



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

POLICY	
Department on Disability Services	Subject: Case Management
Responsible Program or Office: Rehabilitation Services Administration	Policy Number: 2018-RSA-POL005
Date of Approval by the Director: 2/15/2019	Number of Pages: 12
Effective Date: 2/25/2019	Expiration Date, if Any:
Supersedes Policy Dated: Section IX, Case Management (2010)	
Cross References, Related Policies and Procedures, and Related Documents: DCRSA Order of Selection Policy, Individualized Plan for Employment (IPE) Policy, Case Closure Policy, Supported Employment Policy and Procedure, Transportation Policy, and Post-Secondary Training Policy and Procedure.	

1. PURPOSE

This policy will provide a framework for advancing cases through the vocational rehabilitation (VR) process.

2. APPLICABILITY

This policy applies to all Department on Disability Services (DDS), DC Rehabilitation Services Administration (DCRSA or Agency) staff and to all persons served by DCRSA.

3. AUTHORITY

The authority for this policy is established in DDS as set forth in D.C. Law 16-264, the “Department on Disability Services Establishment Act of 2006,” effective March 14, 2007 (D.C. Official Code § 7-761.01, *et seq.*); 34 CFR Part 361.

4. DEFINITIONS

- A. **Case management** – The management of collaborative processes that facilitate services and coordinate knowledge, information, correspondence, and resources to progress a case, and achieve an employment outcome.
- B. **Cultural competence** - Cultural competence is the ability of District agencies and personnel that provide support and services to:



- Deliver such services respectfully and effectively, in a manner that affirms worth, preserves dignity, and honors the preferences and choices of people of all cultures and human identities. Services are provided in accordance to the DC Human Rights Act, which makes discrimination illegal based on 20 protected traits for people that live, visit, or work in the District of Columbia;
 - Incorporate a person’s cultural values, beliefs, economic status and practices including sensitivity to the environment from which the person comes and to which the person may ultimately return in all aspects of service delivery;
 - Foster positive relationships with diverse cultural groups; and
 - Communicate in the person’s language or mode of communication.
- C. **Linguistic competence** – Linguistic competence is the ability of District agencies and personnel that provide support and services to:
- Communicate in a manner that is easily understood by diverse groups, including but not exclusive to persons who have low literacy skills or are not literate, persons with disabilities as in accordance to the American with Disabilities Act of 1990, persons who are blind or have low vision, those who are deaf or hard of hearing, and persons who have limited and non-English proficiency as in accordance to the D.C. Language Access Act of 2004.
 - Make materials available in the person’s preferred language in multiple formats and platform;
 - Convey information in plain language, in a variety of communication modalities (e.g., videos, symbols, large print), and be responsive to diverse cultural health beliefs and health literacy ; and
 - Recognize that a person’s preferred language reflects cultural values, traditions, and meanings and is connected with a person’s world view and community.
- D. **Person Centered Thinking** - A framework for identifying and addressing the person’s needs in the context of personal goals, preferences, community and family supports, financial resources, and other areas important to the person, and maximizing independence and the ability to engage in self-direction of services.

5. POLICY

- A. It is the policy of DCRSA that VR Specialists shall provide individualized services in an organized, planned, and person-centered manner, using sound professional judgment, and adhering to the Commission on Rehabilitation Counselor Certification (CRCC) Code of Professional Ethics.



1. Case management includes, but is not limited to the following:
 - a. Assessments for determining eligibility and priority for services and for determining VR needs, abilities, capabilities, and interests;
 - b. Vocational counseling and guidance to persons who require it to exercise informed choice, select an appropriate employment outcome, and develop an Individualized Plan for Employment (IPE);
 - c. Referrals to secure needed services from other agencies, including other components of the statewide workforce investment system, in accordance with 34 CFR §§ 361.24, and 361.37, and to the Client Assistance Program established under 34 CFR Part 370;
 - d. Monitoring progress through regular contact with the person receiving services, and through the review of provider documentation and reports;
 - e. Compliance with federal and state regulations as demonstrated through accurate, timely, and thorough documentation in the case record;
2. Case management services shall be delivered in a manner that provides equal access for all members of the community and which is guided by the principles of cultural and linguistic competence.

