



## DDSN Executive Memo

**TO: EXECUTIVE DIRECTORS, DSN BOARDS  
CEOS, CONTRACTED SERVICE PROVIDERS  
CASE MANAGEMENT PROVIDERS**

**FROM: ASSOCIATE STATE DIRECTOR, SUSAN KREH BECK, ED.S., LPES, NCSP** 

**DATE: OCTOBER 10, 2019**

**RE: SC Vocational Rehabilitation Referrals/Closures**

### **Summary:**

Effective immediately DDSN will no longer be acting as the intermediary between SC Vocational Rehabilitation Department (SCVRD) and Case Managers. Case Managers will be responsible for making referrals directly to SCVRD and for obtaining evidence of closure prior to authorizing services using Waiver funds.

### **Background:**

In 2010 DDSN began routing all referrals to SCVRD from DDSN Case Managers through the USC Center for Disability Resources (CDR) as a means of tracking referred individuals. Since that time, CDR has tracked 1,831 referrals or closures. In 2015-2016 SCVRD developed a database where all referrals received from DDSN are entered and tracked. Due to the increasing amount of time spent by CDR and DDSN staff in tracking this information, which is now being tracked by SCVRD, we will no longer perform this task and therefore all referrals from Case Managers should be sent directly to SCVRD.

### **Changes:**

- SCVRD Referrals/Closure requests will be sent directly from the Case Manager to the local SCVRD office by fax. (Billable under all forms of Case Management)
- Direct collaboration between the Case Manager and the local SCVRD office/SCVRD counselor will facilitate efficient communication and networking to support positive employment outcomes. (Billable under all forms of Case Management)
- Case Managers will expedite referrals through the Client Assistance Program as appropriate. (Billable under all forms of Case Management)
- Case Management monitoring will be more effective as the Case Manager will be responsible for the coordination of services with the SCVRD counselor. (Billable under all forms of Case Management)
- The SCVRD Referral form/Closure Request will continue to also serve as a release of information that allows DDSN and CDR staff to assist as needed.
- Historical data from the referral project continues to be available.
- Case Managers will ensure the Closure Form has been completed prior to authorizing Employment - Individual Services.
- SCVRD Closure and Referral Forms have been revised (ATTACHED and in Business Tools) to facilitate direct referral from the DDSN Case Manager.

A standard protocol for Case Managers is provided (ATTACHED and in Business Tools) and should be used for reference. Also attached is a copy of the contact information for the SCVRD Regional Offices.

Questions regarding this process should be directed to Susan Davis ([Susan.Davis@uscmed.sc.edu](mailto:Susan.Davis@uscmed.sc.edu), (803) 935-5446).

Attachments

**REQUEST FOR CLOSURE CONFIRMATION**

Date: \_\_\_\_\_

South Carolina Vocational Rehabilitation Department (SCVRD)

Fax Number: 803-896-6510

To Whom It May Concern:

I am writing to formally request that any case that may be open with the South Carolina Vocational Rehabilitation Department in my name be closed effective \_\_\_\_\_.

I understand that I am entitled to a choice of provider for employment services. If at any time in the future I decide to request employment services from SCVRD, this can be done by contacting SCVRD in writing, via phone call, or through my SCDDSN Case Manager.

Thank you for your prompt attention to this matter. Please confirm the status of this request by completing the information in the box below and returning as indicated.

Name: \_\_\_\_\_

Legal Guardian (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

County of Residence: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

\_\_\_\_\_  
Signature (Individual/Legal Guardian) Date: \_\_\_\_\_

Please contact \_\_\_\_\_ with questions related to this request.

Agency: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Fax: (\_\_\_\_\_) \_\_\_\_\_

This document serves as a release of information between SCVRD, SCDDSN, SCDDSN Contracted Provider, and USC Center for Disability Resources and is in effect until it is revoked, which can be done at any time by the individual/legal guardian.

**DDSN Provider:** Please forward this request to the State SCVRD office by fax. Retain the signed copy you receive back from SCVRD for your records.

