



**the  
Chickasaw Nation  
Division of Education  
Vocational Rehabilitation Program**

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**Bill Anoatubby  
Governor**

**Consumer Case Record Review**

<b>Date:</b>		<b>Counselor:</b>	
<b>Consumer:</b>		<b>Reviewer:</b>	
<b>Case status:</b>		<b>Date of last review:</b>	

	<b>CRITERIA</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
1.	Is there an application for services in the file and is it signed and dated by the consumer?				
2.	Is there proof of membership of a federally recognized tribe?				
3.	Does the applicant live within the service area of the Chickasaw Nation Vocational Rehabilitation Program?				
4.	Is the poof of residency documented?				
5.	If needed, are there completed releases of information forms signed and dated?				
6.	Is there documented proof of mental or physical disability that is a substantial impediment to employment?				
7.	Does the consumer require VR services to achieve an employment outcome?				
8.	Was the consumer determined eligible within 60 days of the application or agreed to an extension of time?				
9.	Is there a written IPE?				
10.	Has the IPE been signed and dated by both consumer and counselor?				
11.	Does the vocational goal seem to meet the consumer's strengths, resources, priorities, concerns, abilities, capabilities and interests?				



	CRITERIA	YES	NO	N/A	COMMENTS
<b>CLOSED CASES ONLY:</b>					
22.	Was the reason for the closure appropriate?				
23.	If a determination of ineligibility was made was the consumer given an opportunity to meet with the counselor to discuss the reason for ineligibility?				
24.	If a determination of ineligibility was made, was the consumer notified in writing of the reason for the determination?				
25.	If a determination of ineligibility was made, was the consumer given written information on how to seek remedy for dissatisfaction including the availability of an IHO and CAP?				
26.	If a determination of ineligibility was made based on the person being incapable of achieving an employment outcome, is the determination scheduled for review within 12 months?				
27.	If the consumer's case was closed as successfully employed (26), did the services provided under the IPE contribute to achieving an employment outcome?				
28.	If the consumer's case was closed as successfully employed (26), is the achieved employment consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities and interests?				
29.	If the consumer's case was closed as successfully employed (26), did the consumer maintain the employment outcome for at least 90 days prior to case closure?				
30.	If the consumer's case was closed as successfully employed (26), after the 90 days of maintaining employment, did the counselor and consumer consider the employment to be satisfactory and that the consumer was performing well at his/her job?				
31.	If the consumer's case was closed as successfully employed (26), did the consumer gain competitive employment?				
32.	If the consumer's case was closed as successfully employed (26), did the consumer gain supported employment?				
33.	If the consumer's case was closed as successfully employed (26), did the consumer gain self employment?				
34.	If it has been more than one year since the case closure, was the consumer contacted for follow up one year after the case closure?				





5. Is your counselor friendly and easy to work with?

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6. Is your counselor available when you try to contact him/her? Does your counselor return your calls promptly?

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7. How often do you meet with/speak to your counselor? Do you feel this is often enough?

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8. At any time, since you applied for services, did your counselor explain that the goal of the Program is to assist you to get or keep a suitable job.

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9. Have you worked with your counselor to develop a plan for employment? If so, do you feel you were involved in developing your plan? Did you receive a copy of your plan?

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10. If you have received services, were they provided in a timely manner?

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11. Overall, how satisfied are you with the VR program? Please explain.

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12. Do you have any additional comments or suggestions to make the VR Program better?

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