IX. CASELOAD MANAGEMENT

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IX. CASELOAD MANAGEMENT

CASELOAD MANAGEMENT

The counselor accounts for case movement by using statuses. The rehabilitation assistant or counselor must make the initial entry from the Client Referral Document. Thereafter, the counselor must update the case management system each time there is a status change. (Refer to unit supervisor for assistance).

CASE STATUS CLASSIFICATIONS

Referral Status
00 Referral
01 Transition Referral

Application Status
02 Applicant

Trial Work Experience/Extended Evaluation Status
06 Evaluation Status

Closures from Application (02)
08 Closed before, during, or after Evaluation

Closures from Trial Work Experience or Extended Evaluation (06)
08 Closed after Evaluation

ACTIVE STATUSES

Pre-Service Statuses
04 Service Delayed/Order of Selection
10 Certificate of Eligibility Completed
12 IPE Completed

Service Statuses
18 Training
20 Ready for Employment
22 In Employment
24 Service Interrupted

CLOSURES FROM ACTIVE STATUS

26 Closed Rehabilitated (After 90 days in Status 22)
28 Closed Not Rehabilitated AFTER IPE initiated (Status ~~14~~ 18 through 24)
30 Closed Not Rehabilitated BEFORE IPE initiated (Status 10 through 12)
32 Post-Employment
38 Closed from Service Delayed /Order of Selection (closed from 04)

CLOSURES FROM POST-EMPLOYMENT SERVICES

34 Employment Maintained
36 Placed back in 02
39 Other

The VR Caseload Status System was developed to aid the tracking of individuals as they progress through the VR service delivery system. Because DCRSA uses a closed-case reporting system, only those status codes specifying the point in the VR process where the counselor closed an individual's case would apply (closure codes 08, 26, 28, 30 and 38).

STATUS 00 – REFERRAL

Status 00 represents an individual who has been referred to VR with minimum information provided to the counselor. The individual has not made a request for services, but the counselor must place the individual in Status 00 if sufficient demographic information is available. Sufficient demographic information is name, SSN, address, and referral source.

STATUS 02 – APPLICANT

Status 02 represents an individual's entrance into the VR process. When an individual signs a document requesting VR services, the counselor must place the individual into Status 02. At that point, the individual is considered an applicant after completing an agency application form (Client Rights and Responsibilities) form. However, the counselor may place an individual into Status 02 if the individual requests services with a signed letter and minimum basic referral information.

The counselor must place every case in Status 02 before authorizing diagnostic service(s). While the individual is in Status 02, the counselor investigates and secures sufficient information to determine eligibility for VR services or a decision to use Trial Work Experience or Extended Evaluation services. An individual can only remain in Status 02 for a period of 60 days unless the counselor and the applicant; agree to a specific extension of time.

STATUS 04 – SERVICE DELAYED/ORDER OF SELECTION

The counselor moves an applicant into Status 04 when the Preliminary Assessment justifies writing a Certificate of Eligibility. However, the individual cannot receive services because the individual does not meet the Order of Selection priorities. The individual's name is placed on a waiting list for services until such time as the Administration has sufficient funds available to provide services. Placement of the individual's name on the waiting list for services indicates there will be a delay in the initiation of services for which the individual is otherwise eligible to receive.

An individual leaving this status will be moved to Status 12 to signify that services will be provided without further delay or will be closed in Status (38) at the end of the fiscal year.

STATUS 06 – TRIAL WORK EXPERIENCE/EXTENDED EVALUATION

When the applicant's eligibility for VR services cannot be readily certified, the counselor moves the applicant into Status 06. The counselor may provide services to the applicant to determine if there is clear and convincing evidence that the applicant can benefit from the provision of vocational rehabilitation services in terms of an employment outcome or there is clear and convincing evidence that the applicant is incapable of benefiting from vocational rehabilitation services due to the severity of disability.

Eighteen (18) months is the maximum amount of time allowed in Status 06. (If the time is exceeded, the counselor must prepare a written justification documented in CRIS and submitted to the Supervisor for review and approval for additional time).

STATUS 08 – CLOSED FROM EVALUATION

Status 08 identifies all individuals not accepted for VR services whether closed from applicant Status (02) or Trial Work Experience or Extended Evaluation Status (06).

STATUS 10 – CERTIFICATION OF ELIGIBILITY

The counselor moves an applicant into Status 10 when the Preliminary Assessment justifies writing a Certificate of Eligibility.

