



<b>Policy No.</b> 101	<b>Subject:</b> Status 02-0: Applicant
<b>Section:</b> Referral/Applicant	<b>Revised:</b> 12/2019
<b>Signature:</b> Brandy McOmber, Resource Manager	<b>Version:</b> FINAL

**1. SCOPE OF SERVICES**

Any individual with a disability can apply for IVRS services. Individuals with disabilities can self-refer or be referred by another individual or entity. IVRS will seek out information related to the determination of eligibility for services. IVRS utilizes existing information whenever possible. The expectation is that the individual with a disability will be an active participant in obtaining necessary information for a determination of eligibility.

An applicant is an individual, and/or the individual’s representative, as appropriate, who:

- a. Has completed the [IVRS Application for Services \(R-412\)](#), a common intake application form through a One-Stop Center requesting IVRS services, or has otherwise requested services from IVRS;
- b. Has provided to IVRS information necessary to initiate an assessment to determine eligibility and priority for services;
- c. Is available to complete the assessment process; and
- d. Has reviewed and signed the [Rights and Responsibilities \(IPE-1\)](#).

**2. AGENCY EXPECTATIONS**

An intake appointment is scheduled when the individual has expressed an interest in services following orientation, or in the case of an individual orientation, the appointment may move directly into an intake. The intake appointment may be conducted face-to-face or through the use of technology in order to expedite the application process and avoid delays.



## IOWA VOCATIONAL REHABILITATION SERVICES

Applicants must be active and full partners in the vocational rehabilitation process. The applicant is engaged in an active discussion of their unique strengths, resources, priorities, concerns, abilities, capabilities, and informed choice as part of the assessment process. This comprehensive discussion provides a picture of the applicant's vocational goals. It also provides an exchange of information that can be utilized in the eligibility determination as it pertains to the functional impediments and need for services.

IVRS staff collect the intake information and review the IPE-1 with the applicant, item-by-item, assisting them in understanding this document as it relates to IVRS services. If the individual requires assistance with understanding this material, IVRS staff should involve parents, guardians, special interpreters, or other representatives, as needed.

IVRS staff are also expected to share the following information with applicants:

- a. Prior to the development of the Individualized Plan for Employment (IPE), individuals will be required to produce evidence that they have permission to work in the United States.
- b. The [Options for Developing Your Individualized Plan for Employment](#) should be shared and discussed. The IPE does not go into effect until approved and signed by the IVRS counselor assigned to the case; and no costs affiliated with the development of the IPE can be charged to IVRS by those entities that the job candidate selects for assistance. Entities assisting the job candidate are encouraged to use the IVRS IPE form, but only the IVRS IPE is considered the official and accepted IPE for the case record, and only this form is used in final planning. The form is signed and placed in the case record.
- c. A discussion should be held on the labor market and viable occupations within the applicant's geographic area.
- d. All individuals referred for services are provided with a copy of the current [Client Assistance Program \(CAP\)](#) brochure with an explanation of those services.
- e. Each applicant must be offered the opportunity to register to vote at intake and at any other time their address changes. Forms are available for documenting this action.

IVRS staff are also expected to follow the procedures outlined in the [Intake Appointment portion of the IVRS Office Procedures Manual](#).

IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12<sup>TH</sup> STREET

DES MOINES, IA 50319



IVRS staff should sign the IPE-1 after all other necessary signatures have been collected. The applicant date is entered into IRSS based on the signature of the IVRS staff. A copy of the signed IPE-1 is provided to the applicant.

If an applicant refuses to sign the IPE-1, IVRS will discuss this with the individual to assure they understand that eligibility is based on documentation of disability and IVRS is required to explore all disabling conditions that could impact the development of the [IPE](#). If the individual understands and agrees to their responsibilities in working with IVRS towards competitive integrated employment but still refuses to sign the form, IVRS staff indicates on the IPE-1 applicant signature line their refusal to sign. IVRS staff should sign and date both copies. One copy is filed and the other is provided to the applicant with a case note entry documenting the individual's reasons for not signing.

If a legal or court-appointed guardian refuses to sign the form, IVRS may not proceed with opening the case. If the applicant is a minor, they will be encouraged to apply when they turn 18 years of age and can sign independently.

Individuals who receive services from IVRS should be informed that there is "safe data" that is shared within the workforce partnership. Assurance is provided to the individual that information specific to his/her diagnosis is considered confidential and is not shared; while information on reasonable accommodations needed in order for the individual to gain access is shared with appropriate parties involved in the rehabilitation process. IVRS is a core partner of the workforce development system and has a responsibility to ensure that partners understand the progress made and what is necessary for the individual to be successful and avoid duplication.

If the individual is currently working in, or considering, subminimum wage employment and refuses to sign the IPE-1, IVRS staff should refer to the [Competitive Integrated Employment Settings](#) policy for further information.

An assessment of current health status is required in all cases. IVRS must seek the least costly and least intrusive manner to document this. Completion of the IVRS Health



Assessment Questionnaire by the applicant and IVRS staff identifies possible disabling conditions to meet eligibility requirements. Further information and documentation of disabling conditions can be met by:

- a. Using a signed release of information to obtain already available medical information showing the diagnosis relevant to the applicant's disability (standards for consultants and service providers can be located in the [Case Services Guidance](#) policy);
- b. Documentation from the Social Security Administration (SSA); or
- c. IVRS arranging and paying for a new medical evaluation.

After the intake process, the following should be documented in the case notes:

- a. A summary of the intake, including the referral source and documentation provided/completed, and the job candidate's purpose in applying;
- b. Expectation of services that align with the individual's strengths, resources, priorities, concerns, abilities, capabilities and interests;
- c. Disability, impediments, functional limitations and barriers as they pertain to employment;
- d. Educational background and past training;
- e. Employment history, transferable work skills, interests, preferences and resources;
- f. Personal supports;
- g. Comments including legal issues and restitution requirements; and
- h. Next steps to be completed and identification of roles and responsibilities.

### 3. TIMEFRAMES

- a. An intake appointment is scheduled as soon as possible following orientation, but no later than 30 days from the date of referral.
- b. An individual is considered an applicant until the eligibility determination is completed.

### 4. EXCEPTIONS

- a. None



**5. APPLICABLE FORMS/DOCUMENTS**

- a. [IVRS Application for Services \(R-412\)](#)
- b. [Preliminary Intake Form](#)
- c. [Options for Developing Your Individualized Plan for Employment](#)
- d. [Rights and Responsibilities \(IPE-1\)](#)
- e. [Competitive Integrated Employment Settings](#)
- f. [Individualized Plan for Employment](#)
- g. [Office Procedures Manual--Intake Appointment](#)
- h. [IVRS Health Assessment Questionnaire](#)
- i. [Extension of Eligibility](#)

**6. TRAINING**

- a. [Status 02-0: Applicant Policy Training](#)