

CSG Client Services Guide	Date Issued 06/05/19	Subject Specific Disabilities	Section 400
--	--------------------------------	---	---------------------------

Section 400	SPECIFIC DISABILITIES	1
400	ALLERGIES/ASTHMA	1
405	ATTENTION DEFICIT/HYPERACTIVITY DISORDER (ADHD)	2
410	AUTISM SPECTRUM DISORDERS (ASD)	3
415	BACK IMPAIRMENT OR BACK DISORDERS	3
420	BRAIN INJURY	4
425	DEAF/HARD OF HEARING (DHH).....	5
430	DIABETES.....	6
435	HIV INFECTION AND/OR AIDS	7
440	INTELLECTUAL DISABILITIES.....	8
445	MENTAL ILLNESS.....	10
450	MORBID OBESITY.....	12
455	SEIZURE DISORDER/EPILEPSY	12
460	SPECIFIC LEARNING DISABILITIES (SLD)	13
465	SUBSTANCE USE DISORDER.....	15
470	VISION LOSS/BLINDNESS	17

[CSG Table of Contents](#)

State Rules

[5 CSR 20-500](#)

[Job Accommodation Network](#) - Accommodation Information by Disability

Section 400 SPECIFIC DISABILITIES

400 ALLERGIES/ASTHMA

400.1 Eligibility

- The following information should be considered when determining eligibility with regard to allergies or asthma. The client
 - has been diagnosed with allergies/asthma by a licensed physician, preferably by an internist or allergist;
 - has sought medical attention during the past 12 months resulting in the loss of significant time from work or school; and
 - is currently under prescribed medical treatment, which has not alleviated the condition, and symptoms have persisted over the past 12 months.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- In determining functional limitations and impediment to employment, consider and document the following:
 - Allergy/asthma history including type, frequency and date of last episodic attack and medicine prescribed and degree of control if compliant
 - Adverse reactions, if any, to prescribed medication
 - External factors (fatigue, use of other drugs, stress, etc.) related to allergy/asthma attacks
 - Justification supporting the allergies/asthma has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment

405 ATTENTION DEFICIT/HYPERACTIVITY DISORDER (ADHD)

405.1 Attention Deficit Hyperactivity Disorder (ADHD) – Defined

- Attention-Deficit / Hyperactivity Disorder (ADHD) is the clinical diagnosis used in the *Diagnostic and Statistical Manual of Mental Disorders (DSM)* to describe conditions, which are also often referred to as Attention Deficit Disorder (ADD).

405.2 Eligibility

- A diagnosis by qualified personnel licensed or certified in accordance with state law or regulation, this includes information from qualified school personnel, should be obtained when determining eligibility and establishing functional limitations with regard to ADHD.
- When diagnostic testing is necessary to confirm the diagnosis of ADD/ADHD, the counselor will authorize a comprehensive psychological or a neuropsychological, if there is organic involvement, from a licensed qualified physician or psychologist.

405.3 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

410 AUTISM SPECTRUM DISORDERS (ASD)

410.1 Autism Spectrum Disorders – Defined

- Autism Spectrum Disorders (ASD) consist of persistent deficits in social communication and social interaction across multiple contexts.
- Refer to the DSM for additional information.

410.2 Eligibility

- The following information should be considered when determining eligibility with regard to ASD:
 - The client has been diagnosed, in accordance with the current revision of the DSM, by qualified personnel in accordance with state law or regulation.
 - Justification supporting that ASD has resulted in limitations, which are permanent, ongoing and significantly limiting the client’s employment.

410.3 Guidance

- When it is necessary to purchase a diagnostic assessment, a physician skilled in the diagnosis and treatment of mental disorders, a state-licensed psychologist or a licensed clinical social worker should diagnose ASD.

410.4 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

415 BACK IMPAIRMENT OR BACK DISORDERS

415.1 Eligibility

- Consider and document the following information:
 - the client has been diagnosed with a back impairment/disorder by a licensed physician, preferably an orthopedist, physiatrist or neurologist, and
 - the client is currently under prescribed medical treatment, which has not alleviated the condition, and/or symptoms have persisted over the past 12 months.

