case Service Record.

Customers Must Grant Permission for Parents or Guardians to Access Specific Kinds of Records

(New 4/13/09)

(The following excerpt is from [DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information](#)):

Parents or guardians may generally access and grant permission to others to access the confidential records of a minor child who has not been emancipated by a court. However, children over the age of consent for specific kinds of records must grant permission for access to those records (13 for mental health or drug and alcohol services, 14 relating to HIV/AIDS or other STDs; any age for birth control or abortion; or 18 for other health care of confidential records).

See Also:

[RCW 71.34.530 Age of Consent-Outpatient treatment of minors](#)

[WAC 388-891A-0200: May a guardian or another representative request an exception to a rule, mediation, or fair hearing on my behalf with DVR?](#)

Case Service Record Organization

(Revised 10/01/08)

Case Service Record Definition

The official case service record is the electronic record which contains all DVR documentation of VR decisions and services provided to individuals throughout the rehabilitation process. The case record includes (but is not limited to) case notes, forms, records needed to verify eligibility or ineligibility, plans, letters, and services requested and received.

Case Service Record Content

The customer's electronic service record is identified by the customer's name and Customer Number. DVR staff organizes the contents of the case record by utilizing several jackets:

Jackets

- Rehabilitation Program Jacket
- Medical Jacket
- VR Service Provider and Related Material Jacket
- Vocational Assessment Jacket
- Benefits Planning/Social Security Jacket
- School Information Jacket
- Employment Jacket
- Consents and Authorizations Jacket
- Correspondence Jacket
- Fiscal Jacket
- Post Employment services (PES) Jacket
- Pre-Employment Services (Pre-ETS) Jacket
- Self-Employment (SE) Jacket
- Assistive Technology Services (ATAP) Jacket

Rehabilitation Program Jacket

Contents:

- If required, the signed IPE Development Extension letter
- Signed DVR IPE
- Signed DVR Amendment to the IPE
- Signed closure letter and copy of the review of disability-too-severe letter, if applicable
- Financial Statement, DSHS 14-068
- Vocational Information, DSHS 11-019

- Application for Vocational Rehabilitation Services, DSHS 11-022
- United States Citizenship and Immigration Services (USCIS) documents (ID & Social Security Card) for identification and employment eligibility verification
- Client Registry documentation
- Vehicle Registration/Insurance
- Guardianship paperwork
- Eligibility extension
- Certification of Disability

Medical Jacket

(Revised 05/25/17)

Content:

- If required, the signed Eligibility Extension letter
- Certification of Significance of Disability, (DSHS 11-048)
- Definitions of Functional Loss (Barriers to Employment)
- All medical and psychological documentation (evaluations, reports, and letters)
- Letters from medical providers
- Reduced Bus Fare Documentation

VR Service Provider Jacket

Contents and Order:

- CRP outcome plans and reports
- IL evaluation plans/service report and reports
- Name and contact information of the Employment Network (EN) for the Ticket to Work Program, if long term supports are needed
- Any other VR Service Provider information or related material
- FCS Referral
- Discovery Profile Report

Vocational Assessment Jacket

Vocational Assessment information such as:

- Vocational Assessment from Waves and any Vocational Assessment adjustments
- WorkStrides/Dependable Strengths reports
- Driving Evaluations
- Employment Readiness Scale
- Transition Portfolios

- Labor Market research
- Results from: WOWI, WOIS, ONET, CAPS, COPS, COPEs, etc.

Benefits Planning/Social Security Jacket

- Benefit Planning Checklist (completed)
- Benefits Planning Query (BPQY)
- Benefits Planning Report
- Ticket to Work documentation such as:
 - A copy of the “in use” letter
 - (3288 Social Security consents are filed in the Consents and Authorizations Jacket)
 - (The name and contact information of the EN (long-term support) is filed in the VR Service Provider and Related Material Jacket)
- Social Security documentation such as eligibility letters (medical information goes in the Medical Jacket)
- Benefit Planning related documentation (may include PASS/IRWE paperwork, pay stubs, HWD application, Medicaid/Medicare information, etc.)

School Information Jacket

- Student Identification Number _____
- Pin Number (optional) _____
- School _____
- Course of Study _____
- Plan of Study
- Financial Award Information
- Higher Education Coordinating Board (HECB) Statement
- Class Schedules
- Grades
- Tuition/Fees
- Transcripts
- Public Institution of Higher Education (PIHE) agreement (this is the cost sharing agreement between DVR and public institutions for certain services), if applicable)
- Progress Updates
- Degrees/Certificates

Employment Jacket

- Criminal background check
- OJT Employment
- Resumes/Cover letters

- Letters of recommendations
- Internships
- Apprenticeship
- Supported employment letter of commitment of long-term support
- Certification to Employ at Sub-minimum Wage, U.S. Department of Labor (DOL), WH-22-MIS, and DOL 120 Hours Community Assessment Program Certificate
- Worker Opportunity Tax Credit (WOTC) Information
- Certificates/Permits
- Other/Misc
- Proof of employment

Consents and Authorizations to Release Jacket

(Revised 5/25/17)

- Consent form, DSHS 14-012
- Authorization form, DSHS 17-063
- Request For Records, DSHS 17-041
- Other agency releases (e.g. Social Security Administration, schools, CAP, etc.)
- PES consents
- PRU requests
- Personal Requests for Records

Correspondence Jacket

- All customer related letters and important emails
- Referral forms, i.e., Labor and Industries, and Community Services Offices
- Fair Hearing correspondence – including correspondence with Customer Services Representative (CSR)

Fiscal Jacket

- Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices DSHS 19-074
- Authorization for purchase (AFP) of client services and vendor invoices and supporting documentation such as:
 - Bids and supporting documentation
 - Field Orders, A-17-1 if applicable
 - Order to Cancel Warrant, DSHS 07-016
 - Affidavit of Lost, Stolen, or Destroyed Warrant, DSHS 09-013(x)
 - Refund Notice, DSHS 06-069
 - Notice of Cancellation letter

- AFP Register at time of transfer or closure
- Overpayment (on top of pile – below AFP register)
- Request for Debt Forgiveness – OFR (on top of pile – below AFP register)
- Direct Pay Agreement

Post-Employment Service (PES)

- PES Rehabilitation
- PES Medical
- PES VR
- PES Plan/Amendment
- PES Closure Letter
- PES Assessment
- PES CRP SDOP/SDOR

Pre-Employment Transition Service (Pre-ETS)

- Pre-ETS Consent Form
- Pre-ETS SDOPs and SDORs
- Pre-ETS other/misc

Self-Employment

- SE Feasibility SDOP (Self-Employment)
- SE Start up and Monitoring SDOP (Self-Employment)
- SE Business Plan
- SE Other

Assistive Technology Services/ATAP

- Assistive Technology Evaluations
- Vehicle Modification Documentation
- ATAP Referral Form
- ATAP Report
- ATAP Other

Standard Operating Procedure: Administering Barcode Access under the DVR-Economic Services Administration (ESA) Barcode Memorandum of Understanding (MOU)

Purpose and Background: The purpose of this procedure is to implement the Memorandum of Understanding between ESA/CSD (Community Services Division) and DVR for administering

access to ESA's Barcode system. If DVR staff require access to Barcode to provide timely and coordinated services to a DVR customer (including for purposes of eligibility determination and benefits planning), the following process must be followed to administer access in compliance with the above agreement between ESA/CSD and DVR.

Note: All requirements must be met for DVR staff to maintain access to the Barcode system. **DVR staff must not access the Barcode system records for any individual without a DSHS Consent form on file.** DVR is responsible for maintaining the record of completion for all requirements as described in the procedure below. ESA may monitor this documentation.

Reference:

[DSHS 14-012: Consent](#)

[DSHS 03-374B: Agreement on Nondisclosure of Confidential Information](#)

[ESA/CSD and DVR Memorandum of Understanding for Barcode Training Materials Required for Barcode Access](#)

[WAC 388-891A-0103, May DVR obtain personal information about me?](#)

Definitions:

"Barcode" is a client server system that manages workflow and document images. Twenty major component subsystems track childcare eligibility, social services case management, federal QA audits, EBT card issuance, administrative hearings, protective payee plans, and negotiables. Provides programmed and ad hoc access to ACES, eJAS, and native Barcode data.

Action by DVR Staff

1. Completes required Barcode Training.
2. Completes DSHS form 03-374D, Agreement on Nondisclosure of Confidential Information.
3. Sends documentation of completed annual privacy and confidentiality training from LMS and the completed non-disclosure form to their DVR Regional Barcode Coordinator.

Action by DVR Regional Barcode Coordinator

(Regional Program Specialist, or the Administrative Assistant to the DVR Chief of Field Services [for State Office staff])

4. Confirms completion of required annual privacy and confidentiality training.

5. Forwards signed DSHS form # 03-374D to the Administrative Assistant to the DVR Barcode Security Monitor.
6. Submits DVR IT HelpDesk ticket requesting Barcode access for staff who have completed the documentation requirements above.

Action by DVR IT

7. Grants Barcode access to staff when requested by DVR Regional Barcode Coordinator.

Action by DVR Barcode Security Monitor (Administrative Assistant to the DVR Chief of Field Services)

When signed form 03-374D is received from DVR Regional Barcode Coordinator:

8. Adds the employee's name to the "active master list" of users (spreadsheet) stored in the "Barcode Access Documentation" directory on the DVR S: drive.
9. Files signed forms received from the Regional Program Specialist in the "Barcode Access Documentation" directory on the DVR S: drive.

When DVR Staff Separations Occur

Action by DVR Barcode Security Monitor (Administrative Assistant to the DVR Chief of Field Services)

1. Receives Notice of Separation list from DSHS HRD via email for all employees.
2. Reviews the Notice of Separation list and update the "active master list" of users (spreadsheet) stored in the "Barcode Access Documentation" directory on the DVR S: drive to indicate which staff no longer has access to Barcode.

Action by DVR IT

3. Receives Notice of Separation list from DSHS HRD via email for all employees.
4. Removes access rights to Barcode immediately when staff separates from the employ of DVR.

If a Breach of Confidential Information Occurs

Action by DVR Staff

1. Becomes aware of suspected or actual loss of Confidential Information from the use of BARCODE system.
2. Immediately sends a message to the following recipients, copying the DVR public records unit (PRU) on the message, to provide notice of the compromise or potential compromise of confidential information:
 - a. DSHS Privacy Officer: dshsprivacyofficer@dshs.wa.gov
 - b. DSHS Information Security: isoteam@dshs.wa.gov

- c. ESA Contract Monitor: esadsa@dshs.wa.gov
- d. CC to: dvrpru@dshs.wa.gov

Action by DVR Public Records Unit

3. Receives notice from DVR field staff or management of the compromise or potential compromise of Confidential Information contained within the BARCODE database system.
4. Follows up with DVR field staff or management to understand the nature of the compromise to confidential BARCODE information.
5. Within one (1) business day of discovery must also take actions to support mitigation efforts to the risk of loss and comply with any notification or other requirements imposed by law.
6. Acts as a point of contact for any follow-up to the breach of confidential information.

Assessments

Assessments Index Page

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See Also:

[Assessment after IPE is Underway](#)

[Clear and Convincing Evidence](#)

[CRP - Vocational Evaluation Services](#)

[CRP - Trial Work Experience / Community Based Assessment](#)

Examples of Assessment Services

Listed below are a variety of assessment methods or assessment questions for use in collecting more information from a customer to determine eligibility or the customer's VR service needs. A customer's self-reported information is also considered in each of the types of examples listed below.

1. Examples of Disability-Related Assessments

- Performance Based Physical Capacities Evaluation
- Psychological/Medical Evaluations
 - Psychiatric
 - Psychiatrist
 - Alcohol and Drug

2. Examples of Methods to Assess Strengths

- Transferable skills analysis
- Past work history and performance evaluations
- Job references
- Community based assessment
- On-the-job evaluation
- Past achievements
- Military service
- Success in training

3. Examples of Considerations in Assessing Resources

- Financial resources.
- Family support.
- Medical insurance.
- Support groups.

4. Examples of Considerations in Assessing Priorities

- Personal work preferences.
- Work style.
- Opportunities for advancement.
- Health and other insurance benefits needs.

5. Examples of Methods to Assess Abilities

- Examine what a customer can do well or what they've been successful at in the past.
- GATB.
- SATs.
- Review school/college transcripts.
- Use commercial assessment systems through a Community Rehabilitation Program (CRP).
- Work/school history.

6. Examples of Methods to Assess Capabilities

- How do you handle stress/work pressure?
- Do you have the ability to qualify for and obtain commercial driver license?
- Do you have the ability to meet various entry level and/or professional license standards?

7. Examples of Methods to Assess Interests

- Interest inventories.
- Interview/discussion.
- Job shadowing.
- Informational interviewing.
- Community based assessment.
- Assessment in a sheltered workshop.

8. Examples of Methods to Assess Needs

- Minimum acceptable salary.
- Need for ongoing support to maintain job performance.
- Assistive technology assessment.
- Conduct an independent living evaluation to look broadly at all of the customer's concerns that may impact their employment decisions.

9. Examples of Methods to Assess Other Customer Concerns

- Can be provided by customer self-report:
 - "I do not want to make my disability get worse."
 - "I want to keep my Medicare benefits."
 - "I don't want others to think I'm lazy, even though I can't do certain things."

Community Based Assessment

The purpose of the Community Based Assessment (CBA) is to:

- Identify barriers to employment
 - Obtain information needed for the DVR Customer to select a suitable vocational goal; or

- Determine the nature and scope of Vocational Rehabilitation (VR) services an individual needs to achieve an employment outcome.

Community Based Assessment (CBA) can be provided at any point in the vocational rehabilitation process.

Generally a CBA is conducted after the individual is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

- The individual is employed and seeking services to advance in employment; or
- The individual is seeking services to maintain employment.

Individuals receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and shall not participate in a CBA before their eligibility is determined. However, if the individual cannot be presumed to benefit from services due to the significance of their disability, a TWE shall be conducted.

A trial work experience is done prior to the determination of eligibility or at any later point in the VR process before determining that the individual is not eligible or no longer eligible for VR services due to the significance of the individual's disabilities.

See Also:

[CRP Trial Work Experience Services](#)

Supervising the Customer in a Community Based Assessment

If a community based assessment is conducted by a CRP, the CRP needs to supervise the assessment throughout its duration. The CRP does not need to be on-site at all times, but must ensure everything is working well before leaving. The CRP must be available to return to the work site if needed.

The employer is not to provide day-to-day supervision, but may provide general work instructions to assess the customer's ability to work with others, follow directions, etc.

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the individual's work. This could be done in a DVR office, WorkSource center, partner agency or other setting.

DVR Staff Supervising a CBA

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the individual's work. This could be done in a DVR office, WorkSource center, partner agency or other setting.

If DVR staff conducts the CBA, the staff member must:

- Understand the requirements and essential functions of the job and work environment in which the assessment is being conducted. (This may require the staff member to do a work site evaluation or job analysis).
- Supervise the assessment throughout its duration. The staff member does not need to be on-site at all times, but must ensure everything is working well before leaving. The staff member must be available to return to the work site if needed. Some worksites operate 24 hours a day, 7 days a week.
- Address the needs of customers who require extensive supervision.
- Have on-the-job assessment tools to measure the customer's skills, work habits, and behaviors.
- Have on-the-job assessment and behavior remediation skills.
- Understand the business culture.
- Have business relationship skills.
- Be able to deal with confidentiality issues at the worksite.

By law, the arrangement cannot continue once assessment activities are complete. If the employer wishes to retain the individual at the work site to perform work, an employer-employee relationship must be established.

Paid Community Based Assessment

If the CBA pays wages to the customer, benefits planning is recommended as the earned income could impact the individual's Social Security benefits.

Paid On-the-Job Evaluation

Purpose

A paid on-the-job evaluation (OJE) may be a useful tool for the customer and VR counselor to utilize as part of the vocational assessment process. It may be used alone or in combination with more formal assessment tools, such as interest or aptitude tests.

A paid OJE provides a customer an opportunity to collect information needed to establish an employment goal. The paid OJE may also be used to assess a customer's need for accommodations, basic readiness for work or other issues, such as attendance, punctuality, personal hygiene, learning style, interaction with other employees, physical tolerances, ability to perform essential job functions, work independently, accept supervision, etc. A paid OJE may also be used when conducting a trial work experience to determine an individual's eligibility.

The paid OJE is always an actual job. The customer becomes a "temporary employee" of the host employer and is paid by the employer during the OJE period. A fee is paid to the employer as compensation for expenses incurred hosting the paid OJE.

Because the paid OJE involves wages being paid to a customer, some individuals may not be able to take advantage of this evaluation method, because the earned income will jeopardize benefits they are receiving from other programs. Be sure to consider whether your customer will be negatively affected by a temporary wage.

General Guidelines

A VR counselor may arrange a paid OJE with any employer. Approach the employer and ask whether the employer would evaluate a DVR customer for a specified number of hours on the job. The employer needs to agree to pay the customer as a temporary employee during the evaluation period.

The employer pays the customer the usual wage paid to other employees for the work the customer is performing and not less than minimum wage. DVR reimburses the employer for wages paid to the customer, payroll costs such as FICA, L&I industrial insurance, etc. and a negotiated fee to perform the evaluation. The employer covers the customer under workers' compensation.

There is no time limit. The evaluation period is determined on a case-by-case basis depending on the areas to be evaluated regarding the customer's employment readiness.

Developing and Managing an OJE

A VR counselor usually has responsibility, along with the customer, to develop the OJE. A VR supervisor may be consulted for advice and support.

The VR counselor, customer, and host employer jointly develop a written OJE agreement to identify:

- Specific questions to be answered through the paid OJE.
- Overall length of the paid OJE and number of paid hours involved in the customer's OJE activity.
- Agreement by the host business to legally register the customer as a paid, temporary employee.
- Hourly wages to be paid to the customer (not less than minimum wage).
- Individual responsibilities of the customer, DVR counselor, and employer.
- Copies of the evaluation plan are given to the VR counselor, customer, and employer.

Costs of Paid OJE

The customer's OJE occurs as a temporary employment relationship with the host employer. As a temporary employee, the customer must be paid wages for their work. The host employer is also responsible for paying federal and state payroll taxes on these wages and the customer's state industrial insurance premiums.

The host employer may also incur additional personnel costs to provide for supervision of the customer, observing the customer's performance on the job, completing the OJE report, and staffing the OJE with the VR counselor and customer. An employer may be compensated for these costs, to be negotiated on a case-by-case basis by the VR counselor with the host employer as a flat fee for assessment services.

To establish a fair and reasonable flat fee for the assessment, begin with the customer's total payroll expenses to the host employer, including the customer's hourly wages and payroll taxes for the total number of hours the customer will be paid. Add to this an amount, as agreed to by the host employer, necessary to reasonably cover the additional expenses involved in providing the customer with basic supervision, observing the customer's performance, and completing an OJE report. The fee is authorized using the service category, "Assessment (Non-CRP)".

Reporting and Payment

At the conclusion of the OJE, the host business completes an OJE Report answering the questions in the original OJE plan. The VR counselor and customer discuss the contents of the report with the host employer.

A checklist of assessment items is provided to the host employer in advance to use during the paid OJE period and submit at the end of the evaluation.

Payment is made when the host employer has completed the paid OJE according to the OJE agreement, submitted the OJE report to the VR counselor, and the customer has been properly paid. Payment to the host employer is made within five working days of receipt of the paid OJE report.

Training as an Assessment

Training provided as an assessment service at an institution of higher education is typically limited to one term. Prior to the VR counselor authorizing costs for the customer to begin attending an institution of higher education for assessment purposes, the customer submits a copy of their completed **application** for financial aid. Application for financial aid includes, but is not limited to, the Pell grant.

A copy of the customer's financial aid award or denial notice must be in the customer's case service record by the end of the initial term to proceed with an IPE involving training services at an institution of higher education.

Results of Assessment

VR counselor considers the results of the one-term assessment before agreeing to provide training services as part of the IPE.

If a customer is sent to school for one quarter as an assessment, the VR counselor may be trying to answer some questions about the customer. If these questions have been answered, the VR counselor determines if additional training is required before agreeing to include training services in the IPE.

Additional Assessment

If additional assessment in the training setting is needed to develop an IPE, the VR counselor may authorize one additional quarter of training as an assessment. The VR counselor documents the reason(s) additional assessment is required in the Waves note.

Extended training beyond what is necessary for assessment purposes may not be authorized under the assessment service category.

Applicable WAC

WAC 388-891A-0705 What are assessment services?

WAC 388-891A-0527 What is a trial work experience?

WAC 388-891A-0530 What is involved in a trial work experience?

WAC 388-891A-0535 What if I cannot participate in or decline to participate in a trial work experience?

Criminal History / Violent or Predatory Acts

[Assessing Risk of Offending Behavior](#)

[Offender Risk Assessment Evaluations](#)

[WAC- Criminal History and Violent or Predatory Acts](#)

Assessing Risk of Offending Behavior

Identify Potential Risks

If a VR counselor receives information that indicates an individual has been charged with or convicted of a sexual offense or has a documented pattern of sexual offending or predatory behavior, the VR counselor takes steps to assess the risk prior to referring the individual to community-based services and/or developing an employment plan.

Requesting Records

Collect adequate documentation with the written consent of the individual. Records that may provide relevant information include:

- Court records;
- Criminal background check;
- Probation/parole records;
- Hospital records;
- Therapist records;
- Mental health or developmental disabilities records;
- School records; and
- Previous employment.

Obtaining Professional Assessments

If a VR counselor obtains information and/or records that reasonably lead the counselor to believe that an individual poses a risk to a service provider, employer, or the community due to violent or predatory behavior, an assessment by a qualified professional is required.

This type of assessment is in addition to the usual vocational assessments necessary to select an employment outcome and VR service needs. The information gained through these assessments provides additional information necessary to more narrowly define the type of employment, employment setting, and conditions necessary for a successful job match. Ensure the assessment results address the level of risk involved in an employment situation, as well as any types of employment or employment settings that represent an increased risk for the individual.

If the individual is a minor or has a legal guardian, the parent or guardian must be notified and provide consent prior to initiating the services.

Sexually-Related or Predatory Offenses or Behavior

If the individual has a history of sex offenses, predatory, or deviant behavior, the assessment of risk must be conducted by a certified [Sex Offender Treatment Provider \(SOTP\)](#). If an assessment report completed within the past two years is available and there are no documented incidents or offenses since the report was completed, the VR counselor and the individual may use the results of the existing report to plan VR services. The VR counselor consults with their VR supervisor to decide whether an updated assessment is needed.

Risk Assessment Evaluations for Violent or Predatory Behaviors

(Revised: 12/24/2018)

DVR contracts with certified or licensed professionals to assist in determining whether an individual requires a restricted work environment due to violent or predatory behaviors. These guidelines are intended to describe elements of written reports and recommendations that are useful to the VR counselor and DVR customer in identifying needed services and developing an employment plan.

When selecting a risk assessment provider, it is important to ensure that the evaluator has experience in assessing risk. These assessments, depending on the provider, may or may not provide all of the information required. Therefore, a detailed referral letter describing the requested information, along with copies of relevant documentation, is key.

- For general risk assessments, a licensed, forensic psychologist with risk assessment experience may be used. In addition, each county may have risk assessment evaluators utilized by the courts, such as providers who conduct “safe to be at large” or psychosexual assessments. The court clerk for each county may have information about potential referral resources. To search for a forensic psychologist, the provider locator is available at the [American Psychological Association](#) website.
- If conducting a risk assessment due to sexual offending behaviors, a [certified sex offender treatment provider](#) (SOTP) must be used. If sexual offending behaviors are documented/known, this type of provider must be used regardless of the status of any legal/criminal charges.

NOTE: When searching for a qualified risk assessment provider, it may be useful to contact psychosexual evaluators to determine if they have experience in conducting non-sexual offending, *psychosocial* evaluations, including a risk assessment and treatment plan. Many of these providers have extensive experience with the courts in assessing potential risk; using a combination of psychometric testing, clinical interview, and review of supplemental documentation/external reports.

Basic Information

- Name of treatment professional(s) conducting evaluation.
- Date of evaluation.
- Name of person requesting assessment.
- Concern that prompted the request.

- General description of the individual, including gender, age, and nature of disability.

Information Sources

- Interview(s) with individual, including dates, length and setting.
- Interviews with others, including dates, names and relationship to individual, length, and setting.
- Individual records/documents reviewed, including previous assessments, medical, school, policy and court records, and incident reports.
 - Source/author of records.
 - Date of records.
 - Type of records.
- Description of information sources not available or still needed for a comprehensive assessment.

Summary of Findings

- Medical, neurological, and developmental conditions.
- Historical, family, environmental and other conditions, including a chronology of significant events in the individual's life.
- Psychiatric history and diagnosis, if applicable.
- Offense history:
 - Criminal charges and other offenses or behaviors of concern, listed chronologically with dates.
 - Gender and age of victims (if applicable).
 - Use of weapons.
 - Nature and extent of injuries to victims or property damage (if applicable).
 - Victim empathy.

Assessment of Possible Risk to Self, Others, or Property

- Potential target populations, triggers, and grooming patterns.
- Whether behavior is opportunistic or predatory, acts are planned or spontaneous, and if primary threat is to persons or property.
- Hypothesis about function or purpose of behavior(s) and whether there are multiple risk issues (e.g. sexual deviance, arson, assault).
- Mental health issues contributing to the performance of risk behaviors, including mental states that increase the likelihood of re-offending.
- Likelihood the person will engage in risk behaviors, with and without supervision.
- Supporting rationale for the assessment:
 - Identify risk assessment tools used and results (e.g. low, moderate, high).

- If a prior risk/SOTP assessment is available, discuss any recommendations that may be in conflict with the recommendations you are making.

- Amenability to treatment.
- Amenability to supervision.

Recommendations

- Description of services currently in place which serve to reduce the potential risks
- Additional supports recommended that are likely to substantially reduce the potential risks. For each recommendation, be as detailed as possible.

- Are restrictions on activities, social relationships, and/or possession of certain material items indicated (e.g. alcohol, children's clothing, TV/video)?

- Is the involvement of a psychiatrist, SOTP or other therapist, mental health agency, or neurologist indicated?

- Is employment indicated?

- Is a change in residential setting indicated?

- Are limitations to work or work settings indicated?

- Are additional supports to family or residential conditions indicated?

- Are any victim considerations indicated?

NOTE: If the risk assessment is a psychosexual evaluation, the following items should be addressed in the evaluation:

- Chronology of sexual development and all known sexually deviant and/or predatory behavior.
 - Self-reports of sexual interests, fantasies, and any sexual abuse.
 - Assessment of the person's understanding of appropriate and legal sexual behavior.
 - Results of plethysmograph and/or polygraph tests.
- Description of corroborated information which appears dependable and accurate.
- Description of discrepancies, and an assessment of the veracity of conflicting information.
- Goals for individual, group or family therapy, if recommended.

See Also:

[Serving Individuals with Sexual Offending Behavior](#)

WAC - Criminal History and Violent or Predatory Acts

WAC 388-891A-0110 What happens if DVR receives information that indicates I have a history of violent or predatory acts?

Trial Work

(Revised Section 6-30-12)

Trial Work Experience (TWE)

A trial work experience(s) is an assessment in which the DVR customer performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training.

The VR counselor conducts a trial work experience if the counselor cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual's disabilities.

A trial work experience is conducted to determine:

- If the individual is capable of working as a result of receiving VR services and is eligible for VR services; or
- There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of the individual's disabilities and is not eligible or no longer eligible for VR services.

Before determining that an individual is ineligible or no longer eligible the VR counselor follows the steps described in **WAC 388-891A-0545 What happens if DVR determines that I am not eligible or no longer eligible for VR services?** and **WAC 388-891A-0550 If I am not eligible or no longer eligible for VR services, does DVR help me find other programs and service providers to meet my needs?** .

Before a VR counselor makes a determination that an individual with a disability is incapable of benefiting from VR services, the VR counselor must conduct a trial work experience to obtain clear and convincing evidence to support the determination.

The VR counselor explains to the customer why a TWE is being done, what questions will be addressed, and informs the customer if there is clear and convincing evidence that the individual cannot benefit from VR services because of the significance of the individual's disabilities, the individual will be determined ineligible for services and the case will be closed.

A trial work experience may be arranged and conducted by DVR staff or purchased as a service from a Community Rehabilitation Program (CRP). If the TWE pays wages to the customer, benefit planning is recommended as the earned income could impact the individual's benefits.

See Also:

Eligibility Determination

Clear and Convincing Evidence

(Federal Language)

Clear and convincing evidence means that the Division of Vocational Rehabilitation shall have a high degree of certainty before it can conclude that an individual is incapable of benefiting from services in terms of an employment outcome...The term clear means unequivocal. For example, the use of an intelligence test result alone would not constitute clear and convincing evidence. Clear and convincing evidence might include a description of assessments, including situational assessments and supported employment assessments, from service providers who have concluded that they would be unable to meet the individual's needs due to the severity of the individual's disability. The demonstration of "clear and convincing evidence" must include, if appropriate, a functional assessment of skill development activities, with any necessary supports (including assistive technology) in real life settings. (S.Rep.No.357, 102dCong., 2d.Sess. 37-38 [1992]) CFR 361.42

Use of Existing Case Service Records in Lieu of a Trial Work Experience

If an applicant has previously had an open DVR case that included a trial work experience in the past 12 months the VR counselor may use information from the previous case service record in lieu of a trial work experience if:

- Sufficient services were provided in the previous case to assess the individual's ability to benefit from services.
- The case service record contains documentation that establishes clear and convincing evidence regarding the individual's ability to benefit from VR services.
- You have explored whether circumstances have changed that would increase the individual's ability to benefit from DVR services at this time. For example, in the previous TWE if the customer refused to follow through with the treatment recommendations such as taking medications, or participating in psychotherapy or other type of treatment and is willing to do so now, a new TWE must be conducted to assess if these supports will allow the customer to be successful.

If existing records are used in lieu of a trial work experience, the VR Counselor documents in case narrative the rationale for the decision and what information was used. If existing records do not establish clear and convincing evidence of an individual's ability to benefit from VR services, a new trial work experience is used to obtain updated information. Consultation with the VR supervisor is recommended if the VR counselor has questions about whether the previous case record provides clear and convincing evidence or if a new trial work experience is necessary.

If there is a need to gather or exchange information with other parties to complete the assessment for determining eligibility and significance of disability, a VR Counselor **must obtain signed consent and/or release forms** from the applicant.

Scope of Trial Work Experience

A trial work experience provides an opportunity for an individual to perform in one or more realistic work settings while receiving appropriate support services. Possible areas of evaluation during a trial work experience include:

- Mobility to and from work or within a work setting.
- Ability to tolerate the typical demands of a regular work schedule or work environment.
- Ability to demonstrate the manual skills and dexterity to perform typical work tasks.
- Ability to manage self-care needs in a work environment.
- Ability to learn work tasks and identify what type and level of supports are needed to perform tasks.
- Ability to understand others and communicate effectively.
- Interpersonal skills and ability to respect typical social and personal boundaries.

Trial Work Experience Requirements

- Setting

Trial work experiences are conducted in the most integrated setting possible based on the individual's needs and informed choice. The trial work experience includes the number and variety of settings necessary to obtain sufficient information for the counselor and customer to make sound decisions. The ideal trial work experience is conducted in a real work setting, such as for-profit businesses, non-profit organizations, government agencies, or home-based employment.

1. Duration

The duration of a trial work experience is determined based on an individual's needs as determined by the nature and extent of the areas being explored and the estimated time needed to sufficiently assess the individual's abilities, capabilities, and capacity to perform in the trial work setting. The trial work experience is scheduled for the shortest time necessary to answer all of the questions about the customer's work performance. In some instances, the questions that prompted the trial work experience will be answered right away. In other instances, additional time will be necessary.

- Supports and VR services during trial work experience.

Appropriate support must be provided during the trial work experience, including rehabilitation technology services and personal assistance services, to accommodate the rehabilitation needs of the individual. Any other VR service may also be provided to meet the individual's rehabilitation needs during the trial work experience.

1. Written Agreement

Once a trial work site is identified, the VR counselor develops a written agreement to document the work site, timelines, VR counselor, customer, and host/employer responsibilities and VR services to be provided to assess the individual's abilities, capabilities, and capacity to perform in the work setting. The written agreement is completed in Waves. This form is also available on the Intranet: [DSHS 11-058 Trial Work Experience Agreement](#)

The purpose of the TWE Agreement is to:

2. Document the VR counselor, customer, and host/employer understanding of each party's role and responsibilities; and.
3. Provide written documentation in the event of a misunderstanding or dispute about the TWE.

3. Documenting Progress and Results

The VR Counselor reviews the results of the trial work experience with the individual and others involved. The VR Counselor reviews the information learned about the individual's abilities, capabilities, and capacity to perform in the work setting, and discusses next steps in the rehabilitation process. The VR Counselor summarizes in a Waves note the results of the trial work experience and the agreed upon next steps.

Unpaid Trial Work Experiences

An individual may participate in a Trial Work Experience as an unpaid volunteer at a for-profit business, non-profit organization, or government agency. If a for-profit business is used as a trial work site, United States Department of Labor (DOL) guidelines must be followed. The following conditions apply to an unpaid Trial Work Experience at a for-profit business:

4. Monitoring and support of the individual is arranged through a CRP or provided by DVR staff. The business providing the site for the trial work experience is not required to pay wages or workers' compensation.
5. The business is not obligated to offer the individual employment following the trial work experience.
6. The business does not benefit from the activity. No workers are displaced and the customer's activities do not immediately benefit the business. The customer could perform work similar to other employees if other employees normally responsible for those duties are still performing the usual tasks for the same number of hours per week at the same pay. There are no vacant positions that are not being filled as a result of the customer's volunteer work.
7. Placement at the work site is for assessment only.
8. The customer agrees with and understands that participation is voluntary and that the business is not required to compensate them or make an offer of employment at the conclusion of the trial work experience.
9. If a legal guardian is appointed, the guardian must agree to the terms of the trial work experience.

Paid Trial Work Experience

If the TWE pays wages to the customer, benefit planning is recommended as the earned income could impact the individual's Social Security benefits.

When a customer is paid by the employer for work performed during a trial work experience, an employer-employee relationship exists. The customer must be compensated in accordance with the U.S. Department of Labor, Fair Labor Standards Act. The following conditions apply to a paid trial work experience:

- Monitoring and support of the individual is arranged through a CRP or provided by DVR staff.
- The customer is hired as a regular employee with the same rights and privileges as other entry-level employees for the period of time jointly agreed upon by the customer, counselor, and employer.
- The customer is paid an hourly rate of at least the minimum wage for the job being

performed.

- The customer is covered by the employer's workers' compensation insurance if an injury occurs at the work site during the trial work experience. If the employer is not insured (businesses with less than 5 workers are not required to carry workers' compensation insurance), the community rehabilitation program covers the individual during the trial work experience.
- If the employer agrees to provide supervision and/or training to the customer during the trial work experience, DVR may reimburse the employer for the cost of the supervision/training.

IL Services

Independent Living Services

2014-2016 IL Contract Summary

Selecting Services and/or Services Providers

Independent Living Services

(Revised 7-1-14)

Overview

Independent living (IL) issues can be significant barriers to employment for individuals with severe disabilities. Active and informed involvement of the customer and early identification of IL needs increases successful vocational outcomes.

IL services are usually purchased during a vocational assessment to reduce and/or eliminate barriers to employment prior to developing an Individual Plan for Employment (IPE) and to help the customer participate in vocational services.

To reduce and/or eliminate a customer's independent living barriers to employment, DVR contracts for IL Evaluations and IL Services:

- **Independent Living Evaluation**
An IL evaluation may be provided at any time during the VR process. The purpose of the IL evaluation is to assess an individual's readiness and/or barriers to participate in the vocational rehabilitation process and pursue a vocational goal. An IL evaluation may be provided to assist the VR counselor to make a decision about a customer's eligibility for vocational rehabilitation services. An IL evaluation assesses the individual's strengths and limitations and needs for IL Skill Training or IL Work-related Systems Access Services related to home and community life that could impact the customer's participation in the VR process and attainment of competitive employment.
- **Independent Living Services**
IL services may be provided at any time during the VR process. It is preferable to provide IL services as early in the case as possible. Early identification of barriers and their removal or reduction enhances the customer's success in completing their plan for employment and becoming successfully employed.

Services

IL Services assist people with disabilities to identify and address life issues that may interfere with preparing for, getting or maintaining a job.

IL Services can only be purchased from an IL approved individual through a contract with DVR. The following services are contracted by DVR with IL service providers:

1. IL Evaluations (Comprehensive or Partial);
2. IL Skills Training; and
3. IL Work-Related Systems Access.

Independent Living Comprehensive Evaluation

A Comprehensive Evaluation may be needed when a VR counselor is getting to know the customer and needs an extensive assessment to more thoroughly evaluate the customer's life issues including, but not limited to:

- Strengths;
- Functional limitations;
- Abilities for home management; and
- Community life and integration.

A Comprehensive Evaluation occurs when the VR counselor authorizes **all ten (10)** of the defined evaluation topics in the Service Delivery Outcome Plan (SDOP).

Partial Independent Living Evaluation Services

A Partial IL Evaluation is appropriate when the VR counselor is more familiar with the customer, but needs information limited to a specific topic or topics to evaluate the customer's life issues including, but not limited to:

- Strengths;
- Functional limitations;
- Abilities for self-management;
- Abilities for home management; and
- Community life and integration.

A Partial Independent Living Evaluation occurs when the VR counselor authorizes a minimum of one (1) or up to a maximum of five (5) of the defined evaluation topics in the IL Service Delivery Outcome Plan (SDOP).

Independent Living Evaluation Topics

Independent living evaluation topics may include one or more of the following:

1. Disability:

- Understanding of disability and related limitations;
- Ability to manage physical, emotional and mental health.

2. Residential issues:

- Accessibility;

- Mobility within the home;
- Environmental management;
- Home safety;
- Level of independence; and
- Need for housing benefit program or residential support services, etc.

3. Community mobility:

- Mobility outside of the living environment;
- Transportation ability and needs; and
- Safety issues in the community.

4. Financial issues:

- An individual's ability to budget, pay bills and manage money;
- Need for public benefits;
- Problems with current benefit programs;
- Need for guardian or protective payee;
- Significant debt;
- Use of payday lenders; and
- Other legal issues related to financial issues.

5. Home management issues: Basic skills of home management that could impact ability to work, i.e. cooking, cleaning, shopping, laundry, family issues, and needs for adaptive equipment or caregiver services to assist in home management activities.

6. Social skills:

- How the individual relates to family and other socially;
- Ability to appropriately interact with others in an employment setting;
- Identification of any social and/or family support system;
- Use of free time;
- Involvement with recreational activities; and
- Problems with abuse and/or neglect.

7. Support Systems:

- Ability to access all appropriate benefit programs, i.e. mental health, DDA, food stamps, medical programs, housing assistance, etc.;
- Understanding of why the person is accessing benefit programs and who the contact is for the programs;
- Ability to manage benefit programs and community resources independently;
- Understanding of rights and responsibilities for benefits programs;
- Identification of significant problems with any benefit programs;

- Identification of need and eligibility for long-term employment supports through a community resource or if natural supports are available.

8. Communication:

- Ability to read, write and take messages;
- Understanding and response to verbal and written communication;
- Ability to express oneself verbally and non-verbally; and
- Ability to access and use telephone, TTY, computer, etc.

9. Self-Care: Management of personal health care, i.e. medication management, doctor appointments, routine preventative health care measures; bathing; dressing; grooming; toileting; and need for personal care assistance.

10. Education and Employment

- Educational background/history with special education services;
- Learning difficulties and styles;
- Employment history;
- Understanding of DVR process, vocational goals, plans, etc.; and
- Criminal / legal issues that may impact employment.

IL Skills Training Services

Independent Living Skills Training is for the purpose of enhancing the customer's success in completing their plan for employment and becoming successfully employed. The VR counselor ensures the IL Skills Training is directly tied to an employment outcome and clearly identified on the SDOP.

IL Skills Training works in conjunction with other planned VR services. An example of IL Skills Training is bus training to help the customer with transportation to participate in another service such as a vocational assessment.

Contractors follow the SDOP requirements or consult with the VR counselor if other issues are found.

Independent Living Skills Training Topics

Independent Living Skills Training topics may include one or more of the following:

1. Transportation

Use of transportation services to develop an individual's ability to:

- Explore, understand and utilize different transportation options;
- Utilize direct bus use training;
- Identify community resources for bus training;
- Get to work and to feel safe obtaining transportation services, etc.

2. Decision Making

Development of an individual's ability to:

- Identify a problem;
- Collect data on potential solutions;
- Weigh alternatives;
- Develop what would be considered a wise plan of action;
- Implement the plan of action;
- Assess the success of the plan; and
- Make adjustments as needed, etc.

3. Money management:

Development of an individual's ability to:

- Track income and expenses;
- Budget for upcoming expenses;
- Shop wisely;
- Pay bills on time;
- Balance a checkbook;
- Avoid bad debt;
- Learn about deceptive financial practices; and
- Know where to get assistance if financial difficulties arise, etc.

4. Use of communication access services:

Development of an individual's ability to explore, identify, and access effective communication options, such as interpreters, Braille services, assistive technology, etc.

5. Organizational abilities:

Development of an individual's ability to identify and develop specific strategies, systems and tools to increase their efficiency and independence at home, in daily living, and in employment. Examples may include use of day planners, palm pilot, charts, checklists, filing systems, other memory aids, and work station arrangement.

6. Interpersonal and social relationships:

Development of an individual's ability to understand effective interpersonal and social relationships and how they may affect one's personal life, judgment, decision making, functional behavior, common ground, teamwork skills, etc. Examples may include work and family relationships.

7. Time management:

Development of an individual's ability and techniques to:

- Plan, schedule and manage time related to employment, personal life, and home activities;
- Acknowledge one's personal time needs;
- Manage personal priorities, goals and life skill needs; and
- Do all things necessary to facilitate time management.

8. Self-advocacy:

Development of an individual's ability to:

- Learn strategies and knowledge to resolve one's own problems;
- Speak for one's self;
- Exercise civil rights; and
- Make decisions affecting one's life.

9. Accessing community resources and benefit programs:

Development of an individual's ability to independently obtain services or financial assistance through available support systems. Examples include Social Security, TANF, Healthcare for Workers with Disabilities, Section 8 and Public Housing, etc.

10. Attendant management:

Development of an individual's ability to self-manage:

- Personal care providers including, but not limited to, how to recruit, hire, train, schedule, supervise, dismiss (if necessary), manage payroll, problem solve and develop a plan for when a personal care attendant is ill or stops working; and/or
- Personal care needs, i.e. time required for assistance, ability to explain how assistance is to be given, having all supplies on hand, being organized, using time effectively, etc.>

11. Self-care:

Development of an individual's ability to manage basic independent living skills, including but not limited to:

- Grooming and hygiene (toileting, bathing and dressing);
- Health management (setting up doctor appointments; getting routine physical and preventative care; accessing medical, psychological, and other professional services as needed); and
- Medication management (setting up a system to take medications on-time, keeping doctors informed of changes in medication, getting prescriptions

refilled, etc.).

12. Self-protection:

Development of an individual's personal awareness and skills to be safe when:

- In the home or community (how to respond to an emergency, contacting 911, escaping during a fire, etc.);
- Interacting with others (being taken advantage of financially, sexually or in other ways); and
- Using public transportation or technology (internet "scams", identify theft, online sexual predators); etc.

IL Work-Related Systems Access Services:

Independent Living Work-Related Systems Access services are individualized direct services to assist the customer to access and use specific public support systems. An example of such service is to provide assistance to the customer to maneuver through the steps of applying for and receiving benefits from another public agency such as a Community Service Office, Developmental Disabilities, Mental Health, or Social Security Disability.

IL Work-Related Systems Access works in conjunction with other planned VR services. The VR counselor ensures the Work-Related Systems access is directly tied to an employment outcome and clearly identified on the SDOP.

Contractors follow the SDOP requirements or consult with the VR counselor if other issues are found.

Independent Living Work-Related Systems Access Services Topics

Specific topics of Independent Living Work-Related Systems Access Services include, but are not limited to:

- Income – Social Security, TANF, Disability Lifeline, etc.;
- Personal care – Medicaid Personal Care, COPES, etc.;
- Housing – Section 8, Public Housing, Adult Family Homes, etc.; and
- Medical coverage – Medicaid, Medicare, Basic Health, Healthcare for Workers with Disabilities, etc.

Arranging for IL Evaluations and IL Services

Prior to referral of a customer to an IL contractor, the VR counselor informs the customer about the choice of IL contractors available to provide IL evaluations or IL services. The VR counselor also ensures that the customer has a thorough understanding of and is actively involved in selecting an IL contractor. The DVR Intranet contains a list of IL contractors.

Selecting IL Services or IL Service Providers

The VR counselor explains to the customer the role of the customer, the VR counselor, and the IL contractor and ensures that the customer has a thorough understanding of and is actively involved in determining the expected outcomes of the evaluation and/or services. The VR counselor documents this interaction with a case note.

The VR counselor determines whether the IL contractor's staff person is approved to provide IL services.

The customer signs a release of information so the VR counselor can provide referral information to the IL contractor to facilitate communication and coordination of services between the VR counselor and the IL contractor.

Referral to an Independent Living Contractor

1. The VR counselor contacts the IL contractor to make the referral and to schedule an appointment for the VR counselor, customer, and contractor to meet to develop the IL Service Delivery Outcome Plan (SDOP).
2. The content of a [DSHS 14-447: Independent Living Referral Checklist](#) to an IL contractor includes the:
 - a. Reason for the referral;
 - b. Desired outcomes; and
 - c. Disability related information that could impact service delivery and outcomes.

The VR Counselor takes the following steps to refer a customer to an IL contractor of the customer's choice:

- Contact the IL contractor to discuss referral information (#2 above) to determine if the IL contractor will accept the referral.
- Schedule an appointment with the customer and the IL contractor to discuss the IL evaluation or service that is needed and to complete an IL Service Delivery Outcome Plan (SDOP).

Completion of the IL Service Delivery Outcome Plan (SDOP)

When the VR counselor, the customer and the IL contractor meet to complete the Service Delivery Outcome Plan for IL Services, the VR counselor ensures that the customer and contractor understand the purpose and expected outcomes of the IL evaluation or the IL services to be provided. The VR counselor explains the role of the customer, the VR Counselor, and the IL contractor. The VR counselor also ensures that the customer has a thorough understanding of and is actively involved in determining

the expected outcomes of the evaluation and/or services. The VR counselor documents this interaction with a case note.

1. The VR counselor, customer, and IL contractor complete an **IL Service Delivery Outcome Plan (SDOP)** for an IL evaluation or IL services with the following:
 - a. The beginning and end date of the authorization, not to exceed 90 days and the expected date of the report from the contractor.
 - b. Expected outcomes for the IL services or evaluation and the person responsible for the outcomes.
 - c. Expected time frame for service (e.g. if the IL evaluation report and recommendations are a resource for eligibility determination, both the IL contractor and the customer should be aware of eligibility time frames)
 - d. Number of hours to be purchased for IL services or a flat fee for IL evaluation. For services that are provided on an hourly basis, the VR counselor authorizes up to twenty (20) hours per service on an incremental basis. If more than twenty (20) hours are needed, the VR counselor consults with the VR supervisor.
 - e. If the VR counselor requests periodic updates about the customer's participation and progress, the expected updates are noted on the SDOP. The VR counselor determines the format, method and frequency of the periodic updates such as email, telephone contact and/or brief written updates. Payment for periodic updates is not authorized.
 - f. If travel expenses are required by the contractor, the expenses according to contract criteria are noted on the SDOP; and
 - g. The total cost of the SDOP.
2. The VR counselor ensures that the customer and contractor understand the purpose and expected outcomes of the IL evaluation or the IL services to be provided.
3. The VR counselor, customer and contractor each get a copy of the SDOP.
4. At the end of the meeting, the VR Counselor provides the IL contractor with a referral packet, which may include the following: IL referral checklist, copies of releases of information, and disability related information, as appropriate.
5. The original SDOP plan should be filed in the appropriate jacket of the electronic case service record.

IL Skills Training and IL Work-Related Systems Access on One SDOP

IL Skills Training and IL Work-Related Systems Access services are permitted on one Service Delivery Outcome Plan (SDOP) under the following conditions:

- The number of hours authorized for each of the two services are clearly

identified.

- No flexibility of hours between the two services is allowed; and
- If additional hours for either service are needed to successfully provide the service, the increase in the number of hours for the specific service is approved by the VR counselor.

IL Contract Summary

(Revised 7-1-14)

Service Delivery Outcome Report

1. The IL contractor completes the **IL Service Delivery Outcome Report (SDOR)** for an IL evaluation or IL services by:
 - a. Either entering detailed narrative information for each topic as it corresponds to each topic on the SDOP; or
 - b. Entering "See Attached" on the SDOR and attaching detailed narrative information for each topic as it corresponds to each topic on the SDOP report; and
 - c. Providing a professional opinion and summary.
2. If IL Skills Training and IL Work-Related Systems Access services are on one Service Delivery Outcome Plan (SDOP), the SDOR may contain a narrative report for each of the services. Each narrative report must contain headings that clearly identify which service the report is for.
3. If the SDOR does not thoroughly meet the reporting requirements in the contract, amendments and the SDOP, the VR counselor may return the SDOP to the contractor for revisions.

Fees and Reports

Comprehensive IL Evaluation Service Fees and Reports

The uniform flat fee for a Comprehensive IL Evaluation is **\$715.00**.

If a vocational counselor requests an in-person consultation to discuss the results of the Comprehensive IL Evaluation with the VRC and the customer, the contractor can invoice and shall be paid a flat fee of **\$85.00**.

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on the following:

Within thirty (30) calendar days of completing the Comprehensive IL Evaluation Services, as authorized in the SDOP, the contractor shall submit an approved invoice to the authorizing VR counselor with a written IL Evaluation Report.

The written report shall identify all of the following elements:

1. The customer's IL barriers to competitive employment;
2. The IL Evaluator's summary impressions;
3. The IL Evaluator's name; and
4. Specific recommendations regarding what IL Skill Training, natural supports and/or community resources may mitigate or eliminate the customer's IL barriers to competitive employment.

Partial IL Evaluation Services Fees and Reports

The uniform flat fee for a Partial IL Evaluation is **\$502.00**.

If a vocational counselor requests an in-person consultation to discuss the results of the Comprehensive IL Evaluation with the VRC and the customer, the contractor can invoice and shall be paid a flat fee of **\$85.00**.

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on the following:

Within thirty (30) calendar days of completing the Partial IL Evaluation Services, as authorized in the SDOP, the Contractor shall submit an approved invoice to the authorizing VRC with a written IL Evaluation Report.

The written report shall identify all of the following elements:

1. The customer's abilities and limitations in each of the specified Partial IL Evaluation topics;
2. The customer's IL barriers to competitive employment;
3. The IL Evaluator's summary impressions;
4. The IL Evaluator's name; and
5. Specific recommendations regarding what IL Skill Training, natural supports and/or community resources may mitigate or eliminate the customer's IL barriers to competitive employment.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

(1) Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;

(a) Report shall include:

- i. Address of contractor's nearest staffed office location, point of origin;
- ii. Date and time the contractor departed from the point of origin;
- iii. Address of destination the contractor is traveling to;
- iv. Date and time the contractor arrives at destination address; and
- v. Date and time the contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location. See [OFM Mileage Reimbursement Rates](#);

(a) Address of contractor's nearest staffed office location, point of origin; and

(b) Address of destination the contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

IL Skills Training Services Fees and Reports

The fee paid for IL Skills Training Services for the entire term of this contract is:

1. An hourly rate of **\$85.00**
2. Billable in quarter hour increments; and
3. Allowed only for time that directly pertains to the delivery of services for the DVR customer. No payment will be made for time involved in report writing.

Total consideration payable to the contractor for satisfactory performance of work under this contract shall be based on approval of the contractor's invoice and written report by the authorizing VR counselor. The contractor must submit the invoice and written report no later than thirty (30) days after completion of the IL Skills Training.

The written report shall identify all of the following elements:

All service delivery activity, as identified in the SDOP, provided to reach the customer's IL Skills Training goal(s);

1. Dates and hours of all activities provided;

2. Specific results achieved by the customer for each IL Skills Training topic as identified in the SDOP;
3. Name of the contractor's staff person providing services; and
4. Specific recommendations, if any, for further services.

IL Work-Related Systems Access Services:

The fee paid for IL Work-Related Systems Access Services for the entire term of this contract is:

1. An hourly rate of **\$85.00**
2. Billable in quarter hour increments; and
3. Allowed only for time that directly pertains to the delivery of services for the DVR customer. No payment will be made for time involved in report writing.

The contractor must submit the invoice and written report no later than thirty (30) days after completion of the IL Work-Related Systems Access services.

- All service delivery activity, as identified in the SDOP, provided to reach the customer's IL Work-Related Systems Access goal(s);
- Dates and hours of all activities provided;
- Specific results achieved by the customer for each IL Work-Related Systems Access Services topic as identified in the SDOP;
- Name of the contractor's staff person providing services; and
- Specific recommendations, if any, for further services.

Selecting Services or Service Providers

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.

7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:
 - What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
 - Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
 - Estimated time that services could begin and how long services might last;
 - The customer's involvement in making decisions about the way services are provided to them;
 - For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
 - For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

See Also:

[Template for IL SDOP - Evaluation \(Partial or Comprehensive\)](#)

[Template for IL SDOP - IL Skills Training](#)

[Template for IL SDOP - IL Work-Related Systems Access Services](#)

[Exhibit A - IL Code of Ethics](#)

Alcohol/Substance Abuse Assessments

If a customer demonstrates behaviors of alcohol and/or substance abuse and you are uncertain whether they can benefit from DVR services, you may refer the individual for a comprehensive evaluation. The evaluation may be conducted by a state-certified treatment center, a certified Chemical Dependency Counselor (CDC), or a psychologist or psychiatrist with special training in this area. An observed urinalysis may be required, if the circumstances suggest the need.

An alcohol assessment can also be a useful tool in helping a customer identify whether a substance abuse problem is present. The results can be used to assist the customer to look at substance abuse issues and receive professional guidance.

Guidelines

1. It is suggested the VR counselor consider the following elements when authorizing an evaluation:

3. A comprehensive history which describes past treatment and the pattern of use including issues related to tolerance, abstinence, and withdrawal, consistent with "Diagnostic and Statistical Manual of Mental Disorders" (DSM-IV-TR).
 4. A description of the adverse effects of the substance abuse/dependency.
 5. An indication of loss of control over the substance.
 6. A description of the functional limitation to employment resulting from the effects of the abuse/dependency.
 7. Treatment recommendations and a description of support systems necessary to ensure continued abstinence, e.g., random urinalysis and/or lab tests or other appropriate monitoring.
 8. A description of prescribed medications as a part of the treatment program.
 9. Identification of the length of time the customer has been drug free.
2. Before entering into an IPE, it is suggested the customer:
- Be alcohol or drug free, or be participating consistently in a treatment or support program.
 - Agree to include terms and conditions on the IPE related to participation in a state certified treatment program or a support program, such as Alcoholics Anonymous or Narcotics Anonymous, for maintaining substance-free behavior.
 - Receive additional counseling or assessments, if indicated by behaviors that clearly impact employment potential.
3. It is generally recommended that a customer be in recovery for about 90 days before engaging in full time employment or a training program.
4. Comparable services and benefits are usually available through the Division of Behavioral Health and Recovery (formerly called the Division of Alcohol and Substance Abuse, DASA) for in-patient treatment. Outpatient treatment may also be needed when a customer's alcohol or substance abuse is likely to interfere with their ability to complete the IPE or go to work.
5. The customer's continued participation in services or treatment to maintain sobriety, such as AA, NA or state certified program might be included in the terms and conditions of the IPE.
6. If, at any time in the rehabilitation process, a VR counselor is uncertain whether the customer can benefit from DVR services in terms of employment, the VR counselor may require an assessment to determine whether the customer is still eligible for DVR services. If an assessment indicates the individual is unable to benefit from DVR services, the case may be closed as ineligible or no longer eligible.

Assessment after IPE is Underway

The VR counselor determines whether an assessment is needed. An assessment can be an ongoing process and occur at any time during the VR process.

If an assessment is needed, the VR counselor and the customer may consult with a service provider about the assessment, but the customer is responsible for making decisions about the scope and duration of the assessment in consultation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Selecting Services and/or Service Providers

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

- Necessary and likely to result in an employment outcome;
- Consistent with the customer's strengths, priorities, concerns, abilities, capabilities, interests, and informed choice;
- The Least Cost option that will meet the customer's needs;
- Comparable benefits/services have been explored and fully utilized.

See also:

[CRP - Referral Criteria](#)

[WAC 388-891A-1150 May I select the services and service provider of my choice?](#)

[WAC 388-891A-1125 If comparable services and benefits are available from another program or organization, and I do not want to use them, who is responsible for the cost of the services?](#)

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

1. The services offered by each service provider.
2. Cost of each service.
3. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.

4. Average duration of each service.
5. Consumer satisfaction with service provider staff and services.
6. Degree of integration in service delivery settings.
7. Qualifications of approved service providers.
8. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:
 1. What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
 2. Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
 3. Estimated time that services could begin and how long services might last;
 4. The customer's involvement in making decisions about the way services are provided to them;
 5. For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
 6. For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

Using Existing Information to Select an Employment Goal and Determine VR Needs

- DVR staff will make maximum use of existing information available from the customer and other sources to assist the individual in selecting an employment goal and determining the VR services needed to achieve that goal. The VR counselor will be responsible for determining which additional assessment information is needed and obtaining it at the least cost.
- An adequate assessment must be conducted and documented in the case record to support the customer's selection of a suitable goal and to substantiate their need for VR services.

Before purchasing assessment services to assist the customer in selecting an employment goal and determining the VR services needed to achieve that goal, maximum effort will be made to:

- a) Collect and make use of existing information that is available from the customer or other sources; and
- b) Conduct necessary assessments by the VR counselor (making full use of existing professional VR skills), using tools and resources that are already available through DVR, WorkSource, and other no-cost services.

Eligibility

Eligibility Index Page

In this section of the manual:

[Assessment to Determine Eligibility](#)

[Eligibility Determination](#)

[Timeline for Eligibility Determination](#)

[Advance in Employment](#)

[Review and Assessment of Existing Records to Determine Eligibility](#)

[Conditions under Which a Community Based Assessment Can Be Used Prior to the Determination of Eligibility](#)

[Ineligibility May Be Determined at Any Point in the VR Process](#)

[Significance of Disability Determination](#)

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[Functional Loss Definitions](#)

[Trial Work](#)

[Trial Work Experience \(TWE\)](#)

[Ineligibility Determination](#)

[Before Closing a Case Because an Individual is not Eligible or No Longer Eligible](#)

[WAC - Eligibility](#)

See also:

[CRP - Trial Work Experience](#)

Assessment to Determine Eligibility

(Revised Section 6-30-12)

Eligibility Determination

Eligibility Requirements

The VR Counselor collects sufficient documentation to determine that an applicant:

- Has a physical, sensory, or mental impairment that results in a substantial impediment to employment;
- Requires VR services to achieve employment; and
- Can benefit from VR services by achieving an employment outcome consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Presumption of benefit: The VR Counselor presumes that an applicant who meets the eligibility requirements can benefit from VR services, unless there is clear and convincing evidence that the provision of VR services will not result in employment due to the significance of the individual's disability.

Presumption of eligibility for Social Security Recipients

An applicant who has been determined eligible for SSI/SSDI has demonstrated that they have a significant disability that results in a substantial impediment to employment. Therefore, the VR Counselor presumes an applicant who is a recipient of SSI/SSDI:

- Has a physical, mental, or sensory impairment that results in a substantial impediment to employment;
- Requires VR services to achieve employment; and
- Can benefit from VR services in terms of an employment outcome, unless there is clear and convincing evidence VR services will not result in an employment outcome due to the significance of the individual's impairment.

When a customer's receipt of SSI/SSDI was been verified against SSA data, the appropriate box in the Benefits Planning – SSI & SSDI section of the Customer demographics landing page will populate with the date of verification.

In many instances, the VR counselor will have sufficient existing information to complete the eligibility determination. If so, the counselor completes the eligibility form in the case management system

If a counselor is uncertain whether an individual can benefit from VR services due to the significance of the disability, the VR Counselor obtains additional information sufficient to make the determination before completing the eligibility determination.

Ability to Benefit from VR services - Clear and Convincing Evidence

If the VR counselor is uncertain that VR services will assist an applicant (whether receiving SSI/SSDI or not) achieve employment due to the significance of the disability, the VR Counselor obtains sufficient information to make the determination prior to completing eligibility. The VR Counselor conducts a trial work experience to explore the individual's abilities, capabilities, and capacity to perform in realistic work situations.

The results of the trial work assessment are used to determine:

- That the individual can achieve employment through the provision of VR services and is eligible for VR services; or
- There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of disability. and is ineligible for DVR services

See Also:

[Use of Existing Case Service Records in Lieu of a Trial Work Experience](#)

Eligibility Determination Letters

(New section: 5/16/2019)

All eligible customers must be notified of their eligibility status in writing immediately after they are determined to be eligible. When DVR is operating under an Order of Selection, the content of the letter depends on whether the customer is determined to be in an open or closed priority category.

Eligibility Determination Letters for Customers in Open Priority Categories

(Effective: 5/20/2019)

For customers in open priority categories, the eligibility determination letter in the case management system includes language that:

- Informs the customer of the 90-day timeframe to develop their IPE;

- Requires a proposed appointment date to begin IPE development; and
- Informs the customer that they must contact DVR if they wish to reschedule their appointment.

It is the VR Counselor's responsibility to ensure the following information is in the eligibility determination letter before it is sent to the customer:

- The date and time of the customer's scheduled vocational assessment / IPE development appointment.

Counseling staff are responsible for following up with customers that have not responded to the letter. **All attempts to contact the customer must be documented in the case management system.** DVR staff must attempt and document multiple methods of contact (mail, phone, email, etc.).

Eligibility Determination Letters for Customers in Closed Priority Categories

Customers who are put on the waiting list due to assignment to a closed priority category must be notified in writing. If a customer is determined to be eligible, but is also determined to be in a priority category that is closed for service, DVR staff will:

1. Send a letter informing the individual in writing, and using other methods of communication if necessary, of the determination. The letter includes:
 - a. Information about the Order of Selection;
 - b. The individual's right to appeal the decision and how to request an appeal; and
 - c. Information explaining the purpose of the Client Assistance Program (CAP) and how to contact CAP for assistance.
2. Follow the standard operating procedure for [Offering Information and Referral Services to Customers in Closed Priority Categories](#).

Timeline for Eligibility Determination

Eligibility Over 60 Days

The 60-day period within which a VR Counselor must determine if an applicant is eligible begins on the date the individual signs the Application for VR Services form.

If it will take longer than 60 days to determine eligibility, DVR staff may negotiate and agree to an extension of the eligibility determination period only when:

1. there have been **exceptional and unforeseen circumstances** related to gathering the information needed to determine eligibility, or
2. the counselor and applicant have agreed to a Trial Work plan that requires DVR to

gather more information about the applicant's ability to work, such as through the completion of a Trial Work Experience

The phrase "*exceptional and unforeseen circumstances*" describes circumstances outside of the control of DVR that make it impossible to collect adequate information to determine eligibility.

Examples of these situations include, but are not limited to:

- a. illness on the part of the applicant that prevents their attendance in meetings with the counselor,
- b. DVR staff received incorrect information from an applicant or provider and acted on that information in good faith, causing a delay in requests necessary to obtain information for determining eligibility,
- c. lapses in communication from medical providers (even after good faith efforts to prompt and promote a response from the provider) to acquire necessary medical records, or
- d. situations in which assessment is necessary prior to the determination of eligibility, but in which provider availability (even after good faith efforts to find an available provider) prevents an assessment from being conducted and a report being received within the eligibility determination period.

If the individual agrees to extend the eligibility period, the VR counselor and applicant complete the extension documentation and the VR counselor adds a copy of the signed extension agreement in the case service record. This agreement is not valid until signed by the applicant.

DVR staff should allow reasonable time for mail delivery to and from the applicant if the extension agreement cannot be signed in person during an appointment (while not an absolute benchmark, an identified best practice is to send the extension agreement at least two business weeks or ten business days before the due of the determination). If the applicant does not return the signed extension agreement within ten calendar days, counseling staff must follow up to obtain the signed agreement. The VRC will attempt to contact the customer via phone, email, mail, and by any other appropriate contact persons listed in the customer's case contacts. Attempts to contact the customer must be documented as case notes.

Counselors must specify the date to which the applicant agrees to extend the eligibility period in the extension agreement; if the VR counselor has not been able to discuss the eligibility extension with the applicant beforehand, the counselor should propose a date by which they expect to make an eligibility determination in the extension agreement. The proposed extension of the eligibility determination period must be reasonable and allow enough time to gather and exchange information to complete the assessment for eligibility and severity of disability. If the VR counselor needs to gather or exchange information with other parties to complete the assessment for eligibility and severity of disability, the VRC must obtain signed consent forms from the applicant.

Alternative Methods of Signature Delivery Accepted

In some cases, a customer may have received the eligibility extension agreement but will be unable to return it in person or by mail before the end of the 60-day timeline. DVR may accept documentation of the signed eligibility extension agreement over fax or email when this is the case.

The criteria that must be met to accept electronic delivery of a signed document can be found in [Criteria for Accepting Electronic Delivery of Signed Documents](#).

Documenting an Extension to Eligibility

To document an eligibility extension, the VR counselor completes the 2.1 Eligibility Extension form in the Forms tab for the customer. When the form is completed and saved, the Eligibility Extension Letter will appear in the form details word merge for staff to send to the customer. Staff must document that the letter was sent in the case service record, and if the letter is returned with a customer signature, the signed letter must also be added to the case service record. To extend eligibility determination beyond 60 days for the purpose of determining legal work status, see: [Identity and Work Status](#).

Advance in Employment

An individual who is currently employed in a job that is not consistent with abilities or capabilities, whose disability hinders their ability to secure such a job, and who needs VR services to obtain employment for which they are both capable and interested, is likely to be eligible for DVR services. In this case, DVR should assist the individual to advance into employment that is consistent with their abilities, provided the individual meets the eligibility criteria and is capable of performing more advanced work. The extent to which DVR should assist eligible individuals to advance in employment depends on whether the individual has achieved employment consistent with this standard.

This does not mean that individuals with disabilities who are employed are automatically eligible to receive DVR services. Rather it is intended to recognize that "under-employed" individuals are eligible for DVR services provided they meet the eligibility criteria including the requirement that the individual's disability constitutes a substantial impediment to employment and the individual requires VR services. This also does not mean entry-level employment is not permissible. An entry-level position is an entirely appropriate goal if it reflects the type of work that the individual is capable of performing or chooses to perform.

Current employment is neither a basis for automatically determining an applicant eligible for DVR services, nor a reason to find an individual ineligible. The eligibility criteria must be applied consistent with the requirement to assist individuals achieve employment that is consistent

with their strengths, resources, priorities, concerns, abilities, capabilities, and informed choice. In some instances, an individual with a disability who is already employed may not need financial assistance to achieve a more appropriate employment outcome, but needs a VR counselor's expertise in addressing obstacles the individual faces in moving into a new and more challenging job.

Review and Assessment of Existing Records to Determine Eligibility

(Revised 12-9-13)

The Eligibility Decision Involves More than Collecting Documents

The eligibility decision is more than collecting documents. The VR counselor reviews and assesses information and uses their professional judgment about whether the individual has a physical, mental, or sensory impairment that results in a substantial barrier to employment; that the individual requires VR services to prepare for, get or keep a job; and the individual is capable of working as a result of receiving VR services.

To make an eligibility determination, DVR must review and assess information about the individual's disability. By law, only a VR Counselor is qualified to make an eligibility determination.

1. Existing Records

A VR Counselor bases the determination of eligibility on a review and assessment of existing records including, but not limited to records provided by:

1. The individual or the individual's family and others who know the individual well.
2. Existing medical records
3. Education records
4. Determinations made by other state or federal agencies such as Social Security, the Developmental Disabilities Administration, Mental Health Agencies
5. Information provided by other outside professionals who serve the customer.
6. A previous case service record (if the individual has received services from DVR before)

Note about Barcode records: As a hybrid entity under HIPAA, DSHS has some programs that are required to safeguard data under specific rules. Because of these rules, DVR must ensure that a consent is in place to access the records that exist in Barcode.

2. Records obtained by purchasing VR Services

The VR counselor determines whether the existing records are adequate to make an eligibility decision. If the VR counselor determines that a new evaluation is necessary, an evaluation may be purchased from a qualified licensed professional. Before purchasing an evaluation the VR counselor is responsible to check the Department of Health website to make sure a health care provider has a current license:

[Health Professions Quality Assurance \(Washington Department of Health\)](#)

See Also:

[Psychotherapy under Medical / Dental and Health Care Professionals](#)

[Disability Categories](#)

[Timely Development of IPE](#)

[Voter Registration](#)

Standard Operating Procedure: Administering Barcode Access under the DVR-Economic Services Administration (ESA) Barcode Memorandum of Understanding (MOU)

Purpose and Background: The purpose of this procedure is to implement the Memorandum of Understanding between ESA/CSD (Community Services Division) and DVR for administering access to ESA's Barcode system. If DVR staff require access to Barcode to provide timely and coordinated services to a DVR customer (including for purposes of eligibility determination and benefits planning), the following process must be followed to administer access in compliance with the above agreement between ESA/CSD and DVR.

Note: All requirements must be met for DVR staff to maintain access to the Barcode system. **DVR staff must not access the Barcode system records for any individual without a DSHS Consent form on file.** DVR is responsible for maintaining the record of completion for all requirements as described in the procedure below. ESA may monitor this documentation.

Reference:

[DSHS 14-012: Consent](#)

[DSHS 03-374B: Agreement on Nondisclosure of Confidential Information](#)

[ESA/CSD and DVR Memorandum of Understanding for Barcode Training Materials Required for Barcode Access](#)

[WAC 388-891A-0103, May DVR obtain personal information about me?](#)

Definitions:

“Barcode” is a client server system that manages workflow and document images. Twenty major component subsystems track childcare eligibility, social services case management, federal QA audits, EBT card issuance, administrative hearings, protective payee plans, and negotiables. Provides programmed and ad hoc access to ACES, eJAS, and native Barcode data.

Action by DVR Staff

10. Completes required Barcode Training.
11. Completes DSHS form 03-374D, Agreement on Nondisclosure of Confidential Information.
12. Sends documentation of completed annual privacy and confidentiality training from LMS and the completed non-disclosure form to their DVR Regional Barcode Coordinator.

Action by DVR Regional Barcode Coordinator

(Regional Program Specialist, or the Administrative Assistant to the DVR Chief of Field Services [for State Office staff])

13. Confirms completion of required annual privacy and confidentiality training.
14. Forwards signed DSHS form # 03-374D to the Administrative Assistant to the DVR Barcode Security Monitor.
15. Submits DVR IT HelpDesk ticket requesting Barcode access for staff who have completed the documentation requirements above.

Action by DVR IT

16. Grants Barcode access to staff when requested by DVR Regional Barcode Coordinator.

Action by DVR Barcode Security Monitor (Administrative Assistant to the DVR Chief of Field Services)

When signed form 03-374D is received from DVR Regional Barcode Coordinator:

17. Adds the employee’s name to the “active master list” of users (spreadsheet) stored in the “Barcode Access Documentation” directory on the DVR S: drive.
18. Files signed forms received from the Regional Program Specialist in the “Barcode Access Documentation” directory on the DVR S: drive.

When DVR Staff Separations Occur

Action by DVR Barcode Security Monitor (Administrative Assistant to the DVR Chief of Field Services)

5. Receives Notice of Separation list from DSHS HRD via email for all employees.
6. Reviews the Notice of Separation list and update the “active master list” of users (spreadsheet) stored in the “Barcode Access Documentation” directory on the DVR S: drive to indicate which staff no longer has access to Barcode.

Action by DVR IT

7. Receives Notice of Separation list from DSHS HRD via email for all employees.
8. Removes access rights to Barcode immediately when staff separates from the employ of DVR.

If a Breach of Confidential Information Occurs

Action by DVR Staff

7. Becomes aware of suspected or actual loss of Confidential Information from the use of BARCODE system.
8. Immediately sends a message to the following recipients, copying the DVR public records unit (PRU) on the message, to provide notice of the compromise or potential compromise of confidential information:
 - a. DSHS Privacy Officer: **dshsprivacyofficer@dshs.wa.gov**
 - b. DSHS Information Security: **isoteam@dshs.wa.gov**
 - c. ESA Contract Monitor: **esadsa@dshs.wa.gov**
 - d. CC to: **dvrpru@dshs.wa.gov**

Action by DVR Public Records Unit

9. Receives notice from DVR field staff or management of the compromise or potential compromise of Confidential Information contained within the BARCODE database system.
10. Follows up with DVR field staff or management to understand the nature of the compromise to confidential BARCODE information.
11. Within one (1) business day of discovery must also take actions to support mitigation efforts to the risk of loss and comply with any notification or other requirements imposed by law.
12. Acts as a point of contact for any follow-up to the breach of confidential information.

Conditions under which a Community Based Assessment Can Be Used Prior to the Determination of Eligibility

(New 6-30-12)

Generally a CBA is conducted after the individual is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

1. The individual is employed and seeking services to advance in employment; or
2. The individual is seeking services to maintain employment.

Individuals receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and shall not participate in a CBA before their eligibility is determined. However, if the individual cannot be presumed to benefit from services due to the significance of their disability, a TWE shall be conducted.

A trial work experience is done prior to the determination of eligibility or at any later point in the VR process before determining that the individual is not eligible or no longer eligible for VR services due to the significance of the individual's disabilities.

Ineligibility May be Determined at Any Point in VR Process

(New 6-30-12)

After an individual submits an application and has been determined eligible for VR services, the individual can be determined ineligible at any point in the VR process when they no longer meet eligibility criteria.

See Also:

[WAC 388-891A-0545 What happens if DVR determines that I am not eligible or no longer eligible for VR services?](#)

[WAC 388-891A-0550 If I am not eligible or no longer eligible for VR services, does DVR help me find other programs and service providers to meet my needs?](#)

Significance of Disability Determination

Significance of Disability Determination

A VR counselor determines the level of significance of an individual's disability based on:

1. A review of the information gathered to determine eligibility, and
2. An assessment of the individual's functional losses

Review of Information

A VR counselor determines the level of severity of an individual's disability based on a review of the information gathered to determine eligibility. If additional information is necessary to make the determination, a VR counselor may:

- Obtain information from the individual, the individual's family, an outside professional and/or another public agency; or (if necessary)
- Purchase diagnostics from a qualified service provider

A VR counselor reviews the data to determine:

- The number of serious functional losses present as a result of a disability;
- Whether an individual may need multiple VR services to achieve an employment outcome in supported employment or other integrated employment; and
- Whether services are needed for an extended period of time. **NOTE:** No specific time frame is defined in statute or regulation for "an extended period of time." The VR counselor must consider each individual's unique circumstances to determine whether services are needed over an extended period of time. For this purpose, 12 months may be used as a general guideline, but not applied as an absolute limit.

Significance of Disability Matrix

(Revised 8/15/2018)

Significance Level	Meet the Definition of Significantly Disabled	Categories of Functional Loss	Duration of Service	Number of Services
Level 1 Individual with a Most Significant Disability	Yes	4 or more	Requires VR services over an extended period of time.	Requires multiple services
Level 2: Individual with a Significant Disability	Yes	3	Requires VR services over an extended period of time**	Requires multiple services
Level 3: Individual with a Significant Disability	Yes	2	Requires VR services over an extended period of time**	Requires multiple services
Level 4: Individual with a Significant Disability	Yes	1	Requires VR services over an extended period of time**	Requires multiple services
Level 5: Disabled	No	1 or more	No extended duration of VR services	Multiple services are not required

Assessment of Functional Losses

To assure a complete and comprehensive assessment, the VR counselor considers the data and information about an individual’s disability as it applies to each of the seven areas of functional loss for each individual.

When considering each area of functional loss, the VR counselor determines whether:

- A functional loss that results from a disability is present.
- The functional loss presents a barrier to employment, and
- The functional loss meets the definition of a serious limitation (see definition in Serious Limitation below) and the individual requires substantial VR services or intervention in the individualized plan for employment to address the limitation and achieve

employment.

Only one "serious limitation" within a functional loss category (mobility, work tolerance, communication, self-care, interpersonal, cognition and learning (self-direction), and work skills) is needed to determine a serious functional loss is present in that category.

The VR counselor completes the Eligibility/Significance of Disability form in the case management system.

Functional Loss Categories

Areas of functional loss include the following:

- **Mobility:** Mobility is the ability to move about from place to place inside and outside the home compared to people who don't have mobility limitations. Mobility limitations impact an individual's ability to travel between work and home (using either private or public transportation), to get around within the work environment and/or to travel to meetings, training, or other job requirements. Mobility limitations may result in the need for a personal assistant, assistive technology or other specialized transportation services or may limit the range of an individual's travel.
- 1. **Work tolerance:** Work tolerance is the ability to meet the typical demands and working conditions of a job. Work tolerance relates primarily to an individual's ability to tolerate conditions routinely expected in an employment setting, such as following an established work schedule, working continuously for a number of hours, the number and interval of breaks, the work setting and a typical amount of sitting, standing, lifting, etc. Work tolerance can also involve an individual's ability to work under typical environmental conditions such as noise, heat, cold or the presence of everyday chemicals, dust or other substances. Work tolerance can impact how long or how fast an individual can work due to stamina and endurance. Work tolerance limitations result from disability-related fatigue, not from cognitive limitations (see cognition and learning).
- 1. **Communication:** Communication is the ability to effectively exchange information through expressive or receptive methods, spoken words or concepts (writing, speaking, listening, sign language, adaptive methods). A functional loss in communications can impact an individual's ability to get information and instructions from a supervisor or co-worker, to follow new directions or procedures, to ask questions and get clarification on assignments, to give information verbally, to answer a telephone, use email or use other typical modes of communication. Communication limitations often require the use of an interpreter or assistive technology device to facilitate communication.

- **Self-care:** Self-care is the ability to independently perform activities of daily living at a level which allows an individual to participate in work. An individual experiencing a functional loss in self-care often requires personal assistance from another individual to accomplish routine personal care, such as bathing, using a bathroom, dressing, meals, medications, etc.
- **Interpersonal:** Interpersonal is the ability to establish and maintain personal, family, community and other relationships likely to affect job performance and security. A functional loss in interpersonal is present if an individual exhibits persistent behavior that results in exclusion, discipline, frequent conflict, or other negative consequences or has a persistent pattern of social avoidance, isolation or withdrawal. Individuals are sometimes extremely suspicious and/or have difficulty managing anger or aggressive behavior.
- **Cognition and learning (self-direction):** Cognition and learning is the ability to independently plan, initiate, learn, problem solve, and organize activities related to self, health, safety, socialization, recreation, and work. A functional loss in cognition and learning is present if an individual cannot independently plan and organize tasks, remember or follow instructions, analyze, and solve relatively simple problems, perform basic skills in reading or math, or judge the quality or accuracy of work they have completed. Individuals with cognition and learning impairments often require constant or nearly constant supervision to manage and organize tasks and/or intensive or specialized training to learn tasks.
- **Work skills:** Work skills is an individual's ability to perform tasks required to carry out job functions. Work skills related to this functional area are those routinely involved in typical work settings, such as the ability to keyboard, operate machinery or electronic equipment, such as a cash register, copy machine, telephone; write with pencil or pen; open doors, drawers or file cabinets; manipulate papers, folders, and files; pick things up, carry them or move them from place to place. Work skills limitations relate to an individual's capability to perform tasks and not from the individual's ability to learn or remember (see cognition and learning).

Self-Reported or Observed Functional Loss

A VR counselor may identify a functional loss based on an individual's self-report, information provided by family members, school representatives or others, or based on observations made by the counselor during interviews with the individual.

If a counselor identifies a functional loss that is not consistent with or not supported by disability-related documentation and determines additional information is necessary to understand and address the functional loss, the counselor and individual discuss and reach agreement on how to get the information.

Documenting a Self-Reported or Observed Functional Loss

To ensure the case service record explains and supports a self-reported or observed functional loss, the VR counselor documents that a loss was observed, a summary of the observations, and how the functional loss affects the applicant. The basis and rationale for any functional loss that is not clearly supported by medical documentation in the case service record needs to be documented by the VR counselor.

EXAMPLE: While interviewing an applicant who is hard of hearing, a VR counselor observes that the individual is not able to effectively communicate verbally. Medical records clearly establish a hearing impairment, but do not address verbal limitations. Because a functional loss in verbal communication is consistent with and commonly associated with a hearing loss, the VR counselor may determine, based on their observations, that a serious functional loss is present.

During this interview, the counselor also observed that the applicant would not make eye contact, did not engage with the counselor and was unusually withdrawn. After the interview and with the consent of the individual, the counselor followed up with family members and referral sources. The VR counselor learned that this is typical behavior and that this individual does not interact with others and tends to remain isolated and withdrawn. Family members confirmed that the behavior started when the hearing impairment was discovered and occurred with anyone outside the immediate family.

The VR counselor determined that the individual experienced serious functional losses in communications and interpersonal because employment success was not likely without substantial VR services (i.e., assistive technology, substantial counseling and guidance) to address the losses in both areas. The VR counselor documented that these two serious functional losses were observed and confirmed by family members and others, provided a summary of the observations, and described how the functional loss affects the applicant.

Serious Limitation

A serious limitation means an individual's capacity is affected to the degree that successful employment is not likely to occur unless substantial VR service(s) to address the limitation are provided under an IPE.

Once the VR counselor determines a disability-related functional loss is present, they consider whether the functional loss meets the definition of a "serious limitation" contained in the Functional Loss Definitions. If the functional loss meets the definition of a "serious limitation," the counselor checks the appropriate indicator on the Significance of Disability form.

Factors Not Related To Disability

Work-related limitations may result from or be compounded by external factors such as geographic location, poor public transportation, language, culture, or lack of training. These factors do not relate to a disability and are not factors in determining a serious functional loss.

Change in Significance Level

After a level is established, it is not changed unless information supporting the change provides evidence that the determination was in error or the disability status of the individual has changed. The rationale for changing the level is documented in a case note.

Information and Referral

Individuals are offered information and referral about other programs and services that may meet their needs.

Certification of Significance of Disability

The VR counselor completes and signs a Certification of Significance of Disability for each individual as soon as sufficient information is available, but no later than 60 days from the date of application (unless an extension has been agreed upon).

Functional Loss Definitions

A serious limitation in a major functional area means a reduction in capacity of the individual to the degree that the person requires **substantial** services or accommodations not typically made for other individuals in order to prepare for, get, or keep a job.

While limitations may result from or be compounded by external factors, such as geographic location, poor public transportation, language, culture or lack of training, these factors should not be the basis of the limitation for the purpose of defining serious limitation. Defining limitations in these functional areas relies on the professional rehabilitation counselor's interpretation of the effect of the disability on the individual, as well as on medical or diagnostic evaluative data.

Functional Area	Overall Definition	Definition of Serious Limitations
Mobility	Mobility means the physical, cognitive, sensory, and psychological ability to move about from place to place inside and outside the home compared to people who don't have mobility-related limitations.	A serious functional limitation exists when the individual has disability-related mobility limitations to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment.
Work Tolerance	Work Tolerance means the physical, cognitive, sensory, and psychological ability to meet the demands of participating in work-related activities. (For example, how long and under what conditions the individual can work.)	A serious functional limitation exists when the individual has disability-related work tolerance limitations (performance and endurance) to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment.
Communication	Communication means the physical, cognitive, sensory, and psychological ability to effectively exchange information through expressive or receptive methods, spoken words or concepts (writing, speaking, listening, sign language, adaptive methods).	A serious functional limitation exists when an individual has disability-related communication limitations to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment.
Self-Care	Self-care means the physical, cognitive, sensory, or psychological ability to independently perform activities of daily living at a level that allows the individual to participate in work-related activities.	A serious limitation is present if an individual is physically dependent upon other individuals, services, or devices to complete activities of daily living.
Interpersonal	Interpersonal means the physical, cognitive, sensory, or psychological ability to establish and maintain personal, family, and community relationships as it affects, or is likely to affect, job performance and security.	A serious functional limitation exists when the individual has disability-related interpersonal limitations to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment.

Cognition and Learning (Self-Direction)	Cognition and learning (self-direction) mean the physical, cognitive, sensory, or psychological ability to independently plan, initiate, learn, problem-solve, and organize activities related to self, health, safety, socialization, recreation, and work.	A serious functional limitation exists when the individual has disability-related self-direction limitations to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment
Work Skills	Work skills means the physical, cognitive, sensory, or psychological ability to perform tasks required to carry out job functions.	A serious functional limitation exists when the individual has disability-related work skills limitations to the extent that substantial services or accommodations are needed to prepare for, find, keep, or advance in employment

Ineligibility Determination

Ineligibility Determination

The VR counselor conducts a trial work experience if the counselor cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual’s disabilities.

A trial work experience is conducted to determine:

5. If the individual is capable of working as a result of receiving VR services and is eligible for VR services; or
6. There is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of the individual’s disabilities and is not eligible or no longer eligible for VR services.

See Also:

[CRP Trial Work Experience](#)

Before Closing a Case Because an Individual is not Eligible or No Longer Eligible

Before the VR counselor closes a case because an individual is not eligible or no longer eligible because the results of a trial work experience provide clear and convincing evidence that the individual cannot benefit from VR services because of the significance of their disability, the VR counselor gives the customer an opportunity to discuss the decision, provides written notice with the customer's appeal rights, explains the services available from the Client Assistance Program, and provides information and referral to other agencies or organizations, as described in [WAC 388-891A-0545 What happens if DVR determines that I am not eligible or no longer eligible for VR services?](#) and [WAC 388-891A-0550 If I am not eligible or no longer eligible for VR services, does DVR help me find other programs and service providers to meet my needs?](#)

If a VR counselor determines an individual is not eligible or is no longer eligible for DVR services, the VR counselor must:

- Prior to making the determination, provide an opportunity for full consultation with the individual to explain the reasons the individual is not eligible and provide an opportunity for the individual to ask questions and provide additional information relevant to the determination.
- Send a letter informing the individual in writing, and using other methods of communication if necessary, of the ineligibility determination. The letter shall include:
 - An explanation of the reason(s) for the determination
 - The individual's right to appeal the decision and how to request an appeal.
 - Information explaining the purpose of the Client Assistance Program (CAP) and how to contact CAP for assistance.
- Explain resources available from other organizations or programs that provide services that may meet the individual's training or employment-related needs and initiate a referral, upon request, to:
 - Other programs that are part of the Workforce Development System; or
 - Local community rehabilitation programs that offer pre-vocational or extended employment work, if the ineligibility determination is based on a finding that the individual is unable to achieve an employment outcome in an integrated setting because of the severity of the disability.
- Document information and referral provided to customer in a case note.

See also:

[WAC - Case Closure and Annual Reviews](#)

[Case Closure](#)

WAC – Eligibility

[WAC 388-891A-0500 Who is eligible to receive VR services?](#)

[WAC 388-891A-0505 How does DVR determine if I am eligible?](#)

[WAC 388-891A-0506 Am I presumed to be eligible for VR services if I receive Social Security disability benefits?](#)

[WAC 388-891A-0507 Am I required to provide proof of my identity and work status?](#)

[WAC 388-891A-0510 After DVR receives my signed application, how long does it take to make an eligibility determination?](#)

[WAC 388-891A-0515 What if I do not agree to extend the eligibility determination period?](#)

[WAC 388-891A-0525 What criteria does DVR not consider in its eligibility determination?](#)

[WAC 388-891A-0526 May DVR determine that I am ineligible for VR services without additional assessment of the severity of my disability?](#)

[WAC 388-891A-0527 What is a trial work experience?](#)

[WAC 388-891A-0530 What is involved in a trial work experience?](#)

[WAC 388-891A-0535 What if I cannot participate in or decline to participate in a trial work experience?](#)

[WAC 388-891A-0540 When may DVR determine that I am not eligible or no longer eligible for DVR services?](#)

[WAC 388-891A-0545 What happens if DVR determines that I am not eligible or no longer eligible for VR services?](#)

[WAC 388-891A-0550 If I am not eligible or no longer eligible for VR services, does DVR help me find other programs and service providers to meet my needs?](#)

[WAC 388-891A-0555 Does a determination that I am eligible for VR services mean that I am entitled to any service?](#)

I & R Services

(Last updated 2/6/2018)

I & R Overview and Requirements

It is appropriate for counseling staff to provide customers with I & R throughout the VR process and particularly at Eligibility for customers who have been assigned to a closed priority of service category when DVR is operating under an order of selection.

Information and referral includes explaining to customers that the purpose of the VR program is to assist individuals with disabilities in obtaining and maintaining employment. If the customer is not interested in employment (at this time) they should be given guidance and I & R to other appropriate resources and services that might best meet their needs.

Counseling staff should provide customers with information and referral to help them:

2. Receive information needed to make sound and informed decisions about employment options.
3. Explore employment services and benefits from other programs, including other programs within the Statewide Workforce Development System.
4. Participate in DVR sponsored and conducted core workshops at the WorkSource centers on Social Security work incentives and benefits planning.
5. Utilize DVR staff, which have been trained and certified by the Social Security Administration, in providing initial benefits planning. If appropriate, referrals can be made to an external benefits planning agency.

Information and Referral Requirements

Federal regulations establish minimum requirements under I&R as follows. DVR must:

- Provide individuals with accurate vocational rehabilitation information and guidance (which may include counseling and referral for job placement) to prepare for, obtain or maintain employment.
- Refer individuals with disabilities to other programs that are best suited to address their specific employment needs, including partners in the workforce investment system.

1. When an individual with disabilities makes an informed choice to pursue extended employment as the individual's employment goal, DVR must refer individual to extended employment provider. Before making referral counseling staff should explain that:
 - The purpose of VR program is to assist individuals to achieve employment in an integrated setting;
 - DVR is not authorized to support employment outcome in extended or sheltered employment.

Disability Categories

Washington State Department of Social & Health Services

Division of Vocational Rehabilitation

Disability Categories in the case management system

0. No Disability
1. Blindness
2. Other Visual Disabilities
3. Deafness, Primary Communication Visual
4. Deafness, Primary Communication Auditory
5. Hearing Loss, Primary Communication Visual
6. Hearing Loss, Primary Communication Auditory
7. Other Hearing Disabilities (Tinnitus, Meniere's Disease, hyperacusis)
8. Deaf-Blindness
9. Communicative Disabilities
10. Mobility Orthopedic/Neurological Disabilities
11. Manipulation/Dexterity Orthopedic/Neurological Disabilities
12. Both Mobility and Manipulation/Dexterity Orthopedic/Neurological Disabilities
13. Other Orthopedic Disabilities
14. Respiratory Disabilities
15. General Physical Debilitation (e.g. fatigue, weakness, pain etc.)
16. Other Physical Disabilities (not listed above)
17. Cognitive Disabilities (e.g. involving learning, thinking, processing information and concentration)
18. Psychosocial Disabilities (e.g. interpersonal and behavioral disabilities, difficulty coping)
19. Other Mental Disabilities

Disability sources:

0. Cause Unknown
1. Accident/Injury (other than TBI or SCI)
2. Alcohol Abuse and Dependence
3. Amputations

4. Anxiety Disorders
5. Arthritis and Rheumatism
6. Asthma and Other Allergies
7. Attention-Deficit Hyperactivity Disorder (ADHD)
8. Autism
9. Blood Disorders
10. Cancer
11. Cardiac and Other Conditions of the Circulatory System
12. Cerebral Palsy
13. Congenital Conditions on Birth injury
14. Cystic Fibrosis
15. Depressive and Other Mood Disorders
16. Diabetes Mellitus
17. Digestive
18. Drug Abuse or Dependence (other than alcohol)
19. Eating Disorders (e.g. anorexia, bulimia, or compulsive overeating)
20. End-Stage Renal Disease and Other Genitourinary System Disorders
21. Epilepsy
22. HIV or AIDS
23. Immune Deficiencies Excluding HIV or AIDS
24. Mental Illness (not listed elsewhere)
25. Intellectual Disabilities
26. Multiple Sclerosis
27. Muscular Dystrophy
28. Parkinson's Disease and Other Neurological Disorders
29. Personality Disorders
30. Physical Disorders/Conditions
31. Polio
32. Respiratory Disorders Other than Cystic Fibrosis or Asthma
33. Schizophrenia and Other Psychotic Disorders
34. Specific Learning Disabilities
35. Spinal Cord Injury
36. Stroke
37. Traumatic Brain Injury (TBI)

Rules for valid cause descriptions for disability categories

The following rules for valid cause descriptions for each disability category are based on federal rules for the reporting of disability information by state VR programs.

Disability Category: No Disability

The valid Cause Descriptions for this category are:

- No impairment

Disability Category: Blindness

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Cancer
4. Cardiac and other Conditions of the Circulatory System
5. Congenital Condition or Birth Injury
6. Diabetes Mellitus
7. End-Stage Renal Disease and other Genitourinary System Disorders
8. Multiple Sclerosis
9. Parkinson's Disease and other Neurological Disorders
10. Physical Disorders/Conditions (not listed elsewhere)
11. Stroke

Disability Category: Other Visual Disabilities

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Cancer
4. Cardiac and other Conditions of the Circulatory System
5. Congenital Condition or Birth Injury
6. Diabetes Mellitus
7. End-Stage Renal Disease and other Genitourinary System Disorders
8. Multiple Sclerosis
9. Physical Disorders/Conditions (not listed elsewhere)
10. Stroke
11. Traumatic Brain Injury (TBI)

Disability Category: Deafness, Primary Communication Visual

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Congenital Condition or Birth Injury
4. Physical Disorders/Conditions (not listed elsewhere)
5. Asthma and other Allergies
6. Cancer
7. Congenital Condition or Birth Injury
8. Physical Disorders/Conditions (not listed elsewhere)
9. Stroke

10. Traumatic Brain Injury (TBI)

Disability Category: Deafness, Primary Communication Auditory

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Congenital Condition or Birth Injury
4. Physical Disorders/Conditions (not listed elsewhere)
5. Asthma and other Allergies
6. Cancer
7. Congenital Condition or Birth Injury
8. Physical Disorders/Conditions (not listed elsewhere)
9. Stroke
10. Traumatic Brain Injury (TBI)

Disability Category: Hearing Loss, Primary Communication Visual

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Congenital Condition or Birth Injury
4. Physical Disorders/Conditions (not listed elsewhere)
5. Polio
6. Respiratory Disorders other than Cystic Fibrosis or Asthma
7. Schizophrenia and other Psychotic Disorders
8. Specific Learning Disabilities
9. Spinal Cord Injury (SCI)
10. Stroke
11. Traumatic Brain Injury (TBI)

Disability Category: Hearing Loss, Primary Communication Auditory

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Congenital Condition or Birth Injury
4. Physical Disorders/Conditions (not listed elsewhere)
5. Polio
6. Respiratory Disorders other than Cystic Fibrosis or Asthma
7. Schizophrenia and other Psychotic Disorders
8. Specific Learning Disabilities

9. Spinal Cord Injury (SCI)
10. Stroke
11. Traumatic Brain Injury (TBI)

Disability Category: Other Hearing Disabilities

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Cancer
4. Congenital Condition or Birth Injury
5. Immune Deficiencies excluding HIV/AIDS
6. Stroke
7. Traumatic Brain Injury (TBI)

Disability Category: Deaf-Blindness

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Congenital Condition or Birth Injury
4. Physical Disorders/Conditions (not listed elsewhere)
5. Stroke
6. Traumatic Brain Injury (TBI)

Disability Category: Communicative Impairments

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Autism
4. Cerebral Palsy
5. Congenital Condition or Birth Injury
6. Mental Illness (not listed elsewhere)
7. Intellectual Disability
8. Muscular Dystrophy

9. Parkinson's Disease and other Neurological Disorders
10. Physical Disorders/Conditions (not listed elsewhere)
11. Polio
12. Schizophrenia and other Psychotic Disorders
13. Specific Learning Disabilities
14. Spinal Cord Injury (SCI)
15. Stroke
16. Traumatic Brain Injury (TBI)

Disability Category: Mobility Orthopedic/Neurological Impairments

The valid Cause Descriptions for this category are:

1. Blood Disorders
2. Cause unknown.
3. Accident/Injury (other than TBI or SCI)
4. Arthritis and Rheumatism
5. Cancer
6. Cardiac and other Conditions of the Circulatory System
7. Cerebral Palsy
8. Congenital Condition or Birth Injury
9. Diabetes Mellitus
10. Epilepsy
11. Multiple Sclerosis
12. Muscular Dystrophy
13. Parkinson's Disease and other Neurological Disorders
14. Physical Disorders/Conditions (not listed elsewhere)
15. Polio
16. Spinal Cord Injury (SCI)
17. Stroke
18. Traumatic Brain Injury (TBI)

Disability Category: Manipulation/Dexterity Orthopedic/Neurological Impairments

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Arthritis and Rheumatism
4. Blood Disorders
5. Cancer
6. Cardiac and other Conditions of the Circulatory System
7. Cerebral Palsy
8. Congenital Condition or Birth Injury

9. Diabetes Mellitus
10. Multiple Sclerosis
11. Muscular Dystrophy
12. Parkinson's Disease and other Neurological Disorders
13. Physical Disorders/Conditions (not listed elsewhere)
14. Polio
15. Spinal Cord Injury (SCI)
16. Stroke
17. Traumatic Brain Injury (TBI)
18. Amputations

Disability Category: Both Mobility and Manipulation/Dexterity Orthopedic/Neurological

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Amputations
4. Arthritis and Rheumatism
5. Blood Disorders
6. Cancer
7. Cardiac and other Conditions of the Circulatory System
8. Cerebral Palsy
9. Congenital Condition or Birth Injury
10. Diabetes Mellitus
11. Multiple Sclerosis
12. Muscular Dystrophy
13. Parkinson's Disease and other Neurological Disorders
14. Physical Disorders/Conditions (not listed elsewhere)
15. Polio
16. Spinal Cord Injury (SCI)
17. Stroke
18. Traumatic Brain Injury (TBI)

Disability Category: Other Orthopedic Disabilities

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Cerebral Palsy
4. Congenital Condition or Birth Injury
5. HIV and AIDS
6. Immune Deficiencies excluding HIV/AIDS
7. Physical Disorders/Conditions (not listed elsewhere)

Disability Category: Respiratory Disabilities

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Asthma and other Allergies
4. Cancer
5. Cardiac and other Conditions of the Circulatory System
6. Congenital Condition or Birth Injury
7. Cystic Fibrosis
8. HIV and AIDS
9. Immune Deficiencies excluding HIV/AIDS
10. Muscular Dystrophy
11. Physical Disorders/Conditions (not listed elsewhere)
12. Polio
13. Respiratory Disorders other than Cystic Fibrosis or Asthma
14. Spinal Cord Injury (SCI)
15. Stroke
16. Traumatic Brain Injury (TBI)

Disability Category: General Physical Debilitation

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Anxiety Disorders
4. Arthritis and Rheumatism
5. Asthma and other Allergies
6. HIV and AIDS
7. Immune Deficiencies excluding HIV/AIDS
8. Physical Disorders/Conditions (not listed elsewhere)

Disability Category: Other Physical Disabilities

The valid Cause Descriptions for this category are:

1. Epilepsy
2. Muscular Dystrophy

3. Physical Disorders/Conditions (not listed elsewhere)
4. Respiratory Disorders other than Cystic Fibrosis or Asthma
5. Stroke
6. Cause unknown.
7. Accident/Injury (other than TBI or SCI)
8. Alcohol Abuse or Dependence
9. Anxiety Disorders
10. Blood Disorders
11. Cancer
12. Cardiac and other Conditions of the Circulatory System
13. Cerebral Palsy
14. Congenital Condition or Birth Injury
15. Digestive
16. Drug Abuse or Dependence (other than alcohol)
17. Eating Disorders (e.g., anorexia, bulimia, or compulsive overeating)
18. End-Stage Renal Disease and other Genitourinary System Disorders

Disability Category: Cognitive Disabilities

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Alcohol Abuse or Dependence
3. Anxiety Disorders
4. Attention-Deficit Hyperactivity Disorder (ADHD)
5. Autism
6. Cancer
7. Cardiac and other Conditions of the Circulatory System
8. Cerebral Palsy
9. Congenital Condition or Birth Injury
10. Depressive and other Mood Disorders
11. Drug Abuse or Dependence (other than alcohol)
12. End-Stage Renal Disease and other Genitourinary System Disorders
13. Epilepsy
14. Mental Illness (not listed elsewhere)
15. Intellectual Disability
16. Parkinson's Disease and other Neurological Disorders
17. Physical Disorders/Conditions (not listed elsewhere)
18. Schizophrenia and other Psychotic Disorders
19. Specific Learning Disabilities
20. Spinal Cord Injury (SCI)
21. Stroke
22. Traumatic Brain Injury (TBI)

Disability Category: Psychosocial Disabilities

The valid Cause Descriptions for this category are:

1. Cause Unknown
2. Accident/Injury (other than TBI or SCI)
3. Alcohol Abuse or Dependence
4. Amputations
5. Anxiety Disorders
6. Arthritis and Rheumatism
7. Asthma and other Allergies
8. Attention-Deficit Hyperactivity Disorder (ADHD)
9. Autism
10. Blood Disorders
11. Cancer
12. Cardiac and other Conditions of the Circulatory System
13. Cerebral Palsy
14. Congenital Condition or Birth Injury
15. Cystic Fibrosis
16. Depressive and other Mood Disorders
17. Diabetes Mellitus
18. Digestive
19. Drug Abuse or Dependence (other than alcohol)
20. Eating Disorders (e.g., anorexia, bulimia, or compulsive overeating)
21. End-Stage Renal Disease and other Genitourinary System Disorders
22. Epilepsy
23. HIV and AIDS
24. Immune Deficiencies excluding HIV/AIDS
25. Mental Illness (not listed elsewhere)
26. Intellectual Disability
27. Multiple Sclerosis
28. Muscular Dystrophy
29. Parkinson's Disease and other Neurological Disorders
30. Personality Disorders
31. Physical Disorders/Conditions (not listed elsewhere)
32. Polio
33. Respiratory Disorders other than Cystic Fibrosis or Asthma
34. Schizophrenia and other Psychotic Disorders
35. Specific Learning Disabilities
36. Spinal Cord Injury (SCI)
37. Stroke
38. Traumatic Brain Injury (TBI)

Disability Category: Other Mental Impairments

The valid Cause Descriptions for this category are:

1. Cause unknown.
2. Accident/Injury (other than TBI or SCI)
3. Alcohol Abuse or Dependence
4. Congenital Condition or Birth Injury
5. Drug Abuse or Dependence (other than alcohol)
6. Mental Illness (not listed elsewhere)
7. Personality Disorders
8. Traumatic Brain Injury (TBI)

Word Version

Ticket to Work Program

Last revised: 2/6/2018

Ticket to Work (TTW) is a voluntary program of the Social Security Administration (SSA) for all individuals, age 18-64, who receive Social Security Disability benefits, such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or Social Security Disabled Adult Child (SSDAC) benefits. Individuals receive a "Ticket" that allows them to choose services from an Employment Network (EN) or vocational rehabilitation services from DVR that help them get or keep work (a physical ticket is not required and a customer does not need a ticket to receive services from DVR). When a customer's Ticket is "in-use" with DVR, Social Security reimburses DVR for some of the in-plan VR services that the individual receives if they reach TTW goals.

