

3900 CASELOAD STATUS SYSTEM

3901 Description of Statuses. Progress and decision points in the rehabilitation process traditionally have been referred to as statuses and represented as two-digit codes. The chief distinction in these statuses is between those representing cases that remain open versus cases that have been closed. The following list summarizes these statuses:

OPEN STATUSES

Status 00, Referral. Once a referral is received the information is to be entered as a referral in iECM. The required information will include all demographic information including date of birth, email address, and consumer's expectation(s) for services.

Status 00, Potentially Eligible (PE). A case will be placed in Status 00 when a student with a disability, ages 14-21, in a secondary, postsecondary, or other recognized education program requests Pre-Employment Transition Services (Pre-ETS) for career exploration. The case will remain open as long as the counselor and student have planned Pre-ETS. Once Pre-ETS have been completed the case will be closed with no status movement. If the individual requests or needs intensive vocational rehabilitation services, they will be referred to make an application. A case leaving this PE 00 status can move to Status 02 after the application process is completed or closure.

Status 02, Applicant. When an individual signs the application document to request rehabilitation services, s/he becomes an applicant and the case is placed into Status 02. While an applicant, the individual's eligibility for rehabilitation services is determined within 60 days in most instances. If eligibility cannot be determined within 60 days, a waiver must be signed. The applicant will be moved to Trial Work Experience (Status 07) when additional information is needed to determine whether the individual can benefit from vocational rehabilitation services in terms of an employment outcome. If eligible, the applicant's case is moved to either the Pre-Service Listing (Status 04) where services will be delayed because s/he does not meet the Division's order of selection priorities or the Service Statuses (10 to 24) where no delay in the delivery of services is intended. If not eligible for rehabilitation services, the applicant's case will be closed in Status 08.

Status 04, Pre-Service Listing. An applicant placed into this status has been determined eligible for rehabilitation services but cannot receive them because s/he does not meet the Division's order of selection priorities. Typically, the name of the individual will be placed on a waiting list for services until the Division has sufficient funds available to provide services. Placement of the person's name on the waiting list for services indicates that there will be a delay in the initiation of services which the individual is otherwise entitled to receive. A case leaving this status will be moved either to the Service Statuses (10 to 24) to signify that services will be provided without further delay or closed in Status 38 to indicate that services will not be provided for whatever reason.

Status 07, Trial Work Experience. An applicant is placed into this status for a maximum of 90 days when the Counselor finds there is insufficient assessment data to determine whether the applicant can benefit from vocational rehabilitation services in terms of an employment outcome. If eligible for vocational rehabilitation, applicants leaving this status will be moved to the Pre-Service Listing (Status 04) or to the Service Statuses (10 to 24). If not eligible, the applicant's case will be closed in Status 08.

SERVICE STATUSES

Status 10, Eligible. A case is placed into this status when it has been determined that the applicant is eligible for vocational rehabilitation services. The Counselor will conduct the thorough diagnostic study to the extent appropriate for the individual. The *Individualized Plan for Employment* (IPE) will be developed when moving from Status 10. A case leaving this status will move to Status 12 after the plan is approved or into closure Status 30 if for any reason the individual becomes unable to continue the program.

Status 12, Approval of *Plan for Employment*. The case is placed in this status when the initial plan has been developed and approved. A case leaving this status will be moved into Status 14 for Pre-Employment Transition Services, Status 16 for physical and/or mental restoration, Status 18 for rehabilitation training, or Status 20 for placement. If no service(s) have been provided, the case will be moved into closure Status 30. If service(s) have been provided, such as vocational counseling and guidance, the case will be moved into closure Status 28.

Status 14, Pre-Employment Transition Services (Pre-ETS). This status is reserved exclusively for individuals receiving Pre-Employment Transition

Services (Pre-ETS) while in high school or secondary education. Pre-ETS include: job exploration counseling, work-based learning experiences, counseling in post-secondary opportunities, workplace readiness, and self-advocacy. A case is moved into this status when the student's IPE has been developed and approved. A case in this Status will remain there until the student's graduation/exit date has been confirmed. A case leaving this status may be moved into Status 16 for physical and/or mental restoration, Status 18 for rehabilitation training, Status 20 for placement, or Status 24 for services pending. If no service(s) have been provided, the case will be moved into closure Status 30. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed into Status 28.

Status 16, Physical/Mental Restoration. A case is moved into this status when the *Plan for Employment* denotes that the individual is receiving physical and/or mental restoration services as the major service in keeping with the original or amended Plan. In this status, the individual receives hospitalization, surgery, psychiatric care and treatment, therapy, artificial appliance fitting and training, and other required physical/mental restoration services. A case leaving this status may be moved into Status 18 if rehabilitation training is needed, Status 20 for placement, or Status 24 for services pending. The IPE will be amended when necessary to reflect any significant change in service. If no service(s) have been provided, the case will be moved into closure Status 30. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed into Status 28.

