

1 **612:10-7-2. Field Office staff responsibilities [AMENDED]**  
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3 (a) The counselor is responsible for contacting each referral within 30 days of  
4 receipt of the referral information. The counselor is responsible for completing a  
5 contact by telephone or in person. The counselor is responsible for providing  
6 interpreter services to applicants who are deaf or non-English speaking.  
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8 (b) The rehabilitation counselor is responsible for the determination of an  
9 individual's eligibility to receive services from DVR or DVS. ~~Individuals who are~~  
10 ~~legally blind are to be referred to the appropriate rehabilitation teacher for~~  
11 ~~determination of eligibility for the rehabilitation teaching program.~~ In cases where the  
12 counselor has difficulty in making an eligibility determination, the counselor will  
13 consult with the supervisor. For further clarification, the case will be reviewed by the  
14 field coordinator for a decision. ~~All cases referred must be accompanied by all~~  
15 ~~available medical information and sufficient social and vocational information. The~~  
16 ~~rehabilitation teacher is responsible for the determination of an individual's eligibility~~  
17 ~~to receive services from the Rehabilitation Teaching Program. The counselor will~~  
18 ~~apply eligibility criteria to all applicants in an equitable manner, without regard to~~  
19 ~~race, age, sex, color, creed, national origin or disability type.~~ Individuals who are  
20 legally blind are to be referred to the appropriate rehabilitation teacher for  
21 determination of eligibility for the rehabilitation teaching program.  
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23 (c) ~~The counselor~~ counselor's ~~always considers the primary and basic vocational~~  
24 ~~rehabilitation service as is~~ counseling and guidance with job placement. ~~Any service~~  
25 ~~beyond this~~ Additional services must be justified as necessary to compensate for,  
26 correct or circumvent an impediment to employment. Every IPE must include a plan  
27 of counseling and guidance services. Regular documentation of counseling sessions  
28 will be included in every DVR and DVS case.  
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30 (d) The rehabilitation counselor is to ensure that the client is a full participant in the  
31 decisions that are made concerning his or her vocational rehabilitation. This  
32 responsibility is carried out by providing the individual with as much relevant  
33 information as is available so that the individual, and/or the individual's authorized  
34 representative, can exercise informed choice consistent with the Department's  
35 policies. The minimum information concerning service choice to be supplied  
36 includes:

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- 38 (1) service cost;
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  - 40 (2) available service providers;
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  - 42 (3) service accessibility;
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  - 44 (4) expected duration of services;
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- 46 (5) consumer satisfaction with the services in question, to the extent that such  
47 information is available;
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- 49 (6) qualifications of potential service providers;
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- 51 (7) the types of services offered by the potential service providers;
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- 53 (8) the degree to which services are provided in integrated settings; and
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- 55 (9) outcomes achieved by individuals working with the service provider, to the  
56 extent such information is available.
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- 58 (e) The individual will be notified in writing of any adverse determination made by  
59 professional staff concerning that individual's case. This notification will be made in a  
60 timely manner, and in a manner that supports the individual's right to due process.
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- 62 (f) The counselor will complete a financial status determination form prior to the  
63 provision of any service (other than exempt services listed in 612:10-3-4) to  
64 determine if the client will be required to participate in the cost of services.
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- 66 ~~(g) A non-diagnostic service authorization will not be issued until after the service~~  
67 ~~has been included in the IPE or in a plan for extended evaluation or trial work~~  
68 ~~experience.~~
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- 70 ~~(h) All Department authorizations are made in compliance with the state purchasing~~  
71 ~~policy under legal authority of the Director or by an employee to whom the Director~~  
72 ~~has delegated such authority. The counselor will verify the client has received any~~  
73 ~~tools, equipment, or durable medical goods purchased with DVR and DVS funds~~  
74 ~~and, when appropriate, complete the Receipt for Equipment and Title Agreement.~~
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- 76 ~~(g)~~ (g) The counselor will inform each individual of his or her rights and  
77 responsibilities as an applicant or client of DVR and DVS. Cross reference 612:10-  
78 7-1503
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- 80 ~~(h)~~ (h) The Department of Rehabilitation Services (DRS) has an obligation under  
81 state and federal law to provide services in a fair and impartial manner. State Ethics  
82 Commission Rules state that the proper operation of state government requires that  
83 the state employee be independent and impartial; that state employees not use state  
84 office to obtain private benefits; that a state employee must avoid action which  
85 creates the appearance of using state office to obtain a private or inappropriate  
86 benefit; and that state employees exercise their powers without prejudice or  
87 favoritism.
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- 89 ~~(i)~~ (i) The counselor is limited in determining eligibility for services for friends or  
90 relatives. At the time of application or referral, if in the counselor's judgment, the

91 individual is familiar to the point of friendship, the counselor must immediately  
92 disclose this relationship to their supervisor in writing and obtain approval before  
93 determining eligibility. If the applicant is related by blood or marriage, the counselor  
94 must immediately refer the case to another counselor, if available. If no other  
95 counselor is available, the counselor must notify their supervisor immediately for  
96 appropriate case assignment. The counselor should also disclose the potential  
97 conflict of interest to the applicant and explain the reason for the potential delay of  
98 eligibility determination. The counselor must not only be impartial in the  
99 determination of eligibility but also act so that there can be no question of  
100 impartiality. The technician must also disclose to the counselor any relationship with  
101 the applicant that might create a conflict of interest. The counselor will then contact  
102 the Program Manager to see if the case can be worked without partiality or  
103 transferred to another counselor.

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105 ~~(f) The counselor will assess the stability of an individual's disability throughout the~~  
106 ~~case to evaluate their ability to achieve their vocational objective and successfully~~  
107 ~~achieve an employment outcome. If the goal is determined to be no longer realistic,~~  
108 ~~the counselor must re-evaluate the IPE in order to make necessary and appropriate~~  
109 ~~changes with the client. Provision of services must be aimed at removing,~~  
110 ~~substantially modifying or compensating for restrictions, limitations, or impediments.~~