

**Initial Interview Guidelines**

(Revised 11/19)

The Rehabilitation Counselor or designated district staff will include descriptive information that pertains to the individual, typically including, but not limited to, the following documentation under the DOR standardized headings:

- **DATE OF APPLICATION/REFERRAL**

An explanation is required if the date of application entered into the AWARE Participant module is different from the date on the appropriate application/enrollment form. For example, the documentation may state, "The applicant signed the application/enrollment form on Friday <date>, and was entered in the computer on Monday <date>."

The referral description may include information on previous record of services with the DOR, referral source, general presentation, and other information. If applicable, the referral description must include the name of the referring Employment Network.

- **DISABILITY/MEDICAL/FUNCTIONAL**

The description must include substantial impediments to employment, including the existence of an impairment based on direct observation and/or sufficient information obtained through a skilled interview by a qualified Department of Rehabilitation (DOR) personnel (Rehabilitation Counselor, Team Manager, District Administrator and the Regional Director). Other descriptions may include, but are not limited to, perceived or actual diagnoses, medical and psychological information, hospitalization, medications, dependency, treatment, functional limitations, accommodations, description of the applicant's day, and adjustment to disability issues.

- **EDUCATION/WORK/MILITARY HISTORY**

The education description must include, but is not limited to, years completed in high school and post-secondary school, graduation dates, and certificates/degrees. It may also include performance in school, and favorite subjects.

## Rehabilitation Administrative Manual RECORD OF SERVICES

Work/military description may include, but is not limited to, job titles, duties, employers, years of service, soft skills, reasons for leaving, wages, and details of military service performance and discharge.

- VOCATIONAL AREAS OF INTEREST

The description may include, but is not limited to, the individual's current stated areas of employment interest, include past and current barriers to employment, transferable skills, geographic area desired, hobbies, and desired working conditions.

- FINANCIAL/LEGAL

The financial description may include, but is not limited to, current monthly income and liquid assets for self and household members, monthly medical expenses that are necessary to function independently, benefits, health coverage, conservatorship, and payee.

- PERSONAL/TRANSPORTATION

The personal description may include, but is not limited to, social supports, living arrangement, marital status, number of dependents, child or elder care concerns, and pets. It should also include family and people who know the individual well.

The transportation description may include, but is not limited to, preferred method of transportation, available public transit information, and support system for transportation by others. It may also include the type, age, and working condition of the individual's vehicle, and the status of the individual's driver license and driving record.

- NEED FOR ASSISTIVE TECHNOLOGY

The description may include, but is not limited to, current or past assistive technology (A.T.) assessments or use of devices, and recommendations for A.T. assessments or devices, if applicable.

- APPLICANT'S VIEWS

The description may include, but is not limited to, direct quotes or expressions that characterize consumer satisfaction, concerns, how

Rehabilitation Administrative Manual  
RECORD OF SERVICES

applicant feel he/she can benefit from DOR or vocational services or perceptions.

- NEXT STEPS

The description may include, but is not limited to, actions or activities that must occur to move the applicant forward in the VR process.

- THE FOLLOWING INFORMATION WAS DISCUSSED WITH THE APPLICANT:

- 1) Rights and remedies
- 2) Eligibility requirements
- 3) Order of Selection
- 4) Services which might be provided
- 5) The applicant was provided with a link to the DOR Consumer Information Handbook and information was reviewed with the applicant
- 6) The applicant was advised of the Client Assistance Program (CAP), including their services and contact numbers