

# LRS CHAPTER 4, TECHNICAL ASSISTANCE & GUIDANCE MANUAL

 LOUISIANA <b>WORKFORCE</b> COMMISSION The Department of Labor	<b>Part</b> 402	<b>Name</b> Referral and Applicants	<b>Effective Date</b> *April 2, 2019**
	<b>Authorization</b> *Federal Register, Volume 81, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program, §361.37, §361.41, §361.48 and §361.52.**		

## I. REFERRALS AND APPLICANTS

### Agency Responsibility

- A. Counselors are responsible for establishing and maintaining working relationships with all assigned referral sources.
- B. The Regional Manager will identify/assign an RCA(s) and/or other administrative support staff to serve as the Contact of the Day for phone, walk-in, generic mail and/or e-mail referrals that come in directly to the regional and/or area offices. Counselors shall not be assigned as a Contact of the Day. Counselors are responsible for processing only those referrals that they take directly themselves (i.e. at schools, Career Solution Centers, etc).
- C. Upon receiving a referral, the RCA/other administrative support staff assigned or the Counselor (if he/she has taken a referral directly) must:
  - 1. Complete the New Referral form (AWARE 1).
  - 2. Determine whether the individual is or was a consumer of LRS
- D. \*Determine the referral's need for interpreter services, translator or other reasonable accommodations, allowing for informed choice.\*\*

## II. AWARE REFERRAL DATABASE

- A. The AWARE Referral Module will only be used to track referrals that come directly into the office by phone, walk-in, generic mail and/or e-mails.
- B. The assigned RCA/other administrative support staff will complete the AWARE Referral Information Page on those referrals coming direct to the office as stated above.

### III. REFERRAL DISPOSITION

A. When the referral taken by the Contact of the Day is forwarded to the Counselor:

1. The Counselor must:
  - a. Contact the individual referred by telephone or mailed letter within 7 calendar days from the date the “LRS Office” received the referral to discuss VR services and schedule an appointment.
  - b. Schedule the appointment and meet with the consumer for the initial interview within 45 calendar days from the date the “LRS Office” received the referral.
2. The Counselor or the Counselor Associate must:
  - a. Document in the AWARE Referral Module case notes that the individual was contacted within the mandatory 7 calendar days.
  - b. Send a follow up letter to the referral confirming the date, time, and location to the office.
3. If the referral/consumer does not respond or misses a scheduled appointment, and does not contact the agency to reschedule, the open referral can be closed.
4. If the case is not open in AWARE because the referral/consumer misses the scheduled appointment or, after meeting with the Counselor, chooses not to apply, the following action must be taken to request payment for any interpreter services, or other reasonable accommodation scheduled. In such instances, the Counselor should:
  - a. Request payment by writing to LRS State Office Executive Director of Blind services providing the following:
    - (1) the name of the referral/consumer;
    - (2) reason payment is required (i.e. referral was a no-show);
    - (3) request that payment be processed to the vendor; and
    - (4) the original invoice from the vendor should be attached to the written request.
  - b. The Counselor/Counselor Associate must also make an entry in the Referral Module, Referral Note Browse, Referral Note Page, to document what occurred.

- B. When a Counselor takes a direct referral (i.e. at schools, Career Solution Centers, etc), the Counselor has the option of completing or not completing the AWARE Referral Module.
1. If the Counselors chooses to complete the AWARE Referral Module, the guidelines in III.(A) above are to be followed.
  2. If the Counselor chooses not to complete the AWARE Referral Module then the Counselor must:
    - a. Schedule the appointment and meet with the consumer for the initial interview within 45 calendar days from the date the direct referral was taken. The New Referral form (AWARE 1) is to be completed and filed in Section II of the case record, if the case is opened later.
    - b. Enter the information obtained from the application directly into the New Case Completion Section in AWARE Participant Module.
    - c. Adhere to the applicable time lines for completing all five major headings. The timeline starts from the date the consumer signs the application for services.
    - d. **\*Use the Counselor's caseload number and the consumer's AWARE Participant ID number as the counselor-consumer number.\*\***
- NOTE: Any written correspondence with consumers will have to be created in Word, because letters in AWARE will not be available until the consumer information has been entered into the New Case Completion Section.
- C. The Counselor will proceed with the application for vocational rehabilitation services (Refer to Part 404, Applicant Interview), as applicable.

#### **IV. DEFINITION AND DISPOSITION OF AN APPLICANT**

- A. An individual is classified as an "applicant" after the Counselor completes the initial interview and obtains a signed formal application for services from the applicant. Within seven (7) calendar days of the initial applicant interview by the Counselor, the Rehabilitation Counselor Associate must formally open a case record and enter the appropriate information into AWARE, if the Counselor has not already opened the case as a result of taking the direct referral.
- B. **\*The Counselor's caseload number and the consumer's AWARE Participant ID number must be used as the counselor-consumer number.\*\***

## V. LRS EMPLOYEES AND/OR FAMILY MEMBERS REQUESTING VR SERVICES

### A. Overview

1. LRS employees and their family members may apply for vocational rehabilitation services; and can receive services after meeting eligibility criteria.
2. The LRS Director's approval is required before a LRS employee or family member is accepted as a consumer for vocational rehabilitation services.
3. The definition of family shall be as follows: Spouse, child, or any other individual related by kinship, adoption, or marriage who is living in the same household as the employee; or if not living in the same household, is totally dependent upon the employee for personal care or services on a continuing basis.
4. LRS employees who are also either Vocational Rehabilitation applicants or eligible clients shall not have their vocational rehabilitation case worked by a Counselor who is in the same supervisory unit as the employee.

