OIB Case Review Guide

Effective 01/15/2022

## General Information

This guide is used to OIB staff who have case review rights in the Texas Review, Oversight and Coaching System (TxROCS). Case reviews are completed in TxROCS with questions listed below being answered individually in the case review system.

### The OIB Case Review Approach

10% of case reviews are completed each year based on of the number of customers served in the OIB program. This is to comply with HR HUMAN RESOURCES CODE TITLE 7. REHABILITATION OF INDIVIDUALS WITH DISABILITIES CHAPTER 117. DEPARTMENT OF ASSISTIVE AND REHABILITATIVE SERVICES SUBCHAPTER A. GENERAL PROVISIONS.

The OIB program receives a random sample of open and closed cases each quarter from the TWC Information Innovation and Insight Division based on the number of customer’s served. Cases are reviewed in TxROCS with all relevant questions being answered for each review.

An important benefit of case reviews is the feedback provided to the OIB worker. This should include demonstrative quality work and the knowledge/attention given to the customer, along with timely services provided. If areas of noncompliance are noted, corrective actions will be implemented in TxROCS and the OIB worker will be asked to complete corrective actions. TxROCS will be updated when corrective actions are completed by the OIB Worker.

Further questions regarding OIB case reviews can be sent to the OIB Program Specialists or the OIB Manager.

