

STATUS 00-0 – REFERRAL

A. Definition: A referral is defined as any individual who has been referred to or personally contacted vocational rehabilitation by letter, telephone, direct contact, or any other means. The individual must be able to work in a competitive work setting and available to meet with agency staff and participate in rehabilitation services.

B. Scope of Services: Efforts are directed to engage the job candidate and provide referrals to appropriate resources while also establishing an opportunity for the job candidate to participate in an orientation to develop an understanding of eligibility, services available, and the waiting list requirements. During or after orientation and application for services, Rights and Responsibilities form, and health assessment questionnaire are completed once the job candidate decides to pursue services.

C. Agency Expectations:

1. Referral log – a referral sheet or log is kept on every individual referred to IVRS and the case is opened once the job candidate requests to pursue services by signing the IPE-1 Rights and Responsibilities. The following information is kept for six months unless the case is opened.
 - a. Name
 - b. Address
 - c. Phone Number

2. Within three days a letter, electronic communication, or phone contact must be extended to the referral once the job candidate's name and contact information has been received. If there is no response within two weeks of their initial contact, follow-up contact is to be extended and the response to those contacts tracked on the referral log. Once contact has been made, the job candidate would then be invited to participate in an orientation or an intake that would be scheduled within two weeks of their initial interest in Vocational Rehabilitation Services unless there are extenuating circumstances delaying their ability to participate. This would then be documented on the referral log. If the job candidate chooses to complete the orientation and the individual desires to pursue services the individual is scheduled within two weeks of the orientation, unless there are extenuating circumstances delaying an intake appointment which is then documented on the referral log. Nothing in this policy prevents an individual being scheduled to complete the orientation to services and intake the same day.

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