

Action Request Transmittal Vocational Rehabilitation



Howard Fulk, Policy and Training Manager

Authorized signature

Number: VR-AR 20-09

Issue date: 11/19/2020

Topic: Other

Due date: 11/19/2020

Subject: Updated Intake: Required forms for orientation or intake and application

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 updated Action Request (AR) identifies documents required to be shared with individuals during the intake and application process with Oregon Vocational Rehabilitation.

Additionally, this transmittal includes guidance authorizing the use of eSignatures during the client application and intake process using Adobe Sign and the associated Application Services Website.

This Action Request replaces and makes VR-AR 20-09 dated 05/06/2020 obsolete.

As a reminder, it remains mandatory for staff to review all forms listed with applicants as required during the in-person or virtual orientation or intake and application meeting processes.

REASON FOR ACTION:

Forms identified in this Action Request must be provided to individuals applying for services with Oregon Vocational Rehabilitation. Additional forms or documentation created at the local branch level may be used to supplement these documents if they enhance the process or provide additional clarity or information to the client.

([34 CFR §361.41 Processing referrals and applications](#)).

PROCEDURES:

There are two methods available to complete the required documentation during the virtual intake and application process.

- Using the [Application for Services Website](#) – OR -
- [Sharing files via email and hard copy forms](#) for those without email or as an accommodation

The use of Adobe Sign is preferred because it is efficient and secure in the transfer of information needed to successfully complete the intake and application process.

For a variety of reasons, potential applicants and their representatives, if appropriate, may request to have intake documents shared via email or provided in hard copy. Some individuals may need this service as an accommodation.

In-person intake and applications while permissible, are not recommended due to continuing physical distancing requirements. If an in-person intake or application is requested by the client, all applicable safeguards must be followed in accordance with [ODHS guidance](#) in effect at the time of the interview.

PROCESS: SHARE INTAKE DOCUMENTS USING APPLICATION FOR SERVICES WEBSITE

When the counselor and applicant participate in a virtual intake, the Application for Services Webform may be used. The required intake documents are embedded in the Application for Services webform and reviewed during the virtual intake process.

All required forms for intake and application are embedded in the new Application for Services Webform.

- During the virtual intake the VRC will review each of the required forms with the potential applicant and their representative, as appropriate.
 - (see [Attachment A](#))
- The VRC and applicant will also review optional brochures.

- These brochures may be requested via the webform during the review process.
- Optional brochures, if selected, will be mailed to the applicant directly from the Publications and Creative Services Warehouse.
 - If optional brochures are requested in an alternate language format, publications will supply all required and optional forms in the applicants preferred language.

Required forms and their relationship to the new webform:

- Application for services (DHS 1701) – incorporated into the Application for Services webform
- Authorization for Disclosure, Sharing and Use of Individual Information (MSC 3010VR) – embedded in the webform
- How Ticket to Work Works (DHS 2576) - is embedded in the webform for optional printing and mailing from Publications
- Vocational Rehabilitation Dispute Resolution Rights (DHS 2872) - is embedded in the webform with a link to the latest version on the DHS Forms Server
- Oregon Vocational Rehabilitation Notice of Privacy Rights and Notice of Rights and Responsibilities (DHS 2916) - is embedded in the webform with a link to the latest version on the DHS Forms Server.
- Notice of Vocational Rehabilitation Rights and Responsibilities Acknowledgement of Receipt (DHS 3019).
 - The acknowledgement of receipt is a required yes/no field on the Application for Services webform.
 - This box needs to be “yes” to satisfy the requirement to provide this document.
- Conflict Resolution. Vocational Rehabilitation brochure (DHS 9876) - is embedded in the webform and is automatically printed and mailed by Publications upon sending the webform to the potential applicant for signature
- Disability Rights Oregon (DRO) Client Assistance Program brochure (from DRO website) - DRO’s brochure is embedded in the webform and is automatically printed and mailed by Publications upon sending the webform to the potential applicant for signature.

