

CONSUMER CASE COORDINATOR
Division of Vocational Rehabilitation (DVR) – Workforce Development Area (WDA)

Position Summary

Under the general supervision of a DVR WDA Director or Vocational Rehabilitation Supervisor, the Consumer Case Coordinator participates on a team, made up of fellow WDA vocational rehabilitation staff, in providing vocational rehabilitation services to eligible persons with disabilities. This support includes conducting an initial interview with the consumer or representative in order to collect information necessary to provide the Consumer Case Coordinator the ability to recommend the consumer/representative for eligibility to receive vocational rehabilitation services, Order of Selection Category Placement, and an Individual Plan for Employment (IPE) be provided to the Vocational Rehabilitation Counselor.

The Consumer Case Coordinator develops and manages an active caseload of individuals with disabilities, documenting all casework activity in the Integrated Rehabilitation Information System (IRIS) to ensure compliance with state and federal laws and regulations. This program responsibility involves satisfying fiscal and non-fiscal requirements. The position is accountable for ensuring that vocational services are rendered as intended, timely, and that purchase orders, payments, and invoices are processed appropriately.

In addition, the position delivers public presentations to community groups regarding the full scope of vocational rehabilitation services, contacts community agencies and resources to monitor consumer progress, and develops relationships and facilitates services with employers who are interested in hiring individuals with disabilities.

The following goals and worker activities are to be done in harmony with team determination and delegation of activities in order to accomplish the work of the day in a way that provides service to VR consumers such that customer satisfaction and successful outcomes are maximized.

Goals and Worker Activities

- 35% A. Independently complete the initial interview with the consumer or representative, collect, review and organize case information. Recommend Eligibility and Order of Selection Placement and Individualized Plan for Employment (IPE) supporting data to a Vocational Rehabilitation Counselor for approval. Implement an approved Individualized Plan for Employment in coordination with consumer, vendors, Workforce Investment and Community Rehabilitation Partners.
- A1. Review and obtain consumer's medical and psychological/psychiatric reports to learn the nature of consumer's interests, assets and limitations in relation to achieving an employment outcome.

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- A2. Obtain diagnostic and vocational background data (previous training and job experience) from the consumer or from other sources to use in planning for future vocational objectives.
 - A3. Obtain current medical and/or psychological/psychiatric information relative to consumer's physical and/or mental condition to assist in recommending Eligibility and Order of Selection (OOS) determinations to a VR Counselor.
 - A4. Arrange for purchase of vocational evaluation and/or psychological assessments if existing data is unavailable.
 - A5. Provide consumers with current labor market information to assist in understanding the availability of jobs open to them, with particular attention to high demand careers, which would be most practical to pursue.
 - A6. Review supporting data with the consumer and/or representative and jointly develop an IPE that is submitted to a VR Counselor for review and approval.
 - A7. Directly provide and/or coordinate services needed to implement the IPE and address consumer, vendor, and staff fiscal related inquiries.
 - A8. Solicit new vendors to participate in providing vocational rehabilitation services.
 - A9. Initiate services by independently using purchasing procedures for direct pay or purchase of services as identified on an IPE.
 - A10. Attend pertinent training sessions, seminars, meetings, etc., to maintain and improve knowledge of the vocational rehabilitation program as identified on the staff development plan.
 - A11. Review all relevant background information with respect to state and federal eligibility requirements and obtain final Eligibility/OOS determinations from the VR Counselor.
 - A12. Assist in documenting the severity of a disabling condition. Use established functional limitations criteria to code severe/non-severe limitations for purposes of Eligibility/OOS determination.
- 35% B. Perform the validation of services and corresponding fiscal responsibilities. Assure the creation, review, and receipt of purchase orders, direct payments and documents involving non-fiscal casework activities are in compliance with state and federal requirements and that services are rendered accordingly.

