



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department on Disability Services
Rehabilitation Services Administration

STANDARD OPERATING PROTOCOL	
Subject: Referral, Application, and Intake Supplemental Protocols	SOP Number: 2013-RSA-Intake - SOP-001
Responsible Program or Office: RSA – Client Services	Effective Date: November 4, 2013 Revision Date: November 8, 2013
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Cross References and Related Policies and Procedures, and Related Documents: DCRSA Policy Manual Sections II-1 & II-3, and General Intake Form and Referral Specifics in System 7.	

I. PURPOSE

This Standard Operating Protocol (“SOP”) provide clarity to the District of Columbia Rehabilitation Services Administration (“DCRSA”) application process in order to streamline DCRSA operations, effectively manage staff time, and provide high-quality client services delivery in compliance with Federal RSA and DCRSA policies, procedures, and regulations.

II. RESPONSIBLE STAFF

Responsible staff for this SOP include, as detailed below, the Intake and Outreach Unit (“IOU”) Administrative Support Specialist (“Administrative Support Specialist”) (Statuses 00 and 02), the IOU Program Specialist (“Program Specialist”) (Status 02), Rehabilitation Assistant (“RA”), Benefits Counseling Specialist, and Transition Specialists (Intake Interview), and any assigned Vocational Rehabilitation Specialists, Rehabilitation Assistants and their immediate supervisors, as overseen by the Deputy Director for RSA.

III. STATUS 00

A. In General



Per Section II-1 of the DCRSA Policy Manual, DCRSA “will receive all referrals from any source,” and can be provided in any form, including telephone calls, facsimiles, electronic submissions, and postal mail.

B. Steps to place an individual to Status 00

Step 1. The Intake and Outreach Unit (“IOU”) Administrative Support Specialist shall open a case file in System 7 for all walk-in and telephone inquiries that consists of adequate information about an individual to designate him or her as Status 00.

Adequate information to open a case may include the following: name, address, phone number and/or email address. If the individual is unwilling to provide a Social Security number, a new case file may still be opened in System 7. However, the IOU Administrative Support Specialist shall remind the individual that a copy of the Social Security card is required in order to determine eligibility, and DCRSA can assist in obtaining a copy of the card from the DC Department on Disability Determination where necessary.

To open a new case file in System 7 without the Social Security number, follow the below example:

000-DD (initials of staff) -0001
000-DD-0002
000-DD-0003
000-DD-0004
...
000-DD-0010
000-DD-0011
000-DD-0012

Step 2. The IOU Administrative Support Specialist shall complete the General Intake Form and Referral Specifics in System 7, and shall enter the following information under the Worker Assignment section within the Referral Specifics form:

- His/her name
- The date on which the inquiry was received (“Start Date”)
- Indicate “N” in the primary box.

Step 3. The IOU Administrative Support Specialist shall schedule an intake appointment with an Intake Worker, and shall also inform the individual of the required and supplemental documentation (refer to Section IV below) to bring to the interview.

Step 4. The IOU Administrative Support Specialist shall assign an Intake Worker to the case, the Start Date, and indicate “Y” in the primary box under the Worker Assignment section within the Referral Specifics form.

Step 5. The IOU Administrative Support Specialist shall generate in System 7 the “Intake Appointment Notification” letter that contains information regarding the intake interview and appropriate documentation. (Refer to Appendix A for completing the “Intake Appointment Notification” letter)

Step 6. The IOU Administrative Support Specialist shall schedule the appointment with the Intake Worker through the calendar function in Microsoft Outlook.

Step 7. The IOU Administrative Support Specialist shall place a reminder call to the individual 24-48 hours prior to the scheduled appointment.

C. SSDI/SSI Recipients

Individuals who are receiving Social Security benefits will be designated by the IOU Administrative Support Specialist as Status 02 in System 7 (refer to steps in Section IV).

D. Former DCRSA Clients

Individuals who are former clients of DCRSA and are requesting to re-open their cases shall be designated as Status 02 by the IOU Administrative Support Specialist (refer to steps in Section IV.)

The IOU Administrative Support Specialist will re-assign the individual to the same VR Specialist, who formerly handled the case, if the request is received within the same fiscal year (October 1 – September 30). However, the individual has the choice to request a new VR Specialist.

The IOU Administrative Support Specialist shall notify the VR Specialist and the supervisor of the VR Specialist previously assigned to the case in order to determine if the individual should be reassigned to the same VR Specialist or to the next available VR Specialist.

IV. STATUS 02

A. In General

Per Section II-3 of the DCRSA Policy Manual, “an individual is considered an applicant and placed in Status 02 when sufficient information to initiate an assessment is received, through written application or other method, and the individual is available to complete the assessment process. If the individual definitely requests to make application or requests services, he or she is placed in Status 02 regardless of method of request, (including in-person, written, telephone, email or internet.) 34 C.F.R. §§361.41(b)(1)(i-ii).”