Standard Operating Procedure: Putting a Customer's Ticket to Work "In-Use" with DVR (SSI/SSDI Customers)

Purpose: This procedure outlines how and when counselors can ensure that a customer with a Ticket to Work has their Ticket put "in-use" with DVR.

Reference:

[Staff Only Resource – Ticket to Work Tip Sheet](#)

[DVR Resources for Ticket to Work \(on SharePoint\)](#)

Materials:

Customer Handout – Ticket to Work

Ticket to Work: Ticket Unassignment Form

Definitions:

“Benefits Planning Query (BPQY)” - The Benefits Planning Query (BPQY) is part of the Social Security Administration’s (SSA) efforts to inform Social Security Disability Insurance (SSDI) beneficiaries and Supplemental Security Income (SSI) recipients about their disability benefits and the use of the work incentives. A BPQY statement contains detailed information about the status of a beneficiary's disability cash benefits, scheduled medical reviews, health insurance, and work history. In essence, the BPQY provides a snapshot of the beneficiary's benefits and work history as stored in SSA's electronic records.

“Employment Network (EN)” - an entity that enters into an agreement with the Social Security Administration (Social Security) to either provide or coordinate the delivery of services to Social Security disability beneficiaries. ENs can be for-profit or non-profit organizations and service providers, state and local government agencies, or a group of providers working together as a single EN. Federal agencies cannot become ENs.

Traditional ENs are community-based service providers that have been involved in promoting employment for individuals with disabilities. Examples of these providers are Community Rehabilitation Programs, community mental health programs, Centers for Independent Living, habilitation providers, disability student services at community colleges and vocational training schools.

Note: questions that VRCs have about Ticket to Work, Employment Networks (ENs), Partnership Plus ENs, and recruiting ENs should be directed to the DVR Ticket to Work / Benefits Planning Specialist (State Office).

Once the Customer Is Determined Eligible

Action by VRC

1. Verifies that the customer is a current recipient of SSI/SSDI. This can be verified in several ways:
 - Checking the Benefits Planning section of the Customer’s Demographics landing page for the customer in Waves
 - Checking if “Yes” is marked next to the question “Does Customer have proof of SSI, SSDI, Medicaid, and/or DSHS Cash or Food Assistance?” in their Financial Statement Form
 - Checking the DSHS Client Registry.

The Client Registry updates on a regular basis and may have more current amounts of support than the customer’s self-report specified at the application.

- If a customer receives other Title II Disability Related Benefits, such as Social Security Disabled Adult Child (SSDAC), Social Security Childhood Disability Benefit (SSCDB), and /or Social Security Disabled Widows Benefit (SSDWB), they will still qualify for Ticket to Work. However, in these cases, DVR’s data-sharing is unlikely to identify the customer as a recipient of Title II benefits.
 - If a customer receives these other disability-related benefits, the counselor should accept other forms of documentation, such as an SSA Award Letter, or a Benefits Planning Query (BPQY), for the purpose of placing their Ticket “in use” with DVR.
2. Provides the customer with Customer Handout – Ticket to Work which has general information about the Ticket to Work program, answers to Frequently Asked Questions, and information about Timely Progress for Ticket to Work customers.

If the customer is assigned a closed priority of service category with a waitlist:

3. Makes referral to an Employment Network (EN) provider. See the directory of ENs at: <https://choosework.ssa.gov/findhelp/>.

During IPE Development and Prior to IPE Signature Date

Action by VRC

Note: for suggested talking points, see [Staff Only Resource – Ticket to Work Tip Sheet](#).

4. Discusses Work Incentives Benefits Planning with the customer.
5. Discusses Ticket to Work with the customer in general terms.
6. Discusses Ticket to Work assignment with the customer.
 - a. Unless the customer’s Ticket is currently assigned to an EN provider, it will automatically be assigned to DVR once they sign an IPE.
 - b. Ticket assignment puts the Ticket “in use.”
7. Discusses what “in-use” status means for Ticket to Work, including Timely Progress goals, as outlined in [Customer Handout – Ticket to Work](#).
8. Informs customer that Social Security suspends medical Continuing Disability Reviews (CDRs) for individuals when their Ticket to Work is “in-use.”

IF A CUSTOMER TICKET TO WORK HAS NOT YET BEEN ASSIGNED (PUT IN USE) TO ANOTHER ENTITY, IT IS ASSIGNED TO DVR AUTOMATICALLY WHEN THE IPE IS MADE EFFECTIVE.

When a Customer’s Ticket to Work Is Assigned to An Employment Network during IPE Development

Action by VRC

Before signing the IPE:

9. Encourages the customer to unassign their Ticket from their current EN so that DVR can put it “in-use.”
10. Assists customer with a request to unassign the Ticket by providing the [Ticket to](#)

Work: Ticket Unassignment Form, and helping the customer to complete the form.

- a. If the customer is unsure about which EN has been assigned their ticket, the counselor can consult with the DVR Ticket to Work / Benefits Planning Specialist so that the status of the ticket can be checked using the Ticket to Work portal.
11. Faxes the **Ticket to Work: Ticket Unassignment Form** to the number specified on the bottom of the form on the customer's behalf once completed.

Action by Customer

After signing the IPE:

12. Continues to make timely progress, as described in **Customer Handout – Ticket to Work**.
 - a. If a customer is not making timely progress, they can submit a written request to SSA's Ticket Program Manager to put their ticket in inactive status.
 - i. The customer should send the request to:
Ticket Program Manager (TPM)
PO Box 1433
Alexandria, VA 22313
 - ii. The request should include:
 1. customer's name.
 2. phone number.
 3. SSN;
 4. VR Agency (or EN, if the Ticket is not currently in use with DVR);
and
 5. customer signature and date of the request.
 - iii. The suspension of Social Security CDRs does not apply to individuals if they have a ticket in inactive status.

Action by VRC / Customer

Before case closure:

13. VRC and Customer discuss ENs, which can be a good option for those who want protection from disability reviews, are employed gainfully, are meeting Timely Progress goals, or need basic ongoing employment supports.
14. If appropriate, VRC works with the Customer to coordinate with an available EN who will be able to provide longer-term supports. ENs change regularly; the most current list of ENs will always be on the SSA website: <https://choosework.ssa.gov/findhelp/>
 - o **To search for ENs locally, click "Start Your Direct Search" at the website above.**
 - o **Enter the local zip code and ensure that the "Employment Network (EN)" checkbox is selected. If the local area is not densely populated, it may be necessary to increase the search radius to greater than 10 miles.**

At Case Closure, the Customer has 90 days to assign the Ticket to another provider and keep the Ticket "in use."

If appropriate, after Case Closure with DVR, the customer may continue to work with an EN and sign an “Individualized Work Plan” (IWP) to keep their Ticket “in use.”

Standard Operating Procedure: Making and Receiving Referrals Using Partnership Plus Participating Employment Networks

Purpose and Background: Partnership Plus is a collaboration between participating Employment Networks (EN) and the Division of Vocational Rehabilitation (DVR) to provide Ticket to Work (TTW) services that may help customers earn at or above Substantial Gainful Activity (SGA). Partnership plus is intended to ensure that best practices and ethical standards are maintained and client rights and informed choice are respected while providing for a coordinated and seamless transition between the services provided by DVR and EN providers. Partnership Plus referrals may be appropriate for any customer with a Ticket to Work who has become successfully employed at SGA or is likely to do so.

Reference:

[Social Security Administration – Partnership Plus Washington DVR Partnership Plus Agreement](#)

When a Customer with a Ticket to Work Has Their Ticket to Work Assigned to DVR after Developing an IPE

Action by Ticket to Work (TTW) Specialist

1. If the customer was referred by an Employment Network (EN), contacts the referring EN to request that the EN unassigns the customer’s Ticket, so that it can be placed into “In-Use SVR” status with Social.

Upon Successful Employment of a DVR Customer with a Ticket to Work

Action by State Office Data Team

2. Generates an end of month report containing all TTW customers who have gone into employed status in the previous 30 days.
3. Sends the report to the Ticket to Work Specialist.

Action by Ticket to Work (TTW) Specialist

4. Receives monthly report and assigns each customer to a Benefits Technician, who contacts and advises the customer of Partnership Plus.

Action by Benefits Technician (BT)

5. Offers customers, by phone, information about the kinds of services that may be

available from an Employment Network:

- This discussion will include information about which ENs serve the customer's geographic area;
 - To facilitate informed choice, the discussion will also include information about the opportunity to be referred back to the Employment Network that originally referred the customer for VR services.
6. Advises the customer to contact the EN if the customer would like or need further employment services after successful case closure.
 7. Contacts the customer prior to successful case closure to see if the customer has made an informed choice on the selection of an EN provider.

Note: If the customer chooses not to work with an EN, Social Security will resume medical reviews on the customer's case.

8. If customer chooses to work with a Partnership Plus EN, enters the EN information into a consent form and sends the form to the customer by mail or email, requesting that the customer sign and return the form.
9. After receiving consent form signed by the customer, sends the completed and signed consent to the Ticket to Work Specialist.

Action by Ticket to Work (TTW) Specialist

10. Sends a copy of the customer's closure letter and employment data to the EN designated by the customer.
11. Reports the case closure to Social Security, releasing the Ticket for assignment to the EN.

The Employment Network provides follow along services for the customer after closure with DVR. If the customer will require substantial services that cannot be provided by the EN, the EN will refer the customer back to DVR.

Note: Post-Employment services (PES) are an option during the window after the customer accepts a job and before case closure, so if the customer needs PES, it should be provided before the case is closed.

Action by BT

12. If referred a customer who requires a new DVR case, provides benefits planning as requested and notifies the TTW Specialist of the new case for Ticket reassignment.

Work Incentives Benefits Planning

(Last revised: 11/01/2020)

Standard Operating Procedure: Offering DVR Customers DVR-Provided Work Incentives Benefits Planning

Purpose: Work Incentives Benefits Planning is an essential component of the substantial counseling and guidance that customers receive during the VR process. The purpose of Work Incentives Benefits

Planning is to improve overall financial outcomes for those on SSI/SSDI and income-based public benefits who choose to go to work. Work Incentives Benefits Planning is offered exclusively by the Benefits Technician (BT) within DVR, and is not purchased from vendors. This procedure clarifies the process that must be followed when offering DVR-Provided Work Incentives Benefits Planning to customers.

Reference:

[Reference – Work Incentives Benefits Planning \(Required Documentation\)](#)

Forms and Materials:

[Benefits Planning Checklist and Referral, DSHS 11-099](#)

[Statewide SSA Release Form \(document includes two copies\)](#)

Definitions:

Work Incentives Benefits Planning” - This service is designed for customers who receive Social Security related benefits that can be impacted by income along with other income based public benefits. It includes a written description of the interaction of work earnings on benefits and the use of work incentives with regard to the ongoing individualized discussion of the following benefits:

1. Social Security Disability Insurance (SSDI) and related Work Incentives
2. Social Security for Disabled Adult Child (SSDAC) and related Work Incentives
3. Supplemental Security Income (SSI) and related Work Incentives
4. Other Social Security related benefits that can be impacted by income
5. Medicare including “buy-ins” and related Work Incentives
6. Medicaid including “waiver” services and related Work Incentives
7. Temporary Assistance for Needy Families (TANF) and Food Stamps
8. Subsidized Housing Assistance
9. All other income based public benefits

Work Incentives Benefits Planning discussions enable customers to understand how they can best utilize work incentives to reach individualized employment goals and how their income-based public benefits

may change once they begin working. These discussions occur throughout the VR process so that a customer can make informed choices about:

1. An employment goal, including the work level they will pursue (e.g., full or part time)
2. A new job offer
3. A pay raise or increased work hours

AT ANY POINT AFTER CUSTOMER APPLIES FOR VR SERVICES

Action by Vocational Rehabilitation Counselor (VRC)

1. Checks with the customer, DSHS Client Registry, or in the customer's demographics page in Waves to verify whether the customer receives any support from an income-based public benefits program (SSI, SSDI, Medicaid, TANF, etc.).
2. If the customer does receive support from an income-based public benefits program, the VRC works with the customer (and the customer's guardian/representative payee if applicable) to explain and complete a [Barcode consent](#), and a [Statewide SSA Release Forms](#) for a Benefits Planning Query (BPQY).
 - If the customer is not present with staff, staff send the Benefits Planning consent, SSA release, and the Benefits Planning letter to the customer, creates a note in the customer's Note tab with Note Type "Benefits Planning" and the Note Sub-Type "Releases Sent," and adds the BT, BRT, and any other staff that should be made aware as note recipients. Staff also need to update the Benefits Planning Status customer's Demographics page to "Releases Sent."
 - In the event that the customer has a legal guardian, that guardian must sign the Statewide SSA Release Form. The VRC must include all guardianship paperwork with the [Statewide SSA Release Forms](#) for transmission to the BRT (Benefits Rehabilitation Technician).
 - Customers may make an informed choice to decline this process but cannot receive benefits planning from DVR without completing the above documents.
 - The VRC documents the reasons for declining benefits planning for customers declining the service with the DVR Benefits Technician by:
 - creating a note in the customer's Note tab with the Note type "Benefits Planning" and Note Sub-Type "Declined," And
 - updating the Benefits Planning Status in the customer's Demographics page to "Declined."

NOTE: While the VRC should explain the purpose of the BPQY and the Statewide SSA Release Forms, the VRC should not offer guidance about the effect of earnings on benefits until after the Benefit Planning meeting with the Benefit Technician, VRC, and customer.

Action by RT or VRC

3. Uploads the completed Benefits Planning Consent and the SSA Release form, and guardianship documentation, if applicable, to the customer's Documents tab.
4. Creates a note in the customer's Note tab with the subject "Benefits Planning" and sub-type "Referral" to indicate that the consent and release have been completed and adds the Benefits Rehab Technician (and any other relevant staff) as a note recipient.
5. Updates the Benefits Planning Status in the customer's Demographics page to "Benefits Planning Referral."

Action by Benefits Rehab Technician (BRT)

6. Sends the **SSA Benefits Planning Release** (as well as current guardianship information for the customer, if applicable) to Social Security, requesting a BPQY.
7. Once the BPQY is available, reviews the BPQY for accuracy and may follow up with Social Security to obtain corrected BPQY. If no correction is necessary, sends email with BPQY attached to both the VRC/RT and the designated Benefits Technician (BT).
8. Creates a note in the customer's Note tab with the Note Type "Benefits Planning" and the Note Sub-Type "BPQY" and adds the RT and VRC as note recipients.

AFTER ELIGIBILITY DETERMINATION HAS BEEN MADE, FOR DVR CUSTOMERS PLACED ON THE WAITING LIST

Action by VRC

9. Schedules benefits planning appointment on the regional benefits planning calendar including an asterisk in the appointment subject. This indicates to the BT that the planning meeting will be a "modified benefits planning meeting."

Action by BRT

10. Provides a timely meeting reminder for the modified benefits planning meeting to the customer within 2-3 business days of the scheduled appointment using the customer's preferred method .
11. Informs customer that:
 - The appointment will take place between the customer and the benefits technician.
 - The appointment can be completed over the phone, rather than in person, unless accommodations are needed.

Action by Benefit Technician (BT)

12. Conducts modified benefits planning meeting with customer.
13. Sends modified report to the customer to summarize the meeting.
14. Enters a note in the customer's case service record with the sub-type "Modified Benefits Report" that includes the summary
15. Uploads the report in the customer's Documents tab.

AFTER ELIGIBILITY DETERMINATION HAS BEEN MADE, DURING IPE DEVELOPMENT

Action by VRC/RT

16. Assigns the customer a benefits planner and updates the Benefits Planning Status in the customer's Demographics page to "In Progress."
17. Schedules an appointment with the customer, VRC, and BT:
 - o Uses the appropriate regional benefits planning calendar for the customer to schedule an appointment with a BT.

Adds a note to the customer's note tab with Note Type "Benefits Planning" and Note Sub-Type "Referral" and adds the BRT and BT as note recipients. **Action by BRT**

18. When customer has been referred to a BT, provides a timely meeting reminder for benefits planning meeting to the customer within 2-3 business days of the scheduled appointment using the customer's preferred method .
19. Enters a note in the customer's Note tab describing the result of the contact with the customer.

Action by Benefit Technician (BT)

20. Conducts a Benefits Planning meeting in one of the following ways:
 - i. Customer comes to the DVR office or attends remotely where the BT leads the meeting with the VRC present.
 - ii. Customer comes to the DVR office or attends remotely where the BT leads the meeting with the RT/VRS present (VRC is unable to participate in the meeting but asks their RT/VRS to be present in the meeting).
21. Provides benefits planning handouts and written documentation to participants in the Benefits Planning meeting.
22. Updates the customer's Benefits Planning section of their Demographics page with any new information, but leaves the status as "In Progress."
23. Completes a Benefits Analysis and creates a note in the customer's Note tab with the Note Type "Benefits Planning" and the Note Sub-Type "Benefits Analysis."
24. Adds a Benefits Planning Service Delivery to the customer's Service Delivery tab.
25. Sets the status to the customer's Benefits Planning Status in their Demographics page to "Complete."

Note: When Benefit Planning is done from a Certified Benefit Planner from another agency, there is frequently no report available to DVR as a product of that activity. If a report is not done, then the VR counselor is required to offer the customer the opportunity to obtain Benefit Planning from the Certified Benefits Planners within the Benefit Planning unit in DVR as there is no documentation in the case file stating what was discussed with recommendations on next steps.

- i. When follow-up Benefits Planning is conducted, enters additional notes in the customer's Note tab, selecting from the appropriate Note Sub-Type (e.g. Work Incentives) as appropriate.

26. Revisits benefits planning conversation with customer under three circumstances:
 - a. When a new plan for employment is agreed upon with the customer (e.g., if there are significant changes in wage or work level goals since the conclusion of the last benefits planning session);
 - b. When a customer accepts a paid job offer (including any paid temporary job offer, such as for a Community Based Assessment, Trial Work Experience, Work Study, and/or Internship). At this stage, work incentives can be discussed with customer to see if they are applicable.
 - c. At case closure, to discuss Partnership Plus with customers who are earning over SGA and to see if additional benefits planning needs to be done because work hours/pay/employer benefit package differs from previous benefits planning appointments. Before closure, provide a list of ENs that customer can contact under Partnership Plus agreements with DVR.

Action by VRC

27. Refer to BT to offer additional benefits planning service any time a customer requests Work Incentives Benefits Planning or indicates that they require further assistance to understand how SSI/SSDI and income based public benefits may change once the customer begins working.

Comparable Services and Benefits

Revised (07/02/2018)

Comparable Services and Benefits Index Page

In this section of the manual:

[Definitions](#)

[Responsibility to Use All Available Resources](#)

[Comparable Services and Benefits versus Customer Participation in the Cost of Services](#)

[Veterans' Benefits](#)

[WAC – Comparable Services and Benefits](#)

See also:

[Comparable Benefits Listed on the File Copy of the AFP](#)

Definitions

Comparable Services and Benefits refer to appropriate services provided by programs described in WAC 388-891A-0010(1).

Other Available Rehabilitation Services refer to any appropriate service, financial benefit or assistance available to a customer at no cost from a source other than DVR to meet, in whole or in part, the customer's ability to progress through vocational rehabilitation and to become employed that are not included in the definition of comparable services and benefits.

Appropriate service means a service that meets the specific rehabilitation needs of the customer and the service is:

- Necessary for rehabilitation;
- Comparable to the service DVR would provide; and
- Readily available and will not unnecessarily delay rehabilitation progress.

Responsibility to Use All Available Resources

(Revised 4/18/11)

As part of counseling and guidance, DVR staff are responsible to help a customer learn and take responsibility for their own rehabilitation. An empowered customer has the knowledge, skills, supports, resources, and confidence necessary to exercise control of their own rehabilitation. The search for and use of comparable services and benefits and all other available rehabilitation services is one of the ways in which DVR engages customers in the rehabilitation process. Another responsibility of DVR staff is to effectively manage the resources DVR provides for customer services.

All DVR staff are responsible to develop a systematic approach to search, use and document all comparable services and benefits and all other available rehabilitation services that may benefit the customer and DVR.

NOTE: Comparable services and benefits are not the same as customer financial participation in the cost of services. See [Procedures for Financial Statement](#) for details on customer participation in the cost of services.

According to [WAC 388-891A-1110\(5\): May DVR pay for VR services without determining whether comparable services and benefits are available from another program or organization?](#), Assistive Technology (AT)/Rehab Technology related services, an individual does not have to utilize comparable services and benefits before DVR purchases an assistive technology (AT) service. However, an individual is required to participate in the cost of services if the financial statement indicates that the individual has financial resources.

Specific Staff Responsibility

Staff at DVR Headquarters

State office staff at DVR headquarters are responsible to maintain general information about potential nationwide resources and to periodically provide information, updates and/or training.

VR Supervisors

VR supervisors are responsible to ensure that offices under their supervision maintain or have readily available information about local comparable services and benefits and other appropriate local resources providing available rehabilitation services. Supervisors are responsible to review the use of comparable services and benefits and other available rehabilitation services as part of routine case and AFP reviews.

DVR Field Staff

DVR field staff are responsible to provide a general orientation to the customer about the requirement to search for and use all appropriate and available resources prior to DVR expenditure of funds at application, IPE development and at other times during the rehabilitation process, as needed.

Field staff are responsible to provide specific information about and referral to potential resources at any time during the vocational rehabilitation process. The VR counselor provides counseling and guidance if the customer has concerns about the use of other available resources and reaches agreement with the customer about whether or not the services provided by the other resource are appropriate. The VR counselor documents use of comparable services and benefits and other available rehabilitation services in the case record and identifies them on the IPE under the appropriate category, as listed below:

- Financial Aid (Pell, state need grants, etc.)
- Other Grants/Scholarships
- WorkSource ITA (individual training account)
- Other training resources
- Private health insurance
- Medicaid (med coupons) or Medicare
- Community or other medical resource
- Veterans Administration
- Employment Networks
- Other resources from Federal/State/Local Public Agency
- Other resources from Community based organizations
- Other private funds
- None

Required Use of Comparable Services and Benefits

Except for services outlined in **WAC 388-891A-1110**, the VR counselor and customer must make maximum efforts to identify and use a comparable service or a benefit that can be provided to the customer or paid for in whole or in part by

- Federal, state, or other public agencies;
- Health insurance; or
- Employee benefits.

The VR counselor and customer's search for comparable services and benefits should not cause unreasonable delays in initiating services. However, it is the customer's responsibility to apply for and use any comparable services and benefits when they become available.

Except for services outlined in [WAC 388-891A-1110: May DVR pay for VR services without determining whether comparable services and benefits are available from another program or organization?](#), and in circumstances described in [WAC 388-891A-1120: May DVR authorize or provide VR services before determining whether a comparable service or benefit is available to me to avoid delaying or interrupting my services?](#), DVR does not pay for services until a customer has applied for comparable services and benefits.

If the rehabilitation service is not exempt from comparable services and benefits and the service the resource provides is appropriate, then the comparable service or benefit must be used prior to authorization of DVR funds. If the customer refuses to apply for or use an appropriate comparable service or benefit for a rehabilitation service that is not exempt, DVR may not authorize payment for the service.

Use of Other Available Rehabilitation Services

The use of other available rehabilitation services, while not mandatory, is a goal when the service is appropriate. The counselor will counsel the customer in order to reduce concerns, lack of information, objections, fears, or other barriers to the use of other available rehabilitation services and will document efforts to overcome these objections in the case record prior to authorization of DVR payment.

Use of All Available Resources for Exempt Services

Certain DVR services are exempt from the required use of comparable services and benefits as outlined in [WAC 388-891A-1110: May DVR pay for VR services without determining whether comparable services and benefits are available from another program or organization?](#) (see above). However, for the wise management of DVR resources, it is the responsibility of DVR staff to encourage the customer to utilize all available resources before DVR funds are expended, if the counselor and the customer both agree that the service that the resource provides is appropriate.

Comparable Services and Benefits versus Customer Participation in the Cost of Services

Use of comparable services and benefits is not the same as the requirement for some customers to participate in the cost of their rehabilitation plans. See Procedures for Financial Statement for details on customer participation in the cost of services. Even if a customer is exempt from participation or is not required to participate in the cost of services, comparable services and benefits must still be used as required and as appropriate, and other available rehabilitation services should be explored with the customer.

Veterans' Benefits

Follow-up about Benefits

(New 5/15/06)

In an effort to ensure that customers are aware of veteran benefits, and that veteran benefits are used as comparable benefits for VR services, DVR has arranged for the Washington Department of Veteran Affairs (WDVA) to follow-up with customers about VA benefits.

At application and during IPE development, counseling staff will provide customers with the opportunity to complete the [DVR Customer Request to WDVA form](#). When this form is received

by WDVA, a Veterans Advocate will contact the customer to discuss available federal VA benefits and other information about job training and education.

Note: Any DVR customer who is a veteran (any person who has served on active duty in the U.S. military) may be eligible for benefits from the federal Department of Veteran Affairs that would assist the veteran in training for future employment.

Counseling staff should ask customers: "Do you have any U.S. military experience?" They should not ask: "Are you a military veteran?" The first question will elicit a better response than the second, because many believe you are a "veteran" only if you went to war.

Veteran benefits must be explored as comparable benefit:

VA benefits are a comparable benefit and must be explored in all cases when they may be potentially available. If a customer has military service and does not agree to submit the form to see if they qualify for VA benefits, they are not complying with WAC:

[WAC 388-891A-1125 If comparable services and benefits are available from another program or organization, and I do not want to use them, who is responsible for the cost of the services?](#)

Counseling staff must:

- Discuss the WDVA form at Application and at IPE development to assure it is given full consideration.
- If appropriate, help customers complete the form.
- Send completed forms to the address on the WDVA form:
Washington State Department of Veterans Affairs (WDVA)
Veterans Service Office
915 2nd Avenue, Room 1050
Seattle, WA 98174
- Put VR counselor's name and DVR office address in the space provided at the bottom of the form. The WDVA representative will check the status of a customer's VA benefits and return the form to the VR counselor. That way the VR counselor will know if the customer is eligible for VA benefits as a comparable benefit.
- For questions about veterans benefits, please call the WDVA directly at 1-877-249-0516.

See Also:

[Application Case Narrative Documentation](#)

[IPE Case Narrative Documentation](#)

Veterans Benefits - Post-9/11 GI Bill

(New 5-14-10)

- The new Post 9/11GI Bill is a great comparable benefit that should be utilized for veterans who have served on or after 9/11/2001. Additional information is available at the VA [Post 9/11 GI Bill web site](#).
- The Post-9/11 GI Bill provides financial support for:
 - Tuition and fees
 - Living allowance and an
 - Annual book stipend of \$1,000
- To be eligible, individuals must have serviced on or after 9/11/2001. The DD214 must indicate that the veteran received an honorable discharge or a service connected disability (any %). VA funds under the Post-9/11 Bill can only be used for a degree program (AA or higher degree.) For an accredited vocational program the veteran gets what they would normally qualify for using the old (regular) GI benefits. Tuition and fees are paid directly to the school.
- The maximum rate for tuition is based on the highest in-state public school in the state where the school is located. In Washington the rate is based on the cost of tuition at the University of Washington. (There is a Yellow Ribbon Program that helps pay for more expensive schools.)
- The amount of the living allowance (Basis Allowance for Housing) depends on where the veteran lives and it is paid to the veteran. An individual can receive the full living allowance as long as they attend at least one credit over half time. For example, if a school considers full time as 12 credits and the individual takes 7 credits they receive the full living allowance. Individuals on active duty, or exclusively enrolled in on-line classes won't receive the housing allowance.
- After a veteran has served 10 years (retention tool) benefits can be transferred to a spouse or child (up to age 26).

WAC – Comparable Services and Benefits

[WAC 388-891A-1100 When does DVR provide or pay for vocational rehabilitation services to individuals?](#)

[WAC 388-891A-1110 May DVR pay for VR services without determining whether comparable services and benefits are available from another program or organization?](#)

[WAC 388-891A-1120 May DVR authorize or provide VR services before determining whether a](#)

[comparable service or benefit is available to me to avoid delaying or interrupting my services?](#)

[WAC 388-891A-1125 If comparable services and benefits are available from another program or organization, and I do not want to use them, who is responsible for the cost of the services?](#)

Budget Worksheet

Instructions - Budget Worksheet

The Budget Worksheet, DSHS 11-067 is a counseling/guidance tool that may be used to help customers understand their current income and expenses and plan for the income they will need to meet their expenses when they are employed or self-employed.

This tool may be particularly helpful for customers who are preparing for self-employment and for customers to plan how they are going to take care of the additional expenses associated with owning and maintaining equipment such as a vehicle or vehicle modifications. The Budget Worksheet will help the customer anticipate the income they will need to meet these additional expenses.

The Budget Worksheet has a different purpose than the Financial Statement Form and does not replace the Financial Statement Form. The Financial Statement Form is used to determine if the customer has financial resources to contribute toward the cost of services. The Financial Statement Form must be in every customer's case service record and reviewed at least every year as part of the annual IPE review. Customers receiving SSI, SSDI or DSHS Income Assistance are exempt from completing the entire Financial Statement form.

[Form - Budget Worksheet, DSHS 11-067](#)

Has the Customer provided information to complete a financial statement?

DVR requires customers to provide copies of financial records (such as bank statements, tax returns, or documentation of SSI or SSDI benefits received) to establish their financial status. See [WAC 388-891A-1137: How does DVR determine whether I must pay for VR services?](#)

If a customer has provided information/documentation to complete a Financial Statement, please continue to follow the **Standard Operating Procedure: Helping Customers Complete the DVR Financial Statement** detailed below.

If a customer has not provided information/documentation to complete a Financial Statement, or does not wish to complete a Financial Statement, ensure that the procedures outlined in the [Waves VR Process User Manual](#) are followed and that a Waves case note is entered documenting the customer's

declination of completing the Financial Statement.

Pursuant to [WAC 388-891A-1137: How does DVR determine whether I must pay for VR services?](#), if a customer declines to complete the Financial Statement or declines to contribute to the cost of VR services, DVR will provide only those services listed under [WAC 388-891A-1145: Which VR program services am I not required to help pay for?](#)

WAC 388-891A-1137:

Standard Operating Procedure: Helping Customers Complete the DVR Financial Statement

Purpose and Background: Following are guidelines and procedures for completing the 03.1 – Financial Statement in Waves, or the [Financial Statement \(DSHS 14-068\)](#). The purpose of the Financial Statement is to document a customer’s financial resources. The Financial Statement form is completed after determining eligibility and before developing the IPE with customers, even for "no-cost" plans. If the results of the Financial Statement indicate the customer has personal financial resources available, they are required to use the resources to contribute to the cost of specific services under an Individualized Plan for Employment (IPE).

SSI/SSDI/Medicaid/DSHS Cash or Food Assistance

If a customer provides documentation that they qualify for SSI, SSDI, Medicaid, or DSHS Cash or Food Assistance, the entire Financial Statement is not to be completed, only sections E1, G, and H. A copy of the documentation is attached to the Financial Statement form and filed in the case service record. A copy is provided for the customer.

By law, if a customer receives SSI, SSDI, Medicaid, or DSHS Cash or Food Assistance, they are exempt from using personal or family resources to pay for DVR services. This exemption includes high school students who are dependents of parents who have financial resources. If a customer who receives SSI, SSDI, Medicaid, or DSHS Cash or Food Assistance has personal or family resources available, the VR counselor can encourage, but not require, a contribution to plan services.

Individual Assets or Family Assets (if an individual doesn’t receive SSI, SSDI, Medicaid, or DSHS Cash or Food Assistance)

Whether the financial statement must be completed on the basis of individual or family assets is determined based on the customer's income tax filing status for the most recent tax year.

1. If the customer's income tax status was reported as married filing jointly, married filing separately, or the customer was listed as a dependent of another person, the financial statement is completed based on family resources.
2. If the customer's income tax status was reported as single, the financial statement is completed based on the customer's own financial resources.

If the individual filed a single return or is married filing separately because of legal separation, the Financial Statement is completed based on the customer's own resources. If the customer did not have to file a Federal Income Tax return the previous year and was not declared as a dependent on anyone else's filing, the VR counselor shall calculate financial need based on the customer.

If a customer has resources available but refuses to use them, or if the individual is determined to be a member of a family unit, but family members refuse to disclose financial information or contribute to the cost of services, the VR counselor only provides the services outlined in WAC 388-891A-1145. If the customer does not agree to these conditions or cannot become employed through the use of services exempt from financial participation, the case is closed. If there are special circumstances the VR counselor may request an exception to policy. The rationale for the exception to policy and the approval or denial of the exception is documented in the case service record.

Reference:

[WAC 388-891A-1130 Do I have to pay a portion of my VR services if I receive assistance or income support from another public program?](#)

[WAC 388-891A-1135 Does DVR require that I pay for part of my VR services using my own financial resources?](#)

[WAC 388-891A-1136 When does DVR require that I pay for part of my VR services using my own financial resources?](#)

[WAC388-891A-1137 How does DVR determine whether I must pay for VR services?](#)

[WAC\(388-891A-1140\)How does DVR determine how much I pay for VR services?](#)

[WAC 388-891A-1145 Which VR program services am I not required to help pay for?](#)

Forms and Other Materials:

[Financial Statement \(DSHS 14-068\)](#)

Action by VR Counsellor After determining eligibility and before completing the IPE.

1. Using the information in “**Instructions for Financial Statement**” as a reference, completes the Financial Statement with the customer, based on information provided by the customer. If the customer is not able to provide financial information, ask the customer's parent, legal guardian, or representative to provide the information.
 1. Works with customer to determine Modified Adjusted Gross Income (MAGI), and if MAGI does not exceed the amounts specified on 03.1 – Financial Statement or **Financial Statement (DSHS 14-068)**, proceeds to the customer and counselor declarations, waiving financial participation.
 2. If the customer’s MAGI exceeds the amount specified on the Financial Statement form, complete the remainder of the financial statement to determine the amount available for the customer to contribute to the cost of VR services.

Note: if the customer is drafting their own IPE, ensures that the financial statement is completed in advance so that the customer can refer to any financial contribution to the cost of services if applicable

2. Requests copies of pertinent financial documentation, such as bank statements, income tax returns, or other documents that may help to verify and clarify liabilities or ownership of assets, as necessary.
3. Counsels the customer regarding the amount that the customer must contribute to the cost of services based on the results of the Financial Statement and includes this amount on the IPE where appropriate.
4. Advises the customer to report any subsequent change in financial status. If the reported change results in a change in the customer's ability to participate in the cost of the IPE, the VR counselor and customer update or complete a new Financial Statement and amend the IPE, if necessary.

Note: If DVR determines that a customer reported false information on the Financial Statement or is not willing to use personal financial resources, DVR only provides the services included under WAC 388-891A-1145, “Which VR program services am I not required to help pay for?”

Whenever the VR Counselor knows the customer’s financial circumstances have changed, and each year as part of the annual review:

5. Reviews the 03.1 Financial Statement Waves form or **Financial Statement (DSHS 14-068)**, and if there have been any changes in the customer’s ability to participate in the cost of the IPE, completes a new Financial Statement with the customer, including new declaration, and amends the IPE if needed.

Note: If completing a new financial statement is not required based on the review of the customer’s information, the counselor documents that the annual review of the customer’s financial circumstances was completed in a case note.

Instructions, Financial Statement Form

(Revised 7/2/2018)

03.1 – Financial Statement Waves form or [Financial Statement \(DSHS 14-068\)](#)

A. Modified Adjusted Gross Income

Instructions for completing when the customer has the most recent tax return that they filed or on which they were claimed as a dependent available:

1. **ADJUSTED GROSS INCOME**: The adjusted gross income calculated for the purposes of the IRS 1040 form (e.g., Form 1040, 1040A, or 1040EZ).
2. **FOREIGN INCOME, TAX EXEMPT INTEREST, AND NON-TAXABLE SOCIAL SECURITY BENEFITS**: Certain forms of income may be left out of the IRS calculation of “adjusted gross income.” The “Modified Adjusted Gross Income” calculation puts some of these forms of income back toward the individual’s gross total. These should include foreign income that has been excluded from IRS gross income, tax exempt interest, and non-taxable Social Security benefits.

Note: while SSDI is included in calculations of modified adjusted gross income for the Medicaid program, if a DVR customer is eligible for and receiving SSDI, they only need to complete **section G** of the Financial Statement. SSI received would not be included in a calculation of modified adjusted gross income, and also indicates that a customer would only need to complete **section G** of the Financial Statement (and the VR counselor would complete section E).

MODIFIED ADJUSTED GROSS INCOME: the sum of lines 1 and 2 is the customer’s Modified Adjusted Gross Income (MAGI).

Instructions for completing when the customer **does not have** their most recent tax return available:

- a. **WAGES, TIPS, AND SALARY FOR THE MOST RECENT MONTH**: Unlike DVR’s calculation of monthly income below, to calculate a customer’s modified adjusted gross income, the amount used is gross, not net, income—the amount before mandatory withholdings. If completing on the basis of the family unit, this should include income for all family members.
- b. **SELF-EMPLOYMENT INCOME**: Income from any self-employment activities of the customer or family members (if completing on the basis of the family unit), after subtracting any expenses necessary for the conduct of the business.
- c. **ANY OTHER INCOME RECEIVED**: Income from other sources, to include unemployment benefits, alimony, rents, retirement benefits, interest income, capital gains, or dividends.
- d. **ANY DEDUCTIONS**: Common deductions that can be taken from the modified adjusted gross income include alimony paid or contributions to a Health Savings Account (HSA).

MODIFIED ADJUSTED GROSS INCOME: the sum of lines 1 through 3, minus line 4, is the customer’s Modified Adjusted Gross Income.

If the customer's MAGI is below the amounts listed in the table on this section of the form, you can proceed to **section G** of the form with the customer.

B. Monthly Income

1. **NET WAGES, TIPS & SALARIES:** Net amount earned after mandatory withholdings. Include all voluntary deductions (e.g. payments, savings). Net wages paid to other family members living in the home are considered as family income when these members contribute to family expenses.

1. **COMPENSATION, INSURANCE, PENSIONS, ANNUITIES FROM TRUSTS:** Income received by the customer and/or family members through benefits, such as Unemployment Insurance, Industrial Insurance Time-Loss, annuity payments, retirement/pension benefits payable monthly, etc. This includes regular monthly income received from any trust account payable to the customer and/or family members.
2. **INTEREST, DIVIDENDS, RENTS:** Income received by the customer and/or family members from interest on savings, dividends on stocks or bonds, and rental payments. NOTE: Rental income received from boarders or tenants is only included if it is net income, i.e., the amount received after deducting expenses, such as meals, repairs, property taxes, etc.
3. **MAINTENANCE AND/OR CHILD SUPPORT:** Income received by the customer and/or family members for child support of any family member.
4. **OTHER:** Any other income received by the customer or family members from sources not cited above. Examples include:
 - Net monthly income from farm products sold and computed on the basis of monthly average profit returns for the preceding 12 months.
 - Net monthly profits from any business enterprise computed on the basis of monthly average net gain over the preceding 12 months.
 - Academic fellowships or grants (that do not have to be repaid). Cash gifts over \$50, cumulative, received by the customer or family members for living expenses.
 - Gifts received.

Note: Academic grants and scholarships earned on merit are excluded.

C. Real and Personal Assets

The net current market value of all personal and real property, inheritances, investments, personal loans or cash gifts from family or friends is calculated to determine Total Real and Personal Assets.

1. **CHECKING/SAVINGS ACCOUNTS:** Total amount of funds on deposit in the customer or family members' checking or savings accounts.

2. MOTOR VEHICLES - EXCLUDING PRIMARY VEHICLE: The net value of motor vehicles which are not required by a family member for transportation to work or school. One vehicle for primary transportation to work or school for each family member is exempt. All other vehicles must be listed on the form.
 3. RECREATIONAL VEHICLES (BOATS, TRAILERS, MOTORCYCLES, SNOWMOBILES, COLLECTOR CARS, ETC.): The net value of all recreational vehicles, except when required for transportation to work or school, or when the customer and/or the family occupy a recreational vehicle as their only residence.
 4. REAL ESTATE & STRUCTURES - EXCLUDING PRIMARY RESIDENCE: Except the primary residence, its furnishings, and land, the net value of other real estate and structures owned by the customer and/or family members. NOTE: "Real estate and structures" includes all fixed objects assessed by the County Assessor for property tax payment. This includes land, buildings, and standing timber. The net value of real estate and structures is determined by projecting the assessed value to 100 percent of the assumed fair market value, less any outstanding encumbrances (e.g., officially recorded mortgages, liens, loans, tax liabilities, or reasonable selling costs).
1. STOCKS, BONDS, TRUSTS, CERTIFICATES OF DEPOSIT, ETC. - NOT COUNTED AS MONTHLY INCOME ABOVE: The current value of investments held by the customer and/or family members, excluding a primary retirement fund that does not provide a monthly benefit. Monthly income from annuities is reported under A.2 above. NOTE: Any monthly income derived from an investment is to be reported above under Monthly Income Interests, Dividends, Rents.
 2. BASE ASSET EXEMPTION: \$5000 shall be exempt from the value of all real and personal assets.
 3. TOTAL REAL AND PERSONAL ASSETS: Enter the total amount of all real and personal items listed for lines 1 through 5, with the base asset exemption subtracted.

D. Actual Monthly Liabilities

The total sum of financial obligations (i.e., living/medical expenses, debt or loan payments, transportation, etc.) of the customer or family members are calculated to determine Actual Monthly Liabilities.

1. RENT/MORTGAGE PAYMENTS: The total monthly payment made by the customer and/or family members on their primary residence.
2. PROPERTY TAXES: The total monthly payment made by the customer or family members toward assessed property taxes of their primary residence, if not included in the monthly rent/mortgage payment.
3. UTILITIES, TELEPHONE, ETC: The average monthly payment, based on the preceding 12-month average of monthly payments, made by the customer or family members for power, heat, basic telephone, water, garbage and sewer services at their primary residence.
4. INSURANCE PAYMENTS: The total monthly payments paid by the customer and/or family members for insurance premiums, including home, fire, theft, auto, and renters insurance for

their primary residence and/or primary vehicles, as well as medical insurance. Each separate insurance payment must be specified on the form.

5. CREDIT OR CHARGE ACCOUNTS: Enter charge accounts, including creditor's name, total owed, and the minimum monthly payment required.
6. LOAN PAYMENTS: Enter creditor, loan type, total owed and minimum monthly payment required.
7. MEDICAL EXPENSES: The minimum monthly payments made by the customer or family members for medical expenses not paid by insurance or other medical benefits. Each medical expense must be listed on the form.
8. ONGOING DISABILITY RELATED EXPENSES: The average monthly sum, if any, required to accommodate, treat or maintain stability of the customer disability.
9. TRANSPORTATION EXPENSES: The actual monthly expenditure, based upon review of usual expenses, made by the customer or family members for routine transportation to work or school (e.g., gasoline, routine maintenance of a primary vehicle, bus fare). This category does not include loan payments for a primary vehicle, vehicle insurance premiums, nor licenses (these are listed above and below).
10. PRIMARY VEHICLE LICENSES: The total cost of licensing the customer or family members' vehicle(s), averaged on a monthly basis over 12 months. This category does not include licensing of recreational or extra vehicles.
11. FOOD: Enter monthly food costs based on preceding 12-month average.
12. CLOTHING: Enter monthly clothing expenses based on the preceding 12-month average.
13. OTHER: Enter and specify other expenses not listed above, including personal incidental expenses.

NOTE: Voluntary charitable contributions made by the customer or family are not considered monthly liabilities

E. Income Assistance/SSI/SSDI Verification/Bank Statement Waiver (Optional)

2. INCOME ASSISTANCE/SSI/SSDI VERIFICATION: The VR counselor documents on the Financial Statement form, the customer's receipt of income assistance, Medicaid, or SSI/SSDI benefits by initialing in the indicated box, and both the customer and VR counselor sign and date the form. Verification documents must be filed in the case service record, and include a copy of any DSHS Income Assistance, Medicaid, or SSI/SSDI program document signifying the customer's current eligibility. Note: A medical coupon is not adequate documentation of DSHS income assistance or Medicaid, unless the medical coupon has the appropriate box checked indicating the individual is receive income assistance or Medicaid.
3. WAIVER OF BANK STATEMENT (Optional): If the VR counselor determines a bank statement is not required or the customer reports they do not have a checking or savings account, the VR counselor waives the requirement to provide bank statement by initialing in the box indicated.

F. Calculation of Customer's Contribution to Their Rehabilitation Plan

- Compute and enter the Total Monthly Income from Section A.

- Divide the Total Assets (except exempt items) by the number of months that services are planned to be provided through the IPE. Enter the average monthly assets from Section B.
- Calculate and enter the Total Monthly Resources (add Line 1 and Line 2).
- Compute and enter the Actual Monthly Liabilities (based on minimum monthly payment required) from Section C.
- Subtract the Actual Monthly Liabilities from the Total Monthly Resources (subtract Line 4 from Line 3) to determine funds available for IPE costs.

G. Customer's Declaration

CUSTOMER SIGNATURE AND DATE: The customer signs the Financial Statement form after it has been completed with the VR counselor. If requested by the VR counselor, checking and/or savings account statements or other financial documentation are attached to the form.

H. Declaration

VRC SIGNATURE AND DATE: After the customer signs the Financial Statement, the VR counselor verifies accuracy and signs it. A copy is provided for the customer.

Note: The Financial Statement Form must be in every customer's case file and reviewed at least every year as part of the annual IPE review.

Auxiliary Aids

Auxiliary aids and service ([DSHS Administrative Policy No. 7.02, Equal Access to Services for Individuals with Disabilities](#)) means a wide range of services and devices for ensuring effective communication. The type of auxiliary aid or services necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved. Examples of auxiliary aids and services include but not limited to:

- For individuals who are **deaf or hard of hearing**, auxiliary aids include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, teletypewriter (TTYs), videotext display, and exchange of written notes, etc.;
- For individuals who are **blind, visually impaired or learning disabled**, auxiliary aids include qualified readers, taped text, audio recordings, Brailled materials, large print materials and assistance in locating items, etc.;
- For individuals who are **speech impaired**, auxiliary aids include TTYs, computer terminals, speech synthesizers, and communication boards, etc.

DVR will provide auxiliary aids or alternate formats for written communication when requested by an applicant or eligible individual to communicate with a DVR staff member or participate in a public meeting or event sponsored by DVR.

See Also:

WAC - Communication Access to VR Services

WAC - Interpreter Services

[WAC 388-891A-0720 What are interpreter services?](#)

Vocational Rehabilitation Services

Substantial Vocational Rehabilitation Counseling and Guidance

(Revised 10-19-23)

Substantial vocational rehabilitation counseling and guidance is a core vocational rehabilitation service that is provided throughout the customer's entire experience with DVR. Substantial vocational rehabilitation counseling and guidance is provided by DVR counselors and is not purchased from other sources. However, other rehabilitation partners (e.g. services providers, family and friends) can play a crucial role in the effectiveness of counseling and guidance by supporting the achievement of vocational goals.

Substantial vocational rehabilitation counseling and guidance may be provided to:

- Encourage the customer through establishing a relationship of mutual respect, where the counselor can be both supportive, yet challenging, in promoting the customer's development of the skills needed to achieve an employment outcome.
- Facilitate informed choice throughout the entire rehabilitation process by providing information about the scope and limits of vocational rehabilitation services, and by helping the customer obtain specific information on programs, resources and services that can assist them in the selection and achievement of vocational goals and an employment outcome. When there are limits on the provision or availability of vocational rehabilitation services, the counselor can assist the customer in exploring alternatives.
- Gain a comprehensive and individualized understanding of the customer's abilities, capabilities, interests, strengths, resources, priorities and concerns in order to identify factors that will be critical to vocational achievement.

- Facilitate the customer's understanding of their strengths on which to capitalize in achieving vocational goals and plan with the customer to find ways to work around any impediments, such as functional limitations related to health, personal, economic (e.g. benefits, work disincentives/incentives) and social issues.
- Assist the customer in selecting a vocational goal and developing an Individual Plan for Employment toward that goal.
- Involve "significant others" (with the customer's consent) such as family members, relatives and friends in the community who can: be assets to counseling; support the desired outcomes; and, at times, provide valuable resources.
- Provide follow-along services that are not intrusive but continue to support the achievement of long-term outcomes.
- Enhance self-reliance by teaching the customer how to get information and tap into supportive workplace and community networks, promoting independence beyond the provision of vocational rehabilitation services.

Substantial Vocational Rehabilitation Counseling and Guidance Requires Special Skills, Knowledge and Abilities

VR Counselors can provide substantial vocational rehabilitation counseling and guidance because they have the expertise and professional skills required. This level of expertise is not required to provide case management services.

Substantial Vocational Rehabilitation Counseling and Guidance is distinct from Case Management

Examples of substantial vocational rehabilitation counseling and guidance

- Helping a customer adjust to their disability.
- Assisting a customer think through whether to disclose a hidden disability.
- Vocational exploration

Examples of Case Management

- Progressing through the VR process
- Managing services
- Facilitating access to community resources

Documenting Substantial Vocational Rehabilitation Counseling and Guidance

The VR Counselor is responsible for documenting substantial vocational rehabilitation counseling and guidance in the:

- Services Deliveries in Waves
- Individualized Plan for Employment (IPE)
- Case notes

Services to Family / Child Care Services

Child Care Services

(Revised 12/2/2019)

DVR only purchases child care services from licensed child care providers who meet the following requirements:

- A license issued by the Department of Children, Youth, and Families authorizing the child care provider by law to operate a child care center and certifying that the provider meets the minimum requirements under licensure. This license ensures that the child care provider has:
 - Proof of insurance for operating a child care business;
 - A background check conducted by the DSHS/Background Check Central Unit (BCCU); and
 - Has met all minimum qualifications determined by the state.
- A Washington State Master Business License with a UBI number listed.

Verifying License of Child Care Providers

To confirm if a child care provider is officially licensed click on the following link:

[Department of Children, Youth, and Families - Licensed Child Care Information System web site](#)

If you do not find the child care provider you are looking for call 1-866-482-4325 to verify. To get free referrals you can call 1-800-466-1114 or send an email to: familycenter@childcare.org

Child Care Rates

The rates child care providers charge may vary based on the services provided and the location where the services are provided. Child care providers participating in the Working Connections program charge fees in accordance with this program. Therefore, DVR may pay child care providers a different rate (typically lower) for customers participating in the Working Connections program than they would for customers who are not participating in this program.

See the [Working Connections Child Care Subsidy Rates](#) for more information about rates for the Working Connections Child Care Program

Child Care Comparable Benefits

Financial Aid and DCYF Working Connections Child Care (WCCC) or other resources should be explored and utilized.

Working Connections Child Care

Working Connections Child Care (WCCC) is a DCYF program that helps families pay for child care. WCCC is a resource for DVR customers who:

1. Receive TANF;
2. Are employed or self-employed; or
3. Are involved in an approved work activity as described under [WAC 110-15-0045: Approved activities for applicants and consumers not participating in WorkFirst.](#)

If a DVR customer receives TANF, WCCC should be explored and utilized as a comparable benefit for child care expenses.

If a DVR customer does not receive TANF, but is working or is involved with an approved work activity, the VR counselor refers the customer to DCYF to apply for WCCC. This also applies to a DVR customer who does not receive TANF, but their children do.

Maintenance Services

Maintenance Services

(Revised 11-21-11)

1. Maintenance is used when a customer needs to incur expenses in excess of their normal living expenses to participate in approved VR services.

Examples of such expenses are:

- Travel costs involved in attending a short-term training session that is out of the area;
 - The cost of a uniform required for a job; or
 - The initial one-time costs, such as a security deposit or installation charges for utilities that are required in order for the individual to relocate for a job placement.
2. A customer's normal expenses for food, shelter, and clothing are NOT allowable authorizations under maintenance.

Examples of living expenses that are not purchased as a maintenance service:

- Rent;
 - House payment; or
 - Room and board.
1. The purchase of clothing as maintenance is allowed when the clothing is required for job-related purposes such as a work experience, job interview or to begin a job.
 1. Clothing purchased for an interview is limited to one outfit.
 2. Clothing purchased to begin a job is limited to the minimum necessary, generally no more than 2 to 4 outfits at a total cost of \$300.
 3. Clothing is purchased at stores that are reasonable and competitively in priced. For example, J.C. Penney, Fred Meyer, Kohl's, etc.

Purchasing Work Shoes, Boots or Orthotics

(Revised 07/02/2018)

VR counselors must provide goods and services that meet the customer's needs at the least cost possible as outlined in [WAC 388-891A-1150: May I select the services and service provider of my choice?](#)(2)(a). Expensive shoes/boots are not necessarily better. If you agree to pay for work shoes/boots make sure that the customer purchases shoes/boots that will meet their employment needs (standing for long periods of time, insulated or waterproof/resistant for outside use or steel toed for protection). Needing good work shoes with support is not justification to purchase shoes/boots at higher end vendors. Good work shoes/boots are available at least cost from competitive vendors.

Orthotic devices such as arch supports or insoles must be prescribed by a qualified medical professional (medical doctor, orthotic or prosthetic practitioner). Do not include shoes/boots with arch supports or orthotics in the IPE or purchase these items without a prescription.

DVR can pay for a doctor's visit if necessary to get a prescription. That way it is more likely that the customer gets the supports they need. Just sending the customer to get "good" shoes/boots is not sufficient justification. Specify the type of shoes/boots that are needed for employment purposes (not fashion). In most instances good work shoes/boots will be available at the least cost.

[WAC 388-891A-0735: What are maintenance services?](#), Maintenance Services

DVR is prohibited from paying a Customer's Normal Living Expenses

The VR federal regulations define a maintenance service as support for expenses such as food, shelter, or clothing that are in excess of a customer's normal living expenses. DVR cannot pay for normal living expenses as a maintenance service and DVR does not have the authority to grant an exception to policy to pay for normal living expenses as a maintenance service.

Customers are Responsible for their Normal Living Expenses

Customers are responsible for paying their normal living expenses such as food, shelter, or clothing. Customers must continue to be responsible for these expenses while they participate in DVR services. For example, customers who have been paying rent or room and board are responsible for paying these normal living expenses when they attend school. If they require short-term lodging and meals to participate in an assessment or training service not within commuting distance of their home this is an expense DVR can pay for as a maintenance service. In this situation DVR is paying for living expenses that are in excess of their normal living expenses and customers continue to be responsible for paying their normal living expenses.

Referral to Agencies or Community Resources

VR counselors are responsible to refer customers who lack the basic necessities of food, clothes or shelter to social service agencies, community groups or churches to assist them. Unfortunately, some customers may not receive assistance or enough assistance to meet their basic necessities. Even in these situations DVR is prohibited from paying for a customer's normal living expenses. The VR counselor explains to the customer who lack the resources to pay for their normal living expenses that DVR can only provide a maintenance service to pay for living expenses that are in excess of normal living expenses.

Customer use of Financial Aid to Pay for Room and Board or Rent

If a customer has a financial hardship and chooses to use financial aid to pay for the costs of food, clothing and shelter while in school these subsistence costs are not considered as a VR maintenance service. Under these circumstances if an individual's resources do not cover the full cost of attendance after all grants and resources are applied to IPE services and a financial hardship exists, an exception to policy may be requested to use DVR funds to pay a portion of the IPE services.

See Also:

[Exception to Policy in the Financial Aid section.](#)

Occupational Licenses

(Revised 07/02/2018)

WAC 388-891A-0740, What are occupational licenses?

Occupational licenses are licenses, permits or certificates showing you meet certain standards or have accomplished certain achievements and/or have paid dues, fees or otherwise qualify to engage in a business, a specific occupation or trade, or other work.

Bonds

DVR pays for a customer to be bonded if:

- Comparable benefits are not available, and
- The employment they are entering requires a bond, and
- The customer supplies all necessary information to the bonding firm.

See Also:

Link to the [Washington Bond Program](#) that helps ex-offenders get a free fidelity bond.

Checking Status of License for Health Care Professionals

It is appropriate for counseling staff to make sure that health care providers are reputable. By accessing the Department of Health Quality Assurance Division web site (Washington), you can check on status of license and complaints. Many health care professions are listed on this web site including:

2. Audiologist;
3. Chemical Dependency Counselor;
4. Counselor;
5. Chiropractor;
6. Licensed Marriage and Family Therapist;
7. Licensed Mental Health Counselor;
8. Licensed Social Worker;
9. Dentist;
10. Naturopathic Physician;
11. Occupational Therapist;
12. Physical Therapist;
13. Optometrist
14. Physician/Surgeon; and
15. Psychologist

[Health Professions Quality Assurance \(Washington Department of Health\)](#)

[Oregon Board of Psychologist Examiners](#)

Counseling and Psychotherapy

(Revised 1/10/2011)

When a psychological or psychiatric impediment to employment is present, DVR may provide psychotherapy services.

Qualifications for Psychiatric or Psychological Evaluation

- If a current evaluation is needed, the evaluation may be completed by a licensed:
 - Psychiatrist (MD)
 - Psychologist (Ph.D.) or an
 - Advanced Registered Nurse Practitioner (ARNP), with a specialty in the mental health field
- When a licensed psychiatrist (MD) or psychologist (PhD) is not available to perform a psychiatric or psychological evaluation, the VR counselor may ask for an exception to policy to purchase an evaluation from a licensed:
 1. Marriage and Family Therapist;
 2. Mental Health Counselor; or
 3. Independent Clinical Social Worker.

Qualifications for Professionals to Assess Need for Treatment

- If a current assessment is needed to determine the need for mental health treatment, the assessment may be completed by a qualified licensed professional including the following:
 1. Psychiatrist (MD);
 2. Psychologist (Ph.D.);
 3. Advanced Registered Nurse Practitioner (ARNP), with a specialty in the mental health field; or
 4. A Master's level counselor licensed as a:
 1. Marriage and Family Therapist;
 2. Mental Health Counselor; or
 3. Independent Clinical Social Worker.
- DVR may also purchase treatment from a mental health "licensed associate" who has a graduate degree in the mental health field and is gaining supervised experience as a pre-licensure candidate. DVR purchases counseling services from a "licensed associate" as long as they are clinically supervised by a licensed master's level counselor, psychiatrist, psychologist, or advanced registered nurse practitioner. Psychotherapy treatment reports provided by a "licensed associate" must be co-signed by the professional supervising the associate.

1. In the event a licensed counselor is not available locally to serve the customer, the VR Counselor consults with the VR Supervisor to determine an alternative course of action to meet the customer's needs. Examples would include:
 - Assisting the customer in traveling to the nearest licensed counselor.
 - Paying a licensed counselor from another locale to travel to meet the customer.

VR Supervisors are expected to consult with the Regional Administrator if they are uncertain about an appropriate course of action to follow.

Advanced Registered Nurse Practitioner and Physician Assistant Services

Advanced Registered Nurse Practitioner (ARNP) is an independent practitioner, licensed to evaluate diagnosis, make referrals, prescribe medications and provide treatment in a variety of specialized areas. Areas of specialty may include Mental Health/Psychiatry, Family Medicine, Women's Health Care, and Adult/Child/Geriatric Health care. As with any state recognized providers of medical services, they must be certified and licensed, and are held accountable to professional standards of care. [WAC 246-840-302: ARNP designations, certification, and approved certification examinations.](#)

Physician Assistant or Physician Assistant-Certified provides health care services under the supervision/sponsorship of a physician/osteopathic doctor. The supervisor/sponsor is not required to provide signature approval, only availability for oversight and consultation. They may evaluate, diagnose, make referrals, prescribe medications (within the scope of their practice) and provide treatment in a variety of specialized areas as described above. They must be licensed and certified, and they are held accountable to professional standards of care. [WAC 246-918-005: PHYSICIAN ASSISTANTS—WASHINGTON MEDICAL COMMISSION - Definitions](#)

A PA-C may prescribe Schedule II-V medications if DEA registration number or supervising physician/osteopath DEA registration number followed by license number is recorded.

Guidelines

1. Fees are outlined in the [Medical Fee Schedule](#) (see Authorizing, Issuing and Paying for more information on medical fees). Typically, fees are lower than those charged by an MD/DO providing same service.
2. CPT codes are assigned by service provided, not by discipline.

Chiropractic Services

The primary use of chiropractors for the treatment and relief of symptomatic pain as a short-term intervention may be appropriate treatment. This may be effective treatment for acute pain management and a preferred choice of customers. Even though the L & I medical Fee Schedule does not cover chiropractic manipulation costs, chiropractic treatment may be authorized if a primary physician recommends this service.

The use of chiropractic information may be used to determine eligibility only when the information provided is sufficiently comprehensive to determine eligibility. When additional information is needed to establish eligibility, chiropractic information may be used in conjunction with diagnostic reports from Medical Doctors, Advanced Registered Nurse Practitioner, or Physician's Assistant Certified.

- Diagnostic visit (office visit) is suggested to complete an exam, gather pertinent history, and determine the appropriateness of a short-term treatment plan.
- A review of other medical conditions is suggested to assure that the use of chiropractic treatment is not medically contra-indicated.
- It is recommended that chiropractic treatment be limited to six to eight sessions, with additional treatment based on substantial improvement.

Dental Services

(Revised 07/02/2018)

Dental treatment may be provided by DVR when a customer's treatment is directly related to an employment outcome, or in emergency situations involving pain, acute infections, or injury ([WAC 388-891A-0750 What are physical and mental restoration services?](#)).

Examples of disabling dental conditions for which restorative services may be authorized include widespread ulceration of teeth, destruction of tooth surfaces, decay that seriously affects the individual's ability to eat, badly malformed or positioned teeth, or rejection of the individual for employment on the basis of appearance.

Guidelines

- When referring customers for dental services, it is recommended that counseling staff contact dentist by phone or letter, and give dentist the reason(s) for referral. A dental exam may be necessary, including x-rays.
Ask dentist:
 - What work needs to be done now, versus what can wait until customer is employed and might have insurance.

- Specify which work is urgent, advisable or cosmetic.
- Explain that counseling staff must review treatment plan before dental services are authorized.
- Counseling staff should review dental treatment plan, and if necessary contact dentist for clarification.
- Consultation with VR Supervisor is recommended, especially if extensive dental treatment is recommended. Consultation will help:
 - Determine if second opinion is needed;
 - Review comparable benefits (Medicare, Medicaid) and first dollar resources (insurance, non-profit or community dental services).
- If a full mouth extraction and mouth replacement with upper and lower dentures is authorized, it is recommended that the case service record contain a case note that the customer has consented to full mouth extraction.
- Usual dental practices apply in the following order of priority to develop a treatment plan. First priority is usually given to reduction or elimination of pain.
 1. Reduction or elimination of pain.
 2. Reduction or elimination of infection or disease.
 3. Cosmetic- the dental condition is such that it negatively impacts the individual's ability to obtain employment due to appearance or speech.
 4. Long term dental care plan- procedures or treatment to be covered by the customer at some future date, after employment, and case closure.

Additional Medical or Medically-Related Services

(12-9-13)

- [Eye Glasses on Contract](#)

DVR participates in the DSHS (formerly called the Medical Assistance Administration, MAA) contract with Airway Optical (Correctional Industries) for the purchase of eyeglasses. The use of this optional contract is preferred whenever possible as it offers the least cost option ([WAC 388-891A-1150 May I select the services and service provider of my choice?](#)). For purchases On-Contract through Airway Optical/Correctional Industries:

- Send the AFP with the prescription and order form directly to Airway Optical. (The optician or optometrist is not to send the order directly to Airway.
- The AFP and attachments may be sent by mail or fax to Airway Optical.

- As Airway Optical is a prison industry, security arrangements are already in place to assure the privacy and confidentiality of our customers. Do not alter any procedure in creating or in sending the AFP. **Any change that you make may compromise this system.**

- Eye Glasses Not on Contract:

The Eye Glasses Contract through Airway Optical/Correctional Industries is optional. If the Airway Optical Contract does not meet the customer's needs, eye glasses can be purchased Off-Contract if the purchase is comparable to the least cost from a vendor such as America's Best, Lens Crafters, Pearle Vision or Wal-Mart. For reference, here is a link to the [America's Best - Contacts & Eyeglasses](#) website. Another option is that eye doctors in your area might be willing to provide glasses for DVR customers for the same price they charge for customers using medical coupons or give DVR a special package price for the exam, a small assortment of frames and fitting. In most instances the least cost will be to purchase the eye glasses On-Contract through Airway Optical/Correctional Industries or from a vendor.

- If special needs have been identified for the eye glasses by an ophthalmologist or optometrist, a non-contract vendor may be used.

Non-contract vendors are preferred when the prescription is for progressive, transition, or polarized lenses due to the time in manufacture, and special fitting considerations. But check to see if the eye doctor will provide the glasses at a discounted or package price for the exam, a small assortment of frames and fitting.

- Dental

This section of the medical fee schedule is a guide to recommended fees for reimbursement of dental services. This serves as a baseline for negotiation with the provider. DVR pays for the normal and customary rates charged by dentists for services.

- Hearing Aids/Related Assistive Technology

Audiologists and hearing aid vendors typically provide DVR and other state agencies with the "wholesale price" for hearing aids. When purchasing hearing aids, a current audiological evaluation must be obtained. This may be provided by the customer if the evaluation has occurred within the past twelve (12) months. If the customer does not have a current evaluation, DVR purchases one. The [Cost Estimate Worksheet for Hearing Aids and Services \(DSHS 10-393\)](#) is used to itemize costs for hearing aids and services.

- Cochlear Implants

(New 10/19/09)

Questions about DVR purchasing cochlear implants should be referred to the Statewide Coordinator of Deaf Services. The coordinator can help clarify some of the issues related to purchase, and give input to the VR Supervisor as they consider requests to purchase cochlear implants on a case-by-case, exception to policy consider basis.

- Special Services

This section contains codes unique to DVR that includes such services as vehicle modifications, assistive technology consultation, orthotics and prosthetics, hearing aids, eye glasses, missed appointments, etc. Dollar values have not been established for most of these services and are therefore negotiated directly with the vendor.

Payment for Missed Medical Appointments

DVR has the flexibility to pay for missed medical appointments. It is expected that the VR Counselor/Rehab Tech counsel an applicant/customer to prepare them for the appointment. This includes information such as location of the appointment, adequate rest for lengthy psychological testing, whether child care is available during appointments, vendor cancellation policy, etc. Explain to vendors **not** to reschedule missed appointments without first contacting the VR Counselor/ Rehab Tech.

- The missed appointment fee is paid off of the original AFP from which the appointment was authorized, and then the AFP is closed. See the process for paying a “no-show” or “cancellation” fee under [Standard Operating Procedure: Paying for Cancellation or No Show Fees](#).
- A line is drawn through the original CPT code and the appropriate missed appointment five-digit code noted. See the [Labor and Industries Medical Fee Schedule](#) or the Special Service Section for the appropriate missed appointment fee.
- If another appointment is authorized by the VR Counselor/ Rehab Tech, a new AFP is issued.

Payment of Medical Fees

(Revised 6-30-10)

The following medical practices and procedures are required in providing and purchasing services on behalf of DVR customers.

Use of Medical Fee Schedules

The Division of Vocational Rehabilitation has adopted use of the [Labor and Industries Medical Fee Schedule](#), specifically the sections titled evaluation and management; medicine; radiology; and pathology. The fees contained within these sections represent the maximum fees that DVR will pay for medical services. The Labor and Industries Fee Schedule is updated annually and published effective July 1 each calendar year.

The L&I **Fee Schedules and Payment Policies (MARFS)**, and Ratio of Costs to Charges, listed as [RCC Rates](#) can be found on the DVR SharePoint.

VR counselors may consult with the Assistive Technology and Assessment Practitioner (ATAP) for questions or technical assistance about medical fees and RCC Rates. ATAP can:

- Assist VR Counselors, as requested, in purchasing necessary services from Medical/Assistive Technology providers regarding the nature of treatment/services, duration, limitations, costs, and desired outcomes, including the use of proper CPT codes for the purchase of medical services.
- Provide occasional consultation to DVR staff on review of medical records, including additional diagnostic work-up, medical evaluations, and development of medical treatment plans as part of the Individualized Plan for Employment.

Technical assistance from the ATAPs will help VR Counselor to more effectively use the fee schedule and RCC Rates for purchasing medical services, and increase the consistency in how the medical fees and RCC Rates are utilized across the state.

DVR uses the RCC Rates to pay for hospital services:

The RCC rates are established by the Health and Recovery Services Administration, HRSA (formerly referred to as the Medical Assistance Administration), and based on Medicaid rates.

Paying for hospital services, according to the RCC Rates, results in substantial savings for DVR. For example, if the hospital typically charges \$1000 for a given service, and the RCC Rate is 29%, DVR pays \$290, and the hospital agrees not to bill the customer or DVR for the difference.

Fee Schedules are also used as baseline for purchase of prosthetics, orthotics, durable medical goods, and ambulatory surgery center services. Providers are familiar with these specialty schedules, and often willing to accept payment at these rates. The five-digit code for these services are contained in the Special Services Section.

1. When requesting an appointment with a provider or authorizing routine office services, ask the medical office staff or office manager, what the name (description of the service) and AMA (American Medical Association) CPT code (i.e., a five digit number) for the particular procedure. Ask for the fee for that procedure.
2. Once you have the above information you can cross-reference the code and fee in the L & I Fee Schedule. The amount to authorize on the AFP is the L & I fee or the office fee, whichever is less.
3. **BR** is a designation, which stands for "By Report". Report means that the value of the service is too unusual, variable, or new and no reimbursements are established. This means that we negotiate the reimbursement rate with the provider, and if no discount is available, then reimbursement is at the rate requested by the provider.

Driver Evaluations and Training at the University of Washington

In order to keep the Disabled Drivers Program a viable service for our customers, DVR has agreed to pay the amount billed, rather than applying the RCC Rate for driver evaluations and training at the University of Washington.

On the AFP please note Assessment- non-CRP and use CPT Code 97799 for Driver Evaluation and Training. This CPT code is paid By Report.

DVR will continue to apply the RCC Rates for other hospital services at the University of Washington Medical Center and other health care facilities.

Exceptions to Fee Schedule

Any exception that exceeds the maximum allowable for a service requires the approval of the VR Supervisor or designee.

A short list of "COMMONLY USED PROCEDURAL CODES/FEES - DVR" is available called the [Mini Fee Schedule](#). This document reflects current maximum fees for the most frequently used procedures. This will be updated annually to correspond with fee rates contained in the L & I Fee Schedule.

See Also:

[Exceptions to Policy](#)

Payment for Searching and Duplicating Medical Records and Postage Fees

Fees for searching and duplicating medical records are paid for according to [WAC 246-08-400](#) [How much can a medical provider charge for searching and duplicating medical records?](#) DVR may also pay postage fees for medical records.

Rehabilitation Technology Services

(Revised 07/02/2018)

See Also:

[Purchase of Vehicle and/or Vehicle Modifications](#)

Definition: Rehabilitation Technology Service Provider

Definition: Rehabilitation Technology Service Provider

A Rehabilitation Technology (RT) Service Provider is a for-profit or non-profit organization or government entity approved by DVR to provide rehabilitation technology services and/or evaluations as described in WAC 388-891A-0770.

Identifying an Approved RT Service Provider

If a customer chooses an RT service provider that is not registered by DVR, or if an additional RT service provider is needed in an area, contact the Field Services Administrator or designee to discuss the need. The Field Services Administrator or designee is responsible to review the need for an additional RT service provider, identify potential RT service providers, and gather information to assess whether they meet the DVR quality assurance expectations.

If the RT service provider satisfactorily completes the DVR quality assurance registration requirements, the Field Services Administrator coordinates with the State Office to ensure the RT service provider's information is entered in the case management system according to procedures for registering vendors in the Authorizing, Issuing and Paying for Services Chapter and notifies the DVR Field Services Administrator or designee of the action.

Selecting Services and/or Service Providers

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

1. Necessary and likely to result in an employment outcome;
2. Consistent with the customer's strengths, priorities, concerns, abilities, capabilities, interests and informed choice;

3. The Least Cost option that will meet the customer's needs;
4. Comparable benefits/services have been explored and fully utilized.

See also:

[CRP - Referral Criteria](#)

[WAC 388-891A-1150: May I select the services and service provider of my choice?](#), Can I select the services and service provider of my choice?

WAC 388-891A-1125: If comparable services and benefits are available from another program or organization, and I do not want to use them, who is responsible for the cost of the services?

Transportation Services

Transportation Services

(Revised 07/02/2018)

The VR counselor may authorize transportation services if the services are **needed** for an individual to participate in an assessment or IPE services. Transportation services are authorized based on **the least cost** option available to the individual. Determining the least cost option may take into consideration the following circumstances:

- The needs of the customer (special needs/issues);
- Where the customer needs to go, and the "least cost" way to get there (bus pass, gasoline allowance, vehicle repair);
- Availability of public transportation (bus, rail, ferry);
- Purpose of travel;
- Travel alternatives;
- Accessibility;
- Safety; and commute time.

DVR pays for services that meet the customer's needs at the least cost possible. See (2)(A) of [WAC 388-891A-1150: May I select the services and service provider of my choice?](#)

In many instances, public transit is the least cost option.

Public Transit / Bus Pass

- If public transit is available and meets the customer's needs (including accessibility needs), DVR will authorize services in the amount up to the amount of a bus pass. In areas where a discounted fare is offered to individuals with disabilities, DVR will authorize transportation services in an amount up to the cost of a discounted fare bus pass.

- Many public transit agencies across the state offer discounted fares for individuals with disabilities. If a discounted bus pass is available, DVR assists the customer to obtain the reduced-fare pass. If necessary, the VR counselor may pay for the customer to obtain required medical documentation and/or signature in order to qualify for the reduced-fare pass. This will be paid for as " Medical Provider: Misc. or report, (e.g. completion of a special form) NOT RECORDS " (Service Code 99080) under the DVR service category of "Medical." The reduced-fare bus pass will be authorized using this same service category. In DVR offices where a large volume of reduced-fare bus passes are authorized, the VR supervisor may arrange for a qualified health care professional (MD- physician or psychiatrist, Advanced Registered Nurse Practitioner (ARNP), psychologist (Ph.D.) to visit the office on a scheduled basis to sign-off on multiple reduced-fare applications at one time.

The following DVR offices are served by transit agencies that offer reduced-fare bus passes:

Area 1:

Aberdeen, Centralia, Kelso, Kent, Olympia, Port Angeles, Port Orchard, Port Townsend, Puyallup, SeaTac, Shelton, Silverdale, Tacoma, Vancouver

Area 2:

Arlington, Bellevue, Bellingham, Everett, Lynnwood, Mount Vernon, North Seattle, Oak Harbor, Redmond, Seattle Mercer

Area 3:

Kennewick, Moses Lake, Spokane, Walla Walla, Wenatchee, Yakima

Mileage/Gasoline Allowance

(Effective 01/01/2021)

WAC 388-891A-1173

When may DVR pay for the cost of fueling a personal vehicle as a transportation service?

DVR pays for the cost of fueling a personal vehicle as a transportation service if you meet the conditions for DVR to pay for a VR service as outlined in WAC [388-891A-1100: When does DVR provide or pay for vocational rehabilitation services to individuals?](#), the conditions for DVR to pay for services that facilitate driving a personal vehicle in WAC [388-891A-1172: When does DVR provide services to facilitate driving a personal vehicle?](#), and the following additional conditions:

- (1) When public transportation is not available or does not meet your needs (including your disability and accessibility needs):
 - (a) You provide DVR with documentation that shows:
 - (i) The vehicle is currently licensed and insured; and

(ii) Proof you or the driver of the personal vehicle has a valid driver's license;
(b) You provide documentation of point-to-point mileage using an online map service;
and

(c) DVR staff calculates the point-to-point fuel allowance by multiplying the number of miles by the Internal Revenue Service (IRS) standard medical mileage rate; or

(2) When public transportation is available that meets your transportation needs (including your disability and accessibility needs), but you choose to use a personal vehicle:

(a) You provide DVR with documentation that shows:

(i) The vehicle is currently licensed and insured; and

(ii) Proof you or the driver of the personal vehicle has a valid driver's license; and

(b) DVR authorizes a fuel allowance up to the amount of the least cost bus pass available to you that meets your transportation needs.

Mileage/gasoline allowance is paid directly to the customer and may not be paid in advance to a gasoline mart/station on behalf of the customer.

The current IRS medical mileage rate is \$0.1 per mile. If a higher rate per mile is required, the VR counselor may request an exception to rule.

Requesting Exception to Pay Higher Rate

DVR pays a gasoline allowance at the IRS medical mileage rate. If the customer needs to be reimbursed at a higher rate per mile, the VR counselor describes and documents the reason(s) for a higher rate and requests an exception to a rule on the customer's behalf from the VR supervisor. The VR supervisor approves or denies the request based on whether there is substantial justification for a higher rate, and documents their decision in a case note.

Note: The mileage allowance may not be inflated or adjusted to cover routine maintenance or any other anticipated costs.

Fees Related to Driver Licensing

If needed to achieve employment, DVR may authorize services related to obtaining a driver's license, including administrative fees associated with applying for a driver's license, driver's testing, or the issuance or reinstatement of a driver's license.

DVR funds cannot be used to pay attorney fees, court fees, fines or penalties that result from illegal acts.

Paying for Customer Moves

(New 5/15/06)

DVR does not customarily pay for customer moving expenses. DVR pays for customer moving expenses only by exception when approved by the Regional Administrator. VR counselor must explain this policy to the customer at any point the individual discusses the possibility of relocating to accept employment or is considering employment in a field that would require relocation.

Exceptions to Pay for Customer Moves May only be approved by the Regional Administrator

The customer may request DVR pay for moving expenses under an Exception to Policy from the Regional Administrator.

To request an Exception to Policy the VR counselor follows the steps outlined in: **Exceptions to Policy Process**

Considerations:

1. A job offer has been verified by the VR counselor and is contingent upon relocation.
2. The specialized nature of the job narrows availability to the degree that relocation is required.
3. The distance from current residence to the job site.
4. The individual's available resources.

Exclusions:

- DVR does not pay for relocating family members or for moving the entire contents of a household. Exceptions are limited to the cost of moving the individual and a minimal number of essential items.
- For liability reasons, DVR does not pay for a rental vehicle so a customer can move their own household belongings.

Completing Forms and Referral to Prospective Employers

- VR counselor assists the customer in completing the job applicant section of [Form 8850 Pre-Screening Notice and Certification Request](#), and either [ETA-9061 Individual Characteristics](#) form (indicates that customer might be represented in a targeted group for WOTC-WTW) or [ETA-9062 Conditional Certification](#) (has much more weight, because it is signed by the VR counselor indicating the customer currently has a plan (IPE) for VR services or the customer had a plan within the past two years).
- After the customer (job applicant) and VR counselor complete their sections, the forms are given to the customer (to give to the employer) or if appropriate, can be mailed directly to the employer.

Note: Forms that are given to the customer and/or employer must have original signatures.

1. The employer completes the employer sections, signs/dates the forms and sends the forms to the Employment Security Department (address below).

Note: All WOTC applications must be submitted online using the [online filing system](#). Even if an application is mailed the application still must be completed online through the online filing system.

2. Employers should be advised that forms must be mailed on the first day of employment or no later than 28-calendar days from the employment start date to the address (below).

Note: even if the application is mailed the application still must be completed online through the [online filing system](#).

Employment Security Department
WOTC Administrative Unit
PO Box 9046
Olympia, WA 98507-9046

Guidance for Completing Forms:

[Form 8850 Pre-Screening Notice and Certification Request](#)

(Complete Job applicant information, WOTC section and if appropriate, WtW section. Job applicant signs and dates the form at the bottom of the first page). Employer completes the second page of the form.

[ETA-9061 Individual Characteristics](#) - WOTC and WtW Tax Credits

(Form is used in conjunction with IRS form 8850 to determine eligibility for WOTC and WtW Tax Credits.) The form may be completed by the applicant, employer or employer representative, Community Rehabilitation Program (CRP), participating agency (DVR or other agency) and signed by the person or agency filling out the form. If job applicant (customer) does not currently have a plan, or has not completed a plan within the past two years, s/he will not be considered as part of the targeted group as receiving "Rehabilitation Services" (# 15). The customer might however, meet the requirements of another target group.

The form includes employer name/address, Employer Federal ID No, employment start date. In the middle section of the form, the applicant, employer or individual completing/signing the form indicates that job applicant has been determined to have characteristics of WOTC Target Group Certification. If appropriate, the job applicant completes the section (#18) about receiving Temporary Assistance for Needy Families (TANF) to help determine eligibility for WtW Tax Credit.

[ETA-9062 Conditional Certification](#) for WOTC

This form is not found on the Employment Security Department WOTC website. ETA-9062 is not widely distributed because it requires an authorized signature (VR counselor).

(VR counselor signs as Authorized Official (# 7) if customer currently has a plan (IPE) for VR services, or if customer had a plan within the past two years. Applicant signs form (# 14). Employer completes Part II Employer Declaration section, signs (# 20) and date (# 21) at bottom of the first page.

Additional Guidance for Completing ETA-9062-Conditional Certification

- A. Complete First Section. Leave blank: (# 1) Initiating Agency Code
- B. Select Participating Agency (# 2)
- C. Indicate Type of Certification (# 3) Usually a. Original
- D. In the space provided (# 7) the VR counselor signs the form indicating that the individual (customer) (1) has a physical or mental disability that results in a substantial barrier to employment, and (2) customer currently has a plan (IPE) for VR services or completed a plan within the past two years.
- E. Enter the DVR office name and address (location of the VR counselor who signed the form) (# 6) as the State Workforce Agency Name/Address.
- F. Enter the letter "E" as the Target Group Code (# 12)
- G. Be sure customer signs in space provided (# 14)

Note: All WOTC applications must be submitted online using the [online filing system](#). Even if an application is mailed the application still must be completed online through the online filing system.

Marijuana - Customer Acquisition, Sale and Consumption of Marijuana

(12-9-13)

Although Washington State has legalized the consumption of marijuana, the acquisition, sale and consumption of marijuana under any circumstances is still a violation of federal law. DVR is bound by federal law and cannot purchase marijuana on behalf of a customer nor assist a customer in the acquisition or consumption of marijuana. Further, DVR cannot support a customer in achieving an employment outcome that is related to the growing, selling, producing or distributing marijuana. There is not any exception to this prohibition.

When it becomes known to DVR that a customer is buying, selling or using marijuana, the VR counselor must take an appropriate course of action based on the following considerations:

1. Although marijuana is legal in Washington State, the acquisition, sale and consumption of marijuana under any circumstances is still against federal law. The individual could be prosecuted and convicted of a federal crime.
2. Many employers mandate drug-free workplaces and require drug testing as a condition for employment. The use of marijuana (medical or recreational) may disqualify an individual from certain kinds of employment. The VR counselor will need to determine on case-by-case basis if the customer can continue to use marijuana and pursue an employment outcome, or whether using marijuana is limiting the opportunities for the customer to achieve an employment outcome that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
3. Having a medical marijuana card or a prescription for marijuana does not mean that an individual is eligible for VR services, nor can the prescription be used as documentation for eligibility. Other medical information and records will be needed that describe the disabling condition and functional limitations. Even though an individual has a medical marijuana card the VR counselor still must determine if the individual meets the eligibility criteria outlined in [WAC 388-891A-0500 Who is eligible to receive VR services?](#)
4. It is possible that the use of marijuana affects the individual's motivation, judgment, problem solving skills, or interpersonal skills. This drug use may put the individual and/or others at risk in some jobs that involve driving or working around machinery. Before supporting an employment outcome the VR counselor assesses how using marijuana may affect the individual's performance. It is possible that an individual may use marijuana in small quantities on the weekend and it does not appear to affect their ability to work. Any use at all could cause them to fail a drug test and be excluded from consideration for some jobs. A drug and alcohol assessment is recommended whenever there is concern that the customer's use of marijuana or other substances affects the individual's ability to achieve an employment outcome.
5. Whenever possible it is good to find out if there is a different medicine available that the individual can take to address symptoms such as pain or nausea. There might be a medicine the individual can take and still pass the drug tests.
6. In some instances, the individual might have to make a choice to either continue to use marijuana and not go to work, or stop using marijuana so they can pass the drug tests and achieve an employment outcome.
7. Consultation with the VR supervisor is required if the VR counselor needs additional guidance and support on how to proceed in a particular case.

Medical Marijuana

(New 4/18/11)

Although some states (including Washington) have recently legalized medical marijuana, the acquisition of marijuana under any circumstances is still against federal law. DVR is bound by federal law and cannot purchase or assist in the acquisition of medical marijuana. There cannot be any exception to this prohibition. See Marijuana- Customer Acquisition, Sale and Consumption of Marijuana (above).

See Also:

[Exceptions to Policy that Cannot be Granted](#)

VR Service Categories

See Also:

[Conditions for Receiving VR Services under U.S. Citizenship and Immigration Services, USCIS Laws \(Formerly called INS\)](#)

(Revised 02/17/2022)

Service Category- Assessment

Service Name- Assessment (non-CRP)

1. The type of service point is unlimited and payment type is AFP.
2. Services provided to determine eligibility, priority category, and/or the nature and scope of VR services to be included on the IPE. Includes training services provided as an assessment, evaluation and testing for credential attainment (assessments required for obtaining a CDL, Basic Driver's Ed., industry specific credential testing). For fees required to obtain a credential or license, see the "Other" category.

Service Name- Brief Vocational Evaluation

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Typically completed in one day or less, and are paper and pencil tests, such as vocational, psychometric or personality test, vocational preference, or interest inventory, etc.
3. [CRP - Vocational Evaluation Services](#)

Service Name- CRP: Comprehensive Vocational Evaluation Services

1. The type of service point is unlimited, payment type is AFP and need contract.
2. May be completed in three days or less. Consists of tests or assessment methods to measure and document the customer's interests, values, work-related behaviors, attitudes, skills and physical capabilities.
3. [CRP - Vocational Evaluation Services](#)

Service Name- CRP: Community Based Assessment (Lvl 1-4)- Intake

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Contractor places a DVR customer into a paid employment setting, or other realistic work setting in which the customer performs work for a specified period with the direct provision of job supports and training to:
 - a. Identify or verify the customer's abilities, interests, work skills, attitudes, skills or behavior, and
 - b. Identify the supports and accommodations needed for the customer to obtain and maintain competitive employment
 - c. (Four (4) levels available)
 - d. [CRP - Community Based Assessment](#)

Service Name- CRP: Community Based Assessment (Lvl 1-4)- Outcome

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Contractor places a DVR customer into a paid employment setting, or other realistic work setting in which the customer performs work for a specified period with the direct provision of job supports and training to:
 - a. Identify or verify the customer's abilities, interests, work skills, attitudes, skills or behavior, and
 - b. Identify the supports and accommodations needed for the customer to obtain and maintain competitive employment
 - c. (Four (4) levels available)
 - d. [CRP - Community Based Assessment](#)

Service Name- CRP: Trial Work Experience-Intake

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Experience(s) where the DVR customer performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training.
(Four (4) levels available).
3. [CRP - Trial Work Experience](#)

Service Name- CRP: Trial Work Experience-Outcome

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Experience(s) where the DVR customer performs work in an actual paid employment setting(s), or other realistic work setting(s), with the direct provision of appropriate supports and training.
(Four (4) levels available).
3. [CRP - Trial Work Experience](#)

Service Name- IL Comprehensive Evaluation

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Services provided to evaluate independent living services needed to achieve or retain employment. All ten (10) of the defined evaluation topics are in the IL Service Delivery Outcome Plan (SDOP).
3. This may include an in-person consultation to discuss the results of the IL Comprehensive Evaluation with the VR counselor, the customer and the IL contractor for a flat fee of \$72.00.

Service Name- IL Partial Evaluation

1. The type of service point is unlimited, payment type is AFP and need contract.
2. IL Partial Evaluation is when the VR Counselor authorizes a minimum of **one (1) up to a maximum of five (5)** of the defined evaluation topics in the IL Service Delivery Outcome Plan (SDOP).
3. This may include an in-person consultation to discuss the results of the IL Comprehensive Evaluation with the VR counselor, the customer and the IL contractor for a flat fee of \$72.00.

Service Category – Basic Academic Remedial or Literacy Training

Service Name- Training Basic Ed/ Literacy

1. The type of service point is plan only; payment type is AFP.
2. Adult basic education to remediate basic academic skills needed to perform a job, including literacy training.

Service Name- Training - Books/Supplies Basic Ed/Literacy

1. The type of service point is plan only; payment type is AFP.
2. Books, supplies, and other fees related to adult basic education to remediate basic academic skills needed to perform a job, including literacy training. The books, supplies and other fees may be purchased at the same institution or elsewhere.

Service Category - Benefits Counseling

Service Name- Benefits Planning

1. The type of service point is unlimited and No AFP.
2. Benefits planning is provided to help the customer understand how earned income will impact their SSDI, SSI or other public benefits and make an informed choice about the pursuit of employment.

Service Category – Customized Employment

Service Name-CRP: Job Placement Customized Employment-Intake, Activity, Outcome

1. The type of service point is unlimited, payment type is AFP and need contract.
2. The contractor shall explore the individual's strengths and capabilities, which may lead to employment options.
3. Customized Job Placement is distinguished from traditional Job Placement Services by using flexible strategies, services and supports for an individual. Customized Job Placement is individualized, involving a job for one person. The goal of Customized Job Placement is a placement that meets the individual's specific abilities and employer's needs, all while being in a competitive and integrated setting.

Service Name – CRP: Discovery – Intake, Activity, and Outcome

1. The type of service point is unlimited, payment type is AFP and need contract
2. Discovery is designed to replace traditional comparative assessments and should include activities such as interviews with the customer, guardian, family, or other significant individuals in the customer's life. This begins with a person-centered determination of the individual's strengths, needs and interests
3. Three Payment Points, Intake, Activity, and Outcome

Service Category - Diagnosis and Treatment of Impairments

Service Name- Audiological Evaluation

1. The type of service point is unlimited and payment type is AFP.
2. Audiological evaluation or exam, selection of hearing aids. Use the Hearing Aid Purchase VR Service Category for hearing aid purchases, and the Hearing Aid Repair VR Service Category for hearing aid repair. See Also: Hearing Aids-Related Assistive Technology

Service Name- Physical & Mental Restoration

1. The type of service point is unlimited; Payment type is AFP.
2. Diagnosis and treatment to correct or modify substantially a physical or mental impairment that results in an impediment to employment. Includes dentistry, drugs and supplies, eyeglasses, physical or occupational therapy, speech therapy, mental health services, and other medical services.
3. (For hearing aid purchases use the Hearing Aids Purchase or for hearing aid repairs use the Hearing Aids Repair).

Service Category – Extended Services

Service Name- CRP: Extended Services

1. The type of service point is plan only; payment type is AFP.

2. Ongoing support services and other services based on customer need to help support or maintain work in supported employment after the transition from DVR time-limited support services.
3. Provided on a case-by-case basis for up to four years from the date time-limited support services have ended or until the customer reaches age twenty-five, under the following conditions:
 - (a) Customer is a youth with a disability as defined in WAC 388-891A-0010(19);
 - (b) VRC and customer have discussed whether continuing time-limited supported employment services would be appropriate and both have determined that no further time-limited supported employment services are necessary to support and maintain supported employment before the transition to extended services; and
 - (c) No other source of extended services is available

Service Category - Four-Year College or University Training

Service Category type Training-Post Secondary

1. The type of service point is plan only; payment type is AFP.
2. Academic training above the high school level leading to a degree (Associate, Bachelors or other professional) or another recognized educational credential. Training is provided by a four-year college or university.

Service Category type Training- Books/Supplies Four Year College or University

1. The type of service point is plan only; payment type is AFP.
2. Books, supplies and other fees related to academic training above the high school level leading to a degree (Associate, Bachelors or professional) or another recognized educational credential. Training is provided by a four-year college or university. The books, supplies and other fees may be purchased at the same institution or elsewhere.

Service Category - Graduate College or University

Service Name- Training - Graduate School

1. The type of service point is plan only; payment type is AFP.
2. Academic training above the bachelor's degree level leading to an advanced degree (Masters or Doctorate) or another advanced recognized educational credential. Training is provided by a four-year college or university.

Service Name- Training - Books/Supplies Graduate School

1. The type of service point is plan only; payment type is AFP.
2. Books, supplies and other fees related to academic training above the bachelor's degree level leading to an advanced degree (Masters or Doctorate) or other advanced, recognized educational credential. Training is provided by a four-year college or

university The books, supplies and other fees may be purchased at the same institution or elsewhere.

Service Category – Information and Referral Services

Service Name- Information and Referral (Provided by DVR staff)

1. The type of service point is unlimited, No AFP.
2. Information and referral to another agency or program.

Service Category – Interpreter Services

Service Name- Interpreter Services (Sign/Captioning)

1. The type of service point is unlimited, payment type is AFP.
2. Sign language for customers who are deaf or hard of hearing.
3. Real-time captioning services composed of text, for customers who are deaf or hard of hearing to access content delivered by spoken words and sounds. Real-time captions, or Computer Assisted Real-time Translation (CART), are created as an event takes place.
4. Tactile interpretation services for customers who are deaf-blind.
5. Specially trained individuals perform sign language, oral interpretation, real-time captioning or tactile interpretation services.

Service Name- Interpreter Services (Spoken Language)

1. The type of service point is unlimited, payment type is AFP.
2. Services to verbally interpret spoken information from one language to another.

Service Name - Reader Services

1. The type of service point is unlimited; Payment type is AFP.
2. Reader services are for customers who cannot read print because of blindness or other disability. Reader services include, in addition to reading aloud, computer-based screen-readers, transcription of printed information into Braille or sound recordings if the customer requests such transcription. Reader services are generally for customers who are blind or deaf-blind but may also include customers unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.

Service Category - Job Placement Assistance

Service Name- Job Placement (Non-CRP) (Provided by DVR staff)

1. The type of service point is Plan only, No AFP.
2. Referral of a customer to a specific job that results in job placement.

Service Name- CRP: CBA Permanent Employment Bonus

1. The type of service point is Plan only, payment type is AFP and need contract.
2. A bonus of \$722 is paid to the CRP contractor if the customer obtains a permanent, competitive, and integrated job as a secondary outcome of the Community Based Assessment, CBA.

Service Name- CRP: Healthcare Coverage Bonus

1. The type of service point is Plan only, payment type is AFP and need contract.
2. A bonus of \$722 is paid to the CRP contractor if the customer obtains a permanent, competitive and integrated job of 30 hours or more per week and includes employer-provided healthcare benefits.

Service Name - CRP: High Wage Bonus

1. The type of service point is Plan only, payment type is AFP and need contract.
2. A bonus of \$722 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal on the SDOP, achieving the wage listed below and maintains that wage for 90 days for non-supported employment or until stabilization is achieved for supported employment.

Service Name - CRP: Rapid Placement Bonus

1. The type of service point is Plan only, payment type is AFP and need contract.
2. A bonus of \$535 shall be paid if the Customer obtains a permanent, competitive, and integrated job that is in line with the goal listed on their SDOP within 60 days of Job Placement Services being authorized. This bonus may be invoiced and paid after the Customer has completed their first full day of competitive, integrated employment.

Service Name - CRP: Rural Area Bonus – Customer Residence

1. The type of service point is Plan only, payment type is AFP and need contract.
2. **Customer lives in rural area:** A bonus of \$375 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal listed on their SDOP and they live in a rural area as defined by HRSA and verified by VRC

Service Name - CRP: Rural Area Bonus – Location of Job

1. The type of service point is Plan only, payment type is AFP and need contract.
2. **Job is located in rural area:** A bonus of \$375 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal listed on their SDOP and the job is located in a rural area as defined by HRSA and verified by VRC. Either bonus may be invoiced and paid after the Customer has completed their first full day of competitive, integrated employment. CRPs are eligible for both bonuses if the Customer lives in a rural area and they obtain employment in a rural area. Report

should contain the address of Customer's residence and/or location of job for verification purposes.

Service Name- CRP: Job Placement Services-Intake

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Location and placement of a customer into a paid and integrated employment position.
3. There are four (4) level available
4. [CRP - Job Placement Services](#)

Service Name- CRP: Job Placement Services-Activity

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Location and placement of a customer into a paid and integrated employment position.
3. There are four (4) level available
4. [CRP - Job Placement Services](#)

Service Name- CRP: Job Placement Services-Outcome

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Location and placement of a customer into a paid and integrated employment position.
3. There are four (4) level available
4. [CRP - Job Placement Services](#)

Service Name- CRP: Transportation

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Mileage is paid to the CRP contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), [Section 10.90.20: Reimbursement Rates for Lodging, Meals, and Privately-Owned Vehicle Mileage](#)
3. Other Misc. Transportation Expenses- the VR counselor may authorize payment to the CRP Contractor to cover other transportation-related expenses such as state ferry fees and toll fares.
4. Use the CRP: Travel Time Service to pay for travel time.

Service Name- CRP: Travel Time

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Travel time is paid to the CRP contractor at a fixed rate of \$35 per hour in quarter hour increments if service delivery occurs more than fifty (50) miles from the contractors nearest staffed office location.

Service Category – Job Readiness Training

Service Name- WorkStrides

1. The type of service point is unlimited; paid with A-19.
2. Work strides is a career development workshop that engages customers in self-reflection and interactive group discussion to identify their strengths, interests, skills and work values, as well as researching local jobs. Participants in Work strides learn from each other and practice working as part of a team.

Service Name- WorkStrides / Dependable Strengths

1. The type of service point is unlimited; paid with A-19.
2. Work strides with a 3-day Dependable Strengths workshop that engages participants in reflecting on their experiences in life, identifying patterns of strengths, and learning how to talk about their dependable strengths in ways that demonstrate their value.

Service Category – Job Retention Supports

Service Name- CRP: Job Retention Services-Outcome

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Individualized training and support services that enable the client to learn the essential job functions of a job and meet the employer's expected level of performance.

(Four (4) levels available)

Service Name- CRP: Off-Site Psycho-Social Job Support Services (Non-SE)-Intake/Outcome

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Services are provided to enable the customer to adjust to the work environment, manage the stresses of working, achieve job stabilization. The services are used if the customer does not want to receive services at the worksite because the customer has not disclosed their disability to the employer or the employer prohibits access by the contractor to the worksite. The services are provided after Job Placement services and employment is achieved.
3. There are four (4) levels available, and two payment points (intake and outcome)

Service Name- Job Retention (Non-CRP) (Provided by DVR staff)

1. The type of service point is Plan only, No AFP.
2. Services provided to a customer who has been placed in employment in order to stabilize the placement and enhance job retention. Includes job coaching, follow-up, and retention services.

Service Category – Job Search Assistance

Service Name- Job Club

1. The type of service point is Plan only; payment type is AFP if provided by a vendor.
2. Job clubs offer networking opportunities with other job seekers, guest speakers, and employment specialists. Attending job club gives the customer a sense of not being alone in their job search. Job clubs often give lessons or presentations on resumes, cover letters, applications, informational interviews, and how to talk with employers, assistance with interviews, online job search, networking and overcoming barriers to employment. How, if, when to disclose a disability and ask for accommodations is discussed.
3. A Job Club may be conducted by DVR staff or a vendor

Service Name- Job Search Assistance (non-CRP) (Provided by DVR staff)

1. The type of service point is Plan only, No AFP.
2. Job search activities support and assist a customer in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on behalf of the customer.

Service Category - Junior or Community College Training

Service Category type Training-Post Secondary

3. The type of service point is plan only; payment type is AFP.
4. Academic training above the high school level leading to a degree (Associate or other professional) or another recognized educational credential. Training is provided by a community or junior college.

Service Category type Training- Books/Supplies Four Year College or University

3. The type of service point is plan only; payment type is AFP.
4. Books, supplies and other fees related to academic training above the high school level leading to a degree (Associate or other professional) or another recognized educational credential. Training is provided by a community or junior. The books, supplies and other fees may be purchased at the same institution or elsewhere.

Service Category - Maintenance

Service Name- Maintenance

3. The type of service point is Plan only; Payment type is AFP.
4. Monetary support provided to a customer to pay for expenses such as food, lodging and clothing in excess of normal expenses that are required for the customer to participate in VR services. Costs include uniforms, interview clothing, per diem to participate in an assessment or training service not within commuting distance of the customers home, or security deposits necessary to relocate for a job placement. Maintenance costs may also

include monthly fees for support services required to participate in VR services, such as internet service.

Service Category – Miscellaneous Training

Service Name- IL Skills Training Services

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Services to develop a customer's skills and abilities in decision making, money management or the use of public transportation (learning how to get to appointments, work and feel safe) to mitigate or eliminate their IL barriers to employment.

Service Name- Computer Training

1. The type of service point is unlimited and payment type is AFP.

Service Name- Training: Other misc.

1. The type of service point is plan only; payment type is AFP.
2. Training not identified in another category, including high school completion, speech reading, or sign language training, cognitive training or other miscellaneous training courses needed to facilitate an employment outcome. Includes books, supplies, and other fees related to the training, whether purchased at the same institution or elsewhere.

Service Category - Occupational or Vocational Training

Service Name- Training-Technical or Vocational Education

1. The type of service point is plan only; payment type is AFP.
2. Occupational, vocational or specific job skill training (not leading to an academic degree) provided by a community college, business school, vocational, technical or trade school to prepare for work in a specific occupation.

Service Name Training -Books/Supplies Technical or Vocational Education

1. The type of service point is plan only; payment type is AFP.
2. Books, supplies and other fees related to occupational, vocational or specific job skill training (not leading to an academic degree) provided by a community college, business school, vocational, technical or trade school to prepare for work in a specific occupation. The books, supplies and other fees may be purchased at the same institution or elsewhere.

Service Category - On the Job Training

Service Name- Training On-the-Job Training (OJT)

1. The type of service point is plan only; payment type is AFP.
2. Training an employer provides after a customer has been hired to teach the skills necessary to perform the job.

