Department of Health and Human Services

Division of Vocational Rehabilitation Services

Policy Transmittals

VOCATIONAL REHABILITATION SERVICES PROGRAM

Effective Date: October 1, 2011

Revision Date: August 1, 2020

Volume I Policy Transmittals

Click on the links below to view the corresponding transmittal

Year Issued: 2007

#01-2007 – Status 10; Financial Need; Personal Assistance Services; Self-Employment; Psychotherapy Providers; Sponsored Drug Testing; Physical Restoration; Trail Work Experiences; Invoice Processing

#02-2007 – Prescription Pain Medications; Morbid Obesity

#03-2007 – Workplace Violence

#04-2007 – Driving Evaluation & Training Services

#05-2007 – Physical Restoration and Physical Conditions; Secondary Restoration

#06-2007 – Revised Tuition Rates for Post-Secondary Training

#07-2007 – Revisions to Allowable Net Monthly Income Table

#08-2007 – Core Vocational Rehabilitation Services; Substantial Services; Foreign Language, Interpreting Services; Counseling and Guidance; Job Related Services; Maintenance; Hearing Aids; Worksite Modifications; Vehicle Modifications; Rehabilitation Technology; Supported Employment; Special Programs for Students with Hearing Loss; Residence Modifications; Driver Evaluation and Training; Work Adjustment Job Coaching; In-Training Counselor; Community Based Assessment

#09-2007 – VR/IL Concurrent Records of Service for Personal Assistance Services

#10-2007 – Ticket to Work

#11-2007 – Personal Assistance Services; Termination from Personal Assistance Program

Year Issued: 2008

#01-2008 – Revision to Transportation Rate; Private Conveyance; Room and Board Rates for Post-Secondary Training

#02-2008 – Use of Existing Information; Psychological/Psychiatric Conditions; Shelf Life; Special Conditions; Financial Need;

#03-2008 – Training; Substance Abuse

#04-2008 – Invoices for Post-Secondary Training

#05-2008 – Ticket to Work

#06-2008 – 2008 Revisions to Equipment Purchases for Post-Secondary Training

#07-2008 – Timelines for Eligibility Determination; Trial Work Experience; Extended Evaluation; Eligibility for VR Services; VR Comprehensive Assessment

#08-2008 – Ticket to Work – Appendix Entry

Year Issued: 2009

#01-2009 – Eligibility Decision; Impediments to Employment

#02-2009 – Independent Living Rehabilitation Services

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#04-2009 – Revised Rehabilitation Counselor II Process

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#06-2009 – Unit Manager/Facility Director Approval; Psychological/Psychiatric Conditions; Shelf Life; HIV/AIDS – Appendix Entry; Medical Consultation; Modifications - General

#07-2009 – Invoices for Post-Secondary Training

#08-2009 – Referral and Application Process; Referral-Script Appendix Entry

#09-2009 – Allowable Net Monthly Income

#10-2009 – Hearing Disabilities Appendix Entry; Cochlear Implants Appendix Entry

#11-2009 – Personal Assistance Services; Personal Assistance Definitions and Resources Appendix Entry

#12-2009 – Revisions to Policy in conjunction with the American Recovery and Reinvestment Act

Year Issued: 2010

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#02-2010 – Self-Employment; Small Business Operations

Year Issued: 2011

#01-2011 – Repairs

#02-2011 – Physical Conditions; Temporary Medical Conditions; Eligibility for VR Services Based Upon a Physical Disability; Sponsorship of Medical Diagnostic Services

#03-2011 – Chapter 2 Revisions

#04-2011 – Chapters 1, 3 and 4 Revisions; Deletion of Chapter 9

#05-2011 – Appendix Revisions and Deletions

#06-2011 – Revisions to Policy Directives

Year Issued: 2012

#01-2012 – Appendix Revisions/Additions (Morbid Obesity and Residence Modification Guidelines)

#02-2012 - Interim Policy and Procedure Directive #01-2012 – Self Employment

#03-2012 – Interim Policy and Procedure Directive #02-2012 – Self-Employment Revisions

#04-2012 - Interim Policy and Procedure Directive #03-2012: Instructions for Handling Milestone Job Development Payments for Authorization Payment CRP Programs

#05-2012 – Revisions to Volume I – Revised Policies on Internships, Transfer of Cases, and Unit Manager/Facility Director Approval

Year Issued: 2013

#01-2013 – Interim Policy and Procedure Directive #01-2013: Staff Use of Social Media

#02-2013 – Interim Policy and Procedure Directive #02-2013: 1281 Budget Suspension

#03-2013 – Revised Sections 1-12: VR/IL Concurrent Records of Service and 2-15: Personal Assistance Services

#04-2013 – Revisions to Volume I

#05-2013 – Revisions to Volume I Appendix

#06-2013 – Interim Policy and Procedure Directive #03-2013: Discontinuation of Division Contributions towards Vehicles for Clients

#07-2013 – Interim Policy and Procedure Directive #04-2013: Measures to Reduce Service Expenditures due to Federal Shutdown

#08-2013 – CANCELLATION of Interim Policy and Procedure Directive #04-2013 – Revised from October 3: Measures to Reduce Service Expenditures due to Federal Shutdown

#09-2013 – Revisions to Volume 1

Year Issued: 2014

#01-2014 – Interim Policy and Procedure Directive #01-2014: Durable Medical Equipment and Supplies

#02-2014 – Revisions to Volume 1 (2-20-10: Internships)

#03-2014 – Revisions to Volume 1: BEAM Updates

#04-2014 – Interim Policy and Procedure Directive #02-2014: Excess Income "Workaround" in BEAM

#05-2014 – Interim Policy and Procedure Directive #03-2014: BEAM Service Structure and Service Selection

#06-2014 – Interim Policy and Procedure Directive #04-2014: "Workaround" Procedure for Classifying a Client as Non-SD Category 5

#07-2014 – Revisions to Volume 1: Comparable Benefits

#08-2014 – Interim Policy and Procedure Directive #05-2014: Services Converted from CATS to BEAM

#09-2014 – Revisions to Volume I: Section 2-5 – Equipment

#10-2014 – Interim Policy and Procedure Directive #06-2014: Waiver of Client Signature for SSI/SSDI "Work Around"

#11-2014 – Revisions to Volume I

#12-2014 – Interim Policy and Procedure Directive #07-2014: Documents to be Signed and Retained in the Case Record

#13-2014 – Revisions to Volume I: Community Based Assessment (CBA)

Year Issued: 2015

#01-2015 – Revisions to Volume I: Orthotics: Subsection 2-16-3; Prosthetics: Subsection 2-16-4; Financial Needs Survey: Subsection 3-10-1

#02-2015 – Interim Policy and Procedure Directive #01-2015: IPS SE Model

#03-2015 – Revisions to Volume I

#04-2015 – Revisions to Volume I

#05-2015 – Interim Policy and Procedure Directive #02-2015: Changes to Paper-Based Financial Needs Survey (FNS) and Completion of the Electronic FNS

#06-2015 – Revisions to Volume I

#07-2015 – Interim Policy and Procedure Directive #03-2015: Post-Secondary Training Programs for Persons with Intellectual/Developmental Disabilities (I/DD)

#08-2015 – Revisions to Volume I

#09-2015 – Revisions to Volume I

#10-2015 – Revisions to Volume I

#11-2015 – Revisions to Volume I

#12-2015 – Revisions to Volume I: On-the-Job Training (OJT)

Year Issued: 2016

#01-2016 – Revisions to Volume I

#02-2016 – Revisions to Volume I: DME Convenience Contract

#03-2016 – Interim Policy and Procedure Directive #02-2016: Voter Registration

#04-2016 – Revisions to Volume I

#05-2016 – Revisions to Volume I

#06-2016 – Revisions to Volume I - WIOA

#07-2016 – Revisions to Volume I – Internships

#08-2016 – Revisions to Volume I

#09-2016 – Revisions to Volume I

Year Issued: 2017

#01-2017 – Revisions to Volume I

#02-2017 – Revisions to Volume I

#03-2017 – Revisions to Volume I

#04-2017 – Revisions to Volume I

#05-2017 – Revisions to Volume I

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#08-2017 – Revisions to Volume I

#09-2017 – Revisions to Volume I

#10-2017 – Revisions to Volume I

#11-2017 – Revisions to Volume I

Year Issued: 2018

#01-2018 – Revisions to Volume I

#02-2018 – Revisions to Volume I

#03-2018 – Revisions to Volume I

#04-2018 – Revisions to Volume I

#05-2018 – Revisions to Volume I

#06-2018 – Revisions to Volume I

#07-2018 – Revisions to Volume I

Year Issued: 2019

#01-2019 – Revisions to Volume I

#02-2019 – Revisions to Volume I

#03-2019 – Revisions to Volume I

#04-2019 – Revisions to Volume I

#05-2019 – Revisions to Volume I

#06-2019 – Revisions to Volume I

Year Issued: 2020

#01-2020 – Revisions to Volume I

#02-2020 – Revisions to Volume I

#03-2020 – Revisions to Volume I

#04-2020 – Revisions to Volume I

#05-2020 – Revisions to Volume I

#06-2020 – Revisions to Volume I

#07-2020 – Revisions to Volume I

#08-2020 – Revisions to Volume I

#09-2020 – Revisions to Volume I

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: March 1, 2007

Re: **Volume I Revisions**

TRANSMITTAL #01-2007

This transmittal serves to play catch-up in cataloging new policies that have been made effective since November 2005. Please check the below list against your Volume I manuals to make sure you have all of the Policy Directives and Revisions to Policy. Also, file this transmittal in the appropriate spot. In the future, these transmittals will accompany new policy revisions and Policy Directives to assist in keeping track of the changes so they will not be as lengthy.

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2005 Status 10**

Effective Date: November 22, 2005

New/Revised: Revised

Table of Contents Change: None

Index Change: Yes

Comments: This directive addresses exceptional circumstances that require the extension of status 10 beyond 6 months.

2. **Reference:** **Revision to SECTION 3-10 FINANCIAL NEED AND CLIENT RESOURCES, 3-10-1 Financial Statement**

This policy revision was distributed in conjunction with the above ***INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2006 VR and IL Personal Assistant Services – SECTION 2-18***

Effective Date: November 22, 2005

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: This was a revision made directly to the above referenced policy (Section 3-10) in Chapter 3 under the subheading **"RESURVEY REQUIREMENTS".** Please check your policy to insure that the following revision is in place:

> **RESURVEY REQUIREMENTS:** Financial need, once determined, must be continuously monitored throughout the rehabilitation process. A completed DVR-0116 Financial Statement must be resurveyed at least annually if VR services based upon Financial Need are in effect or continue to be in effect. There are two methods for resurveying Financial Need if there is no significant change in income: (1) on the reverse side of Form DVR-0116, or (2) as part of the IPE Annual Review. Whether using the reverse side of the Financial Statement or IPE Annual Review, these two options may be used only for the first annual resurvey of the form and if there have been no significant changes in income. However, a new DVR-0116 must be documented every two years or whenever an individual's financial resources change to the degree that financial need is affected. Once a new DVR-0116 is completed, the aforementioned options for conducting the initial annual resurvey via the reverse side of the form, or the IPE Annual Review are available under the conditions described above. During the annual resurvey, income must be verified if there are significant changes. When services are added, the cost of the rehabilitation program must be recalculated with the additional cost of services included and excess income applied to the entire cost of the program.

3. **Reference**: **INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2006 VR and IL Personal Assistant Services – SECTION 2-18**

Effective Date: February 9, 2006

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: This directive was later replaced by a revision of the entire Personal Assistance Services Policy in Chapter 2. INTERIM POLICY AND PROCEDURE #01-2006 should be deleted from your Volume 1.

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4. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #02-2006 Self-Employment/Small Businesses with Supports for Individual's with the Most Significant Disabilities**

Effective Date: July 3, 2006

New/Revised: Revised

Table of Contents Change: None

Index Change: Yes

Comments: This directive provided an addition to the Chapter 2 Policy – Small Business Enterprises to provide guidelines for Division Sponsorship of self-employment/small businesses with supports for individuals with the Most Significant Disabilities, also referred to as micro-enterprises.

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5. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #03-2006 Expansion of Types of Psychotherapy Providers**

Effective Date: July 3, 2006

New/Revised: Revised

Table of Contents Change: None

Index Change: Yes

Comments: The types of mental health professionals listed in this directive are added to the existing list found in Volume I under Psychotherapy (Section 2-15-1)

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6. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #04-2006 Division Sponsored Drug Testing for Clients**

Effective Date: July 3, 2006

New/Revised: New

Table of Contents Change: None

Index Change: Yes

Comments: The directive provides guidelines for Division sponsorship of routine drug screening during the job placement phase of a case and for purposes of monitoring services addressing substance abuse/dependence interventions, etc.

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7. **Reference: INTERIM POLICY AND PROCEDURE DIRECTIVE #05-2006 Physical Restoration – SECTION 2-19 and Physical Conditions – SECTION 3-5**

Effective Date: July 31, 2006

New/Revised: Revised

Table of Contents Change: None

Index Change: Yes

Comments: This directive provides new guidelines in regards to determination of eligibility and provision of VR services to individuals with physical impairments.

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8. **Reference: New Section Added to Chapter 3 Section 3-3 Trial Work Experiences and Extended Evaluation**

Effective Date: August 31, 2006

New/Revised Material: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This new section added to Chapter 3 defines Trial Work Experience, Extended Evaluation and provides guidelines for carrying out these processes.

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9. **Reference: Section 1-11 Invoice Processing**

Effective Date: August 31, 2006

New/Revised Material: Revised

Table of Contents Change: None

Index Change: None

Comments: These revisions are necessary to correct issues found in state audit.

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10. **Reference: Section 2-18 Personal Assistance Services**

Effective Date: November 16, 2006

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: This is a complete revision of Section 2-18 Personal Assistance Services and replaces the same section of this title in Volume I. It also replaces Policy Directive #01-2006 which should be discarded.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: March 1, 2007

Re: **Volume I Revisions**

TRANSMITTAL #02-2007

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #02-2007**
VR Sponsorship of Prescription Pain Medications

Effective Date: February 20, 2007

New/Revised: New

Table of Contents Change: None

Index Change: Yes

Comments: This directive provides new guidelines for Division sponsorship of physician prescribed pain medications. It is to be filed in numerical order in the Policy Directive section of Volume I.

2. **Reference**: **INTERIM POLICY AND PROCEDURE DIRECTIVE #03-2007 Morbid Obesity/Clinically Severe Obesity/Surgery for Clinically Severe ` Obesity**

Effective Date: February 20, 2007

New/Revised: Revised

Table of Contents Change: Remove the entry Obesity from the appendix section of the Table of Contents. The new material on this topic will be located in the Policy Directive section.

Index Change: Yes

Comments: This Policy Directive provides revised guidelines for eligibility and service provision related to the impairment of morbid obesity. It is to be filed in numerical order in the Policy Directive Section of Volume I. This directive replaces the page entitled Obesity in the appendix which should be discarded.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: March 1, 2007

Re: **Volume I Revisions**

TRANSMITTAL #03-2007

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2007**
Workplace Violence

Effective Date: February 20, 2007

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This policy addresses workplace violence situations involving clients/participates against VR staff and provides the guidelines and consequences that such actions placed on a consumers rehab program and further VR services.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: April 23, 2007

Re: **Volume I Revisions**

TRANSMITTAL #04-2007

This new appendix insert replaces Policy Directive 04-2004 dated 09/14/2004 (please discard Directive 04-2004).

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1. **Reference:** **APPENDIX**
Procedures for Obtaining Driving Evaluation & Training Services when Adaptive Driving Equipment is Involved

Effective Date: April 23, 2007

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: This new entry in the appendix serves to put into permanent policy and update the procedures that were previously outlined in Policy Directive 04-2004.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: May 2, 2007

Re: **Volume I Revisions**

TRANSMITTAL #05-2007

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #04-2007**
Physical Restoration - Section 2-19 and Physical Conditions - Section 3-5

Effective Date: May 2, 2007

New/Revised: Revised

Table of Contents Change: Yes

Index Change: None

Comments: This directive replaces **Policy Directive #05-2006** dated 08/09/2005 which should be discarded. The following is a summary of the revisions:

- Greater clarification is provided under - *2) Acute Or Temporary Medical Conditions/Injuries Which Become Chronic* – to put emphasis on the time standard (generally 9 months though in exceptional situations 6 months if the medical data clearly documents a chronic condition); additionally, that medical data should document the medical condition remains unresolved with substantial impediments to employment after

these time periods regardless of whether optimal treatment interventions have or have not bee provided.

- A new section is added to address **Physical Restoration as a "Substantial" Vocational Rehabilitation Service** to provide guidance on when this *Core* service is considered a substantial VR service.
- A revision is made under the sub-heading **Sponsorship of Medical Diagnostic Evaluations** to move the approval process to the Unit Manager for situations in which compelling indications exist of a chronic impairment though there is an absence of existing medical data. The Unit Manager may approve an exception and authorize a diagnostic specialty evaluation.

