

Vocational Rehabilitation Module

*Helping Individuals with Disabilities Find Meaningful
Employment Regardless of Ability or Disability*



Support Individuals in Their Quest to Obtain Employment and Establish Independence

The Vocational Rehabilitation (VR) Case Management Program Module eliminates barriers with technology and gives program participants better access to the necessary resources and opportunities to help them achieve their career goals. Intuitive case management tools allow staff to manage the application process, program eligibility, referral tracking, employment services, reviews and assessments, and federal reporting.

Initial Program Intake

The VR Case Management Program Module provides initial application forms to gather all necessary data and demographics to enroll individuals in the appropriate program to meet their needs, all with minimal manual entry.

Activities and Services Enrollment

The ability to provide specific activities or services, such as counseling and referrals, is allowed prior to an eligibility determination. Staff can use the enrollment wizard to complete all required data for an individual's service enrollment and access a full database of approved providers and services.

Individual Plan for Employment (IPE)

Once an individual has been determined eligible for VR services, staff will work to create an Individual Plan for Employment (IPE), which will indicate the services required for the individual to achieve an employment outcome based on their needs and career goals. The IPE captures expectations, financial participation, next steps, and services to be provided.

Staff have the ability to update information regarding employment and education, as well as partner program involvement. Other support service requirements, training needs, and services required for successful employment are also tracked.

Case Notes

Case notes can be used to track an individual's progress and status in the program. Staff can utilize case notes templates and/ or free-form text screens to record pertinent details and progress updates regarding interactions with each individual. Mass entry of case notes for multiple individuals simultaneously is also available.

Mobile Case Management Accessibility

Staff can securely download their caseload to a mobile device and work in the field with little or no Internet connection. Staff can then create, view, and edit applications, documents, and case notes using their device. The mobile option also includes the ability to accept offline signatures and is synced with the Virtual OneStop® database.

Correspondence Tools

The module provides multiple ways to communicate with individuals, medical professionals, providers, and staff. The Communications Center includes a correspondence component that allows staff to create standard letters and forms, as well as utilize default templates. Messages are logged automatically in the system and can be views and/ or printed at any time.

Appointment and Event Scheduling

Staff can utilize a comprehensive set of user-friendly tools for scheduling appointments and events. The system can also associate events with services and record them for individuals who attend. The Appointment Calendar enables the planning and scheduling of appointments. The Event Calendar allows for the scheduling of upcoming events, which staff can set up and identify for tracking services.

The image displays two overlapping screenshots from the VR Case Management Program Module. The top screenshot shows the 'Individual Plan for Employment' (IPE) form, which includes a progress bar at the top with stages: Summary, Employment, Partner Program Involvement, Plan, Next Steps, and Services. Below the progress bar, there are sections for 'Plan Information' (AppID, IPE Start Date, Eligibility Date, Priority Status, Program Status, Plan ID Number, Number of Assessments, Plan Type) and 'Employment Plan for Employment' (checkboxes for 'I have been offered the choice to develop my own plan', 'I have been offered assistance in creating my employment plan', and 'I have been given choices to assist me in creating my employment plan', along with radio buttons for 'Set', 'VR Counselor', 'Agency Service Pro', and 'Other'). The bottom screenshot shows the 'Case Note' screen, which has tabs for 'Summary', 'Case Note', 'Activities', and 'Documents (Staff)'. It includes a 'Results View: Summary | Detailed' section with a table of case notes.

App ID	Subject	Contact Date	Create Date	Staff User	LWIA Office	Program	Source / ID	Action
377	Psychological Report	6/12/2018	6/12/2018	Adams, Felicity	01	1	VR - Medical Diagnostics-377	Edit/Delete
377	Non-medical Service Interruption	4/30/2018	4/30/2018	Adams, Felicity	01	301	VR - Services Interrupted-0	Edit/Delete
377	Case Status Update	1/15/2018	1/15/2018	Adams, Felicity	01	1	Case Note-377	Edit/Delete
377	VR - 07 Pending Eligibility-Functional Limitation Assessment	1/15/2018	1/15/2018	Adams, Felicity	01	301	UI STC Written Action-377	Edit/Delete

Individual Plan for Employment and Case Note Screens

Post-Employment and Follow-Up

Staff can re-open a case if additional services (such as training) are needed for the participant to maintain or regain employment after having achieved employment and a new VR application is not necessary. In each quarter of the first year since the participant has achieved employment, staff submit information related to their progress, including wage, benefits, promotion and work site information. This information is critical in documenting credential attainment and calculating the credential rate component.

Performance Reporting

The VR Case Management Program Module is a full performance accountability system that includes many reports that allow state and local workforce boards, staff, and other stakeholders to view the outcomes of the VR system. The functionality supports compliance with both Rehabilitation Services Administration (RSA) required reports and the WIOA Joint Performance Information Collection Request using the Participant Individual Record Layout (PIRL).