<p align="center">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p align="center">Subject Specific Disabilities</p>	<p align="center">Section 400</p>
--	--	---	--

- Low back strains are generally considered a temporary disorder not resulting in limitations, which are permanent, ongoing and significantly impairing the client's functional capacities in the area of employment.
- In determining functional limitations and impediment to employment, consider and document the following:
 - A history, consisting of the date of onset, treatment, surgery, manner of injury and factors that accentuate and relieve pain.
 - Justification supporting that the back impairment/disorder has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment.

415.2 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

420 BRAIN INJURY

420.1 Eligibility

- The following information should be considered/obtained in determining eligibility and establishing functional limitations with regard to a brain injury:
 - The client has been diagnosed by qualified personnel licensed or certified in accordance with state law or regulation.
 - In rare instances, if the counselor needs to purchase a diagnostic examination, brain injury should be diagnosed by a physician skilled in the diagnosis and treatment of cognitive disorders, a licensed neuro-psychologist or, if unavailable, a licensed psychologist.
 - The client should be medically stable and no longer in need of acute medical care. However, the client may still be actively involved in physical or occupational therapy, speech/language therapy, cognitive remediation or psychotherapy.

420.2 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

425 DEAF/HARD OF HEARING (DHH)

Criteria for deaf-blind is included in Section 470, Vision Loss/Blindness below.

425.1 Eligibility

- Eligibility for clients with hearing loss must be evaluated by a certified audiologist or a physician skilled in diseases of the ear. All licenses and certifications must be valid, unencumbered, unrestricted and undisciplined. Eligibility for clients with a hearing loss is based upon standards developed by the American Speech-Language and Hearing Association.
- Consider the following standards when determining eligibility:
 - An individual must have a diagnosis at a minimum of a mild to moderate hearing loss in both ears (26-55 decibel loss) and functional limitations as a result of the hearing loss.
 - Pure tone average, speech reception, speech discrimination and decibel loss at frequencies above 2000 Hz will be considered when determining if functional limitations exist.
 - Pure tone average is determined by computing the decibel loss at 500 Hz, 1000 Hz and 2000 Hz;
- In determining functional limitations and impediment to employment, consider and document in the case folder that the hearing loss has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment.

425.2 Purchasing Diagnostic Information

- When purchasing diagnostic information for deaf/hard of hearing (DHH) clients, case circumstances will determine if a certified audiologist or a licensed physician skilled in disease of the ear, preferably an otologist or an otolaryngologist, should examine the client.
- Hearing aids/services may only be provided by a licensed dealer, certified audiologist or physician skilled in the diseases of the ear. All licenses and certifications must be valid, unencumbered, unrestricted and undisciplined.
- Refer to [CSG 1900](#) – Hearing Aids for guidance when purchasing hearing aids.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

425.3 Counselors for the Deaf/Hard of Hearing

- Counselors for DHH serve as a resource to the general caseload counselor about recommendations for hearing aids. They assist in evaluating the need for assistive technology and utilization of the Telecommunications Access Program and assist in referrals to local Centers for Independent Living.
- Review the medical/audiometric records of a client with a severe to profound hearing loss (71db or greater) with a counselor for DHH or with the director or the assistant director of DHH. Document the consultation in the file. Depending on the severity, some cases may be transferred to a counselor for DHH to best meet the client's needs.
- Transfer cases involving physical restoration services, such as cochlear implant or bone anchored hearing aids, to the counselors for DHH.

425.4 Consultation

- Contact counselors for DHH, director or assistant director of DHH, and/or the district supervisor for additional expertise and consultation.

430 DIABETES

430.1 Diabetes – Defined

- TYPE I – INSULIN DEPENDENT DIABETES – Most often diagnosed in children and young adults and requires daily injections of insulin, following strict dietary plans and careful balancing of their physical activity and stress levels in order to stay alive.
- TYPE II – NON-INSULIN DEPENDENT DIABETES – Most often diagnosed in adults over the age of 30 and can generally be controlled by diet, exercise and oral medication although these clients may also need insulin to control their blood glucose levels.

430.2 Eligibility

- Consider and document the following information when determining eligibility with regard to diabetes:
 - The client has been diagnosed by a licensed physician, preferably by an internist or endocrinologist, as having diabetes.

