

Section 06: Application and Intake

REHABILITATION DIVISION: BVR / BSBVI
Participant Services Policy Manual
Section 6, Title: Application and Intake



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Application for Services

An individual is considered to have submitted an application when the individual or the individual's representative, as appropriate:

- Completes one of the below actions:
 - Has completed and signed an agency application form;
 - Evidence of signature may be, as appropriate, a witnessing mark, audiotape or a record from a Telephone Device for the Deaf (TTD), such as a Text Telephone (TTY).
 - Has completed a common intake application form in a one-stop center requesting vocational rehabilitation services; or
 - Has otherwise requested services from the agency;

and

- Has provided the agency information necessary to initiate an assessment to determine eligibility; and
- Is available to complete the assessment process.

~~An application is a signed and dated request for services. It may be an agency form, a common intake application form from a One-Stop center, an Internet application, a letter or other equivalent document containing information necessary to initiate an assessment to determine eligibility. Evidence of signature may be, as appropriate, a witnessing mark, audiotape or a record from a Telephone Device for the Deaf (TTD), such as a Text Telephone (TTY).~~

~~If an individual needs an accommodation due to disability or if the individual seeking to apply for services doesn't have access to the internet to complete the application for vocational rehabilitation services, the individual should contact the Global Scheduler at one of the District Offices:~~

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Northern District Office	Southern District Office
Attention: Global Scheduler	Attention: Global Scheduler
1325 Corporate Blvd.	3016 W. Charleston Blvd., Suite 200
Reno, NV 89502	Las Vegas, NV 89102
(775) 823-8100	(702) 486-5230

The formal date of an application is the date the agency receives the application via any modality.

Nevada has established an online process for application submission. Individuals interested in services are directed to watch the online orientation video and complete a questionnaire the application through the online portal at [Nevada Vocational Rehabilitation Department of Employment Training and Rehabilitation Rehabilitation Division](#). After the questionnaire is submitted, an application link is sent to the individual to complete and digitally sign. After VR receives the completed application, the individual is scheduled and notified of their intake appointment and method with assigned counselor.

If an individual needs an accommodation due to disability or if the individual seeking to apply for services doesn't have access to the internet to complete the application for vocational rehabilitation services, the individual should contact ~~the Global Scheduler~~ at one of the District Offices:

Northern District Office	Southern District Office
Attention: Global Scheduler	Attention: Global Scheduler
1325 Corporate Blvd.	3016 W. Charleston Blvd., Suite 200
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A Rehabilitation Counselor may review and screen an applicant who has applied for service, to learn if the person would be more suitably served by another employment-focused program or social services program. Submission of an application does not guarantee an individual will be determined eligible for services.

If the individual with a disability makes an informed choice not to pursue an employment outcome under the vocational rehabilitation program prior to this referral the agency must: (See [34 CFR 361.37 Information and referral programs](#))

- Explain the purpose of the vocational rehabilitation program is to assist the individual to achieve a competitive integrated employment outcome
- Provide the individual with information concerning the availability of employment options and of VR services to assist the individual to achieve an employment outcome
- As applicable, explain that services can be provided to eligible individuals in an

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extended employment setting, if necessary, for purposes of training or otherwise preparing for employment in an integrated setting (if these services cannot be provided in an integrated setting)

- Inform individuals who initially choose not to pursue a competitive integrated employment outcome that they can seek VR services at a future time if they choose to pursue a competitive integrated employment outcome
- As applicable, refer the individual to Social Security Administration to obtain information concerning the ability to work while receiving Social Security benefits.
- As applicable, refer individuals to the Older Individuals Who Are Blind Program.

When referring individuals to other Federal or State Programs the individual should be provided:

- A notice of the referral
- Information identifying a specific point of contact within the agency to which the individual is referred
- As applicable, information and advice regarding the most suitable services to assist the individuals to prepare for, secure, retain or regain employment

Individuals Seeking Uncompensated Employment:

VR services are intended to assist individuals to achieve competitive integrated employment, including supported or customized employment. VR does not support uncompensated outcomes such as homemaker or unpaid family worker.