The IOU Program Specialist who receives the application submission (either in-person, online, postal mail, or facsimile) shall open the case file in System 7, designate the individual as Status 02, and shall immediately (preferably within one business day, but not later than 5

business days after receipt of the application) contact the individual who made the request to schedule an appointment for an intake interview with a VR Specialist.

B. Steps to Place an Individual to Status 02

Step 1. The IOU Program Specialist shall immediately contact the individual to schedule an intake interview appointment with a VR Specialist. Refer to Section III, Step 1 to open a case file without the Social Security Number. IOU Staff must also inform the individual of the appropriate documentation (refer to Section V below).

Step 2. The IOU Program Specialist shall complete the General Intake Form and Referral Specifics in System 7, and shall enter the following information under the Worker Assignment section within the Referral Specifics form:

- His / her name
- Start Date - The date on which the case file was assigned
- Indicate “N” in the primary box.

Step 3. The IOU Program Specialist shall assign a VR Specialist to the case and indicate the Start Date and “Y” in the primary box. Only the VR Specialist shall be made the primary in any case opened in System 7.

Step 4. The IOU Program Specialist will sign the Application Form in System 7 and note on the individual signature line: “**(See attached Application Form or Request)**”

Step 5. The IOU Program Specialist will date the application form in System 7 using the date of receipt of the request.

Step 6. The IOU Program Specialist shall generate in System 7 the “Intake Appointment Notification” letter that contains information regarding the intake interview and appropriate documentation. (Refer to Appendix A for completing the “Intake Appointment Notification” letter)

Step 7. The IOU Program Specialist shall schedule the appointment with the assigned VR Specialist and notify the VR Specialist of schedule appointments through the Intake calendar function in Outlook.

Step 8. The IOU Administrative Support Specialist shall place a reminder call to the individual 24-48 hours prior to the scheduled appointment.

C. Other Provision Related to Intake

If the VR Specialist is the person receiving the request (e.g. VR Specialists assigned to American Job Centers, DYRS, DMH, DCPS and other offsite locations), the VR Specialists shall perform Steps 1-8 in Section IV.

V. NEW CLIENT DOCUMENTS

A. In General

The IOU staff shall inform people with disabilities who are interested in RSA services or their advocates what documents are needed when attending scheduled new client orientation and intake appointments.

B. Documentation

The following documents are necessary in order for DCRSA to accept a new applicant. *The supplemental documentation listed below is a prerequisite to making a determination of eligibility.* IOU Staff will encourage applicants for services to bring these documents to their intake appointment. However, the intake interview should not be delayed if the supplemental documents are not available.

(a) Required Documents

1. A photo ID that contains the name of the individual

(b.) Supplemental Documents

1. Social Security card (permission for employment in US)
2. Working Permit Visa (if necessary)
3. SSDI/SSI award letter
4. Any medical, psychological, or other records documenting your disability, and the names, addresses, and contact information for any treatment providers
5. Proof of income
6. Medical Insurance, e.g. Medicaid, etc. (optional)
7. Work history records, e.g. resume

VI. INTAKE INTERVIEW

A. The IOU Rehabilitation Assistant, Benefits Counseling Specialist, and Transition Specialists are responsible for conducting intake interview with individuals placed in Status 00 by the IOU Administrative Support Specialists.

B. Steps for conducting intake interview

Step 1. Review the following forms:

- a. General Information and Referral
- b. Referral Specifics

Step 2. Complete the following forms:

- a. VR Application Signature – signed and dated by both individual and the IOU Staff conducting intake, and provide a copy to individual
- b. VR Intake

- i. Race/Ethnicity
 - ii. Education
 - iii. Independent Living
 - iv. Employment at Application
 - v. Employment Information (Work History form can populate this section)
 - vi. Federal Reported Information
 - vii. Migrant Worker
 - viii. Other Income Source at Application
 - ix. Special Categories
 - x. Communication
 - xi. Open the Request for Assistance from the VR Counselor Form
 - xii. Initial Interview Summary
- c. Work History
 - d. Education History
 - e. Notice of Appointment

Step 3. Other forms requiring signatures and dates from the individual, IOU Staff conducting intake, or both and provide copies to individual:

- a. Rights and Responsibilities
- b. Substance Free Policy
- c. Voter Registration

Step 4. Generate the “Notice of Appointment” letter and give to individual. This letter will inform the individual of when to expect to be scheduled an appointment with a VR Specialist and the documents to bring to the appointment. (Refer to Appendix B for completing the “Notification of Appointment” letter)

Step 5. Assign the case to the RA of the VR Unit for the month, who will assign the case to the appropriate VR Specialist.

- a. The IOU Staff conducting the intake shall assign the case to the RA in System 7 and indicate the Start Date and “Y” in the primary box in the Referral Specifics form.
- b. In the Worker Assignment section, the IOU Staff conducting the intake shall switch himself/herself from “Y” to “N.”