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2. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #05-2007**
Secondary Restoration Issues Accompanying a Chronic Impairment

Effective Date: May 2, 2007

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This policy directive allows the rehabilitation counselor to sponsor the treatment of acute or remediable conditions that exist concomitantly with a chronic condition (that makes an individual eligible for Division services), is present at the time of eligibility, and presents a definite obstacle to progression and accomplishment of the client's vocational rehabilitation program. When moved in to permanent policy, this provision will become a sub-section under **SECTION 2-19 Physical Restoration.**

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: August 2, 2007

Re: **Volume I Revisions**

TRANSMITTAL #06-2007

Please file the following Policy Directive numerically in your Volume I

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #06-2007**
Revised Tuition Rates for Postsecondary Training

Effective Date: August 2, 2007

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: Rates for Division sponsorship of tuition and fees for post-secondary training are increased. Volume V has been updated.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief for Program Policy, Planning and Evaluation

Date: August 10, 2007

Re: **Volume I Revisions**

TRANSMITTAL #07-2007

Please file the following Policy Directive numerically in your Volume I

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1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #07-2007**
Revisions to the Allowable Net Monthly Income Table (Based Upon Family Size) for the DVR-O116 Financial Needs Statement

Effective Date: August 13, 2007

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: The 2006-2007 session of the N. C. General Assembly approved increases in the net family income limits for establishing the financial needs criteria. This policy directive puts these increases into effect.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: September 1, 2007

Re: **Volume I Revisions**

TRANSMITTAL #08-2007

The online Volume I has been updated with a revised Chapter 2. Your hardcopy Volumes should be updated with the revised chapter. Numerous minor updates have been made (e.g. job title changes, process changes under work site/vehicle modifications to reflect current practice, tables and charts updated). The major updates and revisions are noted below

Additionally, this updated version of Chapter 2 contains the revised policy – **Section 2-18 Personal Assistance Services** – which was made effective November 16, 2006 and covered in **TRANSMITTAL #01-2007**.

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1. **Reference:** **New SECTION 2-2-1 Core Vocational Rehabilitation Services**

Effective Date: September 1, 2007

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This new section identifies the five *Core* Vocational Rehabilitation Services. This addition addresses our efforts in the Division's RSA Corrective Action Plan to strengthen policies related to VR *Substantial Services*.

2. **Reference:** **Revision to SECTION 2-2-2 Substantial Services**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revision strengthens the definition of VR *Substantial Services*.

3. **Reference:** **Revision to SECTIONS 2-6-1 Foreign Language**, **2-6-2 Interpreting Services (Sign Language and Oral)**, **2-6-4 Reader Services**, and **2-24-13 Employment Marketing Skills (Job Seeking Skills)**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Revisions are made to reflect DHHS focus on serving individuals from other countries legally and appropriately. Also, RSA emphasis on "preferred language" accommodation required for eligible VR consumers.

4. **Reference:** **Revision to SECTION 2-7 Counseling and Guidance**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The policy is clarified to include the definition of counseling and guidance as a *Core* vocational rehabilitation service.

5. **Reference:** **Revision to SECTION 2-13 Job Related Services**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revision changes the title of the section from Job Placement Services to Job Related Services which is the current RSA service title. Additionally, the revisions include definitions of Job Search Assistance, Job Placement Assistance, On-The-Job Supports, Direct Placement, and Indirect Placement.

6. **Reference:** **Revision to SECTION 2-14 Maintenance**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revision brings the policy up-to-date with the current RSA service definition for maintenance.

7. **Reference:** **Revision to SECTION 2-19-1 Hearing Aids**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Clarification is provided that purchase of a hearing aid is not subject to equipment procedures and limits as outlined under Section 2-5-5. Additional policy is included to allow counselors to sponsor replacement hearing aids under certain conditions.

8. **Reference:** **Revision to SECTION 2-21-5 Work Site Modifications**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The table showing the steps for work site modification is updated and relocated from 2-21-4 to 2-21-5.

9. **Reference:** **Revision to SECTION 2-21-6 Vehicle Modifications**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The table showing the steps for vehicle modifications is updated and relocated from 2-21-4 to 2-21-5.

10. **Reference:** **Revision to SECTION 2-21 Rehabilitation Technology**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revision brings the policy up-to-date with the current RSA service definition of rehabilitation technology. Additionally, clarification is provided in defining it as a *Core* vocational rehabilitation service.

11. **Reference:** **Revision to SECTION 2-24-12 Supported Employment Training**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Under the definition of Stabilization Phase, clarification is provided that completion of the stabilization phase must be documented in the case record.

12. **Reference:** **Revision to SECTION 2-24-17 Special Programs for Students with Hearing Loss**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: DVRS sponsors many consumers with hearing loss to attend postsecondary training. Many of these consumers do not use American Sign Language and need other accommodations in the classroom. The revisions to the policy reflect the "other" accommodations that may be sponsored by DVRS. Additionally, policy revisions address DVRS sponsorship of various career assessment and vocational experiences for high school students with hearing loss as part of their transition to postsecondary education.

13. **Reference:** **Revision to SECTION 2-10-1 Residence Modifications**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: **C**larification is provided under the policy components of residence modifications (Residence Modification Client Data Package, Bid Process, and Rehabilitation Engineer) and under DIVISION MAXIMUM RATES BASED ON TYPE OF RESIDENCE.

Additionally, under STEP 4 of the policy, new charts are provided which explain the Division's approval and purchasing process based on the cost of the project.

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14. **Reference:** **Revision to SECTION 2-9 DRIVER'S EVALUATION AND TRAINING**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Clarification is provided regarding requirements to obtain a driving evaluation when driving control modifications are requested for a vehicle.

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15. **Reference:** **Revision to SECTION 2-24-11 Work Adjustment Job Coaching**

Effective Date: September 1, 2007

New/Revised Material: Revised

Table of Contents Change: None

Index Change: None

Comments: The sentence addressing Unit Manager/Facility Director approval is revised to read, "The Unit Manager/Facility Director must approve work adjustment job coaching in excess of one hundred and sixty (160) hours". It had previously stated: "The Unit Manager/Facility Director must approve job training in excess of twenty (20) days/one hundred and sixty (60) hours". The revised policy removes "*twenty (20) days*", and "*(60) hours*" was a typo in the previous policy that is now corrected.

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16. **Reference:** **Revision to SECTION 2-24-15 In-Training Counselor**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revised policy removes material that is now obsolete (e.g. casework forms that were historically provided to the IT Counselor by the Counselor of Record, the IT Counselor reviewing, initialing and forwarding invoices to the Counselor of Record).

17. **Reference:** **Revision to SECTION 2-27-3 Community Based Assessment**

Effective Date: September 1, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The revised policy adds information on the usage of community based assessment as a means of accomplishing trial work experience (TWE). Additional information is provided regarding the Department of Labor's (DOL) exemption as it pertains to coverage of students in public secondary education who are under an individualized education plan (IEP).

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: September 7, 2007

Re: **Volume I Revisions**

TRANSMITTAL #09-2007

---

1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #08-2007 Revisions to SECTION 1-12 VR/IL Concurrent Records of Service for Personal Assistance Services**

Effective Date: September 7, 2007

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: The purpose of this directive is to emphasize coordination and collaboration between the VR and IL programs in order to assure that VR participants are able to access the personal assistance service that is necessary to complete their rehabilitation program.

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: November 06, 2007

Re: **Volume I Revisions**

TRANSMITTAL #10-2007

---

1. **Reference:** **Revision to Section 4-2-2 TICKET TO WORK (Ticket to Work and Self-Sufficiency Program)**

Effective Date: November 06, 2007

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Several procedural changes are made to the policy. The Employment Network (EN) payment system is removed as an option. **The Division has elected to utilize only the Cost Reimbursement Payment System.** Upon completion by the counselor, Form 1365 Ticket Assignment Form should be faxed to the CRP Program Specialist, instead of the Chief of Program Support Services. Since there is now only one payment option, the indicators have been removed which were previously provided as an aid to the counselor when there was more than one choice.

2. **Reference:** **Revision to the Appendix Entry - *Learning Disability***

Effective Date: November 06, 2007

New/Revised: Revised

Table of Content Change: None

Index Change: None

Comments: Under Category 2 in the policy, a sub-section has been added – Determination of Substantial Impediment(s).

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: December 17, 2007

Re: **Volume I Revisions**

TRANSMITTAL #11-2007

Section 2-18-1 Personal Assistance Services and **Section 2-18-2 Termination from Personal Assistance Program** have been revised to ensure compliance with state/federal requirements and to ensure that the policy is being implemented consistently statewide. Chapter 2 of the online Volume I has been updated with these revised sections. The attached Form DVR-1019B "Personal Assistant Services Receipt Employee Share of FICA Tax" is a new form and is available in CATS. The following sections provide a summary of the revisions.

---

1. **Reference:** **Section 2-18-1 Personal Assistance Services**

Effective Date: December 17, 2007

New/Revised: Revised

Table of Contents Change: No

Index Change: No

Comments: The word *may* has been replaced with the word *shall* in regards to delay of processing payroll and termination from the personal assistance service (under the sub-

heading "Authorization and Invoices", paragraph 2 and 5; Federal Unemployment Taxes (FUTA) paragraph 2). This change resulted from consultation with the Attorney General's Office to insure that the policy is being implemented consistently statewide.

- The terms *"VR office"* and *"VR staff"* were deleted to be consistent with Section 1-12 VR/IL Concurrent Records of Service (under the sub-heading "Participant as Employer", paragraph 3; "Authorization and Invoices", paragraph 2, 4, 5,7, 8, 9, and 10; "Social Security and Medicare Taxes", paragraph 5; and "State Unemployment Taxes (SUTA)", paragraph 2).
- A personal assistance evaluation may be conducted by a physical therapist (under the sub-heading "Assessment of Individual's Personal Assistance Needs", paragraph 1).

Additionally, the following revisions have been made:

- The Division shall not pay for overtime if the employee works more than 40 hours per week (under the sub-heading "Participant as Employer", paragraph 7).
- The VR/IL participant is required to write the Employment Security Commission (ESC) by January 15, to request that their obligation to pay SUTA tax be terminated if the gross wages for all employees is less than $1,000 for an entire calendar year following the qualifying quarter (under the sub-heading "State Unemployment Taxes SUTA" paragraph 3).
- The VR/IL participant is required to refund the employees portion of FICA tax to the personal assistant if the assistant did not make $1500.00 of net wages in the calendar year. The VR/IL participant who pays quarterly FICA tax is also required to refund the employer's portion of FICA tax to DVRS (under the sub-heading "Reporting/Payment of FICA Taxes", paragraph 2).

These changes were necessary to bring the IL program into compliance with State and Federal requirements.

---

2. **Reference:** **Section 2-18-2 Termination from Personal Assistance Program**

Effective Date: December 17, 2007

New/Revised: Revised

Table of Contents Change: No

Index Change: No

Comments: The only change in this section is that the word *may* is replaced with *shall* (paragraph 1).

DVR-1019B
New 07/07

VR/IL #0925349

N.C. DIVISION OF VOCATIONAL REHABILITATION SERVICES

PERSONAL ASSISTANCE SERVICES RECEIPT

Employee's Share of FICA Tax

Participant and Assistant acknowledgment of Receipt of Funds for the employee's share of FICA tax withheld from the bi-weekly pay, but not paid to the IRS, as specified in IRS requirements.

I received the Check from the State Office on this date _____.
Month/Day/Year

I received $ _____ - (**Total Amount Of Check) -** from the State Office.

I have paid $ _____ - (**Amount) -** to my Personal Assistant

as of today _____ by my check number _____.
Month/Day/Year Check #

for the employee's share of FICA tax which was not paid to the IRS since the assistant did not earn enough wages to pay the required FICA tax.

My Personal Assistant's signature below confirms receipt of this check.

_____ _____
Month/Day/Year Personal Assistant's Signature

_____ _____
Month/Day/Year Employer's Signature

RETURN TO:

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief of Program Policy, Planning and Evaluation

Date: February 14, 2008

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #01-2008

---

1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2008**
Revision to Transportation Rate for Sponsorship of Private Mileage,
SECTION 2-25-2 Private Conveyance

Effective Date: February 14, 2008

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: The rate for private mileage is changed from 25 cents per mile to the IRS Mileage Rate (currently 50.5 cents per mile). The maximum for a complete vocational rehabilitation program is increased to $12,000.

---

2. Reference: INTERIM POLICY AND PROCEDURE DIRECTIVE #02-2008
Revisions to Room and Board Rates for Post-Secondary Training
SECTION 2-14 MAINTENANCE

Effective Date: February 14, 2008

New/Revised: Revised

Table of Content Change: None

Index Change: None

Comments: The policy is revised to reflect that the Division will sponsor the catalog rate for room and board for clients attending a school within the UNC system. The directive also covers provisions for sponsorship of room and board off-campus, at private colleges and universities, and for out-of-state post-secondary training.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief of Program Policy, Planning and Evaluation

Date: July 02, 2008

Re: **Volume I Revisions**

TRANSMITTAL #02-2008

The online Volume I has been updated with a revised Chapter 3. Your hardcopy Volumes should be updated with the revised chapter. Numerous minor updates and clarifications have been made to facilitate understanding of the material. There are major revisions under **SECTION 3-10 FINANCIAL NEED AND CLIENT RESOURCES** which are mainly for the purpose of making the policy clearer and more reader friendly. Additionally, there are significant revisions to **SECTION 3-6-2 Psychological/Psychiatric Conditions.** Please refer to the below sections for summaries of the major revisions.

---

1. **Reference:** **Revision to Section 3-2 USE OF EXISTING INFORMATION**

Effective Date: July 02, 2008

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Minor changes in wording have been made so that the policy accurately and clearly reflects requirements in the Federal Regulations. In the second paragraph, the fourth sentence was revised to clarify the data and information needed for eligibility determination:

In addition to medical data, counselor observations, school records, information provided by the applicant or the applicant's family, information used by the Social Security Administration, and determinations made by officials of agencies may be used to identify impediments to employment.

2. Reference: Revisions to Section 3-6-2 Psychological/Psychiatric Conditions

Effective Date: July 02, 2008

New/Revised: Revised

Table of Content Change: No

Index Change: No

Comments: Cross references are added to direct the reader to related policies. The revised policy expands the list of mental health specialists from which the Division may accept diagnoses. The list providing information about the age validity of records has been removed, revised, and incorporated into a new **Section 3-6-3**.

3. Reference: Revisions to Section 3-6-3 Shelf Life

Effective Date: July 02, 2008

New/Revised: New

Table of Content Change: Yes

Index Change: Yes

Comments: In order to make more reader-friendly, **Section 3-6-2** has been divided to include a new section, **Section 3-6-3 Shelf Life** which has been expanded to address Borderline Intellectual Functioning and Attention Deficit/Hyperactivity Disorder. Additionally, the material addressing Learning Disabilities has been clarified.

4. Reference: Revisions to Section 3-6-4 Special Conditions, *formerly Section 3-6-3 Special Conditions*

Effective Date: July 02, 2008

New/Revised: Revised

Table of Content Change: Yes

Index Change: Yes

Comments: The revised section provides a list of special conditions (e.g. Learning Disabilities, Mental Retardation) that are addressed in Volume I appendix. The numbering of the section has changed.

5. Reference Revisions to Sections 3-10 Financial Need and Client Resources, 3-10-1 Financial Statement, 3-10-2 SSI and SSDI Recipients, and 3-10-3 Comparable Benefits

Effective Date: July 02, 2008

New/Revised: Revised

Table of Content Change: No

Index Change: No

Comments: The revisions to this section are necessary to correct deficiencies cited in the Division's 2006 State Audit. Two case errors were cited on adherence to the Division's financial criteria. Subsequent follow-up by the State Auditor's Office and the Division determined that the deficiencies were due not to the Counselors' application of the policy, but to our policy not being clear as to when determination of financial need is required. The state policy committee and QDS team have thoroughly reviewed the policy and made revisions throughout to enhance clarity and understanding. The revised policy lists the services which are not subject to financial need and those which are subject to financial need. Additionally, the financial need categories are updated to accurately reflect the corresponding selection of categories on the CATS financial screen.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief of Program Policy, Planning and Evaluation

Date: August 1, 2008

Re: **Volume I Revisions**

TRANSMITTAL #03-2008

---

1. **Reference:** **SECTION 2-24 TRAINING**

Effective Date: August 1, 2008

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Revisions have been made to the definition of Transferable Work Skills. Clarification is provided on how and when the analysis of Transferable Work Skills is considered in the Counselor's decision to sponsor postsecondary training for a client. Additionally, the section addressing Transferable Work Skills has been relocated from the introduction of **SECTION 2-24 TRAINING** to **Section 2-24-1 Postsecondary Training**.