- The Americans with Disabilities Act. Focus on Employment brochure (DHS 9568) – This brochure is embedded in the webform for optional printing and mailing from Publications.
- Work Incentives Network brochure (DHS 9889) – This brochure is embedded in the webform and is automatically printed and mailed by Publications upon sending the webform to the potential applicant for signature
- Your Partner to Employment brochure (DHS 9875) - is embedded in the webform for optional printing and mailing from Publications.
- Client Financial Participation and the Financial Needs Test for Vocational Rehabilitation brochure (DHS 7950) - is embedded in the webform for optional printing and mailing from Publications.
- Voter Declination card SEL503 (State of Oregon form)
 - SEL503 is embedded in the webform for download.
 - The VRC fills out the SEL503 and attaches it to the webform when the applicant requests help with registering
 - If the applicant does not have access to a printer, the filled out SEL503 would need to be mailed.
 - This form may need to be mailed to the applicant because it requires a wet signature.
 - A blank SEL503 is sent to the applicant by Publications when the applicant says they are not registered and do not want help registering.
 - If the applicant indicates that they are registered to vote, no SEL503 is sent.
- Required only for counselors with CRC.* Vocational Rehabilitation Counselor Professional Disclosure Statement (VR 1722) - If the VRC conducting the virtual intake indicates on the webform that they are a Certified Rehabilitation Counselor; the VR 1722 will be embedded in the webform and be part of their Application for Services.

Other forms that may be useful but are not mandatory. None of these documents are included on the Application for Services webform. If the counselor would like to use them, follow the instructions in the list of [All Forms to be Provided](#) (below). They are at the end of the list.

- Intake letter example (welcome to VR) (Examples available)
- Functional Capacity Self-Assessment Form (DHS 9114)
- Optional Supplemental Intake Questions – VR (DHS 5027)

Additional information about sharing files with the applicant and securing signatures is discussed in [VR-AR 20-04](#) and [VR-AR 20-07](#)

PROCESS: SHARING INTAKE DOCUMENTS VIA EMAIL OR HARD COPY

Preparing the Packets:

Orientation and intake packets may be sent by postal mail if an applicant does not have access to technology, and subsequently, access to email or has requested hard copy documentation as an accommodation.

It is not best practice to pre-prepare large numbers of packets for incoming applicants.

- Many of these forms are updated on an irregular basis.
 - Creating a static hard copy file or electronic cache of files for the orientation, intake and application processes may result in incorrect documents provided to future applicants.
 - Check to assure you are using the most recent documents.

Prior to Virtual or Non-Traditional Orientation or Intake and Application meetings:

If an applicant participates in a virtual or non-traditional intake, documents covered during the meeting should be provided to the individual prior to the scheduled meeting.

- Sharing files with the applicant and securing signatures is discussed in [VR-AR 20-04](#) and [VR-AR 20-07](#)

All Forms to be Provided:

Required forms are:

- Service Questionnaire (DHS 1277)
- Application for services (DHS 1701)
- Authorization for Disclosure, Sharing and Use of Individual Information (MSC 3010)
- "Lists of Acceptable Documents" (adapted for VR)
- How Ticket to Work Works (DHS 2576) (Use order form 8100 to request)
- Vocational Rehabilitation Dispute Resolution Rights (DHS 2872)
- Oregon Vocational Rehabilitation Notice of Privacy Rights and Notice of Rights and Responsibilities (DHS 2916)

- Notice of Vocational Rehabilitation Rights and Responsibilities Acknowledgement of Receipt (DHS 3019)
- Conflict Resolution. Vocational Rehabilitation brochure (DHS 9876)
- Disability Rights Oregon (DRO) Client Assistance Program brochure (from DRO website)
- The Americans with Disabilities Act. Focus on Employment brochure (DHS 9568)
- Work Incentives Network brochure (DHS 9889)
- Your Partner to Employment brochure (DHS 9875)
- Client Financial Participation and the Financial Needs Test for Vocational Rehabilitation brochure (DHS 7950)
- Voter Declination card SEL503 (State of Oregon form)
 - Note: In many offices this is reviewed during face-to-face orientations. For virtual intake, this document will be added to the packet.
- Required only for counselors with CRC.* Vocational Rehabilitation Counselor Professional Disclosure Statement (VR 1722)

Other forms that may be useful but are not mandatory include:

- Intake letter example (welcome to VR) (Examples available)
- Functional Capacity Self-Assessment Form (DHS 9114)
- Optional Supplemental Intake Questions – VR (DHS 5027)

A complete listing of the forms with hyperlinks to the files are in [Attachment A](#). The listing provides all languages and formats available at time of release. (Note: The forms attached to this release are only in English.)

You must be able to open and use Citrix to use the hyperlinks provided in [Attachment A](#) for the documents in the DHS/OHA form server.

During Orientation or Intake and Application:

VR counselors will review each document with the individual during the orientation or intake and application meetings.