B. Case Statuses

1. DCRSA shall use case status numbers to identify the current standing of cases and monitor the movement of individual cases from the initiation of contact through the eventual closure of the case.
2. It is the responsibility of the VR Specialist to ensure that case statuses are accurate and up-to-date in the case management system.
3. DCRSA shall use the case status classifications outlined below:

Referral status

00 Referral

Applicant status

02 Applicant

Trial Work experience

06 Evaluation Status

Closures from Application (02)



08 Closed before, during or after evaluation

Closures from Trial Work Experience (06)

08 Closed after evaluation

Active Statuses

Pre-Service Statuses

04 Service Delayed/Order of Selection

10 Certificate of Eligibility Completed

12 Individual Plan for Employment (IPE) Complete

Service Statuses

18 Training

20 Ready for Employment

22 In Employment

24 Service Interrupted

Post-Employment Services

31 Extended Services Transition (Youth up to age 25 only)

32 Post Employment

Closures from Active Statuses

26 Closed Rehabilitated (After 90 days in Status 22)

28 Closed Not Rehabilitated after IPE initiated (closed from status 18-24)

30 Closed Not Rehabilitated before IPE initiated (closed from status 10 or 12)

38 Closed from Service Delayed/Order of Selection

Closures from Post Employment Services

34 Closed from status 32, employment maintained

35 Closed from status 31 (Youth Only)

36 Closed from status 32, reopened

39 Closed from Post Employment – other reasons

C. Customer Service

DCRSA staff shall coordinate efforts to ensure responsiveness to both internal and external customers in accordance with Agency and District requirements. This shall include timely replies to messages or correspondence and timely resolution of customer service needs and/or complaints.



6. RESPONSIBILITY

The responsibility for this policy is vested in the DDS Director. Implementation of this policy is the responsibility of the Deputy Director of Rehabilitation Services Administration.

7. STANDARDS

A. Frequency of contact

1. VR Specialists are responsible for maintaining contact at a minimum frequency of every 90 days. This contact shall be a direct face-to-face contact, a phone conversation, letter, or other contact using the person's preferred mode of communication. The VR Specialist shall document any unsuccessful attempts to contact or re-engage the person.
2. In respect to persons pursuing post-secondary education and training, and as per the DCRSA procedure on post-secondary education, VR Specialists shall have at least one monthly contact with persons who are in their first year of school and 90 day contact for those in their second year and beyond.
3. The VR Specialists shall conclude each contact by summarizing what was discussed, outlining the next steps for both the person and the VR Specialist, and scheduling the next appointment or contact; all of which shall be documented in a case note.
4. The VR Specialists shall respond to voice messages, and/or emails within 24 hours or the next business day.

B. Statuses:

Status 00 – Referral

Status 00 represents a person who has been referred to DCRSA for VR services. DCRSA staff shall place the person in Status 00 if sufficient demographic information is available. Sufficient demographic information includes name, address, and referral source (See also Referral, Application, and Intake Supplemental Protocols).



Status 02 – Applicant

Status 02 represents a person's entrance into the VR process. When a person signs a document to request VR services, DCRSA staff shall place the person into Status 02. At that point, the person is considered an applicant.

DCRSA staff shall not authorize diagnostic services for any case prior to placement in Status 02. While the person is in Status 02, DCRSA staff shall investigate and secure sufficient information to determine eligibility for VR services, or justify a decision to use Trial Work Experience.

A person's case can only remain in Status 02 for a period of 60 days unless, due to exceptional and unforeseen circumstances beyond the control of the agency, there is not enough information about the person's disability(ies) and/or its impact on the person's capacity for employment and eligibility cannot be determined within 60 days of application; in which case, the VR Specialist and the applicant shall agree to a specific extension of time. All eligibility determination extensions shall be documented in writing and require justification in the case record and approval from the supervisor.

Status 04 – Service Delayed/Order of Selection

The VR Specialist shall move an applicant's case into Status 04 when the Preliminary Assessment justifies writing a Certificate of Eligibility, but the person cannot receive services because the person does not meet the Order of Selection priorities (See DCRSA Order of Selection Policy). When a person does not meet the Order of Selection priorities, his/her name shall be placed on a waiting list for services. Placing the person's name on the waiting list indicates there will be a delay in initiating services which the person is otherwise eligible to receive.