---

2. **Reference:** **APPENDIX – Substance Abuse**

Effective Date: August 1, 2008

New/Revised: Revised

Table of Content Change: No

Index Change: No

Comments: The policy is revised to include the Licensed Clinical Addictions Specialist (LCAS) as a specialist who may diagnose impairments in the determination of eligibility for VR services and rehab needs.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: August 12, 2008

Re: **Volume I Revisions**

TRANSMITTAL #04-2008

---

1. **Reference:** **INTERIM POLICY AND PROCEDURE DIRECTIVE #03-2008 Instructions for Handling Invoices for Postsecondary Training Tuition and Fees within the UNC System**

Effective Date: August 12, 2008

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: In order for the Division to accommodate the UNC schedule of tuition rate setting, and reconcile invoice and authorization amounts, the directive puts a process in place for staff to follow in handling UNC invoices for tuition.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: August 12, 2008

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #05-2008

Please note the following revision to Chapter 4 of Volume I:

---

1. **Reference:** **Section 4-2-2 TICKET TO WORK (Ticket to Work and Self-Sufficiency Program)**

Effective Date: August 12, 2008

New/Revised: Deletion of Section 4-2-2 from Chapter 4

Table of Contents Change: Yes

Index Change: Yes

Comments: Due to changes to the Federal Ticket to Work Legislation (effective July 1, 2008) **Section 4-2-2 TICKET TO WORK** is no longer valid and is removed. The ticket assignment process is no longer necessary (i.e., counselor calling Maximus to determine if the ticket is assignable, completion of Form SSA 1365, faxing form 1365 to the State CRP Program Specialist). The Division has chosen to be a cost reimbursement agency and will

still be able to recoup case service expenditures via this process on SSI/SSDI beneficiaries who go to work and sustain SGA level employment for nine months. The Information Processing Assistant in the Administrative Services section of the state office will still be responsible for tracking cost reimbursement cases and recouping expenditures through an automated system. A policy transmittal is forthcoming which will provide updated information for Counselors on the Ticket-To-Work Program.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: August 18, 2008

Re: **Volume I Revisions**

TRANSMITTAL #06-2008

---

1. Reference: **INTERIM POLICY AND PROCEDURE DIRECTIVE #04-2008 Revisions to Equipment Purchases for Post-Secondary Training and Placement (Sections 2-24-1 and 2-5-4)**

Effective Date: August 18, 2008

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This directive implements a process for providing equipment which is necessary for an individual to participate in post-secondary training or for job placement. Specifically, the directive outlines specific considerations and a procedure for purchasing computers and related technology. Form DVR-0309, *Computer Purchase Request for Post-Secondary Training*, is

also released with this directive. **Though this directive is effective August 18, 2008, the provisions regarding purchase of computers as a supply for post secondary training are retroactive to June 1, 2008 for client purchases of computers which are consistent with the considerations and requirements outlined in the directive. Therefore, individuals who can produce a receipt for computer purchases made on or after June 1, 2008 which are consistent with the considerations and requirements outlined in the referenced directive can be reimbursed by the agency for expenses up to the rate published in Volume V. This directive supersedes existing policies in Sections 2-24-1 and 2-5-4 which relate to the purchase of equipment for post-secondary training and job placement.**

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: October 9, 2008

Re: **Volume I Revisions**

TRANSMITTAL #07-2008

The online Volume I has been updated with revisions to Chapter 3 and Chapter 4. The revisions are to **SECTION 3-1** to clarify the method for counting the 60-day eligibility period, to **SECTIONS 3-3-1 AND 3-3-2** regarding the purposes for and documentation of the Trial Work/Extended Eligibility plan, to **SECTION 3-3-1, SECTION 3-8-3, SECTION 3-8-5** regarding the presumption of benefit for individuals receiving SSI/SSDI, and to **SECTION 4-2** regarding conducting the comprehensive assessment for those presumed eligible and for those determined eligible through the preliminary assessment. Please refer to the below sections for summaries of the major revisions.

---

1. **Reference:** **Revision to Section 3-1 TIMELINES FOR ELIGIBILITY DETERMINATION**

Effective Date:

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: Information has been added to clarify when the 60 day eligibility count should begin depending on whether an application is mailed or taken in person.

---

2. Reference: **Revisions to Section 3-3-1 Trial Work Experience**

Effective Date:

New/Revised: Revised

Table of Content Change: No

Index Change: Yes. Section 3-3-1 is added to the "Agreement to Extend Eligibility Decision (DVR-0505)," "Presumption of Eligibility," and "Presumption of Benefit" index entries.

Comments: In the first paragraph, additional and revised examples are given for how a trial work experience may be conducted. In addition, the revision clarifies case documentation requirements in situations where an individual's *presumption of benefit* from the program is questioned, a Trial Work Plan is required and it is necessary to exceed the 60-day period of eligibility. This revision was necessitated by State Audit findings from 2007 which included errors on cases that exceeded 60 days without appropriate documentation of an extension form or Trial Work/Extended Evaluation Plan.

The revisions to this section also include the clarification that individuals presumed eligible because they receive SSI or SSDI are also presumed to benefit and cannot be placed in a trial work or extended eligibility plan. This revision resulted from clarifications provided by the 2008 RSA Monitoring Team.

---

3. Reference: **Revisions to Section 3-3-2 Extended Evaluation**

Effective Date:

New/Revised: Revised

Table of Content Change: No

Index Change: Yes. Section 3-3-2 is added to the "Agreement to Extend Eligibility Decision (DVR-0505)" index entry.

Comments: The revisions to this section clarify case documentation requirements in situations where *presumption of benefit* from the program is questioned, an Extended Evaluation Plan is required and it is necessary to exceed the 60-day period of eligibility.

This revision was necessitated by State Audit Findings from 2007 which included errors on cases that exceeded 60 days without appropriate documentation of an extension form or Trial Work/Extended Evaluation Plan.

---

4. **Reference:** **Revisions to Section 3-8 ELIGIBILITY FOR VOCATIONAL REHABILITATION**

Effective Date:

New/Revised: Revised

Table of Content Change: No

Index Change: Yes. Section 3-8-3 and section 3-8-5 are added to the "Social Security Disability Insurance" and "Supplemental Security Income" index entries.

Comments: Section **3-8-3 Presumption of Benefit** is being revised to indicate that individuals receiving SSI or SSDI are presumed to benefit from VR services regardless of the severity of their disabilities. **Section 3-8-5 Presumption of Eligibility** is being revised to indicate that presumption of eligibility implies presumption of benefit. Wording was removed which indicated that individuals receiving SSI or SSDI and presumed eligible could be placed under a Trial Work Plan to determine whether the individual might benefit from services. In addition, new wording clarifies that individuals presumed eligible have to undergo a comprehensive assessment to determine both a vocational goal and the services needed to reach this goal and that individuals for whom this plan development cannot be successfully accomplished should be closed case status code 30.

This revision resulted from the 2008 RSA Monitoring Visit, during which clarification was provided regarding presumption of benefit.

---

5. **Reference:** **Revisions to Section 4-2 VR COMPREHENSIVE ASSESSMENT**

Effective Date:

New/Revised: Revised

Table of Contents Change: No

Index Change: Yes. Section 4-2 should be added to the index entry for "Community Based Assessment." The subheading, "During the VR Comprehensive Assessment" should be added under the index entry "Vocational Evaluation," and section 4-2

should be referenced for this subheading. The subheading, "VR Comprehensive Assessment" should be added under the index entry for Record of Service Outcomes, Outcome Prior to the Implementation of the IPE-VR Program-Case Status 30." Section 4-2 should be referenced for this subheading.

Comments: Section **4-2 VR COMPREHENSIVE ASSESSMENT** is being revised to clarify the means for effectively accomplishing the comprehensive assessment for those who are presumed eligible as well as those determined eligible based on the eligibility criteria. In addition, language was added to **4-2-1 Record of Service Documentation** to clarify that in cases in which the counselor and client cannot identify a suitable vocational goal or services which might reasonably help the client to achieve the employment goal, the counselor may utilize case status code 30 to close the record of service. These revisions are being made in response to the 2008 RSA monitoring visit. In relation to the issue of presumption of eligibility, the monitoring team clarified the importance of conducting effective comprehensive assessments in order to develop IPE's which can be implemented and are likely to assist consumers in achieving successful employment.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: December 12, 2008

Re: **Volume I Revisions**

TRANSMITTAL #08-2008

Please note the following addition to the Volume I Appendix:

---

1. **Reference:** **Ticket To Work (TTW) – Appendix Entry**

   Effective Date: December 12, 2008

   New/Revised: New material to be filed alphabetically in the appendix

   Table of Contents Change: Yes

   Comments: This new entry for the appendix provides up-to-date information on the Ticket to Work program, in accordance with recent changes to program's Federal regulations which became effective July 1, 2008.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy and Casework Operations Neil Mac Britt

Date: January 13, 2009

Re: **Volume I Revisions**

TRANSMITTAL #01-2009

Chapter 3 and the appendix are updated with the following information:

---

1. **Reference:** **Section 3-8-6 Eligibility Decision**

   Effective Date: January 13, 2009

   New/Revised: Revised

   Table of Contents Change: None

   Comments: This revision addresses the provision that Counselors will state the client's impediments to employment on the Eligibility Decision Form. The Eligibility Decision Form on CATS has been updated with the change.

2. **Reference**: **Impediments to Employment (Supplement to Section 3-8-2 Determination of Impediments and Section 3-8-6 Eligibility Decision) – Appendix**

Effective Date: January 13, 2009

New/Revised: New

Table of Contents Change: Yes

Comments: This information for the Volume I appendix provides supplementary information on the documentation of impediments. Cross references to this information have been added to Section 3-8-2 and Section 3-8-6.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy and Casework Operations Neil Mac Britt

Date: February 9, 2009

Re: **Volume I Revisions**

TRANSMITTAL #02-09

---

1. **Reference:** **Revised Section 2-1-2**

Effective Date: February 9, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: Section 2-1-2 "Independent Living Rehabilitation Services" is revised by adding a sentence specifying that the provision of IL services is dependent and contingent upon and subject to the appropriation, allocation, and availability of funds to the IL rehabilitation program.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy and Casework Operations Neil Mac Britt

Date: February 9, 2009

Re: **Volume I Revisions**

TRANSMITTAL #03-09

Chapter 4 is updated with the following information:

---

1. **Reference:** **Section 4-2-1 Record of Service Documentation**

Effective Date: February 9, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: This revision expands on the purpose and components of the Written Rehabilitation Analysis Page (WRAP) as documentation of the VR comprehensive assessment. In conjunction with this policy revision, the WRAP screen is being revised on CATS to prompt the user to enter all of the required elements described in this revision if applicable. The revisions to the WRAP are intended to record additional impairments and impediments which have not already been described in the Eligibility Decision (form DVR-0502) as part of the preliminary assessment and to summarize the comprehensive assessment as a whole.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy and Casework Operations Neil Mac Britt

Date: February 19, 2009

Re: **Volume I Revisions**

TRANSMITTAL #04-2009

The appendix is updated with the following information:

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1. **Reference:** **Revised Rehabilitation Counselor II Process**

   Effective Date: February 19, 2009

   New/Revised: Revised

   Table of Contents Change: None

   Comments: Removal of the Written/Oral Examination from the Rehabilitation Counselor II process.

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: March 26, 2009

Re: **Volume I Revisions**

TRANSMITTAL #05-2009

---

1. **Reference:** Section 5-1-4 IPE Implementation

   Effective Date: 03/26/2009

   New/Revised: New

   Table of Contents Change: Yes

   Comments: This is a new subsection under SECTION 5-1 IPE and IPIL GENERAL INFORMATION which defines the implementation of the IPE.

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2. **Reference**: SECTION 6-2 OUTCOMES IN CASE STATUS CODES 08, 28, 30, AND 38 – VR PROGRAM

   Effective Date: 03/26/2009

New/Revised: Revised

Table of Contents Change: None

Comments: Minor clarifications and updates have been provided to this section. The reasons for closures due to ineligibility have been updated.

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3. **Reference**: Section 6-4-1 Closure Standards

Effective Date: 03/26/2009

New/Revised: Revised

Table of Contents Change: None

Comments: The closure standards are revised to address situations in which a case in status 12 may be closed in status 30 if the IPE has not been implemented.

4. **Reference:** Section 6-4-3 Record of Service Documentation

Effective Date: 03/26/2009

New/Revised: Revised

Table of Contents Change: None

Comments: Explanation is provided of the document to be used (Form DVR-0202) if a case is closed status 30 from status 12 when the IPE has not been implemented.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Elizabeth W Bishop

Date: May 18, 2009

Re: **Volume I Revisions**

TRANSMITTAL #06-2009

---

1. **Reference:** Section 1-20 Unit Manager/Facility Director Approval

   Effective Date: May 18, 2009

   New/Revised: Revised

   Table of Contents Change: No

   Comments: This section is being revised to accurately reflect areas in which management approval is and should be utilized as well as to reduce those areas in which procedures involve redundant approvals. Section 1-20 is being revised to expand the list of services or actions which require Unit Manager approval. Section 1-20-1 is being revised to indicate that Unit Managers/Facility Directors now have discretion as to whether they co-sign authorizations or invoices that have been issued by a Rehabilitation Counselor I if the services have already been approved as part of the IPE or IPIL.

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2. **Reference**: Section 3-6-2 Psychological/Psychiatric Conditions

Effective Date: May 18, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: Certified Clinical Supervisor (CCS) is added to the list of specialists from whom diagnostic information can be accepted for purposes of establishing a substance abuse impairment.

3. **Reference**: Section 3-6-3 Shelf Life

Effective Date: May 18, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: The guidelines for age validity of records have been re-ordered. Emphasis has been added to distinguish the age validity guidelines for various disabilities based on whether the individual is or is not currently involved in treatment. In addition, the shelf-life for records that are used to establish a substance abuse impairment has been reduced from two years to one year.

4. **Reference:** Appendix-HIV/AIDS

Effective Date: May 18, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: The appendix entry for HIV/AIDS is revised to reflect updates to the classification, treatment, and prognosis for individuals living with the disease. Unit Medical Consultation is no longer required in cases where an individual carries these diagnoses. In addition, the appendix includes a resource list which can be used in the rehabilitation process.

5. **Reference:** Section 1-16 Medical Consultation

Effective Date: May 18, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: In conjunction with revisions to the HIV/AIDS Appendix, HIV is being removed from the list of conditions that are required to be staffed with the Unit Medical Consultant.

6. **Reference:** Section 2-21-4 Modifications-General

Effective Date: May 18, 2009

New/Revised: Revised

Table of Contents Change: None

Comments: Clarifications have been made to the list of items required for the Client Data Package. In addition to the DVR-0116, the supporting financial documentation and disability benefits verification (if applicable) should be included. This enables the Chief of Policy to conduct a thorough review of the client's financial need and resources.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: August 3, 2009

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #07-2009

The online Volume I has been updated with an addendum to **POLICY AND PROCEDURE DIRECTIVE #03-2008 Instructions for Handling Invoices for Postsecondary Training Tuition and Fees within the UNC System**.

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1. **Reference:** **ADDENDUM TO INTERIM POLICY AND PROCEDURE DIRECTIVE #03-2008 - Instructions for Handling Invoices for Postsecondary Training Tuition and Fees within the UNC System**

Effective Date: August 3, 2009

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: This addendum provides special instructions for the 2009-2010 Postsecondary Training Year regarding authorizations and rates for tuition. The addendum is to be attached to **POLICY AND PROCEDURE DIRECTIVE #03-2008 Instructions for Handling Invoices for Postsecondary Training Tuition and Fees with the UNC System.**

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: September 8, 2009

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #08-2009

The online Volume I has been updated with revisions to Chapter 3. Additionally, the appendix has been updated with a new entry.

---

1. **Reference:** **SECTION 3-5 REFERRAL AND APPLICATION PROCESS; 3-5-1 Availability for Services; 3-5-2 Referrals; 3-5-3 Timeliness of the Application Process; 3-5-4 Procedures to Enter Applicant Status; 3-5-5 Procedures to Exit Applicant Status**

Effective Date: September 4, 2009

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: **SECTION 3-5** is revised with a new subsection entitled **3-5-1 Availability for Services**. This new section addresses situations in which individuals will not be considered available for participation in services, to include circumstances where individuals are found to be fugitives from justice. Section 361.41 of the regulations to the Rehabilitation Act (as amended in 1998) addresses an individual's availability to participate in assessments for

determining rehabilitation needs. These policy revisions provide the Division's interpretation of the provisions set forth in the federal regulations.

2. **Reference:** **Volume I Appendix - Referral – Script**

Effective Date: September 4, 2009

New/Revised: Yes

Table of Contents Change: Yes

Index Change: Yes

Comments: The script corresponds to revisions to **Section 3-5** regarding an individual's availability for services. Once an individual states a desire to apply for VR services, the individual must be provided with sufficient information to aid the individual's decision on further pursuit of services. This will include informing the individual that the Division conducts criminal background checks on all new referrals, including those who are minors. This new entry for the appendix provides a script for Division staff who have initial contact with individuals that call or present in person with an interest in becoming an applicant for services.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: October 2, 2009

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #09-2009

Please file the following policy directive numerically in your Volume I.

Reference: **INTERIM POLICY AND PROCEDURE DIRECTIVE #01-2009**
Update to Previous Directive #07-2007, Allowable Net Monthly Income

Effective Date: October 1, 2009

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: This policy directive increases the allowable net monthly income levels to be consistent with 125% of the Federal Poverty Level (FPL).

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: October 12, 2009

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #10-2009

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1. **Reference:** **Hearing Disabilities - APPENDIX**

Effective Date: October 12, 2009

New/Revised: Revised

Table of Contents Change: Yes

Index Change: Yes

Comments: Revisions have been made to the hearing disabilities section. The overall policy has been reworded to provide greater clarity.

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2. **Reference:** **Cochlear Implants - APPENDIX**

Effective Date: October 12, 2009

New/Revised: Revised

Table of Contents Change: No

Index Change: No

Comments: The policy is revised to allow Division purchase of external replacement parts for the cochlear implant. However, sponsorship of cochlear implant surgery is not allowed.

North Carolina
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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth Bishop, Section Chief of Program Policy, Planning, and Evaluation Elizabeth W Bishop

Date: November 3, 2009

Re: **Volume I Revisions**

TRANSMITTAL #11-2009

Volume I is updated with the following information.

---

1. **Reference:** **Section 2-18 Personal Assistance Services**

Effective Date: November 15, 2009

New/Revised: Revised

Table of Contents Change: None

Index Change: None

Comments: This revision includes several changes to the personal assistance policies. The section now incorporates Policy and Procedure Directive #08-2007 into the Section 2-18. Therefore, Directive #08-2007 should be removed. The VR program policy related to personal assistance now occurs first in the section under subsection 2-18-1 and incorporates the policies related to concurrent records of service with Independent Living. Section 2-18-1

also includes policies related to planning for the transition of personal assistance services after a client completes his/her IPE.