Reapplication after Closure Due to a Repeated, Marked or Pronounced Pattern of Refusing to Cooperate:

If a participant's previous case was closed based on a repeated, marked or pronounced pattern of refusing to cooperate another case will only be opened if the participant is willing to address the issues that resulted in the previous case being closed and agrees to a reasonable plan of cooperation. The case will only remain open as long as the individual cooperates, follows through and makes progress as agreed.

Information and Disclosure Statement Client Assistance Program and Fair Hearing:

Applicants are provided information on an Information and Disclosure Statement that includes the availability of the Client Assistance Program (CAP), and Fair Hearing Process at the time of application. ~~Participant Bill of Rights, and information on confidentiality.~~

Pre-intake and Intake

Pre-intake is completed following an application for services. The pre-intake is an initial contact with the counseling team to prepare for the intake appointment including processing documents.

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A participant's intake is an interview completed utilizing concepts from person-centered planning and informed choice. The intake is an important step in the VR process to review the program and discuss the applicant's needs and goals to obtain competitive integrated employment.

Voter Registration:

All applicants will be provided the opportunity to register to vote.

Individual's Representative

The applicant may choose to have another individual represent them at any time during the VR process,

Eligibility Determination

The qualified rehabilitation professional will make an eligibility determination within the timeframes pursuant to 34 CFR 361.41 Processing referrals and applications.

RSA Technical Assistance Circular, RSA-TAC-12-04, RSA maintains that it is permissible for more than one VR agency to provide services to an individual at the same time, so long as the services provided by each are not duplicated.

When a participant has a case open in another state a release of information will be obtained from the participant or his/her representative allowing the two agencies to collaborate in order to ensure there is no duplication of services.

Section 10: Counseling and Guidance, Assessment of Vocational Rehabilitation Needs (AVRN) and Individualized Plan for Employment (IPE)

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- In addition to the federal requirements, at a minimum the IPE services should include:
 - Counseling and Guidance Services
 - Job placement services, as applicable
 - Job seeking skills and soft skills, as applicable
 - Skills training if needed to enter the field
 - Services to address functional limitations
 - Services to remove barriers to enable participants to obtain and/or maintain employment
 - The description of services should be specific for the services being provided.
 - Service costs and dates must be a realistic estimate for each service.
3. Informed Choice
Participants will exercise informed choice regarding the employment outcome, services chosen, and procurement methods.
 4. IPE Timelines
The IPE includes realistic time frame estimates for service provision and achievement of the employment outcome.
 5. Responsibilities
Services include the responsibility of each party, specifies who is providing the services, and outlines expectations and responsibilities.
 6. Evaluation Criteria
Services include evaluation criteria which are measurable statements for reaching the vocational goal and each IPE service.
 7. IPE Rationale
Justification and rationale for the included services and vocational goal are documented and reflected on the IPE.
 8. IPE Services and Expenditure Approval
IPEs must be approved before obtaining signatures and providing services.
 9. Changes to the IPE/IPE Amendments
IPE changes, including but not limited to those concerning the vocational goal, services, and/or increase service costs, require an IPE amendment and approval before obtaining signatures and providing services.
 10. IPE Annual Reviews

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IPE Annual Reviews document the participant's progress toward achievement of the employment outcome. They occur as often as necessary, but no less than annually ~~from the date of the original IPE.~~

11. Expired IPE and Individual IPE Services

Participants will be notified in writing with appeal rights of an upcoming expiring IPE and/or individual IPE services.

Other Annual Review Requirements:

At the time of the annual review release of information forms are reviewed and renewed, as appropriate; and financial participation is re-evaluated.

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Section 12: Scope of VR Services Overview

of marijuana.

14. Background checks to request criminal history information on VR participants are PROHIBITED except for situations indicated below. VR will neither process nor receive a copy of the report.

- Purposes of Private Investigator's Licensing Board
- Fingerprint cards for security guards and real estate license background checks
- Background checks and fingerprint cards for other licenses (teachers, state employees, childcare workers etc.)
- Sheriff's card, when there is a letter of intent to hire from the employer
- Other similar circumstances when needed for employment or licensing

Exceptions to the above restrictions may be granted with written request and approval when rigid adherence could seriously jeopardize the participant's opportunity to achieve the rehabilitation objective and an employment outcome. Requests for policy exceptions are considered on a case by case basis and must be submitted in writing to the Rehabilitation Counselor.