Service Category - Other Services

Service Name- Child Care

1. The type of service point is unlimited and payment type is AFP.
2. DVR only purchases childcare services from licensed childcare providers.
3. [Child Care Services](#)

Service Name- Computer Purchase (Desktop)

1. The type of service point is unlimited and payment type is AFP.
2. Complete Desktop system (including computer, printer, printer ink/toner, printer cable, mouse etc.) or Computer only.
(Inventoried)

Service Name- Computer Purchase (Laptop)

1. The type of service point is unlimited and payment type is AFP.
2. Complete Laptop system (including computer, printer, printer ink/toner, printer cable mouse etc.) or Laptop only.

(Inventoried)

Service Name- Computer Peripherals

1. The type of service point is unlimited and payment type is AFP.
2. Hardware like monitor, printer or mouse separate from computer purchase including Assistive Technology devices.

(Inventoried)

Service Name- Computer Service and Repair

1. The type of service point is unlimited and payment type is AFP.
2. Service & Repair, Repossessions and Internet connection services (DSL, cable, dial-up).

Service Name- Computer Software

1. The type of service point is unlimited and payment type is AFP.
2. Software not included in computer purchase like accounting software, magnification software or voice activated software.

Service Name- IL Work-related Systems Access Services

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Services that assist the customer in accessing and utilizing public support systems. May include, but not limited to, assistance with income (Social Security, TANF) personal care, housing and/or medical coverage.

Service Name- Other

1. The type of service point is Plan only; Payment type is AFP.
2. Services not specified in another category such as services to family members, or fees for occupational or other licenses. For Childcare use the Child Care category.

Service Name- Translation Services

1. The type of service point is unlimited, Payment type is AFP.
2. Written translation of information from one language to another

Service Category – Personal Attendant Services

Service Name- Personal Attendant Services (PAS)

1. The type of service point is unlimited; Payment type is AFP.
2. Services provided by one or more persons, such as a personal attendant, to assist a customer with a disability perform daily living activities on or off the job that the individual would perform without help if they did not have a disability. DVR does not pay family members to provide PAS.

Service Category – Pre-ETS Counseling on Enrollment Opportunities

Service Name- Staff Pre-ETS: Post-sec. guidance and counseling

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides services assisting students in the career decision-making process that includes gaining an awareness of the wide range of postsecondary career pathways and may include student exploration and planning.

Service Category – Pre-ETS Instruction in Self-Advocacy

Service Name- IL: Pre-ETS Related Mileage

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Mileage is paid to the IL contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the

Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), Section 10.90.20.

Service Name- IL: Pre-ETS Related Misc. Transportation Expenses

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. The VR counselor may authorize payment to the IL Contractor to cover other transportation-related expenses such as state ferry fees and toll fares.

Service Name- IL: Pre-ETS Related Travel Time

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Travel time is paid to the IL contractor at a fixed rate of \$35 per hour in quarter hour increments if service delivery occurs more than fifty (50 miles from the contractors nearest staffed office location).

Service Name- IL: Pre-ETS Self-advocacy / Peer Mentoring

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Pre-Employment Transition Services IL **Self-Advocacy** Training activities are intended to help a student gain self-advocacy skill as specified below.
 - a. Student training areas may include:
 - b. Problem-solving strategies
 - c. Assertiveness training
 - d. Strategies for exercising civil rights.
 - e. Self-determination strategies
3. Pre-Employment Transition Services IL **Peer Mentoring** is designed to help a student receive peer mentoring from individuals with disabilities working in competitive integrated employment or engaged in post-secondary education or training.

Service Name- Non-CRP Pre-ETS: Self-Advocacy / Peer Mentoring

1. The type of service point is unlimited, No AFP available. Only available for students with disabilities.
2. Services provided in a group setting through the pre-ETS contract, which assist with students' ability to effectively communicate, convey, negotiate, or assert his/her own interests and/or desires.
3. Can include either direct self-advocacy training from the service provider or the provision of peer mentoring services through the provider.

Service Name- Staff Pre-ETS: Self-Advocacy/ Peer mentoring

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides or arranges services to assist with student's ability to effectively communicate, convey, negotiate or assert his/her own interests and/or desires. Can include either direct self-advocacy training from the service provider or the provision of peer mentoring services through the provider.
3. Peer mentoring may also include disability mentoring or group mentoring.

Service Category - Pre-ETS Job Exploration Counseling

Service Name CRP: Pre-ETS Info Interview

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Pre-Employment Transition Services Informational Interviews are designed to help a student meet with employers to learn about vocational areas of interest. Each interview should be approximately 30-60 minutes in length.
3. Specific CRP services include:
 - a. Working with the student to identify sites and contact businesses.
 - b. Helping student prepare and practice questions for the interview.
 - c. Helping student plan appropriate grooming
 - d. Helping student plan transportation to the site
 - e. Accompany student to the site.
 - f. Accompany student to the interview.
 - g. Helping student prepare and deliver a thank-you note to the person interviewed.
 - h. Post-interview debriefing with the student.

Service Name- CRP: Pre-ETS Job Shadow

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Pre-Employment Transition Services Job Shadow is a one to five-hour observation at a business in the community. The job shadow should be located at a business or organization not related / connected to the CRP's own agency.
3. Specific CRP services include:
 - a. Developing the Job Shadow site(s) based on student interests.
 - b. Helping student prepare questions for the employer
 - c. Helping student plan appropriate grooming
 - d. Helping student plan transportation
 - e. Accompany student to the site(s)

- f. Helping student prepare and deliver a follow-up note to the employer.
- g. Post-Job Shadow debriefing with student

Service Category type CRP: Pre-ETS Related Mileage

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Mileage is paid to the CRP contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), Section 10.90.20

Service Category type CRP: Pre-ETS Related Misc. Trans. Expenses

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Mileage is paid to the CRP contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), [Section 10.90.20: Reimbursement Rates for Lodging, Meals, and Privately-Owned Vehicle Mileage](#)
3. Other Misc. Transportation Expenses- the VR counselor may authorize payment to the CRP Contractor to cover other transportation-related expenses such as state ferry fees and toll fares.
4. Use the CRP Travel Time VR Service Category to pay for travel time.

Service Name- CRP: Pre-ETS Related Travel Time

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Travel time is paid to the CRP contractor at a fixed rate of \$35 per hour in quarter hour increments if service delivery occurs more than fifty (50) miles from the contractors nearest staffed office location.

Service Name- Staff Pre-ETS: Job Exploration

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides or arranges for services intended to foster motivation, consideration of opportunities and informed decision-making. Job Exploration Counseling may include discussion or information on:
 - a. The student's vocational interest inventory results
 - b. The labor market, In-demand industries and occupations
 - c. Non-traditional employment options
 - d. Administration of vocational interest inventories
 - e. Identification of career pathways of interest to the students

Service Category - Pre-ETS Work Based Learning Experience

Service Name- CRP: Pre-ETS Work-Based Learning (“Work learning 11+ hrs, [variable weeks]”)

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Pre-Employment Transition Services Work-Based Learning helps a student explore a work area of interest and must be located in an integrated environment at a business in the community.
3. Specific CRP activities include:
 - a. Developing the WBL site
 - b. Transporting and/or helping the student plan and access transportation to the site
 - c. Collecting employer feedback
 - d. Post WBL debriefing with the student.

Service Name- CRP: Pre-ETS WBL Training / Wage Reimbursement

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. The CRP may be reimbursed when the CRP pays wages to the student to facilitate placement in a work-based learning experience.
3. When the entity being reimbursed is the employer hosting a work-based learning experience, the category “Pre-ETS Employer Wage Reimbursement” should be used.

Service Name- Non-CRP Pre-ETS: Work-based Learning Activities

1. The type of service point is unlimited, No AFP available. Only available for students with disabilities.
2. Services provided in a group setting through the pre-ETS contract, offering unpaid WBL activities that included:
 - a. **Job Shadowing:** An on-the-job learning experience that involves working with another employee to learn new aspects related to the job, organization, certain behaviors or competencies.
 - b. **Informational Interviews:** An informal conversation with someone working in a career area/job of interest to the student and who will provide information and advice.
 - c. **Workplace Tours/ Field Trips:** A group excursion for the purpose of first-hand observation to specific work sites. Students learn about the business, meet employees, ask questions and observe work in progress.

Service Name- Non-CRP Pre-ETS: Work-based Learning Exp. (paid)

1. The type of service point is unlimited, No AFP available. Only available for students with disabilities.

2. Paid work-based learning experiences provided through the pre-ETS contract that.
 - a. Are provided in an integrated setting in the community.
 - b. Are paid at no less than minimum wage.

Service Name- Pre-ETS Employer Wage Reimbursement

1. The type of service point is unlimited; Payment type is AFP, and only available for student with disabilities.

Service Name- Staff Pre-ETS: Work-based Learning activities

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides or arranges for unpaid WBL activities that included:
 - a. **Job Shadowing:** An on-the-job learning experience that involves working with another employee to learn new aspects related to the job, organization, certain behaviors or competencies.
 - b. **Informational Interviews:** An informal conversation with someone working in a career area/job of interest to the student and who will provide information and advice.
 - c. **Workplace Tours/ Field Trips:** A group excursion for the purpose of first-hand observation to specific work sites. Students learn about the business, meet employees, ask questions and observe work in progress.

Service Name- Staff Pre-ETS: Work-based Learning exp. (paid)

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides or arranges for paid work-based learning experiences that:
 - a. Are provided in an integrated setting in the community.
 - b. Are paid at no less than minimum wage.

Service Category - Pre-ETS Workplace Readiness Training

Service Name-CRP: Pre-ETS Workplace Readiness Training A-C

1. The type of service point is unlimited, payment type is AFP, only available for students with disabilities and need contract.
2. Pre-Employment Transition Services Workplace Readiness Training is provided in conjunction with student participation in Pre-Employment Transition Services Work-Based Learning Experiences.
3. Specific CRP activities include:
 - a. Instruction in communication and interpersonal skills

- b. Orientation and mobility
- c. Understanding employer expectations for punctuality and performance
- d. Other 'soft' skills necessary for employment

Service Name- Non-CRP Pre-ETS: Work Readiness Training

1. The type of service point is unlimited, No AFP available. Only available for students with disabilities.
2. Services provided in a group setting through the pre-ETS contract, which address skills and behaviors that are necessary for any job.
3. Workplace readiness training may also include:
 - a. Financial literacy.
 - b. Orientation and mobility skills.
 - c. Job-seeking skills.
 - d. Understanding employer expectations for punctuality and performance.
 - e. Appropriate behavior.

Service Name- Staff Pre-ETS: Work Readiness Training

1. The type of service point is unlimited, No AFP, only available for students with disabilities.
2. DVR staff provides or arranges for services that address skills and behaviors that are necessary for **any** job.
3. **The service provided can address specific social/interpersonal skills as well as independent living skills.**
4. Workplace readiness training may also include:
 1. Financial literacy.
 2. Orientation and mobility skills.
 3. Job-seeking skills.
 4. Understanding employer expectations for punctuality and performance.
 5. Appropriate workplace behavior.

Service Category- Registered Apprenticeship training

Service Name- Apprenticeship Training

4. The type of service point in Plan-only and payment type is AFP.
5. A work-based employment and training program that combines hands-on, on-the-job work experience in a skilled occupation with related classroom instruction. Elements that distinguish apprenticeship programs from other work-based efforts including on-the-job training, and internships are the following: includes supervision and structured mentoring; provides for wage increases as an apprentice's skills increase; is based on an employer-employee relationship; and provides an industry recognized certificate of completion of the program. If there are costs associated with apprenticeship training, this

service category should not be used to pay wages. (Another entity such as an employer or union pays wages). This category can be used to pay for classroom based or other apprenticeship-related training that is not paid by the employer or union.

Service Name- Apprenticeship Training- Books and Supplies

1. The type of service point in Plan-only and payment type is AFP.
2. Books, supplies for apprenticeship training. Use the Apprenticeship Training VR Service Category to purchase classroom based or other apprenticeship-related training.

Service Category – Rehabilitation Technology

Service Name- Hearing Aid Purchase

1. The type of service point is unlimited and payment type is AFP.
2. Includes hearing aid purchase, ear molds, accessories such as batteries, and insurance. Use the Hearing Aid Repair VR service Category for a hearing aid repair. Use the Audiological Evaluation VR Service Category for an audiological evaluation or exam.

Service Name- Hearing Aid Repair

1. The type of service point is unlimited and payment type is AFP.
2. Includes hearing aid purchase, ear molds, accessories such as batteries, and insurance. Use the Hearing Aid Repair VR service Category for a hearing aid repair. Use the Audiological Evaluation VR Service Category for an audiological evaluation or exam.

Service Name- Rehab Tech - Vehicle Purchase

1. The type of service point is Plan only; Payment type is AFP.
2. A vehicle that is purchased already modified to address functional losses through the use of technological solutions that will increase, maintain or improve a customer's functional capacities. For vehicles purchased without modifications use the "Vehicle Purchase" service.

Service Name- Rehab Tech – Computer Purchase (Desktop)

1. The type of service point is unlimited; Payment type is AFP.
2. Computer Desktop system (including computer, printer, printer ink/toner, printer cable, mouse etc.) or a desktop computer only, which is specialized to address functional losses through the use of technology solutions that will increase, maintain or improve a customer's functional capacities.

Service Name- Rehab Tech – Computer Purchase (Laptop)

1. The type of service point is unlimited; Payment type is AFP.
2. Complete Laptop system (including computer, printer, printer ink/toner, printer cable mouse etc.) or Laptop only.

Service Name- Rehab Tech – Computer Peripherals

1. The type of service point is unlimited; Payment type is AFP.
2. Hardware that is specialized to address functional losses through the use of technology solutions that will increase, maintain or improve an individual's functional capacities. Examples of computer peripherals: Monitor printer or mouse which is separate from the computer purchase.

Service Name- Rehab Tech – Other (Loaned)

1. The type of service point is unlimited; Payment type is AFP.
2. Any rehabilitation technology device, equipment, or product used to increase, maintain or improve a customer's functional capacity which does not fit into any other rehab tech category. This category is used when the item is loaned to the customer.

Service Name- Rehab Tech – Other (not loaned)

1. The type of service point is unlimited; Payment type is AFP.
2. Any rehabilitation technology device, equipment, or product used to increase, maintain or improve a customer's functional capacity which does not fit into any other rehab tech category. This category is used when the item is given to the customer. Also includes services that assist a customer to select, acquire, or use an assistive technology device, i.e., evaluation, fitting or customization, repairing or replacing devices. May include training or technical assistance in the use of a device to the customer or others involved in their life, if necessary for the customer to achieve an employment outcome.

Service Category - Supported Employment Services

Service Name- CRP: Intensive Training Services-Intake

1. The type of service point is Plan only, payment type is AFP and need contract.
2. Intensive Training Services are intensive individualized "on-the-job" skills training services that enable a customer receiving Supported Employment to:
 - a. Attain job stabilization in on-the-job performance with job supports.
 - b. Meet their employer's expected level of work productivity; and
 - c. Transition to long-term Extended Services as provided by an entity other than DVR.

(Four (4) levels available)

- d. [CRP - Intensive Training Services](#)

Service Name- CRP: Intensive Training Services-Outcome

1. The type of service point is Plan only, payment type is AFP and need contract.

2. Intensive Training Services are intensive individualized "on-the-job" skills training services that enable a customer receiving Supported Employment to:
 - a. Attain job stabilization in on-the-job performance with job supports.
 - b. Meet their employer's expected level of work productivity; and
 - c. Transition to long-term Extended Services as provided by an entity other than DVR.

(Four (4) levels available)

- d. [CRP - Intensive Training Services](#)

Service Name- CRP: Off-Site Psycho-Social Job Support Services (Supported Employment)-Intake

4. The type of service point is Plan only, payment type is AFP and need contract.
5. Services are provided to a customer requiring Supported Employment services to enable the customer to adjust to the work environment, manage the stresses of working, achieve job stabilization and transition to Extended Services provided by an entity other than DVR. The services are used if the customer does not want to receive services at the worksite because the customer has not disclosed their disability to the employer or the employer prohibits access by the contractor to the worksite. The services are provided after Job Placement services and employment is achieved.
6. There are four (4) levels available
7. **See Also:**
[CRP – Off-Site Psycho-Social Job Support Services – Supported Employment](#)

Service Name- CRP: Off-Site Psycho-Social Job Support Services (Supported Employment)-Outcome

1. The type of service point is Plan only, payment type is AFP and need contract.
4. Services are provided to a customer requiring Supported Employment services to enable the customer to adjust to the work environment, manage the stresses of working, achieve job stabilization and transition to Extended Services provided by an entity other than DVR. The services are used if the customer does not want to receive services at the worksite because the customer has not disclosed their disability to the employer or the employer prohibits access by the contractor to the worksite. The services are provided after Job Placement services and employment is achieved.
5. There are four (4) levels available
2. **See Also:**
[CRP – Off-Site Psycho-Social Job Support Services – Supported Employment](#)

Service Name- S2W Job Place/Reten [Participating County]

1. The type of service point is Plan only; payment type is AFP.
2. This service is used for participants under the school to work contract.

Service Name – DDA/DVR Intensive Job Placement (previously DDA Job Monitoring)

- The type of service point is Plan only; this is a zero cost service
- This service is used when The Community Rehabilitation Provider (CRP) will be responsible for locating, securing, and placing a mutual DVR/DDA customer into competitive integrated employment at or above minimum wage that is mutually agreed upon by the DVR Vocational Rehabilitation Counselor (VRC), Customer, DDA Case Resource Manager (CRM), and the CRP. The placement goal must be consistent with the Individual Plan for Employment (IPE) and with the customer's unique strengths, resources, priorities, concerns, abilities, interests, and informed choice. A review is completed every 6 months.

Service Category - Technical Assistance Services Including Self-Employment

Service Name- Self-employment Services

1. The type of service point is Plan only; Payment type is AFP.
2. Technical assistance and consultation services to assess feasibility or develop a business plan. Includes supplies and other expenses related to self-employment.

Service Name- Self-employment Tools and Equipment

1. The type of service point is Plan only; Payment type is AFP.
2. Required tools and equipment related to self-employment, such as mechanic, welding or carpentry tools, pottery, masonry or jewelry making tools, office furniture or small electronics.
(Inventoried)

Service Name- Self-employment Feasibility Analysis

1. The type of service point is unlimited; Payment type is AFP.
2. The self-employment feasibility analysis is provided by a DVR-approved self-employment consultant or another comparable resource. The analysis provides the VRC and customer a comprehensive, objective evaluation of the proposed self-employment venture including but not limited to an in-depth analysis of the business concept, the market, financial investment and income potential, customer training needs,

availability of a strong support network for long term business success, need for a comprehensive business plan.

Service Name- Tools and Equipment

1. The type of service point is unlimited, payment type is AFP.
2. Tools and equipment required as a condition of employment, or training (not self-employment tools and equipment).

Service Category - Transportation

Service Name- IL Related Mileage

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Mileage is paid to the IL contractor if the actual service delivery occurs more than fifty (50) miles from the contractor's nearest office location. The mileage rate is set by the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), [Section 10.90.20:Reimbursement Rates for Lodging, Meals, and Privately-Owned Vehicle Mileage](#)

Service Name- IL Related Misc. Transportation Expenses

1. The type of service point is unlimited, payment type is AFP and need contract.
2. The VR counselor may authorize payment to the IL Contractor to cover other transportation-related expenses such as state ferry fees and toll fares.

Service Name- IL Related Travel Time

1. The type of service point is unlimited, payment type is AFP and need contract.
2. Travel time is paid to the IL contractor at a fixed rate of \$35 per hour in quarter hour increments if service delivery occurs more than fifty (50) miles from the contractors nearest staffed office location.

Service Name-Transportation services

1. The type of service point is unlimited, Payment type is AFP.
2. Travel and related expenses necessary for a customer to participate in VR services, such as a bus pass or gasoline. Also includes relocation expenses needed to accept a job. Note: For vehicle/van purchase or repair, use Vehicle Purchase or Repair.

Service Name-Vehicle Purchase

1. The type of service point is plan only; payment type is AFP.
2. Purchase of vehicles, including vans, scooters, cars, motorcycles and tractors. Does not include disability-related modifications for vehicles. (For modifications or when purchasing a vehicle/van and modifications as one purchase, use Rehabilitation Technology- Vehicle Purchase category). (Inventoried)

Service Name-Vehicle Repair

1. The type of service point is unlimited, Payment type is AFP.
2. Repair of a vehicle. Note if repair is not likely to result in the vehicle's safe, reliable condition, the VR counselor must work with the customer to determine other ways of meeting their transportation needs.

Service Category – Work Based Learning-Adult

Service Name- Customer Internship Program

1. The type of service point is plan only and payment type is AFP.
2. DVR sponsored paid internship that enables individuals to gain work experience in their chosen field of employment.

Service Category – Vocational Rehabilitation Counseling and Guidance

Service Name- Substantial Counseling & Guidance

1. The type of service point is unlimited, No AFP.
2. Substantial vocational rehabilitation counseling and guidance includes information and support to assist a customer in exercising informed choice and is distinct from the case management relationship that exists between the counselor and the customer during the VR process. Substantial vocational rehabilitation counseling and guidance is provided by VR counseling staff to address medical, family or social needs to enable the customer to achieve or maintain an employment outcome.

VR Counselor Approval of Certain Services

Approved Services

When a VR Counselor approves a service listed in this section, they should ensure that case notes and other documents relevant to the decision clearly explain the purpose and expected outcome of the service being provided.

References

388-891A-1160 When does DVR pay for training services at an institution of higher education?

388-891A-1161 Are there forms of financial assistance that I am required to apply for or access before DVR will assist with the cost of attendance at my institution of higher education?

388-891A-1162 When does DVR pay for training at a private school or an out-of-state institution of higher education?

388-891A-1163 May DVR pay for other fees charged by my institution of higher education when those fees are required as a condition of registration?

388-891A-1164 What academic standards does DVR have for education?

388-891A-0911 What is required for DVR to approve an IPE with a goal in self-employment?

388-891A-0912 What are the factors that a DVR counselor considers in determining whether to support an employment outcome in self-employment?

388-891A-0913 What conditions apply for DVR to support self-employment as a sole proprietorship or a limited liability company?

CRP Community Based Assessment (CBA)

A community based assessment with a CRP may be appropriate when the counselor has identified that the customer requires supported employment services, and has limited exposure to the world of work.

The following criteria should be considered and used as the basis for approving a community based assessment. Once the CBA has been approved, the approval should be documented in the Waves note. The approval will also include an explanation of how this information will be useful for the purpose of IPE development.

Approval Criteria: CBA

Please use the following criteria to determine whether CBA services apply to a customer's case:

- **Existing Information:**
 - The vocational information form
 - Intake and other case notes
 - VRC Observations
 - Education and medical records
 - Information provided by the customer during the eligibility determination process
 - Information provided by other agencies or professionals
- **Disability-related barriers and Vocational Preference:**
 - Disability related barriers identified by the VRC
 - What strategies will be used to address disability related barriers?
 - Can the disability related barrier be reduced or eliminated if a CBA is not used?
 - A CBA will allow the VRC to obtain information needed for the DVR Customer to select a suitable vocational goal
 - Other appropriate and individualized assessment activities have been explored using [WAC 388-891a-0300: What is informed choice?](#):
 - Career OneStop website (RIASEC to O*Net)
 - CareerBridge
 - WorkSource
 - Workstrides/Dependable Strengths
 - WOWI or WOIS
 - On-the-Job Training/Evaluation
 - Comprehensive Vocational Evaluation
 - Physical/Functional Capacity Evaluation

- **Independent living (IL) considerations:**
 - Factors related to IL that may impact a customer’s ability to participate in a CBA

VRC’s should **not** approve a CBA in instances when:

- The customer is ready to work immediately in a job that is a match with the customer’s primary vocational factors;
- The considerations to be addressed in the CBA are primarily those that could be addressed through IL or other services;
- The information can be gathered from other sources, such as current or recent volunteer work or employment;
- The purpose of the CBA is to obtain clear and convincing evidence to determine if the individual is capable of working due to the significance of their disability (note: when this is necessary, a Trial Work Experience [TWE] is the appropriate service); or
- There is a vendor who would like to learn more about the customer prior to job placement activities, and the vendor requests the CBA for these purposes, in lieu of the VRC’s provision of employment readiness information about the customer.

Approval Criteria: CRP Job Placement

The following criteria should be considered and the rationale for its application documented in the case service record, in order for the VRC to approve any job placement provided by a CRP:

- Customer is unlikely to benefit from non-CRP placement activities alone, due to serious functional limitations or other barriers identified in the case service record.
- Customer and counselor have agreed upon an IPE or are developing an IPE with a specific vocational goal that is viable for the customer and likely to result in an employment outcome.
- The IPE or draft IPE includes the appropriate type/scope of supports in order to promote a successful employment outcome.
- Additional supports (e.g. IL skills training, physical and mental rehabilitation, assistive technology, etc.) are likely to mitigate the customer's disability barriers and promote a higher level of active participation and involvement.
- A referral to a CRP is likely to result in a different level of customer engagement (e.g., is customer following through with mutually agreed upon activities, appointments, requests for contact, etc.).
- All of the pre-referral criteria have been completed appropriately.

Approval Criteria: CRP Job Retention

VRC’s approve job retention services provided by CRPs only when, as indicated in the CRP/IL contract:

- DVR and the customer determine that additional training and supports are needed after job placement to ensure that the customer learns essential job duties and retains continuous employment for 90 days after job retention services begin.

The following criteria should be considered, and documented in the case service record, in order for the VRC to approve any job retention provided by a CRP:

- Customer will require additional training and support beyond that provided by the employer in the 90 days following placement and first day of work.
- Regular counseling and guidance (at least monthly contact with customer to discuss progress in first months of employment) will not be sufficient to assist customer in learning job duties or meeting employer expectations.
 - NOTE: if customer requires ongoing job-coaching, the VRC must conduct a comprehensive assessment and determine whether according to the criteria under WAC [388-891A-1010: Who is eligible for supported employment?](#), the customer should receive DVR supported employment services, provided under the SDOP for Intensive Training Services (ITS).
- The counselor and customer have identified job duties in the job description (or job retention needs specific to the individual) that will require CRP intervention in order for the customer to retain the job successfully.
- If CRP has recommended job retention services following a successful job placement, updates from the CRP during job placement activities provide sufficient documentation to support the request for job retention;
- **It is the responsibility of the DVR counselor** to determine whether to recommend that job retention services are necessary and appropriate for the customer, using the criteria above.

Additional Considerations: CRP Job Retention

Considerations that may be addressed in the rationale for CRP Job Retention services include:

- How do retention services mitigate a barrier for the customer?
- Are on-site visits needed? What on-site support needs does the customer have?
- What number of hours are needed?
- What specific information has led DVR to believe that job retention is required?
- What documentation supports these determinations?
- Are there supplemental supports that would promote successful job retention in addition to the provision of CRP provided job retention services (e.g., physical and mental restoration services; assistive technology; transportation; child care)?
- Is there evidence in the Waves notes that the customer has been involved in making an informed choice regarding the use of CRP Job Retention services?

Postsecondary Education Services

The criteria labeled below must be used as the basis for approving postsecondary education services. VRCs must make a determination **prior to IPE signatures and approval (new and amended)**, as any training services need to be included as a step in the customer's IPE. Once the use of postsecondary education services has been approved, the approval should be documented in a Waves note.

Note: postsecondary education services are meant to include all services in support of a customer's credential attainment in an approved IPE including postsecondary training. Postsecondary education services might include, but are not limited to:

- Tuition;
- Books/supplies;
- Transportation;
- Maintenance;
- Child care;
- Assistive technology; and
- Other supportive services (such as interpreters or disability support services funded by DVR).

Approval Criteria: Post-Secondary Education Services

Because not all of the criteria below will apply in every case, the VRC should approve the services based on the criteria that are applicable to the individual circumstances of the case. Staff are expected to follow [the existing process for financial aid for training](#) for the determination of unmet need and the calculation of DVR contributions to the costs of attendance. The DVR Customer Financial aid information form ([DSHS 14-449: Unmet need breakdown](#)) is used as a part of this process.

Use the following criteria to determine whether postsecondary education services apply to a customer's case:

Vocational Assessment and Plan Development Criteria

- A completed vocational assessment which indicates the customer will be able to succeed in both the required postsecondary training and the specific employment outcome.
- A labor market analysis has been completed and clearly indicates that the credential the customer is seeking is a necessary requirement for the specific job goal.
- The VRC has provided substantial counseling and guidance regarding the results of labor market analysis and the results of the comprehensive vocational assessment for the specific employment goal of the customer.
 - See WAC [388-891A-1160: When does DVR pay for training services at an institution of higher education?](#) for considerations that apply when supporting a customer whose specific job goal requires training.
- The vocational assessment in Waves reflects the labor market analysis and the feasibility of the employment goal for the customer with necessary supports
- Training at a postsecondary institution is required to obtain the employment outcome.

- An Individualized Plan for Employment (IPE) that includes the training services and support services needed to complete the training.
 - See WAC [388-891A-0940: What must be included on the individualized plan for employment?](#) for more information about the items that must be included on a customer's IPE.
- Admission and curricular requirements for the specific training program(s) and institution(s) being considered have been explored.
- The VRC and customer have agreed on a program/institution for the training services needed to obtain the customer's specific employment goal.
- The counselor has included measurable criteria that the customer will meet while attending school.
- The counselor has encouraged the customer to access the Disability Services office of the postsecondary institution (for example, to access AT that the school may be able to provide as a comparable service).
- 1. The VRC has determined that the customer's individual experience of disability related barriers or other individual circumstances could preclude their success in postsecondary training.
- 2. For customers who could be precluded by the individual experience of their disability barriers, the VRC has determined whether a term of training as an assessment is appropriate to identify needed supports and the likelihood of success.
- 3. When required for an assessment term, the VRC has received an approved extension for the IPE development period.

Financial Aid Criteria

- The VRC has informed the customer that completing the FAFSA as early in the aid cycle as possible will maximize available aid resources, but that application for FAFSA does not obligate DVR to support either the specific goal or funding related to costs of attendance.
- The customer completes the Free Application for Federal Student Aid (FAFSA) as soon as possible in process.
- VRC has received a copy of the student aid reports generated for the school that the customer will attend.
- The VRC and customer have completed the financial statement (and the VRC has offered to provide benefits planning if appropriate) based on the duration of plan services.
- All available comparable benefits and resources from other programs that may be utilized to help cover the expenses of training have been explored by the VRC. See [WAC 388-891A-1161: Are there forms of financial assistance that I am required to apply for or access before DVR will assist with the cost of attendance at my institution of higher education?](#)
The counselor has reminded the customer, if necessary, of DVR's obligation to utilize the least cost service available and adequate to meet the customer's needs for books and supplies.
 - Customer and VRC have both signed the IPE to indicate agreement and approval of the plan, as with any other IPE.
- 4. VRC has provided the customer with the Customer Financial Aid Information form ([DSHS 14-449: Customer Financial Aid Information](#)).

Note: If a customer's individual circumstances lead the VRC to question whether the customer will succeed in the specific employment outcome for which they are receiving training services, the VRC may disapprove support for the training services and determine that either further assessment is needed (if there are specific questions that need addressed), or deny the job goal and issue the appropriate letter (denial of goal) to the customer with a clear rationale.

Review of Self-Employment Services

The VR Supervisor must approve any self-employment service, including feasibility analysis for a self-employment enterprise. This means that the VRS must be consulted for a determination **during vocational assessment** and **prior to IPE signatures and approval**, as the feasibility study should not be included on the customer's IPE.

In consulting about and approving services that will lead to an employment outcome in self-employment, the VRS should find a clear rationale written by the VRC in a Waves note explaining how the following information about the customer indicates the customer's likely success in self-employment:

1. The customer's ability to maintain and retain the specific self-employment enterprise under consideration, including, but not limited to any:

- Disability-related issues or concerns;
- Barriers to employment and how self-employment addresses these barriers;
- Strengths and interpersonal skills;
- Resources, including financial resources;
- Money management skills;
- Credit history, including bankruptcy;
- Overdue child support;
- Tax or debt issues;
- Other legal proceedings;
- Long-term supports, if supported employment is required; and
- Income needs.

2. The customer must have resolved bankruptcy or other legal proceedings, overdue child support, and overdue taxes prior to the development of an individualized plan for employment (IPE) with self-employment as the employment outcome. DVR does not assist with the payment of court fees, attorney

fees, fines, or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters.

3. The customer has the specific skills and aptitudes (or is likely to obtain the specific skills and aptitudes) to perform the essential functions of the job tasks required by the self-employment enterprise under consideration.

The VRS may approve the services based on the presence of these criteria.

Training Services

Conditions for Certain Types of Training

(Revised 1/10/11)

Prior to authorizing training services, a VR counselor assists the customer in obtaining and utilizing Financial Aid and other available comparable benefits such as Veteran's benefits.

See Also:

Comparable Services and Benefits

Veterans - Follow-up about Benefits

VR Counselor Approval Requirements

(Revised 12/24/2018)

Prior to paying for Postsecondary Education Services, staff must follow the procedural guidance listed under **Procedural Guidance: VR Counselor Approval of Certain Services**.

DVR pays for training services that meet the customer's needs at the least cost possible

If an in-state public school class or program is available and adequate to meet the customer's needs, DVR pays for training based on the in-state public school rate.

If there are two or more comparable programs available and adequate to meet the individual's needs, DVR authorizes services only up to the cost of the less expensive option. The customer is responsible for additional costs associated with choosing a higher cost public, private or out-of-state training program.

Example: A customer living in Spokane requests that DVR pay for a class at Gonzaga University (private college). After talking with the customer, VR counselor determines that a comparable class is available in

the customer's geographic area through Washington State University (WSU) (public college). VR counselor authorizes tuition based on the costs of tuition at WSU, because this level of support meets the customer's needs at the lowest in-state public school rate in her geographical area.

If an individual receiving SSI benefits wants to go to a school that costs more than what DVR can pay, benefits planning is recommended to explore if a PASS Plan can be used to help pay the difference. Additional information about a PASS Plan is available on the Social Security web site (below):

Social Security Online- Plan to Achieve Self-Support (PASS)

<http://www.socialsecurity.gov/disabilityresearch/wi/pass.htm>

See Also:

Training as an Assessment

Employment Goal on the IPE

Interagency Agreement between DVR, DSB, and PIHE (Public Institutions of Higher Education)

(Revised 12/11/2023)

Under the **2023-2025 interagency agreement**, DVR and DSB agree to share exceptional costs related to "covered services," which are:

- Sign language interpreter services;
- Speech to text services; and/or
- Braille or electronic text conversion.

If there are exceptional costs involved in accommodating a student that are extraordinary for the PIHE, the PIHE may ask DVR/DSB to share in the cost of the accommodations through the current school year. Typically, the PIHE representative will work in the Disability Access Office (may take on a different name, such as Disability Support Services, etc.)

For purposes of DVR/DSB cost sharing, exceptional costs occur when:

- A student needs accommodations covered in the agreement; and
- The cost of these accommodations will exceed \$7,500 for an academic year. If the costs exceed this threshold, DVR/DSB agree to pay 50% of the costs in excess of \$7,500.

There are two (2) forms associated with this agreement:

- **PIHE, DSB, and DVR Accommodation Cost Share Referral and Agreement** (DSHS 11-184)

- **Student Accommodation Cost Share Worksheet (11-088)**

To initiate a request for cost sharing, the VRC sends the PIHE, DSB, and DVR Accommodation Cost Share Referral and Agreement to the Disability Access Office with a consent form signed by the student. If the student initiates accommodations that are considered covered costs, the PIHE will sign the referral form and send back to DVR along with the Cost Share Worksheet. The PIHE representative and DVR counselor communicate to review the student's needs and estimated costs. A **DVR/DSB and PIHE Cost Share Agreement Worksheet** is completed every term within 30 calendar days of starting the provision of services. This worksheet determines the contribution DVR/DSB agrees to provide based on the rate of reimbursement outlined in #2 above. If the total amount estimated from DVR/DSB to PIHE increase by 25% or more, a new Cost Share Agreement Worksheet will be submitted by the PIHE representative.

To receive reimbursement for agreed upon costs, the PIHE sends the authorizing counselor an invoice itemizing total costs paid by the PIHE, and the DVR/DSB's agreed upon contribution. Upon review of the invoice, if the invoice accurately reflects the agreed upon costs in the cost share worksheet, the counselor authorizes payment.

(Interim) Standard Operating Procedure - DVR/DSB Partnering with Public Institutions of Higher Education (PIHE) for Disability Services

Purpose and Background: Washington state Public Institutions of Higher Education (PIHE), the Division of Vocational Rehabilitation (DVR), and Department of Services for the Blind (DSB) have established a partnership promoting a collaborative approach to serving DVR and/or DSB-eligible students whose Individual Plans for Employment (IPEs) include training at a PIHE with approved, covered services. This partnership is governed by an Interlocal Agreement, which establishes clear roles and responsibilities for each party. This procedure will outline the responsibilities for collaboration and financial participation of each entity in the cost of approved, covered services, consistent with that agreement.

References:

Interlocal Agreement with Public Institutions of Higher Education, Reimbursement for Interpreter Services

Form(s):

DSHS Student Accommodation Cost Share Worksheet, Form 11-088

Referred to as Cost Share Worksheet in this SOP

PIHE, DSB, and DVR Accommodation Cost Share Referral and Agreement, Form 11-184

Referred to as Cost Share Referral and Agreement in this SOP

Definitions:

Covered Services: Sign language, interpreting, speech to text and alternative format conversion of required course content (i.e. Braille, electronic formats)

Exceptional Costs: Costs incurred when 1) A student participant needs Covered Services as defined and 2) the cost of those services exceeds \$7,500 for an academic year. The academic year begins with the summer term.

Student Participant: An individual who has been determined eligible by DVR or DSB and accepted by the PIHE as a student, whose plan of service (or IPE) with DVR or DSB includes enrollment at a PIHE.

Washington State Board of Community and Technical Colleges

<https://www.sbctc.edu/>

Higher Education Institutions

<https://www.collegeatlas.org/washington-state-higher-education-institutions.html>

Note: The student participant is responsible for providing the PIHE with appropriate documentation of their disability. DVR, DSB, and the PIHE may, with written consent of the student (or legal guardian or representative), share documentation of the student's disability. Always obtain written consent, prior to any communication regarding the student's disability.

Requests for documentation by the PIHE must be reasonable and limited. Requests for proof of disability must be limited to the information necessary to show that the participant needs the modification, accommodation, or auxiliary aid or service requested.

Process Steps:

After training services at a PIHE are approved by DVR and in a signed Individualized Plan for Employment: Action by- VR Counselor

1. Encourage the customer to meet with the college's Disability Access Services to discuss accommodations needed in the PIHE setting. . The VR Counselor should also facilitate informed choice for the participant, to allow the customer to engage in the collaborative decision making process regarding whether to utilize the specific services or accommodations offered.
2. To facilitate the communication and sharing of information with the college's Disability Access

Office, have the student sign the following forms: a. DSHS Authorization Form 17-063 b. DSHS 14-012 Consent Form

3. Send the college's Disability Access Office the following forms, as well as the above referenced Authorization and Consent forms: a. PIHE, DSB, and DVR Accommodation Cost Share Referral and Agreement (DSHS 11-184) b. DVR, DSB, and PIHE Student Accommodation Cost Share Worksheet (DSHS 11-088)

Note: If the nature of the disability requires multiple or complex accommodations DVR or DSB, at the request of the PIHE, provide technical assistance or training as related to the covered services.

When Cost Share Worksheet is received from the PIHE:

Action by PIHE Representative or Disability Access Office:

4. If student initiates accommodations and the covered services will be used, completes the PIHE, DSB, and DVR Accommodation Cost Share Referral and Agreement (DSHS 11-184) and DVR, DSB, and PIHE Student Accommodation Cost Share Worksheet (DSHS 11-088) within thirty (30) days of the accommodation's initiation.

Note: If services are initiated prior to form completion, the PIHE has 30 days, after services begin, to submit the Cost Share Worksheet to DVR for review and approval. If during the academic term, the cost of the agreed authorized service costs is anticipated to increase 25% or more for the approved, estimated amount, the PIHE must submit a new DSHS Student Accommodation Cost Share Worksheet Form 11-088 form to DVR for additional authorization. The revised worksheet must be submitted 30 calendar days prior to the anticipated increased cost.

5. Sends the above referenced forms back to the VRC.

Action by VRC

6. Contact the PIHE within 5 business days, to let them know the Cost Share Worksheet was received and is under review and sign the Cost Share Referral and Agreement.
7. Review the Cost Share Worksheet for accuracy and completeness.
8. Verify accuracy of section F.2. to ensure that the PIHE annual subtraction of \$7,500.00 is limited to once per academic year. If already subtracted in a prior term, ensure that dollar amount on line F.2. is \$0, and that the box is marked indicating the amount was previously subtracted followed by the date of the subtraction.
9. Ensure that estimated amount for covered services is included on the IPE.
10. If services are both approved and included in the IPE, sign and date the Cost Share Worksheet.

Note: The college's Disability Access Office may wish to include an estimated amount for the entire year to reduce the need for multiple IPE amendments. Thus, the amount may need to be divided by two for semester costs, or by 3 or 4 (depending on whether the student enrolls in a summer quarter) for quarterly costs.

Action by VR Staff (RT or VR Counselor):

11. Issue an Authorization for Payment (AFP) for the estimated amount, per “Authorizing / Issuing / Paying” instructions in the Customer Service Manual, when estimated costs are agreed upon.
 - i. The vendor should be listed as the college; and
 - ii. The service should be Interpreter Services (Sign) or Other for Braille production and/or captioning.
12. Return both the Vendor Copy of the AFP and the Cost Share Worksheet, to the PIHE within 15 calendar days of receiving the Cost Share Worksheet.
13. 13. Maintain all copies in the customer’s case service record.

Following the end of the academic term:

Action by PIHE Representative or Disability Access Office:

14. The PIHE is expected to submit the following billing information within 30 days of the end of the term:
 - a. Completed Cost Share Worksheet, documenting the final costs.

Note: This figure is determined by subtracting the \$7,500 that is first covered by the college, and then calculating 50% of the remainder to be billed to DVR.

- b. An itemized invoice and backup documentation to include the following:
 - i. Work performed;
 - ii. Activities accomplished;
 - iii. The progress of the project; and
 - iv. The total costs.

Action by VR Staff (RT or VR Counselor):

15. Before approving the Cost Share Worksheet and the invoice, consider other known information such as, did the student complete all their courses? If not, was the cost adjusted to reflect an appropriate reduction of services? 1
16. Review and approve proper invoice and backup within 30 days of receiving the documentation by:
 - a. Completing the DVR portion of the Cost Share Worksheet.
 - b. Make payment per “Authorizing / Issuing / Paying” instructions in the Customer Service Manual.

Note: If it is determined that additional information is needed from the college’s Disability Access Office, please request it within five (5) days of receiving the college’s invoice.

Summer Employment or Internship

Many students with disabilities lack work experience in their chosen field of employment. The summer break is an excellent opportunity for students to gain work experience by working full or part time in their academic field, as an intern, as part of a practicum or other work experience that will assist them in becoming employed after they finish their academic program. Benefits planning is recommended for individuals who receive Social Security benefits to determine how earned income from summer employment or a paid internship could impact Social Security benefits.

Summer Quarter Tuition

VR counselor may authorize summer quarter tuition under the following conditions:

- Summer quarter is necessary to complete a program or classes that are not generally offered during the academic year;
- To benefit the student when stamina or another disability-related factor is an issue;
- An employment opportunity is pending or likely to be available upon the student's completion of the program; or
- The customer is in a field of study that does not typically offer internships or for which an internship would not be beneficial.

Consultation with the VR supervisor is recommended if the VR counselor has questions or needs additional guidance about authorizing summer quarter tuition.

AmeriCorps Positions

(Revised 10/12/08)

While not a competitive employment outcome, AmeriCorps positions offer extensive training to develop work skills, provide real work experience and often lead to paid employment in a variety of settings. Individuals who serve in AmeriCorps positions receive a stipend for their service. For individuals who are SSI recipients, this stipend does not count as earned income. Benefits planning is recommended for individuals who receive SSDI to determine how the AmeriCorps stipend will impact Social Security benefits.

Similar to post-secondary education or training plans, an IPE that includes extended service in AmeriCorps is an appropriate option if the position offers training, skill development and work experience that will contribute to employment in the individual's chosen field. The host employer is responsible for providing accommodations needed by an individual during an AmeriCorps service; however, the IPE includes services or supports the individual will need to address barriers to employment during the AmeriCorps service.

At the conclusion of AmeriCorps service, DVR provides the level of assistance necessary for the individual to transition to permanent employment.

See Also:

AmeriCorps web site

Customer Internship Program

(Revised 6-30-10)

Key differences between a paid Customer Internship and a paid On-the-Job Training (OJT)

[Paid Customer Internship](#)

A paid customer internship is only for a customer who:

Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and needs hands-on work experience to be a successful job applicant.

Note: A VR supervisor will review and approve (or deny) all customer internship agreements prior to implementation.

[Paid On-the-Job Training](#)

For a customer who could benefit from training by an employer in an area of employment not offered in an academic setting. An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. There is an expectation that employment with the host employer will continue when the OJT is completed.

Question related to Service	Paid On-the-Job Training
Purpose of Service	An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. The host employer is paid for the extra costs associated with training.
What is Expectation of Continued Employment with the Host Employer	Expectation that employment with the host employer will continue when the OJT is completed.
Who Receives the Service	An OJT is for a customer who would benefit from training by an employer: 1. In areas of employment <u>not</u> offered in an academic setting.2. Enabling a customer to start work right away when a lengthy academic program is not practical or desired.
How Long Does It Last?	Typically, 3 months but the length of time is negotiated between the VR Counselor and employer.
Can a CRP be Involved?	The VR Counselor negotiates the OJT with the employer. A CRP is not paid for job placement
Payment for Services	DVR will pay the employer the agreed-upon fee to cover the extra costs associated with training the customer. The VR Counselor and employer negotiate and agree to a payment schedule. The fee generally decreases over time as the customer learns job skills and the trainer (employer) spends less time with the customer. The fee agreement is not based on percentages of the customer's salary but should specify actual dollar amounts for the cost of providing training.
When is the Customer Considered to be Permanently Employed?	During the provision of OJT services, the customer is in training status. The OJT is not considered a rehabilitation closure until after the OJT is completed. The case is entered in Waves "Employed" status on the first day after the customer completes the OJT and continues employment with the host employer.

Customer Internship Program

A paid customer Internships offers a customer who is completing, completed or recently completed an academic, vocational-technical or certificate program a chance to gain work experience in their chosen field of employment. Under a customer internship, an employer agrees to hire a customer for an agreed-upon period of time and pay wages of at least the minimum wage. The employer is not required

Question related to Service	Paid Customer Internship
Purpose of Service	To give a customer work experience in their chosen field of employment to increase the likelihood of becoming employed
What is Expectation of Continued Employment with the Host Employer	None
Who Receives the Service	The internship is only for a customer who: Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and Needs hands-on work experience to be a successful job applicant
How Long Does It Last?	Up to 3 months. One 30-day extension with VR Supervisor approval if the internship is likely to result in permanent employment
Can a CRP be Involved?	The VR Counselor arranges the internship. A CRP is not paid for job placement
Payment for Services	The employer hires the customer as a temporary employee and pays all of their salary and payroll expenses. DVR reimburses the employer for all of these expenses. Customers must be pursuing an employment goal that: 1. Will be full time, competitive position (30 hours per week) 2. Pays a wage that is above the entry level and consistent with the profession 3. Is consistent with the individual's post-secondary, vocational-technical or education credentials in their field.
When is the Customer Considered to be Permanently Employed?	Customers are not moved to employment status in Waves during the internship. The internship is not considered a rehabilitation closure unless the internship results in permanent employment. The case is entered in Waves "Employed" status after the internship is completed and the permanent job starts.

or expected to offer permanent employment at the conclusion of the internship. DVR may cover a portion, or up to all of the costs incurred by an employer related to sponsoring the internship.

The customer's IPE needs to be amended to include the internship. Customers are not moved to employed status in Waves during the internship and an internship may not be considered a rehabilitation closure unless the internship results in permanent employment upon conclusion of the internship.

How long can an internship last?

A paid customer internship lasts up to 3 months. One 30 day extension can be authorized with VR Supervisor approval if the internship is likely to result in permanent employment.

Selecting an employer

The VR counselor and customer discuss the type of employer and employment setting best suited to the permanent employment goal. The VR counselor and customer review and agree upon conditions for the desired internship, such as the type of employer, geographic area, number of hours to be worked each week, work schedule, wages, reasonable accommodation needs, etc.

Benefit Planning

The VR counselor needs to assure the customer has the information necessary to understand and consider any impact on SSI/SSDI benefits, if applicable.

The VR counselor may negotiate directly with an employer to develop an internship site or may consult with members of the Employment Services Team, EST for assistance in identifying a sponsoring employer and setting up the internship site.

Paying for an internship

The employer hires the customer as a temporary employee and pays all of their salary and payroll expenses. DVR reimburses the employer for all of these expenses. (DVR cannot pay customers directly for their work.)

The VR counselor requests the employer provide an itemized estimate of costs for sponsoring the internship. (A worksheet is available that can be used for this purpose.) The employer is established as a vendor and services are authorized to the employer using the service category of Customer Internship Program.

Reimbursable costs may include wages, benefits, employee taxes or other reasonable costs, including reasonable accommodations needed by the customer to perform the essential functions of the internship. If an employer has up-front costs or needs an initial payment to afford to sponsor an internship, DVR may make a payment to the employer at the initiation of the internship to cover these expenses.

Once an estimate is received, a total all-inclusive payment is agreed upon. The VR counselor divides the agreed-upon payment (less any costs to be paid up front) by the number of months the internship is scheduled to last. Payment is made to the employer once every 30 days as long as the internship continues. If the employer incurs unexpected costs during the internship, the VR counselor or representative may negotiate to cover reasonable costs to support the internship.

If the internship is terminated, the employer may receive payment for the month in which the internship was terminated. If the individual works significantly fewer hours than originally agreed-upon, the fee is renegotiated.

Follow-Up/Evaluation

The VR counselor or representative follows up with the employer at least once each 30 days to monitor progress, verify the customer is working under the agreed upon conditions, and ensure the internship is progressing satisfactorily.

The VR counselor follows-up with the customer and if necessary the host employer to make sure the employer completes the Intern Evaluation form at the end of the internship. (The evaluation is completed by the host employer at the end of the internship and must be presented to the DVR customer before the last day).

Internship Agreement

The VR counselor or representative, customer, and employer meet together to review and sign an internship agreement prior to initiating the internship. The agreement documents:

1. Job to be performed, including a list of job duties;
2. Expected work schedule, including the internship begin and end dates;
3. Intern rate of pay;
4. Services DVR will provide during the internship;
5. VR counselor follow-up schedule;
6. Emergency contact information for the Customer, VR counselor and Employer;
7. Terms of DVR reimbursement to the employer.

Clarification about Hire Date if Employer Offers Intern Permanent Employment

If a "host" employer decides to permanently hire a customer intern, "Employed" status is selected in Waves on the date the employer begins paying the individual without any reimbursement from DVR. For example, if DVR reimburses the employer up to September 30 for "intern" wages and the employer then starts paying the customer as a permanent employee on Oct 1 without any DVR reimbursement, Oct 1 would be the date entered in Waves as "employed."

This would be no different than any other scenario where a customer works for an employer as a temporary hire and then gets a permanent job at the end of the temporary appointment, or when a customer gets hired by an employer at the end of a Trial Work Evaluation. In both those scenarios, the case would be entered in Waves "Employed" status on the date the permanent job starts.

Required Forms:

- **Internship Agreement (DSHS 11-069);**
- [Internship: Employer Evaluation \(DSHS 11-167\)](#); and
- [Internship: Customer Evaluation \(DSHS 11-168\)](#).

Optional Forms:

- **Internship Application (DSHS 11-068)**(employer may prefer to use their own application form);
- **Employer Expense Worksheet (DSHS 11-071)**; and
- **Attendance Log and Billing Invoice (DSHS 11-070)**.

See Also:

Example Letter to Employer - Customer Internship Program

A copy of the signed Internship Agreement and the Intern Evaluation are placed in the customer's case service record. Other internship-related documents (if used) are also put into the customer's case service record.

VR Supervisor Approval

A VR supervisor will review and approve (or deny) all customer internship agreements prior to implementation.

Financial Aid

(Revised 4/13/09)

Individuals interested in undergraduate or graduate school must apply for financial aid if available. DVR considers a financial aid grant as a comparable service and benefit. Individuals may accept other types of financial aid such as, student loans or Work-Study. If an individual accepts student loans or other types of financial aid, these funds must be used toward the cost of attendance.

Financial Aid includes:

[Undergraduate](#)

- Grants - awarded on the basis of financial need

[Link to Washington State-Based Aid Programs](#)

- Scholarships - can be awarded based on need, academic merit, academic concentration, interests or a host of other criteria
- Student Loans - federal student loans and private education and alternative loans

Link to Guide to Federal Student Aid

- Work-Study - awarded on the basis of financial need- is part time employment that encourages community service work and work related to a student's course of study, whenever possible

Federal Work-Study Program

Graduate and Professional Degree

- Student Loans - federal student loans such as the Federal Perkins Loan and Plus Loans - **Link to Federal Student Aid - Loans**
- Work-Study- awarded on the basis of financial need
- Fellowships and Assistantships

Link to Federal Student Aid on the Web

Financial aid grants are a comparable service and benefit that must be used toward the "cost of attendance" by DVR customers who attend an institution of higher education (universities, colleges, community or junior colleges, vocational schools, technical institutes, or hospital schools of nursing) as part of a DVR plan. Customers who plan to attend college (for both undergraduate and graduate programs) must apply for financial aid if available, including the Pell and other available grants early in the process. DVR funds may be authorized only after maximum, timely efforts have been made to secure financial aid.

The VR counselor assists a customer apply for financial aid as needed by:

- Providing information about available grants and eligibility requirements, and assisting individuals to complete an application.
- Working with the individual and the school's financial aid office regarding disability-related expenses that impact the cost of attendance so that the financial aid award reflects these costs.
- Assisting the client to resolve any problems that may arise related to the financial aid process.
- Encouraging the customer to apply for scholarships through the Washington Occupational Information System (**WOIS: Washington Occupational Information System**) and other websites on the Internet.

Note: Receiving a financial aid grant does not impact an individual's TANF, GA-U and SSI awards or place individuals in an overpayment situation.

Link to **Free Application for Federal Student Aid (FAFSA)**.

Current Free Application for Federal Student Aid FAFSA

An individual interested in attending an institution of higher education provides DVR with either a Xerox of the hardcopy application, or a printout of the on-line FAFSA confirmation page. A copy of this documentation is filed in the customer's case service record. Schools will not share financial aid information with DVR until there is proof the individual has completed a current FAFSA, and a signed Student Information Release.

DVR – College Financial Aid Office Exchange of Information

(Revised: 07/17/2019)

DVR has developed a form for sharing information about clients between DVR and financial aid offices, which replaced the use of the online portal system with the Higher Education Coordinating Board (HECB) in 2015.

- **Customer Financial Aid Information (DSHS 14-449)**

This form is used by DVR to determine the unmet need of a student and to notify the school financial aid office of our contribution. The form is used by colleges to determine what repackaging must occur to the student's aid package after DVR contributes funds toward the cost of attendance.

Utilizing this exchange of information ensures both that DVR maximizes the use of comparable benefits when assisting with training services and that the student avoids overpayments resulting from adjustments to their aid packaging.

Typically, process involves four steps.

1. DVR and the student initiate the process of exchanging information by completing section 1 of the form and then pass it along to the institution financial aid staff.
2. Financial aid staff complete section 2 and return it to DVR.
3. DVR completes section 3, indicating what supports are provided, and returns it to financial aid.
4. Financial aid staff complete section 4 of the form, which clarifies if any changes were made to the aid package based on DVR support or other changes, and then return the completed form to DVR.

Financial Responsibility for Costs of Attendance

As a comparable service and benefit, customers are expected to use their full financial aid package for costs of attendance. Costs of attendance (as defined by Financial Aid) include:

- Tuition and fees
- Books and supplies
- Living expenses
- Transportation
- Child or dependent care
- Disability related expenses

DVR funds may be authorized only after maximum, timely efforts to secure financial aid or other grants to pay for training costs have been made by DVR and the customer.

Under limited circumstances, a VR Supervisor may grant an exception to policy for a customer experiencing a financial hardship to use a portion of financial aid grant funds to pay for expenses that are not on the IPE such as, (rent or room and board), and use DVR funds to pay for IPE services, such as, (tuition, books and supplies, etc.). See Exception to Policy section (below.)

Customers ineligible for financial aid

If an individual is denied a financial aid award, a comparable service and benefit is not available. In planning DVR services, the VR counselor documents the individual's resources on the financial statement.

If a student is ineligible for financial aid due to an expected family contribution and the family refuses or is not able to contribute, the VR counselor can request an exception to policy to use DVR funding for plan services. The VR supervisor may approve the request if there are exceptional circumstances surrounding the family relations or finances that adversely impact the customer's ability to participate in needed services.

Dependency Override

If the customer does not receive financial aid because they are a dependant of their parents, but there are special circumstances involved (whereabouts of parents is unknown, or parents were abusive), the customer can apply for a Dependency Override through the Financial Aid Office at the school. A student making this request must complete a form, submit a letter of explanation and provide statements from two reputable adults (for example, a minister or teacher) who are aware of the customer's situation with their parents. The Dependency Override is not intended for disinterested parents or parents who choose not to pay towards the costs of their son or daughter's education.

Defaulted student loans

If a customer is ineligible for financial aid because of a previous loan default, the VR counselor discusses the options to assist the customer in working out a satisfactory means of resolving the default status.

Options include:

- Repayment of the previous loan, or
- Obtaining approval to defer, reduce, or reschedule payments from the lender

The customer must demonstrate reasonable efforts to resolve the default status before DVR provides funds for training at an institution of higher education. DVR may not use program funds to pay student loans.

Cases of true hardship on defaulted student loans may arise where an individual has no financial resources to work out a satisfactory payment agreement with the lender. Under such circumstances, after a responsible effort has been made, it can be determined that maximum efforts have been made to secure grant assistance and those comparable services and benefits are not available. The VR counselor documents the steps taken to resolve the default status in a Waves note.

Work Study

There is no requirement for a VR customer to engage in work study, particularly if the nature of the individual's disability makes it an unreasonable option. However, an individual should not be discouraged from accepting a work-study position if it is consistent with their needs, goals and capabilities. The counselor and customer should discuss whether work study would enhance the individual's experience and preparation for work. If the individual elects to engage in a work study position, the earnings are noted on the financial statement form, and are considered a resource for purposes of determining DVR support. Because earnings from work study are considered as "income" by the Social Security Administration benefits planning is recommended for individuals who receive Social Security benefits.

Student Loans

A DVR customer may apply for and accept student loans or work study positions; however, it is not required.

Any form of financial aid assistance with a pay-back requirement is not considered a comparable service or benefit. If, however, a loan is accepted by an individual:

- All proceeds of the student loan must be applied to the cost of attendance before any VR funds

- can be authorized.
- The level of unmet need is reduced by the loan amount.

IPE Development - Financial Statement

Once the financial aid award notification is received, the counselor and individual complete the **DVR Financial Statement, DSHS 14-068** (unless the customer receives SSI, SSDI, Medicaid or DSHS income assistance) to:

- Document all of the individual's resources, income and expenses, and
- Determine what resources the individual will contribute to the cost of services, including financial aid, student loans or work study earnings.

While schools calculate the cost of attendance and grant award based on a formula of estimated expenses, the VR counselor and customer discuss and document the actual costs and available resources on the financial statement.

The VR counselor and customer use the award or denial notice and financial statement to document on the Individualized Plan for Employment how the financial aid funds are applied to VR services. If a student is granted financial aid, DVR may not authorize services or support that exceeds the unmet need identified on the financial aid award. This could place the individual in an over-award situation and result in a reduction of financial aid benefits or a repayment requirement.

By law, if a customer receives SSI, SSDI, Medicaid or DSHS income assistance, they are exempt from using personal or family resources to pay for DVR services. This exemption includes high school students who are dependents of parents who have financial resources. If a customer has personal or family resources available, the VR counselor can encourage, but not require, a contribution to plan services. One resource that can be explored is a Plan to Achieve Self-Support (PASS). Benefit planning is recommended to help determine how a PASS will impact the individual's Social Security benefits.

Note: If the customer provides documentation that they qualify for SSI, SSDI, Medicaid or DSHS income assistance the entire financial statement is not to be completed, only sections D1, F, and G. A copy of the documentation is attached to the Financial Statement form and filed in the case service record. For additional guidance about Income Assistance, SSI/SSDI verification documents refer to: Instructions, Financial Statement Form.

See also:

Procedures for Financial Statement

One-time payment for initial term

Maximum efforts must be made to secure financial aid prior to authorizing DVR services to pay for school. However, the VR counselor may pay for the initial term of school prior to receiving the customer's financial aid award or denial notice if the counselor determines it is needed to avoid a delay or disruption in services. The reason for a one-time payment for the initial term is documented in a Waves note.

See also:

Training as an Assessment

IPE

Except for the one-time payment for the initial term, the financial aid award or denial notice must be in the case service record prior to authorizing costs for any additional costs of attendance for that student.

The VR counselor includes specific progress criteria and terms and conditions for periodic review to determine if the customer is making adequate progress and whether continued funding is likely to result in an employment outcome. Examples of specific progress criteria and terms and conditions include but are not limited to:

1. The customer must make satisfactory progress in school, including the specified GPA and completion of agreed-upon number of credits per term;
2. The student must provide the VR counselor with copies of grades and transcripts at the end of each quarter/semester, and meet with the counselor at regular intervals to review the customer's progress in school and other IPE services;
3. At least annually, the individual meets with DVR to review any changes in financial status that could result in adjustments to DVR funding for IPE services;
4. If a student is unable to make satisfactory progress in school, the individual agrees to work cooperatively with DVR to reassess the barriers to making progress and renegotiate the IPE.

If a DVR customer is unable to make progress, as outlined in the plan, the VR counselor and customer reassess the barriers to employment, whether education is addressing the barriers, and whether continued education will contribute to employment.

Exception to Policy to Use Financial Aid Due to a Financial Hardship

It is expected that a customer will use the full financial aid grant toward the cost of IPE services. Under limited circumstances, a VR Supervisor may grant an exception to policy for a customer experiencing a financial hardship to use a portion of financial aid grant funds to pay for expenses that are not on the IPE

such as, (rent or room and board) and use DVR funds to pay for IPE services, such as, (tuition, books and supplies, etc.).

An exception to policy is considered if a customer has a financial hardship that could impact their ability to participate in DVR services and other resources are not available. An exception may be granted for a specific term to deal with a temporary or unexpected financial situation or for ongoing expenses while in school.

Examples of circumstances that could be considered a financial hardship include but are not limited to:

- An unexpected financial expense that could not be planned (such as a major vehicle repair, separation from spouse, loss of an unpaid child care provider, unanticipated medical expenses, etc.)
- Disability-related conditions that require an individual who did not have housing costs to begin paying rent or room and board to relocate on or near campus to attend school; (It is not a hardship if an individual can continue to live with their parents but chooses to move out on their own or if an individual chooses to upgrade to a more expensive apartment)
- Disability-related conditions prevent an individual from being able to work while attending school.

Paying for Post-Secondary Training

(New 7-31-14)

Tuition for training above the high school level at a community college, junior college, technical college, a four year college or university leading to an Associate, Bachelor's professional or other recognized educational credential is paid for using service category **Training – Post Secondary**.

Books and supplies for post-secondary training are paid for using service category, Training -- Books/Supplies Post-Secondary.

Paying for Graduate School

(New 7-31-14)

Tuition for training above the Bachelor's degree level to a Master's or Doctorate or other advanced recognized education credential at a four year college or university is paid for using service category **Training – Graduate School**.

Books and supplies for graduate school training are paid for using service category, **Training -- Books/Supplies Graduate School**.

Medical, & Liability Fees at Some Schools

Colleges, vocational-technical schools, and universities may have medical fees and liability fees associated with attending the school or with class registration.

Medical or Health Service Fees (These fees cover campus health clinics)

Schools may require students to pay a medical or health service fee at registration. You and the customer should determine what the fee covers and whether it is required of all students at registration. If the required fee specifically covers the cost of the student health clinic on campus and is required by all students in order to register, DVR may pay this fee. (This fee is not to be confused with health insurance.)

DVR's participation in the cost of these fees is subject to all other DVR policies including, but not limited to, the use of comparable services and benefits (financial aid), unmet need, and a customer's financial contribution to the cost of services.

Liability Fees (These are additional fees for high risk courses)

Schools may require students to pay a liability fee to enroll in a specific course. Examples of courses that may have these additional fees are chemistry labs and other science courses, student teaching experiences, and physical education courses such as gymnastics or rock climbing. A liability fee covers accidental damages or injuries that may occur during the course work. If such a fee is required of all students registering for the class, DVR may pay this fee.

DVR's participation in the cost of these fees is subject to all other DVR policies including, but not limited to, the use of comparable services and benefits (financial aid), unmet need, and a customer's financial contribution to the cost of services.

On-the-Job Training (OJT)

Paid On-the-Job Training

For a customer who could benefit from training by an employer in an area of employment not offered in an academic setting. An OJT can help a customer get work right away when a lengthy academic program is not practical or desired. There is an expectation that employment with the host employer will continue when the OJT is completed.

Paid Customer Internship

A paid customer internship is only for a customer who:

Is completing or has recently completed a formal post-secondary, vocational-technical, certificate or academic program, and needs hands-on work experience to be a successful job applicant.

On-the-job training services are provided to meet customer and employer needs. It is a type of training that is suitable for many DVR customers. The training is provided by an employer in a work setting. It is expected the employer hire the customer on a permanent basis before initiating the OJT.

On-the-Job Training offers several advantages including, but not limited to:

- Training in areas of employment that are not offered in an academic setting.
- Enabling a customer to begin work right away when a lengthy academic program is not practical or desired.
- Training is designed by the customer, counselor, and employer to fit any time frame.
- OJT may be the only training possible.
- OJT is a direct job placement.

Customer Readiness

A VR counselor assesses a customer's job readiness, degree of independence, and need for training at the start of this process. Considerations in assessing a customer's readiness for OJT include, but are not limited to the following conditions:

- The customer has identified an employment goal.
- The customer has basic work skills (transferable abilities, previous employment, or volunteer experience, favorable aptitudes, etc.).
- The customer demonstrates good worker characteristics (regular attendance, punctuality, appearance, positive work attitudes, etc.).
- The customer demonstrates job search ability (initiating employer contact, completing applications, interview techniques, etc.) or will be working with a community rehabilitation program to secure job placement.

Selecting an Employer

Developing an OJT requires good marketing and customer service. Making a professional presentation is important. This may be an opportunity to develop a long term relationship with an employer. Attached are two letters that can be used to market on-the-job training sites and to identify potential employers. When approaching an employer regarding OJT, provide the following information:

1. Your business card.
2. OJT brochure.
3. Example OJT Employer Checklist.
4. **OJT Agreement.**
5. Multiple copies of OJT evaluations.
6. Self-addressed, stamped envelopes.

Follow-up in person with the employer whenever possible. If it is not possible, consider a telephone call or sending a thank-you card.

Developing an OJT

Potential job sites are developed through a variety of methods, such as customer contacts, counselor resources, Employment Security, community rehabilitation programs, etc.

In assessing a potential employer to participate in an OJT, consider the following questions:

- Does the employer demonstrate disability awareness (knowledge of non-discrimination, ethics, etc.), or express a willingness to participate in disability awareness activities.
- Does the employer have an available position and is the employer willing to make a hiring commitment.
- Does the employer have staff who are qualified, capable, and willing to provide specific skill training.

It is the responsibility of the VR counselor to ensure that the training agreement provides clearly defined training outcomes, expectations, and methods to ensure the customer will complete the OJT with the knowledge and skills to perform the job.

Unlike other types of training, there are no federal or state regulations to establish standards for OJT providers. Potential OJT training sites and trainers are assessed and approved by the VR counselor.

It is strongly recommended that the VR counselor tour the work site as part of the OJT.

OJT Agreement

In conjunction with the IPE, a written **OJT Agreement, DSHS 03-397** is completed outlining the purpose and terms of the OJT. The OJT is signed by the customer, employer, and VR counselor. Each party is given a copy of the OJT agreement. The agreement documents the mutual agreement between the customer, employer, and VR counselor of the training provisions, including the duration of training, financial arrangements, and job tasks to be learned.

During an OJT, the customer is an employee of the business with all the rights and privileges of an employee on probationary status, to include:

- Salary based on the Fair Labor Standards Act.
- State Industrial Insurance.
- Unemployment Compensation coverage.
- Union membership, if applicable.

Paying for an OJT

If the cost of OJT services is in excess of \$3000, the VR counselor consults with the VR supervisor or designee about the following to verify that the cost of the training is reasonable:

- Specific skills to be trained;
- Cost;
- Quality of training; and
- Time necessary for the training.

The employer is paid a training fee to cover costs incurred over and above what the employer would normally incur to train a new employee. Fees may be calculated based on the estimated additional time the trainer will spend with the individual in training and what that trainer's time is worth. The fee generally decreases over time as the customer learns the job skills needed and the trainer (employer) spends less time training the customer. (Note: The fee agreement is not based on percentages of the customer's salary, but should specify actual dollar amounts for the cost of providing training.)

Being clear about the payment criteria is important to avoid misunderstandings at the time of billing and payment.

Monitoring the OJT

The VR counselor or Rehab Tech contacts the customer and employer to ensure the OJT is being carried out as agreed. **Monthly progress reports** are completed by the trainer (employer) and accompany the request for payment. The VR counselor is available for regular follow-up if difficulties arise on the job or if modifications to the OJT agreement are needed.

OJT Services - Training Status and Employed Status

During the provision of OJT services, the customer is in training status. Upon successful conclusion of the OJT, the customer moves to employed status and the count to closure, successful rehabilitation begins.

Training Agencies

(New 02/18/2011)

Public, Private and Out of State Schools Licensed in the State of Washington

- Prior to registering a training agency, the VR counselor determines whether the school is:
 - Eligible to receive financial aid (comparable benefit);
 - Licensed in the State of Washington;
 - Accessible; and
 - Accredited.

NOTE: Attending an accredited school is particularly important for a customer who needs to seek training beyond the current degree or needs to transfer to a different school. Accreditation is not required for licensed vocational or career schools, but licensed degree granting colleges or universities may be accredited.
- Degree Granting Colleges or Universities
 - License Status
The VR counselor confirms the licensure status of a degree granting college or university by retrieving information from the **Washington Student Achievement Council website (formerly the Higher Education Coordinating Board)**

For additional information about the status of a license for a degree granting college or university contact:

Karen Oelschlager, Program Associate
Degree Authorization
Washington Student Achievement Council
(360) 753-7869 (phone) (360) 704-6203 (fax)

 - Accreditation
The VR counselor checks the **Northwest Commission on Colleges and Universities (NWCCU)** website to confirm the accreditation status of a degree granting college or university,
- Vocational or Career Schools
DVR uses vocational or career schools that are licensed in the State of Washington. The VR counselor confirms the licensure status of a vocational or career agency listed by the **Workforce Training and Education Coordinating Board (WTECB)**. If a customer needs training from a training agency not listed on this site, an exception to policy can be requested from the VR supervisor and documented according to Exception to Policy procedures.
- Accessibility
Schools receiving federal funds must be accessible; this includes physical and program accessibility. ADA accessibility is not verified by either HECB or WTECB as part of the licensing process.

When a customer chooses to attend a specific school it is expected the individual will determine

if the program satisfactorily meets their accessibility needs. If a customer raises an issue about the accessibility of a school, the matter is taken to the VR Supervisor who will determine a course of action together with the Regional Administrator , Chief of Field Services, and Business Services Manager.

In cases where it is determined that a school is not accessible, DVR will inform the institution of the matter and suggest steps to correct the situation. If the school is not responsive, the Director or designee will determine whether DVR will continue doing business with the institution. Involvement by the Area Assistive Technology and Assessment Practitioner (ATAP), Employer Relations Manager, and/or Assistant Attorney General (AAG) may be required.

- Minimum Requirements
If the school is licensed and accessible follow the process for setting up a new vendor.

See Also:

Vendor Registration

Tools, Equipment, Supplies

Loaning, Recovering and Reassigning Equipment

(New 3/2/07)

[Overview](#)

[Definitions](#)

[Status for Loaned Equipment](#)

[Rating System When Inventorying Equipment](#)

[Key Roles](#)

[WACs Related to Customer Equipment](#)

[How to Process Customer Equipment Purchases](#)

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[When to Purchase Equipment](#)

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[Reassigning Equipment](#)

[Transferring Ownership](#)

[Recovering of Equipment](#)

[Limitations Concerning Recovered Equipment](#)

[When Equipment is Not Recovered / Referral to OFR](#)

[What Categories of Items Are Loaned and What Items Are Not?](#)

Overview

DVR uses the Inventory Utility and Inventory tab in the Customer Chapter in Waves to inventory, track and assign equipment. DVR tracks equipment that is loaned when those items are desirable, reusable, or of high value.

Note:

- Prior to purchasing equipment, it is expected that the VR counselor will utilize any available comparable benefits, and check the customer equipment module to see if there is equipment that will meet the customer's needs;
- In determining whether to recover equipment, the VR counselor considers the condition of the equipment see: [Rating System When Inventorying Equipment](#), and the cost effectiveness of the recovery process. For example, it would not make sense to pay \$400 dollars to ship an item valued at \$250 dollars.

Definitions

Loaned/Assigned - DVR retains ownership of the equipment but use is granted to the customer during the VR process.

Reassigned - Equipment that has been returned to DVR and has been assigned to another customer.

Transferred - Ownership of equipment is transferred to the customer when required for employment.

Recovered - Equipment is returned to DVR.

Referred to OFR - DVR was not able to recover the equipment. The VR counselor refers the matter to the Office of Financial Recovery (OFR) for action.

See Also:

[Overpayment and Debt Recovery](#)

Stolen - The customer reports that the equipment was stolen.

Tracked - The process of inventorying equipment in the case management system. Items are not entered in the DSHS TRACKS system and do not have a Washington State inventory tag.

Statuses for Equipment

There are ten different statuses that equipment can be in at any given time:

1. **Evaluating** – Equipment condition is being assessed.
2. **Loaned** – Equipment is still loaned/assigned to the customer.
3. **Transferred**– Equipment is transferred to the customer.
4. **Recovered** – Equipment was returned by or recovered from the customer.
5. **Referred to OFR** - The customer did not return the equipment when asked and the VR counselor wants to refer the customer to the Office of Financial Recovery for action.
6. **Stolen** - The customer reported that the equipment was stolen.
 1. VR counselor has the customer complete a police report. Report number and jurisdiction is entered into the comments section for the item in Waves. If the customer does not file a police report, the VR counselor is responsible to make sure a report is filed.
 2. A copy of the police report is added to the customer case service record.
7. **Assigned** – Equipment is assigned to the customer but ownership is not transferred.
8. **Available** – Equipment that is available to be assigned to a customer.
9. **Surplus** – Equipment is surplus.
10. **Other**

Rating System When Inventorying Equipment

The following rating system is used to rate equipment when it is purchased, recovered, and reassigned.

Excellent - equipment is new or like new and it can be assigned to another customer.

Good - equipment works well but has minor scratches, dents, or signs of wear and it can be assigned to another customer.

Fair - equipment works as intended but has significant scratches, dents, or signs of wear and it

can be assigned to another customer.

Poor/Not Usable - rating is only used by the Office Equipment Coordinator.

The rating system is designed to assist staff when an item is recovered in deciding whether equipment could be reassigned to a customer. Items rated poor and not usable will not be available for reassignment.

Key Roles

The following are some of the key roles involved in obtaining equipment for customers:

VRCs/RTs- can assign available equipment to their customer and can manage the equipment for the customers on their caseload in Waves.

Office Equipment Coordinator - The Office Equipment Coordinator is an individual in the office who is responsible for managing customer equipment for their office. This person will store returned equipment and is responsible for shipping or transporting equipment that needs to leave the office either due to re-assignment or to the DSHS Warehouse due to slow movement. This person can work with the Regional Inventory Representative to coordinate shipments with other offices or to surplus items that are no longer useful.

Regional Inventory Representatives (Based on DSHS Regions) - These are the current inventory control staff who maintain customer equipment and staff equipment for their area of responsibility. These staff are usually responsible for the inventory in several offices. When talking about customer equipment, this person may serve as both the Office Equipment Coordinator as well as the Regional Inventory Representative. This person will work with Office Equipment Coordinators to surplus equipment and arrange for shipments to the DSHS warehouse.

VR System Admin - Person who has full access to the Inventory Utility in Waves. The administrator can move equipment that is not assigned to a customer, surplus equipment, run status reports and add inventory categories / sub-categories.

WACs Related to Customer Equipment

Revised 07/02/2018

1. [WAC 388-891A-1200 Under what conditions does DVR loan equipment, devices, or other items to me?](#)
2. [WAC 388-891A-1205 Are there instances in which DVR would issue equipment, devices, or other items directly to me without a loan agreement?](#)
3. [WAC 388-891A-1210 Does DVR provide items that require customization for my own](#)

personal needs?

4. WAC 388-891A-1230 What happens if I fail to return a device, tool, piece of equipment, or other item if requested by DVR?
5. WAC 388-891A-1240 What happens to a device, tool, piece of equipment, or other item that has been loaned to me by DVR if I will still need it after my case service record is closed?

How To Process Customer Equipment Purchases

It is important to provide a complete description of the equipment on the AFP. All entries should thoroughly describe the item so that other staff, auditors, or the Office of Financial Recovery has a complete description of the equipment, and its condition.

The Inventory tab in the Customer chapter in Waves allows staff to manage customer equipment from the time of purchase and assists with the loan, transfer, and recovery of equipment when appropriate.

The Inventory Utility in Waves provides a central location for staff in the VR System Admin role to create and track equipment items, set item condition, view item history, mark items recovered or returned, set unit contacts, and delete items no longer available.

The Office Equipment Coordinators in each office are responsible to store recovered equipment in each office for four weeks. After four weeks, the Office Equipment Coordinator determines whether to keep the equipment in the office or to transfer the equipment to the DSHS Storage Warehouse by coordinating with their Regional Inventory Representative. Items that are small and attractive are stored at the local VR office. This includes small electronics, cameras, etc. Access to equipment that is stored in the warehouse is coordinated through the DVR Business Services Unit at the DVR State Office.

Surplus

Items that are in poor or unusable condition or that have been in the DSHS warehouse for at least 12 months are surplus. Regional Inventory Representatives are responsible to surplus items.

When to Purchase Equipment

If a customer needs a device, tool, piece of equipment, or other item to participate in VR services or go to work then the following information should be used to decide how to get the item for the customer:

- Can the item be obtained through use of comparable benefits? [This does not apply if the item is a rehabilitative (assistive) technology item.] If yes, have the customer obtain the item through comparable benefits.

Comparable Services and Benefits

1. If comparable benefits are not available, search in the Waves Inventory to see if the needed item is available for reassignment.
 - a. If available and it fits the customer's vocational needs then follow the reassignment procedures described in Reassigning Equipment.
 - b. If the cost of shipping a used item from storage costs more than purchasing the item new or if the shipping time will not meet the needs of the customer, the VR counselor may proceed with purchasing the item.
 - c. If equipment is grouped for distribution together in the Inventory then it should only be reassigned to a customer as a group. For example, if a desktop and monitor are grouped together but the monitor does not meet the customer's needs, a new computer and monitor should be ordered.
 - d. If equipment is grouped on the Inventory but missing one or more pieces needed by the customer, reassign the grouped items to the customer and purchase the missing items. For example, if a tool set is grouped together, but missing a vice grip and a ball peen hammer needed by the customer, reassign the tool set to the customer and purchase only the vice grip and the ball peen hammer for the customer.
- If comparable benefits are not available and the item is not available for reassignment then purchase the needed device, tool, piece of equipment, or other item.
 - a. Review the DVR Financial Statement to decide if the customer is responsible for assisting in purchasing the needed item.
 - If the customer meets the requirements to assist in purchasing the equipment the counselor will meet with the customer to agree on the use of their resources toward purchase of the equipment.
 - b. Follow the procedures described below in Loaning Newly Purchased Equipment.

Loaning Newly Purchased Equipment

Equipment purchased by DVR that is valued at less than \$5,000 should not be loaned to a customer, ownership of the item should be transferred to the customer using the "Transfer of Ownership" section of the Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices DSHS 19-074 form. The new procedures below explain how to use the form in the case that the item is valued at less than \$5,000, and in the case that the item is more than \$5,000.

Items less than \$5,000

1. The VR counselor determines the value of the equipment that the customer needs.

2. Staff adds the equipment to the item inventory by adding a new item in the customer's inventory tab and assigns it to the customer.
3. The VR counselor issues an AFP for equipment (with a complete description of the equipment) and links the AFP to the new item under AFP services in the AFP tab of the customer.
4. When equipment is received in the office:
 - a. The VR counselor mails or delivers the assigned equipment and the 19-074 Loan Agreement form to the customer, explaining they should sign in the "Transfer of Ownership" section.
 - i. If staff pull this form from Waves (it is located in the Inventory tab), they should choose the Word Merge "Loan Agreement Transfer."
 - ii. If using DocuSign to collect signature, staff should select the template "Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices (19-074)_WAVES."
 - iii.
 - b. Once the counselor has received a signed form acknowledging receipt of the item, the counselor case notes the delivery date of the item (or the date the item changes ownership from a signed equipment transfer) and updates the status of the item to "Transferred" in the inventory details for the item in the customer's Inventory tab.
5. Ownership of the equipment is transferred to the customer.

Items greater than or equal to \$5,000

1. The VR counselor determines the value of the equipment that the customer needs.
2. Staff adds the equipment to the item inventory by adding a new item in the customer's inventory tab and assigns it to the customer.
3. The VR counselor issues an AFP for equipment (with a complete description of the equipment) and links the AFP to the new item under AFP services in the AFP tab.
4. When equipment is received, document the delivery date of the equipment in the item inventory details..
5. Customer and VR counselor sign in the section "Signature of Agreement" of the Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices DSHS 19-074 form.
 - i. If staff pull this form from Waves (it is located in the Inventory tab), they should choose the Word Merge "Loan Agreement Loan."
 - ii. If using DocuSign to collect signature, staff should select the template "Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices (19-074)_WAVES."

- 6.
7. Document Distribution - Original to Fiscal Jacket, copy to customer.
8. Customer takes the Equipment.

Resource:

[Loan Agreement for Tools, Equipment, DSHS 19-074](#)

Reassigning Equipment

The process for reassigning equipment is similar to the process for purchasing new equipment. The difference is that reassigned equipment is equipment that has been previously assigned to a customer. Available equipment can be found in Waves. When reassigned equipment is valued below \$5,000, staff and the customer sign the “Transfer of Ownership,” section of the 19-074 Loan Agreement form.

- The VR counselor locates available equipment and assigns it to their customer.
- The VR counselor coordinates with the sending Office Equipment Coordinator to get the item for their customer.
 - As a reminder, Waves does not automatically send an email to the Equipment Coordinator of the sending office, so staff from the receiving office will need to remember to reach out.
- When equipment is received, document the delivery date in the inventory detail for the item in Waves.
- Customer and VR counselor complete the Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices DSHS 19-074 form.
 - ***For items valued below \$5,000 dollars, the customer and VRC sign in the section labeled “Transfer of Ownership.”***
 - If staff pull this form from Waves (it is located in the Inventory tab), they should choose the Word Merge “Loan Agreement Transfer.”
 - If using DocuSign to collect signature, staff should select the template “Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices (19-074)_WAVES.”
 - ***For equipment valued at \$5,000 dollars or greater, the customer and VRC sign in the section labeled “Signature of Agreement.”***
 - If staff pull this form from Waves (it is located in the Inventory tab), they should choose the Word Merge “Loan Agreement Loan.”
 - If using DocuSign to collect signature, staff should select the template “Loan Agreement for Tools, Equipment, Initial Stock and Supplies, and Devices (19-074)_WAVES.”
 -
- Document Distribution - Original to Fiscal Jacket, copy to customer.

- When equipment is received in the office:
 - The VR counselor mails or hand delivers the assigned equipment and the equipment disposition form to the customer.
 - Once the counselor has received a signed disposition form acknowledging receipt of the item, the counselor case notes the delivery date of the item (or the date the item changes ownership from a signed equipment transfer) and records the delivery date in the inventory details for the item in the Customer’s Inventory tab..
- Ownership of the equipment is transferred to the customer.

Transferring Ownership

Revised 04/07/2021

The following is the decision process when transferring ownership of loaned equipment to a customer (see decision tree below).

1. If the customer does not need the equipment for the job, follow the recovery process below.
 - [Recovery of Equipment](#)
2. If the customer does need the equipment for the job:
 - If the equipment is a vehicle, documentation must be submitted according to [WAC 388-891A-1174 When does DVR purchase and loan a vehicle to you?](#) and [WAC 388-891A-1175 What conditions apply for DVR to purchase and loan a vehicle to me?](#) DVR must verify proof of registration and insurance.
 - The VR counselor changes the equipment status to "Transferred."
 - The customer and VR counselor complete, sign, and date the transfer of ownership section of the Disposition Form.
 - Distribute the final Disposition Form (original is placed back into the Fiscal jacket and the photocopy is given to the customer).

Documenting the Transfer of Equipment for Currently Loaned Items

- Staff must document the completion of the transfer through either:
 1. A case note that documents the receipt of a returned Loan Agreement form with a signature from the customer in the “Transfer of Ownership” section.
 2. When the customer has signed to acknowledge receipt of the item at a prior date, a case note that documents in detail the verbal acceptance of the transferred ownership (by phone or email) by the customer.

Note: verbal agreement in this case is acceptable due to the existing chain of custody for the item that places it in the customer's custodianship.

Follow-up Phone Call

A follow-up phone call is necessary when DVR does not receive a returned form that is signed by the customer, confirming their agreement with the change in ownership outlined in this policy. During the call counselors should determine the following information:

1. The customer agrees with DVR's Decision to transfer the equipment to them.
2. That the equipment transfer is beneficial for the customer.
3. Ensure the customer understands that it is their responsibility for equipment maintenance, maintenance plans and warranties associated with transferred equipment.
4. If necessary, connect the customer to the manufacturer to ensure repairs within the warranty's allotted timeframe.

Recovering Loaned Items

If the case is closed – Other Than Rehabilitated, or the customer does not need the equipment for employment, the VR Counselor is responsible to recover tools and equipment loaned to a customer and follows procedures as noted in Recovery of Equipment below.

Recovery of Equipment

The following is the decision process for recovering equipment from customers.

Determine if the customer needs the equipment.

If so, continue with the IPE or transfer the equipment as outlined in [Transferring Ownership](#)

If the customer does not need the equipment, initiate recovery. This may take several attempts and may include certified letters, phone calls, etc.

Are pick-up services needed? See [Limitations Concerning Returned Equipment section](#)

1. If pickup services are needed the Office Equipment Coordinator will arrange for pickup with a vendor (temporary employment agency or moving company) or DSHS warehouse.

When equipment is recovered:

1. VR counselor sets the status to "Recovered" within the inventory details for the item in Customer's Inventory tab.

2. Customer and VR counselor sign the Disposition form.
3. Give copy to customer and place the original in the Fiscal jacket of the customer case service record.
4. Arrange to secure the equipment by contacting the Office Equipment Coordinator.
5. Is the equipment reusable or of high value?

- No. Update condition of the equipment in Waves. Indicate that the equipment will be surplus.

- Yes.

1. Attach a tracking label to the equipment with the inventory identification number.
2. Update condition of the equipment in Waves.

Recovering Equipment from VR Customers

It is still the VR counselor's responsibility to recover tools and equipment loaned to a customer as soon as the equipment is no longer needed by the customer to complete their Individualized Plan for Employment (IPE) or to continue in current employment. However, where a customer's case has been closed "other", the VR counselor must not initiate the recovery process unless the equipment to be recovered has a value over the \$5,000 threshold.

When the customer's case is being closed "other", the VR counselor must attempt to notify the customer by phone of the recovery of equipment. The VR counselor must explain to the customer that their case is being closed "other," and explain to the customer the reasons for case closure and the recovery of equipment.

VR counselors should cite the loan agreement signed by the customer as the basis for the return of the equipment used by the customer. The counselor should also remind the customer that they are still responsible to maintain the equipment according to manufacture guidelines and to keep the equipment secure until it is transferred back into the possession of DVR.

If the customer wishes to challenge the recovery of their equipment remind them of their ability to appeal decisions by DVR staff or to contact the Client Assistance Program in WAC **388-891A-0215**. Lastly, if the customer refuses to return the equipment, VR counselors must inform the customer of the potential referral to OFR and the actions OFR may take in accordance with **WAC 388-891A-1230**.

Depreciation of Equipment Upon Recovery

For items over \$5,000 that are loaned to customers, a depreciation schedule is applied to the item's value upon initiation of any effort for recovery. DVR utilizes a straight-line method to depreciate items.

The depreciated value for an item can be found by entering the item's purchase cost, date of purchase and category on the **DVR Equipment Depreciation Worksheet**.

Limitations Concerning Recovered Equipment

The VR counselor is responsible to recover tools and equipment loaned to a customer as soon as the item(s) is no longer needed by the customer:

1. To complete the IPE;
2. For their current employment; or
3. Because the customer's case is being closed - other;

The VR counselor is responsible for making arrangements with the customer to return equipment. If the customer is willing and the item is small and not heavy, the VR counselor may opt to recover the item.

Note: Under no circumstances should any staff attempt to recover items over 40 lbs. or equipment with a depreciated value of less than \$5,000 dollars. In addition, staff should not attempt to recover awkward items, or items the customer is not willing to return. Staff should use extreme caution in recovering any items due to safety issues.

The following are alternatives that VR counselors should consider when recovering equipment that the customer is not able to effectively bring to the office:

- Contacting a local vendor (temporary employment agency or moving business) to move equipment to the office.
- Provide a way for customer to ship the equipment to the office.

When equipment is not recovered / Referral to OFR:

- Set status to "Refer to OFR" (Office of Financial Recovery) in Waves.
- Prepare OFR packet and forward to the State Office Business Services Unit.
- If OFR does not recover the equipment, the State Office Business Services Unit will update the comments section noting that the equipment was written off.
- If OFR does recover the equipment, the State Office Business Services Unit will update the comments section and change the status of the item to "Recovered." Staff will then follow the steps for when equipment is recovered.

See Also:

[Overpayment and Debt Recovery](#)

What Categories of Items can be Loaned and What Items are Not?

(Revised 4-18-11)

Rehab Technology devices are devices to assist an individual with their disability. Since these items often include customized equipment, generally Rehabilitation Technology devices are not inventoried or tracked in Waves. If an item is customized specifically for the customer, then the item is given to the customer. If an item's depreciated value \$5,000 or more, and the item can be recovered and reassigned to another customer, the VRC decides whether to loan the item or give it to the customer.

In Waves, each item is to be loaned separately if there is a possibility that each item could be recovered or loaned separately. If items are loaned together, they will need to be recovered and reassigned together. Example: Tools and toolbox, CPU and monitor.

Inventory Categories

Category: Computer Purchase

- Laptop
- Desktop

Category: Computer Peripheral

Sub-category

- Printer
- PDA
- External Drive
- Small Electronics
- Monitors

Category: Rehab Technology - Computer Purchase

Sub-category

- Laptop
- Desktop

Category: Rehab Technology - Computer Peripherals

Sub-category

- Ergonomic computer peripherals

- External Drives
- PDAs
- Printers
- Small Electronics Devices

Category: Rehab Technology - Other

Sub-category

- Ergonomic Chairs
- Ergonomic desks, tables
- Ergonomic items misc., non-electronic
- Live Scribe Smart Pen
- Scooters
- Wheelchair
- Assistive technology software
- Other

Category: Rehab Technology - Vehicle Purchase

Sub-category

- Cars
- Vans
- Other

Category Self-employment Tools and Equipment

Sub-category

1. Mechanic
2. Welding
3. Carpentry
4. Computer Tech
5. Culinary Arts
6. Cosmetology
7. Pottery
8. Masonry
9. Woodworking
10. Jewelry Making
11. Photo Related
12. Landscaping
13. Massage
14. Office Furniture
15. Animal Grooming

16. Consumer Services
17. Exercise Equipment
18. Heating and air conditioning (HVAC)
19. Janitorial
20. Masonry
21. Machinist
22. Medical
23. Retail sales

Category Tools and Equipment

Sub-category

- Mechanic
- Welding
- Carpentry
- Computer Tech
- Culinary Arts
- Cosmetology
- Masonry
- Woodworking
- Jewelry Making
- Photo Related
- Landscaping
- Massage
- Office Furniture
- Animal Grooming
- Consumer Services
- Electrician
- Exercise Equipment
- Heating and air conditioning (HVAC)
- Janitorial
- Machinist
- Medical
- Moving related
- Office furniture
- Other

Category: Vehicle Purchase

Sub-category

- Vans

- Cars
- Other

Items That are Not Loaned or Tracked

Category: Consumables / Personal Care

Sub-category

1. Clothing
2. Toiletries
3. School Books
4. School Supplies
5. Calculators that cost less than \$50
6. Day Planners
7. Office Supplies

Category: Rehabilitation Technology- Other (including AT equipment not tracked in inventory)

Sub-category

- Canes
- Wheelchairs
- Hearing Aids
- Eyeglasses
- Prosthesis
- Alarm Clocks

Category: Computer Software

Sub-category

- Computer Software

Category: Cosmetology

Sub-category

- Curlers
- Brushes

- Combs
- Open Bottles
- Capes
- Wigs
- Mannequin Heads
- Shampoo
- Conditioner

Category: Art Supplies

Sub-category

- Art Supplies

Category: Living Beings (Service Animal or Livestock)

Sub-category

- Living Beings (Service Animal or Livestock)

Purchasing Computers for Customer Use

(Revised 12-9-13)

When it is appropriate for DVR to purchase a computer for a customer, the purchase is made using the "SmartBuy" method. SmartBuy is a streamlined process that allows DVR to purchase quality computer equipment On-Contract from Dell at discounted prices. The SmartBuy procedure is being updated for use in the new case management system. If you need to purchase a computer using this method, please reach out to **dvrpolicy@dshs.wa.gov** for more information.

Computers available through the SmartBuy program:

- Include a 3-year next-day-service warranty.
- Are considered a business class machine and typically will last longer with fewer problems than lower cost computers that are a consumer-grade machine.
- Provide DVR with standardized computers. This allows DVR to refurbish machines in the most efficient manner prior to reassignment
 1. Caution: Service by a non-authorized Dell service provider voids the Dell warranty

Off-Contract Purchases

Prior to purchasing a computer or computer-related hardware, software, peripherals, etc. Off-Contract requires:

- Obtaining quotes and documenting the purchase as required and outlined in Purchases

- Requiring Quotes and Approvals section of the manual. Off-contract computer purchases for customer use with a cost of more than \$5,000 require DVR Finance and Budget Approval;
- Consultation with DVR IT staff. A case note is entered by IT staff to document the recommendation. The goal of the IT recommendation is to meet the customer's needs at the lowest possible price; and
 - An Exception to Policy. (See the section below about purchasing off-contract)

Type of Computer Needed

The customer and VR counselor agree which computer hardware, software, peripherals and other computer-related items are required.

Consultation with ATAP for Computer Purchases to Address Disability-Related Issues

Consultation by a DVR Assistive Technology and Assessment Practitioner (ATAP) is required if there are disability-related issues related to the computer purchase. If an ATAP and an IT staff member or the IT HelpDesk is involved in a computer purchase, IT provides technical support regarding the computer specifications, and the ATAP takes the lead in addressing disability-related issues. The ATAP's recommendations are documented in a case note.

DVR purchases only one computer per customer

If the customer needs an additional computer, the VR counselor documents the reason(s) for an additional computer and requests an exception to pay for another computer from the VR supervisor. The VR supervisor approves or denies the request based on whether there is substantial justification for an additional computer.

Items are the property of DVR for use by the customer during the rehab process unless ownership is transferred to the customer.

See Also:

[WAC - Conditions for Loaning Equipment](#)

Tracking Dell Service Tag Number

There is a feature on the Intranet Order Page for creating the Dell Service Tag Number. VR counselor enters information and the Inventory of Tools and Equipment form is created automatically. A copy of the Inventory Tools and Equipment form with the Dell Service Tag Number is placed in the case service record. The Dell Service Tag Number is needed for warranty repair. If the number is not noted, repairs and warranty service may be directed to the DVR office rather than the customer's house.

Anti-virus Software

(12-9-13)

Each computer will come with a 90 day trial version of Anti-virus software. When the 90 day trial ends, we recommend that the customer download and install one of the following **free anti-virus software** applications.

1. Avira ([Download](#))
2. Microsoft Security Essentials ([Download](#))

Off-Contract Purchases

[Exception Required if SmartBuy Program Is Not Used to Purchase a Computer for Customer Use](#)

If VR counselor and customer determine that computers available for purchase "on contract" through the SmartBuy program will not meet the customer's needs, VR counselor requests an Exception to Policy from the VR supervisor to purchase Off-Contract.

[Procedure for Purchasing Computer for Customer through Exception to Policy](#)

1. Consultation with DVR IT staff is required to determine if the computer needs to be purchased Off-Contract;
2. Request Exception to Policy by VR supervisor.
3. Document in case service record the reason(s) computer cannot be purchased "on contract" through the Smart Buy program;
4. Obtain three quotes for the computer system. (DVR HelpDesk can assist in getting quotes for the best equipment at the lowest possible price);

[For Purchases Over \\$5,000](#)

1. Send vendor quotes and justification to DVR Finance and Budget for approval/disapproval.
2. If approved, DVR Finance and Budget will contact VR counselor with authorization to issue AFP;
3. DVR Finance and Budget documents approval/disapproval in case note;
4. A TRACKS purchase request is NOT needed for computer purchases.

[WAC - Conditions for Loaning Equipment](#)

[WAC - Failure to Return Equipment](#)

[WAC - Transferring Ownership to Customer](#)

Vehicle Purchase / Loan and/or Vehicle Modifications

(Revised 8/24/09)

Vehicle Purchase/Loan Approval Requirements

To request the purchase/loan of a vehicle, with or without modifications approval from the VR supervisor, Regional Administrator and DVR Director or designee is required. These approvals must be obtained before making a commitment to a customer, or including a vehicle purchase on an IPE.

VR Supervisor Approval

The VR counselor submits a request for vehicle purchase/loan to the VR supervisor for approval. The request must include all documentation outlined (below) in “Vehicle Purchase/Loan Request Documentation (Packet).”

The VR supervisor reviews the request and documents approval or denial in a case note. If approved, the request is submitted to the Regional Administrator.

Regional Administrator Approval

The Regional Administrator notifies the VR supervisor and counselor by email if the request is approved or denied. Documentation of the approval or denial is filed in the customer’s case service record. If the Regional Administrator approves the request for the vehicle purchase/loan, the request is forwarded to the DVR Director or designee.

Director or Designee Approval

A copy of the complete vehicle purchase/loan request is sent to the DVR Director. The Director or Director’s designee will notify the VR counselor by email of approval or denial within 5 working days of receipt. A copy of the approval or denial is filed in the customer’s case service record.

If the Director or the Director’s designee denies the VR counselor’s request to loan a recovered vehicle or purchase a vehicle, the VR counselor and the customer continue to consider other options.

Vehicle Purchase/Loan Request Documentation (Packet)

A vehicle purchase/loan request packet must include all of the following documentation and should be captured in the customer case service record.

1. Regional Administrator approval (email or case note)
2. VR supervisor approval (case note)
3. Completed [Checklist for Vehicle Purchase and/or Vehicle Modifications, DSHS 11-081](#)
4. Documentation of Rationale for Vehicle Purchase/Loan:
 1. How the purchase addresses disability-related barriers to employment.
 2. Whether the vehicle is required as a condition for employment or why it is needed to achieve an employment outcome.
 3. An explanation of the transportation alternatives explored (such as public transportation, ride sharing or relocating to an area where transportation is available), and the reason(s) these options won’t meet the customer’s needs.
 4. A summary of the comparable benefits explored, such as insurance, loan from the

Washington Assistive Technology Foundation, WATF, a PASS Plan for customer receiving SSI/SSDI, or other sources, and how these resources will be utilized.

5. The type of vehicle being considered (new or used, estimated price range and any special considerations).
 6. Consultation (recommended) with a DVR Assistive Technology and Assessment Practitioner, ATAP early in the process for vehicle purchases with modifications or for vehicle modifications only.
5. Documentation of Customer's Driving Capability
1. The VR counselor's rationale for determining that the customer's disability is stable or slowly progressive, and is not likely to impair their ability to drive in the foreseeable future.
 2. If the customer has a known pattern of alcohol or drug abuse within the past 5 years, whether in remission or not, a complete and current drug/alcohol evaluation, including a urinalysis and report.
 3. An abstract of the customer's complete driving record obtained from the Department of Licensing. Moving violations and/or criminal convictions related to driving a vehicle are grounds for denial.
 4. Current Washington driver's license;
 5. A copy of a medical assessment evaluating the customer's driving capacity, need for driver's training and ruling out the need for any vehicle modifications, or an explanation of why an assessment is not needed. Evidence or documentation explaining how the customer has demonstrated they can safely operate the vehicle or a similar vehicle.
 6. Documentation explaining the DVR Assistive Technology and Assessment Practitioner consultation and recommendations, if appropriate.
6. Documentation of Passenger-Only Considerations
1. A description of the customer's plan for securing drivers and back-up drivers.
 2. An abstract of the complete driving records for all drivers. Moving violations and/or criminal convictions related to driving a vehicle are grounds for denial.
 3. If an identified driver or back-up driver has a known pattern of alcohol or drug abuse within the past 5 years, whether in remission or not, a complete and current drug/alcohol evaluation, including a urinalysis and report.
 4. If an identified driver or back-up driver has a known medical condition that could impact driving safety, a copy of a medical assessment evaluating the driver's safety to drive.
 5. A copy of a valid Washington State driver's license for each driver and any required license endorsements.
7. Financial plan for ongoing vehicle costs
1. Results of a completed DVR Financial Statement form that shows whether the customer can contribute towards vehicle-related costs.
 2. Explanation of what resources the customer will use to obtain and pay for insurance while the case is open.
 3. Explanation of what resources the customer will use to pay for insurance, licensing, maintenance and repairs after case closure.
 4. Explanation of what resources the customer will use to pay for driver support, if the customer is a passenger only.