Section 2-18-2 now addresses personal assistance within the IL program. It begins by redefining the prioritization of personal assistance services within the IL program. Section 2-18-2 includes additional information about completing the personal assistance assessment which incorporates a requirement to first survey existing assessment data in order to determine an individual's need for the service. Section 2-18-2 has also been revised to include more information about what takes place during the biannual contact with the client receiving personal assistance. The remaining information in Section 2-18-2 relates to the role of the client as an employer and the various reporting responsibilities required for clients to be appropriately reimbursed for personal assistance services provided. This information has been reorganized to make the content easier to reference. Section 2-18 no longer limits family members from providing personal assistance when this is deemed the most appropriate option. The information under the heading, *Client as Employer*, includes information about how employment taxes should be handled when the client employs certain family members as the personal assistant. Additional information will be captured on *Form DVR-1022, Personal Assistant Understanding of Employer Obligations* to clarify the assistant's relationship to the client. The content under this heading also includes information about new reporting rules and requirements for those individuals who employ more than one attendant or who employ attendants for whom the IRS requires that their wages be garnished for back pay on income taxes or for child support. The latter half of 2-18-2 includes a reorganization of the documentation requirements for personal assistance. The documentation requirements have been summarized in a table.

With the reorganization of the previous Sections 2-18-1 and 2-18-3, the existing Section 2-18-2 has now become section 2-18-3. This section now addresses both the suspension and termination of personal assistance services and is intended to promote consistency in managing these situations. The policy has been revised to define those situations in which the client's personal assistance services shall be suspended. The policy also outlines the notion of placing the client in a corrective action plan by which the reporting errors can be corrected and/or the management skills can be re-trained. Section 2-18-3 also provides more specific instances in which a client's personal assistance services will be terminated.

---

2. **Reference:** **Appendix Entry- Personal Assistance Definitions and Resources**

Effective Date: November 15, 2009

New/Revised: New

Table of Contents Change: Yes

Index Change: Yes

Comments: A new appendix entry is being added to the Volume I as a resource to counselors who have jointly planned personal assistance services on the IPE or IPIL. The entry contains information about terms, publications, and resource agencies associated with the client's role as a household employer.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: December 16, 2009

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #12-2009

---

1. Reference: Interim Policy and Procedure Directive #02-2009

Effective Date: January 1, 2010

New/Revised: New

Table of Contents Change: No

Index Change: No

Comments: Policies are being *temporarily* revised in conjunction with the American Recovery and Reinvestment Act. Section 2-24-9, On-the-Job Training, is being revised to remove the means test and increase the wage reimbursement rate to up to 100% of wages for up to six months. Section 2-24-11, Work Adjustment Job Coaching, is being revised to remove the means test for work adjustment. A new service, client internship, is being added temporarily. This will allow the Division to sponsor an internship stipend for individuals who may benefit from this type of experience by contributing to their progress towards an employment outcome. Unit Manager is required on the IPE/IPE Amendment for internships and OJT planned by both independent and non-independent counselors.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Elizabeth W. Bishop – Section Chief, Program Policy, Planning and Evaluation

Date: March 3, 2010

Elizabeth W Bishop

Re: **Volume I Revisions**

TRANSMITTAL #1-2010

Reference: **Interim Policy and Procedure Directive #01-2010, ARRA Funded Policy Revisions**

Effective Date: March 15, 2010

New/Revised: New

Table of Contents Change: No

Index Change: No

Comments: New policy is being introduced to supplement existing OJT policies and to supplement the temporary ARRA policies introduced in Policy Directive #02-2009 and being revised in Policy Directive #02-2010. These revisions establish a system for purchasing OJT Coordination from Community Rehabilitation Programs. OJT Coordination may be purchased for clients who require OJT and work adjustment services. OJT Coordination provided by CRPs is intended to enhance OJT services offered to employers and funded by ARRA dollars.

Reference: **Interim Policy and Procedure Directive #02-2010, ARRA Funded Policy Revisions**

Effective Date: March 3, 2010

New/Revised: Revised

Table of Contents Change: No

Index Change: No

Comments: Policy Directive #02-2009 is being replaced with this Directive to include clarifications regarding certain aspects of the Division's financial support for ARRA-funded client internships and OJT. The clarifications include further defining the purpose of internships, providing an interpretation of the Department of Labor regarding internships, adding support for payroll taxes for client internships, setting the hourly rate for interns, and completing the paperwork for internships and OJT job placements. In addition, the *OJT Payment Agreement, DVR-7010* and *Internship Stipend Payment Agreement, DVR-7004* forms are being revised to reflect the clarifications in this directive.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: September 01, 2010

Re: **Volume I Revisions**

TRANSMITTAL #02-2010

Please note the following revised material for Volume I:

1. **Reference:** **Interim Policy and Procedure Directive #03-2010 SELF EMPLOYMENT**

Effective Date: September 01, 2010

New/Revised: Revised

Table of Contents Change: Yes

Comments: This policy directive replaces the material found under **Section 2-23 Small Business Operations** and **Interim Policy and Procedure Directive #02-2006 Self-Employment/Small Businesses with Supports for Individuals with the Most Significant Disabilities.** The new directive contains comprehensive revisions to the Division's process for reviewing and approving proposals for self-employment presented by clients.

2. **Reference:** **Section 2-23 Small Business Operations**

Effective Date: September 01, 2010

New/Revised: Remove Section 2-23 from Chapter 2

Table of Contents Change: Yes

Comments: **Section 2-23 Small Business Operations** has been replaced by **Interim Policy and Procedure Directive #03-2010 SELF EMPLOYMENT** and is to be removed from Chapter 2 effective 9/1/2010.

---

3. **Reference:** **Interim Policy and Procedure Directive #02-2006 Self Employment/Small Businesses with Supports for Individuals with the Most Significant Disabilities**

Effective Date: September 01, 2010

New/Revised: Revised

Table of Contents Change: No

Comments: This policy directive is replaced by **Interim Policy and Procedure Directive #03-2010 SELF EMPLOYMENT** and will be updated as such with a notation referring the reader to the new directive.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy and Casework Operations Neil Mac Britt

Date: February 15, 2011

Re: **Volume I Revisions**

TRANSMITTAL #01-2011

Please note the following revised material for Chapter 2 of Volume I:

1. **Reference:** Section 2-26-3 – Repairs

   Effective Date: February 15, 2011

   New/Revised: Revised

   Table of Contents Change: No

   Comments: The maximum limit for vehicle repairs that can be approved by the Rehabilitation Counselor II is increased from $350.00 to $750.00. Repairs exceeding $750.00 must be approved by the Unit Manager.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy and Casework Operations Neil Mac Britt

Date: February 15, 2011

Re: **Volume I Revisions**

TRANSMITTAL #02-2011

Please note the following new and revised material for Chapter 3 of Volume I:

Reference: **Section 3-6-1 Physical Conditions**

Effective Date: February 15, 2011

New/Revised: Revised

Table of Contents Change: No

Comments: The following statement is added to this section - *Family Nurse Practitioners (FNP) and Physician's Assistants (PA) may diagnose impairments that are within the purview of the medical specialty that employs them (e.g. a PA in an orthopedic practice may diagnose orthopedic impairments).*

Reference: **Section 3-6-2 Temporary Medical Conditions Which Are Not Eligible**

Effective Date: February 15, 2011

New/Revised: New

Table of Contents Change: Yes

Comments: This is existing material from **Policy Directive 04-2007 Physical Restoration** that is now incorporated in Chapter 3 under **SECTION 3-6 Determination of Impairments.**

Reference: **Section 3-6-3 Eligibility for VR Services Based Upon A Physical Disability**

Effective Date: February 15, 2011

New/Revised: New

Table of Contents Change: Yes

Comments: This is existing material from **Policy Directive 04-2007 Physical Restoration** that is now incorporated in Chapter 3 under **SECTION 3-6 Determination of Impairments**.

Reference: **Section 3-6-4 Sponsorship of Medical Diagnostic Services for Purposes of Determining Eligibility for VR Services**

Effective Date: February 15, 2011

New/Revised: New

Table of Contents Change: Yes

Comments: This is existing material from **Policy Directive 04-2007 Physical Restoration** that is now incorporated in Chapter 3 under **SECTION 3-6 Determination of Impairments**.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: September 19, 2011

Re: **Volume I – Chapter 2 Revisions**

TRANSMITTAL #03-2011

Section or Subsection	**Comments On Revisions To Be Effective 10-01-2011**
2-3-3: On Campus Advisor Remove from Table of Contents and Index	This section is obsolete and is removed.
2-5-2: Computers Table of Contents Change: Yes Index Change: Yes	• This section replaces ***Policy Directive #04-08 Revised Equipment Purchase for Postsecondary Training*** and the contents therein. • No changes to the actual policy itself • ***Form DVR-0309 – Computer Purchase Request*** is relocated to the Volume I Appendix
2-5-3: Durable Medical Equipment Table of Contents Change: Yes Index Change: Yes	Section is revised to include a new definition of durable medical equipment.

2-5-4: Procedures to Purchase Durable Medical Equipment Table of Contents Change: Yes Index Change: Yes	• Brings the Division's purchase procedure for durable medical into line with current practice as it relates to use of State Term Contracts and current Medicaid fee structure. • For purchase of durable medical equipment that is on State Term Contract, the Counselor must purchase the equipment using the established rate, or in the absence of such, the Medicaid rate. • The normal bidding process does not apply since the Division is limited to paying a fixed rate. • Approval by the Chief of Policy is not required when purchasing durable medical equipment costing $2501.00 or greater on State Term Contract or when using an established Medicaid rate. • Procedures are provided regarding purchase of durable medical equipment that does not have an established Medicaid rate or State Term Contract rate. • A supplemental flowchart of the process for purchasing durable medical equipment is in the Volume I appendix
2-13-1: Psychotherapy Table of Contents Change: Yes Index Change: Yes	The number of psychotherapy sessions that Counselors may authorize without management approval is increased from 12 sessions to 24.
Section 2-16: Physical Restoration Table of Contents Change: Yes Index Change: Yes	• Is revised to replace the portions of Policy Directive #04-2007 Physical Restoration that address physical restoration as a "substantial" vocational rehabilitation service, and guidelines regarding anticipated duration of medical treatment. • The information contained in Policy Directive - #05-2007 Secondary Restoration Issues Accompanying a Chronic Impairment is moved to this section. • There are no changes to the actual physical restoration or secondary restoration policies themselves.
2-16-1 Morbid Obesity – Medically Managed Weight Loss Programs and Surgical Intervention Table of Contents Change: Yes Index Change: Yes	• ***Policy Directive #03-2007 Morbid Obesity/Clinically Severe Obesity/Surgery for Clinically Severe Obesity*** is replaced by this section. • The specific Medicaid approved CPT codes are removed from the policy because these are subject to change. • The Division may sponsor surgical procedures that are Medicaid approved. • Situations regarding surgical procedures that are not Medicaid approved must be staffed with the Chief of Policy for a decision on approval or disapproval.
2-16-9: Drugs and Medical Supplies Table of Contents Change: Yes	• The policy material covered by ***Policy Directive #02-2007 VR Sponsorship of Prescription Pain Medications*** is moved to this section and there is a change to reflect that

Index Change: Yes	the policy addresses prescription "narcotic" pain medications instead of simply pain medications. • The ***NC DVR Prescritpion Narcotic Pain Medicaion Contract*** is not required for narcotic medications which are prescribed within two weeks post-surgery if the surgical procedure has been sponsored by the Division. • The ***NC DVR Prescritpion Narcotic Pain Medicaion Contract*** is relocated to the Volume I Appendix.
2-16-15: Physical Capacity Assessment (PCA)/Functional Capacity Evaluation (FCE) Table of Contents Change: Yes Index Change: Yes	This is a new subsection under **SECTION 2-16 Physical Restoration**.
Section 2-18: Modifications Table of Contents Change: Yes Index Change:Yes	All topics related to modifications are brought under this new **SECTION** in the following manner: **2-18-1: Residence Modifications**, **2-18-2: Vehicle Modifications and 2-18-3: Worksite Modifications**. The definitions that apply to all modification projects as a whole are covered in the introductory part of **SECTION 2-18**.
2-19-7: Work Hardening Removed from Table of Contents and Index	This overall policy is obsolete and is removed, except for the ***Physical Capacity Assessment PCA/Function Capacity Evaluation FCE*** that will be covered in a new subsection.
2-20-9: On-The-Job Training (OJT) Table of Contents Change: Yes Index Change: No	Section is revised, following closeout of ARRA funding with major points of change as follows: • Service is not subject to financial need. • Requires Unit Manager / Facility Director's Approval • Employer to contribute a minimum of 25% of total wage plus all applicable employer taxes • No advancing of funding to employers, only reimbursement of share of employer's documented expenditures • Statewide budget established for OJT & Internships • Corresponding forms DVR-7010,7012, and 7014 revised • CRPs will no longer receive reimbursement for coordinating OJTs
2-20-10: Internships Table of Contents Change: Yes Index Change: Yes	This is a new section as it is a new service, following closeout of ARRA funding with major points of change as follows: • Service is not subject to financial need. • Internships shall not exceed 4 months. • Requires Unit Manager / Facility Director's Approval • Internship site to be reimbursed 100% of wage and

	employment taxes. • Advancement of funds an exception for extenuating circumstances of employer to be approved by Chief of Policy in advance. • Statewide budget established for Internships & OJT • As a piloted service effective 10-1-11 through 9-30-2012, Internships for High School students will be offered under appropriate circumstances. • Corresponding forms DVR-7003, 7004, 7006, and 7016 revised.
2-20-11: Work Adjustment Training Table of Contents Change: No Index Change: No	Service is no longer subject to financial needs; however is subject to comparable benefits.
2-20-12: Work Adjustment Job Coaching Table of Contents Change: No Index Change: No	Service is no longer subject to financial needs or comparable benefits.
Section 2-21: Transportation, 2-21-2: Private Conveyance, and 2-22-3: Repairs Table of Contents Change: Yes Index Change: Yes	• The contents of ***Policy Directive #01-2008 Transportation – Revision to Rate for Sponsorship of Private Mileage*** (revising the rate of payment for private conveyance to the current IRS mileage rate, and increasing the maximum program rate for Transportation to $12,000) is now covered under **SECTION 2-12 TRANSPORTATION**, and **2-21-2 Private Conveyance**. • The policy on vehicle repairs is revised with the provision that "At the discretion of the counselor, request may be made to the policy office to conduct a DMV background check before agreeing to sponsorship of repairs.
NC DVR Prescritpion Narcotic Pain Medicaion Contract Table of Contents Change: Yes Index Change: Yes	Is now an entry in the Volume I Appendix as a supplement to **2-16-9 Drugs and Medical Supplies** (filed alphabetically)
Form DVR-0309 – Computer Purchase Request Table of Contents Change: Yes Index Change: Yes	Is now an entry in the Volume I Appendix as a supplement to **2-5-2 Computers** (filed alphabetically)

<u>Durable Medical Equipment: Purchase Procedures – Chart A, and Durable Medical Equipment: Purchase Procedures – Chart B</u> Table of Contents Change: Yes Index Change: Yes	These two charts, also found in ***Independent Living Volume VIII*** are new entries in the Volume I Appendix (filed alphabetically)

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: September 19, 2011

Re: **Volume I – Chapters 1, 3 and 4 Revisions; Deletion of Chapter 9**

TRANSMITTAL #04-2011

Section or Subsection	**Comments on Revisions to be Effective 10-01-2011**
1-10: Unused Equipment Table of Contents Change: Yes Index Change: Yes	This policy is deleted. The information and procedures are obselete. It is to be deleted from the Table of Contents and Index as well.
Section 1-10: Repossession, Storage and Disposal of Equipment Table of Contents Change: Yes Index Change: Yes	This new section replaces **1-10 Unused Equipment.**
3-6-1: Physical Conditions Table of Contents Change: No Index Change: No	The following provision related to eligibility for services from ***Policy Directive #04-07 Physical Restoration and Physical Conditions*** is relocated to this section: ***If all that an individual requires is payment/sponsorship of a medical service, then the individual is not eligible for VR***

	services. The counselor must always question whether the individual meets VR eligibility in requiring a program of VR services (meaning, are the skills, resources, and supportive counseling provided by a qualified VR counselor needed?). This does not apply to individuals who because of the nature of their disabilities require permanent assistive devices, rehabilitation technology, or ongoing on-the-job supports (examples – hearing aid, wheelchair, home or worksite modifications, etc.).
3-11-1: Financial Statement Table of Contents Change: Yes Index Change: No	This section is revised with the addition of two new worksheets to be used in documenting the income of all applicable family members. ***Financial Needs Worksheet A should be completed and document the income of all applicable family members. Income documented on Financial Needs Worksheet A can include: wages, SSI/SSDI (for other family members), pensions, commodities sold and other type's income including interest, stock, inheritances, etc. Worksheet B should be completed if tax returns are used to document income.*** Additionally, under the subheading **(A2) ALLOWED DEDUCTIONS – Medical Expenses,** the following statement is added: *Vision and Dental insurance premiums are allowed;* ***however, do not deduct optional health insurance premiums including flexible spending accounts, disability, cancer or long term care.***
Chapter 4 – VR Comprehensive Assessment Table of Contents Change: No Index Change: No	The title of **CHAPTER 4** is changed from **REHABILITATION NEEDS ASSESSMENT** to **VR COMPREHENSIVE ASSESSMENT**. Additionally, a brief introduction to the Chapter is included.
Section 4-1: Timeliness of the Comprehensive Assessment Table of Contents Change: Yes Index Change: No	The material covered by ***Policy Directive #1-05 – Status 10 (Timeliness of the Comprehensive Assessment)*** is moved to this section which replaces SECTION 4-1: IL NEEDS ASSESSMENT.
Section 4-2: Comprehensive Assessment – General Guidelines Table of Contents Change: No Index Change: No	The title of this section is revised to address general guidelines of the comprehensive assessment.
4-2-1: Comprehensive	This is a new subsection to cover the comprehensive