VR Specialists shall review the case of any person in Status 04 annually in accordance with the DCRSA Order of Selection Policy.

A person's case leaving this status will be moved to Status 10, to signify that services will be provided without further delay, or they shall be closed in Status (38) when it has been determined by the DCRSA Deputy Director that the person will not advance to Status 10 (See DCRSA Case Closure Policy).

Status 06 – Trial Work Experience

If a person is identified as being most significantly disabled and there is a question as to whether the person is capable of benefiting from VR services in terms of an employment outcome due to the of the severity of that person's disability, the VR



Specialist shall consider the appropriateness of trial work experience to explore the person's abilities, capabilities, and capacity to perform in realistic work situations to determine whether or not there is clear and convincing evidence to support a determination of ineligibility.

The VR Specialist's supervisor and the RSA Deputy Director shall review and approve all Status 06 placements. Eighteen (18) months is the maximum amount of time allowed in Status 06. If the time is exceeded, the VR Specialist must prepare a written justification documented in the case record and submitted to the Supervisor for review and approval in order to extend the time in Status 06.

Status 08 – Closed from Evaluation

Status 08 identifies all persons not accepted for VR services whether closed from referral status (00), applicant Status (02), or Trial Work Status (06). Specific criteria for closure in Status 08 can be found in the Case Closure Policy.

Status 10 – Certification of Eligibility (IPE Development)

The VR Specialist shall move an applicant's case into Status 10 when the Preliminary Assessment justifies writing a Certificate of Eligibility and the person meets the Order of Selection priorities (see DCRSA Order of Selection Policy).

A person's case shall be placed in this status for the purpose of developing the Individualized Plan for Employment (IPE).

The VR Specialist shall complete a comprehensive assessment to identify the unique strengths, resources, abilities, functional capabilities and limitations, informed choice, and as appropriate, other needs and concerns related to obtaining and maintaining an employment outcome, and the nature and scope of VR services to be included in the IPE (See Individualized Plan for Employment Policy).

The IPE shall be completed as soon as possible, but not later than ninety (90) days after the date of determination of eligibility, unless the VR Specialist and the eligible person agree to the extension of that deadline to a specific date by which the IPE must be completed. All IPE development extensions shall be documented in writing and require justification in the case record and approval from the supervisor.

Status 12 – Individualized Plan for Employment (Services not initiated)

The VR Specialist shall move a person's case into Status 12 after the IPE has been completed. Once planned services begin, the case shall be moved from status 12 and placed in the status indicative of the primary service being rendered.



A person's case shall remain in Status 12 for no more than 30 calendar days unless a delay is justified in the case file.

Status 18 – Initiation of Training Services

The VR Specialist shall move the person's case into this status when one of the following types of training is the major service required to prepare the person for employment:

- Training in vocational, technical and business schools
- College training
- Other academic training
- Training in a community rehabilitation program
- Daily living skills training
- On-the-job training
- Work experience training
- Work readiness training
- Supported employment

For persons participating in adult education or training programs, DCRSA shall use measurable skill gain (MSG) indicators to measure each person's progress toward achieving a credential or employment outcome.

Depending on the type of education or training program, MSG shall be defined as one of the following:

1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
2. Documented attainment of a secondary school diploma or its recognized equivalent;
3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours (consistent with enrollment status specified in the IPE) that shows a participant is making satisfactory academic progress;
4. Satisfactory or better progress report, towards established milestones, such as completion of on-the-job training or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

The authorization for education shall be issued on an individual school term basis



(per semester/quarter/grading period) and further education services shall be conditioned upon maintaining satisfactory academic standing as described in the Post-Secondary Education and Training procedures.

The person's case shall remain in Status 18 when services are interrupted for a short period such as a semester break or holiday after which the person intends to resume services.

Other services may be provided in this status as necessary to achieve a long term employment outcome. These services may include, but are not limited to, job placement services for people pursuing post-secondary education or training, but seeking near term job placement to meet immediate economic needs.

A person's case remains in this status until the person completes training or training is terminated. When training is completed or terminated, the status shall be changed to reflect the new status.

The case of a person in Supported Employment shall remain in Status 18 until job placement is complete. Once the person receiving Supported Employment is placed in a job his or her case shall be moved to Status 20.

