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## Extension Process for Eligibility and IPE Development (Issued March 2016)

### **Purpose:**

To provide staff with information about the importance of the proper processing of a case from application to IPE development. This document contains processing requirements and best practice suggestions.

### **Rationale:**

DVR is required to deliver eligibility determination and IPE development in a timely manner. DVR encourages all necessary steps to ensure that we deliver these process steps in compliance with federal law. The Workforce Innovation and Opportunity Act states, "an eligibility determination must be made within 60 days, unless: exceptional and unforeseen circumstances beyond the control of the designated State unit preclude making an eligibility determination within 60 days and the designated State unit and the individual agree to a specific extension of time."

### **Eligibility Extensions with Eligibility/OOS Assessment Service Authorization**

DVR staff should take steps to improve the possibility of timely completion of eligibility. These steps include full completion of all DVR forms; completion of releases of information related to documentation of disability and functional limitations, and other relevant information should be provided to the Eligibility/OOS Assessment Service provider.

In some cases eligibility cannot be determined by the 60-day deadline. In these cases, an extension request will need to be started 45 days after the date of signature on the application, to insure that the extension request is processed and approved by the Supervisor prior to 60 days elapsed time.

The Eligibility/OOS Assessment Service provider will contact the consumer, explain the need for the extension and gain approval from the consumer. Once the consumer has agreed to the extension, the request will be forwarded to the DVR point of contact to approve the extension. The supervisor will review the extension request in IRIS for approval. The Eligibility/OOS Assessment Service provider may retain the case to complete the service or forward the case to the local DVR office given individual case circumstances.

Criteria that must be included for approval of an extension:

1. A description of the circumstances beyond the control of the consumer and DVR that created the need for an extension,
2. A description of any assessment activities that will occur,
3. Steps that will be taken to complete the process/the timeline for those steps,
4. Date by which the Eligibility will be processed, and
5. Consumer agreement with the extension.

If the consumer cannot be reached by the Eligibility/OOS Assessment Service provider or does not agree to the extension, the attempts will be documented in the consumer case file and the case will be returned to the DVR point of contact for further action.

If a consumer cannot be reached or fails to engage using multiple methods including the preferred mode of contact, the case must be considered for case closure.

If the eligibility cannot be completed by the deadline identified in the extension, it should be renewed and approved by the Supervisor **prior** to the deadline. The renewal request must also include why the deadline cannot be met and reason(s) provided that are beyond the control of the consumer and DVR.

### **Eligibility Extensions with Local Processing**

In some circumstances, DVR staff will be gathering information for eligibility and processing the determination on their own. DVR staff should take steps to improve the possibility of timely completion of eligibility and order of selection determination. These steps include full completion of all DVR forms with DVR assistance and consumer verification of the federal requirements, completion and processing of releases of information related to documentation of disability and functional limitations, and any other relevant information should be considered to complete the eligibility and order of selection determination.

In some cases eligibility cannot be determined by the 60-day deadline. In these cases, an extension request will need to be started 45 days after the date of signature on the application, to insure that the extension request is processed and approved by the Supervisor prior to 60 days elapsed time.

The DVR staff will contact the consumer, explain the need for the extension and gain approval from the consumer. Once the consumer has agreed to the extension, the request will be forwarded to the DVR supervisor. The supervisor will review the extension request in IRIS for approval.

Criteria that must be included for approval of an extension:

1. A description of the circumstances beyond the control of the consumer and DVR that created the need for an extension,
2. A description of any assessment activities that will occur,
3. Steps that will be taken to complete the process/the timeline for those steps,
4. Date by which the Eligibility will be processed, and
5. Consumer agreement with the extension.

If a consumer cannot be reached or fails to engage using multiple methods including the preferred mode of contact, the case must be considered for case closure.

If the eligibility cannot be completed by the deadline identified in the extension, it should be renewed and approved by the Supervisor **prior** to the deadline. The renewal request must also include why the deadline cannot be met and reason(s) provided that are beyond the control of the consumer and DVR.

## IPE Extensions

The Workforce Innovation and Opportunity Act states: "Standards for developing the individualized plan for employment.--The individualized plan for employment must be developed as soon as possible, but not later than 90 days after the date of determination of eligibility, unless the State unit and the eligible individual agree to the extension of that deadline to a specific date by which the individualized plan for employment must be completed."

Development of the IPE can begin once the consumer is found eligible and has been placed in an open OOS category. DVR staff should take steps to improve the timely completion of the IPE. These steps include setting up appointments with the consumer and begin gathering information or completion of activities necessary to complete an IPE as soon as possible. Building rapport with the consumer during this period will also assist in the successful completion of the IPE. (See information about Rapid Engagement)

An extension request should be requested if DVR and the consumer agree that additional time is needed and the IPE cannot be written in the allowed 90-day period. The request for an extension should be completed and approved by day 90.

Criteria that must be included for approval of an extension:

1. A description of the circumstances beyond the control of the consumer and DVR that created the need for an extension,
2. A description of any assessment or other activities that will occur,
3. Steps that will be taken to complete the process and the timeline for those steps,
4. Date by which the IPE will be processed, and
5. Consumer agreement with the extension.

The request should be completed in IRIS to allow for tracking.

If a consumer cannot be reached or fails to engage using multiple methods including the preferred mode of contact, the case must be considered for case closure.

If the IPE cannot be completed by the deadline identified in the extension, it should be renewed and approved by the Supervisor **prior** to the deadline. The renewal request must also include why the deadline cannot be met and reason(s) provided that are beyond the control of the consumer and DVR.

**Best Practice Tip**-If a consumer misses an appointment, find out why and do not jump to conclusions about motivation or lack of follow through. Consumers may simply not be able to make an appointment due to factors outside of their control.