**SCVRD**

Case Status:  Never opened  Closed Successful  Closed Unsuccessful

Date of Closure: \_\_\_\_\_

\_\_\_\_\_  
SCVRD Signature/Title Date: \_\_\_\_\_

**\*\*\*SCVRD: Please return completed form to their  
Case Manager (listed as contact above) for their records\*\*\***

## VR Referral Protocol

- Any person of working age who desires competitive integrated employment must be afforded the opportunity to work.
- If a person requests employment services from SC Vocational Rehabilitation Department (SCVRD), a referral should be completed per the protocol below.
- Any person under the age of 24 who is seeking services that include sub-minimum wage must be referred to SCVRD to ensure they have been provided the opportunity to try work either through their school or through SCVRD. SCVRD must provide documentation via SCVRD form 438 with attachments prior to being eligible to earn sub-minimum wage.

### Protocol:

1. A person requests services from SCVRD.
  - Appropriate referrals include
    - individuals under 24 years of age seeking sub-minimum wage,
    - individuals with no DDSN funding seeking competitive employment, and
    - individuals with DDSN funding seeking competitive employment and making the choice to receive employment services/supports from SCVRD as opposed to a DDSN qualified provider.
2. The Case Manager completes a VR Referral form and faxes to the **local SCVRD office**. (See attached list.)
  - This is a legal document and must be signed by the individual/legal guardian requesting employment services and dated.
  - The form must be complete and legible.
  - This referral also serves as a release of information between SCDDSN, SCDDSN contracted Case Manager, SCVRD, and USC Center for Disability Resources.
  - The referral should be faxed to the local SCVRD office and confirmation of receipt maintained in the file.
3. The Case Manager should follow up with the local SCVRD office to determine assignment of VR counselor.
  - Allow two weeks from referral date for counselor assignment.
4. The Case Manager should maintain contact with the SCVRD counselor to monitor service quality, service effectiveness and satisfaction of the individual.
  - Email communication is encouraged to have written verification of response and information.
5. Any concerns related to this referral that have not been resolved at the local level should be forwarded to the Client Assistance Program (CAP). See attached flyer.

## VR Closure Protocol

If a person has waiver/state funding and requests employment services from a DDSN qualified provider, a closure request **must** be sent to the SCVRD State office (Fax: 803-896-6510) and confirmed prior to authorizing the service.

- The closure request is required in order to ensure there is no duplication of services and should be sent even if the individual believes they have no open case with SCVRD.
- This is a legal document requiring a date and must be signed by the individual/legal guardian requesting employment services.
- The form must be complete and legible.
- This closure request also serves as a release of information between SCDDSN, SCDDSN contracted Case Manager, SCVRD, and USC Center for Disability Resources.
- The request should be faxed to the State SCVRD office and confirmation of receipt maintained in the file. Closures are received and processed by Salonda Gallishaw (sgallishaw@scvrd.net)
- The Case Manager should monitor to ensure the closure request is processed.
- Email communication is encouraged to have written verification of response and information.
- Typically SCVRD will contact the individual/ family to verify closure desire and offer other services. If other services from SCVRD are accepted, referral to a DDSN qualified provider **cannot** be completed.
- When the closure request is processed by SCVRD and confirmation is returned to the Case Manager, a copy should be forwarded to the chosen employment provider along with the authorization.



**SOUTH CAROLINA  
DEPARTMENT OF  
DISABILITIES AND SPECIAL NEEDS**

Date: \_\_\_\_\_

To: SCVRD Local Office: \_\_\_\_\_

Fax: \_\_\_\_\_

This referral/release is to inform you that: \_\_\_\_\_  
is interested in securing independent, community employment with the assistance of the South Carolina Vocational Rehabilitation Department (SCVRD).

