

# Action Request Transmittal Vocational Rehabilitation



Howard Fulk, Policy and Training Manager

**Authorized signature**

**Number:** VR-AR 20-10

**Issue date:** 04/22/2022

**Topic:** Other

**Due date:** 04/01/2022

**Subject:** UPDATED Signatures on documents for meetings and record retention

**Applies to (check all that apply):**

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors  |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services   |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS)                            |
| <input type="checkbox"/> Self Sufficiency Programs             | <input type="checkbox"/> ODDS Children's Intensive In Home Services                                      |
| <input type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)  |
| <input type="checkbox"/> Support Service Brokerage Directors   | <input checked="" type="checkbox"/> Other ( <i>please specify</i> ): All Vocational Rehabilitation staff |
| <input type="checkbox"/> ODDS Children's Residential Services  |  |
| <input type="checkbox"/> Child Welfare Programs                |  |

**ACTION REQUIRED:**

This transmittal supplements [VR-AR 20-07 UPDATED Operational Guidance: Vocational Rehabilitation \(VR\) Virtual Application](#). Further, it discusses assuring informed choice while gaining client signatures on signed documents produced and retained during services to applicants and eligible individuals.

**POLICY:**

The expectation is that all official documents used by Oregon Vocational Rehabilitation (VR) during the intake, application and eligibility process be retained as an original, wet ink signed, hard copies or electronic signatures (see [VR-PT 21-01 Oregon Vocational Rehabilitation use of electronic signatures](#)).

When services are provided through an in-person or virtual meeting, documents signed by the applicant must be returned to the local VR office and filed as part of the individual's official record.

Examples of official documents that require a signature include (but are not limited to):

- Application for services
- 3010 (release of information)
- Eligibility extension
- Individual plan for employment and any amendments to the plan

Additionally

- Annual review in ORCA is required.

## **PROCEDURES:**

### **Interim process**

While waiting for the return of any official hard copy document with a “wet” (ink) signature, the following can be accepted so that applicant eligibility can be determined or plan services for eligible participants can begin or take place:

- A scanned document with an applicant or participant signature returned securely through email or fax, OR,
- A signature on an electronic document using Adobe fill and sign. The document will be returned securely through email or fax.

It is also acceptable to capture a signature by taking a photo of it while using Teams or Zoom to complete paperwork in a virtual meeting.

Staff are responsible for follow-up to assure the hard copy documents are returned with a signature. Document these efforts in the ORCA case notes.

**Good practice:** Set a date for the client to return the document (two weeks).  
Contact the individual with a follow-up reminder (one week).

VR staff may destroy documents that are scanned, faxed, or photographed and placed in the paper file after the hard copy document with a wet signature is available and placed in the paper file.

### **Acquire the “wet” signature:**

Send out any documents for intake or other required processes prior to meeting with the applicant or participant virtually or in person. See: [VR-AR 20-09 Intake: Required forms for orientation or intake and orientation](#).

Assure that the applicant or participant engages in informed choice during all virtual or in-person meetings and decision-making processes.

Staff must follow up with applicants and eligible participants to remind them to return the hard copy documents. Use the most effective communication identified to discuss document return. Document briefly in the paper copy file and ORCA case notes.

Retain the most recent “signed” document (as described above) in the paper file.

When the hard copy with a wet signature is available, the original scanned or faxed or photographed documents or signatures can be removed from the paper file.

Assure that the original scanned or faxed or photographed documents or signatures are securely destroyed as they contain personal and confidential information.

**Field/stakeholder review:**     Yes     No  
Administration; SRC Policy Legislative and Budget  
**If yes, reviewed by:**    Committee

*If you have any questions about this action request, contact:*

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