



A VR Counselor's Guide to Distance Service Delivery

New Applications and Eligibility Determinations

- When you receive a new referral or application, coordinate with your support staff to schedule an Initial Interview by phone or video (as appropriate, if possible for clients).
- Ask if the client has attended or viewed a VR Welcome Session. If they have not, direct them to the link to the online video, and ask that they watch it before your appointment.
 - VR Welcome Session: <https://jobs.utah.gov/usor/vr/welcome.html>
- Proceed with registering applications through the normal process and coordinating with support staff to ensure applications are scanned and attached in AWARE.
- Conduct the Initial Interview through voice or video phone and document all necessary information.
- To obtain medical information needed for an eligibility determination, mail or email the appropriate Release of Information (ROI) forms to the client. Signatures are required for Release of Protected Health Information Forms. Please refer to CSM Memo 2020-02 for client options to return these forms.
 - After the signed forms have been returned, you will also need to add your signature. If you are teleworking, sign the form during your in-office day or have it signed by your supervisor or director. Once this process is complete, have your support staff send the form to the appropriate medical provider/recipient.
- If your client needs to obtain an evaluation, provide them with the available options through email or during your phone conversation. When a provider is selected, proceed with drafting an authorization and submitting it to your supervisor and support staff for approval and issuing.
- When you have obtained all the necessary information, proceed with completing an eligibility determination. Provide the client with notification through mail and email.

Plan Development

- If a client is determined eligible for services, schedule a follow-up appointment by phone or video phone to begin planning IPE development activities.
- To provide career exploration services, direct clients to the following online resources:

- Career Index Plus: www.careerindex.com
- Utah Futures: www.utahfutures.org
- My Next Move: www.mynextmove.org
- DWS Economic Data for Career Exploration: www.jobs.utah.gov/wi/data/career/
- When you and the client have identified and agreed upon all the key components of the plan (such as the vocational goal and necessary first services), begin drafting the IPE in AWARE.
- Follow CSM-Memo 2020-02 for guidance in completing options for obtaining the client's signature or written/verbal permission for the IPE. Provide the client with a copy of the finalized plan by mail, email or other electronic means.

Provision of Services and Counselor Support

- For clients that are in Service Status and beyond, continue with standard client support and case management activities. This includes:
 - Follow-up calls and emails; including 90 day contacts or 30 day contacts for job-ready clients
 - Complete Annual Review via voice/video calls.
 - Amend IPEs as appropriate.
 - Coordinate with support staff to ensure forms, reports and documents are scanned or attached in AWARE.
 - Follow CSM Guidance regarding signatures and verbal/written permission.
 - Use any time spent in office to review, approve and initial invoices.
- Coordinating Delivery of Services:
 - Contact vendors prior to sending authorizations to insure they can accept delivery of authorizations electronically or by mail.
 - Coordinate with your client delivery of an authorization (bus pass, gas authorization, etc) by mail or through email/fax.
 - When electronic or mail delivery of an authorization or service cannot be effectively performed, coordinate with in-office staff and clients to arrange a set time for pick up or drop off to a closed office.

Job Readiness and Job Search

- For clients working with a CRP:
 - Counselors may authorize Tier 1 Work Strategy Assessments if the client is ready to participate in Job Development/Placement activities and the CRP would be able to support the client in these services. A CRP may conduct the Tier 1 WSA utilizing an interactive online format such as zoom, google hangouts, or facetime. NOTE: Phone appointments are not an approved modality.

- Tier 2 Work Strategy Assessments should be placed on hold, unless it is identified there is an available in-person situational assessment and the client is amenable to proceeding with this service.
- Job Development/Placement Services utilizing a virtual format are approved per the Teleservices Memo dated April 2, 2020.

Transition and Pre-Employment Transition Services

- For students/youth, continue to support the coordination of their transition and Pre-ETS services including:
 - Attend IEP/504 meetings by phone or video when invited
 - Host/join a virtual class if invited by the teacher to provide information on VR or for a Job Readiness activity
 - Discuss/Coordinate Pre-ETS services for students and their providers. The Pre-ETS contract providers and many CRPs are continuing to serve students through virtual modalities.
 - Consider fee-for-service options that may be available to your students, as outlined in the Teleservices Memo dated April 2, 2020.
- Utilize online resources for students/youth:
 - Explore work: <https://explore-work.com/>
 - This resource was created by WINTAC specifically for providing Pre ETS services to students. It contains workshops on all five Pre ETS and can be a useful tool for skill development and exploration in this area
 - T-Folio: <https://www.cctstfolio.com/#/>
 - This resource allows a student to create his/her own transition portfolio while participating in lessons related to transition topics. This resource can aid in the development of the IPE and IEP.
 - GCflearnfree.org Everyday life and Future Planning: <https://edu.gcfglobal.org/en/> and <https://edu.gcfglobal.org/en/topics/everydaylife/>
 - Students are able to explore aspects of self advocacy as well as workplace readiness through interactive lessons related to different life topics. Counselors will need to review topics and recommend those which would best benefit the student they are working with as not all may apply.

Liaison Relationships

- Communicate with Liaison by phone, video and email as appropriate.
- Review ongoing referral barriers and issues.
- Problem solve with point persons at liaison sites to insure clients are still able to apply for VR services.

- Review application and remote service delivery options with liaison site managers. Communicate arrangements with staff and clients.
- In cases where phone access is limited (Halfway houses) coordinate with site management to expand phone access hours in order to provide VR services and prevent delay.
- Use email to coordinate times with IEP teams and recommend the use of Google Meetings and/or conference calling to continue team meetings for transition clients.