



LIFE. YOUR WAY.

Government of the District of Columbia  
**Department on Disability Services**

<b>STANDARD OPERATING PROTOCOL</b>	
Subject: Transition Referrals and Intake	SOP Number: 2022-RSA-TRANSRI-SOP002
Responsible Program or Office: Rehabilitation Services Administration	Effective Date: May 4, 2022
	Number of Pages: 4
Cross References, Related Policies and Procedures, and Related Documents: RSA Intake Policy	

**1. PURPOSE**

The purpose of this Transition Referrals and Intake Standard Operating Procedure (SOP) is to describe the process for receiving and assigning referrals for transition and pre-employment transition services and for scheduling intakes for the transition unit in RSA.

**2. RESPONSIBLE STAFF**

Program support assistant in the Intake and Outreach Unit, program support assistant for the Transition Unit, transition vocational rehabilitation assistants (RA), transition vocational rehabilitation (VR) specialist, and supervisory VR specialist.

**3. PROTOCOLS**

A. Receiving referrals for students applying for VR Services and/or pre-employment transition services.

1. Referrals can be made through the school or via self-referral.

a. Initial referrals for youth 18 years and older are made using the online referral form and VR and educational staff should direct interested youth and/or their



## Government of the District of Columbia Department on Disability Services

---

family members to the online referral form and provide support and assistance as needed to complete the form.

- b. Referrals for youth under the age of 18 require parental consent and are therefore handled differently than for youth 18 and older. These referrals require a separate electronic transition referral form.
2. All referrals are transmitted to [rsa.transition@dc.gov](mailto:rsa.transition@dc.gov).
    - a. If a VR specialist receives a referral form, the VR specialist will submit it to [rsa.transition@dc.gov](mailto:rsa.transition@dc.gov) and copy via email the transition RA assigned to the unit.
    - b. Online transition referrals are received by the program support assistant in the Intake and Outreach Unit and sent to the transition email address within 24 hours.

### B. Assigning Referrals

1. The program support assistant in the Transition Unit will monitor the [rsa.transition@dc.gov](mailto:rsa.transition@dc.gov) mailbox for referrals and enter referred youth into the case management system. The assigned transition RA assigns the case within 48 hours to the VR specialist.
  - a. The program support assistant in the Transition Unit assigns the referral to the appropriate unit based on school assignment.
  - b. If the person requesting services is under 25 years of age, the referral will be assigned to a VR specialist in the transition unit, as this person could be eligible for VR services, pre-employment transition services, or supported employment services.
  - c. If the person requesting services is age 25 or over, the referral is sent to the program support assistant for the Intake and Outreach Unit, who will schedule an intake.



## Government of the District of Columbia Department on Disability Services

---

- d. If medical/documentation is provided, the transition RA will upload it into the case management system. If documentation is not present, the transition RA notifies the VR Specialist.

### C. Scheduling Intakes

1. Within 5 business days of receiving the new assignment, The VR specialist will attempt to contact the youth seeking services to schedule an intake.
2. VR specialist will make, at minimum, 3 attempts to contact the youth and/or parent, via phone, email, school point of contact (POC), and any other method of contact provided within a period of 35 days.
  - a. At least one attempt of contact will be made within 5-business days of assignment. The final attempt at contact should be no later than 35 days within receiving the assignment, giving the youth/other point of contact 10 days to respond.
  - b. VR specialist and/or transition RA will close the case after 3 unsuccessful contact attempts on 3 different days.
    1. VR specialist will attempt to communicate with all provided contacts, including alternate phone numbers, texts, or email addresses each time an attempt to contact is made.
    2. VR specialist will contact school POC to provide notice of pending case closure due to no contact for the referred youth. This contact should be recorded as a case note in the case management system to document due diligence.
    3. VR specialist will use the status 00 letter for the final attempt to contact the referred youth, no earlier than the 35-day mark, prior to closing the referral for loss of contact after allowing 10 days for the referred youth or point of contact to respond.
    4. Referred youth will be given 10-days to contact the VR specialist to schedule an intake after the status 00 letter has been sent.



## Government of the District of Columbia Department on Disability Services

---

5. If an intake has not been scheduled within 10 days following the final attempt to contact, the VR specialist will close the referral and the referral can be re-initiated at a future date. If the youth and their guardian request to reengage in services, the referral can be reopened, and updated documentation will be requested as necessary.
  6. Referrals should be closed after 45 days if there has been no response to attempts made to contact the referred youth to schedule an intake.
- c. Either the VR specialist or the transition RA will send an appointment reminder via email, phone call, or text so that it is received at least 24 hours or the next business day before the scheduled intake appointment.

### D. Working with placeholder Social Security Numbers (SSN)

1. Frequently, an SSN is not provided at time of referral and the transition RA will need to create a placeholder SSN that can be easily distinguished from a real SSN by entering the VR Specialists initials in place of the middle two digits.

Once the intake process begins, the VR specialist attempts to collect the actual SSN. The VR specialist should pay attention to the SSNs to ensure that the placeholder SSN is corrected, if a social security card is provided.

2. Placeholder SSNs can be identified by exporting the assigned caseload into a spreadsheet file and creating a filter to isolate those cases that have the letters in the SSNs while also filtering any case under status 10.