Provider (Vendor) Requirements for Provision of Services

All services will be provided by qualified personnel who meet the appropriate State licensure or certification requirements or national standards, to the extent that such standards exist. Providers of services must have a Division approved contract or service agreement.

Providers must take steps to ensure the confidentiality of participant records and information provided by VR, consistent with the agency requirements.

Services for Groups of Individuals

[34 CFR 361.49 Scope of vocational rehabilitation services for groups of individuals with disabilities](#)

Federal regulations allow for the provision of certain services for the benefit of groups of individuals with disabilities. Services to groups may be provided sequentially or simultaneously. "Services for a group" does not necessarily mean all services are provided at the same time.

These services may include but are not limited to:

- Services to small businesses operated by individuals with significant disabilities which may be improved by management and supervision services provided by the State VR Agency, along with the acquisition by the State VR agency of vending facilities or other equipment and initial stocks and supplies (e.g., Business Enterprise of Nevada – BEN Program).

**Subsection 12.1: Medical/Psychological/Dental/Hearing
Loss/Blindness/Substance Use**

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required if the agency is providing support services for an individual to attend assessments or treatment.

Limitations and restrictions apply when utilizing agency funds for the following medical/psychological services:

- Experimental non-traditional treatment
- Acupuncture
- Homeopathic treatment
- Interventions to change primary/secondary sexual characteristics

Telecommunications, Sensory and other Technology Devices

Telecommunications, sensory and other technological services will be performed by licensed individuals in accordance with State law or certification regulations.

Dental Services

Dental or orthodontic disorders are not generally considered disabilities for the purpose of determining eligibility. Thus, eligibility may not be determined based solely on the need for routine dental care or acute dental conditions. The agency will only cover the portion of dental restoration services that is essential to relieve the impairment or barrier to employment.

Hearing Loss and Provision of Hearing Aids Services to Individuals with Deafness or Hearing Loss

Overview

Participants with a non-progressive, congenital, or long-standing hearing loss or deafness may be determined eligible for VR services based on appropriate documentation of the hearing loss or deafness. The agency provides services for the diagnosis and treatment of hearing loss and deafness.

Provision of Hearing Aids

A recent audiology evaluation is not required if the individual does not require a new hearing aid(s) or other services directly related to alleviating the hearing loss, and if the participant and counselor determine this evaluation is unnecessary to meet the vocational and/or medical restoration needs of the individual.

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For all other participants with hearing loss, a current diagnostic statement within the past six (6) months from a qualified audiologist or other qualified hearing professional is required to provide hearing aids or other services directly related to alleviating the hearing loss. An ENT evaluation must be obtained if it is recommended by the audiologist or other qualified hearing professional.

Qualified Hearing Professional

Audiology and hearing aid evaluations and prescriptions, or an audiology consult must be provided by a certified audiologist. Hearing aid dispensing and other services can be provided by a qualified hearing professional. Acceptable licensure and certification types can be found on the State of Nevada Speech-Language Pathology, Audiology & Hearing Aid Dispensing Board.

Evaluations

ENT Evaluation

~~An ENT evaluation is required for a rapidly progressive or newly identified hearing loss, if recommended by an audiologist or other qualified professional, or if hearing aid purchase is intended.~~

Audiology Evaluation

An audiology evaluation is required for a rapidly progressive hearing loss or if hearing aid purchase is intended.

Hearing Aid Evaluation Recommendation

A hearing aid ~~evaluation~~ recommendation ~~with recommendations~~ is required for the purchase of prescribed hearing aids.

A hearing aid recommendation is not required for the purchase of over the counter (OTC) Hearing Aids.

Purchase of Hearing Aid(s)

The agency can purchase over the counter (OTC) and prescriptive hearing aids.

The purchase of over the counter (OTC) hearing aids

- requires three vendor quotes

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- VR does not guarantee that OTC hearing aids will fully meet the participant's functional and employment needs as they don't require a prescription or hearing evaluation

The purchase of prescriptive hearing aids requires the following to be completed by the audiologist current evaluations within the last 6 months-:

- audiology evaluation
- hearing aid recommendation
- ENT evaluation, if recommended by the audiologist or other qualified hearing professional

If the participant currently has hearing aid(s) and there is no change in prescription hearing loss, the devices will be evaluated to determine if they are repairable. VR will not purchase a new hearing aid(s) either OTC or prescriptive for an individual if VR has previously funded hearing aid(s) for the individual within the last five years unless there is a significant change in the prescription hearing loss or functional requirements per an audiologist or other qualified hearing professional.

