

CSG Client Services Guide	Date Issued 4/21/09	Subject Transmittal #5	Transmittals
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The following updates are being made to the online Client Services Guide located at <http://dese.mo.gov/vr/csg.htm>. For those of you who have a paper copy of the guide, please update it accordingly.

Revisions/Additions are as follows (**shown in red**):

Chapter 1 – STATUS CODES AND CASE MOVEMENT

Section 100.4 (Added section)

100.4 Dating Status Moves

- Timely provision of services and the appropriate dating of the corresponding status move are evaluated as part of the quality assessment process. The following information reflects best case practices:
 - **Status 02 – Signed Application** – Date client (or guardian) signs the application **and** has met with the VR representative for initial interview.
 - **Status 02x – Eligibility Determination Extended** – Date counselor determines eligibility is not able to be determined in 60 days **and** the client has given verbal and/or written permission for more time to determine eligibility
 - **Status 04 – Assigned Priority Category Not Currently Being Served** – Date counselor signs the eligibility statement and client is not in a priority category currently being served.
 - **Status 06 – Extended Evaluation** – Date counselor decides more time is needed to determine if a client can benefit from VR services in terms of an employment outcome. (Refer to CSG [330](#) for more information prior to using this status.)
 - **Status 08 – Closure from Applicant or Extended Evaluation Status** – Date case is closed from 02 or 06, after referral, application or after extended evaluation.
 - **Status 10 – Eligible** – Date counselor signs the eligibility statement and the client is in a priority category being served or date after client is released from the waiting list and says VR assistance is still indicated.
 - **Status 12 – Signed IPE** – Date Initial IPE is signed by the client. The IPE must be approved by the senior counselor or district supervisor and CCA

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must be completed before the move can be made, however the date of the move should reflect the date the client signs the IPE.

- **Status 14 – Counseling and Guidance** – Date counselor and client have agreed upon in G&C IPE for vocational guidance and counseling to begin (G&C is primary service. Also used for self-employment placement and/or purchasing placement equipment).
- **Status 16 – Physical or Mental Restoration** – Date physical restoration services have been started (usually start date on authorization). Confirm date before making move.
- **Status 18 – Training** – Date client begins training program (usually start date on authorization). Confirm date before making move.
- **Status 20 – Ready for employment** – Date IPE or placement plan RC completed with client that is actively looking for employment after receiving other VR services.
- **Status 22 - In employment** – Date client starts a job (SE clients – date VR no longer paying for job coaching).
- **Status 24 – Services Interrupted** – Date when client’s VR services have been interrupted.
- **Status 26 – Closed Rehabilitated** – Date case is closed from 22, after client has been successfully employed 90+days.
- **Status 28 – Closed, Other Reasons, After IPE Services Initiated** – Date case is closed from 24, after services have been interrupted.
- **Status 30 – Closed, Other Reasons, Before IPE Services Initiated** – Date case is closed from 04, 10 or 12, before IPE related services are started.
- **Status 32 – Post Employment** – Date agreed post employment services are necessary (case was previously closed status 26).