CSG Client Services Guide	Date Issued 06/05/19	Subject Specific Disabilities	Section 400
--	--------------------------------	--	------------------------------

- The diabetes has significantly affected one or more of the following body systems:
 - Eyes
 - Nervous system
 - Kidneys
 - Circulatory system
- In determining functional limitations and impediment to employment, consider and document the following:
 - A history consisting of the date of onset, treatment and other factors directly related to the care and management of the diabetes.
 - Justification supporting that the diabetes has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment.

430.3 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

435 HIV INFECTION AND/OR AIDS

435.1 Eligibility

- Consider and document the following information when determining eligibility with regard to HIV/AIDS:
 - The client has been diagnosed with HIV infection/AIDS by a licensed physician.
 - The HIV infection/AIDS has been significant enough for the client to have complications such as fatigue, stamina, diarrhea, weight loss, sustained fever, headaches, respiratory problems, shingles, inability to track conversation, confusion, impaired short-term memory and mental health problems.
 - Assess the frequency, duration or severity of complications in relation to specific work limitations.
- In determining functional limitations and impediment to employment, consider and document the following:
 - A history consisting of the date of diagnosis, treatment and other factors directly related to the care and management of HIV/AIDS.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- Justification supporting that the HIV/AIDS has resulted in limitations, which are permanent, ongoing and significantly limiting the client’s employment.

435.2 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

440 INTELLECTUAL DISABILITIES

440.1 Intellectual Disabilities – Defined

- In accordance with the most current revision of the DSM, intellectual disability (ID) (intellectual developmental disorder) is defined as a disorder with onset during the developmental period that includes both intellectual and adaptive functioning deficits.
- A diagnosis of ID “is based on both clinical assessment and standardized testing of intellectual and adaptive functions.”
- ID involves impairments of general mental abilities. An IQ score of 70 is an indication of limited intellectual functioning; however, an IQ score may not always be representative of actual functioning. According to the DSM, an individual with an IQ score above 70 could have adaptive behaviors so severe that his or her actual functioning could be comparable to an individual with a lower IQ.
- Adaptive functioning refers to an individual’s ability to handle personal independence and social responsibility. The DSM lists three domains relative to the determination of deficits in adaptive functioning:
 - “The conceptual (academic) domain involves competency in memory, language, reading, writing, math reasoning, acquisition of practical knowledge, problem solving and judgment in novel situations, among others.”
 - “The social domain involves awareness of others’ thoughts, feelings, and experiences; empathy; interpersonal communication skills; friendship abilities; and social judgment, among others.”

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- “The practical domain involves learning and self-management across life settings, including personal care, job responsibilities, money management, recreation, self-management of behavior and school and work task organization, among others.”

440.2 Eligibility

- Consider the following information when determining eligibility with regard to ID:
 - The client has been diagnosed by qualified personnel licensed or certified in accordance with state law or regulation including information from qualified school personnel.
 - The IQ score was derived from the most current revision of the Wechsler Adult Intelligence Scale (WAIS), the Wechsler Intelligence Scale for Children (WISC) or the Stanford Binet Intelligence test.
 - IQ scores from other tests should have supervisory review to determine if they can be utilized by VR as an accurate measure of intelligence.
 - Individual subtest scores are not required for eligibility to be determined on the basis of ID.
- School district records may be used when determining eligibility for ID. School records can identify and document the disability; however, the counselor must determine if the disability creates a vocational impediment.
- In determining functional limitations and substantial impediment to employment, consider and document the following:
 - Justification supporting that the ID has resulted in vocational limitations, which are permanent ongoing and significantly limiting the client’s employment.

440.3 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

445 MENTAL ILLNESS

445.1 Eligibility

- The client has been diagnosed with a serious and persistent mental illness in accordance with the most current revision of the DSM by qualified personnel in accordance with state law, regulation or designated state program through the Department of Mental Health (DMH).
- When necessary, purchase diagnostic assessments from a physician skilled in the diagnosis and treatment of mental disorders, a state licensed psychologist or licensed clinical social worker.
- A diagnosis from a qualified examiner or agency (e.g., DMH) may be utilized when obtaining copies of existing medical records.
 - NOTE: A diagnostic impression as provided on the Customer Information Management Outcomes and Reporting (CIMOR) records from DMH may be used as documentation for eligibility.
- In determining functional limitations and impediment to employment, consider and document the following:
 - A history, consisting of the date of onset, inpatient and/or outpatient treatment history and other factors directly related to the care and management of the mental illness.
 - Justification supporting that the mental illness has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment.

