

## Referral Procedures

(Issued April 2014)  
(Reviewed May 2014)

### Purpose:

To inform staff of the DVR referral procedures, related timeframes, contact standards, what is to occur at the initial meeting, and when a referral is to be rejected.

### Rationale:

Individuals interested in receiving DVR services will enter our system as a DVR referral. These procedures ensure DVR policy is being followed and provide statewide consistency.

### Procedures:

For individuals who have a potential need for and interest in VR services, a referral for services may be made by phone, mail, online, or electronic format.

The individual or the individual's guardian (if under 18 or court appointed) should consent to the referral being made. The [DVR Referral Form \(DVR-17445-E\)](#) is available, but its use is not required if the minimum referral information is provided. In order for a referral to be made, the information provided to DVR must **minimally** include:

- First Name
- Last Name
- Date of Birth
- Street Address
- City, State and Zip Code
- County they live in and want to receive services in (two questions)
- Preferred method of contact (then, that method is required)
- Guardian if under 18
- Disability
- How disability affects ability to work

On the date the referral is received, it should be entered into the IRIS system.

DVR will respond to referrals within five (5) business days. DVR will use multiple attempts/methods, including the individual's preferred mode of contact, to schedule an orientation meeting or individual interview. This meeting should take place within 30 days from the date of referral, unless the individual requests otherwise.

For the purpose of referral, multiple attempts/methods are considered as follows:

- 1<sup>st</sup> attempt - a contact made to schedule the orientation meeting/individual interview or to inform of scheduled time.
- 2<sup>nd</sup> attempt - a reminder of the scheduled orientation meeting/individual interview or a second attempt to schedule the orientation meeting/individual interview.

*Note: one of the attempts must be made in the individual's preferred mode of contact.*

At this meeting, DVR will share information about the DVR program. If they are interested in applying for DVR services, the individual or the individual's guardian, if appropriate, should answer any missing application questions and sign. If the individual is over the age of 18 and has a court-appointed guardian, documentation of guardianship must be obtained prior to accepting the application and attached to the IRIS case record. At this time, DVR should also begin gathering information for determining eligibility and priority for services.

An individual should be moved into applicant status (status 02) as soon as the application is signed.

The referral should be "rejected" if DVR is not able to contact/locate the individual to schedule an orientation/ interview, the individual does not attend the scheduled appointment, or the individual is not interested in completing the application process.

Please Note: Anytime that DVR receives a signed application, it should be accepted. In cases where a referral was not received prior to receiving a signed application, a referral would be completed and then immediately moved into application status (Status 02). The 60-day eligibility clock begins on the date a signed application was received. If the individual is over the age of 18 and has a court-appointed guardian, documentation of guardianship must be obtained prior to accepting the application.