- This assures that all information to determine eligibility is gathered about the applicant.
- The process assures that other requirements for sharing information about VR processes are met.

Post Intake:

Document that each file has been reviewed and completed, as appropriate, in the service file.

AUTHORITY:

[34 CFR §361.41 Processing referrals and applications.](#)

Vocational Rehabilitation Services - Chapter 582. [Division 50 Referral, Application and Eligibility for Vocational Rehabilitation Services.](#)

[VR-AR 20-04](#) COVID-19: Interim Operational Guidance. Protocol for Meetings, Correspondence and Documentation

[VR-AR 20-07](#) COVID-19: Interim Operational Guidance. Conducting Virtual Intake and Orientation in Response to Executive Order 20-12)

Field/stakeholder review: Yes No

If yes, reviewed by: VR Executive team; VR branch managers; VR Field staff; and SRC Policy Legislative & Budget Committee

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

Contact(s): VR.Policy@dhsosha.state.or.us	
Phone:	Fax:
Email: VR.Policy@dhsosha.state.or.us	

Attachment:

Attachment A: Required intake documents and other forms that may be useful– not mandatory (see next page)

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
1.	Service Questionnaire (DHS 127) (10/2016) <ul style="list-style-type: none"> • English (pdf) (Word) • English, large print (10/2016) • Spanish (DSP 1277, 10/2016) • Spanish, large print (10/2016) • Vietnamese (DHS 1277, 10/2016) 	1277	No
2.	Application for services (DHS 1701) (5/2019) <ul style="list-style-type: none"> • (English) (pdf) (Word) • Solitud de servicios (Spanish) (5/2019) (pdf) (Word) • Заявление на предоставление услуг (Russian) (5/2019) (pdf) (Word) 	1701	Yes
3.	Authorization for Disclosure, Sharing and Use of Individual Information (MSC 3010, 11/19) <ul style="list-style-type: none"> • (English, pdf) • Разрешение на разглашение, обмен и использование личной информации (Russian, pdf) 	3010	Yes

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
	<ul style="list-style-type: none"> • Autorización para divulgar, compartir y usar información personal (Spanish, pdf) • Cho phép Tiết lộ, Chia sẻ và Sử dụng Thông tin Cá nhân (Vietnamese, pdf) 		
4.	<p>“Lists of Acceptable Documents” Adapted from Employment Eligibility Verification. Page 3 of 3. USCIS Form I-9. 10/21/2019 Expires 10/31/2022</p>	OMB No. 1615-0047	No Reference for employment eligibility verification and acceptable identification documents.
5.	<p>How Ticket to Work Works (DHS 2576) (11/2019) (pdf)</p> <ul style="list-style-type: none"> • English, Spanish, Russian, and Vietnamese • <i>Offices must request using Order Form DHS 8100 (6/15)</i> 	2576	No Not on forms server
6.	<p>Vocational Rehabilitation Dispute Resolution Rights (DHS 2872) (3/2020)</p> <ul style="list-style-type: none"> • English (Word)(pdf) • Derechos de resolución de disputas de Rehabilitación Vocacional (Spanish) (Word)(pdf) • Translation requested: Russian 	2872	No

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
7.	<p>Oregon Vocational Rehabilitation Notice of Privacy Rights and Notice of Rights and Responsibilities (DHS 2916) (06/01/2019)</p> <ul style="list-style-type: none"> • English (pdf) • Уведомление о порядке использования конфиденциальной информации и Уведомление о правах и обязанностях отдела профессиональной реабилитации (VR) штата Орегон (Russian) (pdf) • Ogeysiinta Tababarka Dhaqin celinta ee Oregon ee Xuquuqda Asturnaanta iyo Ogeysiinta Xuquuqda iyo Waajibaadka (Somali) (pdf) • Aviso sobre los Derechos de Privacidad y Aviso sobre los Derechos y las Responsabilidades de Rehabilitación Vocacional de Oregon Spanish (pdf) • Thông báo về Quyền riêng tư và Thông báo về Quyền và Trách nhiệm từ Cơ quan Phục hồi Chức năng Làm việc Oregon (Vietnamese) (pdf) (Word) 	2916	<p>No</p> <p>Next document secures the Acknowledgement of receipt of this document.</p> <p>Update in process (April 2020)</p>