445.2 Vocational Planning

- If mental health treatment such as medication, counseling and/or psychotherapy is recommended by a health care professional, the VR counselor should encourage the client to actively participate in/or receive mental health treatment.
- If therapy and/or medication is recommended in the existing documentation and the client is not currently receiving any type of support, the client should be referred to DMH or other appropriate community mental health providers.
- The counselor may open a case and determine eligibility prior to a client actively participating in/receiving mental health treatment. During this time,

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

vocational planning may occur to assist in determining appropriate vocational goal/services.

- In coordination with the client’s mental health treatment plan and support activities, a period of vocational guidance and counseling under an IPE may be initiated to resolve disability adjustment issues, plan or refine services and strategies that will support his/her mental health and will lead to employment. The following guidance should be considered:
 - When considering the recovery needs of the client, the counselor should remain flexible regarding a client’s mental health treatment compliance prior to the initiation of vocational rehabilitation services.
 - The counselor should realize that exacerbations would occur; therefore, it is incumbent upon the counselor to remain actively engaged with the client to assist him/her in maintaining his/her mental health.
 - It is recommended that the counselor schedule regular contact with the client early and throughout his/her VR case to provide guidance and counseling. These discussions should include his/her mental health treatment activity and should develop strategies to prepare for engaging in employment.

445.3 Guidance

- If the counselor determines substance use disorder to be a co-occurring disability, follow the same guidelines as if it were identified as a major disability. The exception to this circumstance would be the case of a co-occurring serious mental illness that is primary, and the client is receiving services from a community mental health center, e.g., comprehensive psychosocial rehabilitation program, psychosocial rehabilitation, assertive community treatment, C-Star, etc. The counselor should engage the client as a member of his/her treatment team in conjunction with his/her mental health treatment plan, facilitate his/her recovery and implement vocational rehabilitation services leading to employment.
- Evaluate temporary/episodic setbacks or exacerbations on an individualized basis in terms of the continuing rehabilitation plan. If the counselor determines the client has had a symptom relapse after eligibility, assist the client to reengage with his/her mental health treatment and assist him/her to develop strengths based strategies to help him/her succeed with his/her current IPE.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

445.4 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

450 MORBID OBESITY

450.1 Eligibility

- Consider the following information when determining eligibility with regard to morbid obesity:
 - Diagnosis of morbid obesity by a licensed dietician or physician
 - Condition has caused or contributed to other complications such as pain and/or arthritis, respiratory ailments, significant skin disorders, hypertension, circulation disorder, cardiovascular impairments, orthopedic impairments, sleep apnea, peripheral neuropathy, etc.
 - The limitations must be permanent, ongoing and significantly limiting the client's employment.

450.2 Vocational Planning

- It is recommended that the client should participate in a medically approved or recognized program for weight reduction and progress should be documented.
- VR cannot assist with the cost of weight loss/weight management programs/surgeries or special dietary supplements.

450.3 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

455 SEIZURE DISORDER/EPILEPSY

455.1 Eligibility

- The following information should be considered when determining eligibility with regard to a seizure disorder and/or epilepsy:
 - The client has been diagnosed by a licensed physician, preferably a neurologist, as having epilepsy and/or a seizure disorder.

CSG Client Services Guide	Date Issued 06/05/19	Subject Specific Disabilities	Section 400
--	--	--	----------------------------------

- Seizure history including type, frequency and date of last seizure
- Medication prescribed and degree of control if compliant and adverse reactions, if any, to prescribed medication
- External factors (fatigue, use of other drugs, stress, etc.) as related to seizure onset
- Cognitive functioning (memory)
- When considering impediment to employment and functional capacities, the counselor should also take into consideration and document the following:
 - Are the client's seizures well controlled with medication?
 - What is the frequency of the client's seizure activity?
 - Are there environments that should be avoided or place the client at risk?
 - Is the client unable to obtain a driver's license as a result of the epilepsy or seizure disorder?
 - If currently employed, what limitations to employment are occurring as a result of the epilepsy or seizure disorder?
 - Is there documentation to support that the epilepsy/seizure disorder has resulted in limitations, which are permanent, ongoing and significantly limiting the client's employment?