<u>Assessment and Presumption of Eligibility</u> Table of Contents Change: Yes Index Change: No	assessment specifically as it relates to presumption of eligibility.
<u>4-2-2: Types of Assessment Information and Methods for Determining Rehabilitation Needs</u> Table of Contents Change: Yes Index Change: No	This subsection is added to better organize the components of the comprehensive assessment. There are no changes in the content or policy.
<u>4-2-3: Record of Service Documentation</u> Table of Contents Change: Yes Index Change: No	This section is simply renumbered from **4-2-1** to **4-2-3**.
<u>Chapter 9 – Centers for Independent Living (CIL)</u>	Chapter 9 and it's contents are deleted from Volume I. This topic is covered in **Chapter 8** of **Volume VIII – Casework and Service Delivery Policy for the Independent Living Program.**

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy

Date: September 19, 2011

Re: **Volume I – Appendix Revisions and Deletions**

TRANSMITTAL #05-2011

Appendix Item	**Revisions – Effective 10-01-2011**
Durable Medical Equipment: Purchase Procedures – Chart A, and Durable Medical Equipment: Purchase Procedures – Chart B Table of Contents Change: Yes Index Change: No	These two charts, also found in ***Independent Living Volume VIII,*** are new entries in the Volume I Appendix (filed alphabetically)
Form DVR-0309 – Computer Purchase Request Table of Contents Change: Yes Index Change: No	Is now an entry in the Volume I Appendix as a supplement to **2-5-2 Computers** (filed alphabetically)
Mental Retardation Table of Contents Change: Yes Index Change: Yes	All references of 'Mental Retardation' have been changed to 'Intellectual Disability' in accordance with Rosa's Law

NC DVR Prescription Narcotic Pain Medicaion Contract Table of Contents Change: Index Change: Yes	Is now an entry in the Volume I Appendix as a supplement to **2-16-9 Drugs and Medical Supplies** (filed alphabetically)
Memorandum – Revised Rehabilitation Counselor II Process – Removal of the Written/Oral Examination from the RC II Process Table of Contents Change: Yes Index Change: No	Deleted from appendix. The contents of this memorandum are now a part of the Rehabilitation Counselor II policy.
Rehabilitation Counselor II Process Table of Contents Change: Yes Index Change: No	As an additional reference for Volume I, the **Rehabilitation Counselor II Policy** in its entirety is added to the appendix. This policy is also found on the Human Resources Webpage.
St. Andrews Presbyterian College Table of Contents Change: Yes Index Change: Yes	Deleted from appendix
Supplements to PAS Policy Table of Contents Change: Yes Index Change: Yes	Deleted from appendix

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt, Chief of Policy

Date: September 19, 2011

Re: **TRANSMITTAL #06-2011 Volume I – Revisions to Policy Directives Section**

Policy Directives That Are Obsolete Effective 10/01/2011	Effective 10/01/2011 Policy Material Has Been Moved To:
#02-2004 – Durable Medical Equipment	**2-5-3: Durable Medical Equipment**
#03-2006 Expansion of Types of Psychotherapy Providers	**2-13-1: Psychotherapy**
#02-2007 VR Sponsorship of Prescription Pain Medications ***NC DVR Prescritpion Narcotic Pain Medicaion Contract***	**2-16-9: Drugs and Medical Supplies** Additionally, there is a change in the policy to reflect that it addresses prescription "narcotic" pain medications instead of simply "pain" medications. Is now found in the appendix.
#01-2005 Status 10	**Section 4-1: Timeliness of the Comprehensive Assessment**

#01-08 Transportation – Revision to Rate for Sponsorship of Private Mileage	**SECTION 2-21: Transportation**, and **2-21-2: Private Conveyance**
#03-2007 Morbid Obesity/Clinically Severe Obesity/Surgery for Clinically Severe Obesity	**2-16-1: Morbid Obesity – Medically Managed Weight Loss Programs and Surgical Intervention**
#04-2007 Physical Restoration	The following portions of this directive are now found under **SECTION 2-16: PHYSICAL RESTORATION**: 1) physical restoration as a "substantial" vocational rehabilitation service, and 2) guidelines regarding anticipated duration of medical treatment. Additionally, the last paragraph under the subheading "**Physical Restoration as a Substantial Vocational Rehabilitation Service**" (in the directive) is now found under **3-6-1: Physical Conditions**.
#05-2007 Secondary Restoration Issues Accompanying a Chronic Impairment	**2-16: Physical Restoration**
#03-2004 Psychotherapy Sessions	**2-13-1: Psychotherapy** Additionally, the number of psychotherapy sessions that Counselors may approve (without approval) has been increased from 12 to 24 sessions.
#04-2008 Revisions to Equipment Purchases for Postsecondary Training and Placement	**2-5-2: Computers**

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: February 1, 2012

Re: **Volume I – Appendix Revisions/Additions**

TRANSMITTAL #01-2012

The following appendix items are new and will be effective February 15, 2012.

Appendix Item	Comments - Effective Immediately
Morbid Obesity/Clinically Severe Obesity – Determination of Impairment and Impediments for Eligibility Table of Contents Change: Yes Index Change: No	Is now an entry in the Volume I Appendix (filed alphabetically). It covers the impairment and impediments component for determining eligibility based upon morbid obesity. The physical restoration services related to addressing morbid obesity are now covered in **2-16-1 Morbid Obesity – Medically Managed Weight Loss Programs and Surgical Intervention**.
Residence Modification General Guidelines Table of Contents Change: Yes Index Change: No	Is now an entry in the Volume I Appendix as a supplement to **2-18-1 Residence Modifications** (filed alphabetically). The intended purpose of these guidelines is to provide clear direction for staff and help them uniformly apply these standards in the planning and provision of residence modification services, thereby allowing funds to be appropriately used to benefit the greatest number of customers.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: February 1, 2012

Re: **Interim Policy and Procedure Directive #01-2012 – Self Employment**

TRANSMITTAL #02-2012

Effective 02/15/2012, **Interim Policy and Procedure Directive #03-2010** will be marked as obsolete and replaced by **Interim Policy and Procedure Directive #01-2012**.

Summary of Changes – Effective 02/15/2012:

Section	Sub-Section	Brief Description of Change	Specific Language Added or Changed in Policy
Section II – Scope and Conditions of Support	Scope of Support	Don't Support Network or Pyramid Marketing	Add: • is a network or pyramid marketing business in which a portion of the earnings are based on the recruitment of downline representatives

Section II – Scope and Conditions of Support	Scope of Allowable Purchases	Try Always to Buy Commercial Grade Equipment	Add: • purchase of less than commercial grade equipment when commercial grade alternatives are available
Section II – Scope and Conditions of Support	Scope of Allowable Purchases	Don't Pay for Structural or Utility Upgrades on Leased Properties	Add: • costs to correct structural or utility deficiencies on leased properties
Section III – Successful Self-Employment Outcomes		Document Goal on IPE and include a Goal for Clients not Receiving SSI/SSDI	Add: • In first sentence add a final clause "…and document the agreement on the IPE." • For clients not receiving SSI/SSDI: 3. Goal of self-employment is to achieve employment that is compatible with a client's impairment and which allows for financial independence.
Section III – Successful Self-Employment Outcomes		Measure Owner's Draw or Salary, not Profits	Change: • The outcome consists of a monthly *owner's draw or salary* amount and the length of time this amount will be maintained, which must be for a minimum of 90 consecutive days.
Section IV – Roles and Responsibilities		Include Business Relationship Representatives	Add: Business Relationship Representative: • Provide input as requested into the feasibility of the business • Use contacts in community to support client's business as needed
Section IV – Roles and Responsibilities		Include Assistive Technology and Rehabilitative Engineers	Add: Program Specialist for Assistive Technology and Rehabilitative Engineer: • Provide input and assistance as required into the feasibility and management of technical equipment and site modification
Section V – Self-Employment Evaluation and Direction Setting (SEEDS)	Preliminary Business Assessment	Notify Small Business Specialist Early in SEEDS Process	Add: • The Counselor notifies the Small Business Specialist once the client is ready to enter the Fit Evaluation.

Section V – Self-Employment Evaluation and Direction Setting (SEEDS	The Fit Evaluation	Include a Psychological Referral Form	Add: • The Counselor provides the psychologist the Psychological Evaluation for Self-Employment Referral Form included as Attachment D, adding to the standard questions any additional information about the client or the business that would assist in the evaluation.
Section V – Self-Employment Evaluation and Direction Setting (SEEDS)	The Fit Evaluation	Allow Unit Manager to Waive Psychological Evaluation	Add: • Based on the nature of the client's disability, and the judgment of the unit manager, the psychological evaluation requirement can be waived.
Section V – Self-Employment Evaluation and Direction Setting (SEEDS	The Fit Evaluation	Remove the Separate Entrepreneurial Traits Evaluation and Tools from the Personality Fit	Remove: • The second evaluation of entrepreneurial skills and the selection of evaluation tools.
Section V – Self-Employment Evaluation and Direction Setting (SEEDS	The Fit Evaluation	Include Entrepreneurial Traits in Vocational Evaluation	Change: • The business management skills include knowledge of and experience in finance and accounting, marketing and sales, customer service, and planning, *along with entrepreneurial traits.*
Section V – Self-Employment Evaluation and Direction Setting (SEEDS	The Fit Evaluation	Have Clients Request Their Own Credit Report and Score	Add: • To meet the first objective, the client will order his/her credit report and score at https://www.annualcreditreport.com/cra/index. The credit report is free and there is a minimal cost for the score, and both can be ordered at this web site from any of the three affiliated credit agencies. This provides DVRS with the information to judge whether or not the client has responsibly managed his/her finances in the past.
Section V – Self-Employment Evaluation and Direction Setting	The Feasibility Evaluation	Require a Formal Evaluation of the Business	Add: • For clients pursuing Supported Self-Employment, the completeness, quality and commitment of the

(SEEDS		Support Network for Supported Self-Employment	business support network will be a major focus in the Feasibility Evaluation. The Business Structure and Organization section of the business plan must include a complete analysis of the support needed by the client to successfully operate the business, including the skills and experience of the people, their reliability and commitment, and the ability of the support people to function well as a team.
Section VII – Approval Process for Division Support of Self-Employment	The Self-Employment Agreement	Tell Where the Security Agreement Is, and Define Filing Limit and Responsibility for UCC-1	Add: • The Investment Agreement in Section D includes the Division's Security Agreement which outlines the client's obligations to the Division for the items purchased. Section D also requires the Unit Manager to file a UCC-1 for all items over $1,500.
Attachments	Attachment B SEEDS Rating Process	Use Credit Report and Score to Identify Pattern of Financial Responsibility	Change: • Remove link between specific credit scores and SEEDS ratings and add: What does the credit report tell us about the client's history of managing money? Are any delinquent accounts or collection agency contacts part of an overall chronic pattern, or can you explain these in the context of the client's impairment?

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: June 29, 2012

Re: **Interim Policy and Procedure Directive #02-2012 – Self-Employment REVISIONS**

TRANSMITTAL #03-2012

Effective July 15, 2012 Interim Policy and Procedure Directive #01-2012 will be marked as obsolete and replaced by Interim Policy and Procedure Directive #02-2012.

Summary of Changes

Attached is a revised copy of the Self-Employment Directive for your review. The majority of the changes in this revision are minor clarifications and additions to procedures, adjustments to the format and edits of grammar and syntax. The substantive changes are as follows:

- A new Vocational Evaluation Referral Form (see Attachment E)
- Spelling out requirements for brand specific purchases and supplier specific sourcing (see section titled Division Purchasing Packet)

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: September 14, 2012

Re: **Interim Policy and Procedure Directive #03-2012: Instructions for handling milestone job development payments for authorization payment CRP programs**

TRANSMITTAL #04-2012

The following is a summary of the policy directive which becomes effective October 1, 2012:

- Shift from hourly rate of payment to milestone payment for Job development services provided by authorization payment system CRP programs
- Shift from 85 hours between supplemental evaluation and job development for authorization based CRP services to a limit of 25 hours for supplemental evaluation (exceeding 25 hours requires manager approval). The job development will be paid through the milestone rate.
- 26 closure payment for SE services provided by authorization payment system CRP programs.
- Establishing a milestone rate of payment for the job development phase of work adjustment job coaching (WAJC) services and limiting the amount of time which can be billed for job training
- The addition of a milestone payment request form
- Milestone payments for multiple placements

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **October 18, 2012**

Re: **Revisions to Volume I – Revised Policies on Internships, Transfer of Cases and Unit Manager/Facility Director Approval**

TRANSMITTAL #05-2012

Section or Subsection	Comments on Revisions to be Effective 11/01/12
Subsection 1-2-2: Responsibilities of the Transferring Counselor and 1-2-3: Responsibilities of the Receiving Counselor Table of Contents Change: No Index Change: No	Clarification of policy
Section 1-20: Unit Manager/Facility Director Approval Table of Contents Change: No Index Change: No	Addition of OJT, Internships, Supported Employment supplemental evaluation exceeding 25 hours, Job Development for Supported Employment and WAJC beyond the third placement.

Subsection 2-20-10: Internships Table of Contents Change: No Index Change: No	**Summary of changes:** No exceptions for advancement of wages; Reimbursement of wages only, excluding all necessary payroll taxes; Extended the special provisions for Internships for High School Students to 9/30/2013. Additionally, several forms were eliminated that are no longer required; The policy office stopped granting exceptions for advancement of wages in July. The policy now references internship funds sponsored by the Division as a “stipend”, instead of “wages”.

North Carolina Department of Health and Human Services
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Linda S. Harrington
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **February 25, 2013**

Re: **Interim Policy and Procedure Directive #01-2013: Staff Use of Social Media**

TRANSMITTAL #01-2013

The purpose of this Directive is to address the use of Social Media and Social Networking Sites by Division staff, specifically communications with active consumers of the Division. This Directive was developed in accordance with the broader DHHS Policy on Social Networking/ Social Media Sites and with the Division's policy on Confidentiality of Client Information (Volume I and VIII) and is effective immediately.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **June 13, 2013**

Re: **Interim Policy and Procedure Directive #02-2013: 1281 Budget Suspension**

TRANSMITTAL #02-2013

The purpose of this Directive is to notify staff regarding the suspension of the 1281 budget effective July 1, 2013. Procedures for handing current authorizations and invoices are provided. The Directive also provides guidelines for authorizing future VR/IL Concurrent Cases.

Reference: 1-12 VR/IL Concurrent Records of Service; 2-15-1 Personal Assistance Services

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **June 13, 2013**

Re: **Revised Sections 1-12: VR/IL Concurrent Records of Service and 2-15: Personal Assistance Services**

TRANSMITTAL #03-2013

Section or Subsection	Comments on revisions to be effective July 1, 2013
Section: 1-12: VR/IL Concurrent Records of Service Table of contents change: No Index change: No	Policy is revised to explain in greater detail the responsibilities of the VR and IL counselor in concurrent records of service. Also, the revised policy removes the reference to the 1281 budget since this budget has been suspended.
Section: 2-15: Personal Assistance Services Table of contents change: No Index change: No	

North Carolina Department of Health and Human Services
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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: July 1, 2013

Re: **Revisions to Volume I**

TRANSMITTAL #04-2013

Section or Subsection	Comments on Revisions (Eff. Immediately)
Section: 1-4: Client Assistance Program Table of Contents Change: No Index Change: No	Clarification on signed consent
Subsection: 1-8-3: Residence Table of Contents Change: No Index Change: No	Clarification of policy regarding services provided by two States
Section: 1-11: Invoice Processing Table of Contents Change: No Index Change: No	Deletion of Cancer Control Program (program no longer exists)
Section: 2-18: Modifications Table of Contents Change: No Index Change: No	Clarification of policy regarding DMV Reviews (Definitions section)

Section or Subsection	**Comments on Revisions (Eff. Immediately)**
Subsection: 2-18-1: Residence Modifications Table of Contents Change: No Index Change: No	Added cross reference to Appendix Entry: Residence Modification General Guidelines
Subsection: 2-20-11: Work Adjustment Training Table of Contents Change: No Index Change: No	Clarification of policy: Added examples of services in support of work adjustment training
Subsection: 3-11-1: Financial Statement Table of Contents Change: No Index Change: No	Under *Section B. Allowable Net Monthly Income:* Removed dollar amount

North Carolina Department of Health and Human Services
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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: July 1, 2013

Re: **Revisions to Volume I Appendix**

TRANSMITTAL #05-2013

Appendix Entry	**Comments on Revisions (Eff. Immediately)**
Home Based Employment – NTI Table of Contents Change: Yes Index Change: Yes	New appendix entry regarding information on Home Based Employment
Learning Disability Table of Contents Change: No Index Change: No	Clarifies that Broad scores must be used rather than individual subtest scores on achievement tests

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: July 1, 2013

Re: **Interim Policy and Procedure Directive #03-2013:**
Discontinuation of Division Contributions Towards Vehicles for Clients

TRANSMITTAL #06-2013

Section or Subsection	Comments on Revisions
Subsection 2-22-1: Purchases Table of Contents Change: Yes Index Change: Yes	Effective immediately, the Division will no longer contribute towards the cost of vehicle purchases (the base vehicle chassis) for vehicle modifications. The Division will continue to assist with the costs for required adaptive modifications of client/family owned or client/family leased to purchase vehicles subject to the client meeting the financial needs test

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **October 3, 2013**

Re: **Interim Policy and Procedure Directive # 04-2013:**
Measures to Reduce Service Expenditures due to Federal Shutdown

TRANSMITTAL #07-2013

Due to cash flow management concerns related to the recent Federal shutdown of unknown duration, the Division is implementing immediate measures to reduce service expenditures. Procedures for handling invoices for certain services are addressed, and reductions in certain services are outlined.