### B. Procedure

1. The Counselor shall complete an application for services from an LRS employee or family member the same as for any other applicant for vocational rehabilitation services.
2. After evaluating rehabilitation potential, but prior to the certification of eligibility, the Counselor shall prepare a memorandum to the LRS Director for approval by the Regional Manager outlining the details of the case, including:
  - a. Name of counselor
  - b. Name of consumer, name of LRS employee and relationship
  - c. Disability
  - d. Anticipated services
  - e. Anticipated duration of services
  - f. Counselor's recommendations, comments, etc.
3. After Regional Manager's approval, the memorandum shall be sent to the LRS Director for approval.
4. Upon approval by the LRS Director, the Counselor shall proceed. All state and federal laws, agency policy, and guidelines shall be followed.
5. If planned services change from those outlined in the original memorandum, the Counselor shall prepare an updated memorandum outlining the new services and route for approvals in the same manner as the original memorandum.

## 402.1 INFORMATION AND REFERRAL SERVICES

### I. OVERVIEW

#### A. Purpose

1. To ensure that individuals with disabilities who are not being served under LRS' Order of Selection receive accurate vocational rehabilitation information and guidance to assist such individuals in preparing for, securing, retaining, or regaining employment; and
2. To ensure that such individuals, as appropriate, are referred to other federal and state programs, including other components of the statewide workforce investment system.

#### B. Services

##### 1. Information

As appropriate, to the extent that such services are not purchased by LRS. LRS will provide the following informational vocational rehabilitation services;

- a. individualized guidance and counseling.
- b. individualized vocational exploration.
- c. supervised job placement referrals to other components of the Workforce Development system.
- d. assistance in securing reasonable accommodations.

##### 2. Referral

- a. As appropriate, LRS will make a referral to the appropriate Federal or State program, including other components of the statewide workforce investment system that is best suited to address the specific employment needs of the individual with a disability.
- b. Information provided by LRS to the individual will contain:
  - (1) a copy of the notice of the referral by LRS to the other agency carrying out the program; and
  - (2) information identifying a specific point of contact within the agency carrying out the program; and
  - (3) \*Information and advice regarding the most suitable services to assist the individual to prepare for, secure, engage in, advance in, retain, or regain employment.\*\*

## II. INFORMATION AND REFERRAL SOURCES

The following list represents information and referral sources available in many communities. It serves as a guide for the Counselors and District Supervisors as they develop and maintain public relations contacts to assure acquisition of referrals from their assigned areas. The Counselors and District Supervisors may also use the following list to systematically provide information and referral data to consumers, organizations, and other interested individuals.

### Civic Clubs and Organizations

<u>Name</u>	<u>Particular Areas of Interest</u>
Lions Club	Sight Conservation
Rotary Club	Hospital Services for Adults with Physical Disabilities
Kiwanis Club	Youth Activities
Civitan Club	<b>*Intellectual Disabilities**</b>
Elks Club	Cerebral Palsy
Altrusa Club	Mental Illness; Services for Women
Easter Seal Society/National Foundation	Children's Hospital; Physical Aids for Disabled; Research and Treatment for Polio-Myelitis and Birth Defects; Workshops for Severely Disabled
American Heart Association	Research and Education; Community Services
American Cancer Society	Research and Education; Community Services
American Lung Association	Research and Education; Community Services
The ARC of Louisiana	<b>*Intellectual Disabilities**</b>

**Government Agencies**

<u>Name</u>	<u>Interest</u>
Office of Public Health	Children with physical disabilities between birth and 21 years of age. Preventative medicine, including prevention of communicable diseases; health education
Department of Children and Family Services	Family Independence Temporary Assistance Program (FITAP); Administers Food Stamp, and Title 19 Programs
*Office of Behavioral Health Office of Behavioral Health -Addictive Disorder Services**	Mental Illness
Office of Citizens with Developmental Disorders	Substance Use Disorders *Intellectual and other Developmental Disabilities**
Louisiana Workforce Commission Veterans Administration	Job Placement Veteran Hospitals; Disabled Veterans; Veteran Rehabilitation; Veteran Insurance; Widows and Orphans of Veterans
Department of Veterans Affairs	Problems of Veterans; Veterans' Widows and Orphans

**Schools**

Vocational Rehabilitation services are generally provided to eligible students during the individual's exit year.

	Interagency Relationship
Public Secondary Schools	All students with disabilities who are identified as special education students under IDEA and all other students with disabilities in the regular curriculum.
Private and Parochial High Schools	All students with disabilities
Vocational-Technical Schools	All students with disabilities
Colleges and Universities	All students with disabilities

**Other**

Hospitals and Sanatoria	Physicians
Social Security Administration	Psychologists
Audiologists	Worker's Compensation Agencies
Speech Clinicians	Prosthetic/Orthotic Companies
Insurance Companies	United States Civil Service
Louisiana Department of Civil Service	Public (elected or appointed) Officials
Parole and/or Probation Officers	Churches, including Pastors
Labor Unions	Religious Organizations
Correctional Institutions (federal, state, an local)	Other Individuals and Organizations
Fraternal organizations, such as Masons, Knights of Columbus, etc.	