Status 18, Rehabilitation Training. A case is moved into this status when the Plan or IPE denotes that the individual is receiving rehabilitation training as the major service. In this status, the individual receives academic, business, vocational, personal adjustment, or any other type of training from a college or university, community college, business or commercial college, rehabilitation facility, by tutor, correspondence, or on the job. A case leaving this status may be moved into Status 16 if physical/mental restoration is needed, Status 20 for placement, or Status 24 for services pending. The IPE will be amended when necessary to reflect any significant change in service. If no service(s) have been provided, the case will be moved into closure Status 30. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed in Status 28.

Status 20, Ready for Employment. A case is moved into this status when the individual has completed the services specified in his/her original or amended IPE and is ready to accept a job but has not been placed. Additionally, this status is appropriate for the individual who has been placed but has not begun working and whose only required service is placement. In this status the individual is expected to continue to receive vocational counseling and guidance and placement assistance. A case leaving this status may be moved to Status 16 if physical/mental restoration is needed, Status 18 if rehabilitation training is needed, Status 22 if placed in employment and working, or Status 24 for services pending. The IPE will be amended when necessary to reflect any significant change in service. If no service(s) have been provided, the case will be moved into closure Status 30. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed in Status 28.

Status 22, In Employment. A case will be moved into this status when it has been determined that services specified in the original or amended IPE have been completed and the individual is working. In this status, the Counselor will observe the individual's job performance to determine the adequacy of the placement and to identify and solve any problems that may prevent the individual from making a satisfactory adjustment to the job. A case leaving this status may be moved to Status 16 if physical/mental restoration is needed, Status 18 if rehabilitation training is needed, Status 20 if additional placement services are needed, or Status 24 for services pending. Job stabilization shall be individually determined for each person in supported employment. The Counselor will move the case into Status 22 when it is determined that: (1) the individual has reached a maximum level of work performance; (2) the agreement on hourly work goal has been reached (if the individual is stabilized in employment at a level of hourly work less than the goal established on the IPE, and the individual and Counselor agree that the job represents substantial and suitable employment, the Counselor shall amend the IPE noting the actual hours of employment achieved prior to the Status 26 closure.); (3) the individual is earning minimum wage or the prevailing wage; and, (4) job coaching and related interventions, such as adjustment counseling and advocacy, have decreased to a level necessary to maintain the individual in employment. The IPE will be amended when necessary to reflect any significant change in service and/or vocational goal and SOC. If the individual is on the job for a minimum of 90 days, close the case in Status 26. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed in Status 28.

Status 24, Services Pending. A case is moved into this status when an interruption of services is to occur. The Counselor will maintain communication as appropriate with the individual to determine when movement from this status may occur. The case should be reviewed per policy at least every 90 days. If the case remains in this status beyond 5 months, it will be staffed with a manager. A case leaving this status could return to the same status from which it was moved into Status 24 or may be moved into Status 16 if physical/mental restoration services are needed, Status 18 if rehabilitation training is needed, or Status 20 if the individual is requesting placement services only. The IPE will be amended when necessary to reflect any significant change in service. If no service(s) have been provided, the case will be moved into closure Status 30. If the individual refuses to continue the program, or for any reason becomes unable to continue the program, the case is closed in Status 28.

CLOSURE STATUSES

Status 08, Closed Not Accepted/Ineligible for VR Services. This status is used to identify persons determined ineligible or who are otherwise not accepted for vocational rehabilitation services. There is no movement from this status.

Status 26, Rehabilitated. Cases closed as rehabilitated must, as a minimum, have: (1) been declared eligible for services; (2) received appropriate assessment and related services; (3) had a program for vocational rehabilitation services formulated; (4) completed the program; (5) been provided vocational counseling and guidance; and, (6) been determined to be suitably employed for a minimum of 90 days.

Status 28, Closed Other Reasons After Plan (IPE) Initiated. Cases closed into this category must have met the following criteria: been declared eligible for services; received appropriate assessment and related services; been provided vocational counseling and guidance; had a program for vocational rehabilitation services formulated, and at least one of the services provided for by the Plan must have been initiated. If for some reason, the program was not completed, and/or, the consumer was not suitably employed for a minimum of 90 days, the case will be moved into Status 28. There is no movement from this status.

West Virginia Division of Rehabilitation Services
Client Services Manual

Status 30, Closed Other Reasons Before IPE Initiated. Cases placed into Status 30 are those which, although accepted for services, did not progress to the point that services were initiated under an IPE. There is no movement from this status.

Status 38, Closed from Pre-Service Listing (Order of Selection). This status is used to identify individuals eligible for rehabilitation services who will not advance to the Service Statuses (10 to 24) and whose names have been removed from the Pre-Service Listing (Status 04). There is no movement from this status.