8. Vehicle/Van purchase with modifications

If the vehicle/van purchase includes vehicle modifications, the Vehicle Purchase/Loan Request must include the additional documentation requirements outlined under the vehicle modifications section (below).

NOTE: A customer may not contribute to the cost of a vehicle to "upgrade" or share in the cost if DVR will retain ownership of the vehicle. In certain circumstances if the case is not successful or the vehicle is not needed for employment, the vehicle will not be released to the customer and joint ownership would be a problem. If a customer has financial resources available, the VR counselor and the customer agree on what other related costs, such as insurance, maintenance, and licensing could be paid by the customer.

Procedures to Follow when the Purchase is Approved

- Before requesting quotes the VR counselor conducts an Inventory search in the case management system for a vehicle that would meet the customer's needs. The customer does not have the option of declining an available vehicle that meets their employment needs in favor of purchasing a vehicle. No further approval from DVR Finance and Budget or DSHS TRACKS Purchasing is needed to loan a recovered vehicle.
- If a vehicle is not available from the DVR Inventory of Equipment, the VR counselor obtains bids from 3 vendors. Purchases that cost \$1,000- \$4,999.99, requires 3 telephone quotes. Purchases that cost \$5,000 or more, requires 3 written quotes.
- Vehicle purchases that cost \$5,000 or more require approval from DVR Finance and Budget, and TRACKS Purchasing from DSHS/PSC.

Approval from Finance and Budget Unit and TRACKS Purchasing by DSHS/PSC

Vehicle purchases that cost \$5,000 or more require a Purchase Request in TRACKS. The request is reviewed by DVR Finance and Budget then sent to DSHS/PSC for approval.

The VRC or RT documents justification for the purchase in a case note in the customer's case service record, obtains the quotes, documents justification for selecting the vendor, if necessary, and uses the following steps to first complete the Purchase Request as outlined in the TRACKS manual, and then complete the process:

- Prior to completing a Purchase Request (PR) in TRACKS it is recommended that the Rehabilitation Technician (RT) contact the DVR State Office Finance and Budget Unit at dvrffiscal@dshs.wa.gov for guidance. Some general guidance:
 - Don't combine items. If there are 10 items listed on the request for quote (bid) sheet, there should be 10 items on the PR.
 - When the PR is created, the RT selects the "Send to TRACKS" box.
 - Forward the PR to the Finance and Budget Unit (not the VR supervisor). The PR does not need to be routed to the VR supervisor like general office purchases.
 - (If the "Send to TRACKS" box is not selected, and the RT forwards the PR to the VR

supervisor, a Purchase Order (PO) is created and approved at the local office without TRACKs approval). TRACKs approval is required before the PO is created and approved.

- The VR counselor notifies the DVR State Office Finance and Budget Unit of the pending purchase request number awaiting approval.
 - The RT or VR counselor sends back-up documentation to the Finance and Budget Unit
 - Completed Request for Quote, DSHS 17-153 or similar document. It is very important that the specifications (what we want to purchase) are identical for each vendor. Request for quotes that are not identical will cause a delay in the approval process and the request will likely be denied.
 - Completed [Purchasing Checklist, DSHS 17-152](#);
 - Written justification for vehicle purchase/loan with or without modifications, documentation in the case service record of approval by the VR supervisor, Regional Administrator, and the DVR Director or designee.
 - Written justification and Documentation in the case narrative of approval consultation (recommended) by with the DVR Assistive Technology and Assessment Practitioner (ATAP) if the item is a rehabilitation technology service such as, vehicle modifications.
 - PR number
1. The Finance and Budget Unit reviews the Purchase Request and determines whether to approve the request based on state purchasing requirements. If approved, the Finance and Budget Unit forwards the Purchase Request electronically, as well as the bids and written justification, to DSHS/PSC for review and approval. The customer should be informed that forwarding information to the DVR Finance and Budget Unit is a step in the approval process but not the last step. Approval from TRACKs is also required, and generally takes up to two weeks.
 1. The DSHS/PSC reviews the Purchase Request and determines whether to approve the request based on state purchasing requirements. If approved, DSHS/PSC issues a Purchase Order (PO) number and makes a reference to RCW 74.29.080. The Purchase Order and RCW number gives the VR counselor authority to purchase. The DVR Finance and Budget Office notifies the VR counselor of record for the approval and provides PO number.
 1. The VR counselor prepares the AFP and must reference the following in the description of the AFP:
 1. PO number.
 2. RCW 74.29.080.

The VR counselor is responsible to document the tracking of all equipment and vehicles on loan or permanently assigned to a customer.

Determining a Vehicle's Value (not required for government surplus vehicles)

The VR counselor and the customer use one or more independent appraisals to identify a used vehicle's value. Resources suggested for an independent appraisal include the following:

1. A car dealership, other than the dealership selling the car
2. [Kelley's Blue Book](#) for a general rating
3. National Auto Dealers Association ([NADA: National Auto Dealers Association](#)) for a general rating
4. Other price guides provide general ratings
5. Banks or credit unions may offer accident history information affecting value

Payment to an In-State Mobility Dealer for a Vehicle Purchase is not Delayed Pending Installation of Adaptive Equipment from an Out-of-State Vendor

(12-9-13)

If DVR purchases a vehicle and/or vehicle modifications from a mobility dealer in Washington and the customer also requires special adaptive equipment that has to be installed by an out-of-state vendor, payment to the mobility dealer in Washington is not delayed pending installation of the adaptive equipment by the out-of-state vendor.

The vehicle is shipped to the mobility dealer in the state of Washington. The ATAP and the customer physically inspect the vehicle and vehicle modifications to make sure they meet the bid specifications. If everything is in order the ATAP documents in a case note that the vehicle and vehicle modifications were inspected and everything is in order or that something needs to be added or changed before DVR issues payment. When everything is in order payment is issued within 5 working days to the mobility dealer in Washington, just like any other purchase, and a separate AFP is issued to the out-of-state vendor for the special adaptive equipment.

When payment is received the mobility dealer in Washington:

- Transfers the title showing the customer as the registered owner and DVR as the legal owner
- Installs the license plates on the vehicle
- Arranges for the vehicle to be shipped to the out-of-state vendor

[Insurance Coverage When Vehicle is Shipped to and from an Out-of-State Vendor](#)

At the time the title is transferred the customer needs to have insurance. The customer's insurance covers any loss that may occur if the vehicle is damaged in shipping the vehicle from Washington to an out-of-state vendor and when the vehicle is driven or shipped back to Washington.

Purchase of a Used Vehicle without Modifications

After approval from the VR supervisor, Regional Administrator and DVR Director or designee, and it is determined that a vehicle is not available in the DVR Inventory of Equipment, the VR counselor:

4. Checks with Government Surplus to determine if a vehicle is available. (Appraisal of value is not required if the vehicle is purchased through Government Surplus).
5. Obtains a routine inspection by a certified mechanic of the vehicle's general condition and safety. If a vehicle is not available through Government Surplus the VR counselor (or customer):
6. Contacts local auto dealerships for the price of at least three vehicles.
7. The customer test drives a vehicle under consideration.
8. Obtains a written quote from the dealer or seller for each vehicle under consideration.
9. Uses one or more independent appraisal to determine the value of the used vehicle.
10. Obtains a routine assessment by a certified mechanic of the vehicle's general condition and safety.
11. Accident history from Carfax, or other source, that helps determine the vehicle's safety and repair record.

Government Surplus Vehicles

Used vehicles are available through government surplus at costs savings through the Department of Enterprise Services. If a government surplus agency vehicle is being considered, an appraisal of value is not necessary. A routine inspection by a certified mechanic of the vehicle's general condition and safety is required.

The VR counselor may obtain Information about available state or federal vehicles, by calling (360 407-2275 or emailing AgencySurplusPurch@des.wa.gov. Government surplus will hold a vehicle for 30 days to allow the VR counselor to complete the purchasing process. The Internet sites are:

5. **[Buy Surplus | Department of Enterprise Services \(DES\) \(wa.gov\)](#)** (state)
6. **<http://des.wa.gov/services/surplus/buy-surplus/federal-surplus>** (federal)

The DSHS Office of Purchased Service Contracts offers assistance at no cost to coordinate purchases of vehicles from government surplus. The VR counselor may contact DVR State Office Finance and Budget to request this assistance.

Assessing the Vehicle's General Condition

The VR counselor must obtain a routine assessment by a certified mechanic of the vehicle's general condition and safety. If accident history is available on a used vehicle (Carfax), the information is helpful in determining the vehicle's safety and repair record.

Required Documentation before the Vehicle is Released to the Customer (Include the Mailing Address for the DVR Headquarters Office on the Vehicle Title)

(Revised 12-9-13)

Prior to releasing the vehicle to the customer, the following documentation must be verified and copies included in the case service record:

- A copy of the vehicle insurance policy that includes the names of all drivers of the vehicle. The policy must include a clause for written notification to DVR if the vehicle insurance lapses, is canceled, or if there are any driving infractions by the insured drivers.
- A completed Loan Agreement. This agreement includes a statement that the customer agrees to be the registered owner and that DVR is the legal owner on the vehicle title. Upon request of DVR the customer agrees to return the vehicle to DVR and sign the vehicle title removing the customer as the registered owner.
- A copy of the title and registration showing DSHS/DVR as the legal owner with the address of 4565 7th Ave. SE Lacey, WA 98503 and a mailing address of P.O. Box 45340 Olympia, WA 98504-5340. The original title and a copy of the vehicle registration are forwarded to the DVR Headquarters Office at P.O. Box 45340 Olympia, WA 98504 Attention: Executive Assistant.

Before transferring ownership of the vehicle, contact the Executive Assistant to request the original title. The Executive Assistant will complete the report of sale upon receipt of the following information:

1. The date of the sale or transfer.
2. The name and address of the person the vehicle was sold or transferred to.
3. The vehicle identification number (VIN).
4. The vehicle license plate number.

See:

[Procedures for Loaning Newly Purchased Equipment or Reassigning Equipment.](#)

Transferring Ownership

(Revised 4/18/11)

If the customer requires the vehicle to maintain employment at the time of case closure, the VR counselor must:

- Include documentation in the case service record and arrange for release of DVR ownership on the vehicle title from the State Office Business Services Unit
- Transfer ownership of the vehicle to the customer in the case management system. See procedures for Transferring Ownership for loaned items

- Document the title transfer for the transfer of legal ownership, vehicle identification number (VIN), and the license plate number in the Case Service Record

Vehicle Modifications

For vehicle/van purchase with modifications the VR counselor follows the procedures for Vehicle Purchase/Loan.

For vehicle purchases with modifications or for vehicle modifications only, consultation with a DVR Assistive Technology and Assessment Practitioner, ATAP is recommended early in the process. The ATAP can provide guidance and assistance about the possible need for additional assessments, driver and equipment evaluations and the procedure for requesting quotes and selecting a vendor.

Vehicle modifications may include factory conversions, custom modifications or individual adaptive equipment:

Examples:

Factory Conversions

Braun, Vantage Mobility Inc (Ricon), IMS (Independent Mobility Systems) and others.

Conversions

Raised door; raised roof; lowered floor; vehicle kneeling features; power assist doors; remote fold out ramps or lifts, etc.

Individual Adaptive Equipment

Hand controls; six way power seat; wheel chair tie downs; seat and chest belt restraints; chair topper; portable ramps; scooter lift, etc.

Documenting the Need for Vehicle Modifications

The VR counselor documents the following information in the case service record:

- Rationale for vehicle modification:
 - How the purchase addresses disability-related barriers to employment.
 - Whether the vehicle modification is required as a condition for employment or why it is needed to achieve an employment outcome.
 - An explanation of the transportation alternatives explored (such as public transportation, ride sharing or relocating to an area where transportation is available), and the reason(s) these options won't meet the customer's needs.
 - How comparable benefits (if available) will be utilized. DVR is not required to use

comparable benefits for Rehabilitation Technology services, but when available these resources such as insurance, loan from WATF, or a PASS Plan for customers receiving SSI/SSDI should be used as a first dollar resource.

- Results of a completed DVR Financial Statement that shows whether the customer can contribute toward the cost of the plan. In many instances the customer purchases the vehicle/van and DVR pays for the modifications.
- Consultation (recommended) with a DVR Assistive Technology and Assessment Practitioner, ATAP early in the process for vehicle purchases with modifications or for vehicle modifications only.
- Summary of a driver's evaluation and/or equipment evaluation. See the information (below) about practitioners who have expertise in driver and equipment evaluations.

Requesting Quotes after the Vehicle Modifications are Approved

For vehicle/van purchase with modifications, refer to Vehicle Purchase/Loan (above) Procedures to Follow when the Purchase is Approved

For purchase of modifications only (DVR is not purchasing a vehicle) follow the guidance in Purchases Requiring Quotes and Approvals

Driver's Evaluations or Equipment Evaluations

A driver's evaluation and/or an equipment evaluation are scheduled with practitioners who have expertise in driver rehabilitation, such as

- Licensed Occupational Therapist (OTR/L)
- Certified Driver Rehabilitation Specialist (CDRS)
- Certified Assistive Technology Practitioner (ATP)

Service Categories and service codes for Vehicle Modifications/Purchases

Vehicle modifications without vehicle purchase:

- Service category: Rehabilitation Technology
- Service code: Rehab_Tech_Other_NotLoan
- Service ID: 4131

Vehicle modifications and vehicle purchase:

- Service category: Rehabilitation Technology
- Service code: Rehab_Tech_Vehicle_Purch
- Service ID: 4132

Vehicle Purchases only (without modifications):

- Service category: Transportation
- Service code: Vehicle_purchase
- Service ID: 4139

Vehicle Repairs

(Revised 5/19/08)

A VR counselor may authorize a customer's vehicle repair when the VR counselor agrees using a private vehicle is the option that meets the individual's needs. In many instances, public transit (reduced-fare bus pass) is the least cost option, so vehicle repair is only considered when public transit is not available, accessible or otherwise does not meet the needs of the customer.

Note:

1. Proof that the customer is the registered owner of the vehicle, and has current auto insurance and a valid driver's license is required before DVR can consider paying for a vehicle repair. If there are special conditions or circumstances regarding this requirement an exception to policy may be requested. The rationale and justification for the exception to policy must be documented in the case service record.

Other Important Considerations about Vehicle Repairs

- DVR should only pay for vehicle repairs that are done by a dependable and reputable vehicle repair business, preferably with ASE (Automotive Service Excellence) or other type of certified mechanics.
- The vehicle repair business must be a DSHS vendor so DVR can authorize payment. The VR counselor should not authorize repairs if there is any concern that the vehicle is unsafe or beyond repair.

Vehicle Repairs in Excess of \$1500

A single vehicle repair in excess of \$1500 or if the total authorized for the vehicle repair exceeds \$1500, the authorization must be approved by the VR supervisor.

Services for Specific Circumstances

DOL Statement of Principle

The U.S. Department of Labor and community-based rehabilitation organizations are committed to the continued development and implementation of individual vocational rehabilitation programs that will facilitate the transition of persons with disabilities into employment within their communities. This

transition must take place under conditions that will not jeopardize the protections afforded by the Fair Labor Standards Act to program participants, employees, employers or other programs providing rehabilitation services to individuals with disabilities.

GUIDELINES

Where ALL of the following criteria are met, the U.S. Department of Labor will NOT assert an employment relationship for purposes of the Fair Labor Standards Act.

- Participants will be individuals with physical and/or mental disabilities for whom competitive employment at or above the minimum wage level is not immediately obtainable and who, because of their disability, will need intensive ongoing support to perform in a work setting.
 - Participation will be for vocational exploration, assessment or training in a community-based placement work site under the general supervision of rehabilitation organization personnel.
2. Community-based placements will be clearly defined components of individual rehabilitation programs developed and designed for the benefit of each individual. The statement of needed transition services established for the exploration, assessment or training components will be included in the person's Individualized Written Rehabilitation Plan (IWRP).
 1. Information contained in the IWRP will not have to be made available; however, documentation as to the individual's enrollment in the community-based placement program will be made available to the Department of Labor. The individual and, when appropriate, the parent or guardian of each individual must be fully informed of the IWRP and the community-based placement component and have indicated voluntary participation with the understanding that participation in such a component does not entitle the customer to wages.
- The activities of the individuals at the community-based placement site do not result in an immediate advantage to the business. The Department of Labor will look at several factors.
 1. There has been no displacement of employees, vacant positions have not been filled, employees have not been relieved of assigned duties, and the individuals are not performing services that, although not ordinarily performed by employees, clearly are of benefit to the business.
 2. The individuals are under continued and direct supervision by either representatives of the rehabilitation facility or by employees of the business.
 3. Such placements are made according to the requirements of the individual's IWRP and not to meet the labor needs of the business.
 4. The periods of time spent by the individuals at any one site or in any clearly distinguishable job classification are specifically limited by the IWRP.

- While the existence of an employment relationship will not be determined exclusively on the basis of the number of hours, as a general rule, each component will not exceed the following limitations:

Vocational explorations / 5 hours per job experienced.

Vocational assessment / 90 hours per job experienced.

Vocational training / 120 hours per job experienced.

- Individuals are not entitled to employment at the business at the conclusion of their IWRP, however, once an individual becomes an employee, the person cannot be considered a trainee at that particular community-based placement unless in a clearly distinguishable occupation.

An employment relationship will exist unless all of the criteria described in the Policy is met. If an employment relationship is found to exist, the business will be held responsible for full compliance with the applicable sections of the Fair Labor Standards Act, including those relating to child labor. Businesses and rehabilitation organizations may, at any time, consider participants to be employees and may structure the program so that the participants are compensated in accordance with the requirements of the Fair Labor Standards Act. Whenever an employment relationship is established, the business may make use of the special minimum wage provisions provided pursuant to section 14 (c) of the Act.

Serving Individuals with Sexual Offending Behavior

Although a history of sexual offending or sexually predatory behavior may or may not be directly related to an individual's disability, the behavior does represent a barrier to employment. If a VR Counselor receives information that indicates a pattern or presence of behavior that is sexually inappropriate or predatory, the potential risk from that behavior must be carefully assessed prior to referring the individual to community-based services and/or developing an employment plan. Once a VR counselor becomes aware of a potential risk, it is their responsibility to take the necessary steps to address those risks, with the support of the VR supervisor, VR specialists, and/or other qualified professionals. See **Assessing Risk of Offending Behavior** for more information

The goal in serving individuals with past sexual offending or predatory behavior whenever possible is to achieve an employment outcome that enables the individual to be successful and avoid repeating the behavior.

Note: *Status as a registered sex offender or having a history of sexual offending or predatory behavior is not a disability-related impediment to employment nor is it included in the definition of an "individual with a disability" for purposes of eligibility determination.*

Developing a Planning Team

If the individual is involved with other organizations or individuals whose support and involvement is necessary for the individual to achieve and maintain employment, the VR counselor works with the individual to identify a collaborative team.

The team may include case managers from other programs, such as the Division of Developmental Disabilities or Mental Health, residential providers, therapists, family members/guardians, law enforcement officials (probation/parole officers), school staff, and prospective employers. This collaborative approach needs to be based on complete sharing of information and ongoing communication.

Areas to be coordinated include:

- Service recommendations and resources;
- Job settings;
- Safety measures;
- Disclosure methods; and
- Housing and transportation resources.

It is important to establish and maintain communication protocols and channels to ensure that incidents or information that may affect the individual's employment is shared in a timely and coordinated way.

Developing an Employment Plan

The VR counselor shares the results of assessments with the individual and other members of the planning team, if applicable. If the individual is a minor or has a legal guardian, the parent or guardian needs to be involved in this discussion.

The VR counselor needs to advise the individual that:

- Participating in appropriate services to address the risks is a condition of receiving VR services;
- The type of employment outcomes or employment settings that DVR supports may be limited based on the recommendations of qualified professionals; and
- Disclosure of risk to service providers and prospective employers is required.

If risks are identified during the assessment process, the VR counselor, individual and planning team need to discuss whether the risks are reasonable or unreasonable. If the risks are reasonable, the VR Counselor and individual identify VR services to address the risks, which can include additional assessment services or other services identified on the employment plan.

Terms and conditions are documented in the employment plan to indicate that participation and cooperation in these services is a condition of continued support by DVR. Conditions and/or restrictions on the type of employment setting may also be needed to reduce risks, such as specific work hours, locations, increased supervision, etc.

Treatment for sexually related behavior must be provided by a certified Sexual Offender Treatment Provider. The best way to check if a provider is certified is to check the [Health Professions Quality Assurance \(Washington Department of Health\)](#) website. Information on the website is current and updated regularly.

The [Sex Offender Treatment Provider Directory](#) is convenient because it lists providers by name and county. However, the directory is not updated as often and not all providers are listed in the directory. If a provider's name does not appear in the directory double check the DOH Provider Credential Search website (above).

The employment outcome and services supported by DVR must be consistent with the results and recommendations of assessments and evaluations. Although services need to be provided in the most integrated setting possible, the individual's triggers and environmental conditions that lead to repeating sexually-related or predatory behavior must also be taken into consideration in the selection. To support the individual's success, it is important to screen both the employee and the employer to find a match between the individual's needs and the employment setting.

Job Placement

The choice of employment outcomes may be limited based on criminal offenses or assessment results. Certain occupations prohibit entry by persons with specific crimes. Decisions to restrict a person's choices must be supported by documentation provided by qualified professionals that concludes the restrictions are necessary for the protection of the individual, others, the community and/or property.

If uncertain about a specific employment setting, the VR Counselor may request the specific employment setting be evaluated by a [Sexual Offender Treatment Provider](#), (SOTP) prior to approving the employment plan.

If assessment or evaluation results from qualified professionals indicate that repeating the behavior is likely or the level of supervision and/or safeguards are beyond the scope of VR services, DVR notifies the individual and/or the individual's parent/guardian that DVR cannot develop an employment plan at this time. The VR counselor needs to document the rationale for the decision in the case service record.

Confidentiality

(Revised 07/02/2018)

Information regarding an individual's history of sexual offending or predatory behavior is confidential and subject to the same standard of confidentiality as other disability-related information. The existence of a criminal record, in itself, is not adequate to determine an individual is a high risk for violent or predatory behavior and cannot be placed in employment. Determinations that an individual cannot safely be employed must be based on current assessments conducted by qualified professionals.

DVR permits the disclosure of confidential information without an individual's consent only under the conditions outlined in [WAC 388-891A-0130 May DVR share personal information in my case service record with others?](#) If a VR counselor obtains documentation from a qualified professional that indicates a DVR customer poses a potential risk to a service provider, employer or the community, DVR discloses the information to parties directly involved in serving or employing the individual.

Any information shared with service providers, employers, or any other organization or individual that reports the names of victims must be altered to remove any references to those victims, unless the information is necessary to protect the individual(s) involved.

Disclosure

The VR Counselor and individual need to discuss the disclosure of results of assessments that document a potential risk of violent or predatory behavior conducted by qualified professionals to potential service providers and employers. Service providers and/or prospective employers need to be informed and aware if an individual to be served or employed poses a potential risk. It is not advisable to share details of the offenses, however it is recommended the disclosure include the nature of the offense, how long ago it occurred, and what precautions and safeguards are in place to prevent reoccurrence. The employer can be provided with suggestions or strategies to follow in the event any situation arises in which the individual creates a potential risk to themselves, other employees, or the community.

How the information is disclosed is important. The VR counselor needs to discuss with the individual what level of involvement the customer should take in making the disclosure in cooperation with the VR Counselor and/or other members of the team, such as a therapist or a job developer. Unless the individual's disability prevents self-disclosure, the individual needs to be involved in disclosing their past offenses or behavior to the extent possible. The disclosure often occurs during the interview process.

How much information to disclose depends on the level of risk involved and what precautions, if any, need to be taken to ensure safety of the employer, co-workers, customers and

community. If a therapist or treatment provider has been involved, it is suggested they are consulted regarding the scope and level of disclosure.

The VR Counselor needs to document in the case service record what information is disclosed, when, and by whom.

Individual Refuses to Cooperate

If the individual does not agree to participate in or use services to address risk factors, does not follow through with planned services, or refuses to authorize disclosure of information to service providers or prospective employers, the VR counselor advises the individual that no further services will be authorized. VR services are discontinued until the individual agrees to cooperate.

If it becomes clear the individual will not cooperate, the case is closed. The VR Counselor documents the individual's participation in required services in the case service record.

Reporting Dangerous Behavior

A VR Counselor has a legal and ethical responsibility to report information about an individual that poses an immediate danger to themselves or others. The VR Counselor reports the situation immediately to the VR Supervisor, Regional Administrator, Field Services Administrator and/or local authorities, as the situation warrants.

Customers Who Threaten or Carry Out Acts of Violence

(New 02-18-11)

[Identification of a Non-Imminent Threat](#)

[Non-Imminent Threat Assessment](#)

[Continuing Work with the Customer](#)

[Current Customer Evaluation](#)

[Counseling and Guidance](#)

[Treatment](#)

[Behavior Contracts](#)

[Accommodations](#)

[Notification of Other Staff](#)

[Documentation Requirements](#)

[Denial or Termination of Services and/or Case Closure](#)

[Due Process](#)

Identification of a Non-Imminent Threat

DVR staff need to be aware of a customer who has a history of either threatening to or actually carrying out an act of violence toward others. DVR staff also need to be alert to a customer's threat or violent behavior that is not immediately occurring, but has the potential to occur. Indicators include, but are not limited to increasing belligerence, homicidal/suicidal threats and outbursts of anger.

1. Review of Case Record Information

When a customer applies for VR services and throughout the vocational rehabilitation process, the VR counselor reviews information in the record to determine whether a threat assessment of the customer is needed. Examples of indicators may include a history of uncontrolled anger, violent outbursts, destructive behavior and arrests, convictions or incarceration for assault or unlawful possession and use of a weapon. If the customer has a history of either threatening or actually carrying out an act of violence toward others, a threat assessment is conducted.

2. Knowledge or Observation

When DVR staff have information about a customer threat or act of violence that is not immediately occurring, but has the potential to occur, a threat assessment is conducted.

Non-Imminent Threat Assessment

DVR staff are expected to conduct a non-imminent threat assessment in a reasonably prudent manner with good judgment and common sense. The actions of a person exercising common sense in a similar situation are the guide in determining whether an individual's actions are reasonable. For some individuals, a past negative experience can result in their relating in a manner that would not be reasonable. At a minimum, a VR counselor and VR supervisor perform the non-imminent threat assessment.

The purpose of the non-imminent threat assessment is to determine future actions including:

- An evaluation of the threat itself; that is, the assessment of the credibility and overall viability of an expression of an intent to do harm;
- An evaluation of the customer making the threat; and
- Recommendations for future actions.

If after the non-imminent threat assessment, there is a concern, DVR staff meet with the Supervisor to determine a safe course of action. Documentation of the customer threat assessment and recommendations for future actions are shared with the Supervisor, Regional Administrator, Chief of Field Services and the DVR Director or designee. Prior to taking any further action, the DVR Director or designee reviews the recommendations for future actions and determines what action, if any to take.

Continuing Work with the Customer

When either an imminent or non-imminent threat occurs, depending on the nature of the threat or act of violence, DVR continues to provide services unless continuing to work with the customer would compromise DVR's commitment to promote and maintain a safe work place.

Current Customer Evaluation

After a non-imminent or imminent threat or act of violence occurs, the VR counselor assesses the customer. In consultation with the VR supervisor, the VR counselor may use existing information in the case service record or request a current mental health evaluation of the customer with regard to the threat or act of violence. The following are examples of factors to be considered in such an evaluation:

- Mental health diagnoses that contribute to the individual's behavior;
- Whether behavior is opportunistic or predatory;
- Whether the primary threat is to persons or property;
- Potential target populations and triggers;

- Ability to understand the consequences of one's behavior;
- Ability to make informed choices regarding vocational rehabilitation;
- Impact of threatening behavior on the customer's employability;
- Treatment necessary to reduce threatening behaviors, such as individual or group therapy;
- Amenability to treatment; and
- Ability to comply with treatment requirements.

Counseling and Guidance

The VR counselor provides counseling and guidance to the customer to explain the need for any services to support the customer's success in vocational rehabilitation and employment. Services may include but are not limited to a formal psychological or psychiatric evaluation, treatment, a behavioral contract and accommodations.

Treatment

The VR counselor considers providing short term treatment to a customer to reduce or alleviate threatening or violent behavior if the results of the evaluation indicate that the customer:

- Can benefit from short term treatment in terms of employment;
- Is amenable to treatment; and
- Has the ability to comply with treatment.

Behavioral Contracts

The VR counselor gives strong consideration of a behavioral contract that will make future services contingent upon the customer's ability to eliminate or control their threatening or abusive behavior. Proposed behavioral contracts are reviewed with the immediate supervisor.

EXAMPLE: [Behavioral Contract](#)

Accommodations

The VR counselor considers and provides, as appropriate, reasonable accommodation to enable a DVR customer to participate in a vocational rehabilitation program or in the client appeal process. Proposed accommodations are reviewed with the immediate supervisor. Examples of such accommodations include:

1. Requiring the presence of a second employee or proximity of security staff when the

individual is physically present in a service location.

2. Requiring that contacts between the individual and DVR staff take place in a safe environment or location.
3. Limiting communication between the individual and DVR staff to particular methods, intervals, or times.

Notification of Other Staff

DVR staff who are likely to have contact with the individual, must be notified of any behavioral contracts or safety accommodations established. Others such as CRP, IL and other service providers are notified, if appropriate, on a need to know basis. Proposed behavioral contracts or accommodations are reviewed with the immediate supervisor.

Documentation Requirements

Any determination that a customer has or is likely to subject employees or others in the work environment to a threat or act of violence shall be documented in a case note or otherwise substantiated in writing (e.g. a diagnostic report or by completing an [Incident Report](#) in the Web Tools application on the DVR Intranet). The case note or other written documentation includes an explanation of the basis for the determination.

When behavioral contracts, treatments or accommodations are deemed a necessary service, the VR counselor documents the following in the customer's case service record:

1. Consideration of the service.
2. The nature and rationale for the service.
3. The provision of the service; and
4. The extent to which the customer is participating.

For customers who have an Individualized Plan for Employment, treatments, behavioral contracts, and/or accommodations are recorded as part of such a plan or plan amendment, as appropriate. When the customer refuses to agree to or participate in evaluations, treatments, behavioral contracts or accommodations, such refusal is also documented.

Denial or Termination of Services and/or Case Closure

DVR may deny or terminate services and close the case service record for a customer who has subjected staff or other persons in the workplace to threats or acts of violence and refuses or fails to comply with the following in terms of achieving an employment outcome:

- Services for evaluation.
- Treatment.
- Behavioral contract; or
- Accommodations to reduce or eliminate threatening or violent behavior.

Due process

The VR counselor follows all DVR policies and procedures regarding denial or termination of services and/or case closure, including notification and the right to appeal.

Coordination of Services between the Community Services Division (CSD) and DVR

(Revised 9-8-17)

DVR and the Community Services Division (CSD) of the Department of Social and Health Services have an agreement that outlines how the two divisions will work together to assure coordinated services, and leverage resources for customers receiving services at the same time by both divisions.

Under an agreement CSD refers individuals with disabilities who want to go to work and choose to learn more about VR services, and DVR refers individuals to CSD for financial assistance. The CSD cash programs offering financial assistance include the Aged, Blind, or Disabled (ABD), Housing and Essential Needs (HEN), TANF/WorkFirst, State Family Assistance (SFA), Basic Food, or Refugee Cash Assistance (RCA) programs.

Individuals receiving CSD services have a choice about whether to be referred for DVR services. It is important to help the client understand that a decision not to apply for DVR services will not impact their CSD benefits. DVR only serves individuals who voluntarily make a choice to engage in VR services. The CSO Liaison helps answer questions CSD staff may have about DVR services and what an appropriate referral looks like.

If an individual chooses to apply for VR services, then CSD requires that they participate fully in the VR process. If the client does not satisfactorily participate in VR services, CSD could impose sanctions or terminate benefits if there is not good cause for the lack of participation.

Exchange of Information and Mutual Case Management

- CSD and DVR exchange information to establish eligibility and coordinate services

including:

- a). Consent forms
 - b). Medical reports and documentation
 - c). Employment Plans: IRP (WorkFirst), ABD/HEN Case Plan, BFET/RISE Individual Employment Plan, DVR Individualized Plan for Employment
 - d). DVR staff uses the [DVR/CSO Communication Document, DSHS 01-123](#) for providing key information such as:
 2. Application date
 3. Eligibility date
 4. Missed appointments
5. DVR assigns a liaison for each CSD Community Services Office, (CSO), and each CSO identifies a DVR liaison. The liaisons are responsible for facilitating an effective interagency relationship.
6. Funding and Services
- a). DVR pays for diagnostic and vocational assessment services required to determine eligibility for DVR services or develop the IPE
 - b). WorkFirst pays for support services to complete the DVR eligibility determination and support the IPE
 - c). DVR pays for foreign language or sign language interpreters, if required to participate in DVR services.
 - d). Services paid for by WorkFirst may be considered as comparable benefits and included in an IPE.
 - e). Services that are not available under WorkFirst may be included in the IPE and paid for by DVR, if comparable services/benefits are not available or sufficient to meet the individual's needs.

f). CSD staff incorporates specific IPE activities into the WorkFirst IRP

g). ABD and WorkFirst clients may also be required to pursue other benefits, such as SSI.

Standard Operating Procedure: Receiving Warm Handoff Referrals of Community Services Division (CSD) Clients

Purpose: In collaboration with CSD, DVR has negotiated a standardized process for receiving referrals of clients from CSD cash programs, including the Aged, Blind, or Disabled (ABD), Housing and Essential Needs (HEN), TANF/WorkFirst, State Family Assistance (SFA), Basic Food, or Refugee Cash Assistance (RCA) programs. This procedure outlines the actions necessary to complete the referral process for these CSD clients.

Reference:

[DSHS Form 01-123](#), CSD / DVR Referral and Reporting Document

[DSHS Form 14-012](#), Consent for Release of Information

Definitions (for CSD Cash Programs):

“Aged, Blind, or Disabled (ABD) program” - The Aged, Blind, or Disabled (ABD) program provides cash assistance to eligible low-income adults who are age 65 or older, blind, or determined likely to meet Supplemental Security Income (SSI) disability criteria based on a physical or mental impairment that is expected to last at least 12 consecutive months.

The Aged, Blind or Disabled cash assistance program provides a maximum monthly cash grant of \$197.00.

“Housing and Essential Needs program” - The Housing and Essential Needs (HEN) Referral program provides access to essential needs items and potential housing assistance for low-income adults who are unable to work for at least 90 days due to a physical or mental incapacity and are ineligible for Aged, Blind, or Disabled (ABD) cash assistance.

Eligibility for a referral to the HEN program is determined by DSHS. Eligibility for HEN housing assistance is determined by the Department of Commerce through a network of homeless and homeless prevention service providers.

HEN assistance may include:

- Limited rent and utilities.
- Personal health and hygiene items.
- Cleaning supplies.
- Transportation.

“Temporary Assistance for Needy Families (TANF)/WorkFirst Program” - Temporary Assistance for Needy Families (TANF) provides temporary cash for families in need. Some families participate in the WorkFirst Program. The WorkFirst Program helps participants find and keep jobs.

Persons who are caring for a relative's child, or legal guardians or are acting in the place of a parent are also able to apply for TANF benefits on behalf of these children through our Non-Needy Relative, In Loco Parentis and Legal Guardian Program.

Persons who are residents of Washington State and are ineligible for TANF solely because of eligibility changes due to the Welfare Reform Act may be eligible for State Family Assistance (SFA).

“State Family Assistance (SFA) Program” – DSHS clients are eligible for SFA if they are not eligible for TANF for the following reasons, but would otherwise be eligible for TANF:

1. You are a qualified alien and have been in the United States for less than five years as described in WAC [388-424-0006: Citizenship and alien status - Date of entry](#);
2. You are a nonqualified alien as defined in WAC [388-424-0001: Citizenship and immigration status - Definitions](#), who meets the Washington state residency requirements as listed in WAC [388-468-0005: What are the residency requirements for cash and food programs?](#);
3. You are a nineteen or twenty-year-old student that meets the education requirements of WAC [388-404-0005: How does a child's age and attendance in school affect their eligibility for TANF and SFA?](#);
4. You are a caretaker relative of a nineteen or twenty-year-old student that meets the education requirements of WAC [388-404-0005: How does a child's age and attendance in school affect their eligibility for TANF and SFA?](#); or
5. You are a pregnant woman who has been convicted of misrepresenting their residence in order to receive benefits from two or more states at the same time.

“Basic Food Program” - The US Department of Agriculture (USDA), Supplemental Nutrition Assistance Program (SNAP), called Basic Food in Washington, helps low income people make ends meet by providing monthly benefits to buy food.

“Refugee Cash Assistance (RCA) Program” - The Refugee Cash Assistance (RCA) Program helps refugees by providing cash and medical assistance (Refugee Medical Assistance program) during their first eight months in the U.S.

Action by CSD Staff

- Identifies that client has an interest in receiving services from DVR.
- Provides the client with additional information about DVR, as well as a brief orientation to DVR services.
- Offers preliminary screening for the following criteria to determine whether a referral to DVR is warranted:

- The client wants to work and has a permanent physical, sensory, or mental disability that constitutes a significant barrier to their employment;
- The client requires vocational rehabilitation services to eliminate or reduce their disability-related barrier(s) to employment; and
- The client must agree to the referral, and if determined eligible by DVR, be available and willing to fully participate in DVR's Individualized Plan for Employment (IPE).
- When a CSD client meets referral criteria, CSD staff contacts the local DVR office by phone to assist the client with scheduling an intake appointment; if the local DVR office cannot be reached, CSD contacts the local DVR liaison by phone to schedule an intake appointment.

Action by DVR Staff (RT or VRC)

- Upon receiving phone call for appointment from CSD staff, schedules an intake appointment within five (5) business days of the CSD referral date, if possible. If it's not possible, then the intake appointment should occur at the earliest possible date.

Note: DVR waives orientation for CSD clients coming to DVR through this warm handoff process.

- Includes CSD referral information in appointment system.

Action by CSD Staff

- Ensures that client signs a Consent for Release of Information form (DSHS 14-012).
- Provides client with:
 1. DVR Appointment Notice;
 2. Copy of the signed Consent form (DSHS 14-012);
 3. Transportation assistance when warranted and available; and
 4. (For WorkFirst Clients only) Copy of their Individualized Responsibility Plan (IRP).
- Completes the "1. Client Information" and "2. CSD Review and Referral" portions of the CSD / DVR Referral and Reporting Document (DSHS 01-123).
- Sends the CSD / DVR Referral and Reporting Document (DSHS 01-123), completed through section 2, to the DVR VRC or RT with whom the intake appointment has been scheduled via email.
 - a. (For WorkFirst and Refugee Cash Assistance clients only) CSD staff sets up a component code in the eJAS system in order to track the referral.

Action by DVR Staff (RT or VRC)

- Ensure that a customer's signed release of information (DSHS 14-012) is received in order to facilitate the exchange of information, including confidential information specific to the customer.
- Upon receiving partially complete CSD / DVR Referral and Reporting Document (DSHS 01-123) from CSD staff making the referral, prints a paper copy of the form to keep in

customer's file. The referral email should be retained in Outlook, but no electronic records should be maintained outside of Outlook.

Note: When retaining the customer's referral to DVR, ensure that the referral cannot be accessed via the outlook calendar.

- If the customer referred to DVR declines or misses their appointment:
 - completes the "3. DVR Review and Report" portion of the CSD / DVR Referral and Reporting Document (DSHS 01-123);
 - before close of business on the date of the missed or declined appointment, faxes the completed CSD / DVR Referral and Reporting Document (DSHS 01-123) to CSD via central fax;
 - verifies receipt of the faxed form; and
 - If the faxed form was received in an electronic format, places the documents in the customers electronic case service record;
 - If the faxed form was received as a printed document, ensures the document is appropriately scanned into the customer's electronic case service record, using the in-office scanning standard operating procedure.
- If customer has attended their appointment, then at the time of the customer's intake appointment:
 - a. completes the "3. DVR Review and Report" portion of the CSD / DVR Referral and Reporting Document (DSHS 01-123);
 - b. checks the box marked "Completed" and fills in the date of the appointment in the space provided, so that CSD can process the Actual Hours, if the customer is a WorkFirst client;
 - c. uses the space below this on the form to submit a request for further information about the customer to assist in an eligibility determination;
 - d. before close of business on the date of the customer's intake appointment, faxes the completed CSD / DVR Referral and Reporting Document (DSHS 01-123) to CSD via central fax (1-888-388-7410);
 - e. files completed CSD / DVR Referral and Reporting Document (DSHS 01-123) in the Correspondence Jacket.

Action by CSD Staff

- Upon receipt of the complete CSD / DVR Referral and Reporting Document (DSHS 01-123), CSD staff fulfills any request by DVR staff for client information (e.g. medical records), based on available information in the case record.

Action by DVR Staff (VRC)

- Determines customer's eligibility for VR services.
- Upon determination of eligibility, notifies CSD staff of record of the results of the eligibility determination via email/phone.

- After phone/email notification of CSD staff, pulls from the file, completes the DVR “Report of Eligibility” portion of the CSD / DVR Referral and Reporting Document (DSHS 01-123), and sends the completed form to CSD via central fax (1-888-338-7410).
- Files the completed CSD / DVR Referral and Reporting document (DSHS 01-123) in the customer’s Correspondence Jacket.
- For WorkFirst clients, DVR staff verifies Actual Hours by completing the WorkFirst Participation Verification form monthly. The WorkFirst client provides this form to DVR staff. DVR Staff returns the completed form to the client or sends it directly to CSD via central fax (1-888-338-7410).

Standard Operating Procedure: Delivering Career Counseling, Information, and Referral (CC&IR) Services to Workers Earning Below Federal Minimum Wage

Purpose: Under the amended Rehab Act, DVR has a responsibility to provide career counseling, information, and referral services to all workers currently earning below the Federal minimum wage in the state of Washington. The purpose of this procedure is to provide guidance for staff who will be offering career counseling, information, and referral services to workers who earn below Federal minimum wage at a community-based CRP. This procedure assumes that a series of initial communications have already taken place and that the certificate holder has completed DSHS 05-254. More detail about these early steps can be found in the document [“High-Level Process for Career Counseling, Information, and Referral Services Provided to Current, CRP-based, Subminimum Wage Workers.”](#)

***Note: Per RCW 49.46.170: Employment of individuals with disabilities at less than the minimum wage—State agencies prohibited.** – State agencies no longer have the authority to issue certificates under RCW **49.12.110** and **49.46.060** for the employment, at less than the minimum wage, for individuals with disabilities as of July 31, 2023. However, some certificates that were already issued prior to July 31, 2023 could still be valid until 2025. In those cases where a certificate is still valid, this procedure should be followed.

Reference:

[Reference – “High-Level Process for Career Counseling, Information, and Referral Services Provided to Current, CRP-based, Subminimum Wage Workers”](#)

[Reference – “Scheduling Timeline for CC & IR”](#)

[Reference – “CC & IR Presentation Checklist”](#)

[Reference – “Information and Referral Packet Checklist”](#)

Forms:

[DSHS 05-253, "Career Counseling, Information, and Referral Services for Subminimum Wage Workers"](#)

[DSHS 05-254, "Federal Subminimum Wage Certificate Holder" \(Referral\)](#)

Action by CRP 14(c) Certificate Holder

- a. Submits DSHS 05-254, "Federal Subminimum Wage Certificate Holder," referral form to DVR Supported Employment Specialist.
- b. Notifies all subminimum wage workers and legal guardians that CC&IR session will be taking place and that verification of this session is needed for continued employment under 14(c) certificate.
- c. Gathers all guardianship paperwork on file.
- d. Ensures that meeting space is available and work-schedules align.
- e. Proposes dates for scheduling CC&IR sessions to DVR staff.

Action by DVR Field Staff

- f. Confirms dates for CC&IR sessions.
- g. Blocks out schedule for at least one (1) VRC and one (1) RT to conduct CC&IR sessions.
- h. Prepares Information and Referral Packet utilizing the [**Reference – "Information and Referral Packet Checklist."**](#)
- i. Confirms functioning of projector and laptop for presentation.

Action by DVR Supported Employment Specialist

- j. Ensures that copies of [**DSHS 05-253, "Career Counseling, Information, and Referral Services for Subminimum Wage Workers,"**](#) are prefilled with information contained in the printed referral, [**DSHS 05-254, "Federal Subminimum Wage Certificate Holder \(Referral\)."**](#)
- k. Ensures that field staff receives a print copy of the certificate holder's referral form, marking the form "Do Not Duplicate."

Action by DVR Field Staff

- l. Requests information about which workers will attend which sessions, if there are multiple sessions of CC&IR, from the Certificate Holder.

Action by CRP 14(c) Certificate Holder

- m. Provides information, if available, about which workers will attend which sessions.

Action by DVR Field Staff

- n. Organizes prefilled **DSHS 05-253, “Career Counseling…”** forms by session, if possible.
- o. On day of session, ensures that materials from **Reference - “CC&IR Presentation Checklist”** have been consolidated for transportation to the site of the presentation.

Action by DVR – VRC

- p. Prepares for presentation by becoming familiar enough with the provided slideshow to elaborate, reinforce, or give relevant examples.

NOTE: Keep in mind these four points:

- Self-advocacy, self-determination, and high expectations.
- Review of and self-reflection about strengths.
- Benefits planning can be provided by DVR; and
- Local labor market information can help in selecting a vocational goal.

And remember: this is an excellent opportunity for us to improve the income and self-sufficiency of individuals with significant disabilities.

- q. At the site, coordinates with the certificate holder’s representative to ensure that projector, laptop, and room set-up will work for the presentation.
- r. Collects all appropriate guardianship paperwork from the certificate holder’s representative and checks it against the information on the pre-filled forms.

NOTE: as a best practice, do not bring the printed spreadsheet to the worksite for the presentation, as it contains protected information that could be exposed unintentionally.

- s. Before beginning presentation, ensures that any translators or other needed accommodations are present for workers.
- t. Before beginning presentation, introduces all DVR staff present.
- u. Before beginning presentation, gives the group notice about how long the presentation and review of Information and Referral packets will last.
- v. Assures all attendees that they are not being asked to change anything about their current work; they are just there to receive information about opportunities for competitive integrated employment.
- w. Delivers career counseling presentation.

Action by DVR – RT

- x. At the site, assists VRC in coordinating with the certificate holder’s representative to ensure that all appropriate guardianship paperwork is present and all expected guardians are present.
- y. Ensures that pre-filled forms are available for those who are in attendance, and blank forms are available for unexpected attendees.

- z. While VRC is delivering presentation, assists in advancing slides or organizing Information and Referral packets for distribution.
- aa. Hands out Information and Referral packets once presentation has concluded.

Action by DVR – VRC

- bb. After completing the presentation, reviews the information contained in the Information and Referral packet.
- cc. Asks the group whether anyone would like to speak one-on-one.
- dd. Meets individually with those in attendance who would like a more confidential or more detailed conversation about their vocational goals.

Action by DVR – RT

- ee. While VRC is meeting one-on-one (or even if not), explains the form, DSHS 05-253, "Career Counseling..." in a way that the group understands.
- ff. Assists the group in completing the form on an individual basis if necessary, showing workers and guardians where to initial, sign, and date.

Action by DVR – VRC

- gg. When available to complete paperwork (after meeting with workers individually), signs, prints name, and dates the completed "Career Counseling..." forms, and gives these forms to the RT to copy.

Action by DVR – RT

- hh. Makes two copies of each completed "Career Counseling..." form, placing each original into a folder that can be mailed back to DVR Supported Employment Specialist for DVR's records.
- ii. Distributes duplicate forms to workers, instructing them to give one copy to the certificate holder (this may be the individual's supervisor, a representative that is in attendance from the CRP, or whomever else can put the file in their record).
- jj. Ensures that copies of any available guardianship paperwork go into a folder or envelope with the completed original forms for DVR's records.
- kk. Works with VRC to pack up equipment and supplies and is available for informal follow-up with any workers or guardians remaining.

Action by DVR Field Staff

- ll. Places all original forms and guardianship paperwork into a package for mailing to DVR Supported Employment Specialist.
- mm. Mails documentation to DVR Supported Employment Specialist.
- nn. Reviews print copy of DSHS 05-254, "Federal Subminimum Wage Certificate Holder," to update fields where appropriate and establish a list of those individuals

who will require rescheduling (for, e.g., work absences, absent guardians, or other reasons).

- oo. Follows up with the CRP 14(c) Certificate Holder to schedule those individuals who will require another meeting.

Action by DVR Supported Employment Specialist

- pp. Files completed forms in state office Section 511 file.
- qq. Follows up with both DVR Field Staff and CRP 14(c) Certificate Holder to solicit feedback for continuous improvement.

Self-Employment Frequently Asked Questions

(New 1/10/11)

1. What is the VRC's role in creating self-employment opportunities?

It is not recommended that a VRC work to develop a self-employment goal when that was not initially proposed by the customer. Being self-employed requires a tremendous amount of dedication, skill, and resources to start and maintain. If a customer has not already arrived at a conclusion that they possess the ability to be self-employed it is unlikely it is within their area of interest or ability. There are no widely accepted assessment tools to test for self-employment potential.

2. The customer did not like the feasibility analysis; can I get a second opinion?

Getting a second opinion because the outcome of the initial feasibility was poor is not recommended unless there is sufficient evidence that the initial feasibility was not accurate. In this case, the consultant, VRC and customer should meet and discuss the concerns and inaccuracies of the feasibility and attempt to correct them. Informed choice includes a customer being realistic about their skills, experience, personal financial situation, and ability to market their services/products. It does not mean that when bad news is delivered a different conclusion should be pursued with a new consultant.

3. Considering Informed Choice, how do we select a Business Consultant?

It is important to understand that this process is different than selecting a CRP (i.e. the common practice of providing a list to choose from and doing interviews.) The list of approved [DVR Self-Employment Consultants](#) provides a limited number of options. Some of the consultants listed do not travel, are not always available, or do not provide a comprehensive set of services. A VRC should first select the consultant that is available within their geographic area. If there is more than one available then the VRC should contact the consultants to check on availability and services available. Only when it is verified that there is more than one available choice should the VRC discuss the choices available with the customer.

4. My customer doesn't have anything to show me at this point and needs money to develop their product. How can we assess feasibility?

When someone has a concept, an idea, or a 'sketch' of a product and needs resources to develop that product, this is considered "Research and Development" (R&D). While there are times when an assessment could be used creatively to verify marketability of a simple product (i.e. a designer T-shirt, a wooden bird house, a greeting card, etc.) larger and more complex proposals for inventions, websites, software, etc. are not supported by DVR. Customers should be referred to the [Washington State Innovation Assessment Center \(IAC\)](#) to further R&D on their own. An IAC early stage market assessment will help them decide if they should make additional investments in their idea, make modifications in their product to improve marketability or investigate a different idea.

5. Can DVR help publish a book, music CD, or DVD? Is this self-employment?

DVR supports vocations, not projects or single project proposals. Self-employment should be expected to lead to a somewhat predictable, stable, and long-term income. DVR can consider support for a customer who has training and experience in a creative field, such as a former reporter with a journalism degree who now wants to work as a freelance writer, but would not consider support for a customer who wants DVR to finance a book. Key considerations for creative professions in DVR self-employment planning:

- Business idea is for ongoing work in a profession with more than just one project developed beyond a general concept.
- Prior training AND paid experience the field.
- A "package" of skills and conditions are in place: products and/or services that will be developed, an ability to market and sell oneself to the public (essential for creative work), a stable financial situation (not desperate for money, no huge debt, etc.).

6. What is a Multi-level Marketing business and is this something we support?

Multi-level Marketing (MLM) is a marketing strategy in which a person is compensated not only for sales they personally generate, but also for the sales of others they recruit into the business venture, creating a "downline" of distributors and a hierarchy of multiple levels of compensation. MLM companies have been a frequent subject of criticism as well as the target of lawsuits. Criticism has focused on their similarity to illegal pyramid schemes and the speculative nature of their earnings. These opportunities often promise big profits with little work.

The FTC states "[Steer clear of multilevel marketing plans that pay commissions for recruiting new distributors.](#)" Further, the FTC advises that multi-level marketing businesses with greater incentives for recruitment than product sales are to be viewed skeptically. "It is best not to get involved in plans where the money you make is based primarily on the number of distributors you recruit and your sales to them, rather than on your sales to people outside the plan who intend to use the products."

The bottom line - use good common sense, research, and do some basic math. If it sounds too good to be true than it probably is. DVR supports active, not passive or speculative self-employment goals.

7. Are we only to use consultants on the approved list? How is someone added?

To provide some level of quality assurance and make the self-employment process easy for the customer and DVR, a vendor on the list of approved consultants must be used before approving a self-employment venture. This may include a consultant review of a feasibility analysis and business plan completed by another source such as a Small Business Development Center (SBDC), Washington CASH, or another venture development program.

It is possible to add new vendors to the approved list. First the potential vendor must be able to demonstrate the skills, expertise and experience needed by DVR. Generally someone who has experience with micro-enterprise startups, feasibility analysis, writing business plans, and the ability to develop solid financial projections will meet our criteria. Examples of their work will be reviewed by DVR; the person will be interviewed and provided an overview of doing business with DVR and the self-employment policy. Contact Jim O'Brien to begin this process.

8. Training is needed before my customer can be self-employed. What comes first - business planning or sending them to school?

There are often two levels of "training" that come up when talking about self-employment; 1) training needed in order to perform the skill/service and, 2) training that is part of a self employment plan. A common example of where training is needed to be self-employed is massage therapy, where self-employment is a likely outcome. An example of when training is needed as part of a business startup is a software, small business management, or bookkeeping class.

It is strongly recommended that before any training (i.e. massage therapy) is provided that is likely to result in a self-employment outcome, that there is first an assessment consultation with a business consultant. This consultation will assess the individual's ability to manage a business and complete an environmental scan of the market place. This will help insure that self-employment is going to be viable before investing time and resources into a training program.

When a feasibility analysis has been completed, and brief training or a class has been identified as part of the startup need, DVR should proceed quickly with the business startup and include this training in the process. The startup should not be stopped so someone can take software (i.e. PhotoShop, QuickBooks, etc.) class first. If the business depends on seasonal work, or an opportunity is time sensitive, any delay can significantly impact success.

9. Can DVR purchase a vehicle for self-employment?

See the policy on [Vehicle Purchases](#).

Self-Employment Services

(Revised 12/24/2018)

Prior to paying for Self-Employment Services, staff must follow the procedural guidance listed under [Procedural Guidance: VR Counselor Approval of Certain Services](#).

(Revised 5-14-10)

Outline and Key Points

Self-Employment Frequently Asked Questions

Approved Self-Employment Outcomes

Self-Employment Consultant - required for key points in the process: feasibility, business plan, monitoring monthly income & expense statements, closure

Vocational Assessment for Self-Employment

1. Demands, Risks and Responsibilities - consider how disability barriers will be addressed
2. Financial Resources, Credit History, Unpaid Debts, Legal Issues
3. Benefits Planning - required for those on SSI/SSDI, COPES, DSHS Income Assistance
4. Additional Training & Consultation - may be authorized for client to gain more knowledge & understanding about being self-employed

Feasibility Analysis

Self-Employment IPE - Amendments are done as major steps are accomplished that support moving to the next phase of planning and implementation. Major IPE steps include:

- IPE Phase 1- Business Plan- Self-Employment WITHOUT a Comprehensive Business Plan - low cost (under \$3000), low risk, & low complexity
- IPE Phase 2 - Comprehensive Business Plan Development
- IPE Phase 3 - Start-Up and Self-Employment Consulting Services - VRC meets with VRS to review the Business Plan prior to amending the IPE to add Phase 3/start-up services

IPE Start-Up/Retention Funding Guidelines

DVR supports self-employment services on the IPE up to \$10,000 if self-employment is intended to be the customer's primary source of income, or up to \$3,000 if income from self-employment supplements income from SSI/SSDI or another primary source of income.

IPE Terms and Conditions

- Determining an Employment Outcome - Clear, measurable progress criteria required
- Determining Wages at Closure
- Recovering Loaned Items
- Services Required after Employment

Supported Self-Employment

All the requirements for self-employment apply to supported self-employment.

- Overview of Supported Self-Employment- individual requires on-going support and supervision to maintain employment
- Best Vocational Option- has the skills & abilities to make a measurable contribution to the bus.
- Role of Business Owner- departs from traditional views of entrepreneurship
- Type of Supports- support system outlined in Business Plan
- Feasibility of Business- must be defined as “for profit” and customer owned
- Additional factors that must be addressed- is customer making a measurable contribution to the work setting? Are necessary Long-term supports in place? Integrated?
- Extended Services (Long-Term Supports)- once customer has stabilized on the job
- Extended Services Partners
- Benefits Planning
- Qualified Self-Employment Consultant

Approved Self-Employment Outcomes

Traditional employment does not have to be ruled-out before considering self-employment as a vocational option. For purposes of DVR, self-employment or supported self-employment is an employment outcome in which an individual works for profit in their own business, profession or trade. The DVR customer must participate substantially in day-to-day core business functions. Self-employment is usually a sole proprietorship, but may include partnerships, corporations or a limited liability company (LLC) if the DVR customer manages and holds controlling interest (51% or more). For purposes of DVR, self-employment does not include hobbies or ventures that are not income producing or that only generate enough income to break even. Work performed at home, while being paid as an employee for an employer (through telecommuting) is not self-employment.

Self-employment involving payment for invention registration, legal services, patents, trademarks, or franchise fees require an exception to policy approved by the VR Supervisor.

DVR is prohibited from using DVR funds to pay for insurance.

DVR does not support non-profit organizations, 501(C)(3), because an individual cannot “own” a non-profit and does not have any legal standing with the organization. Purchases of goods and services must be made on behalf of a customer or family member receiving VR services, not a non-profit organization. DVR also does not support businesses that are illegal in the state of Washington.

Counselors and customers need to exercise caution if considering advertised self-employment ventures to ensure the employment is legitimate and offers a realistic profit-making opportunity. Questionable self-employment ideas or concepts need to be researched with a self-employment consultant, the Washington State Attorney General's office, [Better Business Bureau](#), Internet scam searches, or another source. A reference to this research is documented in the case service record.

Self-employment Consultant

Consultation with a self-employment consultant from feasibility through start-up greatly improves the likelihood that the self-employment venture is successful. List of [Self-employment Consultants](#) VR Counselors must use the services of a self-employment consultant at key points in the self-employment process:

- Feasibility analysis
 - Business plan
 - Monitoring monthly income and expense statements
 - Consultation and technical assistance to resolve issues and support the customer
- a. Prior to closing the case
 - b. At closure, and
 - c. After closure for an agreed upon period

Vocational Assessment for Self-Employment

If an individual expresses interest in self-employment, the VR Counselor begins exploring the suitability of this option with the customer early in the assessment phase. As in all cases, a comprehensive assessment is conducted. In the case of self-employment, the vocational assessment focuses on gathering information to assess both (1) the individual's skills and experience in the desired field or type of work, and (2) the individual's skills in managing a business.

In conducting a comprehensive assessment to select the vocational goal, the VR Counselor and customer gather information to assess the individual's skills and experience, temperament, training, transferable skills and other characteristics needed to be self-employed. The comprehensive assessment needs to consider disability issues, including interpersonal skills that could impact ongoing, successful management and operation of self-employment. There are assessment tools available on the DVR Intranet under Rehab Resources to help guide the VR Counselor and customer in this discussion and assessment.

If the results of initial assessment by the VR Counselor indicate self-employment may be a viable option, the VR Counselor proceeds with additional assessments, if needed. The counselor may use trial work experience, community based assessment or vocational evaluation to gather additional information.

Demands, Risks and Responsibilities

The VR Counselor and customer discuss the demands, risks, and responsibilities of self-employment in the desired field, disability-related issues or concerns, as well as the individual's motivation, strengths, interpersonal skills, resources, long-term supports for supported employment and income needs. The VR Counselor also considers the individual's barriers to employment and how those barriers would be addressed through self-employment.

Financial Resources, Credit History, Unpaid Debts, Legal Issues

The individual's financial resources, credit history and money management skills must also be considered. Bankruptcy or other legal proceedings, overdue child support, tax and/or debt issues must be resolved before proceeding with the development of a self-employment plan.

Benefits Planning

As part of the comprehensive assessment for individuals who receive SSI, SSDI, Medicaid, COPES or DSHS Income Assistance, benefits planning is required to determine how income or earnings from self-employment may impact all benefits. Consideration is also given to Social Security work incentives or other resources.

Additional Training and Consultation

If training or one-on-one consultation is available in the local area, the VR counselor may authorize training/consultation for the individual to gain more knowledge and understanding about being self-employed.

Feasibility Analysis

A feasibility analysis is conducted by a DVR-approved self-employment consultant or another comparable resource. If a VR Counselor is uncertain about the results of a feasibility analysis, the VR Counselor may authorize and pay for a review of the feasibility analysis by a DVR-approved self-employment consultant.

The feasibility analysis provides an in-depth analysis of the business concept, the market, the financial investment and income potential. In addition, the feasibility analysis considers:

- Financial resources, skills and history of the customer as it relates to successfully operating a small business
- The need for customer training
- The availability of a strong support network for long-term business success
- The need for a comprehensive business plan

The feasibility analysis offers the VR Counselor and customer a comprehensive, objective evaluation of the strength of the proposed self-employment venture. The VR Counselor and customer use the results

of the feasibility analysis, together with the results of the comprehensive vocational assessment, to determine whether to proceed to IPE development or to consider another vocational direction.

If the feasibility analysis indicates that self-employment is not feasible but the customer is only willing to consider a goal of self-employment the VR Counselor offers counseling and guidance that there are a couple of options to consider if DVR cannot support self-employment:

Option 1: Close the case because self-employment is not feasible and the customer won't consider other vocational options or

Option 2: Explore other vocational goals besides self-employment

If the results of the comprehensive assessment and feasibility analysis indicate self-employment appears viable, the VR Counselor can move forward with the IPE. The first phase of the IPE is a Business Plan.

IPE Phase 1 - Business Plan (Self-Employment WITHOUT a Comprehensive Business Plan- low cost (under \$3000), low risk, and low complexity)

A comprehensive business plan is not required if a feasibility analysis report indicates the business concept represents a (1) low cost (under \$3,000), (2) low risk and (3) low complexity. Examples of self-employment ventures that may not require a comprehensive business plan include:

- An individual is already self-employed and has demonstrated the skills and abilities to successfully manage the business, and VR services are needed to retain employment due to a disability-related condition
- The individual has previous experience being self-employed in the same or a similar field and start-up needs are minimal
- The individual has skills and experience in a trade and needs minimal training and services for start-up, such as, lawn care, pressure washing, window washing, bookkeeping
- An individual has experience or training in a trade and will lease space in an existing business and pay their own taxes, i.e., massage therapist, manicurist, cosmetologist, real estate agent.

IPE Phase 2 – Comprehensive Business Plan Development

A comprehensive business plan is required when IPE start-up costs exceed \$3,000 or if the business concept is complex or otherwise represents a risk, for example:

- The business will rely on an investment of financial resources from one or more sources other than DVR.
- The business will require paid staff other than the customer.
- The business concept involves the sales and marketing of a new or unusual product or service.
- The business will be established as a partnership or corporation.

A comprehensive business plan is a thoroughly researched and documented description of the proposed business venture. It provides a long-term vision and a comprehensive plan for the venture's initial start-up and long-term success. Development of the business plan must be facilitated by a DVR- approved

self-employment consultant with active involvement of the DVR customer, or another comparable self-employment consultant. When a business plan is provided by the customer a review by a self-employment consultant is required. If the VR Counselor is concerned about the viability of a comprehensive business plan, the VR Counselor can authorize and pay for a review of the plan by a DVR-approved self-employment consultant. The comprehensive business plan will address all of the components on the Primary [Elements of a Business Plan](#), including, but not limited to the following elements:

1. Definition of the product or service
2. Supporting market research
3. Realistic financial projections, including projected income and expenses for the first three years of operation, projected monthly and annualized revenue, operating expenses and break-even analysis
4. Start-up costs, including resources available and resource needs and details for the costs of all equipment and services and who is paying (if other funding sources are involved) and total costs and additional resource needs
5. Ongoing/long-term business operational and financial supports needed and available
6. Business licensing, insurance and other requirements required or recommended for the business
7. Time-line for business development that identifies major steps and measurable progress criteria needed to implement and successfully establish the business so that a target level of income/business activity is achieved.

The development of a comprehensive business plan provides the VR Counselor and customer with greater assurance that the customer is capable and prepared for the demands of self-employment and has the skills, tools and resources to be successful. Approval of a comprehensive business plan is required prior to a commitment by DVR to proceed with business start-up or operation.

During Phase 2, the customer and/or Self-Employment Consultant can identify vendors and obtain any required bids needed for business start-up. Coordinating with the VR Counselor to establish those vendors in the DVR payment system early will expedite the start-up process in Phase 3. Training related to business start-up and management may also be approved and completed by the customer during Phase 2.

IPE Phase 3 - Start-Up and Self-Employment Consulting Services

The Counselor meets with the VR Supervisor to review the Business Plan prior to amending the IPE to add Phase 3 – start-up services. Upon VR Supervisor approval, the VR Counselor amends the IPE to add agreed-upon start-up and self-employment consulting services. The VR Counselor and customer follow procedures for considering the availability of comparable services and benefits and completing the financial statement.

Start-up services are determined based on the business plan and include costs related to operating the business. Typical start-up costs that DVR can support include but are not limited to:

1. Licenses
2. 60-day initial stock of goods for inventory
3. Tools, equipment, or other supplies
4. Marketing costs
5. Financial record-keeping systems, software or services
6. Deposits and/or initial lease costs (DVR should not be mentioned on the lease)
7. Travel expenses required for start-up

Note: All tools/equipment purchased for the customer remain the property of DVR until successful case closure. If the business is set up as a partnership, the customer and partners must understand and agree that items are loaned to the customer as part the customer's Individualized Plan for Employment and items do not belong to the business or any partner with interest in the business. An [agreement](#) signed by the customer and partner(s) is attached to the [Loan Agreement for Tools, Equipment form, DSHS 19-074](#).

Costs such as training in self-employment management, business plan development and rehabilitation technology needed to perform work are not considered "start-up." DVR may provide training to family members or others in business start-up or operation if the individual(s) will have a role in supporting the customer's self-employment.

A VR Counselor may not authorize the following expenditures using DVR funds:

- Payment of salaries, cash or any other form of direct payment to a customer
- Leases, purchase of property/real estate or insurance
- Religious education, training, supplies or materials
- Firearms, alcohol or tobacco
- Refinancing existing business or personal debt, costs related to bankruptcies or co-signature of loans

IPE Start-up/Retention Funding Guidelines

DVR supports self-employment services on an IPE up to \$10,000 if the income from self-employment is intended to be the customer's primary source of income.

DVR supports self-employment services on an IPE up to \$3,000 if the income from self-employment is not intended to be the primary source of income, but will supplement income from SSI/SSDI or another primary source of income.

Costs that exceed these guidelines require an exception to policy from the VR Supervisor documented in the case service record.

Purchases for Start-up

To increase the likelihood of positive self-employment outcomes, start-up services should be delivered in as timely a manner as possible. DVR customers often can immediately begin earning income once

they have obtained start-up services, or they have developed opportunities through the business plan development process that will be jeopardized by delays in business start-up.

To achieve timely delivery of start-up services, the goal is for AFPs for all purchases to be completed within 15 working days after the addition of Phase 3 to the IPE.

The timely delivery of start-up services is frequently complicated by the need to purchase tools, equipment, and supplies – often from new vendors. The following recommendations will help expedite this process:

- In Phase 2 (business planning process), customer and/or Self-Employment Consultant identify needed vendors and obtain any required bids anticipated for business start-up. Coordinating with the VR Counselor to establish those vendors in the DVR payment system early will expedite the start-up process in Phase 3.
 - Establish customer-centered process for purchasing. Define who customer or Self- Employment Consultant should contact with vendor questions and whom to send quote documentation (VR Counselor or Rehab Tech).
 - Provide purchasing guideline information to customer and Self- Employment Consultant so that dollar limit and documentation of quotes requirements are understood.
 - a. Determine if customer or Self- Employment Consultant can assist with obtaining necessary purchasing documentation (3 telephone quotes for purchases that cost \$1,000- \$4,999.99, or 3 written quotes for purchases that cost \$5,000 or more).
 - b. The [Request for Quote, DSHS 17-153](#) (or similar document) is used to document purchases that cost \$5,000 or more. Basically, the form is completed once, and copies of the form are sent to 3 vendors.
 - c. If the customer or Self-Employment Consultant is assisting with 3 phone quotes the following information is provided to the VR Counselor:
 - Name, mailing address or email address, telephone number or website address
 - Date of contact
 - Quote
 - The VR Counselor documents in the case narrative a comparison of the quotes, and the rationale for the award decision.
1. If new vendor relationships are needed, explain process of establishing new vendors and determine if customer or Self- Employment Consultant can assist with this process.
 - a. If a specific start-up service cannot be purchased through the DSHS vendor system (e.g., provider is not willing to become State vendor but product or service is essential) the VR Counselor documents in the case narrative that an exception is needed to make the purchase with the office credit card or reimburse the customer.

- Schedule any AT or IT reviews required.

Start-up Monitoring and Support

Upon business start-up, the VR Counselor authorizes a self-employment consultant to follow up with the customer monthly, or more often if necessary, to review financial statements and overall business operations. Proactive steps are taken to ensure the business makes adequate progress toward become self-sustaining. The self-employment consultant reports progress to the VR Counselor monthly or at any time concerns arise.

If the business fails to demonstrate progress toward becoming self-sustaining, the VR Counselor, customer and self-employment consultant review IPE progress criteria and conditions for continuation of the IPE. If the self-employment consultant recommends specific actions targeted at improving business activity and earnings, the VR Counselor may keep the IPE intact for an agreed-upon period of time. However, if the interventions are not effective after the agreed-upon time period, the VR Counselor discontinues self-employment services and considers other employment goals with the customer. If the customer is unwilling to consider other options, the case is closed- other than rehabilitated.

IPE Terms and Conditions

The amendment adding start-up costs and services must include:

- Compliance with all federal, state and local requirements for owning and operating a business, such as obtaining a business license and paying insurance and taxes
- Clear, measurable progress criteria based on the projections in the business plan related to income and expenditure targets
- Specific time-lines for monitoring progress and becoming self-sustaining
- Monthly financial reporting requirements by the customer to the VRC upon business start-up including monthly income and expense statements, and documentation that shows reporting and payment of any applicable business taxes (e.g., city, county, state, federal)
- Agreed-upon steps to be taken if measurable progress cannot be made, including conditions that would result in discontinuing the self-employment venture if it is not making adequate progress
- Provisions for how the VR Counselor and customer will handle unforeseen expenses that arise after the IPE is signed
- Closure criteria, including the agreed-upon income level consistent with the projections outlined in the business plan

Determining an Employment Outcome

To determine an employment outcome and close a case in self-employment, the following conditions must be met:

1. The business has been operating independently of DVR funding (except self-employment

- consulting for monitoring and follow-up) for at least 90 days after start-up
2. The business is generating sufficient income to break even and the projected revenue established in the business plan has been attained
 3. The case service record contains financial statements demonstrating the business is self-sustaining
 4. The VR Counselor, self-employment consultant and customer have discussed closure and agree that the closure criteria have been met and the customer has the skills needed to operate the business
 5. The business is receiving business support from a business mentor or is otherwise connected to an organization for ongoing follow up and business support, such as a Small Business Development Center

Determining Wages at Closure

The traditional way of dividing wages by hours does not always reflect the success of self-employment accurately. The wages entered in the case management system should reflect that the individual is earning at least the minimum wage.

Recovering Loaned Items

If the case is closed – Other Than Rehabilitated, the VR Counselor is responsible to recover tools and equipment loaned to a customer and follows procedures as noted in Recovery of Equipment

Post-Employment Services

Post-employment services may be provided if a business needs short-term assistance or support to regain stability prior to the customer exiting services. Individuals requesting PES to retain self-employment need to provide current financial statements, including profit and loss for examination by the VR Counselor.

If the business is not self-sustaining and in jeopardy of failing, an approved DVR self-employment consultant is used to assess the financial health and overall viability of continuing the business and identifying an effective intervention plan before additional DVR services are invested in the venture.

Supported Self-Employment

All the requirements for self-employment apply to supported self-employment.

Overview of Supported Self-Employment

Much like traditional Supported Employment, “Supported Self-Employment” is an employment outcome where the individual requires on-going support and supervision to maintain employment, usually due to cognitive and/or behavioral barriers. DVR does allow for supported self-employment just as it does for traditional supported employment. Supported self-employment should not be confused with self-employment where disability-related accommodations or job site modifications are required.

There are a number of approaches to supported self-employment. These include Resource Ownership, Partnerships, and Sole Proprietorships. To read more on each, follow this link to a [publication on Supported Self-Employment](#): The most common and easiest to develop form of supported self-employment is a sole-proprietorship.

Best Vocational Option

Prior to developing an IPE for supported self-employment, there must be evidence that:

1. Supported self-employment is the best vocational option for the customer.
2. The customer is choosing this option based on informed choice and the results of vocational assessments and feasibility analysis or business plan.
3. The customer has the skills and abilities to make a measurable contribution to the supported self-employment venture. Person-centered business planning efforts and trial work experiences may be required to determine the reasonableness of this goal.

Role of Business Owner

It is important to acknowledge that this strategy toward self-employment departs from traditional views of entrepreneurship and the role of the business owner, and therefore requires flexibility and creativity. These are often individuals who might not be considered likely self-employment candidates.

Supported self-employment has been used successfully with people diagnosed with mild, moderate, severe, or profound developmental disabilities; severe and chronic mental illness; severe brain injuries; and multiple severe disabilities.

Type of Supports

Due to the nature of a disability, a customer may need assistance in managing and operating a business to ensure its success. This assistance may be provided by family, friends, advocates or anyone the customer or their legal guardian chooses as a support system. The customer is not required to be able to independently operate all aspects of the business in order to receive DVR support for the venture. Examples of supports that may be needed include help with marketing, record-keeping, and accounting (if needed).

CRP Intensive Training Services may be required during the business start-up period to provide needed job stabilization and training until Extended Services begin. CRP services are not considered “start-up costs.”

Feasibility of Business

To consider a supported self-employment business as feasible:

4. The business must be defined as “for profit” and customer owned
5. Have a professional feasibility analysis report that indicates the business is (1) low cost, (2) low

risk (under \$3,000) and (3) low complexity, or a comprehensive business plan when IPE start-up costs exceed \$3,000 or if the business is complex or otherwise represents a risk (link) to Self-Employment

6. Is commensurate with the customer's interests, skills and abilities

Additional factors that must be addressed

When considering supported self-employment these additional factors must be addressed:

5. Is the customer making a measurable contribution to the work setting? Are they performing actual work that has been tailored to maximize their abilities? This will often involve job carving and may require adaptive technology and worksite accommodations. DVR does not require that the person independently operate all aspects of the business, however the individual must play some significant role in the business that maximizes their skills and abilities.
6. Does their work contribute to the profitability of the business?
7. Are the necessary long-term supports available and in place? Will they exist indefinitely if that is what is required? Who will assist as a safety net if the supports fall through? Supported self-employment requires pre-identification of supports just as in traditional supported employment.
8. It is recommended that everyone playing a role in the business is involved in the feasibility analysis process. Person-centered business planning efforts and trial work experiences may be beneficial.
9. Is the self-employment outcome competitive employment versus a non-competitive hobby? If the venture is not income producing or is not being designed as a true job for the customer it should not be considered competitive employment.
10. In addition to being competitive employment, does the work offer contact with individuals who are not disabled?

Extended Services (Long-Term Supports)

Extended services are support services provided once the customer is stabilized on the job and DVR services are no longer needed to maintain satisfactory on-the-job performance. Extended services consist of specific services needed to maintain the customer in supported employment. Resources for extended services include, but not limited to:

- County Developmental Disabilities funding;
- Mental Health agency funding;
- Social Security work incentives;
- Co-worker natural support systems;
- Family members, friends; and
- Individual Development Accounts (IDA's).

Extended Services Partners

The chances of success are increased when long-term supports are identified early in the process and there is a clear understanding about the roles other agencies and service providers will play in supporting the customer. For best results there must be good communication with the “team” assisting the individual, particularly at key points, including:

- When self-employment is selected as the vocational goal
- Upon completion of the feasibility analysis
- In determining the nature and extent of extended services that will be needed after DVR services are completed
- Upon completion of the comprehensive business plan
- In determining the individual has achieved job stabilization and transitioning to extended services

Benefits Planning

As part of the comprehensive assessment for individuals who receive SSI, SSDI, Medicaid, COPES or DSHS Income Assistance, benefits planning is required to determine how income or earnings from supported self-employment may impact all benefits. Consideration is also given to Social Security work incentives or other resources.

Qualified Self-employment Consultant

Supported self-employment cases typically require a very creative approach. Most counselors will find it helpful to work with business professionals and vendors experienced in supported self-employment. As with traditional self-employment, a DVR-approved self-employment consultant conducts the feasibility analysis and facilitates development of the comprehensive business plan. [List of DVR-approved Self-Employment Consultants](#)

CRP Intensive Training Services may be required during the business start-up period to provide needed job stabilization and training until Extended Services are initiated.

See Also:

[CRP - Intensive Training Services](#)

[WAC 388-891A-0785: What are self-employment services?](#), What are self-employment services?

[WAC 388-891A-1000: What is supported employment?](#), What is supported employment?

[Form - Loan Agreement for Tools and, Equipment, DSHS 19-074](#)

[Example - Agreement of Business or Partners about Ownership of Equipment](#)

Self-Employment Services

The VR Supervisor must approve any self-employment service, including feasibility analysis for a self-employment enterprise. This means that the VRS must be consulted for a determination **during vocational assessment** and **prior to IPE signatures and approval**, as the feasibility study should not be included on the customer's IPE.

In consulting about and approving services that will lead to an employment outcome in self-employment, the VRS should find a clear rationale written by the VRC in a case note explaining how the following information about the customer indicates the customer's likely success in self-employment:

1. The customer's ability to maintain and retain the specific self-employment enterprise under consideration, including, but not limited to any:

- Disability-related issues or concerns;
- Barriers to employment and how self-employment addresses these barriers;
- Strengths and interpersonal skills;
- Resources, including financial resources;
- Money management skills;
- Credit history, including bankruptcy;
- Overdue child support;
- Tax or debt issues;
- Other legal proceedings;
- Long-term supports, if supported employment is required; and
- Income needs.

2. The customer must have resolved bankruptcy or other legal proceedings, overdue child support, and overdue taxes prior to the development of an individualized plan for employment (IPE) with self-employment as the employment outcome. DVR does not assist with the payment of court fees, attorney fees, fines, or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters.

3. The customer has the specific skills and aptitudes (or is likely to obtain the specific skills and aptitudes) to perform the essential functions of the job tasks required by the self-employment enterprise under consideration.

The VRS may approve the services based on the presence of these criteria.

VR Counselor Approval of Certain Services

Approved Services

When a VR Counselor approves a service listed in this section, they should ensure that case notes and other documents relevant to the decision clearly explain the purpose and expected outcome of the service being provided.

References

[388-891A-1160 When does DVR pay for training services at an institution of higher education?](#)

[388-891A-1161 Are there forms of financial assistance that I am required to apply for or access before DVR will assist with the cost of attendance at my institution of higher education?](#)

[388-891A-1162 When does DVR pay for training at a private school or an out-of-state institution of higher education?](#)

[388-891A-1163 May DVR pay for other fees charged by my institution of higher education when those fees are required as a condition of registration?](#)

[388-891A-1164 What academic standards does DVR have for education?](#)

[388-891A-0911 What is required for DVR to approve an IPE with a goal in self-employment?](#)

[388-891A-0912 What are the factors that a DVR counselor considers in determining whether to support an employment outcome in self-employment?](#)

[388-891A-0913 What conditions apply for DVR to support self-employment as a sole proprietorship or a limited liability company?](#)

CRP Community Based Assessment (CBA)

A community based assessment with a CRP may be appropriate when the counselor has identified that the customer requires supported employment services, and has limited exposure to the world of work.

The following criteria should be considered and used as the basis for approving a community based assessment. Once the CBA has been approved, the approval should be documented in the STARS case narrative. The approval will also include an explanation of how this information will be useful for the purpose of IPE development.

Approval Criteria: CBA

Please use the following criteria to determine whether CBA services apply to a customer's case:

- **Existing Information:**
 - Intake and other case notes
 - VRC Observations
 - Education and medical records
 - Information provided by the customer during the eligibility determination process
 - Information provided by other agencies or professionals
- **Disability-related barriers and Vocational Preference:**
 - Disability related barriers identified by the VRC
 - What strategies will be used to address disability related barriers?

- Can the disability related barrier be reduced or eliminated if a CBA is not used?
- A CBA will allow the VRC to obtain information needed for the DVR Customer to select a suitable vocational goal
- Other appropriate and individualized assessment activities have been explored using [WAC 388-891a-0300: What is informed choice?](#):
 - Career OneStop website (RIASEC to O*Net)
 - CareerBridge
 - WorkSource
 - Workstrides/Dependable Strengths
 - WOWI or WOIS
 - On-the-Job Training/Evaluation
 - Comprehensive Vocational Evaluation
 - Physical/Functional Capacity Evaluation
- **Independent living (IL) considerations:**
 - Factors related to IL that may impact a customer's ability to participate in a CBA

VRC's should **not** approve a CBA in instances when:

- The customer is ready to work immediately in a job that is a match with the customer's primary vocational factors;
- The considerations to be addressed in the CBA are primarily those that could be addressed through IL or other services;
- The information can be gathered from other sources, such as current or recent volunteer work or employment;
- The purpose of the CBA is to obtain clear and convincing evidence to determine if the individual is capable of working due to the significance of their disability (note: when this is necessary, a Trial Work Experience [TWE] is the appropriate service); or
- There is a vendor who would like to learn more about the customer prior to job placement activities, and the vendor requests the CBA for these purposes, in lieu of the VRC's provision of employment readiness information about the customer.

Approval Criteria: CRP Job Placement

The following criteria should be considered and the rationale for its application documented in the case service record, in order for the VRC to approve any job placement provided by a CRP:

- Customer is unlikely to benefit from non-CRP placement activities alone, due to serious functional limitations or other barriers identified in the case service record.
- Customer and counselor have agreed upon an IPE or are developing an IPE with a specific vocational goal that is viable for the customer and likely to result in an employment outcome.
- The IPE or draft IPE includes the appropriate type/scope of supports in order to promote a successful employment outcome.

- Additional supports (e.g. IL skills training, physical and mental rehabilitation, assistive technology, etc.) are likely to mitigate the customer's disability barriers and promote a higher level of active participation and involvement.
- A referral to a CRP is likely to result in a different level of customer engagement (e.g., is customer following through with mutually agreed upon activities, appointments, requests for contact, etc.).

Approval Criteria: CRP Job Retention

VRC's approve job retention services provided by CRPs only when, as indicated in the CRP/IL contract:

- DVR and the customer determine that additional training and supports are needed after job placement to ensure that the customer learns essential job duties and retains continuous employment for 90 days after job retention services begin.

The following criteria should be considered, and documented in the case service record, in order for the VRC to approve any job retention provided by a CRP:

- Customer will require additional training and support beyond that provided by the employer in the 90 days following placement and first day of work.
- Regular counseling and guidance (at least monthly contact with customer to discuss progress in first months of employment) will not be sufficient to assist customer in learning job duties or meeting employer expectations.
 - NOTE: if customer requires ongoing job-coaching, the VRC must conduct a comprehensive assessment and determine whether according to the criteria under WAC [388-891A-1010: Who is eligible for supported employment?](#), the customer should receive DVR supported employment services, provided under the SDOP for Intensive Training Services (ITS).
- The counselor and customer have identified job duties in the job description (or job retention needs specific to the individual) that will require CRP intervention in order for the customer to retain the job successfully.
- If CRP has recommended job retention services following a successful job placement, updates from the CRP during job placement activities provide sufficient documentation to support the request for job retention;
- **It is the responsibility of the DVR counselor** to determine whether to recommend that job retention services are necessary and appropriate for the customer, using the criteria above.

Additional Considerations: CRP Job Retention

Considerations that may be addressed in the rationale for CRP Job Retention services include:

- How do retention services mitigate a barrier for the customer?
- Are on-site visits needed? What on-site support needs does the customer have?
- What number of hours are needed?

- What specific information has led DVR to believe that job retention is required?
- What documentation supports these determinations?
- Are there supplemental supports that would promote successful job retention in addition to the provision of CRP provided job retention services (e.g., physical and mental restoration services; assistive technology; transportation; child care)?
- Is there evidence in the case narrative that the customer has been involved in making an informed choice regarding the use of CRP Job Retention services?

Postsecondary Education Services

The criteria labeled below must be used as the basis for approving postsecondary education services. VRCs must make a determination ***prior to IPE signatures and approval (new and amended)***, as any training services need to be included as a step in the customer’s IPE. Once the use of postsecondary education services has been approved, the approval should be documented in a case note.

Note: postsecondary education services are meant to include all services in support of a customer’s credential attainment in an approved IPE including postsecondary training. Postsecondary education services might include, but are not limited to:

- Tuition;
- Books/supplies;
- Transportation;
- Maintenance;
- Child care;
- Assistive technology; and
- Other supportive services (such as interpreters or disability support services funded by DVR).

Approval Criteria: Post-Secondary Education Services

Because not all of the criteria below will apply in every case, the VRC should approve the services based on the criteria that are applicable to the individual circumstances of the case. Staff are expected to follow **policy** for the determination of unmet need and the calculation of DVR contributions to the costs of attendance. The DVR Customer Financial aid information form ([DSHS 14-449: Unmet need breakdown](#)) is used as a part of this process.

Use the following criteria to determine whether postsecondary education services apply to a customer’s case:

Vocational Assessment and Plan Development Criteria

- A completed vocational assessment which indicates the customer will be able to succeed in both the required postsecondary training and the specific employment outcome.
- A labor market analysis has been completed and clearly indicates that the credential the customer is seeking is a necessary requirement for the specific job goal.

- The VRC has provided substantial counseling and guidance regarding the results of labor market analysis and the results of the comprehensive vocational assessment for the specific employment goal of the customer.
 - See WAC [388-891A-1160: When does DVR pay for training services at an institution of higher education?](#) for considerations that apply when supporting a customer whose specific job goal requires training.
- The vocational assessment reflects the labor market analysis and the feasibility of the employment goal for the customer with necessary supports
- Training at a postsecondary institution is required to obtain the employment outcome.
- An Individualized Plan for Employment (IPE) that includes the training services and support services needed to complete the training.
 - See WAC [388-891A-0940: What must be included on the individualized plan for employment?](#) for more information about the items that must be included on a customer's IPE.
- Admission and curricular requirements for the specific training program(s) and institution(s) being considered have been explored.
- The VRC and customer have agreed on a program/institution for the training services needed to obtain the customer's specific employment goal.
- The counselor has included measurable criteria that the customer will meet while attending school.
- The counselor has encouraged the customer to access the Disability Services office of the postsecondary institution (for example, to access AT that the school may be able to provide as a comparable service).
- 5. The VRC has determined that the customer's individual experience of disability related barriers or other individual circumstances could preclude their success in postsecondary training.
- 6. For customers who could be precluded by the individual experience of their disability barriers, the VRC has determined whether a term of training as an assessment is appropriate to identify needed supports and the likelihood of success.
- 7. When required for an assessment term, the VRC has received an approved extension for the IPE development period.

Financial Aid Criteria

- The VRC has informed the customer that completing the FAFSA as early in the aid cycle as possible will maximize available aid resources, but that application for FAFSA does not obligate DVR to support either the specific goal or funding related to costs of attendance.
- The customer completes the Free Application for Federal Student Aid (FAFSA) as soon as possible in process.
- VRC has received a copy of the student aid reports generated for the school that the customer will attend.
- The VRC and customer have completed the financial statement (and the VRC has offered to provide benefits planning if appropriate) based on the duration of plan services.

- All available comparable benefits and resources from other programs that may be utilized to help cover the expenses of training have been explored by the VRC. See [WAC 388-891A-1161: Are there forms of financial assistance that I am required to apply for or access before DVR will assist with the cost of attendance at my institution of higher education?](#)

The counselor has reminded the customer, if necessary, of DVR's obligation to utilize the least cost service available and adequate to meet the customer's needs for books and supplies.

- Customer and VRC have both signed the IPE to indicate agreement and approval of the plan, as with any other IPE.
8. VRC has provided the customer with the Customer Financial Aid Information form ([DSHS 14-449: Customer Financial Aid Information](#)).

Note: If a customer's individual circumstances lead the VRC to question whether the customer will succeed in the specific employment outcome for which they are receiving training services, the VRC may disapprove support for the training services and determine that either further assessment is needed (if there are specific questions that need addressed), or deny the job goal and issue the appropriate letter (denial of goal) to the customer with a clear rationale.

Community Rehabilitation Program Services

CRP Referral Criteria

(New 5/15/06)

Pre-Referral Requirements

Prior to referral to CRP for job placement/retention services, the following actions have been taken.

- a. An assessment of VR needs has been completed and documented that clearly supports the need for CRP services. Documentation must explain how CRP services address disability-related impediments to employment identified at eligibility.
- b. For customers receiving SSI/SSDI, benefits planning by the VRC or a Benefits Planner, has been completed.
- c. Sufficient documentation has been gathered, developed, and placed in the service record to support the customer's selection of a job goal that is consistent with their strengths, interests, abilities, capabilities, concerns, resources, needs, and informed choice.
- d. If supported employment is required, documentation of the steps taken to

- assure there is a reasonable likelihood that long term support will be available.
- e. All work barriers that will impact CRP services have been identified and are addressed in the plan, including criminal history, drug/alcohol issues, independent living, transportation, child care etc.
 - f. The VR counselor has determined the customer has demonstrated the consistent motivation and follow through to benefit from CRP services by showing up for DVR appointments regularly and on time, following through on tasks, responsibilities and assignments.
 - g. If the customer has received CRP services previously without a rehabilitation outcome, the VR counselor must determine what circumstances have changed that will produce a different outcome.
 - h. The customer is "qualified" to perform the type of employment the CRP will be seeking. For example, a customer seeking employment as a Certified Public Accountant must meet the education, experience and certification requirements to work as a Certified Public Accountant.

Initiating a Referral

Determining Service Level

To determine the appropriate service level, it is best practice to require a meeting by phone or in-person between the CRP and DVR without the customer present in advance of the development of the SDOP. This practice is meant to ensure that discussions held between providers about the service needs of the individual do not result in inadvertent harm to DVR customers.

1. Counseling staff must ensure that a consent to share information with the CRP has been signed by the customer and is present in the customer's file.
2. Counseling staff will share the vocational assessment report from Waves with the CRP, if available, prior to a discussion about the appropriate level of service. The vocational assessment includes information about the customer's primary vocational factors, which should be used as considerations in determining the service level.

Note: If negotiating the level of a community based assessment or trial work experience prior to the completion of a comprehensive vocational assessment, the eligibility report can be shared with the CRP (when an appropriate consent has been signed by the customer) to ensure that both parties have information about the customer's serious functional limitations and barriers to employment.

SDOP Meeting

Once a service level has been agreed upon, a meeting between the customer, VR counselor and CRP representative must be held prior to joint development of the SDOP. The joint meeting will cover:

1. The customer's IPE (if applicable);
2. For supported employment, verification that there is a reasonable likelihood that long term supports will be available and the level of support.
3. Review of documentation supporting the selection of a vocational goal that is suitable, realistic, and achievable (if applicable).
4. Review each party's role and responsibilities.
5. How all parties will communicate, make decisions, and evaluate progress.

If the customer and CRP decide to initiate an SDOP after the initial meeting, the CRP will receive copies of the customer's IPE, documentation supporting the selection of vocational goal and any other information/documentation relevant or necessary to support the CRP's job placement/retention efforts.

See Also:

[Selecting Services and/or Service Providers](#)

Authorization for Purchase of CRP Services

(Revised 7-1-14)

CRP services are authorized if:

1. VRS has authorized CRP services based on the VR counselor Approval of Certain Services, and if appropriate, listed on the Individualized Plan for Employment.
 2. A CRP Service Delivery Outcome Plan is completed
 3. Once the CRP Service Delivery Outcome Plan (SDOP) has been signed and dated by all three (3) parties (VR counselor, DVR customer, and CRP representative), the VR Counselor must complete an Authorization for Purchase of Services (AFP) within five (5) business days from the SDOP's signature date. AFPs may not be backdated, meaning the AFP service start date cannot be before the issue date. **The service start date reflected on the completed AFP is the official start date of services, which is the date the CRP can begin serving the customer.**
- The AFP must include a written reference to the CRP Service Delivery Outcome

Plan.

- The CRP Service Delivery Outcome Plan must include the AFP number.
- The VRC must be the final signature.

The VR counselor sends the CRP representative one copy of the AFP with the CRP Service Delivery Outcome Plan attached and uploads one copy of the AFP with the CRP Service Delivery Outcome Plan attached in the customer's case service record.

Verbal Authorization in an Emergency Situation

If an emergency situation exists, the VR counselor may give the contractor verbal authorization to start CRP services before the SDOP and AFP are developed if a delay in service delivery would adversely affect the customer's progress.

The VR counselor has five (5) business days after verbal authorization is given to get the AFP and SDOP in place and signed.

Questions related to the original SDOP and AFP payment will be answered by the VRC.

CRP Service Delivery Outcome Plan (SDOP)

Developing an CRP Service Delivery Outcome Plan

A written plan for obtaining CRP services is jointly developed by the customer, DVR counselor, and a CRP representative. The details of the agreement are tailored to the unique needs of the customer and documented on the CRP Service Delivery Outcome Plan (SDOP). All SDOPs are available on the [DSHS Forms Picker](#).

Only one service category is purchased on a CRP Service Delivery Outcome Plan. When more than one service category is provided, a separate plan for each service category is required.

Expected Outcomes

An expected outcome is the specific and measurable result of service delivery performed by a CRP representative. When a customer and DVR counselor decide to use CRP services, the expected outcomes need to be clearly defined and communicated to the CRP representative. The customer, DVR counselor, and CRP representative document each expected outcome on the CRP Service Delivery Outcome Plan. More than one expected outcome may be included on a plan when the outcomes are within the same service category.

Party Responsible

The customer, DVR counselor, and CRP representative agree on and document the name of the CRP staff person responsible to work with the customer on each expected outcome.

CRP Service Delivery Outcome Plan Signatures

The customer, DVR counselor, and CRP representative each sign and date the CRP Service Delivery Outcome Plan after it is completed in full. The DVR counselor provides each party with a copy.

When CRP Services Begin

The CRP representative begins providing services when the plan is completed, signed, and dated by all parties, and an Authorization for Purchase is issued.

A verbal authorization can be given in an emergency situation. The VR counselor has five (5) business days after verbal authorization is given to get the AFP and SDOP in place and signed. See: [Verbal Authorization in an Emergency Situation](#).

Modifications to the CRP SDOP

Modifications to an existing signed and dated CRP Service Delivery Outcome Plan (SDOP), are discussed and agreed upon by the customer, DVR counselor, and CRP representative.

Minor modifications may be made on an existing plan when a customer, DVR counselor, and CRP representative agree to the modifications and have initialed and dated the changes on the plan. Minor changes include, but are not limited to:

1. Extending the end date of a service; and
2. Adding or deleting an outcome consistent with the overall plan.

A customer, DVR counselor, and CRP representative develop a new CRP Service Delivery Outcome Plan when the modifications will require a new AFP to be issued.

Periodic Progress Updates (different from Reports)

(Revised 7-06-2020)

The VR counselor will require at least monthly periodic progress updates in the Service Delivery Outcome Plan (SDOP). These monthly progress updates must be submitted on the SDOR form.

CRP Service Delivery Outcome Report (SDOR)

All reports submitted with invoices must be completed using the [DVR CRP Service Delivery Outcome Report, DSHS 11-030](#). The SDOR documents the detailed expectations of what services are needed for a specific customer. The reports must include all information required in the contract and any additional information in the SDOP. If the VR counselor believes the report is not comprehensive enough, they will return the report to the CRP contractor to obtain the missing information.

The VR counselor discusses the report with the customer, and with the CRP representative, if needed.

Service Delivery Outcome Report [DSHS 11-030] includes:

1. The name of the customer and DVR counselor who authorized the services;
2. The name of the CRP representative completing the report and name of CRP;
3. The CRP service category and AFP number that correspond to an CRP Service Delivery Outcome Plan;
4. The overall timelines of the plan, and the report time line;
5. The outcome number(s) being reported, which must correspond to the outcome number(s) listed on the CRP Service Delivery Outcome Plan.
6. The CRP representative's signature and the date of signature.

NOTE: The CRP representative may hand write the report on the form or fully complete the heading of the Service Delivery Outcome Report form, indicating in the body of the form that the narrative is attached. Sign and date the form, then complete the narrative portion of the report and attach it to the CRP Service Delivery Outcome Report form.

Payment for CRP Services

A CRP bills for services rendered by submitting a CRP Service Delivery Outcome Report and an itemized invoice to the VR counselor that authorized the services. The CRP's invoice must include the CRP name, mailing address, description of services provided, total billing amount, and date.

When the DVR counselor receives the CRP Service Delivery Outcome Report and the CRPs invoice, the VR counselor initiates a payment. Advance payments are prohibited. A DVR counselor takes action within seven calendar days of receipt of a CRP Service Delivery Outcome Report and the CRP invoice. The DVR counselor:

- Initiates payment; or
- Consults with the CRP representative about services and/or outcomes that are not

approved because the services were (a) not satisfactory; or (b) not consistent with the corresponding CRP Service Delivery Outcome Plan; or

- Returns the CRP Service Delivery Outcome Report to the CRP representative within 15 calendar days when the report is not approved for payment, with a written explanation of the specific reason(s) the request for payment is not approved.

See Also:

[Selecting Services and/or Service Providers](#)

CRP Contract Services (Disputes, Paying for Interpreters, Partial Payments, Verbal Authorization in an Emergency Situation) – page 168

Contract is legally-binding

The contractor and DVR enter into a contract that is legally binding on both parties. Because the contract is legally binding, day to day practices must follow the contract and the contractor and DVR staff members do not have the authority to deviate from the contract. Neither DVR nor the contractor may perform their specific responsibilities under the contract unless:

- DVR has issued the contractor an AFP for provision of CRP services; and
- DVR, the customer, and the contractor have fully completed and signed a DVR Service Delivery Outcome Plan (SDOP) for the specific service(s) to be provided.

Contract Disputes

If a dispute arises over an issue concerning the terms of the contract, DVR or the contractor follow the process described in the CRP contract. The excerpt from the contract is stated below.

When a dispute arises over an issue concerning the terms of this Contract, the following process is used to address the dispute:

1. The Contractor and DVR shall attempt to resolve the dispute through informal means between the Contractor and the assigned DVR Counselor. For those contracts where a DVR Counselor is not assigned, the Contractor shall attempt to resolve the dispute with the contact person identified on the first page of the contract.
2. If the Contractor is not satisfied with the outcome of the resolution with the DVR Counselor or DSHS contact person, the Contractor may submit a request for review of the disputed issue, in writing, for review within thirty (30) business days of the outcome to:

DVR Director
DSHS/DVR
PO Box 45340
Olympia WA 98504-5340

3. The Director may appoint a designee to review the disputed issue.
4. A request for dispute resolution shall include:
 1. Name of the requester;
 2. Contractor's name, full address, phone number, and email;
 3. Contract number;
 4. Description of the issue in dispute;
 5. A statement describing the requester's position on the issue in dispute, including any documentation that supports this position; and
 6. Steps already taken to resolve the dispute.
5. The reviewer may request additional supporting documentation from either party to assist in reaching a fair resolution.
6. The Director shall issue a written decision to the Contractor within thirty (30) calendar days of receipt of all information relevant to the issue.
7. The dispute resolution process described above is the sole administrative remedy available under this Contract.

The Contractor is Responsible to Pay for a Spoken Language Interpreter or ASL Interpreter

If a customer requires either a spoken language interpreter or American Sign Language (ASL) interpreter to participate in a CRP service the CRP contractor is responsible to pay for the interpreter as described in the Statement of Work of the CRP contract:

By signing this DVR Contract, the Contractor agrees to:

Provide all services, as described in Section 4, Statement of Work, of this contract in a manner and setting(s) that meet the requirements of the Americans with Disabilities Act (ADA) of 1990, as amended.

Arrange and be responsible for all costs associated with communication interpreter services, as needed, to provide disability-related access per the ADA of 1990, as amended. If a contractor believes the cost of providing ASL interpreting services in an individual case would be a financial burden to their program, they may request that DVR assist with paying for these costs by

submitting a letter to the Community Program Manager attesting that providing these services would be a financial burden. The attestation should include the following information:

The service being provided and customer name and/or SDOP for specific service;

Expected accommodation needs and possible frequency of accommodations;

Contractor justification for inability to cover cost of accommodation; and

Contractor contact information for DVR response.

3. Determination will be made by the DVR Director or designee on a case-by-case basis, relative to the contractor's overall resources. If approved, DVR may pay for interpreter services apart from the contracted fee for service and will provide instructions to the contractor on how to navigate this process.

4. Provide and be responsible for the cost of providing services through alternative formats, methods, and languages, as needed, for customers who have Limited English Proficiency (LEP) as per the Civil Rights Act of 1964.

5. DVR shall reimburse the contractor for [interpreter](#) and [translation](#) services needed to facilitate customer job interviews.

See Also:

[Interpreter and Translation Services](#)

Financial Burden Exception for Sign Language Interpreting

The **CRP/IL Contract** contains a clause in the Special Terms and Conditions, General Requirements section 3.j(2) that allows CRPs to request that DVR pay for Sign Language Interpreting Costs for a specific service when serving a DVR Customer. This means that the exception is for a specific service provided to a specific customer and does not apply to any other service or customer served by the CRP. This process requires an attestation from the Contractor and approval from the DVR Director. The CRP may submit the attestation directly to the Community Program Manager at crpil.dvr@dshs.wa.gov. The Community Program Manager will coordinate the submission of the request to the Director and delivery of exception request results to the CRP and VRC. If an exception is granted, the following process should be followed. Note that the CRP will be scheduling for and paying the interpreters, and DVR will reimburse the CRP. This exception process does not apply to CRP's requirement to provide Spoken Language access to those with LEP.