455.2 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

460 SPECIFIC LEARNING DISABILITIES (SLD)

460.1 Eligibility

- When determining eligibility on the basis of SLD, the following information should be supported by medical records/diagnostic information that includes intelligence and achievement scores:
 - The client has been diagnosed by qualified personnel licensed or certified in accordance with state law or regulation including information from qualified school personnel.
 - Intelligence (IQ) Scores: A Full Scale IQ score along with standard/subtest scores, from the WAIS, the (WISC) or the Stanford Binet Intelligence Test. Individual subtest scores are required for eligibility to be determined on the basis of SLD.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- Achievement Scores: Standard scores obtained from tests, such as the Woodcock Johnson Achievement Test Revised.
- IQ and achievement scores from other tests should be reviewed with the district supervisor to determine if they can be utilized by VR as an accurate measure of intelligence and/or achievement.
- In addition to a diagnosis of SLD, the counselor must be able to document how the learning disability creates a significant impediment to employment and specifically how it affects/will affect the client's employment goals and/or functioning in the workplace.
- A review of the client's medical, psychological or academic records is crucial in order to identify a pattern of cognitive/intellectual ability, academic achievement, classroom performance and/or workplace performance over time.
- Counselors should make every attempt to obtain existing information to document the SLD from a variety of sources which include, but are not limited to:
 - High school records to include the most current:
 - Diagnostic summary
 - Individualized Education Program (IEP)
 - High school transcript or grades
 - MAP scores
 - Samples of the student's work (e.g., writing or math assignments)
 - Any previous psychological or neuropsychological testing/reports that may include diagnosis and/or recommendations for accommodations
- If the counselor is unable to access existing school/psychological records, a comprehensive psychological or a neuropsychological, if there is organic involvement, examination may be purchased from qualified personnel licensed or certified in accordance with state law or regulation.

460.2 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

465 SUBSTANCE USE DISORDER

465.1 Substance Use Disorder - Defined

- Clients with conditions diagnosed or related to substance use disorder must be participating in, or have successfully completed, an inpatient/outpatient substance use disorder treatment program prior to receiving VR services connected with an Individualized Plan for Employment (IPE). The treatment program must be certified by DMH or The Joint Commission (TJC).

465.2 Eligibility

- The following information should be considered when determining eligibility with regard to substance use disorder:
 - The client has been diagnosed in accordance with the most current revision of the DSM by qualified personnel in accordance with state law or regulation or in accordance with current practice, state rule and regulation as determined by DMH's Division of Behavioral Health Services (previously known as the Divisions of Alcohol and Drug Abuse and/or Comprehensive Psychiatric Services).
 - NOTE: A diagnostic impression as provided on the CIMOR records from DMH may be used as documentation for eligibility.
- A client, who has been substance-free with satisfactory adjustment without aftercare/support services, would generally not be considered as having a substantial impediment to employment. If the counselor determines that a substantial impediment to employment does exist, document how and why the client has not been able to make a satisfactory adjustment or obtain/retain employment due to the substance use disorder.

465.3 Vocational Planning

- The counselor may open a VR case, determine eligibility and provide services concurrent with a client's participation with his or her substance use disorder treatment. In coordination with the client's recovery plan and support activities, a period of vocational rehabilitation guidance and counseling under an IPE may be initiated to resolve disability adjustment issues, plan or refine services and strategies that will support recovery and will lead to employment. The following guidance should be considered:

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- Services connected to an IPE can be initiated when the client is actively engaged in his or her recovery.
- When considering the recovery needs of the client, the counselor should remain flexible regarding a client's abstinence prior to the initiation of vocational rehabilitation services.
- The counselor should realize that relapse is considered a natural course of the disease; therefore, it is incumbent upon the counselor to remain actively engaged with the client to assist he or she in his or her recovery should relapse occur.
- Schedule regular contacts with the client early and throughout his/her VR case to provide guidance and counseling, to include ongoing recovery, aftercare activities and strategies to prepare for engaging in employment.