It is imperative that the changes outlined in this directive are implemented immediately. These changes apply to all current and future cases.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
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Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: October 17, 2013

Re: **Interim Policy and Procedure Directive #05-2013:**

CANCELLATION of Interim Policy and Procedure Directive #04-2013 – Revised from October 3: Measures to Reduce Service Expenditures due to Federal Shutdown

TRANSMITTAL #08-2013

The Policy Directive issued October 08, Interim Policy and Procedure Directive #04-2013 Measures to Reduce Service Expenditures due to Federal Shutdown, is cancelled effective today. The Division will return to its normal business operations immediately

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
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Ambassador (Ret.)
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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **November 15, 2013**

Re: Revisions to Volume I

TRANSMITTAL #09-2013

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-16: Medical Consultation Table of Contents Change: No Index Change: No	Removes references to Unit Medical consultant
2-5-5: Telecommunicative Devices Table of Contents Change: No Index Change: No	Explains that EDS is not a comparable benefit for Telecommunicative devices
2-16-2: Hearing Aids Table of Contents Change: No Index Change: No	Explains that EDS is not a comparable benefit for hearing aids
2-20-10: Internships – (pilot project) Table of Contents Change: No Index Change: No	Removes language regarding pilot for students

Section/Subsection or Appendix Item	**Comments on Revisions**
Appendix Item: Learning Disability Table of Contents Change: No Index Change: No	Clarifies “Broad Written Language” used as part of eligibility decisions

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **April 24, 2014**

Re: **Interim Policy and Procedure Directive #01-2014:**
Durable Medical Equipment and Supplies

TRANSMITTAL #01-2014

This directive describes new procedures for the purchase of durable medical equipment and replaces material currently found under **2-5-4: Procedures to Purchase Durable Medical Equipment.** At BEAM go-live, this directive will be replaced by permanent policy on purchase of DME that will contain guidance and procedures that are specific to the BEAM RFQ process. This directive is effective immediately.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **April 24, 2014**

Re: Revisions to Volume I

TRANSMITTAL #02-2014

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-20-10: Internships Table of Contents Change: No Index Change: Yes	The policy is revised to address the new form *"Internship Unemployment Insurance Tax Exemption".* This form must be completed and signed by the counselor, client and Internship Supervisor. It clarifies that employers who accept individuals for internship work experiences should not report these individuals as employees, or report these individuals on the quarterly NC Unemployment Insurance 101 report. Clients are not eligible for unemployment insurance coverage for wages funded through the Division's internship service.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: June 16, 2014

Re: Revisions to Volume I

TRANSMITTAL #03-2014

Effective: July 1, 2014

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-11 Invoice Processing Table of Contents Change: No Index Change: No	Explains that overpayments are now called authorization adjustments. Supervisor approval is needed when the amount billed is 10% or more of the initially authorized amount.
Section 1-12 VR/IL Concurrent Records of Service Table of Contents Change: No Index Change: No	Policy is revised to correspond with changes in form names and to identify "Information & Referral" as the planned service to be selected in concurrent records of service.
Section 1-13 Client Signatures Table of Contents Change: No Index Change: No	Explains the use of electronic signatures.
Section 1-14 Imprest Cash Table of Contents Change: No Index Change: No	Clarifies procedures for utilizing imprest cash.

Section 1-17 Case Service Authorizations Table of Contents Change: No Index Change: No	Defines pre-planned, planned and authorizations to client.
Section 1-20 Supervisor Approval Table of Contents Change: Yes Index Change: Yes	Explains that all supervisors have the same role in the Electronic Case Management system. Clarifies services requiring Supervisor approval and where the approval must occur (plan vs. authorization).
Section 2-2-2 Policy Exceptions Table of Contents Change: No Index Change: No	Clarifies role of Supervisors.
Section 2-5 Equipment Table of Contents Change: Yes Index Change: Yes	Numerous updates including the addition of definitions, procedural changes to the purchase of DME, the bidding/RFQ process and approvals required.
Section 2-16-9 Drugs and Medical Supplies (Prescription and Non-Prescription) Table of Contents Change: No Index Change: Yes	Clarifies that approval is required to purchase narcotics in excess of three prescriptions.
Section 3-1 Timelines for Eligibility Table of Contents Change: No Index Change: No	Eligibility Extensions cannot exceed 60 days.
Section 3-3 Trial Work and Extended Evaluation Table of Contents Change: No Index Change: No	Clarifies language specific to BEAM.

Section 3-4 Case Status Codes Table of Contents Change: Yes Index Change: No	Updates new status codes including 06, 18, 20, 22.
Section 3-5-2 Referrals Table of Contents Change: No Index Change: No	Clarifies policy regarding criminal background checks and how they are processed in Beam.
Section 3-5-3 Timeliness of the Application Process Table of Contents Change: No Index Change: No	Includes procedures for parental/guardian consent in the application process.
Section 3-5-4 Procedures to Enter Applicant Status Table of Contents Change: No Index Change: No	Includes procedures for parental/guardian consent in the application process.
Section 3-6 Eligibility for VR Table of Contents Change: Yes Index Change: Yes	Combines the eligibility and SD process. Updates definitions for functional capacity limitations for SD/MSD determination.
Section 3-7 Order of Selection for Services for the VR Program Table of Contents Change: Yes Index Change: No	Eliminates Category 6; section number change
Section 3-8 Eligibility for IL Table of Contents Change: Yes Index Change: No	Section number change

Section 3-9 Priority of Services for the IL Program Table of Contents Change: Yes Index Change: No	Section number change
Section 3-10 Financial Needs Survey Table of Contents Change: Yes Index Change: No	Clarifications in language specific to BEAM; section number change
Section 4-2-3 Record of Service Documentation Table of Contents Change: No Index Change: No	Explains that impediments populate from eligibility to the rehab needs section of the WRAP. The individual rehab needs should be explained relative to the impediments.
Section 5-1 IPE General Information Table of Contents Change: Yes Index Change: No	Clarifies when amendments and revisions to the IPE are required.
Section 5-2 Development of the IPE Table of Contents Change: Yes Index Change: No	Explains different types of IPE's; clarifies different sections of the IPE.
Section 8-3 Supported Employment Programs Table of Contents Change: Yes Index Change: Yes	Revised to reflect the new Milestone policy and procedures in Beam.
Section 8-4 Work Adjustment Services Table of Contents Change: Yes Index Change: Yes	Revised to reflect the new Milestone policy and procedures in Beam.

Section 8-5 CRP Fee-for-Service Services Table of Contents Change: Yes Index Change: Yes	Revised to reflect the new Milestone policy and procedures in Beam.
Section 8-6 Liaison Counselor Responsibilities Table of Contents Change: Yes Index Change: Yes	Revised to reflect the new Milestone policy and procedures in Beam.
Section 8-7 CRP Documentation in BEAM Case Management System Table of Contents Change: Yes Index Change: Yes	Revised to reflect the new Milestone policy and procedures in Beam.
Appendix – DSM-5 Table of Contents Change: Yes Index Change: No	Highlights of changes from DSM-IV-TR to DSM-5
Appendix – Durable Medical Equipment Purchase Procedures – Charts A & B Table of Contents Change: No Index Change: No	Revised to show process in Beam.
Appendix – NC DVR Prescription Narcotic Pain Medication Contract Table of Contents Change: No Index Change: No	Clarifies that approval is required to purchase narcotics in excess of three prescriptions.
Appendix – PUR Table of Contents Change: Yes Index Change: Yes	Obsolete/Deleted

<u>Appendix – SUR</u> Table of Contents Change: Yes Index Change: Yes	Obsolete/Deleted
<u>Appendix – VR Closure Process Guide</u> Table of Contents Change: Yes Index Change: Yes	Details procedures to follow to close cases.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
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Ambassador (Ret.)
Secretary DHHS

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: June 16, 2014

Re: **Interim Policy and Procedure Directive #02-2014: Excess Income "Workaround" in BEAM**

TRANSMITTAL: #04-2014

Effective: July 1, 2014

This directive explains procedures needed in order to authorize above the amount listed in estimated Agency expenditures when there is excess income.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: June 16, 2014

Re: **Interim Policy and Procedure Directive #03-2014: BEAM Service Structure and Service Selection**

TRANSMITTAL: #05-2014

Effective: July 1, 2014

This directive explains how services are set up in BEAM.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: June 26, 2014

Re: **Interim Policy and Procedure Directive #04-2014:**

Workaround Procedure for Classifying a Client as Non-SD Category 5 – Order of Selection

TRANSMITTAL: #06-2014

Effective: July 1, 2014

This Directive describes a temporary workaround procedure that is required for the processing of cases that are **non-SD (Order of Selection Category 5).**

North Carolina Department of Health and Human Services
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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: June 30, 2014

Re: **Revisions to Volume I: Comparable Benefits**

TRANSMITTAL: #07-2014

Effective: July 1, 2014

Section/Subsection or Appendix Item	Comments on Revisions
Section 3-10-3: Comparable Benefits Table of Contents Change: Yes Index Change: No	Revised to show process in BEAM.

North Carolina Department of Health and Human Services
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Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: July 2, 2014

Re: **Interim Policy and Procedure Directive #05-2014: Services Converted from CATS to BEAM**

TRANSMITTAL: #08-2014

Effective: Immediately

This directive describes conversion issues from CATS to BEAM and explains the appropriate procedure to follow in such cases.

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Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: August 1, 2014

Re: **Revisions to Volume 1: Section 2-5 - Equipment**

TRANSMITTAL: #09-2014

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-5: Equipment Table of Contents Change: No Index Change: No	Clarifies RFQ process for DME and Non-Medical Equipment purchases
Appendix Items Table of Contents Change: Yes Index Change: Yes	• Revisions to flow charts: Durable Medical Equipment Purchase Procedures - Chart A and Durable Medical Equipment Purchase Procedures - Chart B • New flow charts for Non-Medical Equipment: Purchase Procedures – Chart A and Non-Medical Equipment: Purchase Procedures – Chart B

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **October 1, 2014**

Re: **Interim Policy and Procedure Directive #06-2014:**
Waiver of Client Signature for SSI/SSDI "Work-Around"

TRANSMITTAL: #10-2014

Effective: Immediately

This policy directive provides guidance on waiving the client signature on the Financial Needs Survey for cases in which SSI/SSDI information was not entered in BEAM during 8/14/2014 and 9/12/2014 for the Financial Category "SSI/SSDI with Comparable Benefits".

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **October 15, 2014**

Re: **Revisions to Volume I**

TRANSMITTAL: #11-2014

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-11: Invoice Processing Table of Contents Change: No Index Change: No	• Pharmacy Invoices: the prescription drug dispensing fee is automatic and the form is not in Beam but on the DVRS Intranet site • Invoice Numbering Convention: new system established to identify invoices that have no invoice number
Section 1-20: Supervisor Approval and Subsection 2-16-9: Drugs and Medical Supplies (Prescription and Non-Prescription) Table of Contents Change: No Index Change: No	Exceptions to sponsor more than three prescriptions requires supervisor approval and not Chief of Policy (revised based on service set-up in Beam)

Section/Subsection or Appendix Item	**Comments on Revisions**
Section 2-5: Equipment Table of Contents Change: Yes Index Change: No	• Purchase of equipment (including DME) under $500: Just need one quote (no RFQ) • Changes to Flow Charts (Appendix Entries): DME: Purchase Procedures – Chart B; and Non-Medical Equipment: Purchase Procedures – Chart B • New form was created that is attached to invoices for equipment – this goes to our fiscal services section first for review prior to going to the Controller's Office for payment • New subsection 2-5-5: Procedures to Purchase Durable Medical Supplies
Subsection 2-16-1: Morbid Obesity – Medically Managed Weight Loss Programs and Surgical Intervention Table of Contents Change: No Index Change: No	Medicaid no longer covers gastric bypass surgery so there is no need to contact Fiscal Services accounting technicians regarding Medicaid status
Section 2-22-2: Repairs Table of Contents Change: No Index Change: No	Policy on vehicle repairs is revised so that only "one" quote is required for vehicle repairs costing $750 or less. Greater than $750 still requires three quotes. Repairs exceeding $2500 require Chief of Policy approval.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **October 15, 2014**

Re: **Interim Policy and Procedure Directive #07-2014: Documents to be Signed and Retained in the Case Record**

TRANSMITTAL: #12-2014

Effective: Immediately

This policy directive identifies specific documents that must be printed and maintained in the hard copy case record. All documents that require a client/guardian signature must be printed in their entirety, signed by the client/guardian, and retained in the case record. There are other documents that must be printed and given to the client. For auditing purposes and consistency, these documents should also be copied for the case record.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **December 12, 2014**

Re: **Revisions to Volume 1: Community Based Assessment (CBA)**

TRANSMITTAL: #13-2014

Effective date: December 12, 2014

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-23-3: Community Based Assessment (CBA); Subsection 2-23-4: CBA Procedures; Subsection 2-23-5 CBA for Transition Services Table of Contents Change: Yes Index Change: No	The Community Based Assessment policy has been revised to clarify when a CBA can be performed. To summarize, a CBA can be performed as follows: • Any client can receive job exploration in any status. • **Transition-aged youth with an IEP** can do job sampling in 02, 06, 10, or 12 if they meet all of the DOL exemptions. • **Adults with an IPE or a Trial Work Plan (status 06 or 12)** can do job sampling with a CRP as long as they meet the DOL exemption standards.

	• **Adults in status 10** can do job sampling with a Vocational Evaluator *because VR will coordinate wage reimbursement* through WorkSource East (so we have essentially made the client an employee). • **The only unresolved category is the adult in status 10 who needs a CBA conducted <u>by a CRP</u>.** Until we have the capability in BEAM to incorporate an additional pricing tier to channel the client's wages through the CRP, we have no way of meeting the DOL exemption from the Fair Labor Standards Act which states that the client has to be under a Trial Work Plan, IPE, or IEP when job sampling is conducted without pay.

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Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy Neil Mac Britt

Date: **January 7, 2015**

Re: **Revisions to Volume 1: Orthotics: Subsection 2-16-3; Prosthetics: Subsection 2-16-4; Financial Needs Survey: Subsection 3-10-1**

TRANSMITTAL: #01-2015

Effective date: January 7, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-16-3: Orthotics **Table of Contents Change: No** **Index Change: No**	• Clarifies that rates are subject to the fee schedule (DMA link) in Volume V. • Purchasing procedures and staff responsible (field vs. state office staff) are explained based on the cost of the item. • There is a new requirement to document the following statement in Counselor Comments on the plan: ""*Sole source of the vendor is warranted in accordance with Waiver section 01 NCAC 05b.1401 because a particular orthotic appliance is needed"*

<u>Subsection 2-16-4: Prosthetics</u> **<u>Table of Contents Change: No</u>** **<u>Index Change: No</u>**	• Clarifies that rates are subject to the fee schedule (DMA link) in Volume V. • Purchasing procedures and staff responsible (field vs. state office staff) are explained based on the cost of the item. • There is a new requirement to document the following statement in Counselor Comments on the plan: ""*Sole source of the vendor is warranted in accordance with Waiver section 01 NCAC 05b.1401 because a particular prosthetic appliance is needed"*
<u>Subsection 3-10-1: Financial Needs Survey</u> **<u>Table of Contents Change: No</u>** **<u>Index Change: No</u>**	Policy is revised to require that: Copies of bank account statements (checking and savings), a minimum of 3 months, must be obtained from all applicable family members. The amount in the account must be considered as an asset and recorded in Section D – Available Assets. This is part of the Divisions corrective action to the 2013-14 State Audit.

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Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **January 30, 2015**

Re: **Interim Policy and Procedure Directive #01-2015: IPS SE Model**

TRANSMITTAL: #02-2015

Effective date: February 1, 2015

The purpose of this directive is to provide guidance and procedures regarding the Individual Placement and Support (IPS) Supported Employment (SE) model. Definitions for the various components and milestones are provided, along with specific procedures and documentation requirements.

This model is not currently available statewide. This policy directive only applies to the vendors and coverage areas as follows:

- UNC Center for Excellence in Community Mental Health – Chapel Hill and Alamance
- Easter Seals – Raleigh and Smithfield
- Meridian - Sylva

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **January 30, 2015**

Re: **Revisions to Volume 1**

TRANSMITTAL: #03-2015

Effective date: February 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-20-1: Rehabilitation Counselor I and Rehabilitation Counselor Trainee **Table of Contents Change: Yes** **Index Change: No**	This policy revision allows a Supervisor to enable a counselor with a minimum of six months of employment the discretion to authorize services and authorization revisions up to and including $500 without supervisory approval.
Section 3-10-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	This policy revision allows a Supervisor to add additional line items to Section G of a previously completed FNS in order to increase the overall Estimated Agency Expenditure, increasing the total for which the counselor may authorize. The circumstances must be explained in *Extenuating Circumstances* section.

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Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **April 1, 2015**

Re: **Revisions to Volume 1**

TRANSMITTAL: #04-2015

Effective Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-11: Invoice Processing **Table of Contents Change: No** **Index Change: Yes**	• Vendor Signatures: Medical Invoices • Comparable Benefits • Methodology for Paying Medical/Pharmacy Claims • Personal Needs • Pharmacy Invoices • Invoice Numbering Convention • Prior Approval of Unusual Charges
Sub-Section: 2-5-6: Equipment Repairs **Table of Contents Change: Yes** **Index Change: Yes**	Describes purchasing procedures, monetary thresholds and when approval is required

Sub-Section 2-12-1: Personal Needs **Table of Contents Change: Yes** **Index Change: Yes**	Defines services that may be purchased as personal needs and describes purchasing limits for this service.
Sub-Section 3-10-3: Comparable Benefits **Table of Contents Change: No** **Index Change: No**	Comparable benefits do not need to be utilized for diagnostic services if required for eligibility or rehab needs planning. COP approval is NOT required for this waiver. Cross reference 1-11 for procedures to document this waiver on authorizations

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Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **April 1, 2015**

Re: **Interim Policy and Procedure Directive #02-2015: Changes to Paper-Based Financial Needs Survey (FNS) and Completion of the Electronic FNS**

TRANSMITTAL: #05-2015

Effective Immediately

Due to revisions to the 1040 tax form by the IRS and changes to North Carolina income tax withholding percentages, the paper version of the Financial Needs Survey worksheet, accessible via the agency intranet, has been updated. See directive for details.