When a CRP is approved for a financial burden exception, the exception notification will be provided to the CRP and VRC via letter, and this notification will suffice as authorization for DVR to reimburse the CRP for the interpreter services provided for duration of the approved service. This means that while it is best practice to pre-authorize a service via AFP, the CRP may notify the VRC that they have scheduled

services and the VRC may issue an AFP when an invoice is received (reference **CSM Chapter 13 “Authorization for Purchase.”**)

Process after Financial Burden Exception Approval

If a financial burden exception has been made for a CRP working with a specific Customer on a specific service, the following process for reimbursement should be used:

1. Community Program Manager communicates to VRS, VRC and CRP that the exception has been approved.
2. VRC amends IPE to include Interpreting services for the approved service. The IPE service vendor should be the CRP as they will be paying for the Interpreting services and will be reimbursed by DVR. The VRC should include an amount they estimate will encompass the full amount of Interpreting costs.
3. VRC pre-authorizes the service. The AFP will be to the CRP for Interpreting services for that Customer and for duration of service being provided.

- For example, “Sign Language Interpreting for John Doe for the duration of Job Placement Services, level two, detailed on AFP 12345 with service dates from 1/1/23-6/30/23.”

3. CRP may use Qualified Interpreters* or they may use the statewide contracts. They will schedule the interpreter and ensure that the interpreting is provided. If using statewide contracts, they will schedule interpreters through the Request for Sign Language Interpreter link (CRPs may access information on how to do this on the CRP Contractor webpage, or refer them to the Community Program Manager, crpil.dvr@dshs.wa.gov).

4. CRP submits invoices and proof that interpreting was provided to VRC for approval and payment.

*** Qualified Interpreters**

The VRC is not required to determine if the CRP is using a Qualified Interpreter unless there is a compelling reason to verify. For reference, a Qualified Interpreter is an interpreter who:

a. Has an active membership in good standing with Washington State Registry of Interpreters for the Deaf (WSRID);

and

b. Has at least one of the following active credentials:

i. Certificate of Interpreting (“CI”) from the Registry of Interpreters for the Deaf;

- ii. Certificate of Transliteration (“CT”) from the Registry of Interpreters for the Deaf;
- iii. Comprehensive Skills Certificate (“CSC”) from the Registry of Interpreters for the Deaf;
- iv. Reverse Skills Certification (“RSC”) from the Registry of Interpreters for the Deaf;
- v. Interpretation Certificate (“IC”) from the Registry of Interpreters for the Deaf;
- vi. Transliteration Certificate (“TC”) from the Registry of Interpreters for the Deaf;
- vii. Master Comprehensive Skills Certificate (“MCSC”) from the Registry of Interpreters for the Deaf;
- viii. National Interpreter Certification (“NIC”), NIC Advanced or NIC Master from the Registry of Interpreters for the Deaf;
- ix. Generalist/Level III Certification from the National Association of the Deaf;
- x. Advanced/Level IV Certification from the National Association of the Deaf;
- xi. Master/Level V Certification from the National Association of the Deaf;
- xii. Advanced Certification from the Texas Board for Evaluation of Interpreters;
- xiii. Master Certification from the Texas Board for Evaluation of Interpreters;
- xiv. Certified as a Deaf Interpreter through ODHH;
- xv. Qualified as a Deaf Interpreter through ODHH; or xvi. Qualified as a Pro-Tactile ASL (PTASL) Interpreter through ODHH, Western Oregon University or any approved Deafblind Service Provider in Washington State

For more information, please see **Interpreter Exception FAQ**

Contract Payment Structure

Payment Points

All services, with the exception of Vocational Evaluation Services have multiple payment points. These payment points are merely the maximum total fee divided into 2 or 3 payments over the course of service delivery as specified in the contract. If successful service delivery occurs, payment points shall always add up to the maximum total fee. Anytime a new SDOP is

developed it is considered a new service and the contractor is entitled to all payment points for the service, regardless of how many times the service was provided before.

Partial Payments

- If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR Counselor.
- Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

(Fees Updated – 07/01/2023)

Job Placement- Level 1

- a. Total maximum fee- \$3,219
 1. Intake Fee of \$665 is paid
 2. Activity Fee of \$618 is paid
 3. Remaining balance to be paid upon successful delivery is \$1,936
- b. Half of the total fee is \$1,609 (partial payment)
 1. Deduct the Intake Fee of \$665 and the Activity Fee of \$618 from the partial payment (\$1,609 - \$665 - \$618; the remaining balance of partial payment = \$326).

CRP- Considerations for Determining Levels of Service

(Revised 9/8/17)

The following general guidance is designed to help the VR counselor decide if a CRP contract service is required and which level of service is most appropriate. There are universal considerations that apply to all contract services and unique considerations, if applicable, are provided under each CRP contract service.

Universal topics to consider when deciding what level of CRP contract service should be provided (applies to all CRP contract services):

1. Motivation to succeed in gaining employment
2. Transportation
3. Medical
4. Criminal Background Check history
5. Personal care
6. Substance abuse stability
7. Activities of Daily Living (ADL) needs
8. Communication (Verbal / Non-verbal)
9. Interpersonal skills
10. Emotional stability
11. Family supports / environment
12. Financial considerations / benefits planning
13. Work experience / degree of success in any prior employment
14. Physical access needs
15. Work tolerance / stamina
16. Employment goals
17. Assistive technology needs
18. Work related accommodations.
19. Recurrent themes of failure in prior employment
20. Ability to learn essential job functions.
21. Type and level of needed work supervision supports

Unique considerations will help in determining the most appropriate level of support for the following CRP contract services:

- CRP- Trial Work Experience or Community Based Assessment, Level 1, 2, 3 or 4 (Deaf-Blind);
- CRP- Job Placement, Level 1, 2, 3 or 4 (Deaf-Blind);
- CRP- Intensive Training Services, Level 1, 2, 3 or 4 (Deaf-Blind);
- CRP- Job Retention Services, Level 1, 2, 3 or 4 (Deaf-Blind);
- CRP- Off-Site Psychosocial Support Services (SE or Non-SE), Level 1, 2, 3 or 4 (Deaf-Blind).

Standard Operating Procedure: Referring Customers for Level 4 (Deaf-Blind) CRP Services

Purpose: Provides a standard process DVR counselors can use to refer customers for Level 4 CRP services.

Forms and Materials:

[SDOP: Community Based Assessment Level 4 \(Deaf - Blind\)](#)

[SDOP: Intensive Training Services \(ITS\) Level 4 \(Deaf - Blind\)](#)

[SDOP: Job Placement Level 4 \(Deaf - Blind\)](#)

[SDOP: Job Retention Level 4 \(Deaf - Blind\)](#)

[SDOP: Off-Site Psycho-Social Job Support Services - Non-Supported Employment Level 4 \(Deaf - Blind\)](#)

[SDOP: Off-Site Psycho-Social Job Support Services - Supported Employment Level 4 \(Deaf - Blind\)](#)

[SDOP: Trial Work Experience \(TWE\) Level 4 \(Deaf – Blind\)](#)

[Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#)

[DSHS Consent to Release Information \(DSHS 14-012\)](#)

Action by DVR VRC

- Identifies that their customer may meet Level 4 CRP Services referral criteria.
- Goes to the DSHS Forms Intranet website and obtains a copy of [Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#).
- Uses Section One of the [Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#) to identify that the customer has combined vision and hearing loss impairments, as documented by a medical provider.
 - **If the customer does not have a combination of both vision and hearing loss, the customer is not eligible for Deaf-Blind Level 4 CRP Services. Do not proceed to section two of the form.** Other levels of CRP Services may still be appropriate for the customer.
- If the customer does have combined vision and hearing loss impairments, as documented by a medical provider, proceeds with Section Two of the checklist. Section Two of the checklist is the functional limitation screening.
 - Each Functional Limitation Area must contain at least two check marks to select “yes” for that Functional Limitation Area.
- If the customer has four (4) or more Functional Limitation Areas when the checklist is complete, counselor case notes that the customer qualifies for Deaf Blind Level 4 CRP Services based on the Referral Criteria Checklist.
- Uses this Checklist as a counseling and guidance tool with your customer to determine Customer Vocational Rehabilitation needs.

- Files the completed [Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#) in the Service Provider Jacket.
- Proceeds with a referral for level 4 CRP DB Services.

Action by Customer

- Makes an informed choice of CRP, using information DVR provides about providers.
- Completes a [DSHS Consent to Release Information \(DSHS 14-012\)](#).

Action by DVR Staff (RT or VRC)

- Provides a copy of the [DSHS Consent to Release Information \(DSHS 14-012\)](#) and the completed Service Delivery Outcome Plan with uploaded [Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#) after the Customer, VRC, and CRP agree to the CRP services.
- Files the completed [DSHS Consent to Release Information \(DSHS 14-012\)](#) in the Consents and Authorizations Jacket and upload the [Referral Criteria Checklist for Level 4 CRP Services \(DSHS 11-134\)](#) and SDOP to the VR Service Provider Jacket.

CRP Vocational Evaluation Services

(Revised 9/8/2017)

The DVR counselor and the contractor shall develop a written DVR SDOP for Vocational Evaluation Services. The SDOP is individualized to meet the unique needs of each DVR customer and must be mutually agreed to and signed by the DVR counselor, DVR customer and the contractor.

The contractor shall administer one (1) or more standardized vocational tests as specified in the DVR SDOP for Vocational Evaluation Services in order to obtain objective information in response to specific questions documented on the SDOP about the customer's work-related strengths and limitations.

CRP Vocational Evaluation Services

1. Comprehensive Vocational Evaluations:
 - i. May be completed in three (3) days or less;
 - ii. Consists of tests and / or assessment methods designed to measure and document a customer's interests, values, work related behaviors, aptitudes, skills, physical capacities, learning styles, and training needs; and

- iii. Are performed using a variety of techniques, i.e., assessment of functional / occupational performance in real or simulated environments, work samples, psychometric testing, preference and interest inventories, personality testing, personal interviews, and analysis of prior work experience and transferable skills; and
- iv. If the evaluation process identifies work the DVR customer could do, the evaluation report will identify at least three employment options the customer could successfully perform either with or without training and long-term employment supports.

2. Brief Vocational Evaluations:

- i. Are typically completed in one (1) day or less; and
- ii. Are paper and pencil tests, such as psychometric testing, personality testing, performance, and interest inventories that identify a customer's work interests and abilities.

Additional Guidance not in the contract about CRP- Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to one per customer, if needed. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but the decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Reports

Outcome Reports

[Comprehensive Vocational Evaluation Outcome Report](#)

Upon completion of the Comprehensive Vocational Evaluation, the contractor will submit a written Outcome report of test results answering all questions listed on the SDOP and any recommendations, if applicable.

[Brief Vocational Evaluation Outcome Report](#)

Upon completion of one (1) or more of the individual Vocational Evaluation test(s), the contractor shall submit a written Outcome report on the SDOP of test results for each test administered, answering all questions listed on the DVR SDOP and any recommendations, if applicable.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the selected customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

- Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;
- Report shall include:
 1. Address of contractor's nearest staffed office location, point of origin;
 2. Date and time the contractor departed from the point of origin;
 3. Address of destination the Contractor is traveling to;
 4. Date and time the contractor arrives at destination address; and
 5. Date and time the contractor returns to point of origin.
- Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See [OFM Mileage Reimbursement Rates](#)
- Address of contractor's nearest staffed office location, point of origin; and

- Address of destination the contractor is traveling to.
- Other transportation expenses may be authorized by the DVR counselor such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

Evaluation type	Fees
Comprehensive Vocational Evaluation	Maximum total fees is \$1428.00
Brief / Individual Vocational Evaluation	The flat fee or Hourly fee as set by the contractor

Partial Payments

- If for reasons outside of the contractor’s control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Partial payments can only be approved by the DVR unit supervisor after review of the contractor’s justification and review of the customer’s file with the VR counselor.
- Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Comprehensive Vocational Evaluation

1. Total maximum fee - \$1,528
2. Half of the total fee is \$764.00 (partial payment)

See Also:

[CRP SDOP Template Examples](#)

CRP Trial Work Experience (TWE)

(Revised 9/8/2017)

The DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

CRP Trial Work Experience Services

1. The intent of the Trial Work Experience (TWE) is to determine:
 1. If the customer can achieve employment through the provision of Vocational Rehabilitation (VR) services and is eligible for VR services; or
 2. There is clear and convincing evidence that the customer cannot benefit from VR services due to the significance of their disability and is ineligible for DVR services.
2. TWEs can be provided at any point in the VR process.
3. A TWE allows a Division of Vocational Rehabilitation (DVR) Customer to perform in one or more realistic work setting(s) while receiving appropriate support services.
4. Trial Work Setting
 1. Trial Work Experiences are:
 1. Conducted in a realistic integrated work setting based on the customer's needs and informed choice;
 2. Includes the number and variety of settings necessary to obtain sufficient information for the VR counselor and customer to make sound decisions; and
 3. Duration is determined based on a customer's needs as determined by the nature and extent of the areas being explored and should be scheduled for the shortest time necessary to answer all the questions specified in the Service Delivery Outcome Plan (SDOP).
 2. Liability during a Trial Work Experience
 1. The contractor shall be liable for any accidents or injuries to the DVR customer while participating in a Trial Work Experience at a business site;
 2. The contractor shall also be liable for any damages caused by the DVR customer to equipment or property belonging to the employer where the Trial Work Experience is conducted.
5. Areas of evaluation can include, but are not limited to:
 1. Mobility to and from work or within a work setting;
 2. Ability to tolerate the typical demands of a regular work schedule or work environment;
 3. Ability to demonstrate the manual skills and dexterity to perform typical work tasks;
 4. Ability to manage self-care needs in a work environment;
 5. Ability to learn work tasks and identify what type and level of supports are needed to perform tasks;
 6. Ability to understand others and communicate effectively; and
 7. Interpersonal skills and ability to respect typical social and personal boundaries

Levels of service

Universal topics to consider when deciding what level of CRP contract service should be provided for a Trial Work Experience:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Trial Work Experience

(Revised 7-06-2020)

Unique considerations will help in determining the most appropriate level of support for a CRP Trial Work Experience Level 1,2, 3, or 4 (Deaf-Blind). The DVR counselor is responsible to determine which level of service to use, with input from the DVR customer and the contractor, based on the:

1. Complexity of the Trial Work Experience questions to be answered;
2. Nature and extent of support(s) the Customer will need to complete the Trial Work Experience;
3. Expected duration of the Trial Work Experience;
4. Type and number of positions the Trial Work Experience includes;
5. Availability of the type of Trial Work Experience setting or position

Additional Guidance not in the contract about Levels of Service

(Revised 7-06-2020)

The DVR Counselor is responsible to determine which level of service to use, with input from the DVR customer.

Levels of service can be changed by the VR counselor if the customer's needs change.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC) for a Trial Work Experience.

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for a Trial Work Experience, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

Trial Work Experience Outcome Report

Upon completion of the Trial Work Experience (TWE), the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) form indicating:

- For each TWE site(s):
 - Name of TWE site(s);
 - TWE site(s) contact name and phone number;
 - Address of TWE site(s); and
 - Dates of assessment for each TWE site.
- Verification of the customer's completion of the TWE;
- Answers to all questions specified on the DVR Service Delivery Outcome Plan (SDOP); and
- Any additional details requested on the SDOP.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an

invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor’s nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

- a. Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor’s nearest staffed office location;
 - a. Report shall include:
 - a. Address of contractor’s nearest staffed office location, point of origin;
 - b. Date and time the contractor departed from the point of origin;
 - c. Address of destination the contractor is traveling to;
 - d. Date and time the contractor arrives at destination address; and
 - e. Date and time the contractor returns to point of origin.
 - b. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor’s nearest staffed office location See [OFM Mileage Reimbursement Rates](#)
 - a. Address of contractor’s nearest staffed office location, point of origin; and
 - b. Address of destination the contractor is traveling to.
 - c. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Trial Work Experience

Level	Intake fees	Outcome Fee	Maximum Total Fee
1	\$502.00	\$1,872.00	\$2,374.00
2	\$624.00	\$1,994.00	\$2,618.00
3	\$746.00	\$2,059.00	\$2,805.00
4(Deaf-Blind)	\$886.00	\$2,426.00	\$3,312.00

Partial Payments

- a. If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- b. Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
- c. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

TWE- Level 2

1. Total maximum fee- \$2,618
Intake Fee of \$624 is paid
Remaining balance to be paid upon successful delivery is \$1,994
1. Half of the total fee is \$1,309.00 (partial payment)
Deduct the Intake Fee of \$624 from the partial payment (\$1,309-\$624)
2. *The remaining balance of partial payment = \$685.00*

See Also:

[Trial Work Experience](#)

[CRP SDOP Template Examples](#)

CRP Community Based Assessment (CBA) - 181

(Revised 07/10/2023)

Prior to paying for CRP Community Based Assessment Services, staff must follow the procedural guidance listed under [Procedural Guidance: VR Counselor Approval of Certain Services](#).

Definition

"Community Based Assessment" (CBA) means locating, securing, and placing a customer into a paid employment setting(s), or other realistic work setting(s), in which the customer performs work for a specified period of time with the direct provision of needed job supports and training.

The DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes and fees:

Intent

The purpose of the Community Based Assessment (CBA) is to:

Identify barriers to employment

Obtain information needed for the DVR Customer to select a suitable vocational goal; or

Determine the nature and scope of Vocational Rehabilitation (VR) services an individual needs to achieve an employment outcome.

Community Based Assessment (CBA) can be provided at any point in the vocational rehabilitation process.

Generally, a CBA is conducted after the individual is determined eligible for services.

A CBA may be conducted before eligibility is determined only under the following circumstances when information is needed to determine if an applicant requires vocational rehabilitation services:

The individual is employed and seeking services to advance in employment; or

The individual is seeking services to maintain employment.

Individuals receiving Supplemental Security Income or Social Security Disability Insurance are presumed to require VR services and shall not participate in a CBA before their eligibility is determined. However, if the individual cannot be presumed to benefit from services due to the significance of their disability, a TWE shall be conducted.

A trial work experience is done prior to the determination of eligibility or at any later point in the VR process before determining that the individual is not eligible or no longer eligible for VR services due to the significance of the individual's disabilities.

See Also: [CRP-Trial Work Experience Services](#)

Services

The contractor will locate, secure, and place a DVR customer into a paid employment setting(s) or other realistic work setting(s), in which the customer performs work for a specified period with the direct provision of needed job supports and training to:

Verify or identify a customer's unique work interests, abilities, and any competitive employment barriers related to communication, mobility, work skills, work tolerance, self-direction (cognition and learning), interpersonal attitudes, skills or behavior; self-care, etc.; and

Identify the nature and extent of support(s) and accommodations needed for the customer to obtain and maintain competitive employment.

If a CBA occurs in a private business, the activities of the individual with disabilities who is participating in a skills assessment program (CBA) should not result in an economic advantage for the business. If it is deemed that the customer's participation will result in an economic advantage for the business, then the CBA must either be:

Paid; or

The customer understands that they are voluntarily participating in the CBA with no expectation of payment and all work tasks are simulated.

Liability during a Community Based Assessment

The contractor shall be liable for any accidents or injuries to the DVR customer while participating in a Community Based Assessment at a business site;

The contractor shall also be liable for any damages caused by the DVR customer to equipment or property belonging to the employer where the Community Based Assessment is conducted.

Levels of Service

Universal topics to consider when deciding what level of CRP contract service should be provided for Community Based Assessment:

Motivation to succeed in gaining employment

Transportation

Medical

Criminal Background Check history

Personal care

Substance abuse stability

Activities of Daily Living (ADL) needs

Communication (Verbal / Non-verbal)

Interpersonal skills

Emotional stability

Family supports / environment

Financial considerations / benefits planning

Work experience / degree of success in any prior employment

Physical access needs

Work tolerance / stamina

Employment goals

Assistive technology needs

Work related accommodations

Recurrent themes of failure in prior employment

Ability to learn essential job functions

Type and level of needed work supervision supports

Unique Considerations for Community Based Assessments

Unique considerations will help in determining the most appropriate level of support for Community Based Assessment Level 1, 2 or 3. The DVR counselor is responsible to determine which level of service to use, with input from the DVR customer and the contractor, based on the:

Complexity of the Community Based Assessment questions to be answered;

Nature and extent of support(s) the Customer will need to complete the Community Based Assessment;

Expected duration of the Community Based Assessment;

Type and number of positions the Community Based Assessment includes;

Availability of the type of Community Based Assessment setting or position

Levels of service can be changed by the vocational counselor if the customer's needs change.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC) for a Community Based Assessment.

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for a Community Based Assessment, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and next steps to be taken with the customer.

Community Based Assessment Outcome Report

Outcome report: upon completion of the CBA, the Contractor shall submit a written report on the SDOR indicating:

The Customer's completion of the CBA.

Type and number of job position(s) attempted including business name, address, and phone number of each job site developed and completed.

Dates of assessment for each CBA site.

Hours per shift and number of work shifts completed by Customer.

Answers to all questions specified on the DVR SDOP in observable and measurable terms.

Justification for any bonuses included on the invoice for the CBA.

Any additional details requested on the SDOP.

Fees (Effective 07/01/2023)

An Intake Fee and a successful Outcome Fee will be paid as follows:

Community Based Assessment Fees

Level	Intake fees	Outcome Fee	Maximum Total Fee
1	\$502.00	\$1,872.00	\$2,374.00
2	\$624.00	\$1,994.00	\$2,618.00
3	\$746.00	\$2,059.00	\$2,805.00
4(Deaf-Blind)	\$1,090.00	\$2,986.00	\$4,076.00

Permanent Employment Bonus is \$722

Healthcare Coverage Bonus is \$722

Permanent Employment Bonus - a bonus of \$722 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job as a secondary outcome of the Community Based Assessment, CBA.

Healthcare Coverage Bonus - a bonus of \$722 shall be paid if the DVR customer obtains a permanent, competitive and integrated job of 30 hours or more per week and includes the employer-provided healthcare benefits typically available for that job as a secondary outcome of the CBA. Payment of the bonus does not have to wait until the healthcare benefits go into effect.

Note: Both bonuses shall apply for CBAs if the DVR customer is placed at the contractor's place of business or any business entity owned or operated by the contractor. This fee does not apply to Trial Work Experience (TWE).

Partial Payments

- If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
- Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

CBA- Level 2

2. Total maximum fee- \$2,618
Intake Fee of \$624 is paid
Remaining balance to be paid upon successful delivery is \$1,994
3. Half of the total fee is \$1,309.00 (partial payment)
Deduct the Intake Fee of \$624 from the partial payment (\$1,309-\$624)
4. *the remaining balance of partial payment = \$685.00*

Additional guidance not in the contract about benefits planning and supervising a community based assessment

Benefits Planning Recommended for a Paid Trial Work Experience or Community Based Assessment

Because earnings from a paid trial work experience or community based assessment are considered as “income” by the Social Security Administration, benefits planning is recommended to help determine how earnings will impact the customer’s Social Security benefits.

Supervising the Customer in a Community Based Assessment

If a community based assessment is conducted by a CRP, the CRP needs to supervise the assessment throughout its duration. The CRP does not need to be on-site at all times, but must ensure everything is working well before leaving. The CRP must be available to return to the work site if needed.

The employer is not to provide day-to-day supervision, but may provide general work instructions to assess the customer’s ability to work with others, follow directions, etc.

DVR staff can conduct a community based assessment (CBA) without a CRP. DVR staff then assumes responsibility for supervision and assessment of the customer's work. This could be done in a DVR office, WorkSource center, partner agency, or other setting.

See Also:

[DVR Staff Supervising a CBA](#)

[CRP SDOP Template Examples](#)

CRP Job Placement Services

(Revised 07/10/2023)

Definitions

“Job Placement Services” means locating, securing, and placing a Customer into a paid, competitive, and integrated job that is mutually agreed upon by the VRC, Customer, and the Contractor.

“Intermittent or On-Call Employment” means employment that is not continuous but may consist of periodic intervals of weekly work shifts and intervals of no weekly work shifts.

“Temporary to Permanent Employment” or **“Temp to Perm Employment”** means employment that begins as a temporary position and then becomes a permanent position.

“Seasonal Employment” means annually recurring work periods of more than three (3) months and less than twelve (12) months each year.

“On-the-Job Training (OJT)” means a type of training provided to a Customer in the work setting by an Employer and paid for by DVR. See [On-The-Job Training](#).

Intent

Job Placement is accomplished when the Customer completes their first full day of paid employment as defined by the Customer’s Employer. If OJT services are provided, Job Placement is achieved and paid for when OJT is completed, and a permanent job placement is achieved.

CRP Job Placement Services

- The contractor shall locate, secure, and place a DVR customer into a paid integrated job that is mutually agreed upon by the DVR counselor, the customer, and the contractor.
- The contractor shall work with the DVR customer to:
 - Identify job leads;
 - Conduct job searches;
 - Market the customer to prospective employers;
 - Develop effective resumes;
 - Complete and submit employment applications;
 - Practice and prepare for job interviews,
 - Arrange for job-related disability accommodation needs; and
 - Other services as needed to prepare the DVR customer for employment.
- Temporary to permanent job placement is defined as the employer's customary hiring practice to start the majority of their permanent staff as temporary employees. Temporary to permanent job placement is acceptable if the following are met:
 - The employer provides written verification to DVR that it is the employer's customary hiring practice to start the majority of their permanent staff as temporary employees;
 - Job Placement is in accordance with the SDOP and IPE; and
 - The customer agrees to the placement.
- Intermittent or On-Call Employment shall meet the following criteria in order to be considered a successful placement:
 - It is determined that Intermittent or On-Call Employment meets the

- Customer's unique strengths and needs and is noted on the SDOP.
- The employment is expected to continue over time and the Customer will have enough hours to fulfill their employment needs.
- Placement is in accordance with the SDOP and IPE and is competitive and integrated.
- Customer agrees to the placement.

Note: When a Customer is considering an employment goal that is Intermittent or On-call, the following must be discussed and documented in the case narrative:

- The IPE and vocational assessment documents that this is the informed choice of the participant; and
- Meets their unique strengths and needs; and
- Must have a reasonable expectation that the Intermittent or On-call job will occur and that it will be regular enough to fulfill closure requirements.
- The job is competitive and integrated;
- At least one of the following criteria of this labor market applies:
 - The on-call or intermittent work is reasonably expected to occur at least once a week; and/or
 - It is common for an on-call worker in the local labor market to be called in to work more hours over time; and/or
 - It's common for an on-call worker to be hired into the field they are entering (e.g., the temp agency hiring secretarial, janitorial, call-center or other staff is the common source of new regular hires at local businesses)
- Benefit planning has been completed if needed and intermittent/on-call work has been discussed in relation to benefits.

If the customer works a shift at least once per week, they must have maintained employment at least 90 calendar days in order to be closed successfully. If the customer works less than one shift per week, the VRC and Customer will decide together if the VRC should keep the case open longer than 90 consecutive days after the first day of employment.

- Seasonal Employment shall meet the following criteria in order to be considered a successful placement:
 - It is determined that Seasonal Employment meets the Customer's unique strengths and needs and is noted on the SDOP.
 - The employment is expected to continue as recurring work periods over time and the Customer will have enough hours to fulfill their employment needs.
 - Placement is in accordance with the SDOP and IPE and is competitive and integrated.
 - Customer agrees to the placement.

Note: When a Customer is considering an employment goal that is seasonal employment the following must be discussed and documented in the case narrative:

1. The IPE and vocational assessment documents that this is the informed choice of the participant; and
2. meets their unique strengths and needs; and
3. The job must be competitive and integrated; and
4. The seasonal work is reasonably expected to continue into the next recurring work period; and
5. The seasonal work fits at least one of these scenarios:
 - Common to the local labor market (e.g., work in the fishing industry or at vacation destinations; harvesting and/or processing local produce); and/or
 - The strategy used by a specific employer in the local labor market for hiring all their employees (e.g., specific jobs in a labor market are filled by temp agencies); and
6. Benefit planning has been completed if needed and seasonal work has been discussed in relation to benefits.

When a Customer chooses seasonal employment they understand that they will not be working during the times when the seasonal job is not in effect, and typically their case will be closed after they have worked 90 days in that position. If they need assistance to gain another job outside of those seasonal periods of employment, this should be discussed with VRC.

There may be situations in which it is appropriate to look for another job or for a Customer to progress from the seasonal employment to full or part-time employment. Please use your best judgment and consult when working with someone who has unique needs that are not covered in this guidance.

Closure: The Customer must maintain their seasonal employment for at least 90 days. If, due to unforeseen circumstances, the seasonal employment does not last 90 days before ceasing for the season, the Customer's case will remain open until the job recurs and the 90 days can be completed.

For Customers in supported employment, they must reach stabilization in accordance with their ITS SDOP. It is expected that after they transfer to their source of extended supports that their extended support provider will continue to provide appropriate supports during periods of seasonal employment.

DVR pays for job placement at a CRP's place of business or any business entity owned or operated by the contractor under the following conditions:

1. The job matches the job goal on the SDOP;
2. The customer is hired through the contractor's competitive interviewing and hiring process; and
3. The customer, contractor and the VRC all agree that it is an appropriate placement.

Customized employment at a CRP's place of business or any business entity owner or operated by the contractor is not allowed.

Levels of Service

The DVR counselor is responsible to determine which level to use, with input from the DVR customer, and the contractor, based on the nature and extent of Job Placement services and supports the contractor is expected to provide.

Universal topics to consider when deciding what level of CRP contract service should be provided for Job Placement:

1. Motivation to succeed in gaining employment
2. Transportation
3. Medical
4. Criminal Background Check history
5. Personal care
6. Substance abuse stability
7. Activities of Daily Living (ADL) needs
8. Communication (Verbal / Non-verbal)
9. Interpersonal skills
10. Emotional stability
11. Family supports / environment
12. Financial considerations / benefits planning
13. Work experience / degree of success in any prior employment
14. Physical access needs
15. Work tolerance / stamina
16. Employment goals
17. Assistive technology needs
18. Work related accommodations
19. Recurrent themes of failure in prior employment
20. Ability to learn essential job functions
21. Type and level of needed work supervision supports

Unique Considerations for Job Placement Services

Unique considerations help to determine the most appropriate level of support for Job Placement Level 1, 2 or 3. Unique considerations for the level of Job Placement services include:

1. Availability of the desired job;
2. Wage expectations;
3. Benefits expectations;
4. Geographic limitations;
5. Any necessary job modifications; and
6. Flexibility regarding hours, wages, location, type of work, etc.
7. Customer's skills and abilities;
8. Ability to transfer skills;
9. Marketability of the job seeker; and
10. Confirmation of post-employment services, i.e., Job Retention or external Extended Services.

Levels of service can be changed by the DVR counselor if the customer's needs change.

Job Placement Activities for Levels 1 and 2

For a DVR customer who needs the assistance of a CRP to directly perform all aspects of the customer's job placement activities. Examples of such support include:

1. Identifying job leads;
2. Conducting job search;
3. Marketing the customer to prospective employers;
4. Developing effective resumes;
5. Completing and submitting employment applications
6. Preparing the customer for job interviews; and
7. Arranging for job-related disability accommodations needs, etc.

Job Placement Services -- Level 1

A customer who needs job placement assistance without additional on-the-job supports.

Examples of Level 1 - Job Placement

A customer who needs job placement assistance and may need additional on-the-job support.

A contractor comes to DVR seeking a person with a disability to fill a position for an employer:

1. The position is already available to the CRP; or
2. Requires little or no job development

Job Placement Services – Level 2

A customer who needs job placement assistance and may need additional on-the-job support.

Example of Level 2 - Job Placement

A customer who may require:

1. A high level of support prior to or during the initial phases of job placement; and/or
2. Additional supports after job placement to achieve satisfactory job performance; or
3. May require ongoing Supported Employment services.

Job Placement Services- Level 3

A customer who requires a high level of job placement assistance and may require:

- Ongoing Supported Employment services; and/or
- Customized employment or Job Carving due to the customer's inability to perform all of the regularly specified essential functions of a job. (Customized Employment or "Job Carving" is different than a job already available to the CRP contractor.

Level 3 Job Placement Services are for customers who require a CRP to:

- Directly perform all aspects of the customer's job placement activities; and
- Perform "Job Carving" due to the customer's inability to perform all of the regularly specified essential functions of a job.

Examples of Level 3 - Job Placement

- A CRP directly performs all aspects of the customer's job placement activities;
- The customer requires Ongoing Supported Employment services; and/or
- The customer requires customized employment or "Job Carving" for job placement. (Customized Employment or "Job Carving" is different than a job already available to the CRP).

Customized Employment is a process for individualizing the employment relationship, including the responsibilities and requirements of the job, between a job seeker and/or employee and an employer in ways that meet the needs of both; and is based on an individualized negotiation that addresses the strengths, conditions and interests of the job seeker and/or employee and the identified business needs of the employer, based on strategies such as supported employment, job development, and job restructuring ("Job Carving").

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC).

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Job Placement services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and next steps with the customer.

Job Placement Activity Report Information

(Revised 07-06-2023)

1. The contractor can provide one of three (3) Job Placement activity options below to meet the requirements for the Job Placement Activities payment point:
 1. Five (5) employment site visits with the customer for job openings that match the customer's job goal:
 1. An application or resume shall be submitted to each job site;
 2. If a site visit is not allowed by the potential employer, the contractor assists the customer in completing an application using the method required by the employer;
 1. Use of blind ads shall not be accepted for the Job Placement Activity payment point; and
 2. Applications submitted for employment at the contractor's place of business or any business entity owned or operated by the contractor shall not be counted toward the Job Placement Activity payment point.
 3. Employment sites shall not be at the contractor's place of business or any business entity owned or operated by the contractor; OR
 1. A combined total of three (3) job interview(s) or unique customized employment proposal(s) submitted to a potential employer that match the customer's job goal; OR

2. One (1) job offer.

Job Placement Activity Report Requirements

- Upon completion of one or more of the Job Placement activities detailed above, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) documenting the following reporting requirements:
 - Five (5) employment site visits with the customer for job openings that match the customer's job goal. The site visits must include the method of contact required by employer:
 - Name of potential employer to include contact name if known;
 - Date application or resume was submitted;
 - Method used to submit application or resume (e.g. site-visit, online, etc.);
 - Full address and phone number if application or resume was submitted via a site-visit; and
 - Date of follow-up with potential employer to advocate for the DVR customer if follow-up was provided.
 - Three (3) job interview(s) or unique customized employment proposal(s) submitted to a potential employer that match the customer's job goal:
 - Name of potential employer;
 - Full address and phone number of potential employer to include contact name.
 - Whether it was an interview or submission of a customized employment proposal; and
 - Date of interview or submission of customized employment proposal.
 - One (1) job offer:
 - Name of potential employer;
 - Full address and phone number; and
 - Did customer accept the job offer? If the customer did not accept the job offer, provide reason.
 - Any additional details requested on the Service Delivery Outcome Plan (SDOP).

Job Placement Outcome Report

(Revised 07-06-2023)

Upon completion of Job Placement, the contractor will submit a written report on the SDOR indicating:

1. Customer's placement into a paid integrated job as mutually agreed to by the VRC, Customer and CRP;
2. Customer's completion of first full day of paid employment as defined by the

- employer;
3. Name, contact name, and address of employer;
 4. Date of the customer's first day of employment;
 5. Type of job the customer is performing;
 6. Number of hours per week the customer is scheduled to work;
 7. Customer's hourly wage and any fringe benefits;
 8. If employment is considered On-Call or Intermittent, describe how the job is structured, how often Customer is expected to get work and that it will be regular enough to fulfill the Customer's income and work hour needs, how customer will be called in to work or how they pick up shifts, and if this is the typical way that this employer hires new workers;
 9. If employment is considered seasonal, describe how the job is structured to recur seasonally, the length of the season, any special considerations for the period of time when the employment is not in session, and the method for returning to work when the seasonal work resumes;
 10. One of the following methods of verification of employment after Customer's completion of first day of employment:
 1. A letter or other documentation agreed upon with DVR signed by the employer verifying Customer's first day of paid employment in a permanent, integrated, and competitive job; or
 2. A copy of the Customer's pay statement; or
 3. Information from employer database systems indicating the individual's start date or wage; and
 11. Any additional details requested on the SDOP

Proof of Employment Verification Required with the SDOR

Note in item h (above) if a job placement is successfully completed, in addition to the SDOR and Invoice, the CRP must provide:

- An INS form, I-9 Employment Eligibility Verification; or
- A letter signed by the employer verifying the customer's first day of paid employment in a permanent, integrated, and competitive job; or
- A copy of a DVR customer's pay statement (pay stub).

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an

invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor’s nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

1. Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor’s nearest staffed office location;
 - a. Report shall include:
 - i. Address of contractor’s nearest staffed office location, point of origin;
 - ii. Date and time the contractor departed from the point of origin;
 - iii. Address of destination the contractor is traveling to;
 - iv. Date and time the contractor arrives at destination address; and
 - v. Date and time the contractor returns to point of origin.
2. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See [OFM Mileage Reimbursement Rates](#)
 - a. Address of contractor’s nearest staffed office location, point of origin; and
 - b. Address of destination the contractor is traveling to.
3. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

An Intake Fee, Job Placement Activity Fee, and successful Job Placement Outcome Fee will be paid as follows:

Job Placement Fees

Level	Intake fees	Job Placement activity fee	Outcome fee	Maximum total fee
1	\$665.00	\$618.00	\$1,936.00	\$3,219.00
2	\$746.00	\$997.00	\$2,216.00	\$3,959.00
3	\$746.00	\$1,370.00	\$2,216.00	\$4,342.00
4 (Deaf-Blind)	\$834.00	\$1,534.00	\$2,478.00	\$4,846.00

Bonuses for Job Placement

Healthcare Coverage Bonus	\$722.00
High Wage Bonus	\$722.00

Rapid Placement Bonus	\$535.00
Rural Area Bonus – Customer’s Residence	\$375.00
Rural Area Bonus – Location of Job	\$375.00

Healthcare Coverage Bonus

A bonus of \$722 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes employer-provided healthcare benefits. Payment of the Healthcare Coverage Bonus does not have to wait until the healthcare benefits go into effect.

Note: The bonus shall apply if the DVR customer is placed at the contractor's business or any business entity owned or operated by the contractor.

High Wage Bonus

A bonus of \$722 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal on the SDOP, achieving the wage listed below and maintains that wage for 90 days for non-supported employment or until stabilization is achieved for supported employment.

Supported Employment Wage: 25% above local minimum wage as listed on [L&I's website](#) (multiply minimum wage by 1.25 to obtain target wage)

This bonus may be invoiced and paid when the customer has reached stabilization and Intensive Training Services has been completed.

Non-Supported Employment Wage: 50% above local minimum wage as listed at L&I (multiply minimum wage by 1.5 to obtain target wage)

This bonus may be invoiced and paid when the Customer has completed 90 days of employment.

For both supported and non-supported employment a paystub must be submitted with the invoice and report demonstrating that the Customer is still receiving the required wage at the time of the report and invoice (paystub can be dated within the last two weeks). A letter signed by the employer stating the Customer's wage at the 90th day of employment will also be accepted.

Rapid Placement Bonus

A bonus of \$535 shall be paid if the Customer obtains a permanent, competitive, and integrated job that is in line with the goal listed on their SDOP within 60 days of Job Placement Services

being authorized. This bonus may be invoiced and paid after the Customer has completed their first full day of competitive, integrated employment.

Rural Area Bonus

Customer lives in rural area: A bonus of \$375 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal listed on their SDOP and they live in a rural area as defined by HRSA and verified by VRC

Job is located in rural area: A bonus of \$375 shall be paid if the DVR customer obtains a permanent, competitive, and integrated job that is consistent with the goal listed on their SDOP and the job is located in a rural area as defined by HRSA and verified by VRC. Either bonus may be invoiced and paid after the Customer has completed their first full day of competitive, integrated employment. CRPs are eligible for both bonuses if the Customer lives in a rural area and they obtain employment in a rural area. Report should contain the address of Customer's residence and/or location of job for verification purposes.

Partial Payments:

- a. If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- b. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
- c. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Job Placement - Level 2

1. Total maximum fee- \$3,959
 1. Intake Fee of \$746 is paid
 2. Activity Fee of \$997 is paid
 3. Remaining balance to be paid upon successful delivery is \$2,216
2. Half of the total fee is \$1,979.50 (partial payment)

Deduct the Intake Fee of \$746 and the Activity Fee of \$997 from the partial payment

$\$1,979.50 - \$746 - \$997$ (the remaining balance of partial payment = \$236.50)

Additional Guidance about Payment Exceptions-Partial Payments (not included in the contract)

With VR supervisor approval, partial payment exceptions are permitted when substantial services have been provided and the expected outcomes may not have been delivered for reasons beyond the control of the CRP. Examples include but are not limited to:

1. The Customer quits after starting;
2. The Customer moves away, etc.

Note: It is expected that VR counselor will:

1. Inform customers and CRPs involved with job placement about the Work Opportunity Tax Credit (WOTC) and Welfare to Work (WtW) Tax Credit;
2. Specify in the SDOP that the CRPs involved in job placement will share information about WOTC (and if appropriate WtW) with potential employers.

See Also:

[Work Opportunity Tax Credit \(WOTC\) and Welfare to Work \(WtW\) Tax Credit](#)

[CRP SDOP Template Examples](#)

Off-Site Psycho-Social Job Support Services After CRP Job Placement

(Revised 07/10/2023)

Definitions

“Off-Site Psycho-Social Job Support Services” means regular therapeutic interaction with a Customer who needs services to address mental health or Psycho-Social related barriers to employment and does not require on-site or task related services. Off-Site Psycho-Social Job Support Services shall enable the individual to maintain satisfactory job performance and successful interactions with others at the workplace.

“Off-Site Psycho-Social Job Support Services – Non-Supported Employment” means Off-Site Psycho-Social Job Support Services provided to a Customer who does not require Supported Employment.

“Off-Site Psycho-Social Job Support Services – Supported Employment” means Off-Site Psycho-Social Job Support Services provided to a Customer who requires Supported Employment.

General Intent

Off-Site Psycho-Social Job Supports are provided after CRP Job Placement shall be authorized when:

5. The Customer needs off-site support that is not related to learning direct work tasks, but related to handling the psychosocial aspects of work; and
6. Working remotely with an Off-site Psychosocial services provider on a regular basis outside of work hours will meet the Customer's support needs; and
7. The Customer may choose not to disclose their disability at work, but this is not a requirement for use of this service.

Off-Site Psycho-Social Job Support Services occur away from the DVR customer's workplace to assist the customer in areas such as, but not limited to:

- Adjusting and adapting to the work environment and/or the stresses of working;
- Maintaining a punctual work schedule and/or adjusting to any changes in their schedule;
- Positively accepting supervision and direction;
- Maintaining positive interpersonal relationships and/or communicating effectively with their supervisor, co-workers, and others whom they must interact with at the workplace;
- Recognizing and changing psycho-social behaviors they exhibit at their workplace that impede or compromise their job performance and/or ability to interact with others;
- Recognizing and addressing the escalation of any anxiety or stress symptoms that impede or compromise their job performance and/or ability to interact with others; or
- Adjusting to other significant changes in lifestyle or personal circumstances that occur because of their employment.

Qualifications of CRP Staff Providing Off-Site Psycho-Social Job Support Services (Supported Employment or Non-Supported Employment)

(Paraphrase from contract)

Each staff person in your organization that will provide Off-Site Psycho-Social Services must meet one of the following qualifications, or be directly supervised by an employee with one of the following qualifications listed below:

- (a) Certified Rehabilitation Counselor (CRC) by the Commission of Rehabilitation Counselor Certification (CRCC); OR
- (b) Mental Health Credentialing, by Washington State Department of Health. One of the following credentials is acceptable:
 - i. Mental Health Counselor Associates License;
 - ii. Mental Health Counselor Associate Temporary Practice Permit;
 - iii. Mental Health Counselor Certificate;

iv. Mental Health Counselor License; or

v. Mental Health Counselor Temporary Practice Permit

Off-Site Psycho-Social Job Support Services, Non-Supported Employment

Intent

Off-Site Psycho-Social Job Supports for non-supported employment are provided if:

- (a) The customer has received CRP Job Placement and achieved an employment outcome ;
- (b) A VRC and customer determine the customer is in need of Off-Site Psycho-Social services and does not require supported employment services;
- (c) The customer needs off-site support that is not related to learning direct work tasks, but related to handling the psycho-social aspects of work; and
- (d) The VRC and the customer determine that additional psycho-social job support is needed away from the customer's workplace to ensure:
 - i. The DVR customer successfully adjusts to the work environment; and
 - ii. The DVR customer retains continuous employment for ninety (90) calendar days after Off-Site Psycho-Social Job Support Services – Non-Supported Employment services are authorized and started.

Services

Off-Site Psycho-Social Job Support Services, Non-Supported Employment

Off-Site Psycho-Social Job Supports for non-supported employment are provided if:

- (a) The DVR customer has received CRP Job Placement and employment is accomplished;
- (b) A VRC and DVR customer determine the customer is in need of Off-Site Psycho-Social services and does not require supported employment services;
- (c) The DVR customer chooses not to disclose their disability to their employer or the employer prohibits the contractor from having access to the worksite;
- (d) The VR counselor and the DVR customer determine that additional psycho-social job support is needed away from the customer's workplace to ensure:
 - i. The DVR customer successfully adjusts to the work environment; and
 - ii. The DVR customer retains continuous employment for ninety (90) calendar days after Off-Site Psycho-Social Job Support Services – Non-Supported Employment services are authorized and started.

The contractor provides:

1. Individualized Off-Site Psycho-Social Job Support Services to enable a DVR customer to successfully adjust to the work environment and manage the stresses of working; and
2. Intervention away from the workplace to ensure the DVR customer continues to meet their employer's expected level of performance and retains continuous employment for ninety (90) calendar days after services are authorized and started.

If a DVR customer discloses their disability to their employer while receiving Off-Site Psycho-Social Job Support Services – Non-Supported Employment and requires on-site CRP Job Retention Services to maintain employment, CRP Job Retention is authorized.

Off-Site Psycho-Social Job Support Services, Supported Employment

Intent

Off-Site Psycho-Social Job Support Services for Supported Employment are provided if:

- (a) The DVR customer has received CRP Job Placement and employment is accomplished;
- (b) A customer is in need of Off-Site Psycho-Social Job Support Services and requires Supported Employment Services;
- (c) The Customer needs off-site support that is not related to learning direct work tasks, but related to handling the psychosocial aspects of work; and
- (d) The VRC and the customer determine that additional psycho-social job support is needed away from the customer's workplace to ensure:
 - i. The customer successfully adjusts to the work environment; and
 - ii. The customer achieves stabilization in the job and has transitioned to extended services.

Services

The contractor provides:

- Individualized Off-Site Psycho-Social Job Support Services that enable a Customer to successfully adjust to the work environment and manage the stresses of working; and
- Intervention away from the workplace to ensure the customer continues to meet their employer's expected level of performance and successfully begins receiving Extended Services provided by an entity other than DVR.

Levels of Service

The VR counselor is responsible to determine the level of service needed, with input from the DVR customer and the contractor, based on the nature and extent of support(s) needed for the

customer to achieve job stabilization and the estimated duration of Off-Site Psycho-Social Job Support Services.

Universal topics to consider when deciding what level of CRP contract service should be provided for Off-Site Psycho-Social Job Support Services:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Reports

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Psycho-Social Job Support, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and the next steps to be taken with the customer.

Outcome Report

Off-Site Job Supports Services, Non-Supported Employment Outcome Report

Upon completion of Off-Site Job Supports after CRP Job Placement the contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) indicating:

- (a) The dates and length of time for each Off-Site Psycho-Social Service provided; and
- (b) An identification of the workplace psycho-social adjustment issues that were addressed by the Contractor with the Customer during the course of service delivery and a summary of the Customer's response.
- (c) An appraisal of the Customer's overall psycho-social adjustment to their workplace including, but not limited to:
 - (d) Stability of identified psycho-social issues;
 - (e) Identification of any symptoms that may impede ongoing job performance; and
 - (f) Any other significant ongoing issues that may impede job performance.

Off-Site Job Supports Services, Supported Employment Outcome Report

Upon completion of Off-Site Job Supports after CRP Job Placement, the contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) indicating:

- (a) The dates and length of time for each Off-Site Psycho-Social Service provided; and
- (b) An identification of the workplace psycho-social adjustment issues that were addressed by the Contractor with the Customer during the course of service delivery and a summary of the Customer's response.
- (c) Verification that the customer has begun receiving extended services; and
- (d) Any other significant ongoing issues that may impede job performance.

Transportation Expenses Report

If traveling more than fifty (50) miles from the Contractor's nearest staffed office location for more than one DVR Customer, the Contractor shall choose one DVR Customer and submit an invoice and report for the chosen Customer. The Contractor shall not submit invoices for multiple Customers for the same transportation expenses.

The Contractor shall choose the shortest, most expedient route for travel when serving Customers more than fifty (50) miles from the Contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the Contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the Contractor to include:

(1) Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor’s nearest staffed office location;

(a) Report shall include:

- i Address of Contractor’s nearest staffed office location, point of origin;
- ii Date and time the Contractor departed from the point of origin;
- ii Address of destination the Contractor is traveling to;
- iv Date and time the Contractor arrives at destination address; and
- v. Date and time the Contractor returns to point of origin.

(2) Mileage if actual service delivery occurs more than fifty (50) miles from the Contractor’s nearest staffed office location [Department of Enterprise Services Mileage Reimbursement Rates](#)

(a) Address of Contractor’s nearest staffed office location, point of origin; and

(b) Address of destination the Contractor is traveling to.

(3) Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Off-Site Psycho-Social Job Support Service Fees for Non-Supported or Supported Employment

Level	Intake fees	Outcome Fee	Maximum Total Fee
1	\$315.00	\$1,650.00	\$1,965.00
2	\$595.00	\$3,271.00	\$3,866.00
3	\$875.00	\$4,922.00	\$5,797.00
4(Deaf-Blind)	\$875.00	\$4,922.00	\$5,797.00

Partial Payments

1. If for reasons outside of the contractor’s control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of

- the authorized Maximum Total Fee.
2. Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
 3. Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Off-Site Psycho-Social Services - Level 2

Total maximum fee- \$3,866

Intake Fee of \$595 is paid

Remaining balance to be paid upon successful delivery is \$3,271

Half of the total fee is \$1,933.00 (partial payment)

Deduct the Intake Fee of \$595 from the partial payment (\$1,933-\$595)

The remaining balance of partial payment = \$1,338.

See Also:

[CRP SDOP Template Examples](#)

CRP Contract - Fee Schedule (Effective 07/01/2023)

Payment Points for Services

Job Placement Service

Service name	Maximum total Fee
Comprehensive Vocational Evaluation	\$1,528.00
Individual Vocational Evaluation	Flat fees or Hourly fees as set by the contractor

Trial Work Experience AND Community-Based Assessment

Service type	Intake Fee	Activity Fee	Outcome Fee	Maximum Total fee
Level 1	\$502.00	None	\$1,872.00	\$2,374.00
Level 2	\$624.00	None	\$1,994.00	\$2,618.00
Level 3	\$746.00	None	\$2,059.00	\$2,805.00
Level 4DB(TWE)	\$886.00	None	\$2,426.00	\$3,312.00
Level 4(CBA)	\$1,090.00	None	\$2,986.00	\$4,076.00

The permanent Employment Bonus (Not for TWEs) is \$722.00

The healthcare coverage Bonus (Not for TWEs) is \$722.00

Community-Based Assessment Bonuses

Permanent Employment Bonus – a bonus of \$722 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job as a secondary outcome of their Community-Based Assessment (CBA).

Healthcare Coverage Bonus – A bonus of \$722 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes Employer-provided Healthcare Benefits as a secondary outcome of their CBA. Payment of bonus does not have to wait until healthcare benefits go into effect.

Note: Both bonuses shall apply to CBAs. These bonuses do not apply to Trial Work Experience (TWE).

Job Placement service level and fees

Service type	Intake Fee	Activity Fee	Outcome Fee	Maximum Total fee
Level 1	\$665.00	\$618.00	\$1,936.00	\$3,008.00
Level 2	\$746.00	\$997.00	\$2,216.00	\$3,959.00
Level 3	\$746.00	\$1,370.00	\$2,216.00	\$4,342.00
Level 4DB(TWE)	\$834.00	\$1,534.00	\$2,478.00	\$4,846.00

The healthcare coverage Bonus is \$722.00

Healthcare Coverage Bonus – A bonus of \$722 shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes Employer-provided Healthcare Benefits. Payment of the Healthcare Coverage bonus does not have to wait until healthcare benefits go into effect.

Intense Training Services level and fees

Service type	Intake Fee	Activity Fee	Outcome Fee	Maximum Total fee
Level 1	\$467.00	None	\$1,440.00	\$1,907.00
Level 2	\$933.00	None	\$2,881.00	\$3,814.00
Level 3	\$1,405.00	None	\$4,321.00	\$5,726.00
Level 4DB	\$1,405.00	None	\$4,321.00	\$5,726.00

Job retention services level and fees

Service type	Intake Fee	Activity Fee	Outcome Fee	Maximum Total fee
Level 1	\$408.00	None	\$1,248.00	\$1,656.00
Level 2	\$560.00	None	\$2,181.00	\$2,741.00
Level 3	\$933.00	None	\$2,618.00	\$3,551.00
Level 4DB	\$1,225.00	None	\$3,417.00	\$4,642.00

Youth Extended Services

Youth Extended Services	\$72 hourly
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Off-Site Psycho-Social – Non-Supported Employment & Supported Employment

Service type	Intake Fee	Activity Fee	Outcome Fee	Maximum Total fee
Level 1	\$315.00	None	\$1,650.00	\$1,965.00
Level 2	\$595.00	None	\$3,271.00	\$3,866.00
Level 3	\$875.00	None	\$4,922.00	\$5,797.00
Level 4DB	\$875.00	None	\$4,922.00	\$5,797.00

Pre-ETS Work-Based Learning Experience

Experience Type	Hours per week	Total Week	Total Fees
Experience A	11+ hours/week	4-6 weeks	\$2,123.00
Experience B	11+ hours/week	7-9 weeks	\$2,496.00
Experience C	11+ hours/week	10-12 weeks	\$2,869.00

Pre-ETS Workplace Readiness Training

Experience Type	Total Week	Total Fees
Experience A	4-6 weeks	\$624.00
Experience B	7-9 weeks	\$1,248.00
Experience C	10-12 weeks	\$1,872.00
Experience D	Stand Alone (15-20 Hours)	\$1,177.00

Informational Interview

Informational Interview	\$401 per Interview up to 3 Interviews	\$1,203.00
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Job Shadow

Job Shadow	\$134/hr with 1-5 hours per Job Shadow, up to 10 hours max	\$1,340.00
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Partial Payment Exceptions

See Section 7, Consideration, of the contract for partial payment exceptions.

Transportation Expenses (pertains to all Services)

Service	Description
Travel Time	Reimbursement for travel time shall be provided for round-trip travel time paid at a fixed rate of \$37 per hour in quarter-hour increments and shall be paid only if service delivery occurs at a location more than fifty (50) miles from the Contractor's nearest staffed office location.
Mileage	If service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location mileage shall be paid at the current rate according to the Office of Financial Management.
Other Expenses	A DVR Counselor may authorize other transportation expenses, such as Ferry System fees or toll fares.

Independent Living Services

Service	Fees
Partial Evaluation (Minimum of 1 up to a Maximum of 5 Evaluation Topics)	Flat Fee of \$502
Comprehensive Evaluation (All 10 Evaluation Topics)	Flat Fee of \$835
In-Person Consultation to discuss IL Evaluation	Flat Fee of \$85

IL Skills Training

Service	Fees
IL Skills Training	\$85 Hourly

IL Work-Related Systems Access

Service	Fees
IL Work-Related Systems Access	\$85 Hourly

Pre-ETS IL Self-Advocacy Training

Service	Fees
IL Pre-ETS Self-Advocacy Training	\$85 Hourly
Hourly payments for IL Skills Training and IL Work-Related Systems Access can be billed in quarter hour increments.	

Hourly payments for IL Skills Training and IL Work Related Systems Access can be billed in quarter-hour increments.

Payment Exceptions

See Section 7, Consideration, for partial payment exceptions.

Transportation Expenses

Service	Description
Travel Time	Reimbursement for travel time shall be provided for round-trip travel time paid at a fixed rate of \$37 per hour in quarter-hour increments and shall be paid only if service delivery occurs at a location more than fifty (50) miles from the Contractor's nearest staffed office location.
Mileage	If service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location mileage shall be paid at the current rate according to the Office of Financial Management.
Other Expenses	A DVR Counselor may authorize other transportation expenses, such as Ferry System fees or toll fares.

For General Contract Questions or Concerns, please email DVRContractsUnit2@dshs.wa.gov

Customized Employment Services

Customized Employment Definitions

Customized Employment

Customized Employment means competitive integrated employment for an individual with a significant disability, which is based on an individualized determination of the strengths, needs, and interests of the individual. It is also designed to meet the specific abilities of the individual with a significant disability, as well as the business needs of the employer, which are carried out through flexible strategies.

Overall, it is a relationship built between an employer and an employee which should meet the needs of both parties. DVR will negotiate with employers on behalf of the customer to facilitate an effective proposal, job description, and placement into a customized job.

Discovery Services

Discovery Services means exploring the individual's strengths and capabilities, which may lead to employment options. Discovery is designed to replace traditional comparative assessments. It should include the following:

- Interviews with the customer, family, or other significant individuals in the customer's life;
- Direct observation of the customer's typical life activities in their home environment, in the

- community, and in unfamiliar environments;
- Review of existing records and active participation of the customer. Discovery results in a comprehensive document that identifies the customer's interests, needs, strengths, and vocational themes identified in the Discovery process.

Customized Job Placement

Customized Job Placement means engaging with the customer and business to identify employment possibilities that meet the needs of the customer and the business, carried out through flexible strategies such as, but not limited to, leveraging social and business relationships to explore options, developing a video resume, conducting informational interviews with potential employers, setting up job shadows for the customer to learn about potential employers, and other approaches to job development.

Customized Employment Overview

Customized Employment Service Model

The customized employment service model is practiced within the normal VR process and consists of three phases which must be considered as a whole:

Phase 1

Discovery

DVR engages in Discovery with the customer when the counselor conducts the Vocational Assessment. Discovery may replace assessments such as the Community Based Assessment or be done in addition to other assessments (Job Foundations, Transition Records, Person-Centered Plans, etc.).

Upon completion of the Discovery process and identification of the services and supports to be included in the IPE, the Vocational Assessment screen would be completed and the IPE would be written.

The IPE goal will be based on the predominant themes identified in the Discovery process, and a specific job goal will not be possible before a job is customized for the customer.

Phase 2

Customized Job Placement

Authorized for customers that have a significance of disability meeting the level of a significant disability (SD) or most significantly disabled (MSD) who have completed Discovery. This service is one level and paid at the rate determined by the [Fee Schedule](#).

Phase 3

Job Retention and Time-Limited Support Services

Follow-along services, which include Intensive Training Services for Customers in Supported Employment or Job Retention Services for Customers who are not in Supported Employment.

Who is Eligible for Customized Employment

Customized Employment (CE) may be used for Customers with Significant or Most Significant Disabilities.

Those who may benefit from CE services include but are not limited to:

Individuals with little to no work experience due to disability-related barriers or who have had difficulty sustaining employment in a competitive integrated setting;

Individuals who may benefit from specialized job development or more intensive job customization processes to utilize their talents and meet their conditions to achieve employment successfully;

Individuals who are not able to perform all the essential functions of existing job descriptions; or

Individuals who have not been able to utilize existing resources, which may have included supported employment, to successfully achieve competitive integrated employment.

Customized Job Placement Discovery

Discovery Profile Report

The Discovery Profile Report is a form which will be used as the activity reporting document for the discovery process. It includes the minimum reporting requirements. If additional relevant information is gathered, it may be added to the report or SDOR.

Employment Planning Meeting

The employment planning meeting is a meeting setup as part of customized job placement by the CRP with assistance from VR staff, facilitated to the extent possible by the customer, including individuals from the customer's life who can contribute knowledge. The goal of the employment planning meeting is to discuss and decide on:

2-3 vocational themes the customer would like to explore;

Tasks you know the customer can perform and that would benefit an employer;

A list of several employers for each identified vocational theme.

Essential Elements of Discovery Services

a. Determination of the individual's strengths, needs, and interests should be the result of the qualitative approach of discovery and should focus on positive aspects of the customer and

avoid using traditional, comparative assessments focusing on deficits and challenges.

b. The discovery process should include the strategies such as interview, observation, participation with the customer and records review.

c. Discovery facilitation should strive to view the customer descriptively rather than through evaluation. Notes should be based on direct observation and non-speculative information from primary sources including family and those who know the individual well, like friends, school, and residential providers.

d. Discovery should include observations of and participation with the customer in typical aspects of their lives, in familiar and unfamiliar settings.

e. Discovery should include an optimistically focused review of the records pertaining to the customer. Barriers to employment identified during the Discovery process should be notated in a way that promotes further exploration of positive ways to mitigate or circumvent those obstacles, whenever possible.

f. Sufficient time is an essential component of quality Discovery. Contractors should strive to balance the need to spend more time to better get to know the individual with the need to keep the customized employment process moving forward.

g. A typical timeframe for the Discovery SDOP is fewer than 90 days, however, VRCs should use professional judgement on a case-by-case basis to determine the length of the Discovery process.

h. The descriptive notes developed during Discovery and upon approval by DVR should be considered as evidence that Discovery has taken place in addition to the Discovery profile report.

i. The employment planning meeting will be coordinated by the CRP with the customer to identify the individuals from the customer's support network that the customer would like to invite and coordinate the meeting with the customer and VRC. If needed, the CRP will communicate with invitees about the place and time of the meeting.

j. Hard or digital copies of the discovery profile report will be provided to the customer to share with the attendees, either ahead of time or at the employment planning meeting.

The Intent of Discovery Services

The contractor shall explore the individual's strengths and capabilities, which may lead to employment options. Discovery is designed to replace traditional comparative assessments and should include activities such as interviews with the customer, guardian, family, or other significant individuals in the customer's life.

In addition, the contractor may perform direct observation of the customer's typical life activities in their home environment and in the community, which includes a review of existing records and the active participation of the customer.

Discovery results should be documented within the customer's case service record in a comprehensive way, and identify the customer's strengths, needs, interests, and vocational themes identified during the Discovery process.

CRP Discovery Services: Contract Language

The DVR/Community Rehabilitation Program (CRP) contract includes the following services, outcomes, and fees:

- "Discovery is accomplished when all discovery services have been completed, including activity and outcome. Activity is completed when the Discovery Profile has been completed by the contractor, reviewed by the customer, and signed by the customer and CRP staff, and submitted to DVR with a Service Delivery Outcome Report. Outcome is completed when the employment planning meeting has been completed and reported on the Service Delivery Outcome Report".
- "Discovery typically involves meeting the customer in-person preferably in their home or in the community, observation of the customer in familiar and unfamiliar environments, assessment of opportunities and resources in their neighborhood, and engaging with their support network, including family, friends, support staff, educators, and people they know in the community".

Discovery Services Intake Report

- "Upon completion of the contractor's internal intake process with the customer, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and Authorization for Purchase (AFP) for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer and next steps to be taken".

Discovery Services Activity Report

- "Upon completion of Discovery, the contractor shall submit a report on a Service Delivery Outcome report to DVR including:
 - Completed Discovery Profile Report, DSHS form xx-xxxx, signed by both the customer and CRP staff; and
 - Any descriptive notes taken by the contractor shall be submitted to show the work that was done to inform the discovery profile, including dates of meetings and names of participants in process".

Discovery Services Outcome Report

- "Upon completion of the employment planning meeting, the contractor shall submit a report on a service delivery outcome report (SDOR) to DVR indicating:
 - Date of Meeting;
 - Who attended;
 - Vocational themes, interests, and abilities reviewed from the Discovery Report;
 - Ideal conditions for employment including:

- Job tasks and descriptions of specific employment setting that fit with vocational themes; and
- Potential employers identified that fit with vocational themes".

Customized Job Placement

Customized Job Placement means engaging with the customer and businesses to identify employment possibilities that meet the needs of both the customer and the business. This is carried out through flexible strategies such as, but not are not limited to: Leveraging social and business relationships to explore options, developing a video resume, conducting informational interviews with potential employers, setting up job shadows for the customer to learn about potential employers, as well as any other approaches to job development.

"Customized Job" means a job that did not exist before and is tailored to meet the needs of the Customer and of the business. A Customized job is not an existing job that is modified but a position that is created for the Customer.

Essential Elements of Customized Job Placement

Customized Job Placement contains the following elements:

1. Plan for Customizing Employment - means a dedicated plan, driven by the Customer, that articulates the Customer's goals and charts the direction of Customized Job Placement to assure that job offerings reflect the wishes of the Customer rather than job openings or existing relationships between Contractors and employers.

a. The plan for Customizing Employment includes: Outlining a list of job tasks that fit the Customer that can be offered to potential employers, any specific employers that may be approached that fit within the Customer's interests, strengths and vocational themes, as well as any activities that may be conducted with the Customer and potential employers during their Customized Job Placement Process.

b. The Plan for Customizing Employment is the first part of the Customized Job Placement Activity payment point. A copy of the Plan for Customizing Employment should be submitted within one month of beginning this service, preferably with the first monthly update. This keeps the VRC informed of the plan. The CRP should also submit a copy with their Activity report and invoice.

2. Customized Employment Proposal - means a written proposal presented to a potential employer including: A customized job description that meets both the employer's and Customer's needs, development of a set of job duties, a work schedule, natural and Contractor supports needed in the workplace, as well as any specifics as to supervision. A customized job description should be developed with the employer and job seeker that identifies the work tasks and expectations that uniquely fit the employment seeker and not those of an existing job description.

- i. The Contractor prepares and presents a written proposal to a potential employer and provides a copy to the VRC as the second part of the Activity payment point.

Outcome - Customer obtains employment. The Outcome Report is similar to typical job placement outcome report, but asks how the job was customized for the Customer.

The Intent of Customized Job Placement

Customized Job Placement is distinguished from traditional Job Placement Services by using flexible strategies, services and supports for an individual. Customized Job Placement is individualized, involving a job for one person. This begins with a person-centered determination of the individual's strengths, needs and interests. The goal of Customized Job Placement is a placement that meets the individual's specific abilities and employer's needs, all while being in a competitive and integrated setting.

Customized Job Placement is accomplished when the Customer completes their first full day of paid employment--which is competitive and integrated--and was achieved through using the Discovery Report and the vocational themes identified to make a Customized Employment Proposal to an employer. The customized employment proposal for the position in question should meet both the customer's and employer's needs.

DVR must NOT pay for Customized Job Placement at the contractor's place of business or any business entity owned or operated by the contractor.

Considerations When Determining if a Job Has Been Customized

The primary element of a customized job is developing a uniquely tailored job description which did not exist before approaching the employer. In Customized Employment, contractors should negotiate a set of work tasks, as well as other work expectations and features that uniquely fit the employment seeker and meet the employer's needs, and not solely rely on existing job descriptions. Taking an existing job description and negotiating accommodations is not customizing a position. For example, if a contractor finds an open position and asks the employer to take away a few of the tasks the customer cannot perform and change the work schedule, that is not a customized position. Instead, this is an example of negotiating accommodations for an established position.

If a Customized placement is not achieved, and instead an existing job is modified or another existing job is found, a partial payment may be authorized. Employment verification will still need to be gathered and the customer will be put into employed status. The CRP will not be paid the full outcome fee as the service did not result in Customized Employment.

CRP Customized Job Placement: Outcomes and Fees

This service is one level and paid at the rate determined by the [CRP/IL Fee Schedule](#). The DVR / Community Rehabilitation Program (CRP) Contract includes services, outcomes, and [fees](#).

Developing the Customized Job Placement SDOP

When the Community Rehabilitation Program Provider (CRP) and customer meet to develop the Service Delivery Outcome Plan (SDOP), it is important to discuss that the IPE is limited to one job goal, but that the CRP and the customer agree to explore customized employment in any of the three themes identified for the customer during the Discovery phase of the Customized Employment process. All parties need to understand that the IPE goal does not limit their exploration of the identified themes.

Note: The job goal on the IPE will be limited to one of the themes identified through the Discovery process. However, the SDOP lists three possible themes to be explored. We understand this is contradictory to guidance typically given about CRP job placement, which states that the CRP can only assist with employment consistent with a singular IPE job goal. The customized employment process is different due to the nature of the Discovery process and the need to customize the job search process within customized employment.

Customized Job Placement Reports

Intake Report

Upon completion of the CRP's internal intake process with the Customer, the CRP shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the following:

1. The contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service;
2. The date the Contractor met and completed the Contractor's internal intake process with the customer;
3. Any next steps to be taken.

Activity Report

Upon completion of the Customized Job Placement activities detailed below, the CRP must submit a written report on the SDOR documenting **both** of the following reporting requirements:

1. Plan for Customizing Employment submitted on an SDOR or attached to SDOR if Contractor has their own form. A copy must be provided to the VRC and the Customer within one month of authorization of the Customized Job Placement. An additional copy must be provided with the invoice and report for Activity. The Plan for Customizing Employment should include the following at a minimum:
 - a. How often the Contractor and Customer will meet;
 - b. How they will engage with the Customer's support team (family, friends, etc.);
 - c. What tools may be used such as video resume, job shadows, informational interviews with employers (as a team or by Contractor); and
 - d. One Customized Employment Proposal submitted to an employer.

Outcome Report

Upon completion of Customized Job Placement, the Contractor will submit a written report on the SDOR indicating:

2. Placement into a paid integrated job as mutually agreed to by the DVR VRC, Customer and CRP;
3. Completion of first full day of paid employment as defined by the employer;
4. Date of first day of employment;
5. Type of job the Customer is performing and the job description if available;
6. Number of hours per week the Customer is scheduled to work;
7. Customer's hourly wage and fringe benefits; and
8. Information on how the job and job tasks are customized for the Customer.
9. One of the following methods of verification of employment:
 - a. A letter signed by the employer verifying DVR Customer's first day of paid employment in a permanent, integrated, and competitive job;
 - b. A copy of the DVR Customer's pay statement; or
 - c. Any other form of verification approved on the SDOP; and
 - d. Any additional details requested on the SDOP.

Customized Employment Forms

[Discovery Profile Report](#)

[SDOP: Discovery](#)

[SDOP: Customized Job Placement](#)

CRP Intensive Training Services

(Revised 07/10/2023)

Definition

"Intensive Training Services" means one-on-one job skills training and support provided at the Supported Employment job site, including routine engagement either on site or through a hybrid of both Remote Service Delivery and in-person Intensive Training Services. Intensive Training Services are not meant to be provided fully remotely due to the nature of interaction with the employer to determine stability.

Intent

The DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcome, and fees:

The intent of Intensive Training Services is to provide skill training and support only for customers who:

1. Have an employment goal that requires Supported Employment;
2. Are working in a paid Integrated Work Setting or Customized Employment job; and
3. Need to achieve Job Stabilization in their on-the-job performance in order to transition to long-term Extended Services as provided by an entity other than DVR.

Service

The contractor shall provide individualized one-on-one job skills training and support provided at the supported employment job site that will enable the DVR customer to:

- Attain job stabilization in on-the-job performance, with job supports;
- Meet their employer's expected levels of work productivity; and
- Transition to long-term Extended Services as provided by an entity other than DVR.

Remote Service Delivery

Remote Services Delivery is allowed under Intensive Training Services if the Customer and VRC agree that it will meet the Customer's needs to have some services provided remotely: that the customer has the technology available to engage in remote delivery of services, has the appropriate level of ability to use the technology, and it is documented on the SDOP. Services are not meant to be provided fully remotely, and communication and interaction with the employer is still expected in order to determine that the Customer is achieving stability in their job.

Levels of Service

The VR counselor is responsible to determine the level of service needed for Intensive Training Services, with input from the DVR customer and the contractor, based on the nature and extent of support(s) needed for the customer to achieve job stabilization and the estimated duration of Intensive Training Services.

Universal topics to consider when deciding what level of CRP contract service should be provided for Intensive Training Services:

1. Motivation to succeed in gaining employment
2. Transportation
3. Medical
4. Criminal Background Check history
5. Personal care
6. Substance abuse stability
7. Activities of Daily Living (ADL) needs
8. Communication (Verbal / Non-verbal)

9. Interpersonal skills
10. Emotional stability
11. Family supports / environment
12. Financial considerations / benefits planning
13. Work experience / degree of success in any prior employment
14. Physical access needs
15. Work tolerance / stamina
16. Employment goals
17. Assistive technology needs
18. Work related accommodations
19. Recurrent themes of failure in prior employment
20. Ability to learn essential job functions
21. Type and level of needed work supervision supports

Unique Considerations for Intensive Training Services

Unique considerations will help in determining the most appropriate level of support for Intensive Training Service Level 1, 2 or 3 including:

- a. Availability (when, type, quantity, etc.) of Extended Services, i.e. County DD or Mental Health RSN funding;
- b. Anticipated time for customer to achieve job stabilization;
- c. Availability of natural supports;
- d. Work schedule (days, hours, etc.);
- e. Job location;
- f. Structure of the job;
- g. Training modifications;
- h. Employer expectations;
- i. Required Job Coach time; and
- j. Customer's work behaviors.

Levels of service can be changed by the DVR counselor if the customer's needs change.

For customers in supported employment, they must reach stabilization and transfer to extended supports as defined in the contract under Intensive Training Services. Intensive training will be provided the way it is typically provided, with the expectation that if the Customer works limited numbers of shifts, that the time to stability may take longer than when someone is working multiple shifts per week. Once the customer has reached stabilization and the funding of their case is transferred to the provider of extended services, DVR will keep their case open for 90 more days. If the customer works less than one shift per week, the VRC and Customer will decide together if the VRC should keep the case open longer than 90 consecutive

days after achieving stability and transferring to extended services to ensure that stability is maintained.

Typically, once the Customer becomes stable, transferred to their provider of extended supports and has worked long enough for their case to be closed, returning to that on-call or intermittent job does not in itself, constitute a reason for the VR file to be reopened for job placement services. The expectation by DVR is that the participant's extended services provider (if needed) will provide any support needed by the participant to continue to maintain (and advance in) their employment. Each situation should be evaluated on a case by case basis.

Additional guidance not in the contract about security clearance

Note: CRP May Need Security Clearance to Provide CRP Intensive Training Services at a Military Base or Other Secure Location

According to the CRP contract, CRP Intensive Training Services is one-on-one training and support provided at the job site. This means that a CRP will need security clearance to provide CRP Intensive Training Services at a military base or other secure location. Prior to making a referral for CRP Intensive Training Services if a customer is working at a military base or other secure location the VR counselor is responsible to make sure that the CRP contractor has the proper security clearance that allows the contractor to provide the service.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC)

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Intensive Training services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and next steps to be taken with the customer.

Intensive Training Outcome Report

(07-06-2023)

Intake Report

Upon completion of the contractor's internal intake process with the customer, the contractor shall submit a written report on the SDOR to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and next steps to be taken with the customer.

Intensive Training Outcome Report

Upon completion of Intensive Training Services, the Contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) form indicating:

- Dates for each of the Intensive Training Services provided;
- Summary of services provided to customer and what skills contractor assisted the customer in learning;
- Describe how customer achieved stability: How contractor was able to reduce job coaching to the minimum level needed by the customer, and what supports they helped set up in the workplace, if any;
- If any services were provided remotely, describe how services were provided and how they assisted the customer in retaining their job;
- Name of the entity providing long-term employment supports;
- Any additional details requested on the SDOP.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

- i. Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location;
 - i. Report shall include:
 - i. Address of contractor's nearest staffed office location, point of origin;
 - ii. Date and time the contractor departed from the point of origin;
 - iii. Address of destination the contractor is traveling to;
 - iv. Date and time the contractor arrives at destination address; and
 - v. Date and time the contractor returns to point of origin.

- ii. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See [OFM Mileage Reimbursement Rates](#)
 - i. Address of contractor's nearest staffed office location, point of origin; and
 - ii. Address of destination the contractor is traveling to.
- iii. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

An Intake Fee and a successful Outcome-based fee will be paid as follows:

Intensive Training Services Fees

Level	Intake fees	Outcome Fee	Maximum Total Fee
1	\$467.00	\$1,440.00	\$1,907.00
2	\$933.00	\$2,881.00	\$3,814.00
3	\$1,405.00	\$4,321.00	\$5,726.00
4(Deaf-Blind)	\$1,405.00	\$4,321.00	\$5,726.00

Partial Payments:

- If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Partial payments can only be approved by the DVR unit supervisor after review of the contractor's justification and review of the customer's file with the VR counselor.
- Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Intensive Training - Level 2

- Total maximum fee- \$3,814
 - Intake Fee of \$933 is paid
 - Remaining balance to be paid upon successful delivery is \$2,881
- a. Half of the total fee is \$1,907 (partial payment)

- a. Deduct the Intake Fee of \$933 from the partial payment

\$1,907 - \$933

(The remaining balance of partial payment = \$974)

Additional Guidance about Payment Exceptions- Partial Payments (not included in the contract)

With VR supervisor approval, partial payment exceptions are permitted when substantial services have been provided and the expected outcomes may not have been delivered for reasons beyond the control of the CRP. Examples include but are not limited to:

1. The customer quits after starting;
2. The host business dismisses the customer;
3. The customer moves away, etc.

See Also:

[CRP SDOP Template Examples](#)

CRP Job Retention Services

(Revised 07/10/2023)

Definition

"**Job Retention Services**" means individualized training and support services, including routine engagement either on-site or through Remote Services Delivery, or a hybrid of both that enable a customer to learn the essential functions of a job and specific workplace expectations to meet the employer's expected level of job performance for at least ninety (90) calendar days after services are authorized.

Prior to paying for CRP Job Retention Services, staff must follow the procedural guidance listed under **Procedural guidance: VR counselor approval of certain services.**

The DVR / Community Rehabilitation Program (CRP) Contract includes the following services, outcomes, and fees:

2. Job Retention services are authorized if DVR and the customer determine that additional training and supports are needed after Job Placement to ensure that the customer learns essential job functions and retains their employment for ninety (90) calendar days past the point of job placement.

3. Job Retention services are not authorized for customers:
 - With an employment goal that requires supported employment services; or
 - Who received Job Placement Services and On-the-Job Training (OJT) services that are paid by DVR to the Employer.

The DVR Supervisor must approve exceptions regarding purchasing Job Retention Services when OJT is provided with Job Placement.

Services

The contractor provides:

1. Individualized training and support services that enable a customer to learn the essential functions of a job and meet the employer's expected level of job performance; and
2. Individualized follow-along / follow-up with the DVR customer and the customer's employer; and
3. Intervention as needed to ensure the customer continues to meet the employer's expected level of job performance and retains continuous employment for ninety (90) calendar days after Job Retention services are authorized and started.
4. Remote Services Delivery is allowed under Job Retention Services if the customer and VRC agree that it will meet the customer's needs to have some, or all services provided remotely: that the customer has the technology available to engage in remote delivery of services, has the appropriate level of ability to use the technology, and it is documented on the SDOP. Communication with the employer is still expected, and on-site services may be required for some or all retention activities if the nature of the job indicates that remote services will not suffice for the customer to learn the essential job functions and retain their job for 90 continuous calendar days.

Additional guidance not in the contract about CRP Job Retention Services

Job Retention services differ from Intensive Training services that are provided to a customer who requires Supported Employment services. Job Retention services are authorized if DVR and a customer determine that additional supports are needed after Job Placement to ensure the customer learns the essential job functions and retains their employment for at least 90 calendar days after Job Retention services are authorized.

Generally, customers require more help at the beginning of Job Retention services to learn the essential functions of a position.

Levels of Service

The VR counselor is responsible to determine the level of service needed for Job Retention, with input from the DVR customer and the contractor. The level of service is based on the nature and extent of job retention activities the contractor is expected to provide to enable the

customer to learn essential job functions and retain their job for ninety (90) continuous calendar days after Job Retention Services are authorized and started.

Universal topics to consider when deciding what level of CRP contract service should be provided for Job Retention Services:

- Motivation to succeed in gaining employment
- Transportation
- Medical
- Criminal Background Check history
- Personal care
- Substance abuse stability
- Activities of Daily Living (ADL) needs
- Communication (Verbal / Non-verbal)
- Interpersonal skills
- Emotional stability
- Family supports / environment
- Financial considerations / benefits planning
- Work experience / degree of success in any prior employment
- Physical access needs
- Work tolerance / stamina
- Employment goals
- Assistive technology needs
- Work related accommodations
- Recurrent themes of failure in prior employment
- Ability to learn essential job functions
- Type and level of needed work supervision supports

Unique Considerations for Job Retention Levels of Service

1. Availability of natural supports
2. Work schedule (days, hours, etc.)
3. Job location
4. Structure of the job
5. Training modifications
6. Employer expectations
7. Required job coach time
8. Customer's work behaviors

Levels of service can be changed by the DVR counselor if the customer's needs change.

If VRC and Customer decide that DVR should keep the Customer's case open longer than 90 days after the first day of employment this will need to be discussed with the Customer and CRP and a determination made about the length of time JRS will be provided. It may be appropriate to end JRS after the 90th day but continue to monitor the Customer's progress for an agreed-upon period of time after the end of JRS.

Reports

Reports are required for all invoice(s) submitted to the DVR Vocational Rehabilitation Counselor (VRC)

Intake Report

Upon completion of the contractor's internal intake process with the DVR customer for Job Placement services, the contractor shall submit a written report on the Service Delivery Outcome Report (SDOR) to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process and next steps to be taken with the customer.

Outcome Report

(Revised 07-06-2023)

Upon completion of Job Retention Services, the contractor shall submit a written narrative report on the Service Delivery Outcome Report (SDOR) form indicating:

1. Dates for each of the on-site Job Placement services provided;
2. How contractor assisted the customer in learning job tasks, appropriate work behaviors and meeting the employer's expected level of job performance;
3. If any services were provided remotely, describe how services were provided and how they assisted the customer in retaining their job;The customer has retained continuous employment for at least ninety (90) calendar days after Job Retention services are authorized;
4. Describe employer's satisfaction with the customer's performance and if any additional support is required; and
5. Any additional details requested on the SDOP.

Transportation Expenses Report

If traveling more than fifty (50) miles from the contractor's nearest staffed office location for more than one DVR customer, the contractor shall choose one DVR customer and submit an invoice and report for the chosen customer. The contractor shall not submit invoices for multiple customers for the same transportation expenses.

The contractor shall choose the shortest, most expedient route for travel when serving customers more than fifty (50) miles from the contractor's nearest staffed office location.

Upon completion of the services provided through this contract, the contractor shall submit a written report on the SDOR documenting all transportation expenses authorized by the DVR VRC and invoiced by the contractor to include:

2. Travel time at a fixed rate of \$37 per hour in quarter-hour increments if service delivery occurs more than fifty (50) miles from the Contractor's nearest staffed office location;
 - a. Report shall include:
 1. Address of contractor's nearest staffed office location, point of origin;
 2. Date and time the contractor departed from the point of origin;
 3. Address of destination the contractor is traveling to;
 4. Date and time the contractor arrives at destination address; and
 5. Date and time the contractor returns to point of origin.
3. Mileage if actual service delivery occurs more than fifty (50) miles from the contractor's nearest staffed office location See [OFM Mileage Reimbursement Rates](#)
 - a. Address of contractor's nearest staffed office location, point of origin; and
 - b. Address of destination the contractor is traveling to.
4. Other transportation expenses may be authorized by the DVR VRC such as State Ferry fees and toll fares.

Fees (Effective 07/01/2023)

An Intake Fee and a successful Outcome-based Fee will be paid as follows:

Job Retention Service Fees

Level	Intake fees	Outcome Fee	Maximum Total Fee
1	\$408.00	\$1,248.00	\$1,656.00
2	\$560.00	\$2,181.00	\$2,741.00
3	\$933.00	\$2,618.00	\$3,551.00
4(Deaf-Blind)	\$1,225.00	\$3,417.00	\$4,642.00

Partial Payments

- If for reasons outside of the Contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Partial payments can only be approved by the DVR unit supervisor after review of the Contractor's justification and review of the Customer's file with the VR Counselor.
- Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.

Partial Payment Example

Job Retention Services- Level 2

- Total maximum fee- \$2,741
 - Intake Fee of \$560 is paid
 - Remaining balance to be paid upon successful delivery is \$2,181
- a. Half of the total fee is \$1,370.50(partial payment)
 - a. Deduct the Intake Fee of \$560 from the partial payment (\$1,370.50-\$560)
 - b. *the remaining balance of partial payment = \$810.50*

See Also:

[CRP SDOP Template Examples](#)

Supported Employment

(New Section 6/15/07)

Supported Employment Definitions

Extended Services

(Revised 8/21/2018)

Extended services are support services provided once the customer is stabilized on the job and DVR services are no longer needed to maintain satisfactory on-the-job performance. Extended services consist of specific services needed to maintain the customer in supported employment. Resources for extended services include, but are not limited to:

- County Developmental Disabilities funding;
- Mental Health agency funding;

- Foundational Community Supports
- Social Security work incentives;
- Co-worker natural support systems;
- Family members, friends;
- Individual Development Accounts (IDA's); and,
- DVR (ONLY in the circumstances described in the Standard Operating Procedure below).

Extended Services Provider

(Revised 8/21/2018)

An extended services provider is the entity providing extended services when DVR services are no longer needed to maintain satisfactory on-the-job performance. An extended services provider typically does not receive DVR funds.

Examples of extended services providers include:

1. A community rehabilitation program (CRP) funded by another resource such as a county DD program.
2. A CRP with or without a contractual relationship with DVR.
3. The customer's employer, family member, or friends providing natural supports.

Individual Development Accounts (IDA's)

Individual Development Accounts (IDAs) are matched savings accounts that enable working low-income individuals to save, build assets, and enter the financial mainstream. IDAs reward the monthly savings of low-income individuals who are building towards purchasing an asset.

The match incentive is provided through a variety of government and private sector sources. Organizations that operate IDA programs often couple the match incentive with financial literacy education, training to purchase their asset, and case management.

An IDA can be developed at the Federal or State government level.

1. State IDAs can be used to pay for extended services, assistive technology, post-secondary education, a vehicle, a home or to start a small business.
2. Federal IDAs can be developed to start a small business, pay for post-secondary education or buy a home.

Integrated Work Setting

(Revised 8/21/2018)

An integrated work setting in supported employment is a setting commonly found in the community, in which the customer interacts with people without disabilities to the same extent that a person without disabilities in the same type of job interacts with other people. Interactions at your worksite between

the customer and a supported employment service provider without disabilities do not meet the requirement for an integrated setting.

A customer's work setting may only be considered integrated if the work unit, which refers to either the group of employees at the job who work together to accomplish tasks or to all employees with the same job category in an organization, includes individuals without disabilities to the same extent as found in the work unit of a person without disabilities performing the same job.

Intensive Training Services

Intensive Training Services are provided only for DVR Customers who:

1. Have an employment goal that requires supported employment services; and
2. Are working in a paid integrated employment setting or competitive employment job; and
3. Need to achieve job stabilization in their on-the-job performance in order to transition to long-term Extended Services as provided by an entity other than DVR.

Job Placement

In supported employment, job placement occurs at the time the customer is placed in a job and DVR time-limited support services begin. The start date for employment is the first day the customer is on the job.

Job Stabilization

1. A point in the rehabilitation process when the following are achieved:
 - (a) The customer has reached the agreed-upon goal for the number of weekly hours worked, unless the customer and the VR counselor agree that the job represents substantial and suitable employment;
 - (b) The customer has reached a maximum level of on-the-job employment; and
 - (c) The VR counselor has verified in conjunction with the CRP representative and the employer that the customer meets the employer's expected level of work productivity.
1. When the customer's job performance is stabilized and the customer has fully transitioned from DVR time-limited ongoing support services to extended services, the job stabilization date is entered in the most recent version of the IPE and follow-up begins for at least 90 days to case closure, Rehabilitated.

Natural Support

Natural support is a form of extended services. Natural supports may include family, friends, co-workers, employers, and others who usually or routinely interact with an individual to provide the support necessary for the individual to maintain employment.

Person Centered Employment Planning

A strategy to explore and discover potential interests and skills, to identify specific support needs for employment, and to help clarify desired employment outcomes. This is a facilitated process that includes structured planning sessions where the individual, supported by family members and others well-acquainted with them, identify personal characteristics, interests, skills and accommodation needs. The process enhances informed choice and job search planning engaging the individual in job exploration with connections in the community. The result is a job search and job support plan for job development.

Routine Job Replacement

Routine job replacement is assisting a customer to move from one job to another job requiring the same or similar skills. Routine job replacement may be required when a customer loses a job through no fault of their own or transfers to a new work site. Examples of such situations include, but are not limited to, an employer going out of business or when a customer is laid off or has to quit work for other reasons.

Supported Employment Services

Supported employment services are unduplicated services needed to support and maintain eligible customers with the most significant disabilities to enter, retain or work toward competitive employment. Supported employment services consist of:

1. Time-limited "ongoing" support services and other vocational rehabilitation services provided by DVR;
2. Extended services provided by the long-term service provider when the customer's performance is stabilized on the job and the services DVR provides have ended.

Time-Limited Support Services

(Revised 8/21/2018)

1. Time-limited support services are provided by DVR under an IPE to assist customers eligible for supported employment to get a job and achieve stabilization on the job. Time-limited support services consist of the following:

(1) An assessment of your employment situation at least twice a month at your worksite, or, under special circumstances and at your request, an assessment regarding your employment situation that takes place away from your worksite at least twice a month to:

(a) Determine what is needed to maintain job stability; and

(b) Coordinate services or provide specific intensive services that are needed at or away from your worksite to help you maintain job stability.

(2) Intensive job skill training for you at your job site by skilled job trainers;

(3) Job development, job placement, and job retention services;

(4) Social skills training;

(5) Regular observation or supervision;

(6) Follow-up services such as regular contact with your employer, you, your representatives, and other appropriate individuals to help strengthen and stabilize the job placement;

(7) Facilitation of natural supports at the worksite;

(8) Other services similar to services described in subsection (1) through (7) of this section; and

(9) Any other vocational rehabilitation service.

1. Time-limited support services are provided by DVR from the time of initial job placement until transition to extended services for a period of time up to 24 months, unless under special circumstances the VR counselor and the customer jointly agree to extend the time in order for the customer to achieve the employment goal.

An example of special circumstances where a VR counselor and a customer jointly agree to extend the time beyond 24 months is when the customer's work performance is stabilized, but there is an unexpected and unplanned delay in the availability of extended supports.

1. Time-limited support services include at least twice monthly monitoring at the worksite of the customer to assess employment stability, unless under special circumstances, and especially by request of the customer, an assessment is conducted and indicates that coordination or provision of specific services away from the worksite is needed to maintain employment stability. If off-site monitoring is determined to be appropriate, it must, at a minimum consist of two meetings with the customer and one contact with the employer each month.

Supported Employment Overview

Overview

2. Supported employment is competitive work in an integrated work setting or employment in an integrated work setting in which a customer is working towards competitive wage, with extended services.
3. Supported employment is for customers with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability; and who, because of the nature of their disabilities, need intensive supported employment services from the Division of Vocational Rehabilitation (DVR) and extended services after transition in order to perform this work.
4. Supported employment services may be provided to customers with the most significant disabilities due to mental illness.
5. Supported employment may be an effective model of service delivery for customers with the most significant disabilities who require ongoing intervention and advocacy to help them retain long-term employment. It can open opportunities to work for people with the most significant disabilities, and it expands their choices of work by providing jobs in integrated settings in the competitive labor market.
6. Supported employment services are provided:
 - (a) According to DVR's policies and procedures; and
 - (b) In accordance with cooperative agreements developed between DVR and State, public or private organizations which fund and/or provide extended services following the termination of DVR time-limited services.

Supported Employment Service Model

The supported employment service model is practiced within the regular VR process and consists of two parts or phases:

1. DVR provides the initial time-limited ongoing supports and other vocational rehabilitation services; and
2. Another resource provides extended services after DVR services have ended.

Characteristics

1. Supported employment emphasizes the following values:
 - (a) Customers with the most significant disabilities have the right to work and to earn competitive wages.

- (b) Person centered vocational planning empowers workers to choose jobs from a wide variety of integrated work settings in the communities they wish to work.
 - (c) One person, one job is the preferable supported employment option though options need to be available to meet the specific needs of the customer.
 - (d) Creativity is necessary in developing job opportunities with supported employment workers.
 - (e) The limitations of current technology, communities and resources are viewed as the major barrier to successful employment rather than the functional limitations of the worker.
 - (f) Traditional measures of work readiness (such as I.Q., verbal ability, standardized assessments) are not reliable predictors of an individual's ability to work.
2. Supported employment is characterized by matching the customer and the job, followed by the customer's employment and training at the job site.
 3. All involved in the development of supported employment work collaboratively with the customer to develop an Individual Plan for Employment (IPE). This group could include the:
 - (a) Customer;
 - (b) DVR counselor;
 - (c) Extended services agency;
 - (d) Employer;
 - (e) Parent or guardian, as appropriate; and
 - (f) Benefits planners, funding agencies for extended services, or facilitators of natural supports.
 3. Successful supported employment depends upon formal partnership between an agency with time-limited services i.e., (DVR) and an extended services resource including, but not limited to:
 - (a) County Developmental Disabilities;
 - (b) Mental Health agencies;
 - (c) Foundational Community Supports;
 - (d) Social Security Work Incentives;
 - (e) Trust fund; and
 - (f) Family
 1. Cooperation and collaboration are necessary at all agency levels to ensure the provision of supported employment services and extended services to customers with the most significant disabilities. In some cases this involves written inter-local agreements at the local level or

memorandums of understanding within DSHS at the state level. An inter-local agreement or memorandum of understanding must, at a minimum, specify the:

- (a) Time-limited supported employment services and funding to be provided by DVR;
- (b) Extended services to be provided by the relevant State, County, private non-profit organization or other source following termination of supported employment services by DVR;
- (c) Estimated funds to be expended by the parties; and
- (d) Number of customers with the most significant disabilities who will receive supported employment services and extended services.

Standard Operating Procedure: Delivering Supported Employment Services to DVR Customers

Purpose and Background: Supported employment is competitive work in an integrated work setting or employment in an integrated work setting in which a customer is working on a short-term basis towards a competitive wage, and which will require the provision of extended services after job stabilization. Supported employment is for customers with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability; and who, because of the nature of their disabilities, need intensive supported employment services from the Division of Vocational Rehabilitation (DVR) and extended services after transition in order to perform this work.

Supported employment may be an effective model of service delivery for customers with the most significant disabilities who require ongoing intervention and advocacy to help them retain long-term employment. It can open opportunities to work, for people with the most significant disabilities, and it expands choices of work by providing jobs in integrated settings in the competitive labor market.

Supported employment services are provided according to DVR's policies and procedures and

in accordance with cooperative agreements developed between DVR and State, public or private organizations which fund and/or provide extended services following the termination of DVR time-limited services.

Supported employment services are unduplicated services needed to support and maintain eligible customers with the most significant disabilities to enter, retain, or work toward competitive employment. Supported employment services consist of:

- Time-limited "ongoing" support services and other vocational rehabilitation services provided by DVR;
- Extended services provided by the long-term service provider when the customer's performance is stabilized on the job and the services DVR provides have ended.

Reference:

[WAC 388-891A-1000: What is supported employment?](#) through -1090 (Supported Employment topic of DVR WAC)

Phase 1: Application and Eligibility

Action by DVR Staff (RT or VRC)

1. Receives referral information about customer as appropriate and schedules intake meeting
2. Enters Application information into Waves and identifies referral source at “14. Referral” for cross-system collaboration (e.g., Intellectual & Developmental Disabilities Agencies, Mental Health Provider (Public or Private), and Econ. Assist. : DSHS Aging, Blind & Disabled, Alcohol & Substance Abuse: -HCA-DBHR, County, Medical Health Provider (Public or Private) Community Rehabilitation Programs, Foundational Community Support Individual Placement and Support Programs, DSHS AL TSA HCS and/or Educational Institutions.
3. Reviews and synthesizes information from the referral packet and other sources after intake to determine eligibility.

Note: *Only individuals determined eligible for VR services in the priority of service category individual with a most significant disability (MSD) are eligible to be provided with supported employment services.*

Phase II: Vocational Assessment and Individualized Plan for Employment (IPE) development

Action by DVR Staff (VRC)

4. Conducts a comprehensive assessment of VR Needs for Supported Employment prior to plan using a variety of assessment tools such as but not limited to:
 - a. Review of documentation and information utilized during the eligibility determination process
 - b. Information on customer functioning with family, care providers, treatment providers, teachers, and other persons who know the customer.
 - c. CRP Community Based Assessment reports or other CRP service reports (e.g. CRP SDOR for prior job placement services, etc.)
 - d. Independent Living evaluation or training reports
 - e. Benefit planning to assess and understand the impact employment will have on benefits and job supports
 - f. Use of standardized rating scales to report work assessment and adaptive skills may provide more valid and reliable reporting of results than other assessment instruments. Examples of standardized rating scales include the Job Observation and Behavior Scale (JOBS), (Scales of Independent Behavior - Revised (SIB-R), Vineland Adaptive Behavior Scales, Inventory for Client and Agency Planning (ICAP), and Supports Intensity Scale (SIS)
 - g. Other appropriate assessment tools; and

- h. Documentation from a prior case service record for the customer.
- 5. As part of or in addition to the comprehensive assessment of supported employment needs, conducts a comprehensive assessment of the customer’s primary vocational factors (strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice) in order to develop an IPE which addresses:
 - a. Psycho-social needs and support
 - b. Assistive technology needs
 - c. Verify that supported employment is appropriate;
 - d. Confirm funding for extended services or that natural supports will be developed;
 - e. Help the customer determine the employment goal on the IPE; and
 - f. Help the customer determine what services are needed to support the employment goal on the IPE.

Note: when planning services to be provided under the IPE, the counselor assists the customer in selecting service providers (such as community rehabilitation programs [CRPs]) using informed choice.

- 6. Prior to developing the IPE, Identifies a provider for extended or long-term follow-along services. Obtains a letter or email of commitment from the provider and files it in the case service record:

EXTENDED SERVICE PROVIDER FUNDING STREAM	DOCUMENTATION OF COMMITMENT SOURCE
Medicaid Waiver	DDA Case Manager
Amerigroup Foundational Community Supports (FCS) 1115 Medicaid Demonstration	IPS (Individual Placement and Support) FCS Contractor DBHR/BHA/BHO/ALTSA/HCS
Ticket to Work (SSI/SSDI recipients)	Employment Network SE Provider

Note: If a provider for extended or long-term services cannot be identified prior to developing the IPE, the IPE must include a statement in the comments section explaining the basis for concluding there is reasonable expectation that a source of extended services will be available prior to case closure

- 7. Develops an IPE with the customer that includes a specific supported employment outcome goal in an integrated setting for the maximum number of hours possible based on unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Documents the following in the IPE:
 - 1. Time limited support services to be provided.
 - 2. Extended services or natural supports that are likely to be needed.
 - 3. Who will provide and pay for natural supports or extended services, or, if DVR cannot identify who will provide and pay for extended services or natural supports at the time the IPE is developed, the IPE must include a statement explaining the basis for determining that a resource is likely to become available.
 - 4. A goal for the number of hours per week the customer intends to work and a plan to monitor progress toward meeting the goal.
 - 5. A description of how the services on the IPE are coordinated with other federal or state services

- under an individualized plan;
6. That any job skills training will be provided on-site.
 8. Together with the customer and CRP, develops Service Delivery Outcome Plan (SDOP) for job placement during the meeting, selecting the level of service consistent with the individual's needs for job development and placement (Refer to the considerations for CRP levels of service for job placement in the **Customer Services Manual**.)
 9. Signs SDOP after customer and CRP have both signed and agreed to the terms and conditions of the SDOP. Provides copies of signed SDOP to customer and CRP, and issues AFP based on SDOP placement level and contents.
 10. Monitors the progress of the customer during the job development/ search phase and reviews the monthly reports of the service provider.

Note: *VR Counselor is responsible for coordinating and scheduling regular progress updates with the individual, the job developer, and any other individuals deemed appropriate per the SDOP. Progress updates may need to occur more frequently depending upon individual circumstances, and can be conducted in-person, by phone, or using other methods as appropriate.*

11. Documents all correspondence, issues, or progress of customer towards achieving employment outcome in case notes.
12. Provides substantial counseling and guidance to customer to explore strategies to mitigate issues that may arise during job placement services (e.g. transportation travel training, IL skills training, physical and mental restoration, etc.)

Phase III: Placement, Training, and Support

VR Counselor oversees authorized supported employment services, tracks achievement of individualized plan for employment services paid for by DVR. Services are usually provided by DVR CRP and services are typically provided on the job. Services are time-limited, up to 24 months after job placement.

Action by DVR Staff (VRC)

13. Prior to issuing payment for job placement, reviews the information received in the CRP Service Delivery Outcome Report (SDOR) for job placement and determines suitability of placement in an integrated setting and match with SDOP outcome expectations.
 - a. Completes Waves Vocational Rehabilitation Program screen after the customer completes their first day of paid employment.
14. Provides customer with intensive training services (ITS):
 - a. Schedules a meeting with a customer and CRP as soon as possible (after VR Counselor and customer agree with the job placement) to develop a CRP SDOP for ITS.
 - b. Determines the appropriate level of CRP ITS service based on the individualized needs of the customer and in collaboration with the CRP and customer and/or other time-limited supported employment services required to maintain and stabilize in the employment; supported employment services may be provided for up to 24 months or unless the

customer and the VR Counselor jointly agree to extend the time in order to achieve the employment outcome in the IPE. (See **WAC 388-891A-1045: What are time-limited support services?** for the definition of “time-limited support services.”)

Note: Intensive training services must include, at a minimum, bi-monthly monitoring at the worksite of the customer to assess employment stability (unless under special circumstances, and especially by request of the customer, an assessment is conducted and indicates that coordination or provision of specific services away from the worksite is needed to maintain employment stability). If off-site monitoring is determined to be appropriate, it must, at a minimum consist of two meetings with the customer each month and one contact with the employer each month.