The agency will not replace prescriptive or OTC hearing aids that are lost, or damaged by accident, or neglect. It is recommended that the participant discuss the manufacturer's warranty information with the provider/vendor of the hearing aids to understand the limits of the warranty, and The participant may make an informed decision regarding any purchase additional coverage that may be needed on their own.

Provision of Cochlear Implant Services

For employment needs, the agency will support the provision of cochlear implants; including implantation surgery, maintenance, repair, aural rehabilitation program (training), and necessary medical follow up appointments. Requests will be evaluated on a case by case basis.

To meet state and federal regulations and professional standards for the provision of cochlear implants, there must be a medical statement that, based on an examination, there is no medical contraindication to implantation or training; a prescription by an otologist or otolaryngologist; and a statement from an audiologist indicating that the participant cannot achieve functional hearing from a hearing aid or other means of amplification and supporting the use of the implant.

Services for Individuals with Blindness or Visual Impairments

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The Division has two programs to serve individuals with blindness or visual impairments:

1. The Bureau of Services to the Blind and Visually Impaired Vocational Rehabilitation (VR) unit may serve individuals interested in working (or maintaining their current job) whose visual impairment creates a substantial barrier to employment.
2. The Older Individuals Who Are Blind Program may serve individuals with a visual impairment, age 55 or older, who need assistance to maintain their independence.

Participants found eligible for VR services based on legal blindness may be provided an audiology examination and evaluation of their hearing if it appears or it is reported there is also a hearing loss. For employment needs, the agency will fund disability related residential training programs. Requests will be evaluated on a case by case basis.

Participants who are pursuing employment and are determined eligible for VR services based on legal blindness or a severe visual impairment that affects activities of daily living or mobility will be afforded the opportunity of an evaluation of mobility and daily living skills.

Provision of Bioptic Telescopic Devices

The application process to operate a motor vehicle while wearing a bioptic telescopic device is defined in [Nevada Administrative Code \(NAC\) 483.405](#) (Driver's License- License to operate a motor vehicle while wearing the device: Application), eligibility requirements are defined in [Nevada Administrative Code \(NAC\) 483.410](#) (Driver's License- License to operate motor vehicle while wearing device: Requirements for eligibility), and restrictions are defined in [Nevada Administrative Code \(NAC\) 483.415](#) (Driver's License- License to operate motor vehicle while wearing device: Restrictions). Other driving alternatives will be considered.

Substance Use Disorders

Overview

While the Rehabilitation Act as Amended indicates an individual currently engaging in illegal drug use is not considered an individual with a disability, the Act also indicates an individual currently using illegal drugs shall not be excluded if otherwise entitled to services [see: [The Rehabilitation Act as Amended - Section 7 \(20\)\(C\)](#)].

Section 25: Older Individuals Who Are Blind

Financial Need and Determination of the Availability of Comparable Benefits

OIB participants are exempt from financial participation in the costs of independent living services. However, independent living services may be available and used as a comparable benefit if appropriate.

Individual Plan of Service (IPS) Individualized Written Independent Living Plan (IWILP)

For Individuals eligible for the OIB program, a written, signed Individualized Plan of Service (IPS) Individualized Written Independent Living Plan (IWILP) will be developed within forty-five (45) business days of application eligibility determination. Services provided will be developed jointly by the designated staff person and the participant. Services provided must be included on the IPS and be pre-authorized.

Closures

All participants and/or their representative will receive a closure letter that includes the reason for closure, notification of appeal rights and the availability of the Client Assistance Program at least 10 days prior to the closure of the case.

1. A case may be closed when the participant is unavailable to participate or complete an assessment of eligibility. The participant will receive at least two written contact attempts in addition to a closure notice to before the agency proceeds with closure prior to a determination of eligibility.
2. A case may be closed from application status when the participant does not meet eligibility requirements.
3. A case is closed successful if the participant received services resulting in independent living.
4. A case may close unsuccessful when the participant is unable to complete independent living services.

Case Record

A case record for each applicant and/or recipient of services will be established and maintained.