STATUS 12 – INDIVIDUALIZED PLAN FOR EMPLOYMENT

After the counselor completes the comprehensive assessment, and the counselor and individual or the individual's representative agree on an IPE, the individual is moved into Status 12.

STATUS 18 – INITIATION OF PLANNED SERVICES

Status 18 is used when the individual begins receiving services including but not limited to an array of vocational rehabilitation services such as training services, physical and/or mental restoration and counseling and guidance

STATUS 20 – READY FOR EMPLOYMENT

Status 20 is used when VR services have prepared the individual for gainful employment and the individual is ready to begin placement activities or the individual has been placed but has not yet begun employment, and services have been completed.

STATUS 22 – EMPLOYED

Status 22 is used when the individual begins employment. To ensure adequacy of employment in accordance with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice, the individual must remain employed in Status 22 for a minimum of 90 days before the counselor can close the individual's case as achieving an employment outcome (Status 26).

STATUS 24 – SERVICES INTERRUPTED

Status 24 is used when VR services are interrupted while in Status 14, 16, 18, 20, or 22. The individual will remain in Status 24 until the individual is able to return to one of the above-mentioned statuses or the individual's case is closed in Status 28.

STATUS 26 – CLOSED REHABILITATED

Status 26 is used when the individual has achieved a suitable employment outcome described in the individual's IPE and has been maintained for a minimum of 90 days in Status 22. An individual will not be closed in Status 26 more than once in any Federal fiscal year.

STATUS 28 – CLOSED NOT REHABILITATED AFTER IPE INITIATED

Status 28 is used to close an individual's case from Statuses 14 through 24 when it has been determined the individual does not meet the criteria for Status 26 closure.

STATUS 30 – CLOSED NOT REHABILITATED BEFORE IPE INITIATED

Status 30 is used to close a case from either Status 10 or 12.

STATUS 32 – POST-EMPLOYMENT SERVICE

Status 32 is used when the need for post-employment services has been identified and planned to maintain the individual in employment. The purpose of this status is to avoid the necessity of reopening a case to provide a relatively minor service.

Post-employment services are expected to be of a one-time nature and not provided in excess of 18 months. Cases in Status 32 cannot be transferred.

STATUS 34 – CLOSED FROM POST-EMPLOYMENT

Status 34 is used to close an individual's case when the individual maintains employment through the completion of planned services provided in Status 32.

STATUS 36 – CLOSED FROM POST-EMPLOYMENT TO BE REOPENED

Status 36 is used to close an individual's case from post-employment when the counselor determines the need to reopen the individual's case to provide necessary VR services. The case will be reopened in Status 02.

STATUS 38 –CLOSED FROM SERVICE DELAYED/ORDER OF SELECTION

Status 38 is used to identify individuals eligible for VR who will not advance to the Statuses (12 to 24) and whose names are being removed from the Service Delayed/Order of Selection list (Status 04).

STATUS 39 – CLOSED FROM POST-EMPLOYMENT/OTHER REASONS

Status 39 is used to close an individual for any other reason for termination from post-employment services.

TRANSFER OF CASES

CASES TRANSFERRED OUT

Cases Transferred - will retain their status and the date of the transfer

A transfer will be made when an individual on a counselor's caseload in any status other than 22 permanently moves from one area to another counselor's area and requests a transfer. The transferring counselor will prepare a written summary of the case and provide recommendations on how to proceed and discuss the case with the receiving counselor. Status 22 cases will be transferred if the counselor believes this would be in the individual's best interest. Transfers will not be made during the same month the case is accepted and/or the IPE is completed and/or services are initiated.

CASES TRANSFERRED IN

The receiving counselor will meet with the individual within five (5) working days after receiving the case.

CASES TRANSFERRED IN FROM OTHER STATE REHABILITATION AGENCIES

Cases cannot be transferred from other State Rehabilitation Agencies. Individuals moving from another state and requesting services from DCRSA will be treated the same as a new referral.

OPENING CLOSED CASES

If an individual whose case has been previously closed requests services, the counselor will follow the same procedures for new applicants (02).

Counselors **cannot** reopen cases in the same month in which they were closed.

Exception: When necessary to reopen a case in the same month in which it was closed, the counselor will submit a memorandum to the Chief of Vocational Rehabilitation Services Division through the Unit Supervisor requesting the closure to be voided. The Unit Supervisor will notify the Counselor through the Chief of Vocational Rehabilitation Services Division that the closure has been voided so the necessary services can be provided.

ANNUAL REVIEW OF CLOSED CASES – INELIGIBLE

Refer to Closure VIII.