

<b>CSG</b> <b>Client Services</b> <b>Guide</b>	Date Issued  04/15/21	Subject  <b>Referral/Intake</b>	Section  <b>200</b>
--	--------------------------------	---------------------------------------	---------------------------

Section 200	REFERRAL/INTAKE .....	1
200	RESIDENCY/ALIEN STATUS .....	1
210	REFERRAL .....	2
220	APPLICATION/INITIAL INTAKE .....	3
230	REOPENING CASES .....	4

## [CSG TABLE OF CONTENTS](#)

### Federal Regulations

- [34 CFR 361.5](#) - Definitions
- [34 CFR 361.37](#) - Information and Referral Programs
- [34 CFR 361.41](#) - Processing Referrals and Applications
- [34 CFR 361.42](#) - Assessment for Determining Eligibility and Priority for Services

### State Rules

- [5 CSR 20-500](#)

## Section 200 REFERRAL/INTAKE

### 200 RESIDENCY/ALIEN STATUS

#### 200.1 Missouri Residency Requirements

- Per federal law, Missouri Vocational Rehabilitation does not impose a duration of residency requirement that excludes from services any applicant who is present and available in the state.

#### 200.2 Guidance

- Vocational Rehabilitation (VR) may only provide services to individuals who are Missouri residents and who are authorized to work in the United States (U.S). According to U.S. Citizenship and Immigration Services, this includes:
  - A citizen of the U.S.
  - A noncitizen national of the U.S.
  - A lawful permanent resident (will have an Alien #)
  - An alien authorized to work in the U.S. until an expiration date, if applicable (will have an Alien # or an Admission #).

<p style="text-align: center;"><b>CSG</b> <b>Client Services</b> <b>Guide</b></p>	<p>Date Issued  04/02/21</p>	<p>Subject  <b>Referral/Intake</b></p>	<p>Section  <b>200</b></p>
---	--	--	------------------------------------

- An illegal alien is not eligible for VR services.
- All persons applying for services should be able to demonstrate by the appropriate documentation whether they have legal status to work in the U.S.
- This documentation is not required to open a VR case. However, it is necessary to receive VR services leading to an employment outcome.
- For detailed information on what status documentation is required for employment, please reference: <https://www.uscis.gov/i-9>
- If a Missouri VR client is receiving services in another state, for example, training, and while in the other state requires other services, such as mobility training, assistive tech, etc., Missouri VR will collaborate with the other VR agency in providing services.
- The client can either receive services from the other state or the other state can assist Missouri VR with providing services. Services should not be duplicated. To receive services from another state, the client must apply for and be determined eligible for those services.
- Both states can have an open case on the client and close the case successfully rehabilitated.

## **210 REFERRAL**

### **210.1 Referral Process**

- Follow the district office plan for promptly handling client-initiated referrals.
- Encourage clients at referral to bring all available medical, psychological, academic, IEP/diagnostic summary, SSDI/SSI-D verification or other financial information to the initial interview.

### **210.2 Referrals**

- When an individual calls for an appointment, the district office will:
  - enter referral information into the case management system.
  - provide the individual with an appointment date and time suitable to his or her needs.

<b>CSG</b> <b>Client Services</b> <b>Guide</b>	<b>Date Issued</b> 04/02/21	<b>Subject</b> <b>Referral/Intake</b>	<b>Section</b> <b>200</b>
--	--------------------------------	--	------------------------------

- provide an appointment confirmation letter to the individual within two working days, along with the following:
  - VR Questionnaire
  - Health Questionnaire
  - *Vocational Rehabilitation in Missouri* brochure.
- If an individual walks in and requests an initial interview, the district office will provide an initial interview at that time or proceed as stated above.

## **220 APPLICATION/INITIAL INTAKE**

### **220.1 Guidance**

#### **Initial Interview**

- The interview can be conducted either in person or remotely.
- During the interview, the VR representative will
  - discuss successful employment as the goal of VR services.
  - determine with the individual and his or her representative his or her interest in VR.
  - explore all disabilities to assist in identifying the major/minor disability(ies) and priority category placement.
  - address/complete/review/provide the following items:
    - VR Questionnaire
    - Health Questionnaire
    - Order of Selection Q & A
    - Eligibility
    - Selection of services and informed choice
    - District Office Resource List
    - *You and Vocational Rehabilitation* brochure
    - Client Assistance Program brochure
    - Transition Services brochure for transition referrals
    - Financial need/application
    - Next step/plan of action
    - Application – client or guardian signature
    - Release of information forms – client or guardian signature: Request the minimum amount of documentation necessary to determine eligibility

<p style="text-align: center;"><b>CSG</b> <b>Client Services</b> <b>Guide</b></p>	<p>Date Issued  04/02/21</p>	<p>Subject  <b>Referral/Intake</b></p>	<p>Section  <b>200</b></p>
---	--	--	------------------------------------

- Voter Registration Card: The National Voter Registration Act of 1993 requirements may be obtained through the Missouri Secretary of State's website.

**Signed Application**

- Client, parent (for clients under age 18) or guardian must sign the application and other required paperwork.
- Electronic signatures are acceptable in lieu of in-person signatures.
- The signed application must be received and the initial interview completed before the case can be entered into the case management system.
- The date the application is signed and/or date stamped in the office, whichever is later, is the date the case will be placed in Application Status.
- Once the case has been placed in Application Status, the counselor must make a determination of eligibility within 60 days. Refer to [CSG Section 300](#) when this requirement cannot be met.

**Extended Employment - Sheltered Workshop Referrals**

- If an individual, under the age of 25, requests assistance with sheltered workshop placement and/or the counselor and client agree sheltered employment may be the most appropriate placement at this time, the counselor should assist the individual with information and referral to the Competitive Employment Evaluator through [SMWAGE@vr.dese.mo.gov](mailto:SMWAGE@vr.dese.mo.gov).
- If an individual, age 25 or over, requests assistance with sheltered workshop placement and is not interested in pursuing competitive integrated employment, the counselor can directly refer the individual to the Sheltered Workshop.
- Sheltered Workshop Link: <http://dese.mo.gov/se/sw/>

**230 REOPENING CASES**

**230.1 Guidance**

- Cases may be re-opened at any time when any of the following have occurred:
  - The client needs comprehensive rehabilitation services.

<b>CSG</b> <b>Client Services</b> <b>Guide</b>	<b>Date</b> <b>Issued</b> 04/02/21	<b>Subject</b> <b>Referral/Intake</b>	<b>Section</b> <b>200</b>
--	--	--	------------------------------

- The disability has become more significant.
- A new disabling condition has developed.
- On cases closed Rehabilitated that may require additional services, consider Post-Employment Services (PES) as appropriate.