

# NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES VOCATIONAL REHABILITATION

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<b>Section:</b>	<b>G</b>
<b>Title:</b>	<b>General Policies</b>
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## Formerly From: Policy Manual

### 1. **Agreements with Other Agencies and Organizations**

North Carolina Division of Services for the Blind (DSB) shall network actively with individuals, service providers, and organizations and shall comply with the provisions of agreements and contracts between DSB and other agencies, Community Rehabilitation Programs (CRP), , and organizations.

### 2. **Case File Documentation**

DSB shall maintain a case record for each applicant and eligible individual that contains all required documentation. The rationale for any decision to provide, alter, or deny services shall be documented in the case record.

### 3. **Community Resources Utilization**

DSB shall, as appropriate, make maximum use of public or other vocational or technical training programs and other community resources, including CRP training, in the provision of Vocational Rehabilitation (VR) Services.

### 4. **Confidentiality**

DSB shall maintain strict standards of Confidentiality for all individuals who make application for services.

### 5. **Electronic Services System (ESS)**

DSB shall be responsible for the provision of individual data and individual Financial Responsibilities/Economic Need Requirements information necessary for the operation of DSB's Electronic Services System (ESS).

### 6. **Equipment Purchase**

Equipment, Assistive Devices/Equipment, purchased by DSB for use by the individual as part of the individual's VR program will be recovered at any time the equipment becomes unnecessary to his/her program or employment:.

### 7. **Non-Discrimination**

Eligibility for VR services is determined without regard to sex, race, age, creed, color, national origin, religion, political affiliation, type of disability, or duration of state residence.

## 8. Rates of Payment

DSB utilizes the published fees, Fees for Services and Vendors, for all types and levels of training, Post-Secondary Training, and other services where these fees exist. Service fees that are not published are negotiated on an individualized basis.

## 9. Reasonable Accommodation

DSB shall provide reasonable accommodations for individuals with disabilities who are unable to communicate in English or who must rely on special modes of communication. The appropriate mode of communication shall be consistent with the Informed Choice (IC) of the individual.

## 10. Referrals to Other Programs

Individuals will be provided accurate VR information and guidance, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining, or regaining employment, and will be appropriately referred to other programs.

## 11. Timely Services

DSB is responsible for the prompt and equitable handling of referrals of individuals for VR services. This includes timelines for making good faith efforts to inform these individuals of application requirements as well as for gathering information necessary to initiate an assessment for determining eligibility and priority for services.

## 12. Vocational Rehabilitation Counselor Responsibilities

- a. Each Vocational Rehabilitation Counselor has the responsibility to respect the individual as an individual who has the right and responsibility to participate in all decisions regarding his or her vocational future.
- b. Each Vocational Rehabilitation Counselor has the responsibility to facilitate with the individual the achievement of an employment outcome, economic self-sufficiency, independence, inclusion, and integration into society.
- c. Each Vocational Rehabilitation Counselor has the responsibility to provide individualized services to the individual in an organized, planned manner and to exercise sound, professional judgment in carrying out that responsibility.
- d. Each Vocational Rehabilitation Counselor has the responsibility, when unable to work through a conflict with the individual, to involve management and an individual advocate if desired.