15. Reviews monthly progress reports about the placement from the CRP and the individual's adjustment to the new employment situation and progress towards stabilization. Monitors the individual's progress no less than every 30 days, but more frequently as deemed appropriate in specific cases to determine if additional services are required or until employment stability is reached. The eligible individual in supported employment shall remain in employed status while receiving intensive support services/ job coaching/ job skills training.
16. Upon receipt of SDOR for completion of Intensive Training Services verifies and documents it as such in the customer's case file:
 - a. Funding for extended services has been secured.
 - b. Job coaching and related interventions have decreased to a level necessary to maintain the person in employment.
 - c. The individual in supported employment is emotionally and behaviorally stable.
 - d. The individual in supported employment performs expected job duties to the employer's satisfaction.
 - e. Supervisor reports satisfaction with the individual's job performance.
 - f. The individual in supported employment is satisfied with the job and work environment.
 - g. Necessary modifications and accommodations have been made at the worksite.
 - h. The individual in supported employment has reliable transportation to and from work.
 - i. The individual in supported employment is compensated at or above minimum wage but not less than the customary wage paid by the employer for the same or similar work performed by employees without disabilities.

Note: If the individual is receiving less than minimum wage, a plan to achieve competitive employment should be developed with assistance from the job developer or employment specialist.

- j. Natural supports have been established at this point especially if extended services will be provided by a non-paid provider.
17. Obtains and reviews provider's monthly progress report/s during job stabilization.
18. Determines the customer's readiness to transition to extended services.

Note: *CRP ITS are considered completed when a SDOR indicates that the customer has stabilized in employment. When the VR Counselor verifies that the ITS SDOR achieved the specific outcome measures for the ITS SDOP, the VR Counselor can then authorize payment.*

19. Enters the Job Stabilization date into the most recent version of the IPE.
 - a. Entering this date in Waves will automatically start the 90 days to case closure.

Phase IV: Extended Services

VR Counselor will typically close case 90 days after customer transitions to extended services, unless DVR is providing extended services to a youth with a most significant disability (which may be done only on a case-by-case basis, when no other source of extended services is available, and may be provided for up to 4 years, or until the customer reaches age 25, whichever occurs first). Medicaid waivers will typically pay for these services. Services are usually provided by a developmental disability county employment service provider or Foundational Community Supports Contractor. Sometimes natural supports, family supports, or Wellness Recovery Action Plans (WRAP) can be used instead of paid services. Extended services provided by an entity other than DVR are not time-limited—they are long-term supports.

Action by DVR Staff (VRC)

20. Monitors and documents the customer's progress in extended services no less than once every 30 days.
21. In collaboration with the extended service provider, documents contact with the employer prior to closure to ensure success of the supported employment outcome.
22. Send Pre-Closure Letter to the customer and/or the individual's authorized representative with information about pending case closure and invitation to contact VR Counselor prior to closure if there are any questions or concerns about the pending closure.
23. Ensure that a valid consent form permitting the sharing of information is on file so that a copy of the letter may be provided to the DDA case manager/IPS employment specialist if the individual is enrolled in Medicaid waiver services or IPS program through the FCS Supported Employment 1115 Medicaid Demonstration.

Standard Operating Procedure: Foundational Community Supports Individual Placement and Support Referrals to DVR and the Vocational Rehabilitation Process

Purpose: In collaboration with Healthcare Authority Division of Behavioral Health and Recovery and Department of Social and Health Services Aging and Long Term Support Administration (AL TSA) Home and Community Services (HCS), DVR will follow a standardized process for all Foundational Community Supports (FCS) Individual Placement and Support (IPS) Supported Employment (SE) program (1115 Medicaid Transformation) referrals. This procedure outlines the actions necessary to complete the referral and VR process with these customers. Cases that are self-referrals referred by another source such as a managed care organization may be appropriate for IPS services, but will not be included in this referral process.

Reference:

[Consent for Release of Information \(DSHS 14-012\)](#)

[Foundational Community Supports Referral Form](#)

[Division of Vocational Rehabilitation Individual Placement and Support \(IPS\) Principles](#)

[Amerigroup Foundational Community Supports Third-Party Administrator Quick Reference Guide](#)

[Delivering Supported Employment Services to DVR Customers](#)

Referral Process

Action by DVR Staff (RT or VRC)

When a FCS customer makes an informed choice to apply for DVR services

- Ensures the following documentation is received by DVR staff from FCS for referral:

FCS Referral packet contains:

1. Customer's signed consent for the release of information,
2. Individual's disability diagnosis(s),
3. Psychological evaluation (if not available, provide the Amerigroup Foundational Community Supports Supported Employment Assessment signed by licensed mental health/medical provider),
4. Treatment and recovery plan,
5. FCS SE IPS prevocational information (including the completed vocational profile, as available), and
6. Verification of extended services for employment.

Action by DVR Staff (RT or VRC)

- Upon receiving the FCS referral packet the VR Counselor IPS Liaison /DVR staff assigned to the referral schedules the intake appointment for the customer within 5 business days.

Action by DVR Staff (VRC)

- If the customer chooses to assign IPS Employment Specialist as their alternative contact, the "cc: this person on all correspondence" box is checked in STARS and copies of all the DVR customer's correspondence will be sent to the FCS IPS Employment Specialist assigned.
- When the customer completes the application for DVR services, DVR staff reviews the "FCS Referral Packet" and determines eligibility and prioritization for services.

1. The IPS model is based on the concept of expedited eligibility. This assumes that there is sufficient documentation in the IPS referral packet for the VR counselor to identify the disability and functional limitations to employment.
2. If additional information is needed to determine eligibility and priority of service category, DVR staff will make all reasonable efforts to assist the customer in expediting the collection of the requested information in order to process the eligibility determination in a timely manner.

Note: Only individuals determined eligible for VR services in the priority of service category individual with a most significant disability (MSD) are eligible to be provided with supported employment services.

- Upon determination of eligibility and prioritization for DVR services, notifies customer (and the authorized representative, if one has been chosen) by mailing the eligibility determination letter.
- If the customer is likely to require DVR supported employment services, ensures that the “This plan requires Supported Employment Services” is marked on the IPE screen.
- For customers that are placed on the DVR Waitlist for services the VRC/RT determines appropriate information and referral, including to Amerigroup for Foundational Community Supports Supported Employment or refers directly to the FCS Contractor.

***See FCS Quick Reference Guide and FCS Referral Form above**

IPS-Specific* Process for Delivering Supported Employment Services (in 3 phases) after Eligibility

*For the delivery of Supported Employment services generally, see the DVR SOP for Delivering Supported Employment Services

Action by DVR Staff (VRC)

Phase 1: Planning (counseling and guidance, assessment, plan development)

When the customer is in an open priority of service category:

- Determines through a comprehensive vocational assessment that the customer requires DVR Supported Employment services, such as intensive training, after job placement and long-term support to retain the job.
- Provides counseling and guidance and coordinates assessments as necessary to begin the draft of an individualized plan for employment (IPE) together with the customer, as appropriate.
 - CRP might be involved in an assessment to help plan development.

- Follows VR IPE development timeframe.
- Verifies that FCS IPS SE program will be providing the extended services and ensures that this information is in the customer's IPE.
- Uses the prevocational information obtained in the FCS Referral Packet, if sufficient, to complete the IPE together with the customer.

Note on informed choice:

Provide informed choice to the customer throughout the DVR process. If an FCS customer wants to work with a CRP and not the FCS SE IPS Program to gain and maintain employment, the customer must be fully informed of the benefits of the FCS SE IPS Program and the wraparound services available, including the provision of the ongoing extended services for the customer.

- Works in partnership with the FCS SE IPS Employment Specialist to braid the individualized DVR services and FCS SE 1115 Medicaid Transformation services that the customer requires in the IPE to achieve an employment outcome.
1. DVR and Medicaid cannot duplicate funding but can braid resources when available to customer.

Phase 2: Placement, Training and Support

Action by DVR Staff (VRC)

- VR Counselor oversees authorized services, monitors progress of individualized plan for employment services. DVR supported employment services are time-limited, up to 24 months after job placement, and are usually provided on the job site (but may be provided off-site depending on the individual needs of the customer).

Phase 3: Extended Services

Action by DVR Staff (VRC)

- VR Counselor typically closes case 90 days after the customer transitions to extended services.
2. When customer has been referred to DVR by a Foundational Community Supports (FCS) provider, extended services will typically be paid for by FCS SE 1115 Medicaid Transformation.
 3. Extended services are usually provided by FCS Contractor.
 4. Sometimes natural supports, family supports, or Wellness Recovery Action plans (WRAP) can be used instead of paid extended services.
 5. In exceptional circumstances, for customers who are youth with most significant disabilities, have received supported employment services from DVR, and who have no other source of extended services available (for instance, if the FCS SE 1115 Medicaid Transformation waiver is no longer available for the customer), DVR may fund extended

Standard Operating Procedure: Providing Extended Services Paid for by DVR to a Youth with a Most Significant Disability

Purpose and Background: In the VR process for customers receiving supported employment services, the final phase of VR service provision after job placement and stabilization is the transition from time-limited support services to extended services. Extended services are ongoing support services, typically paid for by either the DSHS Developmental Disabilities Administration through county DD programs or the Foundational Community Supports program administered by the Washington State Health Care Authority.

Following an update to chapter 388-891A WAC, which aligns state and federal rules after WIOA, DVR may pay for the provision of extended services under certain conditions. Specifically, DVR may pay to provide extended services when all of the following apply for a customer:

- 1) the customer is a “youth with a most significant disability,” meaning that they are 24 years of age or younger, and receiving supported employment services;
- 2) the counselor and customer have discussed whether continued time-limited supported employment services would be appropriate, and both have determined that no further time-limited supported employment services are needed to support and maintain their supported employment before they transition to extended services;
- 3) no other source of extended services is available for the customer.

Time-limited support services may include activities such as assessment of employment stability and the provision or coordination of specific services at or away from the worksite that are needed to maintain stability. These may include supplementary assessments of rehabilitation needs, the provision of skilled job coaches and intensive training at the worksite, social skills training, follow-up services, facilitation of natural supports at the worksite, and other applicable services.

Suggested extended services activities and requirements for reporting on the provision of extended services are described in the **Service Delivery Outcome Plan for Extended Services**.

DVR may under no circumstances provide extended services to an individual who does not meet the definition of a youth with a most significant disability. If a comparable benefit is available to provide extended services to the youth, DVR must not consider funding the provision of extended services.

Reference:

WAC 388-891A-1050, What are extended services?

WAC 388-891A-1060, Who provides the extended services I need?

Forms:

DSHS Form 11-147, Service Delivery Outcome Plan: Extended Services
DSHS Form 14-012, Consent for Release of Information

Action by VR Counselor:

Only when the youth with a most significant disability has no access to extended services provided by another entity, and while developing the customer's individualized plan for employment:

- Discusses customer's situation with both customer and VR Supervisor to ensure agreement that:
 - The labor market accessible to the customer supports the customer's employment goal, and the employment goal is consistent with the customer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice to better ensure the development of natural supports.
 - A source of long-term extended services (including natural supports, if appropriate for the customer) has been identified and is expected to become available after DVR funded extended services come to an end; **and**
 - One of the following describes the customer's circumstances:
- A job offer has been made and the youth needs ongoing job coaching and has not applied for SSA disability benefits and/or Developmental Disabilities Administration (DDA) waiver-funded or Foundational Community Supports (FCS) (Department of Social and Health Services Aging and Long-Term Support Home and Community Services Employment Providers or Washington State Health Care Authority Division of Behavioral Health and Recovery Behavioral Health Agencies/Behavioral Health Organizations) services.
 - The VR Counselor and their supervisor must agree that the participant is likely eligible for SSA disability benefits and/or DDA waiver-funded or FCS funded services.
 - Customer and guardian (if guardianship exists) must agree to apply for SSA disability benefits and/or DDA or waiver-funded or FCS services.
 - Application for SSA disability benefits and/or DDA or FCS service must occur before a community-based assessment can begin.

Or

The customer's employment or assessment experiences convince the VR Counselor and the customer that the extended services provided for the time specified in the plan will enable the youth to develop adequate natural supports.

- Documentation of the determination that services will enable the development of natural supports is required

- in the case narrative.
- The VRC and the customer must agree that the employment goal includes natural supports, which must be noted in the IPE.
- The need to develop natural supports must be noted in the job placement Services Delivery Outcome Plan as a requirement. **Or**

The customer's employment or assessment experiences convince the VR Counselor and the customer that technology and job accommodations combined with on-the-job training and support will, in the time specified in the plan, develop the structure the youth need to stay on the job with natural supports.

- Documentation of the determination that services will enable the development of natural supports is required in the case narrative.
- The VR Counselor and customer must agree that the employment goal includes natural supports, which must be noted in the IPE.
- The need to develop natural supports must be noted in the job placement Services Delivery Outcome Plan as a requirement.
- The VR Counselor continues to explore the availability of funding from other sources with the customer, as would be done for any other individual with most significant disabilities transitioning from supported employment services to extended services.

After customer has been placed in employment and both the customer and counselor agree that no further time-limited supported employment services are needed to support and maintain the customer's supported employment:

- Assists customer in selecting a CRP for the provision of extended services.

Note: because extended services will not be incorporated into the CRP/IL contract until it is next amended, only a subset of the vendors available in Waves may have capacity to provide these services.

As a best practice, it may be most appropriate to continue working with the vendor that provided time-limited support services (under an SDOP for Intensive Training) to the customer if they have capacity to accept the customer for extended services.

DVR has elected to pay the same rate as counties for the provision of extended services, and to align both service descriptions and maximum hours to the greatest extent possible.

- Develops an SDOP for the extended services that will be provided for the month with the customer and

vendor.

Note: the maximum number of hours permitted on the SDOP for Extended Services is 26 hours per month. The limit and the fee associated with the service align with the typical maximum hours provided for in county DD contracts for employment providers for individual employment. If more than 26 hours per month are needed for a customer, the VR Counselor should document the requirement for more service hours and staff the case with their supervisor to request an exception to this maximum.

- Follows the process for authorizing payment to the CRP vendor for the service category “Extended Services.”
- On receiving satisfactory reports of the provision of Extended Services, issues payment to the CRP vendor.
- Outcome fee is paid to the CRP upon receipt of invoice and satisfactory written report on the Service Delivery Outcome Report (SDOR) of the provision of extended services documenting:
 - Extended services, activities, tools, and strategies provided for the month.
 - Customer has maintained stable employment and/or advancement in a career path working in an integrated setting for a competitive wage minimum wage or higher and can maintain satisfactory on-the- job performance with the quantity and type of long-term employment supports that are available to the customer from the extended services provider.
 - Has a source of extended services other than DVR been identified? The customer must transition to extended services provided by an entity other than DVR. Extended services can be provided for up to 4 years or up to age 25, whichever occurs first.
 - Any additional details requested on the Service Delivery Outcome Plan (SDOP).
 - Revisits the extended services provided on a monthly basis until the customer is able to transition to extended services provided by an entity other than DVR.
 - Evaluates the employment plan and assesses the use of any available work incentives on a biannual basis.

Supported Employment Case Service Practices

Case Service Practices

The supported employment service model is practiced within the regular VR process. This section identifies the additional requirements for supported employment.

Referral - Supported Employment

DVR staff are responsible to provide information to referral sources about the Supported Employment Program including, but not limited to the following:

1. Supported employment is paid competitive employment;
2. Current waiting list information; and
3. Likely candidates for supported employment are customers with the most significant disabilities who want to work, have a resource for extended services available and are willing to actively engage in DVR in all of the steps needed to become employed.

An extensive amount of cooperation and communication is required among multiple resources and supports for successful supported employment outcomes. In addition to established local networks, the VR counselor may need to develop new connections to coordinate services to meet the customer's needs and to provide for timely and appropriate intensive services and supports.

Application - Supported Employment

When a customer applies for VR services, the VR counselor provides information to help the customer understand the purpose of supported employment and to assure that the customer is interested in DVR services. At a minimum, the VR counselor and the customer discuss the:

1. Customer's interest in working;
2. Approximate number of hours per week the customer would like to work;
3. Impact of work on benefits;
4. The supported employment model including, but not limited to
 - (a) The role of DVR to provide time-limited services to help the customer obtain a job and to reach job stability; and
 - (b) The role of a resource other than DVR to provide available funding for extended services or to provide natural supports to maintain employment after DVR services have ended.

Availability of Potential Extended Services

2. Frequently, individuals with disabilities do not know what potential supports are available, how to choose among the alternatives, or how to go about accessing a desired support.
3. If the customer is not able to readily identify a source of extended services and wishes to explore possible alternatives, the VR counselor assists the individual to obtain information about potential sources and to determine the likelihood that they will be available to the customer. Examples of a "reasonable likelihood" that a resource for extended services will be available are:
 - (i) A County DD Program or a Mental Health Agency indicates an individual is eligible for extended services and that services will be available at the estimated time of job stabilization;
 - (ii) Someone who understands the responsibilities and can serve as a natural support (family members, co-workers or others) has expressed a serious willingness to assist the individual in maintaining job stabilization after DVR ongoing support services conclude;

(iii) Preliminary calculations indicate the individual will be eligible for a PASS or IRWE that will pay for extended services and the individual has someone to help them on an ongoing basis to manage the PASS or IRWE;

(iv) It is expected the individual will earn a wage to self-pay for extended services and they would be willing to do so; or

(v) Any combination of the above.

4. If the customer is not interested in pursuing extended services, the VR counselor closes the case service record. The closure reason in Waves is "Other – Refuse to Cooperate
5. If the VR counselor does not know whether resources can be identified for extended services, the case is not closed.

DVR may under no circumstances provide extended services to an individual who does not meet the definition of a youth with a most significant disability. If a comparable benefit is available to provide extended services to the youth, DVR must not consider funding the provision of extended services.

Reference:

WAC 388-891A-1050, What are extended services?

WAC 388-891A-1060, Who provides the extended services I need?

Forms:

DSHS Form 11-147, Service Delivery Outcome Plan: Extended Services

DSHS Form 14-012, Consent for Release of Information

Assessment of VR Needs for Supported Employment Prior to Plan

5. The VR counselor conducts a comprehensive assessment of the customer's interests, aptitudes, abilities, psycho-social needs and support as well as assistive technology needs to:
 - (a) Verify that supported employment is appropriate;
 - (b) Confirm funding for extended services or that natural supports will be developed;
 - (c) Help the customer determine the employment goal on the IPE; and
 - (d) Help the customer determine what services are needed to support the employment goal on the IPE.

1. The comprehensive assessment may include a variety of assessment tools including:
 - a. CRP Trial Work Experience(s).
 - b. The Discovery Process, an approach for individuals for whom traditional assessments have not been successful in showing their contributions, work conditions and interests;
 - c. Person Centered Employment Planning, a strategy to explore and discover potential interests and skills, to identify specific support needs for employment, and to help clarify desired employment outcomes;
 - d. Benefits Planning to assess and understand the impact employment will have on benefits and job supports.
 - e. Information on customer functioning from family, care providers, treatment providers, teachers, and other persons who know the customer.
 - f. Use of standardized rating scales to report work assessment and adaptive skills may provide more valid and reliable reporting of results than other assessment instruments. Examples of standardized rating scales include the Job Observation and Behavior Scale (JOBS), (Scales of Independent Behavior - Revised (SIB-R), Vineland Adaptive Behavior Scales, Inventory for Client and Agency Planning (ICAP), and Supports Intensity Scale (SIS).
 - g. Other appropriate assessment tools; and
 - h. Documentation in an existing VR case service record for the customer.

Comprehensive Assessment - Extended Services Not Identified

On the basis of the comprehensive assessment, if the VR counselor and the customer have explored all possible sources of extended services including natural supports and are unable to identify a source of extended services, the case service record is closed as DVR does not have the resources or support to

remove the barriers to employment presented by the customer's disability. The case is not closed if there is a reasonable expectation that extended services or natural supports will be available.

The VR counselor:

1. Provides documentation in a Waves note describing the steps taken to explore all possible sources of extended services and to identify natural supports and the reasons for concluding that none will be available.
2. Indicates the closure reason in Waves as, "Other Supported Employment – No Extended Services."

Individual Plan for Employment (IPE) - Supported Employment

1. On the basis of the comprehensive assessment, if the VR counselor verifies that supported employment is appropriate and confirms a source of funding for extended services or that natural supports will be developed, the customer and the VR counselor proceed to develop the IPE.
2. Information from the comprehensive assessment is the basis for the customer's informed choice of employment goal and the services (CRP referral procedures) to help the customer achieve the employment goal.

Required Documentation on the IPE - Supported Employment

An IPE that includes a supported employment outcome must have all of the required documentation for the regular VR services program and these additional requirements:

1. Time-limited Support Services

The support services (Time-limited Support Services) to be provided by DVR. Time-limited support services are provided from initial job placement to transition to extended services for a period of time up to 24 months, unless under special circumstances, the VR counselor and the customer jointly agree to extend the time in order for the customer to achieve the employment goal.

2. Extended Services

- a. The nature and extent of extended services or natural supports that are likely to be needed after DVR services are completed.
- b. The resource(s) for extended services or natural supports. If it is not known who will provide extended services at the time the IPE is developed, there must be a solid basis for concluding extended services will become available and when. The IPE must include a statement explaining the basis for determining that a resource is likely to become available. See examples of a "reasonable likelihood" that a resource for extended services will be available under [Availability of Potential Extended Services](#) as mentioned earlier.

(i) If previously identified resource(s) for extended services become unavailable during development of the IPE, the VR counselor and customer identify another resource for extended services prior to signing the IPE.

(ii) If another resource for extended services is not identified, the customer's case service record is closed. The VR counselor:

1. Provides documentation in a Waves note describing the steps taken to identify other resource(s) of extended services and the reasons for concluding that none will be available.
2. Closes the case "Other Than Rehabilitated - Extended Services Not Available."

3. Number of Work Hours Per Week

a. A goal for the number of hours per week the customer is capable of working and a plan to monitor (guidance on 30 day reviews for CRP services) the customer's progress toward meeting the weekly work hours. The VR counselor, the customer and the service provider meet prior to the provision of services to discuss the number of weekly work hours the customer is capable of working.

EXAMPLE: A plan to monitor the customer's progress toward meeting the weekly work hours could include monthly meetings at the customer's worksite with the customer, the employer and the service provider.

(i) If the customer is capable of working more hours than could be supported by available extended services, the IPE reflects the number of hours the customer is able to work given the availability of extended services. The IPE also identifies the steps that are intended to either:

1. Enable the customer to gain proficiency on the job to increase the number of hours worked over time without requiring additional extended services; or
2. Obtain resources over time for additional extended services to enable the customer to work more hours.

(ii) A job with fewer hours per week than the number of hours identified on the customer's IPE is acceptable at job placement as long as the number of hours will increase to the identified number by the time the customer transitions to extended services. The VR counselor documents the reasons for the following in the case service record:

1. The difference between the number of hours the customer will work at placement and the number of hours the customer is capable of working and the reason(s) for the difference;
2. Justification for the expectation that the hours will be consistent with the number of hours the individual is working at the time of transition to extended services.

4. Coordination of DVR Services with Other State or Federal Program Services

- a. When a customer is receiving services from another state or federal program, supported employment services to be included on the IPE are coordinated by the VR counselor with those received from other service providers. Examples of state or federal programs providing services to a customer may include an Individual Education Plan (IPE) for high school student in Special Education, a Treatment Plan (TP) for a customer in a mental health program, or a Plan of Care (PC) for a DDA customer.
- b. The IPE includes a description of how the services on the IPE are coordinated with other Federal or State services on the IPE.

5. Monitoring of Job Skills Training

If job skills training is provided, the IPE must show that the training is provided at the work site with at least twice monthly monitoring or if not provided on-site, unless under special circumstances, and especially by request of the customer, the IPE must provide for off-site monitoring based on an assessment that coordination or provision of specific services away from the worksite is needed to maintain employment stability. Off-site monitoring consists of at least two meetings with the customer and one contact with the employer per month.

EXAMPLE: A customer with chronic mental illness receives job support counseling from a mental health specialist at least twice a month at the mental health clinic. The mental health specialist is in contact with the employer at least once a month to determine whether the customer's work performance is stable and satisfactory.

6. Employment Goal in Integrated Setting

- a. An employment goal in an integrated setting for the number of hours possible that is consistent with the maximum number of hours the customer is capable of working based on the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice;
 - (i) Job duties likely will be customized and may require reasonable accommodations.
 - (ii) Supported employment jobs are expected to have essential functions that an employer needs and would hire an individual to perform.
- b. When a customer receives services in a non-integrated setting, the IPE provides for placement in an integrated work site prior to transition to extended services. A non-integrated setting can be used to provide services, but can not be used in a successfully rehabilitated employment outcome.

IPE Costs

DVR cannot limit or deny services based on cost of an IPE in relation to the customer's expected number of work hours or wages.

Extended Services Become Unavailable After IPE Initiated

If extended services become unavailable after the IPE is initiated, the VR counselor and the customer immediately explore possible sources to replace them.

1. If the VR counselor and the customer identify sources of extended services including natural supports, services continue; or
2. As soon as the VR counselor determines that another source of extended services is not available, the VR counselor:
 - (i) Provides documentation in a Waves note describing the steps taken to explore all possible sources to re-identify sources for extended services and to identify natural supports and the reasons for concluding that none will be available.
 - (ii) Closes the case in Waves as “Other Supported Employment – No Extended Services.”

Job Placement

1. When a job has been located for a customer, it is the responsibility of the VR counselor, with input from the customer and the service provider, to assure that the job is a suitable match with the customer’s unique strengths, resources, priorities, concerns, abilities, capabilities, career interest, informed choice and the number of hours the customer is capable of working. **This must be verified before the customer’s first day on the job. See [Required Documentation on the IPE - Supported Employment Number of Work Hours Per Week](#), as mentioned earlier for more information.**
2. When the customer is placed in a job, the VR counselor enters information on the most recent version of the IPE. The start date for employment is the first day the customer is on the job.

Job Loss Prior to Stabilization

If the customer loses a job prior to stabilization, the customer, VR counselor, and the extended services provider need to decide on an approach for job replacement, if job replacement is appropriate. If job replacement is appropriate, the cost for job replacement is according to the DVR contract fee schedule and intensive training services are resumed or reauthorized at the level needed to achieve stabilization.

Job Stabilization and Transition to Extended Services

Job Stabilization

Job stabilization is determined for each person in supported employment based on their unique circumstances. The VR counselor determines that the customer’s work performance is stabilized with input from the customer, employer and extended service provider, when:

1. The customer has reached the agreed-upon goal for the number of weekly hours worked, unless

the customer and the VR counselor agree that the job represents substantial and suitable employment;

2. The customer has reached a maximum level of on-the-job employment; and
3. The VR counselor, in conjunction with the CRP representative has verified with the employer that the customer meets the employer's expected level of work productivity.

Transition to Extended Services

1. The minimum criteria that must be satisfied before the customer transitions from DVR services to extended services or natural supports is as follows:

(a) Transition to extended services must take place no later than 24 months after the initial job placement. If there are exceptional circumstances that require ongoing support services to be provided longer than 24 months, in order for the customer to achieve the employment goal, the VR counselor and customer document the circumstances in the IPE;

(i) If the customer's job performance stabilizes prior to when extended services are available, DVR continues to provide ongoing support services as long as the customer's job performance remains stable and satisfactory.

(ii) If CRP Intensive Training Services are being provided, payment is not made until the customer transitions to extended services per the CRP contract. The contract provides for payment of CRP Intensive Training when job performance is stabilized, the VR counselor in conjunction with the CRP representative has verified with the employer that the customer meets the employer's expected level of work productivity, and the customer has transitioned to extended services as provided by an entity other than DVR.

(b) The customer has made substantial progress toward meeting the goals identified in the IPE including the work hours-per-week goals; unless the customer and the VR counselor agree that the job represents substantial and suitable employment.

(c) The VR counselor in conjunction with the employer, the customer, and the CRP representative verifies that:

(i) Job performance is stabilized in the supported employment placement and is reasonably expected to continue at that level of performance;

(ii) Job performance meets expectations of the employer; and

(iii) Employment is expected to continue.

(d) The customer is working in an integrated setting and earning a wage at or above minimum wage, and not less than the usual wage paid by the employer for the same or similar work performed by non-disabled employees; or the customer is working in an integrated setting and working towards a competitive wage.

(e) Extended services identified on the IPE are available and can be provided without interruption.

(f) The VR counselor and the customer discuss the reasons for moving from DVR services to extended services or natural supports, the process of making this transition, the responsibilities of the extended service provider, and what to expect.

(g) The transition from DVR services to extended services or natural supports occurs when the extended service or natural supports resource assumes full responsibility for the cost and provision of services to the customer.

1. The VR counselor enters the job stabilization date in the most recent version of the IPE and begins follow-up for at least 90 days to case closure, Rehabilitated when:
 - (a) The customer's job performance is stabilized; and
 - (b) The customer has fully transitioned from DVR time-limited ongoing support services to extended services.

Services After Transition to Extended Services and Prior to Closure

Job Performance Unstable After Transition

1. If the customer's job performance becomes unstable after transition to extended services, the VR counselor carefully assesses the situation to determine the following:
 - (a) Amount and level of extended services provided;
 - (b) Cause(s) of the customer's unstable job performance and what is needed to overcome barriers to re-stabilization; and
 - (c) Whether additional intensive training services are likely to make a lasting difference in overcoming the barriers.

If the VR counselor determines that additional intensive training services will enable the customer to become successfully employed, the VR counselor authorizes them to re-stabilize the customer's on-the-job performance.
1. When job re-stabilization occurs, the time-limited ongoing support services end, extended support services begin, and the VR counselor begins the minimum 90 day count to closure.

Job Performance Stabilized, Customer Needs Other Services

1. If the customer's job performance remains stabilized, and the customer needs services other than ongoing support services that were unanticipated and are unavailable from the extended services provider to maintain the job placement, DVR may provide the service. These types of

services may be provided without impacting the minimum 90 day count to closure.

EXAMPLES: Examples of such services include job station re-design, repair and maintenance of assistive technology devices, and replacement of prosthetic or orthotic devices.

1. The VR counselor documents in the case service record the following:
 - (a) The services needed that were unanticipated and unavailable from the extended services provider; and
 - (b) Updated financial information, if appropriate.

Loss of Job After Transition, Prior to Closure

2. **Extended Services Provided by a Community Rehabilitation Program:** If the customer receiving extended services from a community rehabilitation program loses the job prior to case closure and needs routine job replacement, the community rehabilitation program is responsible to provide suitable job replacement to the extent capable and provide services at no additional cost until the customer's work performance is stabilized. Suitable routine job replacement is agreed upon by the customer, VR counselor, and the extended services provider.
3. If the customer loses a job after their job performance is stabilized and needs job re-placement (other than routine job replacement), the VR counselor reviews the level of supports needed and determines whether the customer is likely to be capable of working with additional DVR services.
 - (a) If the VR counselor determines DVR time-limited support services are likely to lead to successful employment, DVR may provide the services.
 - (b) If the VR counselor determines the customer will not be capable of working with additional DVR services, the case service record is closed.

Supported Employment - Closure

1. "Rehabilitated" Closure.

The VR counselor determines the customer to be successfully rehabilitated in supported employment when all of the following are met:

- (a) The customer meets the basic requirements for a successful closure for regular VR services;
- (b) Job stabilization has been maintained for at least 90 days after the customer has transitioned to extended services or natural supports;
- (c) The customer is working at the agreed upon work hours identified on the IPE; unless the customer and the VR counselor agree that the job represents substantial and suitable employment;

(d) The job is stable and expected to continue; and

(e) The customer is in an integrated work setting and

(i) Paid at or above the minimum wage, but not less than wages and benefits customarily paid by the employer for the same or similar work performed by non-disabled workers;
or

(ii) Paid based on their productivity according to the Fair Labor Standards Act and is working towards a competitive wage.

2. "Unsuccessful" closure.

The VR counselor closes a supported employment case service record as "other than rehabilitated" according to the closure procedures for all cases.

See Also:

[Case Closure](#)

Annual Review: Work in Integrated Settings Making Less Than Minimum Wage

1. The VR counselor annually reviews and re-evaluates the status of customers in supported employment who have achieved an employment outcome in an integrated work setting and who are paid according to Section 214(c) of the Fair Labor Standards Act.
2. The VR counselor determines the customer's progress toward competitive employment including input from the customer, or in an appropriate case, the customer's representative to determine the interests, priorities, and needs of the customer for employment in, or training for, competitive employment.
3. The VR counselor performs the review annually for two years, and subsequently, at the request of the customer or the customer's representative.

DDA/DVR Intensive Job Placement

Service Conditions

Referral to DVR

The DDA customer expresses an interest in employment services and a referral is made to DVR. The DDA Case Resource Manager (CRM) may make the referral if the individual is enrolled in DDA. If the customer refers, or DVR receives a referral from another source, the Vocational Rehabilitation Counselor (VRC) will confirm DDA eligibility through the CRM.

DVR Eligibility/Plan Development

DVR will complete the application process and determine eligibility for DVR services. Assessment activities may be authorized in the development of an Individualized Plan for Employment (IPE) if the VRC believes it is necessary. The VRC will support the individual through Informed Choice to identify an employment provider and an IPE will be developed. Goal for employment must be agreed on by customer and DVR assigned counselor, with signed plan in place, before job placement can occur or be supported. Key things to consider in determining if a intensive job placement plan is the most appropriate service:

- DDA support
- Vocational assessment or Community Based Assessment (CBA) determines that it may take a significant amount of time to be placed into employment
- DVR placement Service Delivery Outcome Plan (SDOP) expired and/or placement is taking additional time
- Past history or experience with DVR where employment wasn't achieved or took longer to achieve

DVR Funded Job Placement

DVR will fund Job Placement for customers who do not have DDA funds available or do not require long term placement support. DVR should be seen as the first dollar resource for job placement support, unless the team determines the customer would most benefit from DDA/DVR Intensive Job Placement Plan. In this case, the DVR VRC coordinates completion of a DVR funded "Job Placement" SDOP with a chosen Community Rehabilitation Program (CRP), and payment is pre-authorized. If DVR funded placement is not determined as the most appropriate service for the customer, DDA/DVR Intensive Job Placement will be considered.

DDA/DVR Intensive Job Placement (formerly DDA Job Placement Monitoring)

If the customer is DDA eligible and on Basic +, CORE or CP Waiver, DDA may provide job development services. If it is determined that DDA/DVR Intensive Job Placement is the appropriate service, the DVR VRC will initiate a "DDA/DVR Intensive Job Placement" SDOP. No DVR funds are authorized as the funding is provided by DDA, but DVR will monitor progress at regular intervals to facilitate later transition to DVR funded 'Intensive Training Services' using a SDOP (level 1-4).

Basic steps:

- The DVR VRC will contact the DDA CRM to determine if hours are available to support job development.
- DDA will authorize employment supports based on need and the limits available in Washington Administrative Code (WAC).
- Once an employment provider is selected by the customer, the provider will pursue development of the job through DDA funding.

- Per the DDA/DVR Intensive Job Placement SDOP: written updates from CRPs will be provided to DVR every 90 days.
- DVR staff will connect with customers and/or their representative directly every 90 days.
- DDA Funded Job Placement teams will meet every six (6) months to discuss the current placement plan.
- Regardless of who funds job development, the DVR IPE will remain open and the VRC will monitor progress quarterly.
- Once a job is identified and offered, DVR will initiate development of an 'Intensive Training' SDOP.
- VRC will ensure that DDA/DVR Intensive Job Placement is included in the customer's IPE as appropriate.
- Upon stabilization, DDA will take over funding long-term supports.

Best practice is that the customer engages with DVR prior to start of job placement. Should a customer be referred to DVR through a CRP and should they already be engaged in DDA/DVR Intensive Job Placement, DVR will work with the customer to identify the appropriate pathway for service. DVR will work with the customer to determine which service best serves the customer's needs (i.e traditional supported employment, DDA/DVR Intensive Job Placement or any other service) and will initiate the appropriate service as soon as an employment goal is agreed upon.

Unique situations:

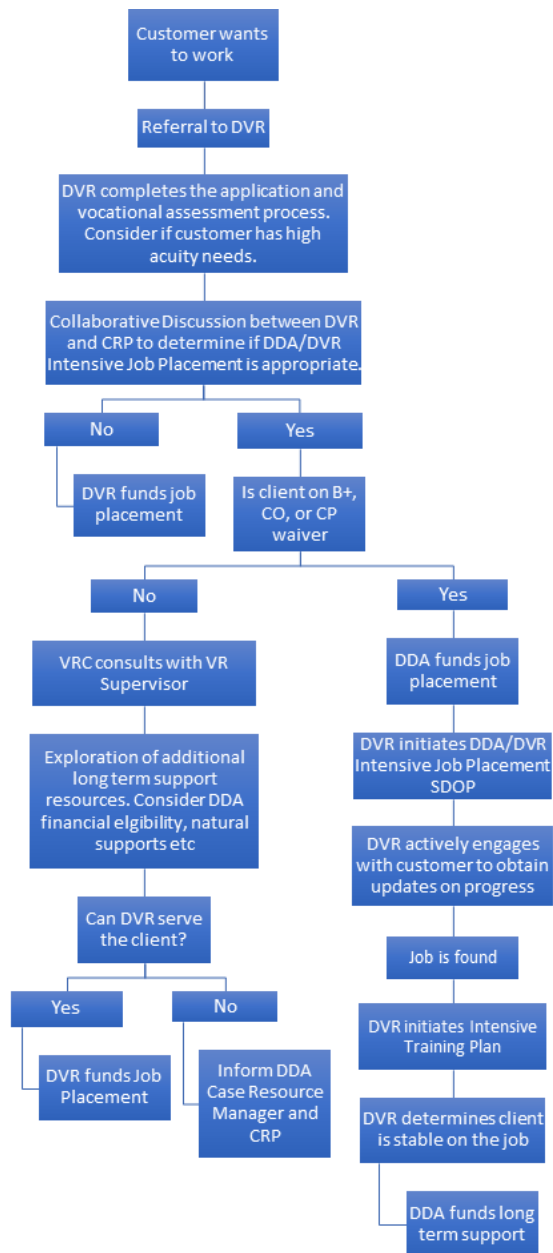
There may be situations that require DDA Employment Specialist or DVR supervisory input. These may include:

- Customer is requesting placement services for an increase in hours or for a second job.
- Job readiness is questioned by the employment provider or VRC.
- DVR VRC expresses concern about the vocational goal or desired work hours.
- DDA funds are NOT available
- Customer is a member of a federally recognized tribe.
- Other situations not identified.

In these instances, the VRC will consult with the Vocational Rehabilitation Supervisor and if necessary, DDA case manager, to determine next steps.

If additional job placement hours are available to the customer through DDA then it is appropriate to use the DDA/DVR Intensive Job Placement section above for developing a plan. If no DDA funds are available for job placement services DVR will consider DVR funds. If DVR is unable to support the placement, the DDA Case Resource Manager will be notified.

Flow Chart



WAC- Supported Employment

2. [WAC 388-891A-1000 What is supported employment?](#)
3. [WAC 388-891A-1010 Who is eligible for supported employment?](#)
4. [WAC 388-891A-1015 Who determines whether I am eligible for supported](#)

[employment?](#)

5. [WAC 388-891A-1030 When is a work setting integrated in supported employment?](#)
6. [WAC 388-891A-1040 What are supported employment services?](#)
7. [WAC 388-891A-1045 What are time-limited support services?](#)
8. [WAC 388-891A-1050 What are extended services?](#)
9. [WAC 388-891A-1060 Who provides the extended services I need?](#)
10. [WAC 388-891A-1065 What are natural supports?](#)
11. [WAC 388-891A-1075 What is required for me to change from time-limited support services to extended services?](#)
12. [WAC 388-891A-1080 Under what conditions does DVR close my case service record for supported employment?](#)

[WAC 388-891A-1090 Under what conditions does DVR provide time-limited support services as post-employment services?](#)

IPE Development / Implementation

IPE Development Index Page

In this section of the manual:

[IPE Development / Implementation](#)

[IPE Amendments](#)

[IPE Case Narrative Documentation](#)

[WAC – IPE Development](#)

IPE Development / Implementation

Individualized Plans for Employment (IPEs) in 90 Days

(Updated 11/1/17)

DVR must develop an Individualized Plan for Employment (IPE) for each eligible customer as soon as possible, but no later than 90 days following determination of eligibility, unless DVR and the individual agree to a specific extension of that timeframe.

The intent is to move all eligible individuals through the VR process with minimal delay in order to efficiently and effectively serve these individuals, resulting in the achievement of employment outcomes in competitive integrated employment.

When operating under an order of selection, if a customer is assigned to a closed priority category, they will have 90 days from the date of their release from the waiting list to develop an IPE. The time that a customer spends on a waiting list does not count toward these 90 days.

IPE Validation – System Requirements

(Updated 10/29/23)

Forms that must be complete before Plans can be finalized

The following forms must be in “Complete” or “Signature complete” status in the case management system before the system will allow staff to submit an IPE for review or finalize it, or create AFPs for Planned Services in a Plan:

- RSA Initial IPE Data (Job Training Inventory)
- Voc Rehab Application
- Intake Case Narrative from
- Eligibility/Significance of Disability form
- Vocational Assessment
- Financial Statement
- Plan for Employment (IPE) – staff must complete signatures before the Plan can be finalized

Other Plan Validation Requirements

- For a Planned Service that is a Supported Employment or Extended Service to be added to a Plan, Question 5 “This Plan requires Supported Employment Services” on the IPE must be a “Yes” answer.
- Customers who are potentially eligible can only receive Pre-ETS services.
- Staff in VRC 1 role who are creating an IPE must choose status “Pending Supervisor Review” before Plan status can be set to finalized.
- The status of the Vocational Rehabilitation program record (in the Program tab) must be set to “Eligible – In Plan Development” before AFPs can be created for Planned Services in a Plan.
- If the Vocational Assessment indicates that a background check is required, then a case note with the Note Type “Background Check” must exist before AFPs can be created for Planned Services in a Plan.

- For an equipment item to be added to a Plan, the equipment item must already be added to the Inventory (it can be added in the Inventory tab of the customer).

Validation Override

If staff encounter a case where they believe the system validation requirements need to be overridden, they should reach out to their VR Supervisor for consultation. If the supervisor approves the override, they should submit a helpdesk ticket with the reason for the need included. Waves System Administrators will only execute overrides that come from VR Supervisors.

Customer Driven Development of the IPE

The 90-day timeline for plan development re-emphasizes the critical role customers play in their IPE development. DVR has developed a comprehensive tool, the Customer Handbook, to facilitate independent and informed plan development for customers. Increased transparency regarding the multifaceted vocational assessment conducted by VR professionals, services available, resources for career exploration, and customer rights creates an opportunity for customers to actively participate in analyzing the primary items that influence career choice.

DVR staff should provide the Customer Handbook to customers at the earliest point of engagement with DVR and must be readily available. It provides information that will influence an individual's choice and decisions in the VR process; it is vital that customers have this information as soon as possible. DVR staff can encourage customers to bring their handbook to each DVR appointment.

The Customer Vocational Assessment Worksheet and IPE Worksheet are tools that empower customers in their own employment plan development. A customer can complete the worksheets and discuss with their VRC the answers to the assessment items or anticipated services that they may need on their IPEs. The customer worksheets are helpful tools, but are not mandatory for customers to complete while participating in the VR process.

Customer Option for Developing the IPE

The VR counselor advises customers of the options available for developing the Individualized Plan for Employment (IPE) and the supports available for each option.

DVR does not require a customer to write their own IPE, but DVR encourages customers to draft a plan that they believe will lead to a high quality employment outcome in a competitive and integrated work setting that will result in family-sustaining wages. Customers can receive help in developing their IPE from other resources in the community, such as a disability advocacy organization or a qualified vocational rehabilitation counselor not employed by DVR. However, the customer's assigned DVR counselor is still responsible for approving the IPE developed by the customer.

If a customer chooses to develop their own IPE, the VR counselor explains how to complete the Employment Plan Worksheet. Explain the instructions in as much detail as needed for the customer to understand how to use the worksheet.

Explain that the VR counselor approves a customer's employment goal only if, in their professional judgment, it is competitive integrated employment, supported employment, or self-employment that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice (primary vocational factors).

The VR counselor explains any elements on the worksheet that appear inconsistent with the customer's primary vocational factors based on the data available. If there are inconsistencies, the VR counselor and the customer determine whether any services can be provided as part of the plan to improve its consistency with the customer's primary vocational factors. For example, physical and mental restoration services may be provided as part of the IPE to improve a customer's strengths, abilities, capabilities, and informed choice in achieving the customer's employment goal.

If services cannot be identified to improve the consistency of the plan with the customer's primary vocational factors, the VR counselor provides counseling and guidance to assist them in considering options that are consistent with the customer's primary vocational factors.

If a customer presents an IPE that raises concerns or does not include all required content, the VRC provides substantial counseling and guidance surrounding the issues that are in question. The VRC provides the customer with informed choice regarding their proposed IPE and together they reach an agreement on services that will allow the customer to achieve a high quality employment outcome. The VRC approves the IPE once it is fully developed and includes all content necessary for the customer to achieve their chosen employment goal; the chosen employment goal must be consistent with the information and results of the assessment of the customer's VR needs.

90 Day IPE Development Extension

(Last revised: 2/6/2018)

If the customer and VRC have not been able to develop an IPE in the required 90 day timeframe, an IPE Development Extension letter should be presented to the customer for signature. The letter can be presented in person, sent via [secure] email, or mailed to the customer for signature. DVR staff should allow reasonable time for mail delivery to and from the customer if the extension agreement cannot be signed in person during an appointment. The IPE Development Extension is not valid until signed by the applicant.

Please note: If a VRC, along with the customer, determines that a CBA is needed, it may be necessary to extend the IPE Development timeframe.

IPE Development Extension Documentation Process

To create an IPE extension, the VR counselor must add the 04 – IPE Extension Rationale Waves form and follow the procedures detailed within the **Waves VR Training Guide**.

The VR counselor will then need to ensure that they print the IPE Extension letter for both the electronic case service record and for the customer's records. This process is done by selecting "IPE Extension letter" in the header, which will then download a copy of the letter to the staff member's computer. Following the download, the staff member may edit the letter as needed, or print it and send it to the customer.

If the customer does not return the signed agreement, the VR counselor must follow-up to obtain the signed agreement or if applicable, follow the guidance on requesting an exception to policy outlined below.

After the signed agreement is returned, then the VR Counselor will search for the customer and open their IPE Extension Rationale Waves form which will be in "Draft" status. Then, the VR Counselor must complete the "Letter Return Date" and set "How will Signatures be Captured." When the signature is recorded, the 04 – IPE Extension Rationale Waves form may now be set to "Complete" or "Signature Complete," the automation will update the status of the customer's Vocational Rehabilitation program to "IPE Development – Extended" and will set the "Status Date" to the date the customer signed.

If multiple extensions are required, a new letter with new dates must be presented to the customer for signature and the above steps followed. Each IPE Development Extension will follow the protocol outlined above.

When a Customer Does Not Agree to Extend IPE Development Timeframe

After the VRC and the customer have a discussion regarding the reason(s) for the delay in developing the customer's IPE and the customer does not agree to an extension of time, the VRC will advise the customer that a request must be made to the unit supervisor for an [exception to policy](#) (ETP).

The VRC will then formally case note the discussion, the reasons for the delay and the customer's reasons for not wanting to extend the timeframe. The case note title should read, "ETP request for IPE development timeframe – customer does not agree".

If the VRS agrees to the ETP, the VRS will case note an ETP and outline DVR's next steps to assist the customer in developing an IPE. The case note title should read, "ETP request approved for IPE development".

If the VRS does not agree to the ETP and believes that DVR has enough information to move forward with IPE development, the VRS will case note recommendation for moving forward without delay and consult with the VRC regarding IPE development. Upon review of the customer's file, if the VRS determines the customer is not cooperating with required or agreed upon vocational assessment

activities, the VRS will consult with the VRC regarding the customer's failure to cooperate and outline next steps to promote successful vocational assessment or move towards case closure.

Employment Goal on the IPE

Employment Goal and Primary Vocational Factors

If the customer chooses an employment goal in a competitive integrated setting, the VR counselor and customer discuss how to use the results of assessments and other information gathered to identify an employment goal on the IPE that is consistent with the customer's primary vocational factors (customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice).

If the customer selects an employment goal that is inconsistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, the VR counselor and customer determine whether any services can be provided as part of the IPE to improve the customer's primary vocational factors to meet that goal. For example, physical and mental restoration services may be provided as part of the IPE to improve a customer's strengths, abilities, capabilities, and informed choice in achieving the employment goal.

If services cannot be identified to improve the consistency of the employment goal with the customer's primary vocational factors, the VR counselor provides counseling and guidance to assist the customer to consider employment goal and VR service options that are consistent with their primary vocational factors.

Choice of Employment Goal

The customer's IPE must contain a specific employment goal in competitive integrated employment that is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice (primary vocational factors) based on assessments and other information gathered to identify an employment goal.

For more information about assessments to determine an employment goal and VR services on the Individualized Plan for Employment, **see also:**

[CRP - Vocational Evaluation Services](#)

Customer Chooses Extended Employment

If the customer chooses extended employment, follow procedure for closing any case and refer the individual to a Community Rehabilitation Program (CRP) that offers non-integrated work settings, if available.

Customer is Too Severely Disabled

If the customer cannot work in supported employment or other employment in a competitive integrated setting because of the severity of the disability, follow procedures and information about closing the customer as no longer eligible because of severity of disability.

VR Services on the IPE

VR Counselor Approval of Services

A VR counselor approves a VR service on the customer's IPE only if, in her or his professional opinion, the services are

- Consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;
- Needed to achieve their employment goal; and
- Least cost.

All Services the Customer Requires Must Be Included on the IPE

The VR counselor must include all services to which they and the customer have agreed in order to achieve their employment goal on the IPE. This includes not only primary and support services paid for by DVR, but comparable services or benefits, as well.

When a change in the service(s) required or the provider(s) of primary VR service(s) occurs throughout the life of the plan, the VR counselor should follow the process described under [IPE Amendments](#).

Measurable Skills Gains (MSG)

When any of the following services in the table below are added to the Individualized Plan for Employment (IPE), a Workflow Wizard (WFW) will pop up to remind the VR counselor to enter a Measurable Skills Gains (MSG) Waves form:

Service Name	Service Code
Apprentice Training	Apprentice_Train
Apprenticeship Training – Books/Supplies	Apprentice_Train_B/S
Computer Training	Comp_Training

Customer Internship Program	Customer_Intern_Program
IL Skill Training	IL_Skills_Training
IL Related Travel Time	IL_Travel_Time
Training – Basic Ed./Literacy	Train_Basic-Ed/Literacy
Training – Books/Supplies – Basic Ed./Literacy	Train_Book/Supp_Ed/Lit
Training – Books/Supplies – Four Year College or University	Train_Book/Supp_PostSec
Training – Books/Supplies – Tech or Voc. Ed.	Train_Book/Supp_Tech/Voc
Training – Grad. School Books/Supplies	Train_Grad_Book/Supp
Training – Grad. School	Train_Grad_School
Training – OJT	Train_OJT
Training – Other Misc.	Train_Other_Misc
Training – Four Year College or University	Train_Post_Sec
Training – Technical or Vocational Education	Train_Tech_Voc_Education
WorkStrides	WorkStrides
WorkStrides/Dependable Strengths	WorkStrides_DepenStrength

Note: If the customer does not require the Waves MSG form, then cancel the tickler. If the customer does require a Waves MSG form, proceed to follow the procedures outlined in the **Waves VR Training Guide**.

Customer Agreement to and VR Counselor Approval of IPE

The VR counselor approves and signs an IPE only if, in their professional judgment, both the selected employment goal and the VR services on the IPE align with the customer’s primary vocational factors, the VR counselor provides counseling and guidance to assist the customer to consider employment goal and VR service options that are consistent with their primary vocational factors.

When both the customer and the VR counselor agree on the employment goal and VR services needed to support the employment goal, the IPE is developed and signed by the customer and approved by the

VR counselor (with a signature). The printed copy of the IPE requires signatures and dates from both the customer and VRC and must be uploaded in the customer's electronic case service record.

VR Services in a Non-Integrated Setting

The VR counselor needs to explain the difference between integrated work and non-integrated work as it relates to the purpose and goal of VR services, which is supported employment or other employment in an integrated setting.

VR services may be provided in a non-integrated setting, if necessary or if chosen by a customer. If services are provided in a non-integrated setting, the case service record needs to include documentation that explains the reason(s) for using a non-integrated setting.

Services in a non-integrated setting may only be reflected on an IPE as one step toward achieving an employment outcome. A specific outcome and timeline for services provided in a non-integrated setting need to be identified. The case is not considered successfully rehabilitated until supported employment or other employment in an integrated setting is achieved.

If the customer chooses an employment goal in a non-integrated setting, the VR counselor explains that DVR must close the case, and that they may reapply for services later to pursue supported employment or other employment in an integrated setting. Follow procedures for case closure and if possible, initiate a formal referral to a local Community Rehabilitation Program (CRP) who offers extended employment.

Determining Whether a Setting is Integrated

An integrated setting is a work setting typically found in the community in which the individual with a disability interacts with non-disabled individuals during the course of performing work, to the same extent than a non-disabled individual in the same type of job would interact with other people.

A customer's work setting may only be considered integrated if the work unit, which refers to either the group of employees at the job who work together to accomplish tasks or to all employees with the same job category in an organization, includes individuals without disabilities to the same extent as found in the work unit of a person without disabilities performing the same job.

Usually, it is fairly easy to determine whether a setting is integrated using this definition. However, if the job or work setting is specifically designed to provide employment opportunities for people with disabilities, it is not always as clear. In these situations, the individual is often working for a Community Rehabilitation Program (CRP) or working under a government contract, such as JWOD or NISH. Each job must be evaluated to determine whether it meets the definition of an integrated setting.

To determine if the work setting is integrated, consider the following:

- Are there similar job settings in the community in which non-disabled people perform the work?
- Would the job setting under consideration exist if an employee with a disability were not performing it?
- Will the individual with a disability have the same opportunities to interact with non-disabled individuals in the work setting as anyone else in a similar job setting?

If the answer is yes to all of these questions, the job setting is integrated, regardless of the actual amount of interaction that occurs on the job. In some jobs, people do not have much, if any, interaction with others. For example, someone working the graveyard shift as a janitor in a school may not interact with others at all. This setting is an integrated setting because it is a natural setting for non-disabled individuals to work. The level of interaction with non-disabled individuals is dictated by the job, not by who performs the job. Other types of work where very little interaction with others occurs naturally by the work and setting can meet the definition of integrated setting. Some examples include telecommuting, sales on the Internet, self-employment, and tractor driver (farming).

In another example, a manufacturer of auto parts sets aside an area within the firm for small parts assembly work for people with disabilities. The work performed in this area is performed only by people with disabilities and their VR service providers. In doing their jobs, the workers with disabilities do not interact with non-disabled workers from other parts of the firm even though it would be natural to do so as part of their job. The non-disabled workers in other parts of the firm interact with other non-disabled workers in the course of their jobs. Because the workers in small parts assembly are only comprised of people with disabilities and/or VR service providers, and they are segregated from non-disabled workers, the setting is not integrated. The individuals in this setting do not have similar opportunities to interact with non-disabled individuals.

See also:

[WAC - Informed Choice](#)

[Informed Choice](#)

Selecting Services and/or Service Providers

Prior to referral for a Community Rehabilitation Program (CRP), Independent Living (IL) and/or Rehabilitation Technology (RT) service, VR counselor makes sure that service is:

- Necessary and likely to result in an employment outcome;
- Consistent with the customer's strengths, priorities, concerns, abilities, capabilities, interests, and informed choice;

- The Least Cost option that will meet the customer's needs;
- Comparable benefits/services have been explored and fully utilized.

See also:

[CRP - Referral Criteria](#)

[WAC 388-891A-1150 May I select the services and service provider of my choice?](#)

[WAC 388-891A-1125 If comparable services and benefits are available from another program or organization, and I do not want to use them, who is responsible for the cost of the services?](#)

Purchasing Assessment Services

1. If CRP, IL, or RT services are needed to make an eligibility determination, assist the customer to make informed choices in decisions related to the services and/or the service providers.
1. If CRP, IL, or RT services are needed to get information necessary to identify the customer's VR needs, assist the customer to make informed choices about the CRP, IL, and RT services and/or service providers the customer will use.

CRP- Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to one per customer, if needed. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but the decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Job Placement

1. VR counselors will provide DVR customers with job placement (direct services), and/or utilize no-cost services from WorkSource before referring a customer for CRP Job Placement Services.

2. CRP Job Placement Services are appropriate when:

a) The customer has clearly demonstrated they were not able to succeed in job search assisted by DVR staff, WorkSource; or

b) There is sufficient existing information to know that the customer would be incapable of succeeding in job search assisted by DVR staff or WorkSource due to the significance of their disability, or because Supported Employment is required.

- DVR staff will actively assist customers in effectively using job search resources available through WorkSource. This includes working directly with customers at WorkSource locations to assist with their use of tools and other resources available for job search activities.
- DVR staff will sponsor job clubs and other activities to directly assist customers with job search (e.g., resume's completing job applications, finding job leads, practice interviews, etc.).

CRP Job Placement and CRP Job Retention Services

The VR counselor authorizes CRP Job Placement/Job Retention services according to the following:

1. A Service Delivery Outcome Plan for CRP Job Placement/Job Retention may be developed for up to 180 days.
 - If CRP Job Placement/Job Retention has NOT resulted in placement within 180 days, the VR counselor consults with the VR supervisor or designee to determine what action is necessary.
 - While the length of the Service Delivery Outcome Plan may be for up to 180 days, the AFP for Job Placement/Job Retention services is limited to 90 days.

The VR counselor monitors the progress of the customer in Job Placement/Job Retention at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether progress towards employment is being made.

Further services are not reissued in the hope that more time in job search will bring different results. Instead, the VR counselor and the customer review the IPE and the Job Placement/Job Retention services for feasibility of successful placement.

This review is completed by the VR counselor and the customer prior to authorization of further services. The review includes an analysis of information gathered through placement activities to date and the following questions.

1. Are there sufficient openings in the chosen vocational goal to predict placement success?
3. Can the customer demonstrate sufficient skills and aptitude to predict success in this placement effort?

- Are there other services necessary before placement efforts can be successful?
- Is the service provider effective, or would another service provider be more suitable?

If progress towards employment is not being made, the VR counselor takes immediate steps to get things moving or terminates the services that are not progressing.

IPE Development

If a customer determines that CRP, IL, or RT services are needed on their individualized plan for employment to achieve an employment outcome, assist the customer to make informed choices about the:

- Service providers that will provide the services;
- Setting in which the customer will receive services; and
- Methods of arranging and paying for the services from the methods available to DVR.

If a customer selects one or more CRP, IL, or RT services for their IPE, the service provider must be registered in Waves prior to any commitment to the customer or the service provider.

If a customer is referred to DVR from a county developmental disabilities program or regional support network where the customer uses an informed choice process to select services, service providers, settings, and methods of arranging and paying for services, the customer does not need to consider additional options or information.

If a customer chooses not to receive services from a CRP and the decision will jeopardize the customer's ability to complete the rehabilitation process successfully, the counselor discusses other options available to the customer.

Measurable Skill Gains (MSG)

One of the performance indicators that DVR must report to RSA are the Measurable Skill Gains (MSG) of our customers. MSG is the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment ([34 CFR 361.155\(a\)\(1\)](#)).

Five Categories

There are five categories of progress that are tracked in our case management system, defined below with non-exhaustive examples provided:

1. **Educational Functional Level (EFL):** Documented achievement of at least one educational functioning level (EFL) of a participant who is receiving instruction below the postsecondary education level:

1. Skill gains or credits (below postsecondary) related to reading, writing, math, English Proficiency

2. **Secondary:** Documented attainment of a secondary school diploma or its recognized equivalent:

- Includes passing scores on equivalency tests and alternate diplomas

3. **Secondary or Postsecondary Transcript/Report Card:** Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting Washington State's academic standards:

- Transcript or Report Card from public secondary and postsecondary education programs
- Record of remedial training/coursework required for the completion of a training program or that are necessary in order to gain competitive integrated employment

4. **Training Milestone:** Satisfactory or better progress report towards established milestones:

- Completion of On-the-Job-Training (OJT)
- Completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training

5. **Skills Progression:** Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks:

- Exam in a registered apprenticeship
- Employer required knowledge-based exam
- Industry or occupational competency assessments
- Completion test necessary to obtain a credential

IPE Amendments and Edits

(Section revised, 10/28/2023)

Amendment to IPE

The VR counselor and customer amend an employment plan when there is a substantive change to the plan. The following are substantive changes that require an IPE amendment:

- The employment goal has changed;
- A **primary service** is added, deleted, or changed;
- A **service provider** for a primary service is changed;
- A **support service** is added which exceeds \$500 or more than 6-months duration.

Note: A substantive change to the IPE may require the completion of a Waves MSG form depending on the added service. Please see **Measurable Skills Gains (MSG)**.

The VR counselor and customer should amend the IPE when other changes occur that affect the nature of one or more elements on the plan. The customer and the VR counselor must approve and sign the IPE amendment. The amended plan is not effective until it has been signed by the counselor and customer.

In time-sensitive situations, a customer may sign an IPE amendment that has been sent to them through the mail or electronically, take pictures or scan all pages of the signed document, and email those documents to their VRC through secure email. To accept amendments in these situations, all pages and elements of the IPE amendment must be readable when printed. If the VRC accepts and approves the amendment, the VRC must ensure the signed copy is uploaded into the customer's electronic case service record. The VRC must document receipt of the electronic document in a Waves note.

Note: *When DVR staff sign to approve an amended IPE, they are indicating approval of every detail in the plan, potentially re-affirming support for a job goal or for services about which the counselor may have since learned additional information. When a service must be added to the IPE after it has been finalized, counselors should exercise professional judgment regarding the appropriateness of the remaining details in the customer's plan for employment before approving the amended plan.*

The following are examples of when amendments are required:

- The customer and VR Counselor decide that welding is no longer an appropriate employment goal. They determine that the goal of machinist is more appropriate, even though the customer will attend the same school, for the same length of time;
- An On-The-Job Training contract is needed for the customer to be hired at a particular business, instead of the academic training which was originally planned;
- The customer and VR Counselor agree to use a different CRP for job development services;
- A vehicle repair is needed which will cost \$800;
- The customer moves off of a bus route, and is now requesting gas mileage reimbursement of \$50 /month for next nine months of training.

Editing the IPE

The plan may be edited (using the edit services feature in Waves) for changes that do not require a plan amendment, such as:

- A support service is needed which is less than \$500, or less than six months in duration;
- Service dates for plan services are changed;

- Edits are made to costs of services, comparable benefits, or DVR contributions.
- When changing the level of CRP service (e.g. Job Retention), for example, from a level 3 to a level 2 or from a level 2 to a level 3.
- Incidental costs related to a CRP service, such as a health coverage bonus or transportation needed to participate in the CRP service

Note: An IPE edit may require the completion of a Waves MSG form depending on the edited service. Please see **Measurable Skills Gains (MSG)**.

A Waves note entry is required when an IPE is edited, to include “IPE Edit” in the case note title, and the details of the changes that have been made to the customer’s plan for employment in the body of the case note entry.

Note: The original signed plan that has been edited must be retained in the electronic case service record, to maintain the signatures that indicate customer agreement and DVR approval.

The following are examples of when editing the IPE is permitted:

- The VR Counselor agrees to authorize \$200 for the customer to purchase some interview clothes;
- The customer needs a bus pass at \$20 /month for the next 3 months;
- Child care services estimated at \$150 is needed for the customer to participate in a job search workshop;
- An authorization is needed for \$85 for the customer get his CDL license to go to work as truck driver;
- A customer requests DVR assistance to pay for an ASL interpreter for a meeting with a potential employer.

IPE Amendments or Edits Table

Amendments

Require customer and counselor signature.

1. Vocational goal is changed, and Primary service is added, deleted, or changed:
 - a. Assessment (non-CRP)
 - b. Community Rehabilitation Program (CRP Services)
 - c. Computer Purchase for Customer
 - d. All Training Service Categories
 - e. Independent Living Services
 - f. Rehabilitation Technology
 - g. Physical and Mental Restoration
 - h. Substantial Counseling and Guidance
 - i. Job Placement Services (non-CRP)
 - j. Job Retention Services (non-CRP)

- k. Vehicle Purchases
- I. Self-Employment Services**
- 2. Service provider for primary service is changed.
- 3. Support service added exceeding \$500 or more than 6 months duration.

Edits

Requires a Waves note.

Revisions to service costs, comparable services, or DVR contribution

1. Changes or costs related to a CRP service when primary CRP service has not changed:
 1. Level of CRP service is increased or decreased.
 2. CRP: Transportation
 3. CRP: Travel Time
 4. CRP: Healthcare Coverage Bonus
 5. CRP: CBA Permanent Employment Bonus
 6. IL Related Mileage
 7. IL Related Misc. Transportation Expenses
 8. IL Related Travel Time
 - 9. IL Work-Related Systems Access**
- 2. Change in service dates.**
3. Add a support service under \$500 for less than 6 months duration.
 1. Maintenance
 2. Transportation
 3. Vehicle Repair
 4. Other (includes childcare, tools & equip, licenses)
 5. Interpreter Services
 6. Translation Services
 7. Financial Assistance Services

Assessments Conducted to Re-Evaluate IPE

When it is necessary to re-evaluate a customer's IPE, DVR counselors may conduct the assessment services that will be needed to determine whether a customer is capable of benefiting in terms of the specific employment outcome identified in the IPE. This can occur even while the customer is currently receiving services under the IPE.

When this happens, the assessment being provided is not a plan service, and does not need to be included in the plan itself. In these cases, DVR has interrupted services on the IPE to determine whether the customer's specific employment outcome in the plan is achievable with the plan services provided

or whether the goal itself is appropriate. Before initiating this sort of assessment, counseling staff ensure that the customer understands the purpose of the assessment activities, and document with a case note both the discussion with the customer and the rationale for the interruption of plan services for assessment purposes. **Assessment services may be authorized without validating the presence of the assessment service in the IPE.**

When the counselor has reached a determination about the continued viability of the customer's IPE, including the specific employment goal included in the IPE, the determination and any necessary next steps are also documented in Waves notes. If appropriate, the IPE may be amended as needed at this point to include any changes to the job goal or the services needed for the customer to achieve their employment outcome. However, there is no requirement to insert the provided assessment services into an amended IPE after the assessments have been completed.

Customer Accepts Different Employment

Plan Amendment and Closure - Successful Rehabilitation

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have substantially contributed to the employment, the VR counselor determines if the employment meets requirements for successful closure. If the requirements for successful closure are met or are expected to be met, the customer and the VR counselor will discuss the appropriateness of the employment.

To amend the plan to show the customer has accepted different employment the VR counselor:

- Starts with a blank amendment if there is a major change; or
- Starts with the existing plan if making minor changes. There is no limit on what can be changed in Waves until the plan amendment signature date is entered. The customer and the VR counselor must approve and sign the IPE amendment.

The VR counselor places the customer in Plan - Employed status and documents that the customer understands the conditions of employment and is making an informed choice to accept the job.

The VR counselor reviews and documents the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. After 90 days of successful employment, the VR counselor follows procedures to close the case as successfully rehabilitated.

Options When Services Provided Have Not Substantially Contributed to Employment

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have not substantially contributed to the employment, the VR counselor and the customer need to discuss:

- Whether the employment is consistent with the customer's primary vocational factors; and
- VR services the customer needs to maintain employment.

If the employment is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice (primary vocational factors) and services are identified to support the employment, the customer and the VR counselor amend the IPE to include the new employment goal, steps, and VR services needed to assist the customer maintain employment.

If the employment is inconsistent with the customer's primary vocational factors, the VR counselor cannot support the customer's choice. The VR counselor discusses their concerns about the nature of the employment and the reasons DVR cannot provide services or support. If the customer chooses to remain employed, the VR counselor discusses case closure with the customer and follows procedures to close the case as not successfully rehabilitated.

IPE Case Narrative Documentation

1. Within 90 days of the date eligibility is determined, describe the customer's progress in developing the IPE at least once a month until the plan is signed by the VR counselor and the customer. Documentation should include as appropriate:

1. Vocational assessment plans and results;
2. How the employment goal was selected;
3. Counseling and guidance strategies, and
4. The next steps in plan development.

2. When the IPE cannot be developed within 90 days of the date of eligibility, at least once a month describe the:

- Obstacles to plan development;
- Remaining steps to plan development; and
- Estimated date for plan completion.

3. Describe how the VR counselor assisted the customer to use informed choice in the development of the IPE.

4. Describe the results of required annual reviews of the IPE by the customer and the VR counselor.
5. Describe the factors leading to other decisions or changes - rationale and how the customer was involved in the decision.

Examples:

- Availability and utilization of comparable benefits
- Purchases for customers in addition to those on the original plan
- Obtaining additional diagnostics
- Changing service providers
- Changing goals
- Adding/deleting/changing services
- Major changes in the customer's life

Veterans - Follow-up about Benefits

- If the customer chooses a job that does not offer the desired wages, hours, benefits, or other working conditions that were agreed upon for employment, the case narrative needs to document that the customer understands the conditions of employment and is making an informed choice to accept the job.
- **Entering Job Search Date in a Waves note:**

When a customer in plan status is ready for job search, VR counselor enters a job search date in a Waves note. To enter the job search date, open a "Job Search Progress (non-CRP)" Waves note and include the anticipated or official job search date. It is not necessary to enter title or documentation in this screen, only the date that customer starts job search, or is expected to start job search. Entering this information will help DVR track the number of customers in job search.

- After the customer is placed in employed status, the VR counselor reviews the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. The VR counselor documents the customer's progress every 30 days in the case narrative notes.

Standard Operating Procedure: Developing a Plan for Eligible Individuals at Immediate Risk of Losing Employment

Purpose and Background: Effective July 1, 2018, corresponding with an update to DVR's portion of the Washington Combined State Plan, the state VR program will elect to serve individuals who require specific services or equipment to maintain employment when they are at immediate risk of losing employment—irrespective of their placement in the current order of selection. This is a provision made available under the Rehab Act as amended by WIOA, and implemented by federal rules in late 2016. This

allows DVR to assist individuals with disabilities in maintaining their economic self-sufficiency, retaining the employment in which they have skills and experience.

This option may be appropriate in situations such as those where an individual's disabling condition has progressed or their job duties have changed, and without the provision of specific services or equipment in the very near future, they will "almost certainly" lose their current job. When made available, these services must be provided under an IPE, and be consistent with the goals of that IPE.

The Washington Administrative Code (WAC 388-891A-0610(5)) explains that a DVR customer must meet the following conditions before DVR may permit them to move into a plan that provides for specific services or equipment under this rule:

- The customer must be at immediate risk of losing competitive integrated employment for reasons related to their disability; and
- The customer must require specific services or equipment in the very near future to enable them to keep their job.

Reference:

WAC 388-891A-0610, How are individuals selected for services when DVR is operating under an order of selection?

"...(5) DVR may provide you specific services or equipment without requiring that you wait for services under an order of selection if:

(a) You are at immediate risk of losing your job in a competitive integrated setting for reasons related to your disability; and

(b) You require specific services or equipment in the very near future that will enable you to keep your job."

Action by DVR Counselor

When the customer is at immediate risk of losing competitive integrated employment for reasons related to their disability, and they would otherwise be placed on the waiting list for services due to their priority of service category assignment:

- Requires the customer to provide documentation supporting the determination that without specific services or equipment provided in the very near future they would almost certainly lose their job in competitive integrated employment.

Note: If customer has given consent to discuss DVR support with the employer, the counselor may assist the customer as they obtain necessary documentation from the employer.

- Examples of this documentation may include formal written evaluations and warnings regarding customer job performance or other correspondence from the employer to the customer that indicates that the customer is likely to lose their job without specific services/equipment to help retain that job.
 - i. Documented issues with performance must be linked to the customer's disabling condition.
 - ii. Counselors remain responsible for using their professional judgment as VR counselors to determine whether the occupation is consistent with the customer's primary vocational factors.
- If there is a consent in place to discuss the customer's situation with their employer, or if the customer has come to DVR through a referral from an employer, the counselor requests documentation of any reasonable accommodations for customer.

Note: If the employer has been involved in the case through a referral, the counselor should consider staffing the case with a DVR business specialist, to determine whether any technical assistance or training may be provided to the employer regarding options for retaining skilled staff with disabilities.

- Staffs case with unit supervisor (or the supervisor's delegate) to discuss the determination that the customer faces an immediate risk of losing employment and what steps may be effective in facilitating the rapid provision of the services or equipment necessary for the customer.
- Writes a case note detailing the documentation of the immediate risk to employment, as well as the results of case staffing with the supervisor.
- Using the checkbox on the 02 – Eligibility / Significance of Disability form in Waves, indicates the customer meets the criteria of being at “Immediate Risk of Losing Employment” (IRLE).
- Completes the Vocational Assessment Screen, verifying that maintaining employment in the customer's current job is consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- Completes Jobs and Training Inventory Screen with customer to obtain required demographic information.
- Completes new IPE for customer to maintain their current employment.

Note: Once the customer's plan is signed and approved, the employment screen can be completed to include as the employment start date the date that the services or equipment to maintain employment are provided. After 90 days, if the employment remains stable, the customer may be closed in Waves as “Closed-Rehab.”

Under no circumstances may customers receiving services under the “Immediate Risk of Losing Employment” exception to the order of selection amend the employment goal on their IPE. The services provided under this exception must be restricted to those intended to maintain their existing employment, as approved by the DVR counselor.

WAC – IPE Development

Revised 07/02/2018

[WAC 388-891A-0900 What is a vocational assessment?](#)

[WAC 388-891A-0905 Are there circumstances in which DVR requires me to participate in additional assessment activities?](#)

[WAC 388-891A-0910 Do I need to tell my DVR counselor about my criminal history or negative actions that may appear in a background check for employment?](#)

[WAC 388-891A-0911 What is required for DVR to approve an IPE with a goal in self-employment?](#)

[WAC 388-891A-0912 What are the factors that a DVR counselor considers in determining whether to support an employment outcome in self-employment?](#)

[WAC 388-891A-0913 What conditions apply for DVR to support self-employment as a sole proprietorship or a limited liability company?](#)

[WAC 388-891A-0915 What is an individualized plan for employment \(IPE\)?](#)

[WAC 388-891A-0916 How long does it take to develop an IPE?](#)

[WAC 388-891A-0920 What information does DVR provide to help me develop my IPE?](#)

[WAC 388-891A-0925 Who develops an IPE?](#)

[WAC 388-891A-0930 Who may help me with developing an IPE?](#)

[WAC 388-891A-0940 What must be included on the individualized plan for employment?](#)

[WAC 388-891A-0945 When does the IPE become effective?](#)

[WAC 388-891A-0950 Is the IPE reviewed and updated?](#)

[WAC 388-891A-0951 When would my IPE require an amendment?](#)

[WAC 388-891A-0960 Will DVR support an employment outcome that involves activities that](#)

[are illegal under federal, state, or local law?](#)

[WAC 388-891A-0965 Does DVR support any job I choose?](#)

[WAC 388-891A-0966 What if the employment outcome I choose is religious in nature?](#)

[WAC 388-891A-0970 What happens if I am not making the agreed upon progress in my IPE?](#)

Employment

Employment Index Page

In this section of the manual:

[Employment Definitions: Competitive Employment, Employment Outcome, Extended Employment](#)

[Certification of Disability for Federal Employment](#)

[Work Opportunity Tax Credit, WOTC](#)

[Plan Employed](#)

[Customer Accepts Different Employment](#)

[Employment Searches](#)

See Also:

[On-the-Job Training, OJT](#)

[Paid On-the-Job Evaluation](#)

Employment Definitions

Competitive employment

means:

- (1) Part-time or full-time work;
- (2) Work that is performed in an integrated setting;

(3) Work for which an individual is paid at or above the minimum wage; and

(4) Work for which an individual earns the same wages and benefits as other employees doing similar work who are not disabled.

Employment outcome

means competitive employment, supported employment, self-employment, telecommuting, business ownership, or any other type of employment in an integrated setting that is consistent with an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Extended employment

means work in a non-integrated or sheltered setting for a public or private non-profit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.

Employment Documentation

(Revised: 12/24/2018)

When entering an employment start date and wage information into Waves, the VR Counselor is responsible for ensuring that the documentation available in the case service record supports the information provided. DVR staff must include this documentation in the employment jacket.

Specifically, the Rehabilitation Services Administration considers the following to be acceptable forms of documentation in support of employment date and wage information:

3. Pay stub identifying the individual's start date.
4. Information from automated database systems indicating the individual's start date or wage.
5. Verification received from employer (as appropriate) documenting the employment start date in case service record, including date of verification or copy of email, fax, or letter.
6. In the case of self-employment, self-employment worksheets with date and wage information.
7. Detailed case notes signed by the counselor in the case service record, including the date that employment start date / wage verification was received and justification for individual not providing formal documentation.

Certification of Disability for Federal Employment

(12-9-13)

To remove barriers and increase employment opportunities in federal government jobs, special hiring procedures are available to individuals with "mental retardation, severe physical disabilities, or

psychiatric disabilities". Individuals with these disabilities may apply for federal jobs under a provision called a Schedule A - Excepted Service Appointment of Persons with Disabilities. To use this provision, the individual must provide the hiring federal agency with:

- Certification of Disability (proof the individual has intellectual disabilities, severe physical disabilities, or psychiatric disabilities).
 - The VR counselor provides a letter and includes as appropriate documentation (e.g. records, statements, or other information) that certifies the applicant for federal employment is an individual with intellectual disabilities (formerly referred to as "mental retardation"), severe physical disabilities or psychiatric disabilities.
 - There is a link to: [Example - Schedule A Certification Letter](#).

Previously, an individual with a disability who wished to be appointed under the Schedule A authority was required to not only establish that they have a qualifying disability but also to submit "certification of job readiness," essentially a formal written assessment by a medical professional, vocational rehabilitation specialist, or a disability benefit agency, that the applicant could reasonably be expected to perform in a particular work environment. The certification of job readiness is no longer required.

Under the revised policy (effective March 22, 2013) federal agencies are able to hire after determining that the person "is likely to succeed" in performing the duties of the position, a decision that can be based on any relevant work, educational, or other experiences. If the individual is hired in a temporary position the agency may convert the individual, non-competitively, to a permanent position once the agency determines that the individual is able to perform the duties of the position.

Under the federal regulations (5 CFR 213.3102(u)) letters of certification can be provided by a VR counselor of a state vocational rehabilitation agency. Certification letters can also be provided by another state or federal vocational rehabilitation agency, such as the Department of Veteran Affairs, DSB, a tribal VR program, a licensed vocational rehabilitation specialist (i.e., state or private), or a licensed medical professional, such as a physician or other medical professional.

The certification letter is usually given to the individual and the individual submits the letter as part of their application materials. A signed release of information from the individual is not needed if the letter is given directly to the individual. If DVR needs to collect or share information with others to assist the individual, follow the usual procedures related to obtaining a signed consent.

The VR office should keep a copy of the letter and any other supporting documentation on file in case follow-up is needed.

An individual does not have to be an applicant, or a current or former DVR client to apply using Schedule A or to request a certification of disability from DVR. The intent is to help individuals with disabilities to obtain employment and VR counselors have the expertise to provide these certifications.

NOTE: Individuals should indicate "Schedule A - 5 CFR 213.3102(u)" on their resumes and applications for federal employment.

The federal Office of Personnel Management provides information about applying for federal employment at <https://www.opm.gov/about-us/careers-at-opm/individuals-with-disabilities/>

For more information:

Office of Personnel Management 5 CFR Parts 213 and 315 Excepted Service-Appointment of Persons with Disabilities and Career and Career-Conditional Employment at the Federal Register web site: <http://www.opm.gov/fedregis/2006/71-072606-42246-a.htm>

Office of Personnel Management [Schedule A- Questions and Answers](#)

[Example - Schedule A Certification Letter](#)

Work Opportunity Tax Credit, WOTC

(12-9-13)

The Work Opportunity Tax Credit (WOTC) or Welfare to Work (WtW) tax credit provides an incentive for employers to hire individuals from targeted groups that have a particularly high unemployment rate or other special employment needs.

It is expected that the VR counselor will:

- Explain the availability of these tax credits so the customer can inform potential employers.
- Assist the customer in completing the job applicant section of the forms.
- Complete their sections, and give the forms to the customer (to give to the employer) or if appropriate, the forms can be mailed directly to the employer.
- Explain that the State of Washington requires all WOTC applications to be submitted online through the [online filing system](#)
- Provide information about these tax credits to CRPs involved with job placement.
- Specify in the SDOP that the CRPs involved in job placement will share information about WOTC (and if appropriate WtW) with potential employers.

General Information and most forms can be found on the State of Washington Employment Security Department- WOTC website: [ESD WOTC website](#)

For additional information or specific questions, please call the Employment Security Department- WOTC Unit at 1-800-669-9271.

Work Opportunity Tax Credit (WOTC) - One Year

WOTC is a tax credit program which begins with the first day of employment for a qualified new hire who worked for at least 120 hours during the first 12 months of employment. The credit can be as much as 40% of the "qualified first year wages" up to a maximum of \$2400.

Welfare-to-Work (WtW) Tax Credit - Two Years

WtW tax credit is a tax credit program which begins with the first day of employment for a qualified WtW new hire. Employers can claim 40% of the qualified first year wages for certified employees who worked at least 400 hours and 50% for the qualified second year wages. The maximum credit is \$4,000 during the employee's first year of employment and \$5,000 during the second year.

The first year the employer must decide if they want to apply for WOTC or WtW Tax Credit

If a hired employee is from more than one target group, for example, an individual with disabilities (WOTC), and an individual who has received public assistance for an extended period of time (WtW), the employer must choose which type of tax credit they claim. (The first year, an employer cannot claim both the WOTC and WtW for the same employee hired).

Target Groups for WOTC / Eligibility Criteria

- Qualified recipients of Temporary Assistance to Needy Families (TANF).
- Qualified veterans.
- Qualified ex-felons hired no later than one year after conviction or release from prison.
- High risk youth ages 18 through 24 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community.
- A person with a disability who is participating in a vocational rehabilitation program (currently has a plan (IPE) or had a plan within the past two years) through the State Division of Vocational Rehabilitation (DVR), Services for the Blind (DSB) or U.S. Veteran's Administration. Also Social Security Ticket holders who choose to participate in the Ticket-to-Work program and choose Private Employment Network for services.
- Qualified summer youth ages 16 through 17 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community and have not previously worked for the employer seeking this tax credit.
- Qualified Food Stamp recipients ages 18 through 39.
- Qualified recipients of Supplemental Security Income (SSI). -- Any individual who is certified by the designated local agency as receiving SSI benefits under title XVI of the Social Security Act (including SSI benefits of the type described in section 1616 of such Act or section 212 of Public Law 93-66) for any month ending within the 60-day period ending on the hiring date.
- Long-term recipients of TANF/Aid to Families with Dependent Children (AFDC).

Employed Status

A VR counselor updates the electronic case service record to reflect "Employed" when all of the following conditions are met:

1. The customer is employed
2. The customer is working in the specific job identified on the IPE.
 1. If the customer chooses a job that is not identified on the IPE, because it does not offer the desired wages, hours, benefits, or other working conditions that were agreed upon, the VRC creates a case note to document that the customer understands the conditions of employment and is making an informed choice to accept the job.
 2. If the customer is working in a job that is different than the one identified on the IPE, see the guidance at *When Customer Accepts Employment Different From IPE Goal*.

For customers in supported employment, the VRC updates the status to "Employed-Supported Employment, Not Yet Stable," when the customer has gained employment. Then, when the customer has transitioned to extended services, the VRC updates the status to "Employed-Supported Employment, Stable."

After the customer is placed in employed status, the VR counselor reviews the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. The VR counselor documents the customer's progress every 30 days with case notes.

If a customer's employment status changes prior to case closure, the VR counselor updates the electronic case service record to move the customer back to plan status.

Customer Accepts Different Employment

Plan Amendment and Closure - Successful Rehabilitation

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have substantially contributed to the employment, the VR counselor determines if the employment meets requirements for successful closure. If the requirements for successful closure are met or are expected to be met, the customer and the VR counselor will discuss the appropriateness of the employment.

To amend the plan to show the customer has accepted different employment the VR counselor:

- Starts with a blank amendment if there is a major change; or
- Starts with the existing plan if making minor changes. There is no limit on what can be changed in Waves until the plan amendment signature date is entered. The customer and the VR counselor must approve and sign the IPE amendment.

See Also:

[Amending and Editing the IPE](#)

The VR counselor places the customer in Plan - Employed status and documents that the customer understands the conditions of employment and is making an informed choice to accept the job.

The VR counselor reviews and documents the employment every 30 days to determine how the customer is doing and whether further services may be needed to ensure job stability. After 90 days of successful employment, the VR counselor follows procedures to close the case as successfully rehabilitated.

Options When Services Provided Have Not Substantially Contributed to Employment

If a customer accepts employment that is different from the employment goal on the current IPE and the VR services provided on the current IPE have not substantially contributed to the employment, the VR counselor and the customer need to discuss:

1. Whether the employment is consistent with the customer's primary vocational factors; and
2. VR services the customer needs to maintain employment.

If the employment is consistent with the customer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice (primary vocational factors) and services are identified to support the employment, the customer and the VR counselor amend the IPE to include the new employment goal, steps, and VR services needed to assist the customer maintain employment.

If the employment is inconsistent with the customer's primary vocational factors, the VR counselor cannot support the customer's choice. The VR counselor discusses their concerns about the nature of the employment and the reasons DVR cannot provide services or support. If the customer chooses to remain employed, the VR counselor discusses case closure with the customer and follows procedures to close the case as not successfully rehabilitated.

Employment Searches

(Revised 4/18/11)

State law and federal regulations prohibits any use of Employment Security records to verify an individual's employment. ESD data only can be used to look up aggregate employment trends or certain cases to investigate fraud.

Guidance for Completing Forms:

[Form 8850 Pre-Screening Notice and Certification Request](#)

(Complete Job applicant information, WOTC section and if appropriate, WtW section. Job applicant signs and dates the form at the bottom of the first page). Employer completes the second page of the form.

[ETA-9061 Individual Characteristics](#) - WOTC and WtW Tax Credits

(Form is used in conjunction with IRS form 8850 to determine eligibility for WOTC and WtW Tax Credits.) The form may be completed by the applicant, employer or employer representative, Community Rehabilitation Program (CRP), participating agency (DVR or other agency) and signed by the person or agency filling out the form. If job applicant (customer) does not currently have a plan, or has not completed a plan within the past two years, s/he will not be considered as part of the targeted group as receiving "Rehabilitation Services" (# 15). The customer might however, meet the requirements of another target group.

The form includes employer name/address, Employer Federal ID No, employment start date. In the middle section of the form, the applicant, employer or individual completing/signing the form indicates that job applicant has been determined to have characteristics of WOTC Target Group Certification. If appropriate, the job applicant completes the section (#18) about receiving Temporary Assistance for Needy Families (TANF) to help determine eligibility for WtW Tax Credit.

[ETA-9062 Conditional Certification](#) for WOTC

This form is not found on the Employment Security Department WOTC website. ETA-9062 is not widely distributed because it requires an authorized signature (VR counselor).

(VR counselor signs as Authorized Official (# 7) if customer currently has a plan (IPE) for VR services, or if customer had a plan within the past two years. Applicant signs form (# 14). Employer completes Part II Employer Declaration section, signs (# 20) and date (# 21) at bottom of the first page.

Additional Guidance for Completing ETA-9062-Conditional Certification

- H. Complete First Section. Leave blank: (# 1) Initiating Agency Code
- I. Select Participating Agency (# 2)
- J. Indicate Type of Certification (# 3) Usually a. Original
- K. In the space provided (# 7) the VR counselor signs the form indicating that the individual (customer) (1) has a physical or mental disability that results in a substantial barrier to employment, and (2) customer currently has a plan (IPE) for VR services or completed a plan within the past two years.
- L. Enter the DVR office name and address (location of the VR counselor who signed the form) (# 6) as the State Workforce Agency Name/Address.
- M. Enter the letter "E" as the Target Group Code (# 12)
- N. Be sure customer signs in space provided (# 14)

Note: All WOTC applications must be submitted online using the [online filing system](#). Even if an application is mailed the application still must be completed online through the online filing system.

Case Closure

Case Closure Index Page

In this section of the manual:

[Case Closure](#)

[Written Notice of Closure / Customer Involved in the Decision to Close Case](#)

[Pre-Closure Discussion with Customer](#)

[Case Closure- Rehabilitated](#)

[AbilityOne](#)

[Case Closed – Other if Employment is not Competitive or Integrated](#)

[Case Closure - Other Than Rehabilitated](#)

[Case Closure Notification and Waves Documentation](#)

[Reasons for Case Closure](#)

[WAC- Case Closure and Annual Reviews](#)

See Also:

[Ineligibility Determination](#)

Case Closure

(Revised 09/06/2019)

There are two types of case closures:

1. Case Closure – Rehabilitated (see details below)
2. Case Closure – Other than Rehabilitated (see details below)

When a VR counselor determines that it is time to close a customer's case for any of the reasons identified in [WAC 388-891A-1300: Why does DVR close a case service record?](#), the VR counselor makes and documents good faith efforts to discuss the decision with the customer prior to issuing a pre-closure notification letter.

Good Faith Efforts for Contacting a Customer

(New 09/06/2019)

Individuals who apply for services from DVR may experience multiple independent living, communication, and other barriers to both employment and to full participation in VR services. These individuals may be experiencing significant financial and emotional hardship due to poverty, access to health care, unstable housing, lack of transportation, employment status, disability expenses and/or other reasons. Due to these difficulties, individuals may have challenges in receiving, reviewing and responding to correspondence from a government program, even one that is there to provide assistance. With this in mind, DVR recommends the following good faith efforts to attempt to engage contact with customers in various forms:

- A counselor is expected to make multiple attempts to reach a customer to discuss their decision to close a case. If the initial contact attempt is unsuccessful, VR staff will utilize additional methods to communicate the decision with the customer. These efforts must be clearly documented in Waves and may include but are not limited to the following:
 1. Mail
 2. Email
 3. Phone
 4. Contacting legal guardian/representative
 5. Reviewing DSHS Client Registry system for current/updated contact information.

Note: the use of only one method of communication to contact a customer (e.g., U.S. Mail) may not be sufficient to demonstrate good faith efforts to communicate the closure decision to the customer. An exception to this may include situations in which a customer specifically requests a

single method of communication as an accommodation.

- When attempts to reach the customer directly are unsuccessful, staff may enlist the assistance of additional contacts for the customer using information from sources including:
 - Waves – Case Contacts screen
 - Electronic Case Service REcord:
 - Waves – Case Contacts screen
 - Consents folder – review to determine if customer agreed to share information with mental health counselor, advocate, case manager or other individual who may be able to assist with coordinating a response from customer

Note: When attempting to reach the customer through another party, the information shared must be limited to that which the customer has consented to share. Case information should only be provided if a valid consent for the specific information being discussed is on file. Otherwise, staff must limit the sharing of information to requesting a return call from the customer.

Pre-Closure Notification

For all types of case closures, both rehabilitated and other, the customer must be given an opportunity to discuss with the VR Counselor why the closure decision is being made. This requirement is contained in [WAC 388-891A-1320 Am I involved in the decision to close my case?](#)

The VR Counselor must notify a customer of the opportunity to discuss prior to closure why the VRC has decided the case should be closed. The pre-closure notification letter available in Waves may be used for this purpose.

Pre-Closure Discussion with Customer

(Revised 09/06/2019)

1. If the customer chooses to participate in this discussion, the VRC provides counseling and guidance to explain their reason(s) for deciding it is time to close

the case. The VRC listens to any information the customer may share for why the case should not be closed.

2. After listening to the customer, the VR Counselor makes a final decision whether to close the case record. There is no requirement that a customer must agree with the VRC's decision to close the case. If a customer disagrees with the decision the individual may appeal after receiving the appropriate written notification of case closure.
3. A VR counselor documents the provision of informed choice as part of the discussion with the customer regarding case closure.
4. If a customer does not wish to discuss in advance the VRC's reasons for making a case closure decision, the VR Counselor proceeds to close the case.
5. The VR counselor documents a summary of the pre-closure discussion with the customer in a Waves note. When a customer declines or does not respond to the opportunity to participate in a pre-closure discussion, this also must be documented in a Waves note.
6. Prior to closing a case service record, the VR counselor reviews the case service record to ensure the required documentation is contained in the record, as outlined under [WAC 388-891A-0100 What personal information about me does DVR keep on file.](#)

Case Closure - Rehabilitated

Case Closure - Rehabilitated means that the customer:

1. Achieved an employment outcome described in their IPE that is consistent with their strengths, resources, priorities, concerns, capabilities, interests, and informed choice.
2. Maintained employment for at least 90-days to ensure stability of the employment outcome;
3. Agrees with the VR counselor that the employment outcome is satisfactory and the customer is performing well; and
4. Has been informed about the availability of post-employment services.

Verification of Wages and Benefits for Competitive Employment

For individuals who achieve a competitive employment outcome, the record must contain verification that the customer is compensated at or above the minimum wage, and that wages and benefits are equal to what the employer customarily pays for the same or similar work performed by non-disabled individuals. Verification can include a customer's verbal confirmation, a copy of a check stub, employer verification, or another type of verification.

Verification of Wages for Competitive Work in Supported Employment

For individuals who achieve competitive work in supported employment the record must contain verification that the customer is compensated at or above the minimum wage, and that wages are equal to what the employer customarily pays for the same or similar work performed by non-disabled individuals. Verification can include a customer's verbal confirmation, a copy of a check stub, employer verification, or another type of verification.

AbilityOne

(New 2-21-12)

Case Closure for a Customer Employed by a Non-Profit Agency with an AbilityOne Contract

Under certain conditions if the employment is competitive and integrated DVR may close a case as successfully rehabilitated when a customer is employed by a non-profit agency with an AbilityOne contract; however, VR supervisor verification is required (see conditions described below).

AbilityOne Program

The AbilityOne Program is a Federal initiative to help people who are blind or have other significant disabilities find employment by working within a national network of over 600 Nonprofit Agencies that sell products and services to the U.S. government.

Non-Profit Agencies in the State of Washington with AbilityOne Contracts

There are approximately 30 non-profit agencies in the state of Washington that hire employees under the AbilityOne contract. Here is a link to [the SourceAmerica website Nonprofit Locator tool](#) (SourceAmerica was formerly called NISH) with the names of non-profit agencies (in bold). You can filter by state and generate a list of AbilityOne contractors in Washington.

When a customer obtains an AbilityOne job, the non-profit agency holding the AbilityOne contract is the employer. DVR can support AbilityOne outcomes that are competitive (paid at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled), and the work is performed in an integrated setting.

Verification by VR Supervisor that Employment is Competitive and Integrated

Before the VR counselor closes a case that involves AbilityOne employment as a successful rehabilitation the VR supervisor is responsible to verify and document that the specific job meets all of the criteria for being competitive and integrated:

- To make this determination the VR supervisor must contact the non-profit agency that holds the AbilityOne contract (employer) and obtain the following information:
 - A detailed job description
 - Verification of the hourly wage and the productivity rate at which the customer will be paid (if less than 100%)
 - Any payroll taxes (e.g. Social Security, Workers Compensation, Unemployment Insurance, etc.) and fringe benefits such as paid leave, retirement, health insurance, etc. that will be provided to the customer
 - Ask the employer if similar jobs are performed by employees who are not disabled. Verify that individuals with disabilities are not paid less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled
 - A detailed description of the specific job setting that identifies the extent the customer will regularly come in contact with individuals who are not disabled

Note: In addition to gathering the above information from the AbilityOne employer, **the VR supervisor is expected to visit the actual job site**, if onsite observation of the job setting and work to be performed is necessary to verify that the job is competitive and in an integrated setting.

2. Document in a Waves note using the heading “AbilityOne Competitive/Integrated Employment Verified” and state the reason(s) for determining that the job is competitive and integrated.

Examples of AbilityOne Employment that are both Competitive and Integrated

Example 1 (Individual Paid % of Wage Based on Production):

Fred is working for a non-profit agency that has an AbilityOne contract with a federal Veterans Administration hospital. He works in a laundry sorting and washing clothes. This is a job that is commonly found in the community and Fred comes into contact with individuals who are not disabled as he does his work (integrated). The non-profit agency (employer) pays Fred at or above the minimum wage, and the customary wage and benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Fred's pay is based on an hourly wage of \$22.75 per hour. His rate of production is 40% so his actual pay is \$9.10 per hour which is above the current (January 1, 2012) minimum wage of \$9.04 per hour. Note if Fred's net pay was less than the minimum wage because of his lower production it would not be considered a competitive employment.

Example 2:

Francis is working for a non-profit agency that has an AbilityOne contract at a military base. She works in contract management support and performs general clerical duties. This is a job that is commonly found in the community and Francis comes into contact with individuals who are not disabled as she does her work (integrated). This non-profit agency (employer) pays Francis at or above the minimum wage, and the customary wage and benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Francis is paid \$18.25 per hour which is above the current (January 1, 2012) minimum wage of \$9.04 per hour. In this example Francis's employment is both competitive and integrated.

Case Closed - Other if Employment is not Competitive or Integrated

Closed – Other - Non-Competitive

If the VR supervisor determines that the employment is non-competitive the VR counselor follows the procedures for closing the case using the closure reason Closed- Other- customer accepted extended employment, sub-minimum wage.

Closed – Other - Non-Integrated

If the VR supervisor determines that the employment is non-integrated the VR counselor follows the procedures for closing the case using the closure reason Closed-Other- customer accepted extended employment, non-integrated setting.

See Also:

[AbilityOne Web site](#)

[AbilityOne Frequently Asked Questions \(FAQ\)](#)

[Supported Employment Definitions - Job Stabilization](#)

[CRP Intensive Training Services](#)

Case Closure - Other Than Rehabilitated

Case Closure - Other Than Rehabilitated means that the customer case is being closed before they have not achieved an employment outcome.

Case Closure – Other – Unable to Locate

If a letter has already been returned "undeliverable" and there isn't a forwarding address, it isn't necessary to send another letter to the same undeliverable address. If a forwarding address is provided on the returned envelope the VR staff will use that information to attempt to contact the customer.

A VR staff member who is unable to contact an individual using the information in Waces (telephone, email, address) will check with the counselor of record to verify whether the counselor has any updated contact information for the individual. If good faith efforts, as described in [good faith efforts for contacting a customer](#) do not result in a restoration of contact, DVR may close the case service record.

Standard Operating Procedure: Resolving Disputed Closures Informally

(Revised: 8/15/2018)

Purpose and Background:

DVR policy is consistent with federal regulation that permits the state VR program to attempt to resolve conflicts about the provision and scope of VR services using informal processes (such as discussion between the counselor or supervisor and customer) rather than requiring that the customer access any formal process, such as a fair hearing. Under exceptional circumstances, and when DVR has no material disagreement with the action, a counselor may request that a case that has been closed be returned to open status. The most common circumstance in which this occurs involves a closure for loss of contact. When a DVR counselor closes a case service record because they have been unable to contact a customer (see manual procedures for "Case Closure—Other – Loss of Contact with Eligible Individual"),

but a customer later disputes the closure on the basis of a legitimate reason for not maintaining contact or responding, the VR supervisor may review the case. If the VR supervisor has no material disagreement with reopening the case as a means of informally resolving the dispute, they can request that the case be reopened to the same status it was in prior to closure.

The procedure and decisions included below apply to any situation in which it may be necessary for the reasons described under WAC 388-891A-0210 to make a change to a customer's case status, as an exception to DVR's regulations describing closure under WAC 388-891A-1300 and the sections following.

Note: this procedure does not permit the use of case rollbacks for the following purposes:

- to make edits to closed case data (such requests must be sent through the DVR HELPDESK);
- to bypass a new application date and a new eligibility determination for customers with closed cases whose priority of service category may place them on a waiting list for services.

This procedure does not prevent the rollback of a case that was closed in error as the result of a data-entry error (e.g., closure of the incorrect customer). Requests of that sort must be sent to the DVR HELPDESK and noted as an error in data entry.

Reference:

34 CFR Part 361.57(c):

“Informal dispute resolution.

The State unit may develop an informal process for resolving a request for review without conducting mediation or a formal hearing. A State's informal process must not be used to deny the right of an applicant or recipient to a hearing under paragraph (e) of this section or any other right provided under this part, including the right to pursue mediation under paragraph (d) of this section. If informal resolution under this paragraph or mediation under paragraph (d) of this section is not successful in resolving the dispute within the time period established under paragraph (e)(1) of this section, a formal hearing must be conducted within that same time period, unless the parties agree to a specific extension of time.”

[WAC 388-891A-0205: How do I ask for an exception to a rule in this chapter?](#)

[WAC 388-891A-0210: What happens after I submit a request for an exception to a rule?](#)

[WAC 388-891A-1300: Why does DVR close a case service record?](#)

Action taken by VR Counselor

1. When a customer disputes the closed status of their case service record, provides counseling to the customer regarding the reason for the case closure.
2. When the closed status remains disputed, reviews the case to determine what steps have been taken in closing the case service record, as well as whether the information in Waves regarding the case closure is accurate.
3. Provides a summary of the dispute, including the reasons for and procedures followed prior to the case closure, to the unit VR Supervisor.
4. When the VR Counselor and VR Supervisor agree that the closure was appropriate and no action may be taken, provides information to the customer about their appeal rights and describes the dispute in a detailed case note.
 - a. In the case note, includes a summary of the customer's request, as well as any discussion with the customer about their case status, and ensures that any written record of the dispute is included in the customer's case service record.
 - b. In the case note, includes a description of the counselor's actions to ensure that the customer is aware of their right to appeal the case closure.
5. When the VR Counselor and VR Supervisor have no material disagreement with the customer regarding the appropriateness of the closure, and a rollback is determined to be appropriate, enters a case note requesting an exception to policy to roll the case status back.
 - Includes a summary of the dispute of the closure, as well as any discussion with the customer about their case status.
 - In the request, indicates that the request is for an exception to [Exception for closure WAC 388-891A-1300](#) and notes why the case closure was not appropriate.

Action taken by VR Supervisor

6. When the VR Counselor and VR Supervisor have no material disagreement with the customer regarding the appropriateness of the closure, and a rollback is determined to be appropriate, the supervisor submits the request for a case rollback through the DVR HELPDESK ticketing system, describing the situation in enough detail that the HELPDESK staff understands what is needed.
7. Enters a case note detailing the case rollback request that has been made to the HELPDESK.

Action taken by HELPDESK Staff

8. When receiving the request for a case rollback, makes the needed changes in Waves and notifies the Supervisor that the request has been completed.

Action taken by VR Supervisor

9. After receiving notification that the rollback has been completed by the DVR HELPDESK, completes a case note to indicate that the request for an exception was approved, and that the change has been made in the system.