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
8.	<p>Notice of Vocational Rehabilitation Rights and Responsibilities Acknowledgement of Receipt (English) (Word) (DHS 3019, 5/2019)</p> <ul style="list-style-type: none"> Уведомление отдела профессиональной реабилитации (VR) о порядке использования конфиденциальной информации и Уведомление о правах и обязанностях Подтверждение получения документа (Russian) (pdf) (Word) (5/2019) Aviso sobre los Derechos de Privacidad de Rehabilitación Vocacional (VR, por sus siglas en inglés) y Aviso sobre los Derechos y las Responsabilidades Acuse de recibo (Spanish) (pdf) (Word) (5/2019) 	3029	Yes
9.	<p>Conflict Resolution. Vocational Rehabilitation brochure (DHS 9876) (Rev. 5/2013)</p> <ul style="list-style-type: none"> English (pdf) Resolución de conflictos. Rehabilitación Vocacional (Spanish, pdf) 	9876	No This is insufficient for Notice of Rights
10.	<p>DRO Client Assistance Program brochure (Produced by Disability Rights Organization, rev 2/2018) Download from DRO website</p>	NA	No This is insufficient for Notice of Rights

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
	<ul style="list-style-type: none"> English (pdf, Large print, Text only, Large print Text) Programa de Asistencia al Cliente. Ayuda para rehabilitación vocacional y para programas de vivienda independiente (Spanish) (pdf, Large print, Text only, Large print Text) 		
11.	<p>The Americans with Disabilities Act. Focus on Employment brochure (DHS 9568) (6/2013)</p> <ul style="list-style-type: none"> English (pdf) La Ley de Norteamericanos. Con Discapacidades Enfoque en el Empleo (pdf) 	9568	No
12.	<p>Work Incentives Network brochure (DHS 9889) (rev 02/2019)</p> <ul style="list-style-type: none"> (English) (pdf) Программа стимулирования трудоустройства для лиц с ограниченными возможностями здоровья (Russian) (pdf) Red de Incentivos de Trabajo (Spanish) (pdf) 	9889	No

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
13.	Your Partner to Employment brochure (DHS 9875) (5/2013) <ul style="list-style-type: none"> • (English) (pdf) • Su socio en la obtención de empleo_(Spanish) (pdf) 	9875	No
14.	Client Financial Participation and the Financial Needs Test for Vocational Rehabilitation brochure (DHS 7950) (rev. 5/2013) <ul style="list-style-type: none"> • English (pdf) • Participación económica del cliente y Prueba de necesidad económica para rehabilitación vocacional (Spanish) (pdf) 	7950	No
15.	Voter Declination card SEL503 (rev. 10/15)	State of Oregon	Yes
	Special instructions: This is a state requirement. Information can be found at: https://sos.oregon.gov/elections/Pages/voter-registration-reporting.aspx <ul style="list-style-type: none"> • Oregon Voter Registration card (English) (SEL503) • Tarjeta de Inscripción de Elector de Oregon (Spanish) • Oregon Voter Registration Declination (SEL 503d) • Signature Stamp Attestation (SEL 540, rev 1/14) [Unable to sign due to disability] 		

Attachment A: Required Intake documents

Form order	Document name	Form Server Number	Signatures
16.	<p><i>Required only for counselors with CRC</i> Vocational Rehabilitation Counselor Professional Disclosure Statement (VR 1722) (10/2017)</p> <ul style="list-style-type: none"> • English (Word) • English, large print (Word) • (Russian) (Word) • (Spanish) (Word) 	1722	Client, guardian (if any), and counselor
<p>Special instructions</p> <p>A disclosure of rights, responsibilities, limitations, and risks for those involved in the vocational rehabilitation process.</p> <p>Counselors with their CRC will need to complete and include this form.</p>			

Attachment A: Other forms that may be useful – not mandatory

Form order	Document name	Form Server Number	Signatures
17.	Intake letter example (welcome to VR)	NA	Counselor (best practice to sign letters)
<p>Special instructions</p> <p>This letter should be a welcome to vocational rehabilitation services. It provides information specific to the office and may include:</p> <ul style="list-style-type: none"> • The counselor, date, and time of the intake session • Other information including directions to office, parking at the buildings, and entry to the building • Who to call if they have questions or cannot make the appointment 			
18.	Functional Capacity Self-Assessment Form (DHS 9114, 8/14) <ul style="list-style-type: none"> • English (Word) (pdf) 	9114	Yes
<p>Special instructions</p> <p>Some staff incorporate this into the intake packet.</p>			
19.	Optional Supplemental Intake Questions – VR (DHS 5027) (4/16)	5027	No
<ul style="list-style-type: none"> • English (Word)(pdf) 			