



## **Orientation/Pre-Assessment/Intake Procedures:**

To help ensure the Alaska Division of Vocational Rehabilitation (DVR) continues to provide access for individuals seeking to apply for services during the COVID-19 pandemic, we have created the following process in order to continue to provide Orientations/Pre-Assessments/Intakes.

Individuals wanting to apply for DVR services are encouraged to reach out to DVR via phone at 800-478-2815, email at [dol.dvr.info@alaska.gov](mailto:dol.dvr.info@alaska.gov), or find the number for your local DVR office by visiting <https://labor.alaska.gov/dvr/contact.htm>. Due to the recent COVID-19 pandemic, all DVR offices are currently closed to the public.

Or you may view DVR's orientation video here: <https://labor.alaska.gov/dvr/vrprogram.htm> to help determine if DVR is the right place for you. If you do not have access to internet, please contact our offices and we will mail you an Orientation packet.

After determining how to best provide you with an orientation to DVR services, you will then be scheduled for a telephone/virtual pre-assessment with a Vocational Rehabilitation Counselor. You may receive a call from an unknown number at the time of your appointment, that unknown caller should be the VR Counselor.

During your pre-assessment meeting, you will be informed of the current status of how services are being delivered. With so many changes in our state and communities, we will remain fluid and creative when it comes to service delivery. We will determine how to best communicate with you going forward, whether that is through phone, email, or mail. Most DVR offices have a drop box for paperwork, or if you need to return something via mail, let the DVR staff person know so we can provide you with a paid envelope.

If you choose to apply for services, you will need to fill out paperwork, which we can send to you through email or mail. We will ask you who your providers are so we can send you Releases of Information to sign in order to get information about your disability. Once you get the packet of paperwork, please call us so we can go over it with you to address any questions or concerns. You can return the paperwork in whatever way works best for you (mail, email, drop box). If additional paperwork is needed (such as guardianship paperwork), we may ask you to provide us with the originals, which we will immediately return once copies are made. You might be able to take pictures of paperwork and send things to us that way too.

Once we get your paperwork back, it will be date stamped and you will then be scheduled for a full intake interview. During the intake, we will gather information about you, your disability, and your goals. The DVR staff person will tell you about any limitations of services during the COVID-19 pandemic, plus any limitations to our assessment activities.

Any additional documentation that is determined to be needed at the time of the intake may require a physical hand off. If it is unavoidable, DVR staff will practice social distancing to the maximum extent possible. Once your intake is complete, a DVR staff member will sign the Certification page of your application and that will be considered your official application date.

DVR has 60 days from the date of your application to determine eligibility, however due to COVID-19, some hospitals and provider offices have temporarily close their records departments. If we are having a hard time getting your records, we will let you know if eligibility might take longer.

If you have access to the internet and would like to begin the application process today, please visit <https://labor.alaska.gov/dvr/start-an-application.html>. There you will find a fillable orientation packet necessary to begin the process.

If you have a parent or guardian that helps you make decisions, please make sure you let us know so we can all be involved in the above process together!