465.4 Guidance

- When it is necessary to purchase a diagnostic assessment, a physician skilled in the diagnosis and treatment of mental disorders, a state licensed psychologist, a licensed professional counselor or a licensed clinical social worker should diagnose substance use disorder. However, a diagnosis, diagnostic impression, and/or confirmation of treatment for substance use disorder from a qualified examiner or agency (e.g., DMH's Division of Behavioral Health Services certified provider, CSAC, etc.) may be utilized when obtaining copies of existing medical/treatment documentation. This information may include documentation provided from standardized online case management system diagnostics.
- In cases where substance use disorder co-occurs with serious and persistent mental illness and the client receives services from a Community Mental Health Center (e.g., Comprehensive Psychosocial Rehabilitation Program, Psychosocial Rehabilitation, Assertive Community Treatment, C-Star, etc.), the counselor should engage the client as a member of his or her treatment team in conjunction with his or her mental health treatment plan, facilitate his or her recovery and implement vocational rehabilitation services leading to employment.
- Temporary/episodic setbacks or relapses should be evaluated on an individualized basis in terms of the continuing rehabilitation plan. If the counselor determines the client has relapsed from substances after eligibility, assist the client to reengage with his or her treatment or aftercare program.

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

Once this is done, assist the client to develop strengths-based strategies to help her or she succeed with his or her current IPE.

465.5 Consultation

- If problems or questions develop during the case, the counselor may consult with the district supervisor and/or regional manager.

470 VISION LOSS/BLINDNESS

470.1 Eligibility for Rehabilitation Services for the Blind (RSB)

- All referrals, applicants and eligible clients with a visual disability will be referred to Rehabilitation Services for the Blind (RSB) when the client meets the following RSB visual disability requirements:
 - Visual disability means that a client with a non-progressive eye disease or defect of the visual system that results in a central visual acuity of 20/200 or less in the better eye with best correction or if the central visual acuity with best correction is more than 20/200 in the better eye, there is a visual field defect in which the widest diameter of the visual field subtends an angle distance no greater than twenty degrees (20°) or has a visual efficiency that does not exceed 20%.
 - Visual disability means that an client with a progressive eye disease or defect of the visual system that results in a central visual acuity of 20/70 or worse in the better eye with best correction or has a visual efficiency that does not exceed 64% or has near vision that is decreased to the extent that the client cannot read print that is smaller Jaeger nine (J9) with best correction.
- Referrals between RSB and the VR should be made directly between district offices, and staff should consult if there is a question regarding which agency should provide vocational rehabilitation services. However, if the client meets RSB visual disability requirements, he/she must be served by RSB.
- If the counselor already has an open VR case on a client that meets RSB guidelines for services, the counselor will need to refer that client to the appropriate RSB district office, clear up any outstanding authorizations/unpaid bills and close the VR case. In this instance, the following information should accompany the referral to RSB:
 - A referral cover letter

CSG Client Services Guide	Date Issued 06/05/19	Subject Specific Disabilities	Section 400
--	--------------------------------	---	---------------------------

- A copy of all medical information
- A summary of all appropriate social and economic information
- A copy of the VR Client and Health Questionnaires
- A copy of all pertinent information in the case management system

470.2 Eligibility for Vocational Rehabilitation

- The following information should be considered when determining eligibility on the basis of a visual impairment:
 - Documentation that the visual impairment was diagnosed by an optometrist or a physician skilled in disease of the eye.
 - Documentation that the visual impairment meets one of the following four criteria (Visual Chart Guidelines):
 - #1: Central Visual Acuity** - A central visual acuity of no more than 20/60 in the better eye with best correction; or
 - #2: Combined Bilateral Vision** - A combined loss of acuity of the two eyes after best correction of at least 30 percent; or
 - #3: Progressive Condition** – A substantial impediment to employment may exist when a progressive condition involves:
 - central visual acuity between 20/45 and up to 20/60 in the better eye with best correction; or
 - a combined bilateral vision loss between 20 and 30 percent.
 - #4: Loss of Binocular Function** - If the vision in the worse eye is 20/200 or less with best correction and the other eye is normal (20/20), the loss of binocular vision may create an impediment to employment.
 - Documentation to support that the visual impairment has resulted in limitations, which are permanent, ongoing and significantly limiting the client’s employment should be in the case file.

