

<p style="text-align: center;"><b>CSG</b> Client Services Guide</p>	<p>Date Issued  10/17/18</p>	<p>Subject  <b>Transmittal #31</b></p>	<p style="text-align: center;">Section  <b>9998</b></p>
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Updates have been made to the online Client Services Guide located at <http://dese.mo.gov/adult-learningrehab-services/vocational-rehabilitation/client-services-guide-csg>

Note: If the link above does not function, copy the link into a browser window to access the web page.

**Section 1400 – College Training:**

**Changed:**

- Sections have been renumbered.
- Section 1400.6 Grants and Gift Aid
  - Review entire section for updates.
- Section 1400.9 Grade Point Average and Satisfactory Progress
  - Note the exception.
- Section 1400.10 Elective Courses
  - Exceptions may be made if the elective course is countable toward an accredited degree or certificate program and relates to the client’s employment goal on his or her IPE. A counselor II or above can grant the exception; all other counselors must have supervisory review and approval. The rationale for the exception must be documented in the case file.
- Section 1400.11 Remedial Courses
  - Counselors may authorize remedial courses at the college level, if recommended by the client's academic advisor, to get into courses countable toward an accredited degree or certificate program and relates to the client’s employment goal on his or her IPE. Remedial coursework exceeding 12 hours requires regional manager approval prior to authorization.
- Section 1400.16 Room and Board
  - Please review the entire section.

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- Section 1400.18 Authorization and Billing
  - When the client is in the first year of participation in training under a VR-approved IPE and applicable grants/gift aid is unknown, document in the case file any delay in obtaining award verification. An authorization may be issued for the initial semester only. Any subsequent authorizations for semesters covered under a VR-approved IPE may only be completed once verification of grants/gift aid amounts has been received. Any exceptions require supervisory review and approval.

**Added:**

- Section 1400.12 Unlisted Certificate Programs at a College
  - Counselor must provide justification why the course is necessary to reach the employment goal.
- Section 1400.18 Authorization and Billing
  - Electronic Funds Transfer is available.

**Removed:**

- References to the MoRIS Case Management System
- Section 1400.9 Grade Point Average and Satisfactory Progress
  - References to credits and refunds
- Section 1400.15 Books and Training Materials
  - Please review the section. The selling or trading in of books has been removed along with the reference to MoRIS. Section 9999, the IPE addendum “Client Responsibilities – Textbooks,” has been updated to reflect the change.