Note: the case documentation of each step is necessary to ensure that the process has been recorded in the case service record and to retain the history of actions taken (and determinations made) regarding the case.

Case Closure Notification and Waves Documentation

When a case service record is closed for any reason, the customer must be notified in writing at the time of case closure. Waves template letters are used for his purpose.

For use of Waves template closure letters see also:

[Use of Required Waves Letters](#)

The following is documented in the electronic case service record:

- Closure documentation from Waves;
- A copy of the closure letter that explains the reason the case was closed and the customer's rights if the disagree with the decision;
- Wage and benefit verification of a customer closed in competitive employment and how verification was obtained
- Wage verification of a customer closed in competitive work in supported employment and how verification was obtained.

For closure of individuals found ineligible for services, see also:

[Ineligibility Determination](#)

[WAC - Case Closure and Annual Reviews](#)

Reasons for Case Closure

(Revised 07/06/2020)

DVR's closure reasons are tied to those reasons for closure that have been identified by RSA as reportable and found in Washington Administrative Code (WAC). Below are the closure reasons, scenarios for closures, WAC tied to the closure reasons in WAVEs and suggested WAC that may support VRC's decision for closure. All Closures are required to follow pre closure and closure process: **WAC 388-891A-1320:** and **WAC 388-891A-0545:**

<u>Closed Successful</u>	Description of Closure Scenario	Associated WAC
Closed Reason		
Competitive Employment	<p>When the customer:</p> <ol style="list-style-type: none"> 1) Obtains employment that aligns with their IPE vocational goal; and 2) Achieves employment retention for a 90-day minimum; and 3) acknowledges job satisfaction to DVR; and 4) no longer requires VR services, <p>then the case is ready for closure. Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (1)</p> <p>WAC 388-891A-1310:</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0010: (2 a)(4)</p> <p>WAC 388-891A-0300: (2)</p>
Self-Employment	<p>When the customer</p> <ol style="list-style-type: none"> (1) The business has been operating independently of DVR funding (except self-employment consulting for monitoring and follow-up) for at least ninety days after start-up; and (2) Your income is at or above the agreed upon income level established in your IPE; and (3) You have provided financial statements to DVR that document the business is self-sustaining and agree to provide information about the income of your small business for up to one year after you successfully close your case; and 	<p>WAC 388-891A-1300: (1)</p> <p>WAC 388-891A-1310:</p> <p>WAC 388-891A-1311:</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0010: (2b)</p> <p>WAC 388-891A-0785: (2)</p>

	<p>(4) You and your DVR counselor have discussed closure, agree that you meet the requirements, and you have the skills needed to operate the business.</p> <p>then the case is ready for closure. Pre closure and closure letter required.</p>	
<p>Supported Employment</p>	<p>When the customer:</p> <ol style="list-style-type: none"> 1. Obtains employment that aligns with their IPE vocational goal; and 2. Ongoing supported employment services or natural supports have been identified; and 3. Intensive job training has been completed: and 4. Warm hand off has occurred to long term employment support provider; and 5. Achieves employment retention following intensive job training for a 90-day minimum; and 6. acknowledges job satisfaction to DVR; and 7. no longer requires VR services, <p>then the case is ready for closure. Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (1)</p> <p>WAC 388-891A-1310: (4)</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-1080: (2b)</p> <p>WAC 388-891A-1060: (1)</p> <p>WAC 388-891A-1065:</p>

Closed in Application Closed Reason	Description of Closure Scenario	Associated WAC
Refusal to Cooperate - declines to provide information for <i>proof of identity and work status</i>	<p>DVR must verify your identity and work status before paying for VR services. Closure after application can occur when</p> <ul style="list-style-type: none"> (1) the customer has not provided proof of identity and work status; and (2) the customer's identity and work status cannot be determined as required by the United States Citizenship and Identification Services (USCIS) for USCIS form I-9, "Employment Eligibility Verification." And (3) DVR has attempted to obtain existing records (such as Barcode verification documents) that contain information for use in determining identity and work status eligibility. <p>Pre closure and closure letter required</p>	<p>WAC 388-891A-1300: (2c)</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0507:</p> <p>WAC 388-891A-0545:</p>
Customer not seeking Competitive Integrated Employment and referred by 14c employer.	<p>Customers who received services and were placed in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.</p> <p>E.g., a youth who wished to work in a subminimum wage job at a sheltered workshop.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300:(2a)</p> <p>WAC 388-891A-1330: (1b)</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0010: (2) (5)</p> <p>WAC 388-891A-0300:</p> <p>WAC 388-891A-0545:</p>

<u>Closed in Application</u>		
Closed Reason	Description of Closure Scenario	Associated WAC
Does not agree to extend eligibility.	When a customer did not agree to an extension of the eligibility determination after being presented with a request to extend the 60-day time period due to exceptional circumstances. Pre closure and closure letter required.	WAC 388-891A-0300: Suggested supporting WAC: WAC 388-891A-0515: WAC 388-891A-0545:
Refusal to Cooperate (declines to authorize DVR to collect necessary information for eligibility)	A customer actively chose not to participate or continue in activities necessary for the determination of eligibility. This closure reason is appropriate when the customer will not authorize DVR to collect information that is necessary for the determination of eligibility. Pre closure and closure letter required.	WAC 388-891A-1300: (8) Suggested supporting WAC: WAC 388-891A-0505: (3) WAC 388-891A-0300: WAC 388-891A-0545:
<u>All Other Closures:</u>		
Closed Reason	Description of Closure Scenario	Associated WAC
Customer accepted extended employment.	Customers who received services and were placed in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act. Pre closure and closure letter required.	WAC 388-891A-1300:(2a) WAC 388-891A-1330: (1b) Suggested supporting WAC: WAC 388-891A-0010: (2) (5) WAC 388-891A-0300:

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
Ineligible - Disability too significant	<p>Customer disabilities pose a significant impediment to achieving employment. Following a Trial Work Experience or after DVR has exhausted efforts to arrange a TWE, there is clear and convincing evidence to support that the customer cannot benefit from the VR program as it relates to an employment outcome.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-0545:</p> <p>WAC 388-891A-1300: 2(b) WAC 388-891A-1330: (3) Suggested supporting WAC: WAC 388-891A-0527: WAC 388-891A-0500: WAC 388-891A-0526: WAC 388-891A-0530: WAC 388-891A-0535: WAC 388-891A-0545: WAC 388-891A-0550:</p>
Ineligible - No disabling condition, no impediment to employment, or does not require services	<p>The customer was found to have no disabling condition, no impediment to employment, or does not require VR services to prepare for, secure, retain, advance in, or regain competitive integrated employment.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (2) WAC 388-891A-0500: Suggested supporting WAC: WAC 388-891A-0505: WAC 388-891A-0540: WAC 388-891A-0545: WAC 388-891A-0550:</p>
Ineligible - Redetermination	<p>After initially being found eligible for the VR program, the customer was found to have no disabling condition, no impediment to employment, or did not require VR services</p>	<p>WAC 388-891A-1300: (2) WAC 388-891A-0540:</p>

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
	<p>to prepare for, secure, retain, advance in, or regain competitive integrated employment.</p> <p>Pre closure and closure letter required.</p>	<p>Suggested supporting WAC:</p> <p>WAC 388-891A-0500:</p> <p>WAC 388-891A-0505:</p> <p>WAC 388-891A-0545:</p> <p>WAC 388-891A-0550:</p>
No longer interested – requests closure	<p>A customer actively chooses not to participate or continue in the VR program. This choice is appropriate when a customer requests for their case to be closed, and this choice is consistent with their informed choice as documented by the counselor.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (4)</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0300:</p> <p>WAC 388-891A-0545:</p>
No longer interested – declines to participate in VR services & VR assessments.	<p>A customer actively chooses not to participate in the VR program. This choice is appropriate when a customer has been given options about the direction of their VR services, and they decline to move forward with services. In this case, no other options for case progress have been identified.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (7)(8)</p> <p>Suggested supporting WAC:</p> <p>WAC 388-891A-0905:</p> <p>WAC 388-891A-0970:</p> <p>WAC 388-891A-0705:</p> <p>WAC 388-891A-0300:</p> <p>WAC 388-891A-0545:</p>
Refusal to Cooperate - declines to authorize or	<p>A customer actively chose not to participate or continue in the VR program.</p>	<p>WAC 388-891A-1300: (7)(8)</p>

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
participate in collecting necessary information.	<p>Also, use this code to indicate when a customer's actions make it impossible to begin or continue a VR program.</p> <p>This closure reason is appropriate when the customer will not authorize DVR to collect information that is necessary for the development of an IPE.</p> <p>Pre closure and closure letter required.</p>	<p>Suggested supporting WAC: WAC 388-891A-0505: (3) WAC 388-891A-0970: WAC 388-891A-0300: WAC 388-891A-0545:</p>
No longer interested - has not cooperated	<p>A customer actively chose not to cooperate with the VRC or service providers to continue in the VR program. This choice is appropriate when a customer has been given options about the direction of their VR services, and they have not cooperated in planning or following through with any options provided. In this case, no other options for case progress have been identified.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1300: (7) (8) Suggested supporting WAC: WAC 388-891A-0970: WAC 388-891A-0545:</p>
Refusal to Cooperate – declines to participate in VR services for Self-employment	<p>A customer has not achieved self-employment. Closure occurs when agreed strategies are not successful or customer has declined or unable to try them. The customer is unwilling to consider other types of competitive employment options AND the business is not successful based on the agreed IPE criteria.</p> <p>Pre closure and closure letter required.</p>	<p>WAC 388-891A-1312: WAC 388-891A-1300: (8) Suggested supporting WAC: WAC 388-891A-0970: WAC 388-891A-0010: (2b) WAC 388-891A-0785: (2) WAC 388-891A-0545:</p>

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
Supported employment, no extended services are available	Customer has received VR services but requires long-term extended services for which no long-term source of funding is available. This code is used only for customers who have received VR services. Pre closure and closure letter required.	WAC 388-891A-1300: (9) Suggested supporting WAC: WAC 388-891A-1080: WAC 388-891A-1010: WAC 388-891A-0545:
Transferred to another agency.	The Customer needs services that are more appropriately obtained elsewhere. Transfer to another agency indicates that appropriate referral information is forwarded with the signed consent of the customer to the other agency so that the agency may provide services more effectively. Includes customers transferred to other VR agencies. Pre closure and closure letter required.	WAC 388-891A-1300: (6) Suggested supporting WAC: WAC 388-891A-0300: WAC 388-891A-0550: WAC 388-891A-0545:
Unavailable to participate - active duty.	If the customer is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days, which prevents continued participation in services. Pre closure and closure letter required.	WAC 388-891A-1300: 3(d) Suggested supporting WAC: WAC 388-891A-0545:
Customer Deceased	DVR documents that the customer has passed away in WAVEs and closes the case. No Pre closure and closure letter required.	

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
Unavailable to participate - health/medical.	If the customer is hospitalized or receiving medical treatment that is expected to last longer than 90 days and precludes entry into competitive integrated employment or continued participation in the program. Pre closure and closure letter required.	WAC 388-891A-1300: 3(a) Suggested supporting WAC: WAC 388-891A-0545:
Unavailable to Participate - Incarcerated or Institutionalized	A customer who enters a correctional institution (e.g., prison, jail, reformatory, work farm, detention center) or other institution designed for confinement or rehabilitation of criminal offenders, and their incarceration prevents continued participation in the VR program and preclude the entry into competitive integrated employment. Pre closure and closure letter required.	WAC 388-891A-1300: 3(c) Suggested supporting WAC: WAC 388-891A-0545:
Unable to locate.	A customer cannot be located and has not responded to multiple attempts to contact them using multiple methods using the contact information the customer has provided. Staff must document demonstration of good faith efforts to contact the customer before initiating closure. Pre closure and closure letter required to last known address.	WAC 388-891A-1300: (5) Suggested supporting WAC: WAC 388-891A-0970:
Unavailable to participate - lack of transportation.	DVR and the customer were unable to resolve a substantial barrier to transportation for the customer to continue participating in DVR services. This closure reason is only to be used when all options for identifying and	WAC 388-891A-1300: (3) Suggested supporting WAC: WAC 388-891A-0710:

<u>All Other Closures:</u> Closed Reason	Description of Closure Scenario	Associated WAC
	addressing transportation barriers have been fully exhausted (such as public systems, IL services or family participation) and no other solution to ensure access to participate in DVR services can be put into place. Pre closure and closure letter required.	WAC 388-891A-0865: WAC 388-891A-0866: WAC 388-891A-0545:

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(Revised 07/02/2018)

[WAC 388-891A-1300 Why does DVR close a case service record?](#)

[WAC 388-891A-1310 How does DVR determine that I have achieved an employment outcome?](#)

[WAC 388-891A-1311 When may DVR determine that I have achieved an employment outcome in self-employment?](#)

[WAC 388-891A-1312 What does DVR do if it determines I have not achieved a self-employment outcome when my employment outcome is in self-employment?](#)

[WAC 388-891A-1320 Am I involved in the decision to close my case?](#)

[WAC 388-891A-1330 When does DVR contact me after my case is closed?](#)

Transition Services

VR Process for Transition Students

(Revised 7/1/08)

Vocational rehabilitation consultation for a high school transition student may begin as early as age 14, if determined appropriate by the IPE team, or age 16 when the student begins to plan a course of high school education and the goals for what they will do after leaving high school. Early contact in the

student's transition planning by the VR counselor liaison promotes planning individualized to the student's unique needs, abilities, preferences and interests. When invited the VR counselor liaison participates in the student's annual IEP to assist them with vocational rehabilitation and employment goals relevant to future services from DVR.

1. Individual Education Program (IEP) Development

During outreach activities with the high school, the VR counselor liaison advises the school that at least 30 days notice is needed to ensure the VR counselor liaisons' participation in the development of a student's IEP.

To develop an IEP with a student who needs transition services, the school invites the student, the student's parents/guardian, and a representative of any agency (with parental consent if the student is under age 18) likely to be responsible for providing, paying or coordinating services. If the school invites a VR counselor liaison to help develop an IEP, the VR counselor attends the meeting as a partner in the IEP planning process to discuss the need for transition services based on the student's specific needs, preferences, interests and desired post-high school goals.

If a VR counselor liaison is invited to participate in developing the IEP, and is unable to attend, the VR counselor liaison needs to, for example:

1. Arrange another meeting prior to the IEP meeting, if possible or
2. Make alternate arrangements such as a telephone conversation about potential services or
3. Attend a general information session with the student and parent/guardian or
4. Provide printed information about DVR services.

The school district's responsibility to provide special education services ends when the student graduates, reaches the age of 21 or drops out. The school is responsible to ensure that graduation requirements are consistent with the student's education goals and the goals the student wants to achieve after they leave high school. Graduation requirements and post high school goals must be included in any discussion of transition services.

2. Referral and Application

As a result of the outreach activities to students and parents/guardians, the VR counselor liaison may receive referrals for application. An individual under the age of 18, unless emancipated, must have their parent/guardian sign the application for VR services.

The VR counselor liaison assists the following applicants and their parents/guardian to apply for services, if needed:

- Special Education students age 16 to 21;
- 504 students age 16 to 21;
- Individuals age 16 regardless of whether or not they are in school; and
- Students who will exit high school in 2 years.

These are recommended ages but may occur earlier.

3. Eligibility Determination

The VR counselor liaison determines a special education student or a 504 student's eligibility for VR services based on standard eligibility requirements for DVR services. Assessment services needed to determine eligibility and/or to establish vocational rehabilitation needs may be provided prior to the student leaving school or completing an alternative educational program.

DVR may pay for assessment services, when needed, to determine the eligibility of a special education student or a 504 student or other individual with a disability for vocational rehabilitation services.

4. Development of the Individualized Plan for Employment (IPE)

A. Timeliness of the IPE

1. Students Receiving Special Education: IPE development is coordinated with the IEP to support the student's progress toward employment goals and to prepare the student for smooth transition services and employment after high school. The VR counselor liaison assists the student to develop an IPE to prepare for employment after high school completion according to IPE development requirements. DVR services on the IPE may begin before or after the student leaves school to meet the goals of the IPE.

Certain circumstances may not be practical or feasible for the student to complete their IPE before leaving high school. These circumstances may include late identification of the student in the school year or when a student chooses not to develop an IPE.

If the IPE can not be completed before the student leaves school, the VR counselor liaison enters case narrative documentation explaining the reason(s) and what steps are planned to ensure continuity of services as the student transitions from school to vocational rehabilitation services.

2. Students with Disabilities Not Receiving Special Education Services:

The time-line for developing the IPE for a student who is not receiving special education services is determined on a case-by-case basis by the VR counselor liaison and the student and parent/guardian, in cooperation with school staff and service providers relevant to the student's IPE. DVR services on the IPE may begin before or after the student leaves school to meet the goals of the IPE.

B. Coordination of the IEP (Individual Education Plan) with the IPE (Individual Plan for Employment

The VR counselor liaison assists each student eligible for VR services to develop an IPE according to IPE development requirements. The employment goal on the student's IPE needs to be coordinate with and follow the employment goal on the student's IEP. The employment goal the student selects for their IPE needs to be consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

The vocational rehabilitation services on the IPE need to support the student's employment goal and be coordinated with the standard educational goals and measurements on the IEP.

The VR counselor liaison and school transition staff may collaborate in funding to assist the student to determine their employment goal.

C. Amendments to the IPE

A high school student may request amendments to the IPE to accommodate changes in employment goals and services as they mature and becomes more aware of post high school opportunities and employment. The VR counselor liaison and the student and student's parent/guardian may make as many amendments to the IPE as are necessary.

D. Conditions Under Which DVR Pays for VR Services for Transition Students Under the IPE

Prior to DVR paying for transition services all of the following must be met:

The school invites the VR counselor liaison to participate in the IEP;

- An IPE is established for the student;
- The service supports the employment goal on the IPE;
- A comprehensive review of comparable services and benefits has been performed such as Free Appropriate Public Education (FAPE);
- A full financial review has been completed with the student and parents/guardian to determine contribution, if any to the cost of the service.

If the above conditions are met, DVR may pay for a transition service if:

- The service is not one paid for by the school.
1. The service is outside the scope of FAPE and the service is needed to avoid interruption of progress toward the employment goal on the IPE.

EXCEPTIONS:

2. DVR does not pay for transition services that have been established and developed prior to the VR counselor liaison's participation in the IEP.
- DVR does not pay for a service that is within the scope of transition services for which the school pays.

E. Comparable Services and Benefits

Comparable services and benefits are noted on the IPE when provided, in whole or in part, by the school or another entity. The school is not responsible to pay for special education services if the student exits special education or graduates or drops out from high school.

F. Student and Parent's/Guardian Participation in the Cost of Services

Except for students receiving SSI, SSDI, Medicaid or DSHS Income Assistance, students and their parents/guardians are required to complete the Financial Statement and to participate in the cost of transition services when resources, including the student's or family's own resources, are available to contribute.

The student and parent's/guardian contribution toward the cost of services is noted on the IPE, when applicable.

G. Resolving Payment Dispute

When payment disputes occur, the VR counselor liaison negotiates with school staff in the best interests of the eligible DVR customer/student. If after attempting to reach agreement about payment for services, the VR counselor liaison and school staff are unable to agree, the VR counselor liaison documents the following information in the case narrative of the case service record and forwards a copy to the VR supervisor including:

- The regulation, policy, or requirement related to the dispute;
- A description of the service or services needed;
- How the service contributes to the employment goal on the IPE;
- The reasons to support why DVR should not pay for the service;
- The reasons to support why the school should pay for the service;
- Actions taken to resolve the issue with the school; and
- Other relevant information impacting the dispute.

The VR supervisor reviews and discusses the documentation with both the Regional Administrator and the VR Transition Program Administrator to determine financial responsibility for the service under the terms and procedures outlined in the Inter-Agency Agreement between DVR, Department of Services for the Blind, and the Office of the State Superintendent of Public Instruction.

Special Considerations for HS Students

Students Not Attending School

If the VR counselor liaison identifies an individual between ages 14 and 21 who is not attending school, the VR liaison encourages and assists the individual to enroll in school to enhance their education, vocational activities and employment opportunities.

Ages 14 – 15:

If the individual is age 14 or 15 and chooses to enroll in school, the VR counselor liaison continues to provide outreach to the student by participating in the student's IEP, if invited to do so.

Ages 16 – 21:

If the individual is between ages 16 to 21 and chooses to enroll in school, the VR counselor liaison continues to provide outreach to the student by participating in the student's IEP, if invited to do so. If the student applies for VR services, the VR counselor liaison follows procedures as outlined in VR Process for Transition Students (# 3 Eligibility Determination).

If the individual chooses not to enroll in school, but chooses to apply for VR services, the VR counselor liaison takes an application, determines eligibility and significance of disability.

Developmental Disability

Referral to DDA

If a high school student with a developmental disability applies for DVR services, the VR counselor liaison determines whether the student is enrolled with the Developmental Disabilities Administration (DDA). If the student is not enrolled, the VR counselor liaison explains the availability of services from DDA, including extended services for supported employment. If the student and student's parents or guardian are interested in applying for DDA services, the VR counselor liaison refers the student to DDA.

Students Under 21 Years Old Who Need Supported Employment

If the VR counselor liaison anticipates that supported employment will be necessary for a student who is considering leaving high school prior to age 21, the VR counselor liaison:

- Informs the student and their parents/guardian that DDA does not pay for extended services for supported employment prior to age 21; and
- Assists the student and their parents/guardian to make an informed choice as to whether to stay or leave school;

Chronic Behavioral Health Conditions

If a student with chronic behavioral health condition applies for DVR services, the VR counselor liaison determines whether the student is receiving services from a community behavioral health agency (CBHA) provider. If the student is not receiving behavioral health services, the VR counselor liaison explains the availability of services from the CBHA providers, including the possibility of extended services for supported employment from the CBHA Individual Placement and Support (IPS) Foundational Community Supports (FCS) provider. If the student and student's parents or guardian are interested in applying for behavioral health services, the VR counselor liaison refers the student to a CBHA provider.

If a student appears in need of supported employment services due to a behavioral health condition, the VR counselor liaison shall inquire with the referral source or CBHA whether the student is currently eligible for CBHA IPS FCS supported employment or receiving CBHA FCS supported employment. If not, the VR counselor liaison requests from the CBHA or referral source for a determination of eligibility for CBHA services.

Supported Employment Considerations

If the VR counselor liaison determines that the student is eligible for vocational rehabilitation services and that supported employment is needed for the student to obtain and maintain a job, the VR counselor liaison discusses the need to identify a source of funding for extended services with the student and parents/guardian at the time eligibility is determined.

Options for extended services may include, but are not limited to:

- Natural supports at the work site (examples of sources of natural support include co-workers, family members, friends, and community groups/volunteers);
- Employer subsidies;
- Foundational Community Supports;
- Social Security work incentives;
- Behavioral health funding, and behavioral health therapeutic outpatient services by community behavioral health agencies;
- Private pay;
- DD County funding.

If a resource for extended services is currently unavailable but is expected to become available, DVR may consider the provision of extended services as described in the [Standard Operating Procedure: Providing Extended Services Paid for by DVR for a Youth with a Most Significant Disability](#). If a resource for extended services cannot be identified after all available options are fully explored and exhausted, DVR is required to close the case.

HS Transition Purpose and Definitions

(Revised 7/1/08)

Purpose

School transition services are intended to assist youth with disabilities who are eligible for VR services to transition from high school to adult services and/or employment after high school. The student plans for their transition in partnership with their family members, advocates, school personnel, local community and adult agency representatives, employers and others involved in the student's life.

Definitions Associated with High School Transition Services

[504 Coordinator](#)

means a designated school district staff member appointed to oversee the protection of civil rights for students with disabilities eligible for 504 services under Section 504 of the Rehabilitation Act of 1973.

[504 of the Rehabilitation Act of 1973](#)

means a civil rights law written to eliminate discrimination on the basis of disability in any program or activity receiving Federal financial assistance. A 504 Plan is developed by school staff for each 504

student to provide reasonable accommodation for the student's education and school activities. Federal funding is not available for the implementation of this civil rights statute.

504 Student

means a student who has a medical record indicating a physical or mental impairment which substantially limits a major life activity such as learning, self-care, walking, seeing, hearing, speaking, breathing, working or performing manual tasks. A student can be eligible as both a 504 student with a 504 Plan and a Special Education student with an Individual Education Program (IEP).

High School VR Counselor Liaison

means a VR counselor who is assigned as the DVR case carrying counselor to one or more specific high schools or alternative education programs to provide outreach to the school and the community regarding vocational rehabilitation and to assist students with disabilities and their parents/guardians to access vocational rehabilitation services.

Individuals with Disabilities Education Act (IDEA) of 1990

means a Federal law that ensures children with disabilities (from ages 3-21) have a "free, appropriate public education" in public elementary and secondary schools and that the rights of children and their parents/guardian covered under the Act are protected. IDEA applies to youth who are determined eligible for special education, are under 21 years old and have not graduated from high school and who have one or more of the following 13 disabilities:

- Autism;
- Deaf/Blindness
- Deafness
- Emotionally Behaviorally Disabled
- Hearing impairment
- Mental Retardation
- Multiple disabilities e.g., 2 or more disabling conditions and the term does not include deaf/blindness,
- Orthopedic impairment
- Health impairment
- Specific learning disability
- Communication disordered
- Traumatic brain injury; and
- Visual impairment including blindness.

IDEA requires public schools to identify children covered by the Act and provide them with appropriate education and IDEA provides for monitoring of the special education system. Individuals with disabilities who attend institutions of higher education are not covered by IDEA.

Individual Education Program (IEP)

means a written plan developed by the school district, the special education student and the student's parents/guardian, and others to support the student's education, services, and activities needed to

achieve the student's post-secondary goals on the IEP. At age 16, transition services begin and the IEP is individualized to the student's unique needs, abilities, preferences and interests to assist them to reach educational goals and their anticipated post high school goals.

Special Education

means instruction that is specially designed to meet the unique needs of an eligible special education student and provided at no cost to the student and the student's parents/guardian. Specially designed instruction includes instruction conducted in the classroom, in the home, in hospitals, institutions, and in other settings as well as physical education and vocational education. Special education also includes specially designed instruction when it is carried out as part of speech and language services, physical and occupational therapy, orientation and mobility instruction, behavioral intervention and audiological services. Federal funding is provided by IDEA for special education.

Special Education Student

means a student with a disability who meets the requirements for special education under the Individuals with Disabilities Education Act (IDEA) and is provided special education services on an Individual Education Program (IEP) funded by IDEA. An eligible special education student is a student with a disability who, through a formal evaluation, is determined to have a disability that adversely affects the student's educational performance and is in need of specially designed instruction.

Student Eligible for Vocational Rehabilitation Services

means a student with a disability currently enrolled in a public high school, private secondary school or alternative education program or a youth with a disability is determined eligible for vocational rehabilitation services and is legally eligible to work in the state.

Transition Services

means a coordinated set of activities for a student designed within a results-oriented process that promotes movement from school to post-school activities, including post-secondary education, vocational training, integrated employment (including supported employment), continuing adult education, adult services, independent living or community participation. The coordinated set of activities are based on the individual student's needs, taking into account the student's preferences and interests, and include instruction, community experiences, the development of employment and other post-school adult living objectives and when appropriate the acquisition of daily living skills and functional vocational evaluation. Transition services promote or facilitate the accomplishment of long-term rehabilitation goals and intermediate rehabilitation objectives identified in the student's individualized plan for employment (IPE). It is important that the employment goal on the IPE be one that is in keeping with the student's long-term vocational interests, capabilities, skills and choice.

Transition services are post-school education work-related activities a student begins while they are in high school that are planned for and coordinated by the student, family members, school personnel, advocates, local community and adult agency representatives, employers and others involved in the student's life to help the student prepare for and go to work in the community after high school. Transition services may include any of the VR services listed under WAC 388-891A-0700.

School Responsibilities

(Revised 7/1/08)

Eligibility for Special Education

Under [Washington Administrative Code 392-172A-02000](#), the school is responsible to provide special education to every special education student between the ages of three and 21. The school is responsible to determine a student's eligibility for Special Education. A student shall remain eligible for Special Education until one of the following occurs:

- A group of qualified professionals and the parent of the student, based on a re-evaluation, determines the student is no longer eligible for special education.
- The student has met high school graduation requirements established by the school district pursuant to the rules of the state board of education, and the student has graduated from high school with a regular high school diploma. A regular high school diploma does not include a certificate of high school completion, or a general educational development credential.
- The student has not reached age 21 consistent with the provisions of [WAC 392-172A-02000: Students' rights to a free appropriate public education \(FAPE\)](#). A student whose 21st birthday occurs on or before August 31st is no longer eligible for special education. A student whose 21st birthday occurs after August 31st continues to be eligible for special education and necessary related services for the remainder of the school year.

504 Students

Under Title 504 of the Rehabilitation Act, the school is responsible to provide and pay for reasonable accommodation for a 504 student to attend school and to access and participate in education and school activities.

IEP Development and Annual Review

The school is responsible for developing an Individual Education Program (IEP) with the student every year. The school ensures that the student's IEP is consistent with the student's graduation plan and requirements for graduation. The school may invite a VR counselor liaison to the IEP meeting to provide vocational rehabilitation consultation depending on the specific needs, preferences, interests, and desired post-secondary goals of the student. The school must invite a representative of any agency likely to be responsible for providing, paying or coordinating with high school transition services. The IEP contains the student's:

- Standard educational goals and measurements;

- Goals for anticipated post high school outcomes;
- 1. Services and activities they need to achieve the goals on the IEP; and
- Service providers responsible to provide the education, activities and services including high school transition services they need to achieve the goals on the IEP. Service providers include, but are not limited to, the school, public organizations, and private for profit and non-profit community organizations.

At Age 16: Beginning no later than the first IEP to be in effect when the student turns sixteen, or younger if determined appropriate by the IEP team, and updated annually, thereafter, the IEP must include appropriate measurable post-secondary goals based on age-appropriate transition assessments related to training, education, employment and, where appropriate, independent living skills and must also include transition services including courses of study needed to assist the student in reaching those goals. [WAC 392-172A-03090\(j\): Definition of individualized education program.](#)

Transition Services

The school is responsible to provide transition services which include activities that promote movement from school to post high school activities based on the student's needs, preferences and interests. Some examples include, but are not limited to community experiences, daily living skills, and the development of employment and other post school adult living objectives. The school transition services are intended to increase the post high school performance of a special education student in the areas of

- Employment and/or enrollment of post secondary programs; and
- Connection to appropriate out of school adult agencies.

Transition services customarily provided by a school may vary from school to school depending on the individual needs of the student.

High School Graduation Requirements

The school district is responsible to determine whether a student meets graduation requirements in coordination with the students IEP team. Graduation requirements for special education students include the following:

- Regular high school graduation requirements established by the school district; or
- Graduation requirements for students in special education are included in the IEP and are consistent with the transition services component of the IEP. Students served in special

education cannot be denied the opportunity to earn a diploma solely because of a disability. Any accommodations, substitutions, exemptions or waivers of the regular graduation requirements necessary because of the student's disabilities are determined through the IEP process and school district policies and procedures. The district has written policies and procedures for meeting the unique limitations of each student. Such procedures may provide for the extension of time the student remains in school up to and including the school year in which such student reaches 21 years of age, special accommodations that might include substitutions, exemptions or waivers determined by the IEP process. [WAC 180-51-115: Procedures for granting high school graduation credits for students with special educational needs.](#)

VR Counselor Liaisons

Assignment of High School VR Counselor Liaisons

Every high school in the state is assigned a liaison VR counselor trained to provide outreach and comprehensive high school transition services. Each VR counselor liaison is assigned to a high school by their VR supervisor to facilitate outreach activities, and to provide transition services to eligible students in the public or private school to which they are assigned.

Scope of High School Transition Outreach

Outreach is provided to youth with disabilities between the ages of 14 and 21 and to their parents/guardians regardless of whether or not the individual is enrolled in school.

Outreach is also provided to youth with disabilities between the ages of 14 and 21 and to their parents/guardians regardless of whether the individual has applied for VR services.

The range of outreach to school programs may include contact with public schools, private schools, alternative education programs, local transition teams, home-schooling or other non-traditional education programs serving students ages 14 to 21 in the community.

Students with disabilities ages 14 to 21 in non-public and non-traditional school programs are provided outreach activities consistent with outreach provided to students in public schools.

Outreach to School Staff, Students and Parents/Guardians

The VR counselor liaison provides outreach activities to the school and community which may occur in the evening, during the school day or on weekends. These activities include, but are not limited to:

1. Outreach to School Staff and Programs

The VR counselor liaison contacts the school and introduces information about vocational rehabilitation services with school staff and associated programs. The VR counselor liaison distributes vocational rehabilitation marketing materials to schools including publications explaining VR services

and programs, posters targeting high school students, videos, etc. Information includes, but is not limited to the:

- Purpose of the VR program;
- Confidentiality of information;
- Referral Procedures;
- Application procedures;
- Eligibility requirements;
- Scope of potential VR services that may be available;
- Financial needs criteria; and
- Vocational consultation for IEP meetings.

The VR counselor liaison provides consultation about vocational rehabilitation in the development or review of a student's IEP if the student, the student's parents or guardian, the VR counselor liaison and special education staff agree it is appropriate to the specific needs, preferences, interests and desired post high school goals of the student. Early contact by the VR liaison with a student who has complex and multiple rehabilitation needs may assist the student with high school vocational experiences relevant to future services from DVR.

EXAMPLES: School staff and associated programs may include, but are not limited to:

- The high school 504 coordinator or school administrator;
- High school transition coordinator;
- Guidance counselors;
- School nursing staff;
- Special Education teaching staff;
- All other high school teachers;
- Alternative high school programs; and
- The school district coordinator for the [McKinney-Vento Act](#). The Act assists homeless youth with disabilities as part of the "No Child Left Behind Act" of 2001 (NCLB)

2. Cooperative Relationships with High School or Alternative Education Program Staff

The VR counselor liaison is responsible to develop relationships with high school or alternative education program staff and to agree on procedures with them to:

- Identify students with disabilities who may be eligible to receive vocational rehabilitation services; and
- Work cooperatively with them and the students identified as potentially eligible for VR services. Procedures for working cooperatively include timeframes for
 - Initiating student referrals to DVR;
 - Providing comprehensive referral documentation;

- Conducting student assessments; and
- Following up with students identified as potentially eligible for VR services to make application

3. Outreach to Students, Parents/Guardians

The VR counselor liaison provides information about DVR and vocational rehabilitation services to high school students and their parents or guardians. The VR counselor liaison distributes vocational rehabilitation marketing materials to student and parent groups, including publications explaining VR services and programs, posters targeting high school students, videos, etc. Information includes, but is not limited to the:

- Purpose of the VR program;
- Confidentiality of information;
- Referral procedures;
- Application procedures;
- Eligibility requirements;
- Scope of potential VR services that may be available;
- Financial needs criteria; and
- Vocational consultation for developing the IEP.

The VR counselor liaison provides consultation about vocational rehabilitation in the development of a student's IEP if the student, the student's parents or guardian, the VR counselor liaison and special education staff agree it is appropriate to the specific needs, preferences, interests and desired post high school goals of the student. Early contact by the VR counselor liaison with a student who has complex and multiple rehabilitation needs may assist the student with high school vocational experiences relevant to future services from DVR.

Outreach is provided to special education students, 504 students and other individuals with disabilities who are not participating in special education. Examples of individuals with disabilities who are not in special education include the following:

- Students with disabilities at risk of dropping out of school;
- Youth with disabilities between 14-21 years old and not in school; and
- Students with a disability who do not qualify for special education services
- Homeless youth with disabilities as identified by the school district McKinney-Vento Act coordinator. The Act assists homeless youth with disabilities as part of the "No Child Left Behind Act" of 2001 (NCLB)

EXAMPLES: Parent groups, students and parents/guardians the VR counselor liaison may provide information to include, but are not limited to:

- Parent-teacher associations;
- Targeted parent organizations or groups;
- Ninth grade students and their parents or guardians;

- Students 14-16 years old and their parents or guardians;
- Students who will exit school in 2 years and their parents or guardians. (These students need information to determine whether to apply for VR services while still in school.); and
- County Transition Community Councils.

Pre-Employment Transition Services

Pre-Employment Transition Services: Categories and Descriptions

Job Exploration Counseling Description:

Experiences that are intended to foster motivation, considerations of opportunities and informed decision making regarding career options. Real-world activities ensure that students recognize the relevance of a high school and post-school education to their futures, both in college and/or the workplace.

General job exploration counseling may be provided in a classroom or community setting and include information regarding in-demand industry sectors and occupations, as well as non-traditional employment, labor market composition, administration of vocational interest inventories, and identification of career pathways of interest to students. Job exploration counseling provided on an individual basis might be provided in school or the community and include discussion of the student's vocational interest inventory results, in-demand occupations, career pathways, and local labor market information that applies to those particular interests. (from Federal rule)

Job Exploration Counseling Examples of Activities

- Coordinating and facilitating informational interviews
- Discussing the results of an interest inventory
- Conducting labor market survey / counseling on labor market information
- Conducting vocational assessment
- Conducting vocational counseling
- Counseling on in-demand industry sectors and occupations
- Identification of Career Pathways
- Working with student to begin career portfolio.

Work-Based Learning Experiences: Description:

Career experience opportunities that may be provided in-school or after school, or experiences outside the traditional school setting, that are provided in an integrated environment in the community to the maximum extent possible. It is an educational approach or instructional methodology that uses the workplace or real work to provide students with the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities. These opportunities are meant to engage, motivate and augment the learning process.

Work-based learning experiences in a group setting may include coordinating a school-based program of job training and informational interviews to research employers, work-site tours to learn about necessary job skills, job shadowing, or mentoring opportunities in the community. Work-based learning experiences on an individual basis could include work experiences to explore the student's area of interest through paid and unpaid internships, apprenticeships (not including pre-apprenticeships and Registered Apprenticeships), short-term employment, fellowships, or on-the-job trainings located in the community. These services are those that would be most beneficial to an individual in the early stages of employment exploration during the transition process from school to post-school activities, including employment. Should a student need more individualized services (e.g., job coaching, orientation and mobility training, travel expenses, uniforms or assistive technology), they would need to apply and be determined eligible for vocational rehabilitation services and develop and have an approved individualized plan for employment. (from Federal rule)

Work-Based Learning Experiences Examples of Activities

DVR staff might not conduct any of the following activities (typically vendor-provided), but these are all countable under the pre-employment transition services reserve:

- Worksite tours
- Volunteer work
- Job shadowing

- Job try-out
- Apprenticeship (not including pre-apprenticeship and registered apprenticeship)
- Career mentorship
- Fellowship
- Internships (paid or nonpaid)
- On-the-job training
- Apprenticeships
- Career Related Competitions
- Practicum
- Student-Led Enterprises
- Simulated Workplace Experience
- Short term employment
- Paid Work Experience
- Non-Paid Work Experience

Counseling on Postsecondary Education Options: Description

Information and counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs at institutions of higher education. This includes gaining an awareness of the wide range of career pathway options and labor market realities and projections.

Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education in a group setting may include information on course offerings, career options, the types of academic and occupational training needed to succeed in the workplace, and postsecondary opportunities associated with career fields or pathways. This information may also be provided on an individual basis and may include advising students and parents or representatives on academic curricula, college application and admissions processes, completing the Free Application for Federal Student Aid (FAFSA), and resources that may be used to support individual student success in education and training, which could include disability support services. (From Federal rule)

Work-Based Learning Experiences Examples of Activities

- Coordinating and facilitating postsecondary institution visits/tours
- Investigating, exploring and comparing postsecondary institutions
- Providing information on academic curricula necessary to earn specific degrees.
 1. Assisting with information regarding college application, admissions processes, and FAFSA
 2. Counseling about accessing disability offices, resources, and websites.
 3. Counseling about how to advocate for needed accommodations & services in postsecondary setting.
 4. Identifying learning style preferences and goals
 5. Assisting with researching career & postsecondary options
 6. Promoting participation in postsecondary preparation classes, etc.
 7. Promoting use of self-advocacy skills preparing for postsecondary
 8. Identifying financial aid and grant options
 9. Familiarizing student with education and vocational laws
 10. Identifying admission tests accommodations

Workplace Readiness Training: Description

Opportunities to learn about and develop social skills and independent living. Work readiness skills are sometimes called soft skills, employability skills or job readiness skills.

Workplace readiness training may include programming to develop social skills and independent living, such as communication and interpersonal skills, financial literacy, orientation and mobility skills, job-seeking skills, understanding employer expectations for punctuality and performance, as well as other “soft” skills necessary for employment. These services may include instruction, as well as opportunities to acquire and apply knowledge. These services may be provided in a generalized manner in a classroom setting or be tailored to an individual’s needs in a training program provided in an educational or community setting.

Workplace Readiness Training: Examples of Activities

1. Counseling on financial literacy, including benefits planning.
2. Providing information on how work impacts social security benefits.
3. Promoting communication skills for employment success

4. Promoting job seeking skills
5. Counseling on employment friendly social media practices
6. Counseling on technological savvy for the workplace

DVR staff might not conduct any of the following activities (typically vendor-provided), but these are all countable under the pre-employment transition services reserve:

- Job readiness programs
- On-the job evaluation
- Independent living assessments for job readiness

Training in soft skills development (positive attitude, teamwork, problem solving, talking /writing, cooperation, active listening, decision making, conflict resolution, body language, empathy, professionalism, work manners, supporting others, taking initiative, showing respect)

Pre-Employment Transition Services Provided by DVR Staff or Available to Potentially Eligible Students

Pre-Employment Transition Job Exploration Services Provided by DVR Staff

DVR staff provides or arranges for services intended to foster motivation, consideration of opportunities and informed decision-making. Job Exploration Counseling may include discussion or information on:

- The student's vocational interest inventory result.
- The labor market, In-demand industries and occupations.
- Non-traditional employment options.
- Administration of vocational interest inventories.
- Identification of career pathways of interest to the students.

Pre-Employment Transition Post-secondary Guidance and Counseling Services Provided by DVR Staff

DVR staff provides or arranges services in assisting students in the in the career decision making process that includes gaining an awareness of the wide range of career pathways and may include student exploration and planning to include:

- a. Document academic accommodations.
- b. Advocate for needed accommodations & services.
- c. Assist with researching career & post-secondary education options.

- d. Promote participation in post-secondary education preparation classes.
- e. Connect to PSE resources/ services/websites.
- f. Assist with application/ enrollment process.
- g. Identify financial aid options.
- h. Identify technology needs.
- i. Identify admission tests accommodations.
- j. Attend college fairs & tours.
- k. Apply for Vocational Rehabilitation services, if eligible.

Self-Advocacy / Peer Mentoring Provided by DVR Staff or Pre-ETS Contract Provider

DVR staff or a service provider working under the pre-ETS contract provides or arranges services to assist with student's ability to effectively communicate, convey, negotiate or assert his/her own interests and/or desires. It means taking the responsibility for communicating one's needs and desires in a straightforward manner to others in the areas of:

- Self-awareness
- Disability understanding
- Disability disclosure
- Decision making
- Set goals
- Evaluate options
- Identify independence
- Accommodations
- Request & utilize accommodations
- Know your rights & responsibilities
- Self-determination
- Know how to request & accept help
- Intrinsic motivation
- Taking a leadership role
- In support plans
- Assertiveness
- Listen to others' opinions
- Problem solving
- Monitor progress
- Positive self-talk.

DVR staff or a service provider working under the pre-ETS contract provides or arranges services to assist a student in acquiring skills, knowledge and attitudes and may include:

- **Peer Mentoring:** A person close in age to his or her mentee may act as a sounding board for ideas and plans and provide guidance in an informal manner

- **Disability Mentoring:** A person with a disability mentors another person, usually with a similar disability. The relationship generally focuses on a specific area such as living independently, recovering from a traumatic event, obtaining employment or being new to the workforce. The mentor serves as a role model and provides information and guidance specific to the mentee's experience.
- **Group Mentoring:** A mentor may work with a group of mentees

Work-based Learning Activities by DVR Staff or Pre-ETS Contract Provider

DVR staff or a service provider working under the pre-ETS contract provides or arranges for unpaid WBL activities that include:

Job Shadowing: An on-the-job learning experience that involves working with another employee to learn new aspects related to the job, organization, certain behaviors or competencies.

Informational Interviews: An informal conversation with someone working in a career area/job of interest to the student and who will provide information and advice.

Workplace Tours/ Field Trips: A group excursion for the purpose of first-hand observation to specific work sites. Students learn about the business, meet employees, ask questions and observe work in progress.

Work-based Learning Experience (paid) by DVR Staff or Pre-ETS Contract Provider

DVR staff or a service provider working under the pre-ETS contract provides or arranges for paid work-based learning experiences that:

- Are provided in an integrated setting in the community.
- Are paid at no less than minimum wage.

These are temporary positions with an emphasis on on-the-job training rather than merely employment or placement. They are exploratory in nature and are intended to expose an individual to a variety of occupations for the purpose of building basic workplace competence, focusing respectively on general workplace skills or career preparation activities within a specific industry or career area interest.

Workplace Readiness Training by DVR Staff or Pre-ETS Contract Provider

DVR staff or a service provider working under the pre-ETS contract provides or arranges for activities to address skills and behaviors that are necessary for any job.

Specific social/interpersonal skills include:

- Communication
- Positive attitude
- Teamwork
- Problem solving
- Talking/writing
- Cooperation
- Active listening
- Decision making
- Conflict resolution
- Body Language
- Empathy
- Professionalism
- Good manners.

Independent livings skills include the following:

- Good hygiene
- Time management
- Healthy lifestyle
- Using a cell phone
- Using transportation
- Money management
- Nutrition/meal preparation
- Accessing community
- Services & supports
- Community participation
- Civic responsibility
- Community safety
- Developing friendships
- Appropriate dress
- Appropriate behavior.

Workplace readiness training may also include:

- Financial literacy
- Orientation and mobility skills
- Job-seeking skills
- Employer expectations for punctuality and performance
- Appropriate behavior.

Standard Operating Procedure: Tracking Time to Pre-Employment

Transition Services Activities

Purpose and Background:

Federal law requires DVR to reserve and track a minimum of 15% of its federal funds for the provision of services in one of two ways: eligible/potentially eligible (or group and individual) pre-employment transition services. As a result, DVR requires staff to track all time spent on the provision of preemployment transition services (Pre-ETS) activities, including coordination activities (attending, planning, or traveling) or delivery of one of the five below activities:

- Delivery of job exploration counseling;
- Delivery of counseling on opportunities for enrollment in postsecondary education;
- Delivery of instruction in self-advocacy;
- Delivery of workplace readiness training;
- Delivery of work-based learning experiences/activities;

All DVR staff must familiarize themselves with the activities that may fall within these categories, and the conditions that must be met for a service to a customer or potentially eligible student to be trackable as a Pre-employment transition service (e.g., age and enrollment requirements for a student with a disability). While development continues for an application that can log and track individual reports of staff time use, the process that is used to track these activities utilizes SharePoint. The procedures below indicate how DVR staff should log, document, and submit time spent providing pre-employment transition services.

References:

[**iDVR Pre-Employment Transition Services Guidance**](#)

[**iDVR Finance and Budget SharePoint – Pre-ETS Time Tracker**](#)

Standard Process for Time Tracking:

When completing any trackable activity attributable to pre-ETS

Action by Any DVR Staff completing a trackable activity.

Note: The workbook used for time tracking have been streamlined and are now one live document that updates in real time. It can only be accessed when logged into the network or VPN.

- After completing the activity, record it in the tracking spreadsheet. In order for Fiscal to process in a timely manner and to be counted toward required federal reserve fund for pre-ETS, time must be entered no later than the 5th of the following month. Access time-tracking workbook at the Finance and Budget Unit SharePoint site:
- Find the appropriate regional tab.
- Enter personal information, including personnel number, supervisor name, and activities completed.
- a. Track activities in quarter-hour **increments**.
- b. For clarification and guidance about time allocation, including required documentation, please refer to the pre-ETS time tracking guidance on the Transition SharePoint, which can be found here: Time Tracking - All Documents.
- Ensure that time tracked is not duplicated when serving students in multiple office, or for activities that span multiple months.
- If a mistake is made, i.e. deleting a customer's information, or if assistance is needed, contact the transition inbox dvrtransition@dshs.wa.gov;

Action by Finance and Budget Unit

- Combines all Pre-ETS time for the prior month into a master list each **month**.
- Calculates the percentage of time each staff spent on **pre-ETS** activities for by each pay period in the **month**.
- Calculates the percentage of salary and benefits associated with **pre-ETS** using payroll data for the specific pay **periods**.
- Prepares a journal voucher (JV) to move the salaries and benefits from the field and admin program indexes to the pre-ETS program index (associates the captured cost with the pre-ETS set aside).

Standard Operating Procedure: Purchasing Work-Based Learning (WBL) and Workplace Readiness Training (WRT) Experiences for Students with Disabilities Who Are Current DVR Customers

(Revised: 7/17/2019)

Purpose: To offer an overview of the process that DVR staff should follow prior to, during, and after purchasing vendor-provided WBL and WRT experiences for DVR customers who are students.

Note: CRP-provided pre-employment transition services are not to be utilized for students with disabilities who are on a waiting list for services. If a purchased pre-employment transition service is needed, counseling staff should refer these students to pre-employment transition

services available through a contracted vendor providing services through the pre-employment transition services “template” contract in their region.

Reference:

[34 CFR §361.5: Applicable definitions](#) (Federal Regulations for State VR Programs: Applicable Definitions / (c)(51) “Student with a Disability”)

Definitions:

See [“Pre-Employment Transition Services: Categories and Descriptions.”](#)

Materials:

For meeting with Student, Family (if invited), and CRP:

- [WBL and WRT Service Delivery Outcome Plans \(SDOPs\)](#) ([Service Delivery Outcome Plan: Work-Based Learning - A](#), [Service Delivery Outcome Plan: Work-Based Learning - B](#), [Service Delivery Outcome Plan: Work-Based Learning - C](#), [Service Delivery Outcome Plan: Workplace Readiness Training - A](#), [Service Delivery Outcome Plan: Workplace Readiness Training - B](#), [Service Delivery Outcome Plan: Workplace Readiness Training - C](#), [Service Delivery Outcome Plan: Workplace Readiness Training - D](#))
- [Work-Based Learning Agreement](#)
- [Parent Authorization for Summer Work](#) (if student is under age 18 or has a legal guardian)

For VRC to provide to employer within 2 business days after employer contact:

- [Introduction Letter to Employer](#)

Includes links to:

- a. Statewide Payee Registration Form;*
- b. Fair Labor Standards Act (FLSA) Information;*
- c. Minor Work Permit*

NOTES: Before beginning this process, DVR and school staff determine the following:

1. Has the student **previously participated in any volunteer or unpaid work-based learning experiences**? If not, these should be considered before the student participates in this service.
2. Does the student’s school provide paid community-based work experiences?
 1. **If the school typically provides community-based work experiences during the academic year**, the school should continue to facilitate and fund these as part of their obligation under the Individuals with Disabilities

Education Act (IDEA).

2. **If the school provides services during the academic year, but not in the summer months**, DVR may facilitate and fund these individualized experiences for the student following the process outlined in this document.
3. **If the school does not typically provide community-based work experiences**, DVR may facilitate and fund these individualized experiences for the student following the process outlined in this document.

These services may only be provided to students who fit the criteria of a “**student with a disability**” for the purpose of receiving pre-employment transition services.

Students 16-21 years of age may participate in community-based work experiences, and must be **currently enrolled in a secondary or post-secondary education program**. A student who has left high school, but who has enrolled in a post-secondary education program, may participate in these services.

Action by DVR / School Transition Team (VRC, Student / Family, and Teacher)

- Team meets to explore:
 - **WBL Interest Areas** - the team should review the student’s transition assessment in the IEP (if applicable) to determine specific interest areas related to work-based learning in the community.
 - **WRT Goals** - the team should review the student’s workplace readiness goals. These goals may include communication and interpersonal skills, orientation, and mobility skills, understanding employer expectations for punctuality and performance, and other ‘soft’ skills necessary for employment.
- Team chooses the duration of the WBL. Each experience should be 11 or more hours per week. If the **DVR/School Transition Team** feels the student must participate on the site fewer than 11 hours per week due to medical or disability limitations, the VRC should discuss the acceptable minimum of hours and decide if this service is appropriate at this time.

The WRT should most often be selected concurrently with the WBL, per the following chart:

Work-Based Learning Placement	Concurrent Workplace Readiness Training
WBL-A: 4-6 weeks, 11+ hrs. per week, Fee to CRP: \$1820 (student wages paid separately)	WRT-A: 4-6 weeks, as needed Fee to CRP: \$535
WBL-B: 7-9 weeks, 11+ hrs. per week Fee to CRP: \$2140 (student wages paid separately)	WRT-B: 7-9 weeks, as needed Fee to CRP: \$1070
WBL-C: 10-12 weeks, 11+ hrs. per week Fee to CRP: \$2460 (student wages paid separately)	WRT-C: 10-12 weeks, as needed Fee to CRP: \$1605

Action by DVR VRC

- Provides the student with information regarding Community Rehabilitation Programs (CRPs) in the area who may potentially provide WBL or WRT services.

Action by Student / Family

- Chooses a CRP provider based on the information provided by DVR.

Action by DVR VRC

- Sets a meeting with the student and CRP provider to develop service delivery outcome plans (SDOPs) for Work-Based Learning and Workplace Readiness Training.
- At time of SDOP development, VRC should provide the [Work-Based Learning Agreement](#) to the CRP. The CRP provider is responsible to facilitate completion of the agreement together with the VRC.

If the WBL occurs during the summer months, parents/guardians of students under age 18 should sign the [Parent Authorization for Summer Work](#). The CRP provider should then provide this document to the employer.

Action by DVR VRC and CRP Provider

- Determine the method of payment for student wages:

Student Wage Options: CRP pays student wage; invoices DVR follow the below process:

- a. CRP assumes liability and payroll responsibilities for student.
- b. CRP invoices DVR weekly, bi-weekly, or monthly.
- c. CRP pays minimum wage to student.
- d. CRP may add 15% admin cost to the hourly wage. For example: \$11.00 to student, \$1.65 for CRP admin cost = \$12.65/hour total.

Student Wage Options: Employer pays student wage; invoices DVR follow the below process:

1. Employer assumes liability and payroll responsibilities for student.
2. Employer invoices DVR weekly, bi-weekly, or monthly.
3. Employer must be a State of Washington Vendor in order to receive reimbursement.

Student Wage Options: Employer pays student wage follow the below process:

- Employer hires student for the duration of the WBL and pays wages directly to student.
- Note the WBL interest areas identified by the DVR/School Transition team in the Work-based Learning Experience SDOP.
- Note the WRT goals identified by the DVR/School Transition team in the

Workplace Readiness Training SDOP.

Action by CRP Provider

- Develops the site for the Work-Based Learning Experience and provides employer contact information to VRC.

Action by DVR VRC

- VRC contacts employer via phone to introduce DVR support on behalf of CRP and student within 5 business days of CRP-provided employer contact information.
- Within 2 business days of phone contact, VRC sends **Introduction Letter to Employer** (letter includes links to Statewide Vendor Payee application, Minor Work Permit info, and FLSA information sheet) to the Employer.

Action by DVR VRC, CRP Provider, Employer, and Student / Family

- - CRP facilitates completion of the Work-Based Learning Agreement by setting a meeting with all parties for signature and clarification.
 - If the WBL is set for the summer months, the CRP should ensure the parent/guardian signs the [Parent Authorization for Summer Work](#) form if applicable.
 - VRC should attend meeting in person. If VRC is unavailable in person, the VRC should participate via phone.
 - All parties must ensure the student does not begin work prior to the date indicated on the Work-Based Learning Agreement.

Action by Employer

- Completes the [Statewide Payee Registration](#) form to enable reimbursement of wages, accommodations, or training fees if necessary.
- Submits form to Statewide Payee Desk approximately 2-3 weeks before WBL experience begins.
- Ensures a current [Minor Work Permit](#) and [Parent Authorization for Summer Work](#) (if applicable) is secured at the place of business.

Action by CRP Provider

- Provides a Service Delivery Outcome Report (SDOR) for both the Work-Based Learning Experience and Workplace Readiness Training (if appropriate) to both the student and the DVR VRC.

Action by DVR VRC

- Ensures that the SDOR is written directly to the student.
- With student permission, provides the SDOR to the School Transition Team.

Standard Operating Procedure: Purchasing Pre-Employment Transition Services from Vendors for DVR Customers

(Revised: 7/17/2019 / Housekeeping: 03/02/2020)

Purpose: To offer an overview of the process that DVR staff should follow prior to, during, and after purchasing vendor-provided pre-employment transition services for potentially eligible students with disabilities and DVR customers who are students.

Note: CRP-provided pre-employment transition services are not to be utilized for students with disabilities who are on a waiting list for services. If a purchased pre-employment transition service is needed, counseling staff should refer these students to pre-employment transition services available through a contracted vendor providing services through the pre-employment transition services “template” contract in their region.

Reference:

[34 CFR 361.5\(c\)\(51\)](#) – (“Student with a Disability”)

Definitions:

See [“Pre-Employment Transition Services: Categories and Descriptions.”](#)

Materials:

SDOPs for:

1. [Pre-ETS Job Shadow](#)
2. [Pre-ETS Informational Interview](#)
3. [Pre-ETS IL Self-Advocacy](#)
4. [Pre-ETS IL Peer Mentoring](#)

[Vendor Provided Pre-Employment Transition Services: Fees and Guidance \(March 2020\)](#)

[Information and Consent Form \(DSHS 11-122\)](#)

[DSHS Consent Form \(DSHS 14-012\)](#)

Notes: Before beginning this process, DVR staff and school staff (if student has an IEP) must determine the following:

Has the student participated in employment-related transition activities through the school?

Services offered through DVR should complement **and not replace** what the student is already doing as part of school transition activities.

These services may only be provided to students who fit the criteria of a “**student with a disability**” for the purpose of receiving pre-employment transition services.

Students with disabilities may participate in these services from as young as 14 until they turn 22 years of age, and must be currently enrolled in a secondary or post-secondary education program. A student with a disability within this age range who has exited high school and has enrolled in a post-secondary education program may participate in these services.

PRIOR TO APPLICATION AND INTAKE

Action by DVR VRC (during IEP meeting, or other conference / consultation with student and school staff)

Meets with student, family, and school staff to:

- a. Reviews IEP, 504, or Health Plan, with a focus on the student's transition goals.
- b. Assesses what services the school is providing and what additional services the student needs.
- c. Discusses the services available from DVR staff and the vendors in the local area, and how the appropriate services may fit with the needs of the student.

IF STUDENT ONLY REQUIRES PRE-EMPLOYMENT TRANSITION SERVICES CONTRACTED WITH EDUCATIONAL SERVICE DISTRICTS / POSTSECONDARY INSTITUTIONS / LOCAL WORKFORCE BOARDS

Action by DVR VRC (during IEP meeting, or other conference / consultation with student and school staff)

- d. Offers student and family information about the activities provided in the local area through the Educational Service Districts, Post-Secondary Institutions, or Local Work Force Boards.
- e. Provides [Information and Consent Form \(DSHS 11-122\)](#) to student, family, and school staff for future participation in pre-employment transition services activities as a potentially eligible student.
- f. Connects student/family with service provider if a point-of-contact is available for the provider, to ensure that referral is complete.

IF THE STUDENT CUSTOMER:

A) WOULD REQUIRE INDIVIDUALIZED SUPPORTS TO PARTICIPATE IN PRE-EMPLOYMENT TRANSITION SERVICES,

B) WOULD REQUIRE MORE INDIVIDUALIZED PRE-EMPLOYMENT TRANSITION SERVICES, OR

C) IS OTHERWISE INTERESTED IN APPLYING FOR VR SERVICES

Action by DVR VRC (during IEP meeting, or other conference / consultation with student and school staff)

Moves forward with application and intake for student:

- g. Provides Application and Vocational Information form to student.
- h. Offers informed choice to student about intake location—this could be the DVR office or the school.
- i. If DVR is operating under an order of selection, offers the student informed choice about the potential impact of application on the availability of pre-employment transition services.
 - a. Under an order of selection, students who have not previously received pre-employment transition services, and who have been placed in a priority category not currently being served, must wait to receive pre-employment transition services until they come off the wait list.
 - b. Students who have begun receiving pre-employment transition services prior to being determined eligible may continue to receive pre-employment transition services provided by vendors through the “template” contract while they are on a wait list under an order of selection.

NOTE: If the student applies before the VRC has an opportunity to meet with school staff and discuss transition goals after reviewing the student’s IEP, 504 or Health Plan, then steps 1-3 must be completed at this point.

Action by DVR VRC

Moves forward with vocational assessment and the development of IPE:

- j. Uses information obtained during the transition team meeting in steps 1-3 (and further consultation with the Student/Family as needed) to complete the initial vocational assessment screen.
 - a. If information for an area is limited or incomplete, indicates that the question is still being explored.
 - b. The student’s IPE goal should correspond with the student’s IEP goal.
- k. Utilizes the [**"Vendor Provided Pre-Employment Transition Services: Fees and Guidance"**](#) to narrow down and identify the services to be purchased for the student customer.
- l. Consults with Student/Family to complete an initial IPE with a broad goal and the services that the team identified during the transition team meeting.
 - a. The plan should **not include job placement or related services** until a specific goal is identified.

Action by student/Family

- m. Chooses a vendor or vendors for any vendor-provided pre-employment transition services included on the IPE based on availability and informed choice.

Action by DVR VRC

- n. Sets a meeting with the Student/Family and CRP to discuss the student customer's goals and develop service delivery outcome plans (SDOPs) for any pre-employment transition services that will be delivered to the student customer.
- o. Prepares referral information for CRP according to local office best practice.

Action by DVR VRC/Student/CRP

- p. Meet to develop SDOPs with specific requirements for the provision of the specified pre-employment transition services listed.

Action by CRP Provider

- q. Develops activities for the service and monitors the student customer's progress.
- r. Provides regular updates and reports to VRC as specified in the SDOP.
- s. After completion of activities, provides a Service Delivery Outcome Report (SDOR) to both the student and DVR VRC that:
 - Provides a summary of activities conducted as part of the service delivery agreed to in the SDOP.
 - Is written in language addressed directly to the student.
 - Includes information learned about the student customer's interests, skills, ideal conditions of employment, and any other applicable information.
 - Includes at least one recommendation for next steps.

Action by DVR VRC

- t. Ensures that the SDOR is written directly to the student, offers dates and hours for all activities conducted, provides evidence of any gains or progress made during the service, and makes specific recommendations for further exploration and experience.
- u. With student permission, provides the SDOR to the DVR/School Transition Team.

Once the student customer has identified a specific job goal and is ready to move toward job placement:

- v. Follows the process for Amending an Individualized Plan for Employment to reflect the specific job goal and the services that will be required to reach that goal.

Rehabilitation Technology Services

(Revised 07/02/2018)

See Also:

[Purchase of Vehicle and/or Vehicle Modifications](#)

Definition: Rehabilitation Technology Service Provider

Definition: Rehabilitation Technology Service Provider

A Rehabilitation Technology (RT) Service Provider is a for-profit or non-profit organization or government entity approved by DVR to provide rehabilitation technology services and/or evaluations as described in WAC 388-891A-0770.

Identifying an Approved RT Service Provider

If a customer chooses an RT service provider that is not registered by DVR, or if an additional RT service provider is needed in an area, contact the Field Services Administrator or designee to discuss the need. The Field Services Administrator or designee is responsible to review the need for an additional RT service provider, identify potential RT service providers, and gather information to assess whether they meet the DVR quality assurance expectations.

If the RT service provider satisfactorily completes the DVR quality assurance registration requirements, the Field Services Administrator coordinates with the State Office to ensure the RT service provider's information is entered in the Waves Associated Vendors tab according to procedures for registering vendors in the Authorizing, Issuing and Paying for Services Chapter and notifies the DVR Field Services Administrator or designee of the action.

Selecting Services or Service Providers

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

9. The services offered by each service provider.
10. Cost of each service.
11. Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
12. Average duration of each service.
13. Consumer satisfaction with service provider staff and services.

14. Degree of integration in service delivery settings.
15. Qualifications of approved service providers.
16. Information about how the customer may contact a service provider representative directly to ask questions related to the services available, for example:
 - What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
 - Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
 - Estimated time that services could begin and how long services might last;
 - The customer's involvement in making decisions about the way services are provided to them;
 - For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
 - For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

See Also:

[Template for IL SDOP - Evaluation \(Partial or Comprehensive\)](#)

[Template for IL SDOP - IL Skills Training](#)

[Template for IL SDOP - IL Work-Related Systems Access Services](#)

[Exhibit A - IL Code of Ethics](#)

Information Provided to the Customer

Provide the customer with information to the extent available; to adequately inform and explain to the customer what CRP, IL, or RT services and service providers are available to assist in completing the rehabilitation process. Information includes, but is not limited to:

- The services offered by each service provider.
- Cost of each service.
- Accessibility of the service provider in compliance with the Architectural Barriers Act of 1968, the Uniform Accessibility Standards and their implementing regulations in 41 CFR part 101, subpart 101-19.6, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973, as amended.
- Average duration of each service.
- Consumer satisfaction with service provider staff and services.
- Degree of integration in service delivery settings.
- Qualifications of approved service providers.
- Information about how the customer may contact a service provider representative directly to

ask questions related to the services available, for example:

- a. What service delivery methods are available (e.g., whether services are provided in community settings, whether services are provided individually or in groups);
- b. Qualifications and experience of service provider staff, and customer options for choosing an appropriate staff member for services;
- c. Estimated time that services could begin and how long services might last;
- d. The customer's involvement in making decisions about the way services are provided to them;
- e. For CRPs, the types of occupations and the employers an CRP targets for CRP Vocational Evaluation Services or CRP Job Placement Services; and
- f. For CRPs, the job placement rate and track record in assisting customers achieve competitive employment.

Using Existing Information to Select an Employment Goal and Determine VR Needs

2. DVR staff will make maximum use of existing information available from the customer and other sources to assist the individual in selecting an employment goal and determining the VR services needed to achieve that goal. The VR counselor will be responsible for determining which additional assessment information is needed and obtaining it at the least cost.
3. An adequate assessment must be conducted and documented in the case record to support the customer's selection of a suitable goal and to substantiate their need for VR services.

Before purchasing assessment services to assist the customer in selecting an employment goal and determining the VR services needed to achieve that goal, maximum effort will be made to:

- a) Collect and make use of existing information that is available from the customer or other sources; and
- b) Conduct necessary assessments by the VR counselor (making full use of existing professional VR skills), using tools and resources that are already available through DVR, WorkSource, and other no-cost services.

Purchasing Assessment Services

1. If CRP, IL, or RT services are needed to make an eligibility determination, assist the customer to make informed choices in decisions related to the services and/or the service providers.
3. If CRP, IL, or RT services are needed to get information necessary to identify the customer's VR needs, assist the customer to make informed choices about the CRP, IL, and RT services and/or service providers the customer will use.

CRP - Vocational Evaluation Services - Employment Goal & VR Services on the IPE

CRP assessments are limited to one per customer, if needed. The VR counselor must consult with the VR supervisor or designee prior to purchasing additional CRP assessment services.

The VR counselor assists the customer to narrow the occupational area(s) of focus for the customer's IPE prior to purchasing CRP assessment services. The VR counselor and customer determine the scope and duration of a CRP assessment, and define the boundaries of the assessment in the referral document. The CRP service provider may be consulted, but the decision is made by the customer in cooperation with the VR counselor.

The VR counselor monitors the progress of the customer's assessment at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether the assessment is proceeding as originally agreed upon. If not, the VR counselor takes immediate steps to get the assessment back on track or terminate it.

Job Placement

- VR counselors will provide DVR customers with job placement (direct services), and/or utilize no-cost services from WorkSource before referring a customer for CRP Job Placement Services.
 - CRP- Job Placement Services are appropriate when:
 - a) The customer has clearly demonstrated they were not able to succeed in job search assisted by DVR staff, WorkSource; or
 - b) There is sufficient existing information to know that the customer would be incapable of succeeding in job search assisted by DVR staff or WorkSource due to the significance of their disability, or because Supported Employment is required.
1. DVR staff will actively assist customers in effectively using job search resources available through WorkSource. This includes working directly with customers at WorkSource locations to assist with their use of tools and other resources available for job search activities.
 2. DVR staff will sponsor job clubs and other activities to directly assist customers with job search (e.g., resume's completing job applications, finding job leads, practice interviews, etc.).

CRP Job Placement and CRP Job Retention Services

The VR counselor authorizes CRP Job Placement/Job Retention services according to the following:

1. A Service Delivery Outcome Plan for CRP Job Placement/Job Retention may be developed for up to 180 days.
1. If CRP Job Placement/Job Retention has NOT resulted in placement within 180 days, the VR counselor consults with the VR supervisor or designee to determine what action is necessary.

- While the length of the Service Delivery Outcome Plan may be for up to 180 days, the AFP for Job Placement/Job Retention services is limited to 90 days.

The VR counselor monitors the progress of the customer in Job Placement/ Job Retention at least once every 30 days, by speaking directly to both the customer and the service provider to determine whether progress towards employment is being made.

Further services are not reissued in the hope that more time in job search will bring different results. Instead, the VR counselor and the customer review the IPE and the Job Placement/Job Retention services for feasibility of successful placement.

This review is completed by the VR counselor and the customer prior to authorization of further services. The review includes an analysis of information gathered through placement activities to date and the following questions.

- Are there sufficient openings in the chosen vocational goal to predict placement success?
1. Can the customer demonstrate sufficient skills and aptitude to predict success in this placement effort?
 3. Are there other services necessary before placement efforts can be successful?
- Is the service provider effective, or would another service provider be more suitable?

If progress towards employment is not being made, the VR counselor takes immediate steps to get things moving or terminates the services that are not progressing.

IPE Development

If a customer determines that CRP, IL, or RT services are needed on their individualized plan for employment to achieve an employment outcome, assist the customer to make informed choices about the:

- Service providers that will provide the services;
- Setting in which the customer will receive services; and
- Methods of arranging and paying for the services from the methods available to DVR.

If a customer selects one or more CRP, IL, or RT services for their IPE, the service provider must be registered in Waves prior to any commitment to the customer or the service provider.

If a customer is referred to DVR from a county developmental disabilities program or regional support network where the customer uses an informed choice process to select services, service providers, settings, and methods of arranging and paying for services, the customer does not need to consider additional options or information.

If a customer chooses not to receive services from a CRP and the decision will jeopardize the customer's ability to complete the rehabilitation process successfully, the counselor discusses other options available to the customer.

Authorizing / Issuing / Paying

Purchases Requiring Quotes and Approvals

As with all purchases, Federal and State policy require DVR staff to help a customer access comparable services and benefits before authorizing a purchase, as well as ensuring that the purchase is at the least cost for items and services available and adequate to meet the customer's needs. DVR policy requires staff to loan a used item from the **Inventory in Waves** if any recovered equipment is available and meets the needs of the customer. For more information, see **Loaning, Recovering, and Reassigning Inventory Items**.

In addition to utilizing comparable services and benefits and ensuring that purchases are at the least cost for items available and adequate to meet the customer's needs, there are separate procurement laws that govern purchases made by the state of Washington. For equipment not obtained through a state contract or using the **Medical Fee Schedule**, there are additional requirements for staff making purchases in excess of \$1,000.

The kinds of purchases requiring additional documentation include:

- Tools and Equipment.
- Computer Purchases for Customers.
- Wheelchairs and Similar Conveyances.
- Vehicle Purchases.
- Vehicle Modifications.
- Self-Employment Start-Up Equipment / Supplies.
- Non-Permanent Housing Modifications.

NOTE: All vehicle purchases (regardless of cost) must be pre-approved by the VR Supervisor, Regional Administrator, and Director (or the Director's designee). Vehicle purchases of \$5,000 or more must also be approved by TRACKS Purchasing from DSHS/PSC.

Purchase Limits and Required Documentation

The following dollar limits and documentation requirements apply to all goods and services listed above when the purchases are not made through a state contract. Dollar limits are before trade-in allowance, sales tax, and freight allowance.

Dollar Limit	Documentation
\$0.00 to \$999.99	No documentation required
\$1,000.00 to \$4,999.99	Three telephone quotes (can include quotes from websites), documented in Case Narrative using the details included below
\$5,000.00 and above	Three written vendor quotes with specifications and justifications for purchase, following the details below

NOTE: Purchases made in accordance with state contracts or the Medical fee schedule do not need quotes or DSHS approvals.

Telephone Quotes for Off-Contract Purchases between \$1,000 and \$4,999.99

Three telephone or internet quotes are required for off-contract purchases of the goods and services listed above that cost more than \$1,000 but less than \$5,000.

DVR staff must document these three quotes in a case note in the customer's case service record, and include:

- Names, mailing address or email address, and telephone numbers of the firms contacted, or the websites used.
- Date of contact.
- Information provided by the supplier about the goods or services requested;
- The supplier's quote, including:
 - The price quoted.
 - Prompt payment discounts (if offered); and
 - Supplier's response to the requirements.
- A cost comparison that includes the cost of repairs, if needed, to make the equipment usable and safe.
- An explanation of the decision about which equipment to purchase and the reasonableness of its price.

Written Quotes for Off-Contract Purchases of \$5,000 or More

Three written vendor quotes are required for off-contract purchases of the goods and services listed above that cost more than \$5,000. The quotes must:

- Use form DSHS 17-153, Request for Quote; and
- Follow the same specifications for each vendor/supplier.

For example, if a customer were to require a tractor for self-employment, the VR Counselor requests quotes from each vendor based on the same tractor specifications from each supplier (e.g., round

steering wheel, 60 horsepower, 4-wheel drive, attachments to include a 72" finish mower, etc.). The vendor may then return their bid on the form (i.e., DSHS 17-153) provided by DVR staff, including all items requested as individual, line-item costs.

Tools / Equipment Purchases in Excess of \$5,000

When purchasing any of the items identified in the list above (Tools and Equipment; Computer Purchases; Wheelchairs and Similar Conveyances; Vehicle Purchases; Vehicle Modifications; Self-Employment Start-Up Equipment / Supplies; Non-Permanent Housing Modifications), the VR counselor must obtain approval (based on the purchasing level) from the:

1. VR Supervisor.
2. Regional Administrator; or
3. Director or Designee.

VR counseling staff must fax or email three quotes and justifications to DVR Fiscal (c/o Finance and Budget Manager). Once approved, the Finance and Budget Manager emails an approval notice to the requestor. Upon receipt of Fiscal approval, an AFP may be issued to the vendor.

Sets of Tools or Equipment Must Not Be Split Up to Avoid Procurement Rules

Orders of equipment, including sets of tools or stocks and supplies, must not be split up to avoid procurement rules for purchases exceeding the dollar amounts above. This practice violates state procurement rules and law.

For Example:

When the cost for self-employment tools and equipment exceeds \$5,000 for a tractor with a 72" finish mower, for the purposes of state procurement rules, the VR Counselor must request quotes from at least three vendors for both the tractor and the 72" finish mower. If a separate vendor must be used for the tractor and finish mower attachment, and each item's cost is below \$5,000, the individual purchases still must be supported by three quotes and a justification. This is to avoid "splitting" the purchase under state rules.

DVR Funds Cannot be Used for Certain Purchases

For a list of purchases or services for which DVR cannot pay or grant an exception to policy to pay, see: [Exceptions to Policy that Cannot Be Granted.](#)

DVR Vendors

A vendor is any business, store, for-profit or non-profit organization, contractor, individual or entity providing goods or services to DVR or a DVR customer in return for payment.

Staff can search for registered vendors in the case management system. If the vendor is not registered, have the vendor complete the Vendor Registration process. In the event DVR counseling staff need to make a purchase prior to vendor's completion of the Vendor Registration process, staff may use the office customer credit card.

A business or entity interested in providing Community Rehabilitation Program (CRP) or Independent Living (IL) services must be granted a DVR contract before being registered as a vendor for those services.

Link to DVR Internet: [Information for Contractors](#)

Vendor Registration

(Revised 05/12/2021)

The State of Washington [Office of Financial Management](#) processes new vendor registration requests.

Prospective new vendors must complete and submit the Statewide Payee Registration Form:

1. [Instructions](#) for the Statewide Payee Registration.
2. [Statewide Payee Registration Form](#) (this form includes the Request for Taxpayer Identification Number and Certification, W-9).

This form is available on the OFM web site.

Note: *To avoid duplication prospective vendors should either send the original form by mail, or fax them (but not both).*

- Once OFM receives the completed forms, it takes about a week for OFM to set up a new vendor.
- DVR staff will need to check to see if the name of the new vendor has been added.

See Also:

[New Vendor Registration Letter](#)

Electronic Fund Transfers (EFT)

By Governor's directive, vendors are established and paid using a statewide vendor number (vendor numbers begin with SWV). The vendor registration process identifies Tax ID Numbers and payment preferences for vendors.

EXCEPTION: If the vendor is setup as a statewide vendor and the warrant is redirected to the local office, no EFT occurs, and the warrant will be produced with the vendor as the payee c/o DVR and sent to the local DVR office that issued the payment. Redirecting a warrant to the local office is the **only** way to override the EFT for statewide vendors.

To determine whether an EFT or warrant is issued after a payment is made, review the warrant number. Warrant numbers are 6 digits long followed by a letter. EFTs are 6 digits followed by the symbols, or /.

Authorization for Purchase (AFP)

Prior to initiating a service, purchases of goods and services on behalf of a DVR customer must have written authorization. This requirement is found in WAC 388-891A-1105.

- For most services, DVR requires a written authorization in the form of an AFP issued from the case management system for initiating services. When an AFP cannot be used, a form of written authorization **other than an AFP** must be utilized prior to the initiation of services.
- All purchases made in support of a customer's individualized plan for employment must be contained in the IPE. Please refer to **VR Services in the IPE** for information on VR services in the IPE.

Depending on the circumstance, there are two broad forms of written authorization that DVR produces:

- An AFP, issued from the case management system and signed by the VR Staff. The vendor must be registered in the case management system before a verbal commitment is made. When the approval process has been completed by authorized VR staff, an AFP is legally binding document for goods or services.
 - Purchases using the DVR purchase card require written authorization with an AFP before the purchase is made. For instruction on how to make a purchase using the purchase card, follow the process in the Standard Operating Procedure: **"How to Make a Purchase with the Customer Credit Card."**
- Another form of written authorization, as described below, when the terms of a contract with a vendor provide for a different form of written authorization. An AFP or A-19 is issued as soon as

exact payment information becomes available. Examples of when this may occur include:

- Interpreter services initiated by an authorized requester following the terms of the relevant contract, when the service duration cannot be determined prior to the initiation of the service.
 - In this instance, an authorized request for service meets the terms of the contract for written authorization of the service.
- Pre-employment transition services in a group setting initiated in accordance with the terms of a vendor's contract by the vendor, and validated through review by the Transition Manager at invoice.
- In this instance, an A-19 may be issued when coordination to determine necessary service levels has been agreed to in a contract between vendor and DVR, and validation of any invoiced services has been made according to the terms of the applicable pre-ETS contract.

Because the AFP is legally binding:

1. The AFP must include specific information in the AFP description that describes the goods/services authorized for purchase, as well as the dates of service, amounts authorized, and any other conditions related to the service(s) and/or payment. The AFP description should include the item being purchased and any other key identifying information, such as type/make/model, when appropriate. For example, Maxim Keyboard for PC, or Dragon NaturallySpeaking, Preferred Edition; or 2 pairs of pants, 3 shirts, 1 pair of shoes.
2. The Terms and Conditions must be provided to the vendor or customer along with the AFP.

When an AFP is the appropriate form of written authorization, it must be completed by the authorized field staff and mailed or delivered to the vendor within 5 working days of making any verbal or written commitment to a vendor.

An AFP that replaces a previously issued AFP must include a statement "AFP Cancels and Supersedes AFP # 999999" or "This AFP replaces AFP # 999999." This allows for a complete audit trail. Replacement AFPs are needed when the AFP does not include correct information such as dates of service, amount to pay, or services to be provided.

Record of Authorizing Approval

The Waves system enforces the process for completing AFPs and creates a record showing the required approval process was followed/completed. This record secures the binding nature of the AFP and thus does not require the addition of a staff signature.

The AFP generated out of Waves contains the typed name of the authorizing staff person, and no modifications/additions are needed before sending the AFP to vendors. Signed copies of AFPs can be provided to vendors if requested.

Staff are also not required to print a second copy of the AFP for DVR records.

Standard Operating Procedure: Correcting Inaccurate AFPs for Pre-Employment Transition Services

Purpose: This procedure identifies the action staff must take when a payment has been made incorrectly for a pre-employment transition services (pre-ETS) activity. Following this procedure ensures payments that must be attributed to pre-ETS funds are accurately identified and can be correctly categorized when reporting DVR's program expenses.

Payment errors occur when:

1. The correct AFP service category would have specified a pre-ETS activity, but the AFP was issued for a different service category; or
2. When the AFP payment service category was for a pre-ETS activity, but this was in error.

Reference:

[Vendor-Provided Pre-Employment Transition Services: Fees and Guidance](#)

Action by DVR Field Staff

When staff identify a payment made in error for a pre-employment transition services (pre-ETS) activity

1. When the correct AFP service category was a pre-ETS activity, but another AFP category was selected in error:
 - a. If the AFP has been canceled or paid in full.
 - i. Print to PDF the Service Delivery details.
 - ii. Email the DVR fiscal team (dvriscal@dshs.wa.gov) payment correction information and include the following:
 - A screenshot or copy of the Service delivery details for the incorrect payment.
 - An explanation for the payment error, includes the dollar amount paid and what occurred, such as, "This was paid under service category 'other' when the correct category was

“Pre-ETS Employer Wage Reimbursement.”

iii. Make a case note in the Customer’s case service record.

b. If the AFP is open and services are ongoing:

i. Cancel the incorrect AFP.

ii. Issue a new AFP under the correct AFP service category for the remaining balance only. Add to the description of the AFP, information that details what is occurring such as “This AFP cancels and replaces AFP 0101010. The wrong category was used for the payments of \$460.00 and \$375.00”.

iii. Follow the steps described in 1) a) i) – iii) above to notify the DVR fiscal team and document the error in a case note.

2. When the AFP service category was a pre-ETS activity, but this selection was in error, follow the steps described above to notify the fiscal team of the payment error.

Action by Finance and Budget Unit

3. When field staff reports an incorrect pre-ETS payment, either over or under-accredited, follow the steps in the fiscal unit desk manual to adjust the payment in the DSHS financial reporting system - AFRS.

For questions regarding this procedure, contact dvrfiscal@dshs.wa.gov.

AFP Dates

(Revised 6-30-10)

Authorizing Services for 90 Days

1. Services may be authorized for 90 days (except for the CRP services below that may be authorized up to 180 days).
2. The service start date and end date should match the start date and end date on the SDOP (Service Delivery Outcome Plan).
3. AFPs expire 60 days from the service end date.

Authorizing Services for 180 Days

1. CRP: Job Placement, Job Retention, CBA, and Intensive Training services may be authorized up to 180 days.

2. The service start date and end date should match the start date and end date on the SDOP (Service Delivery Outcome Plan).
3. AFPs expire 60 days from the service end date.

Crossing State and Federal Fiscal Years

Services that cross the Federal Fiscal Year (starting October 1st) or the State Fiscal Year (starting July 1st) may be authorized up to 180 days.

Cancelling AFPs

If services are not completed by the service end date, the AFP is cancelled and a new AFP is issued.

Authorization Date

This is the date that the AFP is created in the case management system.

Service Start Date

This is the date that DVR, the customer, and any associated vendors agree for services to start.

Service End Date

This is the date that DVR, the customer, and any associated vendors agree for services to end. This date cannot be before the service start date.

Services are authorized up to 90 days after the services start date (except for the CRP services (below):

CRP: Job Placement, Job Retention, Community Based Assessment, and Intensive Training can be authorized up to 180 days after the service start date.

Exception: Regional Administrators and VR Supervisors can back date without restriction.

Purchase Limits for DVR Staff

(Revised 12-12-23)

VR counseling staff have a unique authority delegated by the Department of General Administration (GA) and DSHS Purchased Services Contracts (PSC) to authorize and pay for customer services with federal and state funds after soliciting the maximum extent of competition practicable. There are specific dollar limits established for approving and paying AFPs, as follows:

Role	Approval Limit	Case Note Required	Payment Limit
Rehab Tech	\$15,000		\$55,000
VR Counselor	\$15,000		\$15,000
VR Supervisor	\$55,000	By VR Supervisor	\$155,000
Regional Administrator	\$80,000	By Regional Administrator	\$0
Field Services Administrator, or designee	\$155,000	By Field Services Administrator, or designee	\$0

AFP Payments – Service Deliveries

A VR counselor may authorize payment for services if:

- The authorized goods and/or services were satisfactorily provided.
- An invoice is received that includes:
 - Vendor's name and address
 - Itemized description of goods or services provided.
 - Amount due.
 - Invoice date
 - Invoice number (if the vendor has an invoice numbering system)
 - Customer name or AFP number
 - Date(s) and time(s) the services were provided if paying for services based on an hourly rate

Timely Payment of Invoices

(Revised 09/12/2019)

VR staff monitors outstanding AFPs to ensure timely invoices are received when services are completed. AFPs are typically paid within 45-days from the service completion date. This gives the vendor sufficient time to bill DVR. Once a vendor invoice is received, payment must be made **within 5 working days**. DVR is not liable to pay invoices received more than one year from the service completion date. See [DSHS](#)

[WAC 388-05-0010: How soon does a contractor have to submit claims for payment to the department after the services are rendered?](#)

Payment Exceptions

1. To avoid a delay in receiving copies of medical records, request records prior to issuing an AFP. At the time the records and invoice are received, an AFP is issued and payment made.
2. Some vendors, such as government agencies, do not accept an AFP or require payment before services are delivered. In these situations, the VR counselor can authorize the purchase and payment without an itemized invoice. Once the services are delivered, supporting documentation must be attached to the AFP.
3. Missed medical appointments can be paid from the original AFP.

Invoice Amount Greater than the AFP

Staff are no longer able pay up to \$50.00 over the AFP amount. When creating AFPs, staff should plan accordingly.

If no payments have been made on the AFP, staff can change the amount authorized up to their purchasing limit and resubmit for approval. The reason that the AFP needs to be resubmitted must be noted in the comment section of the AFP. If the cost is greater than the VRC approval limit and/or the RT creation limit, a case note should be made prior to approval by the VRC and/or VRS.

If the amount will be greater than the limit for **support services**, then the need for an amendment/edit to IPE should be discussed with the VRS. AFP edits are only applicable to AFP's that do not have a direct cost correlated to a contracted service.

Payment Errors

If a payment is entered in error, it can only be deleted on the same working day that it is entered. If not deleted the same day, the payment cannot be stopped. The only recourse is to work with the vendor or customer to request a refund.

Vendor Invoices

All payments to vendors must be supported by itemized invoice(s). It is best practice to pay vendors from original invoices to prevent duplicate payment; however certain situations might require that you to pay from invoice copies, internet copies or faxed copies. Paying from copies is permitted as long as a brief note is made on the invoice copy to indicate "Use as Original." No explanation is needed for internet copies as long as the invoice includes the vendors name, address, items purchased and amount, etc.

Canceling Services Authorized on an AFP

If goods or services authorized on an AFP are cancelled in whole or in part, a Notice of Cancellation is prepared and sent to the vendor. A Notice of Cancellation is required in the following situations:

1. An AFP was issued for tuition, but the customer did not register.
2. An AFP was issued for equipment to use in employment and the customer changed job goals and no longer needed the equipment.
3. An AFP was issued to a Community Rehabilitation Program (CRP) for Job Placement and the customer fails to cooperate.
4. An AFP was issued for six physical therapy sessions, and it is determined after three sessions that the remaining sessions are not necessary.

NOTE: A Notice of Cancellation is not required to cancel the balance of an AFP if a **final payment has been made**, regardless of the amount.

[Form - Refund or Cancelled Warrant Notice Form DSHS 06-069](#)

Standard Operating Procedure: Paying Cancellation and No-Show Fees for DVR Customers

Purpose and Background: The Rehabilitation Services Administration has provided guidance to state VR programs that the payment of cancellation and no-show fees, such as those often charged by DVR providers for medical appointments or interpretation services, is permissible only when certain conditions are met.

Cancellation fees and no-show fees must be identified in the case management system, and they must meet criteria that establish them as reasonable, necessary, and customary.

Definitions:

Cancellation fees are administrative fees charged by providers when an individual fails to cancel an appointment within the necessary time period before the appointment (e.g., 24 to 48 hours, depending on the provider). Cancellation fees are contained in a provider's policies and the provider will provide notice to individuals about the fee at the time the appointment is made.

No-show fees are fees charged by providers when an individual does not attend a scheduled and authorized appointment for services with a vendor. An example of a no-show fee that may be permissible is the payment of an authorized fee to an interpreter when a customer or employee does not attend a scheduled session, but the interpreter otherwise fulfills the terms for the contracted service.

Action by DVR Staff Authorizing Payment:

1. Review the invoice received to identify whether any fees indicated are fees for cancellations or no-shows as defined above.
2. For fees identified as cancellation or no-show fees, ensure that the fee is flagged for the staff making payment and that the fee meets the criteria for being allowable.

Considerations when Paying Cancellation or No-Show Fees to Providers

Before a VR staff member pays a service provider a fee for a missed appointment (cancellation or no-show fee), counselors must consider the following factors:

- Was the appointment arranged by DVR?
- If DVR refused to pay the fee, would the service provider's policies prohibit the scheduling or rescheduling of further appointments for the individual, thus, in effect, denying the individual a necessary service?
- Is the fee being charged customary, or is it targeted toward DVR as a player?
- Does the provider routinely notify all patients of the missed appointment policy?

If a fee is necessary and customary, it can be paid to the provider as an administrative cost to the VR grant. However, the fee must be identified as a "cancellation fee" in the case management system at payment.

3. Sign the AFP to authorize payment as usual, indicating fees for services rendered and cancellation/no-show fees on separate lines, with separate authorization signatures.
4. Following office procedures, transmit the authorization to staff who will make the payment.

Action by DVR Staff Making Payment

5. Following office procedures, initiate payment for the invoice based on the signed AFP received from the staff making the authorization.
6. Ensure that payments are separate for services rendered and cancellation or no-show fees by entering a separate service delivery for cancellation/no-show fees with the checkbox marked "Cancellation Fee" checked for any fees identified as appropriate for payment as cancellation or no-show fees; this will flag the transaction for Fiscal processing.
7. Close the AFP after paying the cancellation fee.

Separation of Duties

To protect DVR's authority to directly purchase services and reduce the risk of fraud and abuse, procedures are required that prohibit a person from issuing an AFP in the case management system and then entering a payment for the same AFP. These procedures are called "separation of duties." To

ensure separation of duties is maintained when processing AFPs, the staff person who issues an AFP is not permitted and does not have the authority to make payments for the same AFP.

Separation of Duties Procedures

- A VR counselor approves the purchase of the goods/services needed.
- Based on the AFP purchase limits (above), the appropriate VR staff draft and/or issue the AFP. The person who issues the AFP cannot pay invoices for the same AFP.
- The VR Counselor, VR Supervisor, Regional Administrator, or Field Services Administrator (or designee) authorizes purchases up to their purchasing limit by completing the approval process for the AFP.
- VR staff (likely an RT) requests payment for service delivery.
- A VR Counselor, VR Supervisor, Regional Administrator, or Director (or designee) reviews payment up to their purchasing limit completing the review process of the service delivery once they verify the goods/services were received and the invoice matches the goods/services and amount originally authorized.
- Once service delivery has been reviewed, a VR staff (other than the person who issued the AFP) enters the payment in the case management system.

AFP Authorization

1. A VR Counselor, VR Supervisor, or Regional Administrator can authorize AFPs up to their purchasing authority. Completing the required approval process in Waves creates a record showing the process was followed/completed. This authorizes a purchase.
2. A Rehabilitation Technician (RT) is authorized to create an AFP, but a VR Counselor, VR Supervisor, or Regional Administrator must approve the authorization.
3. An RT is authorized to enter a payment in the case management system after a VR Counselor, VR Supervisor, or Regional Administrator approves the service delivery. An RT does not have authority to approve a new AFP or service delivery.

AFP Signatures

- A VR Counselor, VR Supervisor, or Regional Administrator can authorize AFPs up to their purchasing authority. Completing the required approval process in Waves creates a record showing the process was followed/completed. This authorizes a purchase.
- A Rehabilitation Technician (RT) is authorized to issue an AFP, but a VR Counselor, VR Supervisor, or Regional Administrator must approve the authorization.
- An RT is authorized to enter a payment in the case management system after a VR Counselor,

VR Supervisor, or Regional Administrator approves the service delivery. An RT does not have authority to sign off on a new AFP or on a service delivery.

Standard Operating Procedure: How to Make a Purchase with the Customer Credit Card

Revised: 3/12/2020

Purpose and Background:

The purpose of the procedure is to establish a standard process for using, the DVR customer credit card(s). All DVR staff must follow DSHS policies and procedures, any applicable Washington Administrative Code (WAC) and the DVR Customer Services Manual when making purchases for a customer service.

- **Delegated Authority** – The purchasing authority the Department of Enterprise Services delegates to DSHS, allows DVR to authorize and pay for customer services with federal and state funds at least cost practices.
- See [Customer Service Manual - Purchase Limits for DVR Staff](#) for specific dollar limits established for issuing and paying AFPs.

Use Customer Credit Cards when:

- When the vendor is not registered within the Statewide Vendor system to provide the service needed, the purchase must be made prior to vendor registration completion, or an unregistered vendor is a least cost option.
- The vendor does not accept AFPs or prefers payment via credit card.

Note:

Never copy the credit card number by hand for later use or store the information electronically. Staff must enter the number from the credit card into any necessary forms by referencing the physical card.

Never share account IDs or passwords with others. When utilizing business accounts with vendors, staff are responsible for mainlining the confidentiality of user ID and password information.

Best Practices:

Avoid using the credit card more than 45 days in advance of the provision of goods or services. If an exception is required, the VR Supervisor and the DVR Finance and Budget Unit must discuss the potential purchase to assess the risk and likelihood of error, other options available, the amount of the transaction, and document this assessment of risk and benefit in the case management system.

Contact DVR Finance and Budget for temporary increases on the customer credit card when:

A single-purchase is expected to exceed the card single-purchase limit. Request an increase when the AFP amount exceeds that limit.

The overall credit limit for the customer credit card is nearing, or is expected to exceed, the card limit for the billing cycle.

Reference:

[DSHS Administrative Policy 13.18 Purchase Cards – Obtaining and Safeguarding](#)

[DSHS Administrative Policy 13.19 Purchase Cards – Purchase, Payments, and Disputes](#)

[WAC 388-891A-1150, “May I select the services and service provider of my choice?”](#)

[DVR SOP 100-04-015, Updating a Purchase Card Custodian](#)

[DVR SOP 100-04-017, How to Pay and Submit Monthly Credit Card Charges](#)

Forms:

DVR Customer Credit Card Log, See [DVR Finance & Budget, Forms Page](#)

Definitions:

Card Custodian: The card custodian is the staff member who retains the card, is responsible for ensuring the security of the card and correct usage in their office. This means:

1. Only the card custodian and the card custodian’s backup have access to the keys and the card.
2. Only the card custodian and the card custodian’s backup have responsibility to check out and check in the card.

Card User: A DVR employee making a purchase on the behalf of a customer, after an AFP has been created, and the purchase is allowable.

Note: When both the card custodian and the card custodian's backup are out of the office, staff needing to use a customer credit card should contact the DVR Account Manager at dvrfiscal@dshs.wa.gov.

Action by Card User:

- Prior to making a purchase for a customer with the DVR customer credit card, complete the following steps:
 - Ensure the purchase is included in the customer's IPE, when required.
 - Research the item(s) applying the requirement found in [WAC 388-891A-1150](#) stating that DVR obtains the service available at the least cost to meet the customer's needs.
 - Draft and issue an AFP to the credit card vendor following the steps described in the DVR Customer Service Manual, **Purchasing and Authorizations for Purchase**.
 - Include the name of the vendor(s) that the item(s) will be purchased from in the AFP service description field.

Note: You do not need written permission to use the customer credit card. It is a payment tool.

- Provide documentation (i.e., issued AFP) for the purchase to the card custodian.
 - If using an AFP printout from Waves, a signature does not need to be added.
- Complete the credit card log and check out the card from the card custodian.
- After completing a purchase:
 1. For an online item(s):
 1. Print the purchase document(s), e.g., confirmation email;
 2. Provide purchase documents to the card custodian with a copy of the issued AFP; and
 3. Complete the credit card log and check in the card with the card custodian.
 4. When the on-line item(s) is/are received, check to be sure the entire order is received by:
 1. Reviewing the items against the shipping confirmation; and
 2. Initialing and dating the documentation that has arrived with the order (i.e. packing slip); or
 3. Contacting the customer to verify (when the order is shipped to the customer) and document all of the items were received with email confirmation from customer or a signed packing slip from the customer.
 2. For an in-store item(s):
 1. Return the original receipt(s) to the card custodian with a copy of the issued AFP; and
 2. Complete the Credit Card Log and check in the card with the card custodian.

Note: When the order is split into multiple shipments, check off the items on the original order information to be sure all were received. If items received are loaned to the customer, please see **“Loaning, Recovering, and Reassigning Equipment,”** in the Customer Services Manual.

1. When issuing an item(s) to a customer at the DVR office:
 1. The customer acknowledges receipt of the item(s) by signing on the packing slip, order information, etc. The signature must include **their initials, the date, and the word “received.”** This documents that the customer received the item from DVR.
 2. When paying for customer’s hotel / lodging with the customer credit card, obtain the receipt provided by the lodging provider, verifying that the stay occurred by either:
 1. Requesting the customer provide this information after the stay has occurred; or
 2. Requesting the information directly from the lodging provider.
 3. Provide copies of all purchase information to the card custodian, including issued AFPs.
- When an item(s) is returned to the vendor, provide the card custodian with supporting documentation for the credit that will appear on the bank statement.
 - For information regarding payment, please refer to SOP “How to Pay and Submit Monthly Custom Credit Card Charges.” The payment of charges on the customer credit card are to be **paid after** the monthly statement is generated by US Bank.

Note: When purchasing through Amazon Business Account, each purchase must be recorded on the Credit Card Log at the time of the transaction.

When the card user is the card custodian, complete the Credit Card Log without the second check out signature.

Action by Card Custodian:

1. When the card is returned after a purchase, check in the card on the Credit Card Log.
 2. Return the card to its secure location.
 3. Maintain all AFPs, receipts, packing slips, and other purchase documents provided by the Card User.
 4. Follow DSHS Administrative Policies 13.18 and 13.19 regarding:
 1. Disputes;
 2. Known or suspected card misuse;
 3. When a credit card is lost; or
 4. When a credit card is presumed stolen.
7. Contact the DVR Account Manager at dvrfinancial@dshs.wa.gov when:

- a. An anticipated purchase(s) exceeds the card single transaction limit and/or card purchase limit;
- b. The purchase is declined;
- c. The payment is to an out-of-country vendor (when the purchase is from an out-of-country vendor, coordinate the payment process with the DVR Foreign Card Custodian);
or
- d. The monthly statement has charges that are not recognized.

Warrants

(Updated 11/1/17)

A warrant is a payment instrument used by state agencies and validated by the State Treasurer. Warrants expire 180 days from the date issued.

Order to Cancel Warrant

Warrants that are returned to a local DVR office must be mailed within 24 hours of receipt to DVR Fiscal Unit. For a more complete version of this process, see the [Standard Operating Procedure for Processing Mail and Negotiables](#).

1. Immediately upon receipt of the warrant, staff opening the mail log the warrant in the [DVR Negotiable Log, DSHS 06-151](#), and give both the warrant and the Log to the cash custodian.
2. The Cash custodian:
 1. Verifies the negotiable log, and then signs and dates it;
 2. Stamps or writes "CANCEL" across the State Treasurer's signature on the warrant;
 3. Secures the warrant;
 4. Completes a [Refund or Cancelled Warrant Notice, DSHS 06-069](#). All parts of the form are required in order for DVR fiscal staff to return the funds to the appropriate case service record; and
 5. Records the action on the negotiable log.
- The cash custodian sends the original Refund or Cancelled Warrant Notice to the DVR Fiscal Unit in the State Office with the warrant attached, and a copy of the remittance advice, if available.
- The cash custodian files a copy of the Refund or Cancelled Warrant Notice in the customer's case service record in the fiscal jacket, stapled to the corresponding AFP.
- State Office Fiscal Unit staff will enter the cancelled warrant in the case management system, which returns the funds to the appropriate allotment.

Returned / Undeliverable Warrants

Warrants that are undeliverable by the United States Postal Service (USPS) are routed back to the DVR Finance and Budget Unit. DVR Fiscal will:

1. Notify the VR Counselor of record with the AFP number and warrant number associated with the returned warrant to obtain the appropriate address or account/invoice documentation.
2. Notify OAS of address changes and/or provide additional account/invoice information.
3. Enter cancelled warrant data in the case management system.

Refund Notices

(Updated 11/1/17)

A refund is an amount paid back to DVR or a credit allowed due to an over-collection or because of returned merchandise. Refund checks must be mailed to DVR Fiscal Unit in State Office within 24 hours of processing the mail. For a more complete version of this process, see the [Standard Operating Procedure for Processing Mail and Negotiables](#).

Use the [Refund or Cancelled Warrant Notice, DSHS 06-069](#), to process refunds from vendors or customers.

Procedures

3. Immediately upon receipt of a refund through the mail, staff opening the mail log the negotiable in the [DVR Negotiable Log, DSHS 06-151](#), and give both the negotiable and the Log to the cash custodian.
4. Immediately upon receipt of a check, the cash custodian:
 1. Verifies the entry in the negotiable log;
 2. Secures the check;
 3. Completes a [Refund or Cancelled Warrant Notice \(DSHS 06-069\)](#). All parts of the form are required for DVR Fiscal Unit to return the funds to the appropriate allotment;
 4. Records action in the negotiable log.
1. If cash is received, the cash custodian provides the customer or vendor with a receipt.
2. The cash custodian sends the original Refund or Cancelled Warrant Notice to the DVR State Office Fiscal Unit with the negotiable attached, and adds a copy in the customer's case service record in the fiscal jacket.

3. Fiscal staff will enter the check in the case management system, which returns the funds to the appropriate allotment.

NOTE: When DVR bills another entity for copies of DVR records and a check is received for payment, prepare a Refund or Cancelled Warrant Notice and attach it to the check following the steps listed above. Note the explanation in the “Reason for Refund” section.

