# Department of Rehabilitation (DOR)

# Student Services Deferment Report (02.2023)

This report documents a missed confirmed Intake meeting or the reasons that the Community Rehabilitation Program (CRP) or the student chose not to move forward with the authorized service(s) after an Intake meeting has taken place. **Instructions on how to complete this report can be found at the end of this document.**

## Contact and Intake Appointment Information

Student Name:

CRP Agency Name:

DOR QRP Name:

Intake Appointment Date:

## Student Services Requested

**To which service does this Deferment Report apply (one service per report):**

Job Exploration Counseling  Work-Based Learning Experience

Workplace Readiness Training  Postsecondary Counseling

Self-Advocacy Training

## Deferment Process Step by Step

**Please Note:**

* If confirmed with the student 48 hours prior, skip Steps 3 – 6.
* If confirmed with the student 24 hours prior, skip Step 6.
* If confirmed 24 – 48 hours prior and student misses their appointment, complete Steps 7 and 8.
* If intake appointment took place but student or CRP chooses not to move forward, complete Step 9.
* If cancelled, contact DOR. Do not invoice.

### 48-Hour Confirmation of Scheduled Intake Appointment

The student was contacted by call, email, or text to confirm the Intake Appointment at least 48 hours prior to the appointment.

CRP Staff Responsible:

Date of call: Time of call (indicate A.M. or P.M.):

### Outcome - 48-Hours

Confirmed appointment

Unable to reach student; CRP will make 24-hour appointment confirmation call

### DOR Notification - 48-Hours

DOR Staff were notified of the outcome of the communication with the student.

CRP Staff Responsible:

Date of call: Time of call (indicate A.M. or P.M.):

### 24-Hour Confirmation of Scheduled Intake Appointment

CRP made second attempt to call, email, or text to confirm the Intake Appointment at least 24 hours prior to the appointment.

CRP Staff Responsible:

Date of call: Time of call (indicate A.M. or P.M.):

### Outcome – 24-Hours

Confirmed appointment

Unable to reach student and cancelled appointment

### DOR Notification - 24-Hours

DOR Staff were notified of the outcome of the communication with the student.

CRP Staff Responsible:

Date of call:  Time of call (indicate A.M. or P.M.):

### Missed Appointment

The student missed the appointment after the student confirmed they would attend the Intake appointment.

CRP Staff Responsible:

Date of missed appointment:

Time of missed appointment (indicate A.M. or P.M.):

### DOR Notification - Missed Appointment

The student missed the appointment and DOR Staff were notified that CRP Staff will submit a Deferment Report.

CRP Staff Responsible:

Date of call: Time of call (indicate A.M. or P.M.):

### Intake Appointment Deferment Outcome

Documentation of reason that the student or CRP is not moving forward with the service:

## Signature and Contact Information

CRP Staff Name and Title:

CRP Staff Phone:

CRP Staff Signature:

Date Signed:

## Distribution

Student  DOR QRP  CRP file

**NOTICE** This information is confidential. State law and regulations prohibit any further disclosure of this information without the informed, written consent of the person to whom this information pertains.

## Deferment Report Instructions:

This document is a template. The Community Rehabilitation Program (CRP) may submit the required reporting information in writing using this template or in another format. The information the CRP is required to submit is included in the CRP Guide to Certification and Vendorization in each DOR Student Services (Pre-ETS) service description under the Reporting Requirements section. See the information below for instructions on completing the Deferment Report template.

A Deferment Report includes times, dates, methods of contact, and CRP staff responsible for attempting communication with the consumer including the confirmed meeting and follow-up upon the missed meeting. This report serves as documentation of the missed Intake meeting confirmed by the CRP or the reasons that the CRP or the student chose not to move forward with the authorized service after an Intake meeting took place.

If the consumer is not confirmed at the 24-hour mark, the intake meeting will be cancelled. The CRP must inform the DOR of the cancelation. A Deferment Report is not required and payment is not made to the provider for this activity.

If the consumer confirms the meeting at either the 48-hour or 24-hour mark and does not show up for the Intake meeting or the Intake meeting occurs and either the student or CRP chooses not to proceed with services, the CRP submits a Deferment Report along with an invoice for the Intake meeting.

Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled and authorize services, as appropriate.