**SCVRD please contact the Case Manager directly with the VR Counselor's name and contact information to expedite services and maintain open communication.**

**Contact Information**

NAME: \_\_\_\_\_

Legal Guardian, if applicable, (Must be adjudicated): \_\_\_\_\_

Parent/Caregiver: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

County: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Age: \_\_\_\_\_ Disability Category: ID/RD HASCI Autism

Currently in school?: Yes No If yes, Name of School: \_\_\_\_\_

**Release Information**

In an effort to increase communication, determine eligibility and assist in securing employment, permission has been given to release information, (including medical information, testing, case notes, etc.) between South Carolina Vocational Rehabilitation Department, South Carolina Department of Disabilities and Special Needs, the Disabilities and Special Needs Case Manager, University of South Carolina, Center for Disability Resources as indicated by consumer/legal guardian signature below. This release will be in effect until it is revoked, which can be done at any time by the individual/legal guardian.

Case Management Provider: \_\_\_\_\_

Case Manager's Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Individual's Signature: \_\_\_\_\_

(Legal Guardian if applicable): \_\_\_\_\_

Date: \_\_\_\_\_

**Case Manager Note: Retain a copy of confirmation of faxed document in file.**

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## Local Offices

### **Aiken \* (Serving Aiken, Barnwell and Edgefield counties)**

855 York St. N.E.  
Aiken, SC 29801  
803-641-7630 (Office/TDD)  
803-641-7733 (Fax)  
800-861-9410 (Toll free)  
[Email Us](#)

### **Anderson \* (Serving Anderson county)**

3001 Martin Luther King Jr.  
Blvd.  
Anderson, SC 29625  
864-224-6391 (Office/TDD)  
864-231-6993 (Fax)  
[Email Us](#)

### **Beaufort \* (Serving Beaufort and Jasper counties)**

747 Robert Smalls Parkway  
Beaufort, SC 29906  
843-522-1010 (Office/TDD)  
843-522-3763 (Fax)  
[Email Us](#)

### **Bennettsville \* (Serving Marlboro and Chesterfield counties)**

1029 SC-9  
Bennettsville, SC 29512  
843-479-8318 (Office/TDD)  
800-849-4878 (Toll free)  
843-454-9216  
[Email Us](#)

### **Camden \* (Serving Fairfield, Kershaw and Lee counties)**

15 Battleship Road Ext.  
Camden, SC 29020  
803-432-1068 (Office/TDD)  
803-425-7342 (Fax)  
866-206-5280 (Toll free)  
[Email Us](#)

### **Clinton \* (Serving Laurens county)**

22861 Highway 76 E  
Clinton, SC 29325  
864-984-6563 (Office/TTY)  
864-833-5258  
866-443-0103 (Toll free)  
[Email Us](#)

**Columbia (main office) (Serving Richland county)**

516 Percival Road  
Columbia, SC 29206  
803-782-4239 (Office/TDD)  
803-782-3573 (Fax)  
866-206-5280 (Toll free)

[Email Us](#)

**Columbia (downtown office)**

1430 Confederate Avenue  
Columbia, SC 29202  
803-898-8866 (Office)

[Email Us](#)

**Conway \* (Serving Horry county)**

3009 Fourth Avenue  
Conway, SC 29527  
843-248-2235 (Office/TTY)  
843-248-7188 (Fax)

[Email Us](#)

**Dillon (Serving Dillon and Marion counties)**

309 North First Avenue  
Dillon, SC 29536  
843-774-3691 (Office)  
843-774-7351 (Fax)

[Email Us](#)

**Florence \* (Serving Florence county)**

1947 West Darlington Street  
Florence, SC 29501  
843-662-8114 (Office/TTY)  
843-661-7310 (Fax)

[Email Us](#)

**Gaffney \* (Serving Cherokee and Union counties)**

364 Huntington Road  
Gaffney, SC 29341  
864-489-9954 (Office/TTY)  
864-487-0505 (Fax)  
866-451-1481 (Toll free)

[Email Us](#)

**Georgetown (Serving Georgetown county)**

1777 N. Fraser Street  
Georgetown, SC 29440  
843-546-2595 (Office/TTY)  
843-527-8449 (Fax)

[Email Us](#)

