

**REHABILITATION DIVISION: BVR / BSBVI**  
**Participant Services Policy Manual**  
**Section 6, Title: Application and Intake**



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**Application for Services**

An individual is considered to have submitted an application when the individual or the individual's representative, as appropriate:

- Completes one of the below actions:
  - Has completed and signed an agency application form;
    - Evidence of signature may be, as appropriate, a witnessing mark, audiotape or a record from a Telephone Device for the Deaf (TTD), such as a Text Telephone (TTY).
  - Has completed a common intake application form in a one-stop center requesting vocational rehabilitation services; or
  - Has otherwise requested services from the agency;

and

- Has provided the agency information necessary to initiate an assessment to determine eligibility; and
- Is available to complete the assessment process.

The formal date of an application is the date the agency receives the application via any modality.

Nevada has established an online process for application submission. Individuals interested in services are directed to watch the online orientation video and complete the application through the online portal at [Nevada Vocational Rehabilitation](#). After VR receives the completed application, the individual is scheduled and notified of their intake appointment and method with assigned counselor.

If an individual needs an accommodation due to disability or if the individual seeking to apply for services doesn't have access to the internet to complete the application for

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vocational rehabilitation services, the individual should contact one of the District Offices:

Northern District Office  
Attention: Global Scheduler  
1325 Corporate Blvd.  
Reno, NV 89502  
(775) 823-8100

Southern District Office  
Attention: Global Scheduler  
3016 W. Charleston Blvd., Suite 200  
Las Vegas, NV 89102  
(702) 486-5230

A Rehabilitation Counselor may review and screen an applicant who has applied for service, to learn if the person would be more suitably served by another employment-focused program or social services program. Submission of an application does not guarantee an individual will be determined eligible for services.

If the individual with a disability makes an informed choice not to pursue an employment outcome under the vocational rehabilitation program prior to this referral the agency must: (See [34 CFR 361.37 Information and referral programs](#))

- Explain the purpose of the vocational rehabilitation program is to assist the individual to achieve a competitive integrated employment outcome
- Provide the individual with information concerning the availability of employment options and of VR services to assist the individual to achieve an employment outcome
- As applicable, explain that services can be provided to eligible individuals in an extended employment setting, if necessary, for purposes of training or otherwise preparing for employment in an integrated setting (if these services cannot be provided in an integrated setting)
- Inform individuals who initially choose not to pursue a competitive integrated employment outcome that they can seek VR services at a future time if they choose to pursue a competitive integrated employment outcome
- As applicable, refer the individual to Social Security Administration to obtain information concerning the ability to work while receiving Social Security benefits.
- As applicable, refer individuals to the Older Individuals Who Are Blind Program.

When referring individuals to other Federal or State Programs the individual should be provided:

- A notice of the referral
- Information identifying a specific point of contact within the agency to which the individual is referred
- As applicable, information and advice regarding the most suitable services to assist the individuals to prepare for, secure, retain or regain employment

#### **Individuals Seeking Uncompensated Employment:**

VR services are intended to assist individuals to achieve competitive integrated

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employment, including supported or customized employment. VR does not support uncompensated outcomes such as homemaker or unpaid family worker.

#### **Reapplication after Closure Due to a Repeated, Marked or Pronounced Pattern of Refusing to Cooperate:**

If a participant's previous case was closed based on a repeated, marked or pronounced pattern of refusing to cooperate another case will only be opened if the participant is willing to address the issues that resulted in the previous case being closed and agrees to a reasonable plan of cooperation. The case will only remain open as long as the individual cooperates, follows through and makes progress as agreed.

#### **Client Assistance Program and Fair Hearing:**

Applicants are provided information on the availability of the Client Assistance Program (CAP) and Fair Hearing Process at the time of application.

#### **Pre-intake and Intake**

Pre-intake is completed following an application for services. The pre-intake is an initial contact with the counseling team to prepare for the intake appointment including processing documents.

A participant's intake is an interview utilizing concepts from person-centered planning and informed choice. The intake is an important step in the VR process to review the program and discuss the applicant's needs and goals to obtain competitive integrated employment.

#### **Voter Registration:**

All applicants will be provided the opportunity to register to vote.

#### **Individual's Representative**

The applicant may choose to have another individual represent them at any time during the VR process,

#### **Eligibility Determination**

The qualified rehabilitation professional will make an eligibility determination within the timeframes pursuant to [34 CFR 361.41 Processing referrals and applications](#).

[RSA Technical Assistance Circular, RSA-TAC-12-04](#), RSA maintains that it is permissible for more than one VR agency to provide services to an individual at the same time, so long as the services provided by each are not duplicated.

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When a participant has a case open in another state a release of information will be obtained from the participant or his/her representative allowing the two agencies to collaborate in order to ensure there is no duplication of services.