



## **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 may begin the application process by visiting <https://labor.alaska.gov/dvr/start-an-application.html>.

Additionally, individuals may contact DVR via phone at **800-478-2815**, by email at [do1.dvr.info@alaska.gov](mailto:do1.dvr.info@alaska.gov), or find the number for your local DVR office by visiting <https://labor.alaska.gov/dvr/contact.htm>. DVR offices are closed to the public, but as community transmission of COVID-19 is mitigated, some offices may be open by appointment only.

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 are unable to begin the application process online, we will work with you to best determine how to provide you with an orientation to DVR services and supply you with DVR Application materials. We will schedule you 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 may be the VR Counselor, so please be sure to answer.

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, mail, or in person, if possible. 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 pre-paid envelope.

If you choose to apply for services, you will need to fill out paperwork, which we can send to you through email, mail, or it is available online. 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. If you have questions while filling out the application paperwork or any other paperwork you receive from DVR, 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, online submission). 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 be contacted within 5 business days of receipt to be scheduled for a fill intake interview either via distance or in-person, if

possible. During the intake, we will gather more 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 of 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 this needs to happen, DVR staff will practice social distancing and safe practices in order to ensure your and their safety. 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, and we do our best to stick to this timeline. If we are having a hard time getting your records, we will let you know if eligibility might take longer. If we are unsure of your eligibility, we will let you know that too.

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 an online application that can be filled out on your smart phone, tablet, or computer. If you have difficulty with the packet, would prefer to receive a printed copy by mail, or would like to have a pdf version (non-accessible) emailed to you, please contact the DVR office that serves your community and we will send it to you.

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!