## OIB Process Review Section

| **Question** | **Discussion** | **Reference** |
| --- | --- | --- |
| 1. Information& referral/IL Guide provided. | Every first-time referral to the OIB program must be provided an Independent Living for Older Individuals Who Are Blind or Visually Impaired publication by mail, which has information about vision loss. | 3.1.7 Independent Living for Older Individuals Who Are Blind or Visually Impaired Procedures  5.2.3 Information and Referral Services |
| 1. IL Services page in RHW indicates Information & Referral | At time of intake the IL Services page in RHW must be completed with I&R services selected and any other services that apply.  OIB Worker reviews and updates the IL Services page throughout the life of the case. | 4.5.1 Use of the Independent Living Goals and Independent Living Services Pages |
| 1. Contact made during initial contact was documented in a timely manner that services were initiated. | Case notes should be entered timely. The best practice is to finish a case note titled “contact” within one week of contact with a customer, but it should not take longer than one month to enter a case note. | 7.2 Case Notes  7.2.5 Method of Recording |
| 1. Profile/Application completed | If the customer completes an application, all information should be recorded in RHW, with the application statement being in the case management system. The signed application statement should be in the customer case file. All required documents should be signed and in the customer case file. All copies of medical records are requested in a timely manner if they are needed to determine eligibility. | 3.2.9 Procedures for Finalizing Applications |
| 1. Application assessment documented in a case note | The OIB worker documents in a case note in RHW the application assessment at the time the application is entered. The OIB worker conducts an interview with every applicant and documents significant observations or application assessments in a case note. The application assessment case note should have all elements entered as outlined in 7.3.1 Application Assessment Case Note in the OIB Manual. | 3.2.9 Procedures for Finalizing Applications  7.3.1 Application Assessment Case Note |
| 1. “Can We Talk” brochure provided and documented in a case note. | Applicant and customer rights that pertain to each program are summarized in a booklet entitled “Your Rights.” The booklet must be provided to the customer, at a minimum during the application process and during other phases of the OIB case. | 1.3.1 Notification of Applicant and Customer Rights and the Appeals Process  Note: Title of booklet has changed from “Your Rights” to “Can we Talk” |
| 1. Disability page in RHW completed accurately and secondary/tertiary disability coded if applicable. | When obtaining information from a referral during an initial contact, the OIB staff member completes the Disability Information page under the Eligibility section in RHW.  The primary disability is coded first on the disability page in RHW, then any secondary or tertiary disabilities are recorded if applicable. | 3.1.4 Gathering Information during the Initial Contact  3.6.7 Secondary Disability |
| 1. Eligibility determined within 60 days of application, and if not, documentation shows attempt to determine eligibility in a timely manner. | Eligibility should be determined within 60 days of the application being signed. If eligibility determination is delayed, the reason must be clearly stated in a case note. | 3.3.2 Older Individuals Who Are Blind Worker Responsibilities |
| 1. Eligibility case note documentation supports criteria for eligibility or reason for ineligibility | The OIB worker must document that both Criterion 2(visual impairment) and Criterion 3 (services on impact on independent living) were applied. Customer’s age should also be reviewed.  All methods that establish the existence of an impairment (OIB Worker noting a visible impairment, documentation in medical records, etc.) must be verified and documented in a case note that discusses how the visual disability was determined. | 3.3.3 Eligibility Criteria  7.3.2 Eligibility Case Note |
| 1. Comprehensive assessment clearly addresses all areas of the Texas Confidence Builders philosophy (adjustment to blindness, IL skills, travel skills, communication skills, support systems, and quality of life). | The OIB worker completes the comprehensive assessment by using VR2954 ( and copies the form into RHW. If the OIB Worker does not copy the VR2954, the case note must address the following core skills:  •Adjustment to blindness  •Independent living skills•Travel and transportation  •Communication  •Support systems  •Quality of life.  Any additional assessments can be used and information included in the comprehensive assessment.  The comprehensive assessment should describe the customer’s methods of completing tasks as well as training needs. It should also include a justification for all planned services on the ILP. | 4.1.3 Completing the Comprehensive Assessment  7.3.3 Comprehensive Assessment Case Note |
| 1. IL Plan completed within 90 days of eligibility, and if not, documentation shows attempt to develop the plan in a timely manner. | After completing the comprehensive assessment, the OIB worker and the customer develop an ILP within 90 days of the certification of eligibility.  An ILP must be developed within 90 days of the eligibility date. If this deadline cannot be met, the reason for the delay must be documented in a case note. | 4.4 Independent Living Plan  4.4.1 Overview  4.5.3 When to Move Out of Plan Development |
| 1. IL Plan is consistent with the comprehensive assessment. | The OIB Worker and the customer develop the plan together and the OIB worker:  1. Reviews the application and comprehensive assessment information with the customer to finalize or update the services and goals  2. Works with the customer to decide whether the plan options are consistent with the needs that were agreed upon  3. Ensures that all services, goals, and intermediate objectives meet the customer’s identified needs and expectations.  The customer’s informed choice is considered whenever possible. The ILP should have listed all services necessary for customer to meet their goals and objectives. Service dates, service providers, and delivery of services should be included on the ILP with realistic timeframes for completion. The OIB worker should note planned frequency of contact based on the customer’s needs and preferences. | 4.4 Independent Living Plan  4.4.4 General Guidelines for Eligibility and Plan Development  4.4.5 Overall Independent Living Goals |
| 1. IL plan or waiver signed and filed in the case folder (or is an electronic signature noted in a case note). | The OIB worker and the customer (or the customer’s representative) must sign and date the plan.  If the written plan has not been waived, the OIB worker provides a copy of the ILP to the customer.  The customer may choose to waive the written plan by signing the plan waiver to reflect this decision. The ILP waiver becomes a part of the electronic case record. | 4.4.2 Purpose  4.6.4 Signatures and Copies |
