

Attaching and Scanning Documents to the Official Case Record IRIS

Updated June 2014

Purpose

To communicate and identify criteria used in determining what documents to attach to the Official Case Record (IRIS) and how to attach those documents.

Rationale

All documents that are retained and related to a consumer's DVR case record must be attached to the electronic file. This includes all documents that are scanned or that are attached via email.

Documents will be attached using the Centralized Scanning Unit. However, staff from that unit will not make decisions on whether or not a document should be attached; that decision will be made by field staff.

Following are guidelines to be used, but these do not encompass all documents.

Procedure

All staff has been given the ability to attach documents to IRIS. In the same day, a document can also be deleted if the document was attached by mistake.

Staff should attach a document only if it is more efficient than sending a document to the centralized scanning unit. Staff should not attach documents for other staff.

Make maximum effort to secure information requested from physicians, hospitals, medical clinics, schools, business consultants, etc. via electronic transfer (via email). To the extent possible hold statewide service providers accountable to submit reports electronically as set forth in the terms of their agreements. Other vendors of DVR should be encouraged to submit electronic reports or correspondence about a consumer to facilitate inclusion into the consumer case record.

Each item should be named to facilitate tracking of information in the case file. The most recent updated Naming Convention will always be located in IRIS, on the Attachment page.

Unreadable documents should be summarized in a case note where possible and do not need to be attached.

If a large document is received it is not necessary to attach the entire document. The relevant sections of the document may be attached. Please note areas or sections omitted in a case note.

Documents that staff have the authority to attach include:

- Documents that were created and are already electronic.
- Letters that have been created by DVR.
- Reports that come electronically from doctors and or other vendors.
- Training grants that have been created by DVR.
- Any other electronic documents that have been created by DVR.

Documents that should be sent to centralized scanning:

- Electronic documents that have been sent to you by an outside source, (other than reports that come electronically from doctors and vendors).
- Paper documents.
- ERLs or other documents with a signature or signatures.

Removal of an item

If errors are made in the attachment process, a request for removal of an item should go through this process:

1. Send an email to the WDA Director/VR Supervisor explaining why you are requesting that the attachment be removed.
2. If approved, he/she will forward the email to an IRIS System Administrator for removal.

Required Case Record Documentation

A case record shall be maintained for each consumer served by the DVR. The Integrated Rehabilitation Information System (IRIS) computer record is the official DVR case record.

The following must be documented in the IRIS case record:

- Information supporting the decision made regarding eligibility, order of selection and significance of disability.
- Information supporting the development of the long-term vocational goal, services and measures.
- Plan for employment and any amendments.
- Periodic reviews and evaluations of the plan for employment.
- Periodic assessments carried out during the provision of planned trial temporary work.
- Information supporting the provision of supported employment services.
- Consumer's request for an appeal and any decision or action resulting from that request.
- Information supporting the decision to close a consumer's case record, including verification of competitive employment, when applicable.

Following are guidelines to be used, but these examples do not encompass all documents. If you are uncertain about what information should be included in a consumer case record you should consult with your supervisor. Many of the items that are required to be included in a case record have been automated in IRIS.

- Authorizations to release information, including authorizations DVR has received and DVR has issued.
- Individual Plan for Employment (IPE) signature pages, if the electronic signature is not captured.
- Documents that contain a consumer signature (examples; Expense Reimbursement Logs ERLs, Internship/Temporary Work Agreements, Fiscal Responsibilities Agreement, etc.).
- All letters sent to consumers (if not system generated). Examples are appointment letters, 10-day letters, eligibility letters, closure letters, etc. Letters should not be cut and pasted into IRIS. The letter on letterhead must be scanned into IRIS. A signature is not required on the scanned letter, but it is important that you document in an IRIS case note that the attached letter was sent.
- Resumes.
- Letters received that provide information about the consumer.
- OJT contracts.
- Receipts, when appropriate.