North Carolina Department of Health and Human Services
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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **April 15, 2015**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2015

Section/Subsection or Appendix Item	Comments on Revisions
Sub-Section 2-5-1: Equipment Purchases for Post-Secondary Training **Table of Contents Change: No** **Index Change: No**	**Effective: April 15, 2015** Updates purchasing procedures, monetary thresholds and when approval is required
Sub-Section 2-5-2: Equipment Purchases for Job Placement **Table of Contents Change: No** **Index Change: No**	**Effective: April 15, 2015** Updates purchasing procedures, monetary thresholds and when approval is required
Sub-Section 2-23-3: Community Based Assessment (CBA) **Table of Contents Change: No** **Index Change: No**	**Effective: May 1, 2015** Clarifies when paid CBAs can be done in status 10 through CRPs. Excluded are secondary students for whom the school has

	coordinated a job sampling site as a part of the student's Individualized Education Plan (IEP).
Sub-Section 2-23-4: Community Based Assessment (CBA) Procedures **Table of Contents Change: No** **Index Change: No**	**Effective: May 1, 2015** Clarifies procedures for completed paid CBAs. Forms have been updated to reflect current policy.
Sub-Section 8-4-2: Work Adjustment (WA) Performance-Based Funded Program **Table of Contents Change: No** **Index Change: No**	**Effective: May 1, 2015** **Vocational Evaluation section:** all vocational evaluations completed by Performance Based Funded CRPs will be paid through an authorization with specific rates.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **May 15, 2015**

Re: **Interim Policy and Procedure Directive #03-2015: Post-Secondary Training Programs for Persons with Intellectual/Developmental Disabilities (I/DD)**

TRANSMITTAL: #07-2015

This directive establishes policy around Division sponsorship for students enrolled in post-secondary education programs for students with intellectual or developmental disabilities. This policy directive replaces the Division's involvement in the Western Carolina University Participant (UP) program, which was a demonstration project that the Division entered into in 2010. This policy should be applied to new students admitted to Western Carolina's UP program as well as any other non-matriculating programs targeting students with I/DD.

VR Counselors who have clients already enrolled in the WCU UP program, prior to today's date, and who have not yet completed the program, will receive instructions on how to "grandfather" these students in under the terms agreed upon under the prior demonstration project with WCU UP program.

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Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Neil Mac Britt – Chief of Policy

Date: **June 17, 2015**

Re: **Revisions to Volume I**

TRANSMITTAL: #08-2015

Effective: July 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-9: Identification and Verification **Table of Contents Change: No** **Index Change: Yes**	Verification of identity and employment eligibility is required prior to developing an IPE. The Identity and Employment Eligibility Verification form must be completed to indicate which documents were used for verification.
Subsection 3-10-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: Yes**	If a client and all applicable family members do not have a bank account, the Bank Account Non-Existence Contract (BANC) form must be completed and signed by the client and VR representative.
Interim Policy and Procedure Directive #01-2014: Durable Medical Equipment and Supplies	Marked obsolete

Section/Subsection or Appendix Item	**Comments on Revisions**
Interim Policy and Procedure Directive #02-2014: Excess Income "Workaround" in Beam	Marked obsolete
Interim Policy and Procedure Directive #06-2014: Waiver of Client Signature for SSI/SSDI "Workaround"	Marked obsolete
Interim Policy and Procedure Directive #04-2015: Self-Employment	See next page for Summary of Revisions

Revisions to Self-Employment Directive – Effective July 1, 2015

Section	Sub-Title	Revision
I. Introduction	Application of the Policy: Unit and State Approvals	Proposals under $2,500 to be reviewed by Small Business Specialist who will assist with a streamlined profitability analysis & other activities as agreed to
II. Scope and Conditions of Division Support	Scope of Support	Support will be allowed for Single Member Limited Liability Companies, but not for other corporate structures
	Scope of Allowable Purchases	Vehicles no longer included in allowable purchases
III. Successful Self-Employment Outcomes	Closure Requirements	• Two options given for determining closure based on meeting minimum wage requirement • A remedial process added when goal has not been met after 9 months • Discussion of closure elsewhere in document consolidated in this section
V. Self-Employment Evaluation and Direction Setting (SEEDS)	The SEEDS Ratings	SEEDS ratings reduced from 5 categories to 4, with revised definitions of each numeric rating shown in Tables 2 & 3
	The Self-Employment Corrective Action Plan	• Process added to correct any deficiencies in a SEEDS rating of 3 prior to a final approval of a self-employment application • A new "Attachment C" included to document the Corrective Action Plan
	The Preliminary Business Assessment	Language added to emphasize brainstorming opportunities when self-employment appears to be best outcome for consumer
	Fit Evaluation (Financial Fit)	Use of PASS plan highlighted
	Use of Status Codes in the SEEDS Process	Final paragraph added on amending existing plans from traditional employment to self-employment
	Site Visits and Vehicle/Trailer Inspections	Final paragraph added to include Rehabilitation Engineer's inspection of vehicles/trailers
VI. Self-Employment Application Process	Division Purchasing Information	Instructions added for brand specific and vendor specific requests
	The Self-Employment Agreement	Transfers the responsibility for filing UCCs from the unit to the State Office
	Business Performance Reports	• Change in frequency of reports from a minimum of one year to 6 months • Small Business Specialist rather than Chief of Policy to receive reports

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
Governor

Richard O. Brajer
Secretary

Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: August 21, 2015

Re: **Revisions to Volume I**

TRANSMITTAL: #09-2015

Effective: September 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-3-4: Release of Confidential Information Without the Consent of the Client **Table of Contents Change: No** **Index Change: No**	Revised as a result of a new data sharing agreement with the State Office of Information Technology Services (OITS).
Subsection 2-20-16: In-School Work Adjustment (ISWA) **Table of Contents Change: Yes** **Index Change: Yes**	Revisions to the max rate, length of time the service can be provided and the development of a rating system for evaluating performance. Forms have also been revised including the Student Agreement and the Student Evaluation Form.

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-20-17: Special Programs for Students with Hearing Loss **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only
Subsection 3-5-2: Referrals **Table of Contents Change: No** **Index Change: No**	Revised as a result of a new data sharing agreement with the State Office of Information Technology Services (OITS).

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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Claudia B. Horn, M.S.
Senior Director

Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: September 18, 2015

Re: **Revisions to Volume I**

TRANSMITTAL: #10-2015

Effective: October 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-20-13: Brain Injury Support Services (BISS) Milestone Programs **Table of Contents Change: Yes** **Index Change: Yes**	BISS is a 5 step milestone contract providing cognitive rehab, case management and employment services. This service is available in Charlotte, Winston-Salem, Raleigh, Greenville and Wilmington
Subsection 2-20-14: Supported Employment **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only
Subsection 2-20-15: Employment Marketing Skills (Job Seeking Skills) **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-20-16: Transition Services from School to Work **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only
Subsection 2-20-17: In-School Work Adjustment (ISWA) **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only
Subsection 2-20-18: Special Programs for Students with Hearing Loss **Table of Contents Change: Yes** **Index Change: Yes**	Subsection number change only
Section 4-1: Timeliness of the Comprehensive Assessment **Table of Contents Change: No** **Index Change: No**	The IPE must be developed within 90 days from the date of eligibility unless circumstances beyond the control of the Division require an extension to the required timeframe.
Sections/subsections: 1-20-1; 3-3; 3-4; 5-2-1; 6-3; 8-2; VR Closure Process Guide (Appendix) **Table of Contents Change: Yes** **Index Change: Yes**	Amendments to the Rehabilitation Act eliminates options of conducting extended evaluations; also eliminates successful outcomes for homemaker and unpaid family workers. All references to extended evaluations, homemaker and unpaid family workers have been removed from policy.
Interim Policy and Procedure Directive #06-2015: Transition Plan for Existing Status 10 Cases	Explains the process for handling cases that have been in status 10 for 60 days or more.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

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Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **November 9, 2015**

Re: **Revisions to Volume I**

TRANSMITTAL: #11-2015

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-14: Imprest Cash Fund **Table of Contents Change: No** **Index Change: No**	Clarifies reimbursement process and documentation requirements
Section 2-5: Equipment **Table of Contents Change: No** **Index Change: No**	Terminology change; reference to Client Data Packet checklist
Subsection 2-18-1: Residence Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-18-2: Vehicle Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist
Subsection 2-18-3: Worksite Modifications **Table of Contents Change: No** **Index Change: Yes**	Updated to reflect changes in Beam; reference to Client Data Packet checklist
Section 3-10-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	Updated functionality in BEAM renders PD #02-2014 obsolete. The supervisor can add additional line items to Section G in certain circumstances.

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Pat McCrory
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Elizabeth W. Bishop
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **November 16, 2015**

Re: **Revisions to Volume I: On-the-Job Training (OJT)**

TRANSMITTAL: #12-2015

Effective: December 1, 2015

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-20-9: On-The-Job Training (OJT) **Table of Contents Change: No** **Index Change: No**	Simplifies the procedures for conducting OJT by eliminating the need for the Training Receipt Reimbursement (DVR-7012) and Timesheet (DVR-7014).

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 2, 2016**

Re: **Revisions to Volume I**

TRANSMITTAL: #01-2016

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-1-3: Immediate Family **Table of Contents Change: No** **Index Change: No**	**Effective Immediately:** Allows the Regional Director to appoint a designee to determine eligibility for an employee or employee's family member.
Section 1-11: Invoice Processing **Table of Contents Change: No** **Index Change: No**	**Effective: 7/1/2015 *(retroactively)*** Clarifies that hospital invoices are graded at a cost no higher than the Medicaid rate.
Interim Policy and Procedure Directive #01-2016: FNS Allowable Net Monthly Income Table	**Effective: 2/15/2016** Updates the allowed net monthly income levels based on 2016 Federal Poverty guidelines.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 15, 2016**

Re: **Revisions to Volume I: Section 2-5: Equipment**

TRANSMITTAL: #02-2016

Effective: March 1, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Section 2-5: Equipment **Table of Contents Change: No** **Index Change: Yes**	Revisions to policy and procedures including approval thresholds for the DME Convenience Contract. The DME Purchasing Flow Charts in the Appendix have been updated to include Convenience Contract language. Equipment definition updated to include examples of tools and lift chairs.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **March 17, 2016**

Re: **Interim Policy and Procedure Directive #02-2016: Voter Registration**

TRANSMITTAL: #03-2016

Effective: April 1, 2016

This new Policy Directive explains procedures required to comply with the National Voter Registration Act (NVRA), including the requirement to offer voter registration at the application process, change of name or address and implementation of post closure services. Requirements for the reporting of voter registration data and retention of records are also addressed.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

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Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 1, 2016**

Re: **Revisions to Volume I**

TRANSMITTAL: #04-2016

Effective: May 1, 2016

Section/Subsection or Appendix Item	**Comments on Revisions**
Section 1-11: Invoice Processing **Table of Contents Change: No** **Index Change: No**	Revised to provide clarification of invoice types and requirements for information.
Interim Policy and Procedure Directive #03-2016: Individual Placement and Support (IPS) Service Policy	This policy directive replaces *Interim Policy and Procedure Directive #01-2015: IPS SE Model* and provides updated policy and service definitions for this service.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

KENNETH W. GIBBS
Interim Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 16, 2016**

Re: **Revisions to Volume I**

TRANSMITTAL: #05-2016

Effective: June 1, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Section 1-11: Invoice Processing **Table of Contents Change: No** **Index Change: Yes**	Clarifies that when paying a competitive bid or contract rate price secondary to a comparable benefit, VR will pay the difference between the bid/contract rate and comparable benefit payment amount
Subsection 3-10-3: Comparable Benefits **Table of Contents Change: No** **Index Change: Yes**	Describes when comparable benefits must be verified via NC Tracks

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **September 2, 2016**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2016

Effective: September 16, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Interim Policy and Procedure Directive #04-2016: WIOA - Subminimum Wage Requirements	Explains specific policy and procedure requirements for individuals who are currently employed at subminimum wage or who wish to work for subminimum wages
Interim Policy and Procedure Directive #05-2016: WIOA - Transition and Pre-Employment Transition Services (PETS) Definitions	New section to define various terms covered in transition and PETS
Interim Policy and Procedure Directive #06-2016: Self-Employment	Clarifies that an exception to the minimum target salary for closure requirements can be requested
Section 2-20: Training **Table of Contents Change: Yes** **Index Change: Yes**	Focuses on assisting individuals with career advancement and advanced training. Removes policy regarding transferable skills as a determination for providing postsecondary training.

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-20-13: Supported Employment **Table of Contents Change: Yes** **Index Change: Yes**	Clarifies that VR funded SE can be provided for 24 months
Section 3-6: Eligibility for Vocational Rehabilitation **Table of Contents Change: No** **Index Change: No**	Adds “advance in employment” as a component and clarifies that extensive work or educational history cannot be used as factors for determining ineligibility
Section 4-1: Timeliness of the Comprehensive Assessment **Table of Contents Change: No** **Index Change: No**	Specifies that if an IPE cannot be developed in 90 days and the client refuses to extend the timeframe they must be notified about CAP and appeal rights
Subsection 4-2-1: Comprehensive Assessment and Presumption of Eligibility **Table of Contents Change: No** **Index Change: No**	Explains the requirement to provide benefits planning information to individuals receiving SSI/SSDI as part of the comprehensive assessment
Subsection 4-2-3: Record of Service Documentation **Table of Contents Change: No** **Index Change: No**	Updates documentation requirements on the WRAP to include career advancement
Section 5-1: IPE General Information **Table of Contents Change: No** **Index Change: No**	Adds requirement to notify clients of their ability to seek assistance from local advocacy organizations for completing an IPE.
IPE Instructions	Updated to include current IPE case management requirements and requirement to notify clients of their ability to seek assistance from advocacy organizations for completing an IPE

Section/Subsection or Appendix Item	**Comments on Revisions**
Section 6-1: Closure Standards **Table of Contents Change: No** **Index Change: No**	Specifies that the employment must be in a competitive integrated setting
Section 8-2: Adult Developmental Vocational Program (ADVP) **Table of Contents Change: Yes** **Index Change: Yes**	Removes this section from policy as these procedures are outdated

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **September 6, 2016**

Re: **Revisions to Volume I - Internships**

TRANSMITTAL: #07-2016

Effective: September 19, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-20-9: Internships **Table of Contents Change: Yes** **Index Change: Yes**	Numerous changes including clarification regarding the purpose of internships for students and adults. Adds procedures and guidelines for sponsoring short term job coaching. Removes the employer from all procedures related to paying the intern.
Subsection 2-20-18: Work Adjustment Job Coaching for Internships **Table of Contents Change: Yes** **Index Change: Yes**	Adds procedures and guidelines for sponsoring short term job coaching. This is a new entry for index as well.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **November 7, 2016**

Re: **Revisions to Volume I**

TRANSMITTAL: #08-2016

Effective: November 15, 2016

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 2-18-1: Residence Modifications **Table of Contents Change: No** **Index Change: No**	Clarifies policy regarding level of approval required when comparable benefits are contributing to the cost of the modification.
Subsection 2-18-3: Worksite Modifications **Table of Contents Change: No** **Index Change: No**	Changes threshold for which Chief of Policy approval is required from $500 to $2500 per project.
Subsection 6-1-1: Closure Standards **Table of Contents Change: No** **Index Change: Yes**	Adds definitions for Competitive Integrated Employment and Competitive Integrated Employment with supports.
Interim Policy and Procedure Directive #04-2016: WIOA – Subminimum Wage Requirements	Clarifies that for individuals earning subminimum wage beginning after July 22, 2016 must receive VR provided Career Counseling/Info and Referral or "opt out" every six months for the first year.

Section/Subsection or Appendix Item	**Comments on Revisions**
Interim Policy and Procedure Directive #07-2016: Competitive Integrated Employment	Requires the CRP Specialist to conduct a competitive integrated employment review of all potential employment in businesses owned by CRPs and other kinds of non-traditional work settings. Background information and procedures for conducting these review is included.

Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

CLAUDIA B. HORN
Senior Director

TARA K. MYERS
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **January 3, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #09-2016

Effective: January 3, 2017

Section/Subsection or Appendix Item	Comments on Revisions
Subsection 1-3-5: Subpoenas **Table of Contents Change: No** **Index Change: No**	Clarifies procedures required when an employee receives a subpoena
Section 1-11: Invoice Processing **Table of Contents Change: No** **Index Change: No**	Transportation invoices no longer require the number of trips to be included when submitting for payment. All invoices should reflect the actual dates the travel will or has occurred.
Section 1-20: Supervisor Approval **Table of Contents Change: No** **Index Change: No**	Removes mopeds from this approval list since mopeds may not be purchased under any circumstances

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-22-1: Insurance **Table of Contents Change: No** **Index Change: No**	Prohibits the sponsorship of insurance for mopeds and motorcycles
Subsection 2-22-2: Repairs **Table of Contents Change: No** **Index Change: No**	Prohibits the sponsorship of repairs to mopeds and motorcycles
Appendix Item: AgrAbility	Provides background information, general guidelines and procedures for handling cases with AgrAbility
Interim Policy and Procedure Directive #08-2016: WIOA – Transition and Pre-Employment Transition Services (PETS) Definitions	Replaces PD #05-2016. Expands relevant PETS/transition definitions and provides additional information regarding PETS services

North Carolina Department of Health and Human Services
Division of Vocational Rehabilitation Services

Roy Cooper
Governor

Dempsey E. Benton
Interim Secretary

Claudia B. Horn, M.S.
Senior Director

Tara K. Myers
Division Director

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **January 17, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #01-2017

Effective: Immediately

Section/Subsection or Appendix Item	Comments on Revisions
Interim Policy and Procedure Directive #01-2017 – WIOA Subminimum Wage Requirements	Replaces PD #04-2016; Based on guidance from RSA: The subminimum wage employer cannot accept a waiver (refusal to participate) from an employee and continue to pay subminimum wages. Participation in Career Counseling and Information and Referral is required for continued subminimum wage employment for adults with disabilities. Youth with disabilities must complete additional required activities which include participation in a determination of VR eligibility decision and appropriate services as detailed in the policy directive.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 1, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #02-2017

Section/Subsection or Appendix Item	**Comments on Revisions**
Subsection 2-20-10: Internships **Table of Contents Change: No** **Index Change: No**	**EFFECTIVE IMMEDIATELY:** Clarifies when paid internships may not be sponsored for clients in postsecondary training. Adds requirement to fax both the Payment Approval Verification form and the Timesheet to Work Source East for payroll processing.
Interim Policy and Procedure Directive #02-2017 – WIOA Services to Transition-Aged Youth and PETS Overview	**EFFECTIVE 2/15/2017:** Provides information about assessing local needs and providing and documenting PETS.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
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CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 27, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #03-2017

Effective: 3/1/2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Interim Policy and Procedure Directive #03-2017 – Voter Registration	***(Replaces Policy Directive #02-2016)*** Preregistration for individuals age 16 or 17 is required. The Voter Registration Preference form does not need to be signed and kept in the hard copy file, but must be completed in BEAM. Submission is no longer required through the on-line portal.
Interim Policy and Procedure Directive #04-2017 – FNS Allowable Net Monthly Income Table	***(Replaces Policy Directive #01-2016)*** Updates the allowed net monthly income levels based on 2017 Federal Poverty guidelines.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

ROY COOPER
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SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **March 15, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #04-2017

Effective: March 7, 2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Interim Policy and Procedure Directive #05-2017 – Amendments when Converting ISWA to PETS In-School Work Adjustment Service	Describes instructions for handling client/guardian signatures when changing the ISWA service to the new PETS version.

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CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **March 20, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #05-2017

Effective: April 1, 2017

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Section 4-1: Timeliness of the Comprehensive Assessment **Table of Contents Change: No** **Index Change: No**	This update clarifies and simplifies the process when the client refuses to extend the IPE development process.

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SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **April 18, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2017

Effective: May 1, 2017

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Section 2-12: Maintenance **Table of Contents Change: Yes** **Index Change: Yes**	Clarification of maintenance for postsecondary training to correspond with Volume V rates.
Section 3-6-7: Determination of a Psychological/Psychiatric Impairment **Table of Contents Change: No** **Index Change: No**	Many LME/MCO's specifically require adaptive testing for individuals to qualify for long term supports. These rate increases include a specific separate rate for adaptive behavior testing. When required, sponsorship of additional testing to access long term supports through LME/MCO's is permitted.

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 6-7-1: Retrieval of Status 26 Closures **Table of Contents Change: Yes** **Index Change: Yes**	Procedures for retraction of status 26 closures and other unsuccessful outcomes. These procedures will assist with new reporting requirements required by WIOA in effect July 1.
Section 6-7-2: Retrieval of All Other Closures **Table of Contents Change: Yes** **Index Change: Yes**	Procedures for retraction of all other closures and other unsuccessful outcomes. These procedures will assist with new reporting requirements required by WIOA in effect July 1.
Appendix Entry: DSM-5	Updates adaptive behavior functioning definition.
Appendix Entry: Intellectual Disability	Updates language to comply with DSM-5 criteria.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

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CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **June 16, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #07-2017

Effective: July 1, 2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Section 1-14: Imprest Cash Fund **Table of Contents Change: No** **Index Change: No**	Updates procedures for the use of the imprest cash fund.
SubSection 2-20-16: ISWA **Table of Contents Change: No** **Index Change: No**	Clarifies that monetary payments are considered countable income for benefits programs

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Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Appendix Entry: Hepatitis C Virus (HCV): Eligibility and Antiviral Medication Treatment	Provides general information on HCV and required approval procedures for determining eligibility and sponsoring treatment
Interim Policy and Procedure Directive #06-2017: WIOA – Transitional Employment	Explains that WIOA eliminates Transitional Employment as a successful employment outcome
Interim Policy and Procedure Directive #07-2017: Functional Electrical Stimulation or Foot Drop Stimulator Systems	Prohibits the sponsorship of Functional Electrical Stimulation and Foot Drop Stimulator Systems

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION SERVICES

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GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

CLAUDIA B. HORN, M.S.
SENIOR DIRECTOR

TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **September 5, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #08-2017

Effective: September 11, 2017

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Subsection 2-20-9: Internships **Table of Contents Change: No** **Index Change: No**	Clarifies the 4 month allowed timeframe to account for months in which there are more than 4 weeks. Authorizations can now be done for a total of 504 hours – the equivalent of 28 hours per week for 18 weeks.
Section 4-1: Timeliness of the Comprehensive Assessment **Table of Contents Change: No** **Index Change: No**	This section has been revised to coincide with changes made to the IPE extension form. There are now two separate forms in BEAM in order to better document whether the client has agreed to the extension or refused to the extension. The counselor should select the form that coincides with the client's agreement or refusal to extend the comprehensive assessment timeframe.

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DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **October 9, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #09-2017

Effective: IMMEDIATELY

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Section 1-17: Case Service Authorizations **Table of Contents Change: No** **Index Change: No**	Revised to explain that claims received after 365 days of the last date of service must be approved by the Unit Manager. Claims received after two years from the last date of service must be approved by Fiscal Services.
Section 1-20: Supervisor Approval **Table of Contents Change: No** **Index Change: No**	Revised to coincide with policy change in Section 1-17 regarding case service invoices for authorizations exceeding 365 days.

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TARA K. MYERS
DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **October 16, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #10-2017

Effective: November 1, 2017

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Appendix Entry: AgrAbility	Adds additional information to the Appendix entry to help provide guidance in these cases including potential questions for consideration during the initial interview phase. A checklist has also been created to identify information required for Policy Office review when indicated. The checklist will be posted on the Intranet forms page.
Interim Policy and Procedure Directive #08-2017: Post-Secondary Training Programs for Persons with Intellectual Disabilities (ID)	Allows pro-rated sponsorship of support services related to approved internship coursework. The support services are subject to financial need and comparable benefits.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **November 13, 2017**

Re: **Revisions to Volume I**

TRANSMITTAL: #11-2017

Effective: Immediately

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Sub-Section 3-10-1: Financial Needs Survey **Table of Contents Change: No** **Index Change: No**	This revision allows for bank statements to be within six (6) months of the completion of the Financial Needs Survey (FNS). The statements must be consecutive.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
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ROY COOPER
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INTERIM SENIOR DIRECTOR/DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **January 19, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #01-2018

Effective: February 1, 2018

Section/Subsection/Appendix Item or Policy Directive	**Comments on Revisions**
Sub-Section 2-2-3: Timeliness of Services **Table of Contents Change: No** **Index Change: No**	Clarifies that substantial services should be documented within 90 days of initiation. If service implementation is delayed, an explanation for the delay must be documented on a Progress Review.
Appendix Entry: College Learning Support Programs **Table of Contents Change: Yes** **Index Change: Yes**	**This entry replaces the Louisburg Leaning College Partners** and describes more broadly what College Leaning Programs entail. A corresponding rate for these programs has been established and is listed in Volume V.
Interim Policy and Procedure Directive #01-2018: Individual Placement and Support (IPS) Service Policy	This revision updates terminology, clarifies IPE considerations, and allows IPS providers to enter at IPS Milestone 2. In addition, the IPS questions required at IPE development have been removed.

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INTERIM SENIOR DIRECTOR/DIVISION DIRECTOR

MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 15, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #02-2018

Effective: March 1, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #02-2018: FNS Allowable Net Monthly Income Table	***(Replaces Policy Directive #03-2017)*** Updates the allowed net monthly income levels based on 2018 Federal Poverty guidelines.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 28, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #03-2018

Effective: March 9, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
Chapter 9: Pre-Employment Transition Services (PETS) **Table of Contents Change: Yes** **Index Change: Yes**	PETS information has been consolidated into a new Chapter. These updates include clarifications to policy and procedures related to required activities and new content for authorized and coordinated activities as well as how to track services.
Interim Policy and Procedure Directive #08-2016: WIOA – Transition and Pre-Employment Transition Services (PETS) Definitions	Marked obsolete. This policy has been incorporated into Chapter 9.
Interim Policy and Procedure Directive #02-2017: WIOA – Services to Transition-Aged Youth and PETS Overview	Marked obsolete. This policy has been incorporated into Chapter 9.

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Rehabilitation Services

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 15, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #04-2018

Effective: June 1, 2018

Section/Subsection/Appendix Item or Policy Directive	Comments on Revisions
2-18: Modifications **Table of Contents Change: No** **Index Change: Yes**	Updates procedures for the bidding and award process, eliminates the owned mobile home on rented property residence type, adds new forms required for documentation
Appendix: Residence Modification General Guidelines	Updates guidelines with clarifications and new additions.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **June 15, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #05-2018

Effective: July 1, 2018

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Subsection 2-20-13: Supported Employment **Table of Contents Change: No** **Index Change: No**	Surface level changes made to align definitions with WIOA. No substantive policy or procedure changes in this revision.
Section 6-1: Successful Employment Outcome After IPE Completion – Case Status Code 26 **Table of Contents Change: No** **Index Change: No**	6-1-1: Closure Standards: Lists the closure standards for Supported Employment Cases as referenced in 2-20-13. No substantive policy or procedure changes in this revision.
Chapter Eight: Community Rehabilitation Programs **Table of Contents Change: No** **Index Change: No**	Surface level changes made to align definitions with WIOA. No substantive policy or procedure changes in this revision.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **July 13, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2018

Effective: August 1, 2018

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Appendix: Hearing Disabilities	Creates a structured form for providing a hearing consultation and requires approval from a supervisor if the DHH counselor providing the consultation is not an independent/proficient counselor.
Interim Policy and Procedure Directive #03-2018: Documents to be Signed and Retained in the Case Record	Provides updates regarding BEAM forms that need to be maintained in the hard copy case record.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **December 14, 2018**

Re: **Revisions to Volume I**

TRANSMITTAL: #07-2018

Effective: January 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 1-17: Case Service Authorizations **Table of Contents Change: No** **Index Change: No**	Defines authorization procedures for when a client has excess income and must pay a vendor for services.
Section 3-10: Financial Need and Client Resources **Table of Contents Change: No** **Index Change: No**	Defines general procedures for when a client has excess income and must pay a vendor for services.
Appendix: North Carolina Achieving a Better Life Experience (NC ABLE) Program	Provides general guidance on ABLE accounts and specifies that these accounts are not to be considered during the assessment of financial need.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 22, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #01-2019

Effective: March 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #01-2019 – FNS Allowable Net Monthly Income Table	*(Replaces Policy Directive #02-2018)* Updates the allowed net monthly income levels based on 2019 Federal Poverty guidelines.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **March 18, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #02-2019

Effective: April 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 2-20-9: Internships **Table of Contents Change: No** **Index Change: Yes**	Updates procedures required for processing payroll for client interns using iLife, the Fiscal Management Company.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **April 17, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #03-2019

Effective: May 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 2-20-10: Work Adjustment Training **Table of Contents Change: No** **Index Change: No**	This update clarifies the overall definition and purpose of in house WAT and provides guidance regarding suitability for clients, as well as timeframes for receiving the service.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 16, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #04-2019

Effective: June 1, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section: 1-3-2: Requests for Client Information (Disability Determination Section) **Table of Contents Change: No** **Index Change: No**	This directive outlines procedures to follow for requesting records from DDS. It also clarifies that a signed consent form is required to release or obtain records from DDS.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **July 1, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #05-2019

Effective: July 15, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section: 2-16-3: Orthotics **Table of Contents Change: No** **Index Change: No**	Removes the requirement to verify L codes
Section: 2-16-4: Prosthetics **Table of Contents Change: No** **Index Change: No**	Removes the requirement to verify L codes
Section: 9-5-3: Pre-Employment Transition Services Authorized Activities **Table of Contents Change: No** **Index Change: No**	Explains that the funding source for Authorized Activities is contingent on the annual fiscal forecast. This does not impact day to day service delivery for field staff providing Pre-ETS Authorized Activities as defined in Chapter 9.
Interim Policy and Procedure Directive #02-2019: Direct Express	Due to difficulty obtaining three months of statements from Direct Express and Netspend specific requirements have been changed for clients receiving SSI and SSDI and applicable family members .

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **August 1, 2019**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2019

Effective: August 15, 2019

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #03-2019: Voter Registration	Instructions for complying with the National Voter Registration Act have been updated to include providing Voter Registration information, documentation requirements and procedures for submitting Voter Registration forms to the Board of Elections.
Interim Policy and Procedure Directive #04-2019: Revised Paper Application	The VR Application for Services has been revised to incorporate the Voter Registration Preference Form. A hard copy must be completed.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **February 21, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #01-2020

Effective: March 1, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #01-2020: FNS Allowable Net Monthly Income Table	*(Replaces Policy Directive #01-2019)* Updates the allowed net monthly income levels based on 2020 Federal Poverty guidelines.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **April 1, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #02-2020

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #02-2020: Verbal/Email Agreement for Client Signatures	Provides guidance for obtaining a verbal or email agreement from a client in lieu of a physical signature.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **April 13, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #03-2020

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #03-2020: Revised Residence Modification Process in Response to COVID-19	Clarifies process for handling interior modifications during social distancing restrictions imposed by COVID-19.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 1, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #04-2020

Effective: May 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #04-2020: WIOA – Subminimum Wage Requirements	Allows for the determination of ineligibility without receiving the full array of VR services if the applicant does not intend to achieve a competitive integrated employment outcome.
Interim Policy and Procedure Directive #05-2020: Community Inclusion	Community Rehabilitation Programs (CRPs) are in a unique position to provide additional supports to individuals with disabilities during the COVID 19 pandemic to foster continued engagement in employment services and improve community connections. The Division has developed Community Inclusion, an hourly based service, designed for clients who would benefit from extra supports to enhance well-being.
Subsection 2-5-4: Procedures to Purchase DME	Clarifies terms and procedures when purchasing on or off the DME Convenience Contract.
Subsection 2-20-9: Internships/Internship Coordination Checklist	Clarifies procedures to align with current process with iLife.

Section/Subsection/Appendix/Policy Directive	**Comments on Revisions**
Section 3-6: Eligibility for Vocational Rehabilitation	Allows for the determination of ineligibility if the applicant does not intend to achieve a competitive integrated employment outcome.
Section 6-2: Outcomes in Case Status Codes 08, 28, 30 and 38	Provides instructions for completing the Certification of Ineligibility when an applicant does not intend to achieve a competitive integrated employment outcome.
Appendix: Assertive Community Treatment	New Policy guidance and information on serving individuals who receive services from Assertive Community Treatment.
Appendix: DME Purchase Quick Reference	Reference supplement to the DME policy
Appendix: Project SEARCH™ Policy	New Policy guidance and information on Project SEARCH™

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **May 8, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #05-2020

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #06-2020: Internships Affected by COVID-19	This directive provides guidance for the length of time of internships disrupted by COVID-19.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **June 1, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #06-2020

Effective: Immediately

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Section 1-11: Invoice Processing (Transportation Invoices)	Clarifies information to include on invoices for transportation
SubSection 1-15-1: [Vendor Review and Certification] General Provisions	Provides general surface level updates to required forms
Interim Policy and Procedure Directive #07-2020: Background Checks	Notes requirements to obtain written consent and provide information regarding Fair Credit Reporting Act before sponsorship of a background check

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **June 3, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #07-2020

Effective: June 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #08-2020: Using Approved Videoconferencing Technologies to Provide Services Remotely	This new policy details procedures and requirements for both staff and approved vendors to provide approved services remotely to clients.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **July 6, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #08-2020

Effective: July 15, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Interim Policy and Procedure Directive #09-2020: In-Home and In-Person Services Provision During COVID-19 Pandemic	This directive provides necessary requirements and procedures for providing services in home and in person. In person contact should be minimized whenever possible. When in home or in person services are required, the client's consent must be obtained and the supervisor must approve the service as critical. In addition, self-health assessments are required. These procedures apply to staff and services providers.
Interim Policy and Procedure Directive #10-2020: Purchasing REUSABLE Face Coverings for Clients	This directive provides instructions for the purchase, distribution and tracking of **reusable** face coverings to clients. Face coverings should only be provided when clients require them for VR service delivery and have no other means to secure suitable face coverings.

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MEMORANDUM

To: All Staff Assigned Volume I

From: Vicky Miller – Chief of Policy

Date: **July 1, 2020**

Re: **Revisions to Volume I**

TRANSMITTAL: #09-2020

Effective: August 1, 2020

Section/Subsection/Appendix/Policy Directive	Comments on Revisions
Chapter Four: VR Comprehensive Assessment	Clarifies components of the comprehensive assessment including analysis of the rehabilitation needs, job choice and required documentation on the WRAP.
Interim Policy and Procedure Directive #11-2020: Benefits Counseling Services for SSI/SSDI Beneficiaries	Provides information related to the newly created Fee for Service Benefits Counseling service including target population, services provided and rate.