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- B1. Contact vendors to obtain bills and progress reports due for services rendered to consumers.
- B2. Create purchase orders and generate direct payments to consumers.
- B3. Monitor and ensure accurate fiscal coding.
- B4. Review and confirm payment requirements with consumers and staff and make recommendations to service providers as necessary.
- B5. Collect invoices and route for payment.
- B6. Provide billing procedures to providers and potential vendors, and resolve payment disputes.
- B7. Obtain cost comparisons in order to obtain the most cost efficient and effective services.
- B8. Follow specific and detailed purchasing policies and procedures.

20% C. Develop and manage a caseload of individuals with disabilities in an assigned Workforce Development Area (WDA).

- C1. Prioritize and organize time to cover assigned area and manage caseload in an equitable manner.
- C2. Travel in assigned area for the purpose of contacting referral sources and prospective consumers.
- C3. Contact employers in the area, either by telephone or in person, for the purpose of promoting job placement of individuals with disabilities and for developing on-the-job training or work experience programs.
- C4. Develop and actively pursue collaborative relationships with public and private agencies which may have responsibilities and/or the ability to provide services to individuals with disabilities.
- C5. Work with Financial Aid Offices to ensure that consumers are receiving the appropriate training grant allocation.
- C6. Record case notes in consumer IRIS case record to document rehabilitation progress.
- C7. Complete all necessary forms, reports and demographic data to

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comply with federal and state regulations, policies and procedures.

- C8. Write letters or other necessary correspondence to consumers, referral sources, service vendors, and others to ensure that all parties are informed of case progress.

10% D. Provide job placement and development support.

- D1. Contact employers to determine what specific job openings may exist for a DVR consumer. Provide employers with wage subsidies and Work Opportunity Tax Credits (WOTC) that are available for hiring individuals with disabilities.
- D2. Access state, regional, and national job-matching databases to assist DVR consumer in applying for solicited or unsolicited targeted job openings.
- D3. Provide placement services through collateral sources such as campus career centers or from one-stop partners for DVR consumers.
- D4. Assist and train consumers to independently use Internet placement tools such as Job Net, America's Talent Bank and Career World, etc., to obtain employment leads.
- D5. Assist consumers in resume preparation and job interviewing strategies.
- D6. For a consumer placed in a job, follow-up with the individual as needed, but not less than on a monthly basis, for at least 90 days.
- D7. Provide post-employment services to consumers as part of a counselor-approved IPE, as necessary.
- D8. Provide technical assistance to employers regarding issues of accommodations, EEO, Rehabilitation Technology, Adaptive Equipment, Tax Credits (WOTC) and ADA to promote high quality employment outcomes for individuals with disabilities.

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Knowledge, Skills, & Abilities Required

- Knowledge of physical and mental impairments and their relation to vocational and social adjustment
- Knowledge of the principles, methods and techniques of rehabilitation training
- Knowledge of the community resources available to individuals with disabilities
- Knowledge of federal and state laws, rules, regulations, policies and procedures relating to the vocational rehabilitation program
- Knowledge of comparable benefits available from federal, state and local resources
- Skill in interpreting labor market trends
- Skill in communicating effectively with the public
- Knowledge of American with Disabilities Act
- Knowledge of the Workforce Investment Act particularly Title IV (VR)
- Knowledge of computer and adaptive devices for the disabled
- Knowledge of rehabilitation technology
- Knowledge of computer hardware and software tools such as MS Word, Access, etc.
- Ability to meet and deal effectively with people and maintain an effective team based working relationship with staff and public
- Ability to handle multiple tasks and complete projects on short notice
- Ability to resolve problems in an effective manner
- Ability to review and audit documents/transactions for compliance with policies, standards.
- Skill in written communication
- Skill in organization of workload and establishing priorities
- Skill in time management techniques
- Skill in data entry, review and analysis of data, policies/procedures, and financial records

Special Requirements

Frequent travel within the Workforce Development Area with occasional statewide travel.

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