470.3 Eligibility for Deaf-Blind (may receive services from both VR and RSB)

- Individuals who meet the following definition may receive services from both agencies. Services must be coordinated between each agency in order to avoid any duplication.
- Deaf-blind is defined in the Helen Keller Act, 29 USC § 1905.
- Deaf-blind means any individual:

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 06/05/19</p>	<p>Subject Specific Disabilities</p>	<p>Section 400</p>
---	--	---	------------------------------------

- Who has a central vision acuity of 20/200 or less in the better eye with corrective lenses or a field defect such that the peripheral diameter of visual field subtends an angular distance no greater than twenty degrees (20°), or a progressive visual loss having a prognosis leading to one or both of these conditions:
 - Has a chronic hearing impairment so severe that most speech cannot be understood with optimum amplification, or a progressive hearing loss having a prognosis leading to this condition; and
 - For whom the combination of impairments cause extreme difficulty in attaining independence in daily life activities, achieving psychosocial adjustment or obtaining a vocation.
- Who despite the inability to be measured accurately for hearing and vision loss due to cognitive or behavioral constraints, or both, can be determined through functional and performance assessment to have severe hearing and visual disabilities that cause extreme difficulty in attaining independence in daily life activities, achieving psychosocial adjustment or obtaining vocational objectives.
- The decision as to whether an individual is eligible for services must be made by the agency providing the services. Caution must be exercised in screening applicants for referral to the cooperating agency to ensure that individuals will not be denied services for which they may be eligible
- Consultation on individual cases will be provided by either RSB or VR when the agency serving the client requests it.

470.4 Consultation

- If problems or questions develop during the case, the counselor may consult with counselors for DHH.

470.5 Visual Chart Guidelines

- Above the upper dark line does not meet Eligibility Criteria #1.
- Within the dark shaded area, meets Eligibility Criteria #1 if the medical consultant gives approval and a significant vocational limitation is documented.
- Below the lower dark line meets Eligibility Criteria #1.

CSG Client Services Guide	Date Issued 06/05/19	Subject Specific Disabilities	Section 400
--	---------------------------------------	--	------------------------------

- Within the light shaded area meets Eligibility Criteria #1 if the condition is progressive, the medical consultant gives approval and a significant vocational limitation is documented.

SNELLEN NOTATION PERCENT LOSS	BETTER EYE (with best correction) = Horizontal Axis (row) WORSE EYE (with best correction) = Vertical Axis (column)								
	20/20 00.0	20/25 4.3	20/30 8.5	20/35 12/5	20/40 16.4	20/45 20.0	20/50 23.5	20/60 30.0	
20/25 4.3	1.1	4.3	--	--	--	--	--	--	--
20/30 8.5	2.1	5.4	8.5	--	--	--	--	--	--
20/35 12/5	3.1	6.4	9.5	12.5	--	--	--	--	--
20/40 16.4	4.1	7.3	10.5	13.5	16.4	--	--	--	--
20/45 20.0	5.0	8.2	11.4	14.4	17.3	20.0	20.9	22.5	
20/50 23.5	5.9	9.1	12.3	15.3	18.2	20.9	23.5	25.1	
20/60 30.0	7.5	10.7	13.9	16.9	19.8	22.5	25.1	30.0	
20/70 36.0	9.0	12.2	15.4	18.4	21.3	24.0	26.6	31.5	
20/80 41.5	10.4	13.6	16.8	19.8	22.7	25.4	28.0	32.9	
20/90 46.6	11.7	14.9	18.0	21.0	24.0	26.7	29.3	34.2	
20/100 51.1	12.8	16.0	19.2	22.2	25.1	27.8	30.4	35.2	
20/110 55.0	13.8	17.0	20.1	23.1	26.1	28.8	31.4	36.2	
20/120 59.1	14.8	18.0	21.2	24.2	27.1	29.8	32.4	37.3	
20/140 65.8	16.5	19.7	22.8	25.8	28.8	31.5	34.1	39.0	
20/160 71.4	17.9	21.1	24.2	27.2	30.2	32.9	35.5	40.4	
20/200 80.0	20.0	23.2	26.4	29.4	32.3	35.0	37.6	42.5	
20/240 87.0	21.8	25.0	28.1	31.1	34.1	36.8	39.4	44.3	
20/320 92.8	23.2	26.4	29.6	32.6	35.5	38.2	40.8	45.7	
20/480 98.0	24.5	27.7	30.9	33.9	36.8	39.5	42.1	47.0	