

PROCESSING REFERRALS AND APPLICATIONS

I. LEGAL AUTHORITY:

Section 101(a) of the Rehabilitation Act, as amended; 34 CFR 361.37; 361.41.

II. POLICY STATEMENT AND PURPOSE:

The Office of Rehabilitation Services (ORS) will process all referrals and requests for information in an equitable and timely manner.

III. PROCEDURES:

Referred individuals are encouraged to attend an Orientation session where Agency services, eligibility criteria, roles and responsibilities and future expectations will be discussed. Information is also available on the ORS web site (www.ors.ri.gov). Orientation sessions are located throughout the State. Following the session any willing participant may submit an application as well as any documentation relevant to making a speedy eligibility decision.

- A. Every effort will be made to provide information in alternative formats and modes of communication for those individuals requiring such accommodations.
- B. Direct intake is also possible for individuals unable to attend Orientation sessions for disability-related reasons, as well as for individuals referred through liaison agencies and Disability Determination services.
- C. Following receipt of an application or direct referral, the assigned counselor will attempt to contact the applicant within ten (10) days. If the counselor's reasonable efforts to contact the individual are unsuccessful, or if the applicant fails to keep scheduled appointments, the case record may be closed.