

Department of Rehabilitation Services Referral Method

The Department of Rehabilitation Services staff will ensure that individuals with disabilities, including individuals on a waiting list, are provided accurate vocational rehabilitation information and guidance, using appropriate modes of communication. This information and guidance will be used to assist the individual in preparing for, securing, retaining, or regaining employment.

Staff will ensure that individuals with disabilities are appropriately referred to Federal and State programs, including components of the workforce system and other partners. Staff will comply with workforce system and other partners referral preferences.

A referral shall:

- (1) be to the Federal or State program(s) best suited to address the specific employment needs of the individual; and
- (2) include, for each involved program, provision to the individual of:
 - (A) a notice of the referral from the Department of Rehabilitation Services to the agency responsible for the program;
 - (B) information identifying a specific point of contact within the agency responsible for the program; and
 - (C) information and advice regarding the most suitable services to assist the individual.

Department of Rehabilitation Services Incoming Referrals

Upon receiving a referral to the Department of Rehabilitation Services, the individual will be contacted by a vocational rehabilitation counselor or DRS staff and appropriate action taken. The counselor is responsible for completing a contact by telephone or in person. The counselor is responsible for providing interpreter services to referrals who are deaf or non-English speaking. In situations where the individual cannot be personally contacted, correspondence will be mailed to the individual for informational purposes.

Methods for receiving referrals:

1. In-Person
2. Email
3. Phone Contact
4. Scanned or Faxed Referral Form