Direct Payments to Customers

Direct payments to customers can only be made using the maintenance or transportation (mileage only) VR service categories.

When a direct payment to a customer is needed for a service that doesn't fit the definition of maintenance or transportation the VR Counselor assists the Customer in submitting a written request to the VR Supervisor for an exception to policy. Examples of exceptions to policy include, but are not limited to, making a direct payment to a customer to pay or reimburse for a textbook, license or permit.

As with all purchases, a direct payment to a customer must be authorized in advance (pre-authorized).

Prior to releasing a direct payment warrant to a DVR customer, the VR Counselor, Rehabilitation Technician, or designee verifies a [Direct Payment Agreement, DSHS 09-970](#) has been signed and filed in the case service record. In addition, counseling staff explains:

3. The requirement for the individual to provide DVR with original, itemized receipts upon purchase of the authorized service.
4. What actions DVR will take if receipts are not provided, including denial of any further direct payments and referral to Office of Financial Recovery for collection.

Receipts for Direct Payments to Customers

VR Counselors making direct payments to DVR customers must obtain documentation verifying the funds were used to pay for the authorized services, except when the direct payment is for mileage. Original, itemized receipts are the most appropriate documentation.

If original, itemized receipts are lost or misplaced by the individual, the VR Counselor, Rehabilitation Technician, or designee must attempt to verify the purchase of authorized services. The customer may provide verification by submitting a credit card statement, bank record, duplicate receipt from the vendor, course registration records, or any other documentation that verifies payment was made for the authorized services.

If the customer fails to provide receipts or other documentation verifying purchase of the authorized service, it is considered an overpayment and the VR Counselor follows procedures for collecting an Overpayment.

Overpayment and Debt Recovery

Overpayment and debt recovery means any payment to a vendor or customer in excess of the amount the vendor or customer was entitled to by law, rule or contract. DVR does not have the authority to forgive an overpayment or debt owed to DVR by a vendor or customer.

The VR Counselor is responsible to collect overpayments made to a vendor or customer and to retrieve tools and equipment loaned to a customer under any of the following circumstances:

1. As soon as loaned items are no longer needed to complete the IPE.
2. At the time a customer's case is closed – other than rehabilitated.
3. At the time a rental or lease agreement for the item(s) is terminated

Process for Collecting an Overpayment and Recovery of Equipment

Overpayment Template Letters in the case management system and DVR Referral to the Office of Financial Recovery

(Revised 12-9-13)

Process for Collecting an Overpayment and the Recovery of Equipment

Two template letters are available in the case management system to assist you when notifying a customer of an overpayment they must repay or for the return of loaned equipment. Using these letters will provide DVR with a consistent way of formally notifying a customer that they owe money to DVR or must return loaned equipment and providing the customer with appeal rights.

Note: When a customer owes DVR money for an overpayment or is required to return loaned equipment, the first step is always for the VR Counselor to inform the customer and ask for monetary repayment or equipment return. These attempts to recover an overpayment or collect loaned equipment from the customer are made by email, telephone, or in person, and must be documented in a case note in the case management system.

When the customer does not respond to these requests, you must refer the matter to the DSHS Office of Financial Recovery (OFR) and notify the customer in writing that a referral to OFR is being made. The template letters are used to provide the customer with this notification. You can access these letters when you open a notes details page in Waves. The Loaned Equipment Letter is for loaned inventory items and Client Owes Money Notification is for money owed by the customer to DVR.

Instructions for completing the loaned equipment letter

- Specify the reason(s) why the customer no longer requires the equipment.
- List the items loaned, amount paid for each item, warrant date, and warrant number.

- Provide the “total paid” amount for the loaned items and the “amount due”. The “total paid” and the “amount due” will most likely be the same amount.
- Insert your supervisor’s telephone number and email address (unless pre-filled).
- Insert your phone number (unless pre-filled).
- Enclose a copy of the loan agreement that was signed by the customer.
- Mail letter certified mail and document the certified mail number at the top of the letter.

Instructions for completing the client overpayment (owe money notification) letter:

- Specify the reason money is owed.
- List the services provided, warrant amount, warrant date, and warrant number.
- Provide the “total paid” amount and the “amount due”. The “total paid” and the “amount due” will most likely be the same amount.
- Insert your supervisor’s telephone number and email address (unless pre-filled).
- Insert your phone number (unless pre-filled).
- Mail letter certified mail and document the certified mail number at the top of the letter.

In addition to these three letters, DVR staff must make use of the DVR OFR referral form, [DVR Referral to Office of Financial Recovery \(OFR\), DSHS 06-162](#). This form standardizes the referral to OFR and eliminates the need to create a new cover letter for each referral.

Staff must include when making a referral to OFR:

1. Copy of customer/vendor letter requesting return of equipment / reimbursement of funds and Certified Mail Receipt (proof of delivery);
2. Copy of AFPs and invoices;
3. Copy of DVR loan agreement; and
4. Copy of case notes documenting attempts to collect money or items prior to mailing certified customer OFR referral letter with appeal options.

When field staff have completed boxes 1 through 12 in this form, they must send it and all attachments to DVR Fiscal. DVR Fiscal will coordinate the recovery with the Office of Financial Recovery (OFR) and complete boxes 13 through 16.

Clarification about number 10 regarding debt forgiveness and payment plan:

If applicable, you can indicate that there is a hardship and explain the situation or request a payment plan. The decision to grant a payment plan or forgiveness must be made by the DSHS Office of Financial Recovery. DVR does not have the authority to approve a payment plan or forgive any debt.

Record in the case management system that inventory item was Referred to OFR

Change the status for the inventory item in the Waves Inventory item details to “Referred to OFR.”

See Also: [Recovery of Equipment](#)

[Overpayment Received or Equipment Returned after Referral to OFR](#)

If a client returns overpayment/loaned equipment after OFR referral is made, the DVR field office RT/VRC will case note the repayment, update the status in the item’s inventory details page, and notify DVR headquarters fiscal staff of the repayment or return of equipment. The DVR headquarters fiscal staff will coordinate with OFR to notify their staff that the equipment/overpayment has been resolved.

See Also:

[DSHS Administrative Policy NO. 4.13 Delegation of Authority- Office of Financial Recovery](#),
and [DSHS Administrative Policy No. 10.02 Overpayments and Debts for Providers and Vendors](#)

Authorizing / Issuing / Paying

[Form – Cost Estimate Worksheet for Hearing Aids, DSHS 10-393](#)

[Form – Direct Payment Agreement, DSHS 09-970](#)

[Form – Purchasing Checklist, DSHS 17-152](#)

[Form – Request for Quote, DSHS 17-153](#)

Instructions – Refund or Cancelled Warrant Notice, DSHS 06-069

[Form – Refund or Cancelled Warrant Notice Form DSHS 06-069](#)

DVR staff complete the Refund Notice as follows:

11. DATE: Enter current date.
12. FROM: Enter name, city and mail stop of sending office.
13. VENDOR/PAYEE’S NAME: Enter name of the vendor/individual issuing the check to DVR.
14. AFP NUMBER: Enter the AFP number of the originating document. If the refund is for

several AFPs, list all AFPs.

15. AMOUNT: Enter the dollar amount of the check. If the refund is for several AFPs list the dollar amount to be applied to each AFP.
16. CUSTOMER'S NAME: Enter customer's name.
17. WARRANT NUMBER: Enter DVRs original warrant number refund is to be applied to.
18. REASON FOR REFUND: Briefly explain why money is being returned. Include check or money order number.
19. AUTHORIZED SIGNATURE: VR counselor's signature.

Instructions – Affidavit of Forged Endorsement, DSHS 09-052

[Form – Affidavit of Forged Endorsement, DSHS 09-052 – PDF](#)

The Affidavit of Forged Endorsement is completed as follows:

- Enter name of county
- Enter warrant number
- Enter name warrant was made payable to
- Enter warrant number again
- Enter date of warrant
- Enter amount of warrant
- Signature of payee or vendor signing for business. Enter business name if applicable and mailing address.
- Notary Public area for witnessing of above signature.

Instructions – Affidavit of Lost, Stolen Or Destroyed Warrant DSHS 09-013

[Form – Vendor Affidavit of Lost, Stolen or Destroyed Warrant, DSHS 09-013](#)

The vendor completes the form as follows and returns the form to the Department of Social and Health Services, Office of Accounting Services (OAS) Central Operations, PO Box 45845, Olympia, WA 98504-5845. Prior to sending the form to OAS, verify that the information is complete and correct. Enter the:

1. Name of the county
2. Name the warrant was made payable to
3. Warrant number

4. Warrant date
5. Warrant amount
6. Signature of payee, or vendor signing for business. Enter business name if applicable, and mailing address
7. Notary Public area for witnessing above signature

Case Service Record Documentation

[Case Service Record Documentation](#)

[Case Record File System](#)

See Also:

[DVR Records Related to Legal Actions Involving DVR](#)

Case Service Record Documentation

(Revised 6/15/07)

Case record documentation and case record management is a professional skill of the VR counselor and is a component of vocational rehabilitation practice. The case record has the important role of representing the customer and the VR counselor in the absence of either or both. For decision making the customer and counselor need accurate and complete information and this should be included in any record of professional quality. When decisions are made, the case record should provide written rationale for what the VR counselor does to assist the customer.

Each case record contains documentation of data required for each phase of the rehabilitation process from application through closure. The case record documents the progress of the customer's rehabilitation program through the rehabilitation process, always describing the present status and a clear history of the process.

Most of the information used in the VR process is contained in DVR forms and reports or records and reports from sources outside DVR. This information usually documents the work of the counselor on behalf of the customer.

Case notes document the work the customer and the counselor do as they proceed from application through plan development and implementation to employment and closure. Case

notes are made to describe decisions contact with the customer, and and actions not addressed by DVR forms. Case notes document the content and results of all required periodic reviews and all other reviews determined necessary by the customer or by DVR.

Expectation of Timely Documentation

It is expected that VR counselors document events, activities, and the rationale for their decisions promptly, so it is clear what was decided and when it was decided. Case notes must be kept up to date to accurately reflect the current status of the case, and entered into the case management system no later than 90 days from the actual date of the event, activity, or decision.

Procedure for Entering Case Notes

In the Notes tab in Waves, staff select the Note Date, Open/Close To either DVR or INQ, Program, Note Type, and Note Sub-Type as applicable. The Note Date defaults to today's date but can be backdated.

Once a note is created and saved, staff cannot modify the original content. If the note is saved in Draft or Pending status, new text can be appended to the note, and the Note Date, Open/Close, Program, Note Type, and Note Sub-Type can be modified after it is saved. If staff need to modify a note that was saved as complete, someone with the VR Supervisor role in Waves can unlock the record, which will put the note back into pending status.

If staff create a case note in the wrong customer case service record, they can submit a helpdesk ticket to have the note deleted.

Case Movement Expectations

(Revised 09/04/2019)

Case Movement Expectations of VR supervisors Overview

Review two case records per VR Counselor each month using the monthly VR Case Review Randomized Report and the Case Review Questions form in Waves to stay familiar with each Counselor's service delivery methods and practices, and discuss results on a monthly basis with each VRC.

VR supervisor also has the responsibility to make sure that:

1. The VR counselors they supervise have continuous case movement on all cases in their caseloads.
2. If vendors, service providers or contractors don't keep in contact with VR counselors, the VR counselors follow-up with them.
3. They monitor cases, conduct case staffing and provide guidance to VR counselors to help them keep their cases moving.
4. They intervene when a case is not making progress, suggest ways to improve case movement, and take appropriate steps that might include giving the VR counselor assignments, or using other strategies, to get the case moving.
5. They monitor the performance standards that are identified in each counselor's Performance and Development Plan (PDP).

Case Movement Expectations of VR Counselors Overview

VR counselor has the responsibility to make sure:

- That every customer's case is in continual progress towards selecting and then achieving the employment goal in their approved IPE;
- When a customer gets stuck and stops making progress, the VR counselor initiates steps to help get the case moving again;
- If the VR counselor and/or customer are unable to agree on and take steps to resume progress in a reasonable period, it is the VR counselor's responsibility to initiate case closure. The VR Counselor is responsible to notify the customer of the reason for the case closure decision and to provide an opportunity to discuss the decision;
- If case closure is determined to be appropriate, the VR counselor makes and documents [good faith efforts for contacting a customer](#) to communicate the decision with the customer followed by a pre-closure notification letter which includes customer appeal rights; and
- They meet the performance standards identified in their Performance and Development Plan (PDP).

Case Movement Expectations by Role

Case Movement Expectations for VR Counselors

Eligibility Determinations

1. VR counselor must determine eligibility within 60 days. If an eligibility determination cannot be determined within 60 days due to exceptional and unforeseen circumstances, VR counselor discusses the reason(s) with customer and asks if the customer agrees to an appropriate extension. If customer agrees to extension, VR counselor sends the

Extend Eligibility Letter to the customer. This letter along with any other supporting information must be documented in the case service record.

2. Eligibility determinations that require a Trial Work Experience(s) to determine if the customer's disability is too significant for the individual to benefit from VR services will frequently take longer than 60 days. In these instances, the VR counselor documents in case notes the steps being taken to conduct the TWE and the expected timeframe for completing determination of eligibility.
3. Ninety-six percent (96%) of all eligibility determinations will be completed as soon as information is available, but no later than 60 days of a customer's application date, except those that require a Trial Work Experience.

Presumptive Eligibility

- When staff create an Eligibility/Significance of Disability form for an applicant with verified receipt of SSI/SSDI, the date next to "Verified SSI/SSDI Date Prior to Eligibility" will auto-populate with the verification date. Staff will check "Presumed Eligible" as appropriate. If a counselor is uncertain whether an individual can benefit from VR services due to the significance of disability, the VR counselor obtains additional information before completing the eligibility determination.
- VR counselor must document in the case service record the appropriate evidence used, such as an award letter or other type of verification that shows customer is a recipient of SSI Disability / SSDI benefits.

Extensions of Eligibility:

If an eligibility determination cannot be made within 60 days:

- DVR staff may agree to an extension of the eligibility period when:
 - There have been exceptional and unforeseen circumstances related to gathering the information needed to determine eligibility, OR
 - The counselor and applicant have agreed to a Trial Work plan that requires DVR to gather more information about the applicant's ability to work, such as through the completion of a Trial Work Experience; AND
- A properly completed extension agreement has been signed and added to the case service record; AND
- The rationale for extending the eligibility timeframe is documented in a case note

IPEs

Assessment Prior to IPE:

- VR counselor must conduct an assessment to determine the VR needs of each eligible individual, in order to develop enough information to identify and describe the individual's needs. It is expected this assessment will be completed within a timely manner, so that the IPE is developed within 90 days from the date the customer is determined eligible for VR services.

Development of IPE

- VR counselor closely monitors and takes action on all cases that have been in IPE development more than 60 days.
- VR counselor may only approve an IPE that:
- Is designed to achieve an employment outcome that is consistent with an individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice; and
- Contains an employment goal that the VR counselor agrees is achievable given the customer's impediments to employment.

IPE Timeframes:

- VR counselor is typically expected to develop at least 3 IPEs per month, within 90 days from eligibility determination or OOS release.
- Ninety-six percent (96%) of IPEs will be developed within 90 days of the date a customer is determined eligible for DVR services OR will be appropriately extended.
 - If an IPE cannot be developed within 90 days, then a properly completed extension agreement must be signed and added in the case record as well as accurate and timely case notes; OR
 - In those cases where customer refused to sign extension, there is a VRS approved exception to policy documented.

Services Provided Are Required to Achievement of Employment:

1. VR counselor makes sure that services provided in the IPE are required for the achievement of an employment outcome.

Follow-up on CRP Job Placement/Retention Referrals

2. At least every 30 days, VR counselor verifies that the CRP contractor provides a customer with Job Placement/Retention services; contacts the customer, to make sure progress is being made, and takes appropriate action if there is no progress. All 30-day contacts are documented in case service record.

Supporting Customers in Their Own Job Search (non-CRP cases)

3. At least every 30 days; VR counselor will contact customers in their own job search, or job search assisted by VR counselor or Rehabilitation Technician, to make sure that customer is making progress. VR counselor must take

appropriate action if there is no progress. All 30 day contacts must be documented in case service record.

Direct Contact with Customers

4. It is expected that VR counselors spends the majority of their day in direct contact with customers, assuring continual case movement is happening. "Direct contact" means in-person, by phone or email. This does not mean being in contact with every customer every day, but it does mean the VR counselor's primary responsibility is to be actively working with every customer on their caseload.
5. All cases are expected to contain case notes documenting direct (phone, email, in person, etc.) customer contact at a minimum of at least every 30 days.

Demonstration of Continuous Case Movement

- VR counselors will demonstrate they are keeping all of their cases in continuous forward movement by the overall record they keep in the case management system. A review of a customer case service record will generally reflect the actions taken by the VR counselor to make sure there is continuous case movement.
- If the VR counselor and/or customer are unable to resume progress in a reasonable period (within 30-45 days), there is documentation that clearly explains the circumstances and next steps.

Case Movement Expectations for VR Supervisors

Eligibility Determinations:

- VR supervisors monitor all cases that have not had an eligibility determination made within 60-days to assure timely progress is being made.
- During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor obtains customer's approval, and documents extension in case service record.
- During case reviews and performance evaluations supervisors make sure that counselors complete ninety-six percent (96%) of all eligibility determinations within 60-days of a customer's application date, except those that require a Trial Work Experience.

Presumptive Eligibility

- During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor documents verification of presumptive eligibility in case service record.

IPEs

Assessment prior to IPE:

- During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor conducts appropriate vocational assessments to identify barriers to employment and strategies to overcome these barriers.
- VR supervisor monitors cases to make sure that VR counselors determine an individual's needs in a timely manner, and monitor IPEs that are taking longer than 90 days to develop.

Development of IPE:

- During monthly case reviews, VR supervisor monitors all cases that have been in IPE development more than 60 days to make sure timely progress is being made.
- During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor develops appropriate IPEs.

IPE Timeframes:

- VR supervisor monitors all cases that do not have an IPE developed within 90 days from eligibility determination or OOS release to make sure that timely progress is being made.
- During case reviews and performance evaluations supervisors make sure that counselors complete ninety-six percent (96%) of all IPEs are developed or appropriately extended within 90 days of a customer's eligibility determination or OOS release, and that any plan extension agreements are completed appropriately.

Services Provided are Required to Achievement of Employment:

- During monthly case reviews, VR supervisor monitors cases to make sure that VR counselor includes substantial services in IPEs; and that all services provided are required to achieve employment.
- Conduct monthly reviews of Authorizations for Purchase (AFP) within the unit as required by Standard Operating Procedure (SOP) 100-04-014, Supervisory AFP Review.

Follow-up on CRP Job Placement/Retention Referrals

- During monthly case reviews, VR supervisor monitors cases to make sure that: counseling staff has followed-up with CRP Job Placement/Retention contractors; and contacted the customer; to make sure that adequate progress is being made; and 30-day contacts are documented in the case service record.

Supporting Customers in Their Own Job Search (non-CRP cases)

- During monthly case reviews, VR supervisor will monitor cases to make sure that: VR counselor or Rehabilitation Technician has followed-up with customers in their own job search; VR counselor has made sure that adequate progress is being made; and VR counselor has documented 30-day contacts in the case service record.

Demonstration of Continuous Case Movement

- During monthly case reviews, VR supervisor monitors cases to make sure that there is continuous case movement.

Case Movement Expectations for Rehabilitation Technicians

- The RT is expected to enter new applications for DVR services into the case management system within 5 days of the date a new customer signs the Application Form.
- It is expected that information necessary for determining the eligibility of a DVR applicant will be collected within 30 days.
- The case service record must demonstrate actions and attempts to obtain information, including case notes that document those attempts.
- It is expected that the RT will notify the VRC immediately of any situation that results in a delay that will extend the period during which eligibility information is collected to more than 30 days, and that this delay will be documented in the case record.
- RTs are expected to monitor AFPs that will expire each month, discuss with the VRC which AFPs can be canceled, which may need reissued, and which must remain open for payment.
- RTs must submit vendor registration requests in a timely manner and follow up as needed.
- RTs are expected to pay invoices within 5 business days following approval for payment by a VRC or VRS.
- It is expected that at the close of each fiscal year, vendor notifications, payment of invoices, AFP cancellations and reissuances will be completed following instructions and timeline provided by DVR Finance and Budget Unit.

- RTs must check at case closure to determine whether loaned equipment must be returned or reassigned to the customer. RTs must follow the protocol outlined in the customer services manual regarding loaned equipment and tools.

RT and VRC Collaboration for Effective Case Movement

All VRC/RT teams will schedule weekly meetings to review all cases due for action within the next 30 calendar days.

The information below is intended as guidance for implementing this expectation.

Eligibility Determinations Due within 30 Days:

Prior to the weekly meeting, RTs review's their pending case notes, and if necessary, the Documents tab and the Notes tab in Waves to determine whether all records have been received and whether the file is ready to give or has been given to the VRC to make an eligibility determination.

During the weekly meeting, RTs and VR Counselors review the customers' statuses. If the eligibility determination is likely to be delayed due to exceptional and unforeseen circumstances, the RT and VRC complete an eligibility extension letter and plan needed follow-up actions. Good faith attempts to contact the customer to discuss the need for an extension should be documented prior to sending the eligibility extension letter.

If an extension is needed, the RT or VRC contacts (or documents multiple attempts to contact) the customer to obtain a signature for the eligibility extension letter prior to the eligibility date.

The criteria that must be met to accept electronic delivery of a signed document can be found in [Criteria for Accepting Electronic Delivery of Signed Documents](#).

Individualized Plans for Employment Due within 30 Days:

Prior to the weekly meeting, RTs reviews their ticklers/alerts, pending case notes, and the case Notes in the customer's record to note if there are assessments that are not completed or if there are other circumstances that prevent the IPE from being developed by the IPE due date.

During the weekly meeting, review the customers' statuses with the VR Counselor. If the IPE is due within 10-15 business days and there are circumstances that will prevent an IPE from being developed and finalized by the IPE due date (e.g. the customer is in process of an assessment that will not be completed timely), the RT and VRC complete an IPE extension letter and plan needed follow-up actions.

If an IPE is ready to be finalized, the RT or VRC schedule the customer and any other individuals that need to be present for the IPE finalization prior to plan due date.

If an extension is needed, the RT or VRC contacts (or documents multiple attempts to contact) the customer to obtain a signature on the IPE extension letter by the IPE deadline.

The criteria that must be met to accept electronic delivery of a signed document can be found in [Criteria for Accepting Electronic Delivery of Signed Documents](#).

For more information about IPE Development extensions, see the [IPE Development Timeframe Extension Flowchart](#).

Note: DVR does not have legal authority to close a case as “refused to cooperate” simply for declining to sign an IPE Development Extension agreement.

If contact is not made with the customer after several documented attempts, the VRC or RT checks Barcode, the case service record, the Vocational Information form, or any other sources to attempt to make contact with the customer. If the customer is still not contacted, proceed with sending a contact letter to the customer with a date that contact needs to be made.

Standard Operating Procedure: Providing Monthly Case Management Coaching for Counseling Staff

Purpose and Background: The VR Coaching form and VR Coaching: Measures and Results report’s purpose is to provide a structured report about certain key case management measures for staff, as well as an opportunity for supervisors to provide coaching. These measures are intended to ensure the timely delivery of services, and they are evaluated according to standards given in the federal Rehabilitation Act.

Reference:

34 CFR 361.41(b)(1)

Action by VR Supervisor

1. Each month, creates a Coaching form for each counselor they supervise.
2. Provides written coaching comments for each area reported in the Coaching form, including:

- a. Eligibility determinations over standard.
- b. IPEs over standard for development.
- c. Cases without any activity in previous 120 days.
- d. Documentation for extensions of eligibility and plan development; and
- e. Any conversation about fiscal or benefits planning concerns.

Criteria for Accepting Electronic Delivery of Signed Documents – pg 391

(New section: 5/16/2019)

- When a customer must indicate agreement with a signature, but will not be able to return a signed document before a deadline through mail or in person, staff may also accept an imaged version of the signed document via the following formats:
 - A faxed copy of the signed document;
 - A scanned copy of the signed document received by email; or
 - Photographed copies of the signed document received by email.
- The copy must be legible in its entirety when printed and contain all pages and elements found in the document sent by DVR. The copy must include a clear image of the customer signature and signature date where required by the document being signed.
- Staff will enter a case note explaining the reasons for electronic delivery and summarizing or copying the discussion with the customer that led to acceptance of the electronic delivery.
- The copy of the document delivered electronically and printed by DVR becomes the “document of record” for DVR’s program purposes. If DVR staff have any questions about the legibility or completeness of the document, the customer must be asked to provide the original, signed document as back-up documentation.

Standard Operating Procedure: Processing Case Transfer Requests

(Revised 11/01/2020) – housekeeping updates on 2/22/2024

Purpose and Background: For a variety of reasons, DVR may need to transfer a case from one VR Counselor to another, or from one office location to another. Before transferring the case, DVR staff must determine that a transfer is the proper course of action. Although there is no specific DVR customer right for an individual to select a VR Counselor of their choosing, transferring the case may be

the appropriate course of action if it is determined likely to improve services to the customer. If there are disagreements surrounding a case transfer, customers may attempt to resolve the disagreement with the VR supervisor, Regional Administrator, or the Director (or designee), and they may be referred to the Client Assistance Program (CAP).

Following a determination to transfer a case, DVR staff must take the steps necessary to minimize impact to the customer by promoting a timely transition.

Reference:

[WAC 388-891A-0211: What does a DVR counselor do when they make a decision to deny my request for VR services, reasonable accommodation, or any other request that affects my participation in VR program services?](#)

[DSHS form no. 11-073: VRS Checklist for Case Transfer](#)

[DSHS Administrative Policy 8.11: Complaint and Resolution Response Standards](#)

Action By Rehabilitation Technician (RT), VR Counselor (VRC) or VR Supervisor (VRS)

A customer may make a request by contacting any DVR staff; the person who receives the request is responsible for ensuring that it is routed to the VRC or VRS of record for the case.

1. VR Counselor or Supervisor who receives the request documents the request for transfer and the reason for the request in a case note.
 - A customer may make a request by contacting their VRC or the VR Supervisor of either the current DVR office location or the DVR office they wish to transfer to (if applicable).
 - If the customer initiates the request by contacting the Supervisor of the desired DVR office, then that Supervisor must notify the customer's current VR Supervisor of the request, in order to address the request in a collaborative manner.

If the requested transfer is within the same office:

Action By VR Supervisor

Within 10 working days of receiving the request (if more time or information is needed, provide notice to the customer about what additional time and information are needed—see WAC 388-891A-0211):

2. The VR Supervisor determines whether to approve the case transfer. Factors that the VR Supervisor should consider, include:
 - a. History of disagreements or incidents between the parties including the cause and significance of any issues between customer and VR Counselor.

- b. Estimated length of time left in the case.
- c. Whether the cause of primary issues will be addressed by transferring the case:
 - When a pre-closure notification letter has not been sent, if there are concerns or internal disagreements about elements in the case management prior to the request for case transfer (e.g., eligibility determination, vocational assessment, IPE development or agreement, services provided, etc.), these may not be the basis for initiating case closure while a case transfer request is pending.

Note: In circumstances where case closure is appropriate and in which a case transfer was requested and subsequently denied, prior to issuing a pre-closure letter, it is strongly recommended that the VRC review the decision and supporting documentation with the VRS.

- When customer participation has led to the issuance of a pre-closure letter, and the customer has requested case transfer following the receipt of a pre-closure letter, the VRS should consider the factors that have led to the decision to close the case when deciding whether case transfer is an appropriate method to address and resolve the issues.
 - When a case transfer is more likely to lead to a successful employment outcome for the customer, the VRS should consider this in determining whether to approve the transfer.
- d. A joint meeting between the VRS, VRC, and customer may be offered to attempt to resolve any stated concerns but is not required. If such a meeting occurs, a customer may be reminded of the ability to have a friend, family member or advocate present.

Note: Generally, when a customer attends school outside of the local area, DVR expects that the original DVR office will continue to manage the case rather than transferring the case to an office near the school, unless there are special circumstances, or the customer intends to relocate permanently to that area after completing the course of education or training.

- 3. If a request for a case transfer initiated by a customer is denied, the VR Supervisor must (within the 10-working day period identified above):
 - a. Notify the customer of the denial in writing, explaining why the transfer was denied. Although there is no specific requirement to provide “DVR Customer Rights” information with this type of denial, a customer may be referred to the CAP.
 - b. Enter a case note:
 - i. Explaining who made the request and why.
 - ii. Stating that the request was denied.
 - iii. Explaining the reason for denial; and
 - iv. Confirming that the supervisor has issued a written notification to the customer.

Action By VR Staff (RT or VR Counselor)

4. If the transfer is approved ensure that all documentation has been properly categorized into jackets and preliminarily reviewed:
 1. The case service record contains identity and work status documentation.
 2. The VR Counselor and customer signatures are on the application and other documents as applicable.
 3. Whether all Authorizations for Payment (AFP) have been paid, and, if not, have the open AFPs been identified.
 4. Whether the IPE has expired.
 5. The VRC has written a recent case note summarizing the current case status.
 6. If the customer has moved, contact information has been updated in the case management system.
 7. If the customer has court-ordered representation, the case service record contains current documentation related to that representation.
(Ex: if the customer has a court-appointed guardian, the judge's order appointing the guardian should be in the case service record).
 8. Any additional considerations that the receiving VRC should be made aware of have been communicated.

Note: When reviewing IPEs that may have expired, it is important to remember that when DVR signs a plan amendment, it reaffirms that DVR approves of the goal and services on that IPE.

If information is missing in the file, use the comments section of the checklist to document this. DVR staff should not delay case transfers solely due to missing documentation that can be provided or completed once the customer's case is transferred.

Action By VR Supervisor

5. Follows up with the currently assigned VR Counselor as needed to address any unresolved issues.
6. Enters a case note explaining:
 - a. The reason the transfer was requested.
 - b. The reason the transfer was approved.
 - Transfers the case in the case management system by assigning the new primary worker in the OpenClose Tab. The case must be transferred no later than five working days after the approval of the transfer.

Action By Receiving VR Staff

7. Documents good faith efforts to contact the customer within 10 working days of receiving the case assignment:
 1. Notifies customer of the case transfer.

2. Gives customers their counselor's contact information.
3. Coordinates an appointment with the customer to discuss their vocational services with DVR.

Considerations: If an individual has not yet signed an application, the individual is permitted to apply at any DVR office location, even if it is not in their geographic area. After application, if the customer has chosen to apply at or request a transfer to an office outside of their geographic area, the customer is expected to participate actively in agreed upon services.

If the requested transfer is to another office:

Action by VR Supervisors of Both Sending and Receiving Offices

Within 10 working days of receiving the request (if more time or information is needed, provide notice to the customer about what additional time and information are needed—see WAC 388-891A-0211):

1. The VR Supervisors of the sending office and receiving office together determine whether to approve a case transfer request. The supervisors must both be involved in the decision. The Regional Administrator may be consulted in the decision-making process, as needed.
 - a. If the customer has relocated and/or the purpose is geographic due to employment, the transfer request is typically approved to facilitate ease of access to services.
 - b. If the transfer request is based on other reasons (stated personality differences, etc.), the Supervisors or Regional Administrator (RA) evaluate the request:
 - i. When a pre-closure notification letter has not been sent, if there are concerns or internal disagreements about elements in the case management prior to the request for case transfer (e.g., eligibility determination, vocational assessment, IPE development or agreement, services provided, etc.), these may not be the basis for initiating case closure while a case transfer request is pending.

Note: In circumstances where case closure is appropriate and in which a case transfer was requested and subsequently denied, prior to issuing a pre-closure letter, it is strongly recommended that the VRC review the decision and supporting documentation with the VRS.

- ii. When customer participation has led to the issuance of a pre-closure letter, and the customer has requested case transfer following the receipt of a pre-closure letter, the VRS should consider the factors that have led to the decision to close the case when deciding whether case transfer is an appropriate method to address and resolve the issues.

- iii. When a case transfer is more likely to lead to a successful employment outcome for the customer, the VRS should consider this in determining whether to approve the transfer.
- c. A joint meeting between the VRS, VRC and customer may be offered to attempt to resolve any stated concerns but is not required. If such a meeting occurs, a customer may be reminded of the ability to have a friend, family member or advocate present.

Considerations: If subsequent case transfer requests arise after a case transfer has been granted, the following options may be appropriate:

1. Denial of the case transfer request.
2. Approval of case transfer request.
3. VRS temporarily assumes case management; or
4. Joint case management.

Supervisors must provide support and guidance around transferred cases to help the receiving counselor establish the counseling relationship with the customer, including information about any criteria that may help to promote successful participation with the customer.

If the customer continues to request case transfers and it is clear that such a transfer will not result in forward case movement, the transfer request is typically denied.

In instances where a case transfer to another office/geographic area is denied, it may be appropriate for the current VRC of record to travel to meet the customer at a reasonable location that is convenient for the customer, in order to promote forward case progress.

2. If a request for a case transfer initiated by a customer is denied, the VR Supervisor of the sending office must (within the 10 working day period identified above):
 - a. Notify the customer of the denial in writing, explaining why the transfer was denied. Although there is no specific requirement to provide “DVR Customer Rights” information with this type of a denial, a customer may be referred to the CAP.
 - b. Enter a case note:
 - a. Explaining who made the request (if a party other than the customer, such as a guardian) and why;

- b. Stating that the request was denied.
- c. Explaining the reason for denial; and
- d. Confirming that the supervisor has issued a written notification to the customer.

Action by VR Staff of sending Office.

3. If the transfer is approved, using the Checklist for Case Transfer (DSHS 11- 073), prepare the case service record for the supervisor's review ensuring that all documentation has been properly categorized into jackets and preliminarily reviewed:
 1. The case service record contains identity and work status documentation.
 2. The VR Counselor and customer signatures are on the application and other documents as applicable.
 3. Whether all Authorizations for Payment (AFP) have been paid, and, if not, the open AFPs have been identified.
 4. Whether the IPE has expired.
 5. The VRC has written a recent case note summarizing the current case status.
 6. If the customer has moved, contact information has been updated in the case management system.
 7. If the customer has court-ordered representation, the case service record contains current documentation related to that representation.

(Ex: if the customer has a court-appointed guardian, the court order appointing guardianship needs be in the case service record).

8. Any additional considerations that the receiving VRC should be made aware of have been communicated.

Action by VR Supervisor of Sending Office.

4. Contacts the VR Supervisor of the receiving office to coordinate the details of the transfer, including:
 - Existing customer service issues that may need to be resolved; and
 - Any outdated or missing information in the case management system that the VR staff are in the process of resolving before transfer.

Action by VR Supervisor of receiving Office.

5. The VR Supervisor of the receiving office must review and assign the case to a VR Counselor no more than five working days after the case file has been received at the receiving office and confirm with a case note that the case:
 - a. Is accessible and has been reviewed; and
 - b. Is assigned to a Counselor.

Action by VR Staff of receiving Office.

6. DVR staff shall demonstrate and document good faith efforts to contact the customer within 10 working days of receiving the case assignment:
 - a. Notifying the customer of the case transfer.
 - b. Providing the Counselor's contact information; and
 - c. Coordinating an appointment with the customer to discuss their vocational services with DVR.

Use of Required Letters

(Revised 4-25-14)

The VR counselor uses the following template letters to notify customers of eligibility, case closure, and the VRC's decision not to support a selected employment goal, assessment service or VR service.

Letters & Timely Notification

A VR Counselor is required to notify a customer in writing of the following decisions within 10 working days as outlined in WAC 388-891A-0211:

- a. The individual's eligibility,
- b. Pending and final closure of the individual's case record, and
- c. The VRC's decision not to support an individual's chosen employment goal, assessment service and/or VR service provider.

When a VR Counselor decides to close a case record, end PES, or disagrees with a customer's chosen employment goal, assessment, and/or VR service, the VRC is required to document demonstrated attempts to discuss their decision in advance with the individual in a counseling and guidance session. This discussion must be followed by written notification within ten (10) working days. The customer will use the date they receive such written notification as the starting time frame for requesting a Fair Hearing, if they wish to appeal the VRC's decision.

The following template letters in are required to assure that written notification is given to a customer that meets WAC requirements when an individual is determined eligible, their case is closed, OR a selected employment goal and/or VR service is denied.

The letters are set up as wordmerge templates in Waves and contain the customer's appeal rights which must be mailed with every letter. Some letters are accessible on different tabs in the Customer record, while others are built into workflow wizards that will automatically fire when staff complete certain tasks. The wordmerges have been designed to pull as much

relevant information as possible from the case service record, but not all information can be pulled. Staff will need to review the wordmerge document and add missing information before sending the letter.

Locations of Wordmerge letters that are accessible under different tabs of the Customer record in Waves:

Request for Customer Contact Letter – located in Program details page.

Pre-Closure Notification Letter – located in Program details page.

Benefits Planning Release letter – located in the Forms tab landing page

Denial Letters – located in Notes details page

- a. Denial of Selected Employment Goal
- b. Denial of employment goal, further assessment needed
- c. Denial of employment goal
- d. Denial of employment goal, self-employment
- e. Denial of selected VR assessment service
- f. Denial of VR service

AFP Cancelation letter – located in the Notes details page

Blank letter template – located in the Notes details page

Client owes money notification – located in the Notes details page

Contact Cover letter – located in the Notes details page

Eligibility Extension letter – located in the 2.1 Eligibility Extension form details page

IPE Extension letter – located in the 04 IPE Extension Rationale form details page

Eligibility Letters for each priority category – located in 02 Eligibility/Significance of Disability details page, also accessible through the workflow wizard that automatically fires when Eligibility is completed.

Wordmerge letters that are accessible through workflow wizards

The following letters that are accessible through workflow wizards will only be available to staff when the complete certain tasks in Waves.

Closure Letters

A closure letter wordmerge template will appear when a Program is closed, based on the Reason for Program Exit that is entered. Staff will need to manually enter the case closure date into the letter.

Reason for Program Exit:

8. Competitive Employment; Self-employed; Supported Employment
9. Customer accepted extended employment
10. Customer accepted extended employment (short-term basis)
11. Customer not seeking CIE (referred by 14c employer)
12. Does not agree to extend eligibility
13. Ineligible – Disability too significant
14. Ineligible – No disabling condition, impediment to employment, or does not require services
15. Ineligible – Redetermination
16. No longer interested (asks for closure)
17. No longer interested (declines VR Services)
18. No longer interested (has not cooperated)
19. Refusal to cooperate (declines to authorize DVR to collect necessary information)
20. Refusal to cooperate (declines to authorize DVR to collect necessary information **for eligibility**)
21. Supported employment needed, no extended services available
22. Transferred to another agency
23. Unable to locate
24. Unavailable to participate – Active Duty
25. Unavailable to participate – Health/Medical
26. Unavailable to participate – Incarcerated in a prison or jail
27. Unavailable to participate – Lack of transportation

Note: Reason for Program Exit – Customer Deceased does not currently generate a letter

Signed copies of template letters are retained in the case record within the Correspondence jacket, and a case note is added to the customer's record when a letter is sent to the customer

When there is no template letter that is applicable to the specific written notification that must be provided to a customer, the VR Counselor can use the blank template letter located in the Notes details page in Waves.. A signed copy of this letter is retained in the case record within the Correspondence jacket.

To access letter templates outside of Waves, please contact the Policy and Strategies unit at dvrpolicy@dshs.wa.gov.

Editing Templated Letters

To mitigate the risk of essential information accidentally being removed from the official letters we are required to send to customers, the contents of templated letters have been locked with fillable fields available where additional information can and/or should be added.

Request for Customer Contact

When a customer does not maintain agreed upon contact with the VR Counselor or fails to respond within an agreed upon timeframe to a specific activity, the VRC initiates contact with the individual. The VRC should use the “Request for Customer Contact” Wordmerge template letter to initiate this contact. The letter advises the customer that if they do not respond to the VRC by a specified date it will be assumed the individual is no longer interested in receiving DVR services and steps will be taken to close the case record. This letter template can be found in Wordmerge section of the Programs details page. Staff will need to add the date by which the customer should respond, and the topics that need to be discussed to the letter before sending it.

In the event a VR Counselor sends the “Request for Customer Contact” letter to an individual and the customer does not respond within the specified timeframe, the VRC will initiate steps to close the case unless there are mitigating circumstances. Examples of such circumstances include, but are not limited to:

- a. The customer has unreliable mail service, so additional efforts must be made to initiate contact with the individual.
- b. The customer does respond to the request for contact letter, but misses the requested deadline by a short period.
- c. The customer was away for an extended period and not available to receive and respond to the request for contact letter within the designated time period.
- d. The customer’s mail was opened by another member of the individual’s household, and the customer was not aware of the request for contact letter.

When the VRC decides to close a case record because a customer does not respond to a request for contact letter all case closure requirements must be followed. The VR Counselor sends the appropriate template closure letter to provide the customer with notification that this action has been taken.

Pre-Closure Notification Letter

Before a customer’s DVR case is closed for any reason, the individual must be given an opportunity to discuss the decision based on Washington Administrative Code 388-891-1320, “Am I involved in the decision to close my case.” The “Pre-Closure Notification” template letter may be used by a VR Counselor to notify a customer of this opportunity.

In the event a VR Counselor sends the “Pre-Closure Notification” letter to an individual and the customer does not respond within the specified timeframe, the VRC initiates steps to close the case. However, the VRC must follow all case closure requirements. The VR Counselor sends the appropriate template closure letter to provide the customer with notification that this action has been taken. See Also: Reason for Case Closure

Documenting that a Letter was Sent

When staff send any letter to a customer/legal guardian, a case note should be added to the customer record documenting that the letter was sent.

Remote Services

Providing VR Services Remotely

(New 09/2021)

[Approved Services Provided Remotely](#)

[Meeting Spaces](#)

[Public Settings](#)

[Attending Meetings held by Other Programs](#)

[Telecounseling](#)

[Informing Customers of Potential Risks](#)

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[Transcribing DVR Videoconferences](#)

[Video Captioning and Recording](#)

[When a Reasonable Accommodation is in Place](#)

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[The Case Service Record and Storing Customer Information](#)

[Records Retention Schedule: Transitory Records](#)

[Approved Telework Software](#)

Supporting Customers With Technology

Approved Services Provided Remotely

Counselors are encouraged to use professional judgement and discuss the available options with customers to ensure that remote service delivery is conducted in a manner that is consistent with the informed choice of the customer.

There are a number of services provided by DVR that can be offered remotely, even though they are more typically conducted in-person.

The following is a very partial list:

- Intake
- Substantial Counseling and Guidance
- Vocational Assessment Activities
- IPE Annual Reviews

When appropriate, other activities routinely conducted by phone may be possible to hold through videoconference as well.

Meeting Spaces

Prior to contacting a customer for a phone or other type of remote communication, staff are encouraged to review their environment and minimize any potential distractions. For example, setting personal cell phone ringer on silent mode, closing a door or window on noise from outside, arranging to have the conversation away from animals who may wish to vocalize during the meeting, etc.

Staff are encouraged to take responsibility for their own personal privacy when communicating with customers remotely. This may include limiting phone calls to a work cell phone, so that a personal cell or home phone number does not appear on a customer's caller-ID. It may also include removing personal items, such as photographs or personal records, which might appear in the background of a videoconference.

Staff should encourage customers to find private spaces in which to meet, and establish expectations with customers about the following:

1. Technical Difficulties that interrupt a meeting;
2. How best to contact the counselor between scheduled meetings;

How frequently they can expect to connect with the counselor during periods of remote work.

Public Settings

When VR staff cannot work from a private setting and must instead work from a public setting there are several requirements that need to be met:

- Control access to the device with a password or stronger authentication devices such as tokens or biometrics;
- Physically protect mobile devices and notebooks. This includes:
 - Keeping them in locked storage when not in use.
 - keeping mobile devices and notebooks under your control.
- DVR employees must only use their assigned mobile devices to connect to the DVR SharePoint;
- All confidential data transmitted through the internet must be encrypted. Encryption can be accomplished by using the following methods:
 - The DSHS Internal Use Secure E-mail System
 - The DSHS External Use Secure E-mail System
 - Secure File Transfer
- Position computer monitors to prevent inappropriate viewing by non-Department personnel, for example, persons outside a window.

Report lost, misplaced, or stolen devices as soon as possible, but in no case later than one business day after discovery.

For more information on hosting meetings with customers in public settings please see the [DSHS Information Security Standards Manual](#) and the **IT Standards Manual**.

Attending Meetings Held by Other Programs

DVR staff may attend meetings held by other programs, including those that utilize videoconferencing platforms other than described below (e.g. Microsoft Teams, Google Meet, GoToMeeting). However, DSHS policy prohibits the disclosure of information other than category 1 and category 2 data using platforms other than those identified above. This means that no confidential information may be exchanged over these platforms.

Telecounseling

Staff are encouraged to follow all DSHS administrative policies for ensuring the safety and confidentiality of both physical case records and DSHS information technology/data. More information about telecounseling can be found in the [CRCC Code of Ethics, Section J: Technology, Social Media and Distance Counseling](#).

Teleworking staff must ensure that family members, roommates, or other individuals do not have access to DVR customer data or information. Staff should continue to follow [Administrative Policy 05-01, Privacy Policy--Safeguarding Confidential Information](#), and [DSHS Administrative Policy 05-08, DSHS Minimum Physical Security Standards for Confidential Information and Financial Instruments](#), when working remotely. This means that staff should continue to follow guidance about maintaining secure access to and confidentiality of physical case records.

Discussions with customers using remote methods are expected to be conducted confidentially, using existing security standards. What this might look like in a home office will of course be different than in an interview room at a DVR office. Each staff member must ensure that private discussions with customers are not overheard by unauthorized persons.

Text Messages

If a DVR customer sends a text message to staff, the staff member should respond with a generic message asking the customer to send the inquiry to the staff person's e-mail, to continue any further communication.

DVR staff must follow the text message guidance above, unless the use of text messaging to communicate about a customer's case is considered an [auxiliary aid or service](#). When an auxiliary aid or service has been granted to the customer for the purposes of communicating with DVR, staff should follow the [data classifications](#) listed in the DSHS Information Security Standards Manual.

When a DVR customer wishes to communicate about information categories 3 and 4 through text messaging, a signed text messaging agreement form (DSHS 27-156) must be received from the customer.

Text Message Information Types

Category	Description	Can be shared	Customer Text Messaging Agreement Required
1	Public Information	Staff to Staff and Staff to Customer	No
2	Sensitive Information	Staff to Staff and Staff to Customer	No
3	Confidential Information	Customer to Staff	Yes
4	Confidential Information Requiring Special Handling	Customer to Staff	Yes

Note: If text messaging communication is requested by staff as an accommodation, staff must follow the process to request a reasonable accommodation established in [A.P. 18.26: Disability Reasonable Accommodation](#) or can review information about the process on the DSHS Human Resources Intranet page "[Reasonable Accommodation FAQs](#)".

Informing Customers of Potential Risks

Staff are responsible for explaining potential risks related to using remote methods of communication, including:

- Each audio/video conferencing provides a form of confidentiality for conversations with DVR.
- If conversations occur on a mobile device, DVR cannot ensure that the conversation will remain private. There is a risk that any sensitive or confidential information discussed is overheard or intercepted by unauthorized third parties.
- Use of remote methods is optional and DVR will not refuse services if a customer chooses not use an audio/video conferencing tool.
- If the customer does not agree to the use of the audio/video meetings, meetings can be conducted by phone or using the method identified in an already approved accommodation.
- The customer's telephone provider's normal rates apply when meeting with DVR using an audio/video conferencing tool. The provider may charge used during these meetings with DVR.

- No new accounts need to be created for customers to use these tools, but they will likely need to download additional software.

One method staff may use to document that the customer has been informed of this information is the use of a standard disclosure statement (containing the above information) that can be sent to and discussed with the customer. This helps to ensure that the informed choice of the customer is clear in the case service record.

Any variation of the following verification script may be used for video meetings with customers, consistent with the CRCC code of ethics for telecounseling:

Before we get started, can you verify that you are [customer] by telling me [an agreed upon response that verifies the customer identity, such as birthdate]

Technical Support

DVR Staff can request technical support for State-issued technology from the DVR IT staff through the HelpDesk. However, DVR staff are currently unable to assist with issues related to specific technical problems on customer devices. Please report issues to your local IT, however, so that any trends or broader issues can be triaged and addressed.

For training resources in the use of remote meeting technologies, please see [DVR Online Training Resources](#). Staff are also encouraged to review the considerations found in the [CRCC Code of Ethics, Section J: Technology, Social Media, and Distance Counseling](#).

Protecting Customer Information in DVR Meetings

In order to ensure the security of VR customer information, as a typical business practice, DVR staff may not save transcripts of meetings where Personally Identifiable Information (PII) or Individually Identifiable Health Information (IHII) will be discussed ([DSHS Administrative Policy 5.01](#)).

Transcribing DVR Videoconferences

Under DSHS administrative policies [A.P. 7.02: Equal Access to Services for Individuals with Disabilities](#), [A.P. 7.20: Communication Access for Persons Who Are Deaf](#), and [A.P. 14.10: Accessible Meetings](#), DVR has an obligation to ensure equal access and opportunity to communicate with DVR staff.

If a transcript is approved through the reasonable accommodation process for the VR staff, the transcript must be retained in accordance with DSHS unique records retention schedule and DVR [WAC 388-891A-0102: How long will DVR retain my personal information?](#)

If a meeting transcript is requested by the customer as an accommodation, staff may follow the guidance provided in the CSM section "[Access to DVR Programs and Services](#)" and should follow the procedure informing clients of their right(s) to request auxiliary services in [A.P. 7.02: Equal Access to Services for Individuals with Disabilities](#).

If a meeting transcript is requested by staff as an accommodation, staff must follow the process to request a reasonable accommodation established in [DSHS AP 18.26: Reasonable Accommodation](#) or can review information about the process on the DSHS Human Resources Intranet page "[Reasonable Accommodation FAQs](#)".

Video Captioning and Recording

When a Reasonable Accommodation is in Place

In addition to transcripts of meetings, DSHS administrative policies [A.P. 7.02 - Equal Access to Services for Individuals with Disabilities](#), [A.P. 7.20: Communication Access for Persons Who Are Deaf](#), and [A.P. 14.10: Accessible Meetings](#) are applicable when staff seek to have a meeting with a customer recorded or captioned. The administrative policies obligate DVR to ensure equal access and opportunity to communicate with DVR staff.

Staff may follow the guidance provided in the CSM section "[Access to DVR Programs and Services](#)" and should follow the procedure informing clients of their right(s) to request auxiliary services in A.P. [A.P. 7.02: Equal Access to Services for Individuals with Disabilities](#).

Approval

When recording or captioning services are required to fulfill the obligations set by the DSHS administrative policies above, Vocational Rehabilitation Counselors (VRCs) should seek approval from their supervisor before the meeting in which the recording or captioning takes place. Documentation of the approval should be kept in accordance with [WAC 388-891A-0102: How long will DVR retain my personal information?](#)

If you have approval to record, you must:

- Notify all invited participants you will be recording the meeting and that the recording will be subject to public disclosure and retained according to the appropriate records retention schedule.
- Announce you are starting the recording, and ask whether there are any questions prior to beginning the recording.

Denial

If a request for accommodation is denied, the DVR counselor must notify the requestor of the decision orally and in writing within ten working days of receiving the request, in accordance with **WAC 388-891A-0211: What does a DVR counselor do when they make a decision to deny my request for VR services, reasonable accommodation, or any other request that affects my participation in VR program services?**

It is the VRCs responsibility to communicate to the customer how DVR is meeting a requested accommodation before the meeting takes place, so that it is clear to meeting participants that a meeting is being recorded or includes captioning.

If a video recording is requested as an accommodation, either by the customer or by VR staff, the recording must be retained in accordance with DSHS unique records retention schedule and DVR [WAC 388-891A-0102: How long will DVR retain my personal information?](#).

Captioning and Video Recording Tools

In addition to DSHS's list of approved telecommunications and captioning providers, DVR has established guidelines for Mobile Devices/iPhone Apps and Communication Access Real-time Transcription (CART) Services.

Innocaption: An iPhone based closed captioning application to assist users with a hearing impairment to see conversations on a cell phone. This is a TRS system (Telecommunication Relay Service, which is a telephony service). This app can be located for download using the Meraki MDM app located on your State issued iPhone.

CART Services: Whenever it is feasible to make arrangements for a captioner, the use of CART services are preferred for meeting captions that will be retained as a transcript. If you require Communication Access Real-time Transcription (CART) services for a meeting, please use this [link](#) to access the Washington State Department of Enterprise Services Master contract for a list of approved providers.

***Note:** Unless the captioning service is provided by a CART contractor, staff are responsible for ensuring that the captioning service used does not record a transcript of the meeting unless otherwise authorized.*

Type of Documentation Required for All Customer Agreements

Signature Definitions

Handwritten signature (or wet signature): a handwritten/wet signature refers to a scripted name or other legal mark handwritten by an individual with the intention to authenticate a document. In the context of typically used DVR forms, handwritten signatures typically indicate agreement to terms and conditions related to the receipt of services. As used in the guidance below, handwritten signatures refer to inked or penciled agreements on physical paper. *In Waves, staff should use the “Wet Signature” option for this signature type.

DocuSign electronic signature: a DocuSign electronic signature refers to a signature generated by DocuSign that is adopted by the signer at the time of the signing event. The signer has authenticated their identity according to the procedures outlined in the *Completing Forms and Obtaining electronic signature through DocuSign SOP*. The adopted signature inserted on the electronic document affirms the specific agreement being made. If a customer wants to complete a DocuSign signature in person, staff can give their personal work device to the customer to complete the signature as long as staff ensure that no information about other customers is visible or readily accessible. If possible, it is preferred that staff give customers access to a shared device. *In Waves, staff should use the option “Written Customer Consent” for this signature type.

[secure] email electronic signature: a [secure] email electronic signature refers to a typed or otherwise imaged name or other digital mark, inserted onto an electronic document by an individual with the intention to authenticate a specific agreement within that document, transmitted over the WA state [secure] message system. The [secure] message assists DVR in authenticating the recipient/sender and documenting the intention of the transaction. The mark or image inserted on the electronic document affirms the specific agreement being made. *In Waves, staff should use “Written Customer Consent” if completing signatures using this method.

Waves electronic signature: This is a signature that is drawn on the screen after the signer has agreed to the terms and conditions. The signer then types their initials to complete the signature process. Staff can give their personal work device to a customer to complete a signature using this method as long as staff ensure that no information about other customers is visible or readily accessible. If possible, it is preferred that staff give customers access to a shared device. Staff should NOT give remote control of their state device to a customer/vendor to complete a signature through Zoom or other virtual method.

For Agreements Where Signatures are Received by DVR

For these documents, counseling staff may obtain EITHER:

1. a handwritten signature on a paper form, delivered by mail or electronically, or
2. a DocuSign electronic signature, or
3. a [\[secure\] email electronic signature](#) (customers may use either Adobe digital certificates or the "Fill and Sign" option in Adobe Acrobat).

Some examples of these documents are:

- DVR Application for Services;
- Eligibility Extension;
- IPE Extension;

- Individualized Plans for Employment;
- SDOPs;
- Other Agreements between DVR and a Customer;
- Consents – DocuSign electronic signatures are more likely to meet the standards for electronic signatures that many providers require, so staff should use DocuSign if electronic signatures are needed for a consent. However, some providers may still require a wet signature.

Because documents transmitted in electronic formats outside of DocuSign may be edited prior to being returned, staff must verify that documents that are signed electronically using a method outside of DocuSign are consistent, and agreeable before entering their final acceptance of a signed agreement.

When using electronic signatures that are not the Waves electronic signature, staff should choose the option “Written Customer Consent” when completing signatures on Waves forms.

Note that CRP-IL providers may submit completed SDORs and invoices through the manner outlined above.

Using DocuSign

If staff need to collect signatures electronically, DocuSign is the preferred method. DocuSign electronic signatures comply with the United States Electronic Signatures in Global and National Commerce Act (ESIGN) and the Uniform Electronic Transactions Act (UETA) making them more likely to be accepted by third parties than other forms of electronic signature. Staff should still verify that all form recipients that they are willing to provide and/or accept electronic signatures before using DocuSign. There are detailed instructions for how to use DocuSign in the Completing forms and obtaining electronic signature through DocuSign Interim SOP.

Using Secure Email

The [secure] email system allows DVR to meet some criteria that assure the validity of an agreement. If DVR receives a PDF image of a document that has had a signature added to it using Adobe or other software through [secure] email, that document can be accepted as an officially signed document.

If a customer does not communicate over [secure] email, and is not able to apply a signature using DocuSign or Adobe Fill and Sign we can still accept the agreement. However, ***in these cases, DVR will still require a handwritten signature in the mail as follow-up.*** Best practice is for the counselor to document these barriers in a case note while waiting for the signed document in mail to be received.

Email/Verbal Agreements as Last Resort

When another method of agreement cannot be used by a DVR customer (e.g., timeliness prevents the collection of a signature through mail, or the customer is unable to access DocuSign or the [secure] email system for disability-related reasons), a verbal agreement may be accepted as a temporary

measure to ensure continued progress. ***All agreements of this nature must be followed with written signatures at the earliest possible date.*** Staff should document in the case service record:

- Justification/reasons why verbal agreement is necessary;
- The specific details of the agreement.
- The expected date for receipt of the print agreement.

If recording the signature date in a case note and a verbal or email agreement was necessary as a last resort, staff may enter the date of the initial, verbal or email agreement as the signature date in the system for the purpose of continuous case movement.

CRP-IL Contract Language Reminder

The CRP-IL Contract language states that a CRP-IL provider cannot begin to provide services to the customer until there is a fully completed and signed SDOP and AFP for the specified service. An exception does exist in emergency situations and a VRC may give verbal authorization to start services, however, the VRC has five business days after verbal authorization is given to get the SDOP and AFP signed and in-place.

If CRPs are performing services without a fully signed and completed AFP and SDOP, this may result in a finding during contract monitoring and may have negative impacts on their organization. DVR staff do not have the authority to make an exception to the contract.

*****Please note: Digital copies of fully completed AFPs and SDOPs can be emailed to a CRP-IL vendor via secure email to ensure the vendor receives the AFP & SDOP in a timely manner and not delay service delivery.***

Documentation for Staff Authorizations

Staff needing to sign AFPs or other required documents may use ***either*** Adobe Certificates ***or*** Adobe Fill and Sign to indicate their authorization or approval. See [this guide on using Adobe Certificates](#) for signing AFPs (and other internal transactions).

The Case Service Record and Storing Customer Information

Taking into account the status of a customer's case, the customer's case service record must include all items listed in [WAC 388-891A-0100: What personal information about me does DVR keep on file?](#).

Counselors must ensure that any transitory documents that have been created are moved to their permanent location in the customer's file, and then deleted. For example, if DVR has received a paper copy of medical records in the DVR office and the VRC needs to access them while awaiting scanning for Laserfiche, the working copies held in the office are likely transitory records that may be destroyed once the scanned documents become available in the document repository. For questions about records

retention or transitory file destruction, please feel free to reach out to the DVR PRU at DvrPRU@dshs.wa.gov.

Records Retention Schedule Transitory Records

Disposition Authority Number (DAN) GS 50012, Rev. 0

Description of Records: Records Documented as Part of More Formalized Records

Records where the evidence of the business transaction has been documented as part of a more formalized record of the agency which is retained in accordance with the current approved minimum retention period.

Includes, but is not limited to:

- Data entry input records (such as paper forms, handwritten notes, etc.) that have been documented as records within agency information systems (such as databases) **provided the original record/form (including any signatures) is not required as evidence or authorization of the transaction.**
- Working/rough notes, voicemail messages, text messages, social media posts, etc., that have been memorialized/captured in another format such as a note-to-file, e-mail confirming the conversation, speech-to-text translations, etc.
- Automatically generated e-mail notifications sent out by agency information systems, provided the transaction is captured as part of an audit trail.
- Raw data/statistics/survey responses that have been consolidated/aggregated into another record.

Excludes:

- Electronic records (such as e-mails) that have been printed to paper.
- Audio/visual recordings of meetings covered by Advisory Body Records (DAN GS 10015), Governing/Executive/Policy-Setting Body Records (DAN GS 10004) or meetings- Staff and Internal Committees (DAN GS 09009).

Note: Electronic records need to be retained in electronic format in accordance with [WAC 434-662-040: Agency duties and responsibilities](#).

Records Documented as Part of More Formalized Records Retention and Disposition Action

Retain until verification of successful conversion/keying/transcription.

then **Destroy**.

Records Documented as Part of More Formalized Records Designation

- Non-Archival
- Non-Essential
- OFM

Disposition Authority Number (DAN GS 50005 Rev. 1)

Description of Records: Secondary (Duplicate) Copies

Copies of records (created or received) provided the agency retains its primary copy of the record in accordance with the current approved minimum retention period.

Includes, but is not limited to:

- Data extracts and printouts from agency information systems;
- Cc's of email, provided the agency is retaining its primary copy of the e-mail;
- Convenience/reference copies of records;
- Duplicate/near duplicate images/photographs, provided the selected "best" image(s) documenting the occasion/object is retained.

Excludes records which are the agency's only copy of the record, even if it is held by another agency.

Secondary (Duplicate) Copies Retention and Disposition Action

Retain until no longer needed for agency business Then **Destroy**

Secondary (Duplicate) Copies Designation

- Non-Archival
- Non-Essential
- OFM

Disposition Authority Number (DAN GS 50008 Rev. 0)

Description of Records: Drafting and Editing

Records relating to the drafting/editing of correspondence, documents, and publications.

Includes, but is not limited to:

- Preliminary drafts not covered by a more specific record series, not needed as evidence of external consultation or as evidence that the agency practiced due diligence in the drafting process;
- Edits/suggestions/directions (such as handwritten annotations/notes, track changes information/comments in Microsoft Word, etc.);
- Electronic documents related solely for printing (such as signs, mailing labels, etc.);
- Related correspondence/communications.

Excludes records covered by Legal Advice and Issues (DAN GS 18003).

Drafting and Editing Retention and Disposition Action

Retain until no longer needed for agency business then **Destroy**.

Drafting and Editing Designation

- Non-Archival
- Non-Essential
- OFM

Approved Telework Software

To help staff determine which telecommunication tools are the best available to meet the needs of customers with a reasonable accommodation, DVR IT has established a [list of approved telecommunication and captioning providers](#). Customers who communicate with DVR remotely with an accommodation may continue to use the existing accommodations as possible. Counselors may discuss the options within the table below with any customer.

IMPORTANT NOTE: Please note that video recordings and transcripts generated from captioning services are considered recordings and may not be saved by staff for internal videoconferences, though the ability to make recordings exists in each software solution. Also:

- Screen sharing is possible in Team sand Zoom, but staff **must ensure** that they do **not**:
 - Have the case management system open on their workstation when initiating a video call;
 - Have Outlook open if beginning to share a desktop;
 - "Give control" to customers during a screen share.

Technical Solution: Microsoft Teams

Set-up Requirements for Meetings: Microsoft Teams

Use the “Meet Now” or “New Teams Meeting” functions in Outlook to schedule directly from the staff calendar. This method will work to invite customers, as well as colleagues, to the meeting.

For additional help with Microsoft Teams, please see:

- [Get Started with Microsoft Teams](#)
- [Introduction to Microsoft Teams \(Video\)](#)

Specific Considerations for Meetings with Microsoft Teams

Microsoft Teams is approved for use with customers. Customers may need to be provided with a link to download:

<https://www.microsoft.com/en-us/microsoft-teams/download-app>

All "chat" conversations in a Microsoft Teams meeting will be retained in the Teams application and Outlook.

Technical Solution: Zoom for Telehealth (available to a limited number of staff through supervisory approval)

Set-up Requirements for Meetings: Zoom for Telehealth

Staff should utilize the "SSO" login option and enter "DSHS-telehealth" when prompted. For additional help with Zoom, there is extensive documentation on Zoom's website. See the [tutorials on Zoom Meetings](#) for more information.

Specific Considerations for Meetings with Zoom for Telehealth

Zoom is approved for use with customers when the meeting is initiated using a DSHS Telehealth account. **Note:** it is possible that pre-existing Zoom accounts may be in use by staff who have attended Zoom meetings originated by other organizations. *Only DSHS Telehealth licenses for scheduled Zoom meetings will meet the DSHS encryption requirements for secure A* best practice for Zoom is to utilize a "waiting room" for meetings, so that access to the meeting itself can be controlled by the organizer.

Supporting Customers with Technology

DVR Staff Considerations When Providing IT Customer Support Before or At Intake

- Ask if customers have a way to connect with DVR staff virtually; confirm they either have equipment or need equipment to have a virtual intake meeting.

- Provide equipment as quickly as possible to avoid delays in connecting with a customer. This may include, delivery via mail, Fed-Ex, UPS, contactless drop-off if essential workers are in the office when safety can be maintained.
- At intake it is important to address technology fully as this may set the course of communication for the future meetings you have with the customer. Conduct [Technology Questionnaire for Customers](#) to assess customer computer literacy skills and equipment needs. If they need a computer or tablet, have one assigned. Once you complete the questionnaire you will need to **paste it in to a case note titled “technology discussion”** to identify your attempt at resolving any technology barriers. This questionnaire may also be used as part of a referral to a provider to provide them insight in to the customer needs.
- If customer needs a phone or internet, assist with information and referrals to apply for local Internet/cable companies for discount services, as needed. While DVR can assist with the cost of support services required to connect the customer to VR services, we still have an obligation to seek out all available comparable benefits for those services. Additionally, if a customer needs assistance with a monthly expense that requires subscription or monthly payments, we can work with them to issue payment for a period of time, but we cannot issue the monthly payment with a DVR credit card. Work with your VRS and RT/VRC team to identify a solution in these situations.
- Email customer and offer Zoom or Teams meeting. If customer is not able to connect, call and walk them through how to connect. If they still cannot connect, have meetings by phone until they can get further assistance to access virtual meetings.
- If further assistance is needed, an IL Assessment and/or Skills Training SDOP for communications can be completed. The vendor can, if they agree, teach the customer to use their computer to communicate and manage basic documents. If VRCs have administered the [Technology Questionnaire for Customers](#), the information may assist providers in further assessing the customer’s technology experience and help guide skills training development.
- If the customer is in need of computer or networking repairs, a local computer company can be used for that service. DVR has developed the Statewide Computer Resource List for customer’s technology needs, but if you need one that is not a vendor, the service can be paid for by using a P-card after receiving an estimate, which is usually free for the customer.
- DVR does not support in-home computer repair or support services for customers unless there is an exceptional reason, or the vendor is a CRP/IL provider with appropriate credentials. Computer repair and support vendors are not routinely background checked by DSHS, and the provision of services in a customer’s home pose a significant risk in the absence of this information.

Employee Privacy when using State-Provided Electronic Messaging Systems

As state employees working in a hybrid or virtual environment, it is important for DVR staff to understand that photos and other material stored in or conveyed through state-provided electronic messaging systems are subject to public disclosure. See [DSHS Administrative Policy 05.02](#).

State Employee Expectation of Privacy

[WAC 292-110-010: Use of State Resources](#) addresses the lack of privacy that state employees should anticipate when using State-provided Electronic Messaging Systems.

[WAC 292-110-010: Use of State Resources](#) section (4) ***No Expectation of Privacy*** states the following:

Technologies such as electronic mail, facsimile transmissions, the internet, and voice mail may create an electronic record. This is what separates these from other forms of communication such as a telephone conversation. The ethics rules do not distinguish between the various forms of communication. Electronic records are reproducible and therefore cannot be considered private. Such records may be subject to disclosure under the Public Records Act, or may be disclosed for audit or legitimate state operational or management purposes.

[DSHS Administrative Policy 05.02](#) addresses DSHS access to records of employees and states the following under 5.02(B)(2)(d): "Records created, used, and kept by employees in the course of doing business are considered to be public records of the department. **Department employees generally have no expectation of privacy in any records stored on DSHS administered IT resources nor in public records stored on non-DSHS administered IT resources.** To comply with department obligations under the Public Records Act, these records may be indexed, searched, accessed, collected, and distributed without notice to the employee or employees who created, contributed to, or otherwise used the records, unless notice is required by law or contract."

Use of Photos in State-Provided Electronic Messaging Systems

DSHS staff should exercise professional judgment when selecting a photo for any state-provided electronic messaging system. Examples of a state-provided electronic messaging system may include, but are not limited to, the following: Microsoft Teams, Microsoft Outlook, and Zoom.

[DSHS Administrative Policy 14.18](#) provides general photo guidelines when using state-provided electronic messaging systems.

DSHS Administrative Policy 14.18(B)(13) states the following: "**If an employee uses a photo in their email account, it must be of the employee and recognizable as such. Photos may not be altered, caricatures, pets, scenery, sports teams, etc., or any other image than the employee themselves. Photos must be of standard size and format – preferably 192x192 pixels in PNG format.**" Due to DSHS Administrative Policy 14.18(B)(13) not containing an exhaustive list of applicable electronic messaging systems, DVR has suggested a best practice for state employees to adhere to 14.18(B)(13) for not only their email, but also for all other state-provided messaging platforms.

For convenience and to ensure compliance with these policies, staff are encouraged to consider using the same photo as their DSHS personnel ID badge for their photo profile in approved state-provided messaging platforms. Other photos may be used if the photo is in compliance with the above policies.

Post-Employment Services

(Revised – Correction of WAC text, 07/11/2019)

WAC 388-891A-0890, What are post-employment services?

Post-employment services include one or more vocational rehabilitation services provided if:

1. Your case was closed because you achieved an employment outcome;
2. Your rehabilitation needs are limited in scope and duration; and
3. You need post-employment services to maintain, advance in, or regain employment that is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Criteria for Accepting Electronic Delivery of Signed Documents

(New section: 5/16/2019)

- When a customer must indicate agreement with a signature, but will not be able to return a signed document before a deadline through mail, in person, or through DocuSign staff may also accept an imaged version of the signed document via the following formats:
 - A faxed copy of the signed document;
 - A scanned copy of the signed document received by email; or
 - Photographed copies of the signed document received by email.
- The copy must be legible in its entirety and contain all pages and elements found in the document sent by DVR. The copy must include a clear image of the customer signature and signature date where required by the document being signed.
- Staff will enter a case note explaining the reasons for electronic delivery and summarizing or copying the discussion with the customer that led to acceptance of the electronic delivery.
- If DVR staff have any questions about the legibility or completeness of the document,

the customer must be asked to provide the original, signed document as back-up documentation.

Manual Revisions

2/23/2024 Summary of Major Changes

The manual was updated in the following ways:

1. Interim **DVR/DSB Partnering with Public Institutions of Higher Education (PIHE) for Disability Services SOP** was added.
2. Added an interim process for recording in the electronic case management system when a **customer revokes a consent**.
3. **Additional guidance** around exceptions for providing sign language interpreting services under the CRP/IL contract was added, along with an **FAQ**.
4. The **closure reason chart** was updated to include specific WAC references.
5. Guidance for **reissuing AFPs** when the invoice is over the AFP amount was added and language around service deliveries was updated to better match processes in Waves.
6. Housekeeping updates were completed to the **Processing Case Transfer Request SOP**.
7. Guidance for staff to follow when **plan validation** in Waves needs to be overridden was added.
8. MAGI thresholds for the financial statement were updated, but the paper form and Waves are still being updated.

12/13/2023 Summary of Major Changes

The manual was updated in the following ways:

- a. The Public Institutions of Higher Education (PIHE) guidance was updated to reflect the new MOU agreement.
- b. The table in the **Purchases Limits for DVR Staff** and Approvals section was updated to reflect new issue and payment limits for staff roles (\$5,000 increase across the board).
- c. New guidance on **DDA/DVR Intensive Job Placement** (formerly Job Monitoring) was added to the Community Rehabilitation Program Services section.
- d. Definitions for Measurable Skill Gains categories were added to the IPE chapter.
- e. The links and phone number to DES surplus were updated in the Vehicle Purchases section.
- f. The Employment section was updated to match the case statuses in Waves.
- g. The Separation of duties section was updated to better match the terminology used in Waves.

11/16/2023 Summary of Major Changes

The AFP section of the Customer Services Manual was updated to reflect Waves processes and to provide clarity around changes that alleviate the need for signatures on the AFP. A description for Waves electronic signature was added. References to rescinded DSHS AP 15.15 were removed. A description for the service “DDA/DVR Intensive Job Placement was added.

10/31/2023 Summary of Major Changes

The Customer Service Manual was updated to reflect the new processes in the new case management system that went live on 10/31/2023. This effected every chapter of the manual.

The CSM was also reorganized to more closely mirror the online version, and the outdated index was removed.

07/01/2023 Summary of Major Changes

The Customer Services Manual has undergone several changes because of the new CRP/IL contract going live on 07/01/2023. Included in these changes were the following:

- Creation of new CRP/IL Customized Employment Services Chapter
 - Adding Customized Employment Discovery Services
 - Adding Customized Employment Job Placement Services
- Updates to CRP/IL Fee Schedules and Payment Points
- Updates to VR Services Category table, including CRP/IL Bonuses:
 - Permanent Employment Bonus
 - Healthcare Coverage Bonus
 - High Wage Bonus
 - Rapid Placement Bonus
 - Rural Area Bonus – Customer Residence
 - Rural Area Bonus – Job Location
- Updates to Travel Time Transportation Expenses
- Adding service category definitions
- Clarifying external stakeholder responsibilities when paying for interpreter and translation services, including procedure for requesting reimbursement

05/04/2023 Summary of Major Changes

The Customer Services Manual has undergone several changes to increase its accessibility for screen-reading software users. Included in these changes was the removal of tabled information which were then recategorized into a list format, as well as updating all WAC, form, and other various resource links.

Additionally, there were several language updates including:

1. Alignment with the agency’s current digital efforts, expectations, and policy;

2. Removal of Post-Employment Services references to bolster understanding of the services availability to a customer between obtaining employment and prior to exiting services;
3. Updating the Client Assistance Program's contact information; and
4. Removal of Covid-19 Bonus Payment

Lastly, this update includes a few newly added Guidance / Technical Assistance which include the following:

- Intake Case Narrative Technical Assistance, which provides best practice guidelines for documentation in the case service narrative of the customer's case service record at application;
- Employee Expectation of Privacy Guidance, which details the importance of understanding that photos and other material stored or conveyed in state-provided electronic messaging systems are subject to public disclosure; and
- Authorization for Purchase of CRP services Technical Assistance, with clarification outlining VRC authorization for purchasing services, including timeline expectation for SDOPs and AFPs.
- Approved Telecommunications Guidance, which provides a list of DSHS reviewed products and their appropriate use(s)

02/03/2023 Summary of Major Changes

There has been one major change to the Customer Services Manual during this Update. The Standard Operating Procedure "receiving warm handoff referrals of Community Services Division (CSD) clients" has been updated to align with the most current version (2022) of the DVR-CSD Memorandum of Understanding (MOU).

12/22/2022 Summary of Major Changes

Three manual updates have been made during this Customer Services Manual Revision:

- Pre-ETS Time Tracking SOP has been modified based on feedback from the field to better streamline the time tracking process.
- To align with the new Equity, Diversity, Access, and Inclusion SOPs, we have updated the Purchasing Interpreter Services section to include the new process and contact information.
- We have provided further text message guidance for staff and customer communications on cell phones.

09/15/2022 Summary of Major Changes

Two manual updates have been made during this Customer Services Manual Revision. The first manual change is the removal of tuition and fees language from the deductions section of the financial statement form instructions. This has been removed because the deduction has expired and is no longer being offered.

The second manual change is an update to the links for purchasing interpreter services. These links will now send you to the correct place to find an interpreter and to fill out an interpreter request with the DSHS Office of Deaf and Hard of Hearing (ODHH).

02/17/2022 Summary of Major Changes

This manual update includes a number of small additions and clarifications to existing policy to:

- Better clarify “assessment,” “maintenance,” and “other” services in the VR Service Category table.
- Align with contract language, the manual now specifies that the VR Supervisor does not serve as the Director’s designee for Exceptions to Rule related to Undue Burden Requests made by CRPs related to paying for a spoken language interpreter.
- Provide technical assistance for DVR staff to consider when providing support to customers before and at intake with technology needs.
- Further requirements have been added for recorded meetings.

09/09/2021 Summary of Major Changes

In order to better centralize DVR teleworking guidance, and to ensure staff can continue to find and use these policies as they work with customers, a chapter covering the provision of “[Remote Services](#)” has been created. This new chapter incorporates current telework policies, telework policies that are considered “interim” at present, and new policies, including those in the bulleted list below.

- [Policy Guidance Videoconferencing, Captions and Transcripts](#) – This policy addresses recording videoconferencing, captioning, and transcripts. Recordings and transcripts are not allowed unless requested as a reasonable accommodation. For public meetings or trainings, with prior approval from their supervisor, staff may record meetings or have transcription.
- [Staff Responsibilities for Safety and Confidentiality of Customer Information and Transitory Records](#) – Outlined within these guidance documents are approved services provided remotely, best practices, staff responsibilities for safety and confidentiality of customer information, public settings, potential risks, technical support, storing customer information, and records retention for transitory records.
- [Types of Documentation Required for all Customer Agreements](#) – With continued virtual work and updates to DVR’s software platforms, DVR has updated the policy guidance covering how staff should apply electronic signatures for Authorizations for Purchase and other required documents. Staff may use either Adobe Digital Certificates or Adobe Fill and Sign to indicate their approval or authorization when they need to sign a form.

- A new SOP was also created [for Videoconferencing, Captions and Transcripts](#) – This SOP clarifies the videoconferencing, captioning, and transcripts policy for internal staff meetings. The message is: “please note that transcripts generated by captioning services are considered “recordings” and may not be saved for internal videoconferences.”
- Links no longer used by Transition were removed from the CSM section titled [Purchasing Pre-Employment Transition Services from Vendors](#).

07/22/2021 Summary of Major Changes

This manual update includes changes to policy, removing the requirement for VR Counselors to seek VR supervisors’ approval for the use of certain services. This has been distributed through email for ease of access, in addition to being available in this version of the Customer Services Manual.

The [procedural guidance for VR Counselor Approval for Certain Services](#) clarifies which criteria counselors should consider when determining whether to approve the use of a CRP Community Based Assessment, CRP Job Retention services, Postsecondary Education services, or Self-Employment services.

07/08/2021 Summary of Major Changes

The links to the [DVR Mini Fee Schedule](#) have been updated to reference the 2021 rates.

04/26/2021 Summary of Major Changes

[A new set of criteria](#) have been added to provide guidance that supports reporting for situations when a counselor will refer an individual to TVR/AIVRS.

These criteria outline that a counselor will refer an individual to TVR/AIVRS when an individual identifies as Native American or as having membership with a recognized tribe.

DVR has also updated the section covering [Exceptions to Rules that Cannot be Granted](#), to clarify that DVR funds cannot be used for a direct payment of working capital to a customer as part of a self employment plan, but not all instances of “direct pay” as a method of payment for certain services (e.g., transportation and maintenance when appropriate) are prohibited in such cases.

04/07/2021 Summary of Major Changes

The customer service manual page covering [Loaning, Recovering and Reassigning Equipment](#) has been updated to integrate and highlight the changes that have been made to DVR equipment processes.

The changes include applying the \$5,000 dollar threshold across the several areas that apply to loaned equipment.

For example, the new \$5,000 threshold for loaned equipment will apply to newly purchased items. A loan agreement between DVR and the customer is only required when the equipment's value is greater than or equal to \$5,000.

The \$5,000 threshold affects the reassignment of equipment and allows DVR to issue equipment to a customer without a loan agreement, when equipment is below the threshold.

The \$5,000 threshold has also been applied to recovery actions taken by a VR counselor. In the new policy, counselors only make an attempt to recover an item when its depreciated value is above the \$5,000 threshold.

The changes also affect how counselors document the transfer of equipment to customers. This includes new procedures for counselor follow-up over the phone and case noting actions that will ensure DVR can confirm the customer has received their transferred equipment.

Finally, DVR has created and attached a template letter to the page that will aid counselors in communicating the \$5,000 threshold and its impacts outlined above.

02/09/2021 Summary of Major Changes

Three new Standard Operating Procedures (SOPs) have been added to the Customer Services Manual.

1. [Standard Operation Procedure: Administering Barcode Access under the DVR-Economic Services Administration \(ESA\) Barcode Memorandum of Understanding \(MOU\)](#)

This SOP outlines the steps that must be taken when a staff member needs to access the barcode system in order to provide assurances that DVR has taken steps to protect customer information.

2. [Standard Operating Procedure: Paying Cancellation and No-Show Fees for DVR Customers](#)

This SOP provides guidance for staff who need to authorize payments, or make payments in STARS, when customers have cancelled or not shown up to a previously scheduled appointment and DVR is billed a cancellation or no-show fee.

3. [Standard Operating Procedure: Tracking Time to Pre-ETS](#)

This SOP provides guidance for each of the steps that must be taken to ensure pre-ETS activities conducted by DVR staff are tracked accurately.

In addition, there has been a clarification to the description of [Authorizations for Payment](#) to correct a potential ambiguity that could prevent staff from understanding that other forms of written authorization, while not common, may exist under WAC 388-891A-1105.

10/30/2020 Summary of Major Changes

The fee schedule for CRP services has been updated to reflect the changes, effective 11/1/2020, to increase fees for services under the CRP/IL contract. Guidance specific to individual CRP services has been updated as well to reflect the changes in fees for CRP services.

Impacted sections of the manual can be found throughout [the chapter addressing services provided by Community Rehabilitation Programs.](#)

In addition to these changes, there have been updates to the guidance and procedures for the following to reflect current standards and practice:

1. [Offering Customers DVR-Provided Work Incentives Benefits Planning](#)
2. [Processing Case Transfer Requests](#)
3. [Complaint Resolution and Response Standards](#)

08/12/2020 Summary of Major Changes

The procedural requirement for customers to access WorkSource prior to referral for CRP job placement has been rescinded.

- The criteria to consider for approval of CRP Job Placement services have been migrated to the guidance on VR Supervisor Approval of Certain Services.
- Procedural requirements for referring customers to CRP Job Placement services have been revised to remove requirements for customers to access WorkSource prior to referral.

07/06/2020 Summary of Changes

The [CRP services guidance](#) in the CSM has been updated to reflect changes that have occurred as a part of the new CRP-IL contract that began on July 1. The updates to the CSM include changes to the progress reports that are used by DVR under the updated contract.

The CSM has also been updated to include a new [closure reasons table](#) which describes each of the closure reasons available in STARS. The table also describes the status at which a counselor can close a customer's case, and gives a scenario for when closing a case is appropriate.

06/03/2020 Summary of Changes

The CRP contract fee schedule has been updated to include the 50% bonus fee payments for CRPs put in place for June through August 2020 invoices received. The schedule lists the new amounts that will be paid to CRPs by DVR State Office as a result of the work that they accomplish with customers.

03/13/2020 Summary of Changes

Following the publication of the [Standard Operating Procedure for How to Make a Purchase with the Customer Credit Card](#), the procedure has been added to the Customer Services Manual. Links to associated procedures have been added as well.

03/06/2020 Summary of Changes

Recently, there have been a series of small updates throughout the manual, primarily to align service category descriptions and contract information after recent changes to STARS and spoken language interpreter contracts. This update is meant to summarize these small changes in a single place. The changes include:

- The addition of new VR service categories for pre-employment transition services, as made available in STARS, in the [VR Service Category Table](#).
- The addition of a new page that provides descriptions for the new pre-employment transition services available in STARS: [Pre-Employment Transition Services Provided by DVR Staff or to Potentially Eligible Students](#).
- A housekeeping revision to the [Purchasing Pre-Employment Transition Services from Vendors](#) Standard Operating Procedure, updating SDOP references and the guide for [CRP Provided Pre-Employment Transition Services: Fees and Guidance](#).
- The addition of a link to [the documentation for the February 2020 STARS Release](#), which contains information about the STARS Eligibility Extension process.
- Updates to the procedures to follow when [Purchasing Interpreter Services](#), after changes to the DES and DSHS Over-the-Phone Interpretation contracts.

12/02/2019 Summary of Major Changes

1. The most notable change in this manual update is to the section describing CRP Referral Criteria, which have been updated to reflect new guidance regarding additional pre-meetings between DVR and the CRP, and the sharing of content from STARS, for transparent and effective service-level negotiations. Additionally, the section describing CRP Periodic Progress Updates has been updated to reflect the expectation that vendors will provide updates at least monthly, and utilizing the standard SDOR form for progress updates.

2. Minor changes involving clean up to links, references, and ensuring alignment of content, including:
 - a. The portion of the manual addressing “DVR Vendor Registration” has been updated to reflect a change from DES to OFM for the processing of vendor registrations.
 - b. Updated links and references to re-align information about “Working Connections Child Care” to its current location under the Department of Children, Youth, and Families.
 - c. Updated titles and roles for processes related to Customer Rights, Records, and Confidentiality, as well as ensuring alignment to DVR WAC throughout these sections.

9/6/2019 Summary of Major Changes

- The guidance surrounding [case closure](#) has been updated to include:
 - Clarified expectations for making “[good faith efforts](#)” to contact customers prior to case closure;
 - Revised guidance for ensuring that customers are provided an opportunity for a [pre-closure discussion](#) about the decision to close the case; and
 - Updated guidance about closures based on “[loss of contact](#)” with the customer.
- The [case movement expectations](#) section of the manual has been updated to reflect the performance expectations for the 2019-2020 PDP, as well as some clarification regarding expectations DVR has for case movement that are not specifically measured in the 2019-2020 PDP metrics. This section of the manual now also includes the expectations that are included for the PDP process for RT1 staff.
 - **Update 9/12/2019:** minor changes were made to align references to timeframes embedded in other sections of the manual with these expectations (e.g., [Data Entry for Application and VI forms](#); [Timely Payment of Invoices](#)).

8/13/2019 Summary of Major Changes

6. The [standard operating procedure \(SOP\) for Making Mandatory Reports of Suspected Abandonment, Abuse, Financial Exploitation, and Neglect](#) has been added to the manual, replacing and updating the content on Reporting Abuse. This procedure contains updated reporting information, as well as a link to a desk reference guide containing phone numbers for reporting purposes.
7. The [standard operating procedure \(SOP\) for Making and Receiving Referrals Using](#)

[Partnership Plus Participating Employment Networks](#) has been added to the section of the manual discussing the Ticket to Work program. Partnership Plus is a collaboration between participating Employment Networks (EN) and the Division of Vocational Rehabilitation (DVR) to provide Ticket to Work (TTW) services that may help customers earn at or above Substantial Gainful Activity (SGA).

7/17/2019 Summary of Major Changes

- The [standard operating procedures \(SOPs\) for procuring CRP pre-employment transition services](#) have been updated to clarify that CRP pre-employment transition services are not available to students with disabilities on the waiting list for services.
- To align with the most recent DVR/DSB/PIHE agreement, announced by DVR's Community Programs Manager on July 1, the description of the agreement in the manual under [Interagency Agreement Between DVR, DSB, and PIHE](#) has been updated.
- Changing pronouns throughout the manual to gender-neutral language.
- Replacing the outdated job title "Area Manager" where it appeared.
- A correction of the text for WAC 388-891A-0890, which describes [Post-Employment Services](#).
- Some updates to the guidance on transition services and supported employment, in the section [Special Considerations for HS Students](#), which included replacing outdated references to "DDD," the addition of information about student with chronic behavioral health conditions, and the revision of guidance to address the availability of extended services for youth with the most significant disabilities in limited circumstances.
- References to obsolete processes for coordinating with colleges through the HECB (Higher Education Coordinating Board) online portal have been removed from the section titled, [DVR – College Financial Aid Office Exchange of Information](#). A brief description of the availability of the current Customer Financial Aid Information form has been included.

5/16/2019 Summary of Major Changes

1. A new section was added to clarify [Criteria for Accepting Electronic Delivery of Signed Documents](#), and related areas of guidance were modified to link to this new section.
2. A new section was added to reflect the process for providing customers with [Eligibility Determination Letters](#), and to describe the information that must be included in these letters.
3. After a review of existing practices, guidance has been added to the section on [Eligibility Over](#)

[60 Days](#) to clarify that it is a best practice to send an eligibility extension letter at least two business weeks prior to the determination due date and that staff are expected to follow up with the customer if there has been no response to an eligibility extension letter within 10 calendar days.

4/25/2019 Summary of Major Changes

- The [expectations for collaboration between rehabilitation technicians and VR counselors](#) have been updated in the [Case Movement Expectations](#) section. This guidance addresses situations in which extension agreements may be necessary for eligibility determinations or IPE development.
- There has been an update to [Standard Operating Procedure: Providing Monthly Case Management Coaching for Counseling Staff](#) that reflects the updated expectations for VR counselor and rehabilitation technician collaboration.

4/19/2019 Summary of Major Changes

- To support the change in the way STARS permits AFPs to be drafted and issued, we have added information to the [“IPE Amendments and Edits”](#) section. This update addresses:
 - Which changes may be addressed through edits to IPE services, and which changes may be addressed through amendments to the IPE;
 - The most significant change in this area has to do with a shift in the way DVR policy treats changes in the level of CRP services, permitting IPE service edits when making adjustments of CRP service levels;
 - Enhancing existing guidance and best practice regarding the documentation of edits to IPE services;
 - When edits or amendments may not be necessary, because assessments are needed to re-evaluate the IPE.

3/15/2019 Summary of Major Changes

The following standard operating procedures have been added to the Supported Employment section of the manual:

- [Delivering Supported Employment Services to DVR Customers](#) – this procedure is designed to help staff identify when supported employment services are needed and how to provide them.
- [Foundational Community Supports Individual Placement and Support Referrals to DVR and the Vocational Rehabilitation Process](#) – this procedure must be followed when a recipient of FCS services applies to DVR. Minor edits were made to the Supported Employment

section to mention Foundational Community Supports.

Additionally, to help staff determine when an eligibility extension is appropriate, the [Timeline for Eligibility Determination](#) section has been updated to include the definition of *exceptional and unforeseen circumstances*.

12/24/2018 Summary of Major Changes

This manual update includes major updates to implement new policies, including a requirement to utilize non-CRP Job Placement and for VR supervisors to approve the use of certain services. These have been distributed through email as separate guidance documents for ease of access, in addition to being available in this version of the Customer Services Manual.

The procedural guidance for Non-CRP Job Placement clarifies how staff are to implement the policy that non-supported employment customers access DVR staff-assisted job placement services and WorkSource-based resources for a period of at least 90 days prior to accessing CRP-provided Job Placement services. It also includes criteria to be used in evaluating under which circumstances customers might move into CRP-provided Job Placement services before 90 days have elapsed.

The [procedural guidance for VR Supervisor Approval for Certain Services](#) clarifies which criteria supervisors must evaluate when determining whether to approve the use of a CRP Community Based Assessment, CRP Job Retention services, Postsecondary Education services, or Self-Employment services.

The manual update also includes several minor changes that offer clarifications or slight changes in business practice. These include:

- The [Standard Operating Procedure for Delivering Career Counseling and Information and Referral Services to Individuals Earning Below Federal Minimum Wage](#). This procedure has been field tested over the past year and a half, and is being formalized in the manual. It applies for any office that has a Federal 14c Certificate Holder in the local area with workers earning subminimum wages.
- An update to the procedural guidance for the use of [\[secure\] email](#).
- Additional guidance around the [criteria to be used in procuring risk assessment evaluations](#) for customers with histories of violent or predatory behaviors.
- Clarification of responsibilities when receiving [subpoenas duces tecum](#).
- A minor but potentially significant change to the procedural guidance regarding [the use of information from previous case files](#) when a customer has a new case (addressing instances in which older case files were missing necessary information).
- Clarified Federal requirements for [supporting documentation of employment](#)

[information.](#)

8/21/2018 Summary of Major Changes

The following procedures have been added to the DVR Customer Services Manual. These procedures implement important business changes following the adoption of an amended Combined State Plan and chapter of WAC in July, 2018.

1. The [Standard Operating Procedure for Developing a Plan for Eligible Individuals at Immediate Risk of Losing Employment](#) has been added to the conclusion of the Individualized Plan for Employment section of the manual. This procedure applies when individuals who would otherwise be placed on a waiting list for services under DVR's order of selection are at substantiated risk for losing their employment if they do not receive specific VR services.
2. The [Standard Operating Procedure for Providing Extended Services Paid for by DVR to a Youth with a Most Significant Disability](#) has been added to the Supported Employment Services portion of the manual. This procedure must be followed when, in the context of providing supported employment services to a youth with a most significant disability, no other source of extended services is presently available.

8/15/2018 Summary of Major Changes

In addition to some minor technical changes (fixes to broken links and typos), the following portions of the DVR Customer Services Manual have been updated or added, effective August 15, 2018:

1. The "[Significance of Disability Matrix](#)" has been updated to reflect the use of five priority of service categories in DVR's administration of the Order of Selection.
2. The "[Standard Operating Procedure for Providing Monthly Case Management Coaching for Counseling Staff](#)" has been added to the [Case Movement Expectations](#) section of the manual. This procedure was developed in coordination with an update to the WebTool that was previously called the "Case Management Review Tool," and which is now called the "VRS Coaching Tool." Please note that there is a link to a "[User Guide](#)" for the tool.
3. The "[Standard Operating Procedure for Resolving Disputed Closures Informally](#)" has replaced the section of the manual previously titled "Reopening a Case after being Closed – Other." This procedure was developed to ensure that there is a clear process for documenting the rationale and decision-making in the event that—in very specific circumstances only—it is necessary to re-open a case that has been closed.

7/2/2018 Summary of Major Changes

References to WAC have been updated throughout the manual in response to the amendment of the chapter regulating the provision and scope of VR services (chapter 388-891 to 388-891A).

The procedure and instructions for the [Financial Statement](#) have been updated to align with the amended WAC.

Additionally, the links to the DVR Mini Fee Schedule have been updated to reference the 2018 rates.

5/1/2018 Summary of Major Changes

The following changes were made to update the “[Authorizing / Issuing / Paying](#)” section of the manual:

- Guidance surrounding those [purchases that require quotes](#) from vendors has been amended;
 - although these procedures have not changed in substance, they have been re-sequenced, revised for alignment in language with state procurement rules and Federal VR rules, and additional clarifying guidance addressing when the documentation of multiple quotes is necessary has been added;
 - examples have been revised to remove references to specific vendors that could be construed as an inappropriate preference, particularly in discussing the least cost options for tools and equipment;
- [A Standard Operating Procedure to follow when an AFP category error occurs that involves pre-employment transition services](#) has been provided;
 - this supplements the existing manual content for correcting AFP errors;
 - it ensures that staff have a standard process for alerting DVR’s Finance and Budget Unit when an AFP error occurs for pre-employment transition services activities that must be attributed to the correct funds; and
- The sequencing of sections has been adjusted to foreground decisions and actions that are required when making certain purchases prior to authorization.

2/6/2018 Summary of Major Changes

The following sections were updated or added to the manual:

1. Updated the [Definitions](#) section of the manual to include definitions important for program activities but not currently in WAC. These include the definitions of “individual with a significant disability,” “individual with a most significant disability,” and “student with a disability.”
2. Updated the [Identity and Citizenship](#) section to ensure that the manual has current

USCIS document lists. These lists change periodically, and DVR's manual now reflects the current documentation requirements from USCIS.

3. Recently finalized Standard Operating Procedures have been included:
 - a. Added [Standard Operating Procedure for Processing Customer Requests to Amend the Case Service Record](#).
 - b. Added [Standard Operating Procedure for Putting a Customer's Ticket to Work "In-Use" with DVR \(SSI/SSDI Customers\)](#).
 - c. Added [Standard Operating Procedure for Offering DVR Customers DVR-Provided Work Incentives Benefits Planning](#).
4. Updated the manual content about [Information and Referral Services](#) to clarify that Rehabilitation Technicians can provide Information and Referral services, but that all counseling provided, even brief counseling in the course of providing Information and Referral, must be provided by a Vocational Rehabilitation Counselor.

In addition to these changes, a limited number of minor changes were made, such as the addition of clarifying language about the mailing of extension letters (in both the [Timeline for Eligibility Determination](#) section and the [90 Day IPE Development Extension](#) section) to conform to a State Auditor finding and the updating of a number of broken hyperlinks.

11/1/17 Summary of Major Changes

The following sections were added and revised to incorporate procedural guidance intended to support the implementation of an order of selection, including a waiting list for services. Additionally, some sections were updated to align with the replacement of outdated policies, and others were updated to ensure that they remain current as references.

1. ["I & R Services"](#)

This section was updated to include information about the requirements for providing Information and Referral services under an Order of Selection. The section also now includes a Standard Operating Procedure for the provision of Information and Referrals using the new (as of 11/1) STARS screen for I & R.

2. ["Application Procedures"](#)

This section was updated to include the additional information that DVR staff must discuss with customers to ensure that they are providing an informed choice at application, when operating under an order of selection.

3. ["Individualized Plans for Employment \(IPEs\) in 90 Days"](#)

This section was updated to clarify that, for customers who have been assigned to closed priority categories, the 90 days for plan development begin once the customer has been released from the waiting list.

4. [“Warrants” and “Refund Notices”](#)

These sections were updated to align with the Standard Operating Procedure for “Processing Mail and Negotiables,” finalized in October of 2016, which superseded the previous guidance.

5. [“VR Service Category Table”](#)

This section was updated to incorporate the categories of service that have been added to STARS since 2014, and to improve the alignment of the service category names between those found in the manual and those available in STARS.

09/11/17 Summary of Major Changes

The following sections were added and revised to formally incorporate procedural guidance about pre-employment transition services to the manual, and to update both the fee schedule and available services under the DVR / CRP contract:

1. [“Standard Operating Procedure: Referring Customers for Level 4 \(Deaf-Blind\) CRP Services”](#)

This section provides a standard procedure for determining when it is appropriate to refer DVR customers to CRP Level 4 Services, including a link to the Deaf-Blind Referral Checklist form.

2. [“CRP Fee Schedule”](#)

This section updates the fee schedule to reflect the fees that will be effective as of 9/12/2017.

[*Addendum, 11/2/17*: the fees included in this manual update were correct, and are current to the 9/22/17 contract update; they were not impacted by the administrative update to the contract on 9/22/17, which had a typo in the fee schedule for the healthcare bonus. “Effective date”s listed in the manual have been updated to prevent confusion, but all fees have been effective since 9/12/2017 in both STARS and service-level SDOPs.]

3. [“Pre-Employment Transition Services: Categories and Descriptions”](#)

This section provides clarification about the activities that may be included under each of the service categories for pre-employment transition services.

4. [“Standard Operating Procedure: Purchasing Work-Based Learning \(WBL\) and Workplace Readiness Training \(WRT\) Experiences for Students with Disabilities Who Are Current DVR Customers”](#)

This section offers a standard procedure for purchasing these inter-related services from CRPs.

5. [“Standard Operating Procedure: Purchasing Pre-Employment Transition](#)

Services from Vendors for DVR Customers”

This section provides a standard procedure with broader applicability for determining when to purchase pre-employment transition services for customers, as well as which services may be appropriate to purchase.

The following sections were added to update the manual’s format and incorporate standard operating procedures for the provision of VR services:

6. “Standard Operating Procedure: Offering Voter Registration Assistance to DVR Applicants and Customers”

This section provides a standard process for providing, and recording the provision of, voter registration assistance to customers.

7. “Standard Operating Procedure: Receiving Warm Handoff Referrals of CSD Clients”

This section provides a standard process that must be followed when receiving “warm handoff” referrals of CSD clients, as specified in the Memorandum of Understanding between CSD and DVR.

05/25/17 Summary of Major Changes

The following sections were added and revised to clarify DVR policy and update guidance to reflect changes in law and regulation. These changes were prioritized to comply with a plan proposed in response to a recent audit by the Washington State Auditor’s Office.

- **“Timeline for Eligibility Determination”**

When extending an applicant’s eligibility determination period beyond 60 days, the letter to the applicant should include a specific date to which their eligibility period is being extended. By signing the extension letter, the applicant agrees to the date on the letter. The proposed extension of the eligibility determination period must be reasonable and allow for enough time to gather and exchange information to complete the assessment for eligibility and severity of disability.

- **“Individualized Plans for Employment (IPEs) in 90 Days”**

This section clarifies the 90 day requirement for plan development.

- **“90 Day IPE Development Extension Process”**

This section clarifies the process and documentation required to extend the IPE development timeframe, including what to do [“When a Customer Does Not Agree to Extend IPE Development Timeframe”](#).

- [“Customer Agreement to and VR Counselor Approval of IPE”](#)

When agreeing to and approving an IPE, the last signature and date on the IPE should be a VRC’s. The federal regulation is clear that a VRC must approve the services in an IPE. Ensuring that the VRC is the final signature on an IPE makes clear their approval of the content of the IPE. In the near future, there will be a STARS release that will align with the CSM update regarding signatures on an IPE. For now, please be sure that the customer signs and dates an IPE prior to a VRC approval signature, and please remember that all initial IPEs and subsequent amendments require both a customer and a VRC signature. An IPE is not final and approved until both the customer and VRC have signed and dated the IPE.

- [“All Services the Customer Requires Must Be Included on the IPE”](#)

All in-plan services that a customer requires must be included on an approved IPE. This includes not only primary and support services paid for by DVR, but comparable benefits or services as well.

Additionally, some changes were made to update the manual contents and bring certain areas of guidance into alignment with VR laws and regulations.

- After consultation with the DSHS Privacy Officer, references to HIPAA have been removed, and the HIPAA/Consents jacket has been revised to include a new title (Consents and Authorizations) and remove HIPAA-related documents, such as the DSHS Notice of Privacy Practices.
- Updated the contents for Green, Yellow, and Lavender File Jackets to reflect current practice.
- Clarified that increases to the level of a CRP service require an amendment to the IPE and that decreases to the level of a CRP service require an edit to the IPE.
- Removed discussion of Homemaker as Employment Goal, Homemaker Closure and all other references to Homemaker Closure.
- Removed discussion of Unpaid Family Worker Closure and all references to Unpaid Family Worker Closure.
- Removed references to Extended Evaluation.

05/15/17 Summary of Major Changes

On April 17th, 2017, the manual was removed from the RoboHelp platform, leaving only the “printable” version of the manual available for staff and stakeholders. Following the transition of the manual to an MS Word format, an initial and substantial series of technical edits were made to the Customer Services Manual to improve its usability.

There were no changes in guidance, but the technical edits included:

- Correction of the structural mark-up of the manual to standardize headings;
- Fixes and updates made to broken internal and external hyperlinks;
- Redundant content consolidated and cross-linked where appropriate; and
- Internal content consolidated into the single-file manual for ease of navigation and searching.

