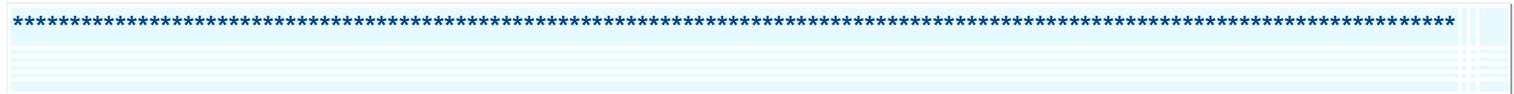


Department of Social and Health Services  
Community Services Division  
**Social Services Manual**

Revision: # 138  
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**Summary**

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



**Division of Vocational Rehabilitation (DVR)**

~~Created on:-~~

~~Oct 21 2014~~ Revised on: June 1<sup>st</sup>, 2017

**Purpose:**

~~The Community Services Division (CSD) and DVR collaborate to improve employment outcomes for mutual clients and reduce poverty statewide. We work toward these goals by striving to provide seamless and consistent service delivery statewide to mutual clients. Individuals with significant barriers to employment due to physical and mental disabilities may be referred to DVR to prepare for, obtain, and retain employment. DVR also assists individuals with long-range career goals.~~

## The Warm Handoff

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

## DVR Referral Guidelines

To refer to DVR, the client must:

1. Want to work;
2. Have a permanent physical, sensory, or mental disability that constitutes a significant barrier to their employment;
3. Require vocational rehabilitation services to eliminate or reduce their disability-related barrier(s) to employment; and
4. Agree to the referral and, if determined eligible by DVR, be available and willing to participate fully in DVR's Individualized Plan for Employment (IPE).

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

- ~~Considering if DVR is the choice for you.~~ Considering if DVR is the Choice for You: Employ Your Abilities
- What Services are Available to Me?
- ~~Frequently asked questions.~~ Frequently Asked Questions

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

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

- b. Is not making satisfactory progress;
- c. Experiences significant improvement or deterioration of their disability;
- d. Is unable or refuses to participate; or
- e. Completes their IPE.

## WorkFirst Clients

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

## Clarifying Information

~~We are required by to assess every Aged, Blind, or Disabled (ABD) recipient to determine whether the programs offered by DVR could enable the recipient to return to the workforce.~~

~~Determine DVR referrals based on the following criteria:~~

~~An individual must **want** to work and have a permanent physical or mental disability that constitutes a significant barrier to their employment.~~

~~The individual must require vocational rehabilitation services to eliminate or reduce their disability-related barriers(s) to employment.~~

~~The individual must agree to the referral to DVR and, if approved by DVR, be willing to fully participate in DVR's Individualized Plan for Employment (IPE).~~

~~We may consider referring a person to supported work programs or other activities prior to referring an individual to DVR.~~

~~An individual who appears to meet DVR's eligibility criteria will be given the choice of referral to DVR or other appropriate activity.~~

~~If the individual voluntarily chooses to participate and is approved for DVR services, they will be required to participate fully with their DVR IPE as part of their WorkFirst IRP or Case Plan.~~

**NOTE:** ~~DVR only serves individuals who voluntarily make an informed choice to engage in vocational rehabilitation services. Upon choosing to participate, a person's ABD cash case plan or WorkFirst Individual Responsibility Plan (IRP) may require participation in DVR activities.~~

## Worker Responsibilities

### DVR Assessment and Referral:

~~Schedule an in-person case management appointment whenever possible.~~

~~Discuss the services and benefits offered by DVR.~~

~~Complete the DVR Assessment Tool in eJAS, if directed. Otherwise, prepare a referral packet as described below under WorkFirst Assessment and Referral.~~

~~If the assessment tool indicates the individual is appropriate for DVR services and they voluntarily agree to follow through, open the VR component in eJAS and complete the e-Message referral form.~~