Step 6. RA assigns case to VR Specialist

- a. The RA shall assign the case to a VR Specialist in the Caseload Assignment section of the Referral Specifics form in System 7 and indicate the Start Date and “Y” in the primary box.
- b. In the Worker Assignment section, the RA shall switch himself/herself from “Y” to “N”
- c. The RA shall schedule the appointment with the assigned VR Specialist and notify the VR Specialist of schedule appointments through the calendar function in Outlook.
- d. The RA shall complete the “Intake Appointment Notification” letter in System 7, date and sign with the RA’s name, and send to the Individual. (Refer to Appendix A on how to complete the letter).

VII. LANGUAGE ACCESS

DCRSA Staff may utilize the language access line if needed to conduct their duties: (877) 245-0386 (Your six digit Client ID number is 511321; Organization name is Department on Disability Services).

VIII. ARRIVAL OF INDIVIDUAL TO DCRSA

When the individual arrives to RSA for a scheduled appointment, the IOU Administrative Support Specialist shall notify the Intake Staff or VR Specialist, who is scheduled to conduct the intake appointment.

A. Steps to contact the DCRSA Staff conducting the intake interview

Step 1. Call the IOU worker or VRS Specialist within five (5) minutes of the arrival of the Individual.

Step 2. If the IOU worker cannot be reached, the IOU Supervisor shall identify an IOU Staff who will conduct the intake interview.

Step 3. If the VRS cannot be reached by phone, email the VRS and RA, who shall follow up with the VRS.

Step 4. If the VRS still cannot be reached or is unavailable, the RA shall meet with the individual and conduct the intake or reschedule on behalf of the VRS based on the availability of the VRS.

Step 5. The IOU Supervisor will escalate any issue regarding VRS and RA to the supervisor of the VRS and RA, and where necessary, include the Supervisory VR Specialist.

B. If the intake interview appointment is with a VR Specialist and the individual is more than 30 minutes late, the VR Specialist will re-schedule the individual based on the availability of the VR Specialist.

IX. LATE TO APPOINTMENT

A. When an individual is more than 30 minutes late to an intake interview appointment with an IOU Staff, the IOU Administrative Support Specialist will re-schedule the individual to the next available appointment time.

- B.** If the intake interview appointment is with a VR Specialist and the individual is more than 30 minutes late, the VR Specialist will re-schedule the individual based on the availability of the VR Specialist.

X. MISSED APPOINTMENT

- A.** When an individual does not attend a scheduled intake interview appointment without prior notice, the IOU Intake Worker or the VR Specialist shall notify the IOU Staff who scheduled the appointment to contact the individual to reschedule. The Intake Staff shall contact the referral source if available when the individual cannot be located. The IOU Staff shall make three (3) attempts to contact the individual.
- B.** If the individual in Status 00 cannot be located after the third attempt, and therefore cannot be rescheduled for an appointment, the IOU Administrative Support Specialist shall document all attempts to contact in a case note and close the file in Status 08.
- C.** If the individual in Status 02 cannot be located after the third attempt, and therefore cannot be rescheduled for an appointment, the IOU Program Specialist shall document all attempts to contact in a case note, close the file in Status 08, and send the closure letter called “Loss of Contact.”

Appendix A

Intake Appointment Notification Letter

Steps to completing the Intake Appointment Notification letter

Step 1. Click “Open new form”

Step 2. Filter using the word “Intake” in the “Name” field and find the form called “Intake Appointment and Notification.” Double click the form to open.

Step 3. When the form opens, scroll down to the signature line and change the name to your name in the dropdown. It is important to do this first before editing the rest of the letter.

Step 4. DO NOT SIGN YET.

Step 5. Scroll back up to the Appointment Information section of the letter and complete:

- a. Appointment Date
- b. Appointment Time
- c. Appointment Address is accurate
- d. Change your name in the “Person to See” to the name of the intake staff or counselor you are scheduling
- e. Change your number to the number of the intake staff or counselor you are scheduling
- f. Change your supervisor to the supervisor of the intake staff or counselor you are scheduling.

Step 6. Review that the information is correct.

Step 7. Date the letter.

Step 8. Print and mail.

Appendix B

Notice of Appointment

Steps to completing the Notice of Appointment letter

Step 1. Click “Open new form”

Step 2. Filter using the word “Notice” in the “Name” field and find the form called “Notice of Appointment.”

Step 3. When the form opens, scroll down to the signature line and change the name to your name in the dropdown. It is important to do this first before editing the rest of the letter.

Step 4. DO NOT SIGN YET.

Step 5. Scroll back up to the letter:

- a. Change your name to the name of the RA to whom you assigned the case.
- b. Change your number to the number of the RA to whom you assigned the case.

Step 6. Review that the information is correct.

Step 7. Date the letter.

Step 8. Print and mail.