**Greenville \* (Serving Greenville county and Easley residents of Pickens county)**

105 Parkins Mill Road  
Greenville, SC 29607  
864-297-3066 (Office/TDD)  
864-675-9144 (Fax)  
[Email Us](#)

**Greenwood \* (Serving Abbeville, Greenwood, McCormick and Saluda counties)**

2345 Hwy 72/221 E  
Greenwood, SC 29649  
864-229-5827 (Office/TDD)  
864-229-5443 (Fax)  
866-443-0162 (Toll free)  
[Email Us](#)

**Hartsville \* (Serving Darling county)**

2413 Stadium Road  
Hartsville, SC 29550  
843-332-2262 (Office/TTY)  
843-383-2679 (Fax)  
[Email Us](#)

**Jonesville (Serving Union county)**

131 North Main Street  
Jonesville, SC 29353  
864-475-5000 (Office/TTY)  
864-487-0505 (Fax)  
[Email Us](#)

**Kingstree \* (Serving Williams county)**

405 Martin Luther King Jr. Avenue  
Kingstree, SC 29556  
843-354-5252 (Office)  
843-354-7221 (Fax)  
[Email Us](#)

**Lancaster \***

[1150 Roddey Drive](#)  
[Lancaster, SC 29720](#)  
[803-285-6909](#) (Office/TDD)  
[Email Us](#)

**Lexington, West Columbia \* (Serving Lexington county)**

[1330 Boston Ave.](#)  
[West Columbia, SC 29170](#)  
[803-896-6333](#) (Office/TDD)  
803-896-6373 (Fax)  
[866-206-5184](#) (Toll free)  
[Email Us](#)



**Lyman \* (Serving Lyman and surround area)**

180 Groce Road

Lyman, SC 29365

864-249-8030 (Office/TDD)

888-322-9391 (Toll free)

[Email Us](#)

**Moncks Corner \* (Serving Berkeley and Dorchester counties)**

2954 S. Live Oak Drive

Moncks Corner, SC 29461

843-761-6036 (Office/TDD)

843-761-5819 (Fax)

866-297-6808 (Toll free)

[Email Us](#)

**Newberry (Serving Newberry county)**

2601 Evans Street

Newberry, SC 29108

803-276-8438 (Voice/TTY)

803-276-8438 (Fax)

[Email Us](#)

**North Charleston \* (Serving Charleston county)**

4360 Dorchester Road

North Charleston, SC 29405

843-740-1600 (Office/TDD)

843-740-1605 (Fax)

[Email Us](#)

**Orangeburg \* (Serving Orangeburg area)**

1661 Joe S. Jeffords Hwy S.E.

Orangeburg, SC 29115

803-534-4939 (Office/TDD)

803-531-8510 (Fax)

[Email Us](#)

**Rock Hill \* (Serving Chester and York counties)**

1020 Heckle Blvd.

Rock Hill, SC 29732

803-327-7106 (Office/TDD)

803-321-3202 (Fax)

[Email Us](#)

**Seneca \* (Serving Oconee and Pickens counties)**

1951 Wells Highway

Seneca, SC 29678

864-882-6669 (Office/TDD)

864-882-5808 (Fax)

866-313-0082 (Toll free)

[Email Us](#)

**Spartanburg \* (Serving Spartanburg county)**

353 S. Church Street  
Spartanburg, SC 29306  
864-585-3693 (Office/TTY)  
864-573-6619 (Fax)  
866-451-1480 (Toll free)  
[Email Us](#)

**Sumter \* (Serving Clarendon and Sumter counties)**

1760 North Main Street  
Sumter, SC 29153  
803-469-2960 (Office/TTY)  
803-464-8057 (Fax)  
[Email Us](#)

**Walterboro \* (Serving Allendale, Colleton and Hampton counties)**

919 Thunderbolt Drive  
Walterboro, SC 29488  
843-538-3116 (Office/TDD)  
843-538-2722 (Fax)  
888-577-3549 (Toll free)  
[Email Us](#)