~~Have the individual sign the DVR Consent form (14-012x) and the DVR HIPPA "Consent For Private Health Information Addendum" form (14-012b) and send the documents to DMS for imaging.~~

~~Instruct the individual to contact the local DVR office within 14 days to schedule an orientation appointment. The individual will be referred back if they fail to contact DVR within 14 days of the electronic referral.~~

~~DVR will provide updates using the eJAS e-Message system at each step of the referral and eligibility determination process.~~

If an individual is approved by DVR and voluntarily agrees to participate, the IPE requirements will be incorporated into the person's WorkFirst IRP or Case Plan.

If the DVR Assessment tool indicates the individual is not appropriate for DVR, proceed with the case management appointment and develop an appropriate treatment plan. See the Treatment and Referrals chapter for additional details.

**NOTE:** The DVR Assessment Tool will be phased in on a regional basis beginning January 1, 2011. Social workers will not begin using the assessment tool until directed through their regional office. The DVR Assessment Tool is only intended for active DL recipients.

**EXAMPLE** The DVR Assessment Tool will be phased in on a regional basis. Case workers won't begin using the assessment tool until directed through their regional office. The DVR Assessment Tool is only intended for active ABD cash recipients.

**EXAMPLE** The DVR assessment tool indicates Phil is not appropriate for DVR services because he has a pending surgery. Phil's case worker reviews available evidence and develops an appropriate treatment plan with Phil's input requiring that he follow through with the pending surgery, attend all scheduled appointments, and participate fully in all other recommended treatment activities. When Phil is medically stable, Phil's case worker schedules a new case management appointment to reassess for referral to DVR and develop a current treatment plan.

DVR Referral (WorkFirst):

Discuss the services and benefits DVR offers with the person.

If a person appears appropriate for DVR services based on the criteria detailed above, update the WorkFirst IRP to include the DVR Orientation and send a referral packet to the designated liaison at the local DVR office that includes:

The (01-123x) DVR/CSO Communication,

Copies of current medical reports/documentation from the case record,

The DVR Consent form (14-012x) and DVR HIPPA "Consent For Private Health Information Addendum" form (14-012b) signed by the individual,

A copy of the most recent WorkFirst IRP, and

Background information on the individual's involvement in work or work-like activities.

If the person is approved by DVR and agrees to participate in vocational rehabilitation services, incorporate the IPE requirements into the person's WorkFirst IRP. DVR Participants:

1. If DVR confirms that the person has been approved and has agreed to participate, incorporate the DVR IPE requirements into the person's ABD case plan.
2. DVR will continue to provide updates regarding the person's participation status throughout the duration of the IPE.
3. Follow the sanction process for individuals who fail to participate in the DVR portion of their ABD Case Plan.

- 4.—Review the participant’s progress with DVR every three months or at the time of Incapacity Review. Review a mutual participant’s progress more frequently when:
  - 1.—The individual becomes employed,
  - 2.—The individual is not making satisfactory progress,
  - 3.—The individual’s disability significantly improves or deteriorates,
  - 4.—The individual is unable to participate, or
  - 5.—The individual’s IPE is completed.