Status 20 – Ready for Employment

The VR Specialist shall move the person's case into this status when placement services are the major services required by the person in order to achieve an employment outcome.

If the person is receiving supported employment services, intensive support services may be provided in this status until employment is stabilized. These services shall not exceed 24 months unless special circumstances merit extended time in order for the person to achieve job stabilization (see Supported Employment Policy).

For persons in supported employment, the VR Specialist shall monitor the person's progress no less than every 30 days, but more frequently as deemed appropriate in specific cases to determine if additional services are required or until employment stability is reached.

Status 22 – Employed

The VR Specialist shall move the person's case into this status when the person begins employment or, in the case of Supported Employment services, when job stabilization is achieved.



In order to ensure adequacy of employment in accordance with the person's unique strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice, the person must remain employed in Status 22 for a minimum of 90 days before the VR Specialist can close the person's case as achieving an employment outcome (see Status 26).

Status 24 – Service Interrupted

The VR Specialist shall move the person's case into this status when VR services are interrupted while in Status 18, 20, or 22 due to individual circumstances that temporarily prevent the person from participating in VR services. The individual circumstances preventing participation in VR services shall be documented in the case record. If the interruption extends beyond three (3) months, supervisory approval is required and shall be documented in the case record. The interrupted status must be reviewed every six (6) months thereafter to determine whether the case should remain interrupted, be moved to another status, or be closed in Status 28. The VR Specialist shall document the six (6) month review and any resultant action in the case record.

Status 26 – Closed Rehabilitated

The VR Specialist shall close a person's case in Status 26 when the person has achieved the employment outcome described in the person's IPE and has been maintained for a minimum of 90 days in Status 22. Specific criteria for closure in Status 26 can be found in the Case Closure Policy.

Status 28 – Closed Not Rehabilitated After Initiation of Planned Services

The VR Specialist shall close a person's case in Status 28, from Statuses 18 through 24, when it has been determined the person does not meet the criteria for Status 26 closure. Specific criteria for closure in Status 28 can be found in the Case Closure Policy.

Status 30 – Closed Prior to Initiation of Planned Services

The VR Specialist shall use Status 30, when closing a case from Statuses 10 or 12. Specific criteria for closure in Status 30 can be found in the Case Closure Policy.

Status 31 – Extended Services for Youth

The VR Specialist shall use Status 31 when a person under the age of 25 is identified as requiring extended services in order to maintain employment and extended services are not available from another source. The purpose of this status is to support youth until they are able to maintain employment through the use of natural supports



or another source of extended services, such as Ticket to Work. A case can remain in Status 31 for up to four (4) years or until the person turns 25, whichever comes first.

Status 32 – Post Employment Service

The VR Specialist shall move a person's case into Status 32 when the need for post-employment services (PES) has been identified and services have been planned to maintain the person's employment. The purpose of PES is to avoid the necessity of reopening a case to provide a relatively minor service.

PES are expected to be of a one-time nature and shall not be provided in excess of 18 months.

Status 34 – Closed from Post-Employment Services

The VR Specialist shall use Status 34, when closing a case successfully from Status 32. Specific criteria for closure in Status 34 can be found in the Case Closure Policy.

Status 35 – Closed After Receipt of Extended Services (Youth Only)

The VR Specialist shall use Status 35, when closing a case from Status 31.

Status 36 – Closed from Post-Employment Services to be Re-Opened

The VR Specialist shall use Status 36 after determining the need to reopen the person's case in order to provide necessary VR services. Specific criteria for closure in Status 36 can be found in the Case Closure Policy.


Status 38 – Closed from Service Delayed /Order of Selection List

The VR Specialist shall use Status 38 to identify persons in Status 04 whose names are being removed from the Service Delayed/Order of Selection list. Specific criteria for closure in Status 38 can be found in the Case Closure Policy.

Status 39 – Closed from Post-Employment Services – Employment Not Maintained


The VR Specialist shall use Status 39 to close a person's case from Status 32 due to reasons other than those captured in other statuses. Specific criteria for closure in Status 39 can be found in the Case Closure Policy.





Darryl Evans,
Deputy Director, DCRSA

2/12/2019
Approval Date



Andrew P. Reese, Director

2/15/19
Approval Date