| 1. Referrals or service records created for planned services. | Services are documented through an ILP and service records that detail each service are recorded in RHW.  The OIB worker makes certain that: service records for in-house providers have been completed; all open service records are cancelled when services have been completed. | 5.2 Delivering Independent Living Services for OIB  6.5.9 Procedure for Closing a Case as Unsuccessful Closure after Plan Initiated |
| 1. Planned services were provided and the service records are consistent with the ILP. | Services are documented through an ILP, and in service records that detail each service (type of service, provider, payment method, and duration of service) if providers are in-house. If additional services were needed for the case, an ILP amendment was completed, or a service justification was entered outlining why the additional service was needed. | 5.2 Delivering Independent Living Services for OIB |
| 1. Documentation of Service Coordination is in RHW and/or the case file. Example: documentation that a staffing was held with the service provider regarding service delivery, service completion, and follow-up on community referrals. | If a customer was referred to an in-house provider, or contracted provider, there should be documentation in the case file regarding: referrals (if required), case staffings, if a service was delayed, service completion, and any follow-up with the customer on other community referrals. | 7.2.3 What to Include |
| 1. IL Skills training case notes demonstrate customer’s progress. | The OIB worker retains the responsibility for monitoring progress and providing support as needed regarding IL Skills training for the customer and the customer’s progress should be documented in a case note. | * + 1. 2.1.5 Customer Responsibility   7.3.6 Other Case Note Topics |
| 1. IL Services page in RHW updated throughout the life of the case to reflect services provided. | At the time of initial contact, the IL Services page in RHW must be completed regarding services requested, cancelled, in-progress, improved or not completed.  The OIB Worker reviews and updates the IL Services page throughout the life of the case. | 4.5.1 Use of the Independent Living Goals and Independent Living Services Pages |
| 1. ILP amendments and/or joint annual reviews documented in a case note. | As often as necessary, but at least every 12 months, the OIB worker must conduct a joint annual review.  The JAR case note must include:  • how the JAR was completed (such as by phone or in person);  • which ILP planned services were reviewed and the status of each service;  • new needs for services;  • ILP amendments; and  • the estimated time to complete IL services.  An ILP amendment may be completed at any time but must be done when there is:  • a substantial change in the plan for services; or  • a need to clarify changes with the customer in writing. | 7.3.5 Joint Annual Review  4.7.2 When to Amend the Independent Living Plan? |
| 1. Service justification case note(s) entered regarding purchase of goods and services. | If a service was not included on the ILP (or ILP amendment) and discussed on the comprehensive assessment, a service justification may be entered in RHW to justify a service. The service justification must include information regarding: best value, best business practices, use of comparable benefits, and changes in the customer’s financial status. | 7.3.6 Purchasing Case Notes  7.3.6 Other Case Note Topics |
| 1. Frequency of contact adequate to meet the customer’s needs and support customer progress. | The frequency of customer contact depends on the needs and preferences of the customer and the OIB worker. The OIB worker discusses and plans the amount and type of contact needed and documents the agreement on the ILP. The OIB Worker documents customer contact (whether the customer is able to be contacted or there was an attempt to contact) in appropriate RHW case notes. | 4.4.12 Planning Frequency of Customer Contact. |
| 1. Minimal services met the need of the customer. | Minimal services can be provided after Initial Contact is completed and the individual is in Initial Contact with Case Assignment in RHW.  If it is determined that a case can be closed with minimal services, a case note must be entered describing the reason for closure and customer agreement to closure.  The closure case note must contain:  • the reason for the closure; and  • a summary of how minimal services met the need (if applicable). | 3.1.6 Minimal Services  6.2.2 Successful Closure Criteria  6.4.7 Procedure for Closing a Case as Successful  7.3.8 Closure Case Note |
| 1. Closure was discussed with customer and documented in RHW. | The OIB program has a variety of possible closures. All closed cases must have a case note describing the reason for closure and that closure was informed of the customer via a closure letter. | 6.1 Overview  6.4.4 Customer Notification  6.5.4 Customer Notification  7.3.8 Closure Case Note |
| 1. Post-closure services provided in accordance with policy. | Post-closure services might be appropriate for former OIB customers who were determined eligible, had an ILP, and have successfully achieved their IL goals but have additional IL-related needs.  The OIB worker uses procedures for post-closure services outlined in the OIB Manual 6.6.4. | 6.6 Post-Closure Services  6.6.4 Procedure for Post-Closure Services |
| 1. Case note justification documented for assistive technology purchased/warehouse, and income criteria applied. | If assistive technology was purchased or received from the warehouse, a case note must be entered in RHW regarding justification for the equipment and that income criteria was applied. The OIB Worker should refer to 5.2.5 in the OIB manual to ensure that all requirements for the customer obtaining assistive technology equipment are met.  The VR2014, Rehabilitation Equipment Receipt and Agreement must be signed by the customer to show that he or she understands the purposes and conditions under which assistive equipment is issued and be placed in the customer case file. | 5.2.5 Information Access and Technology Services |
| 1. Service authorizations for planned services follow agency guidelines, are provided within dates of service on ILP, and income criteria was applied. | The requirements for purchasing goods and services for OIB customers follow the same processes and procedures for TWC-VR customers. See the Vocational Rehabilitation Services Manual (VRSM) D-200 for all purchasing requirements related to service authorizations for OIB customers. | VRSM D-200: Purchasing Goods and Services  7.9 Purchasing Goods and Services for Customers |
| 1. Procedures for hearing aids completed correctly including comparable benefits such as referral to CIL, and income criteria applied. | Purchase of any goods or services related to a secondary disability require state office program specialist (or OIB Manager) review and approval prior to authorization.  If the customer requires hearing aids to participate in OIB services, customers are referred to Deafblind Services. The referral occurs before audiological or hearing-aid evaluations are scheduled. | 3.6.7 Secondary Disability  5.2.6 Deafblind Services |
| 1. Purchases are within guidelines for minimal services. | Minimal services can be provided after Initial Contact is completed and the individual is in Initial Contact with Case Assignment in RHW.  Refer to 3.1.6 Minimal Services in the OIB Manual for a list of services that can be provided for OIB customers. | 3.1.6 Minimal Services |