### ~~DVR Participants (WorkFirst):~~

- 1.—Include DVR in case planning for persons determined eligible for DVR services. This relationship will continue until the individual has terminated DVR services. A DVR IPE will be considered to fulfill requirements for a participant’s IRP.
- 2.—If a person agrees to participate with DVR, work with DVR to incorporate a parent’s DVR plan into her or his IRP. If the WorkFirst IRP and DVR IPE requirements conflict, a case staffing involving DVR, WorkFirst Staff, and the individual shall be held to amend the IRP/IPE. To receive credit for WorkFirst participation, the parent must meet the WorkFirst requirements as specified in the IRP.
- 3.—Coordinate with DVR to incorporate the IPE into the IRP when an individual has already established a relationship with DVR before he or she become eligible for WorkFirst.
- 4.—If the individual becomes able to work, the IPE, along with the IRP will be revised to assist the individual with obtaining employment while continuing training or education.
- 5.—If the individual is unable to work, the IRP will incorporate the work preparation activities in the IPE. The individual will be informed of the value of obtaining employment and becoming independent from TANF.
- 6.—For those existing DVR plans involving training or education, consult with DVR to determine if the individual is able to engage in core activities while attending training.
- 7.—When verifying and reporting hours of participation in a parent’s IRP:
  - 1.—Use the eJAS code that best describes the activity.
  - 2.—Enter the start and end date of each IRP activity into eJAS, not to exceed 12 months.
  - 3.—Require participation verification from whoever provides the activity, except the DVR counselor will only verify hours when the individual is spending 20 hours or more per week with the counselor.
  - 4.—The DVR counselor or a DVR contractor who is providing activities like job clubs or WorkStrides may excuse absences on the WorkFirst participation verification form if the individual has a good reason for missing scheduled activities.

See [b1] WorkFirst Handbook section 6.8, Exemption, and “Reporting DVR Plan Hours” for information in WorkFirst and DVR.

### ~~Clarifying Information~~

## RGefugee Cash Assistance (RCA) Clients

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

## Guidelines for Collaboration and Coordination ~~with DVR:~~

1. CSD identifies and maintains a liaison(s) for every local CSD Community Service Office (CSO).
  1. The current CSD liaison list is on the CSD DVR Partnership SharePoint site.
  2. Liaison Roles and Responsibilities are detailed on the CSD DVR Partnership SharePoint site.
- ~~1. CSD and DVR staff will exchange information and documentation essential to establish program eligibility and mutual case management, including:~~
  - ~~1. Medical reports/documentation.~~
  - ~~2. Consent of Information Forms.~~
  - ~~3. Employment Plans: IRP (WorkFirst), Case Plan (ABD), IPE (DVR).~~
  - ~~4. DVR/CSO Communication (01-123x).~~
  - ~~5. Key information using the eJAS e-Message system or the DVR/CSO Communication (WF).~~
2. DVR will assign identifies and maintains a liaison(s) for each every local DVR office, CSD Community Service Office (CSO).
  1. The current DVR liaison list is on the DVR Intranet Rehab Resources web page.
  2. Liaison Roles and Responsibilities are detailed on the DVR Intranet Rehab Resources web page.
- ~~2.~~
3. ~~Each CSO will identify a DVR liaison. The liaisons are responsible for facilitating an effective interagency relationship.~~
3. Funding and Services: CSD and DVR fund services based on the following:
  1. DVR funds:
    - ~~1.~~
      1. Diagnostic and vocational assessment services required for DVR eEligibility dDetermination or IPE development; and
      2. DVR will par for Fforeign language or sign language interpreters, if needed by an individual to participate in DVR services.
    - ~~2.~~ (For WorkFirst clients) WorkFirst funds available support services to complete the DVR eligibility determination and support the client's IPE.
    - ~~3.~~ are funded by DVR.
    - ~~3.~~ Support Services are funded by WorkFirst to complete the DVR Eligibility Determination and support the IPE.
  2.

~~4.—DVR may include any WorkFirst employment partner and other contracted services activities may be considered and included in an IPE.~~

~~5.—Services not available under WorkFirst contracts may be considered and included in an IPE.~~

~~The IPE is mutually agreed upon by the individual and DVR.~~

~~CSD staff will incorporate into the WorkFirst IRP the specific activities that will be required of the individual to fulfill the obligations within the IPE.~~

~~DVR will pay for foreign language or sign language interpreters, if needed by an individual to participate in DVR services.~~

~~ABD and WorkFirst client may also be required to cooperate with the SSI application process.~~

~~If conflicting program requirements arise between WorkFirst or ABD and the DVR program, resolution will be provided through the respective chains of command.~~

4.