

Follow-up Contact

Policy Summary

The Vision Rehabilitation Specialist (VRS) must complete follow-up contact with Older Individuals who are Blind (OIB) clients to maintain a relationship, ensure any adaptive aid is benefiting the client, and ensure the necessary services are received.

Procedures for Follow-up Contact

- The VRS must contact the OIB client via telephone or home visit within one to two weeks (7-14 days) after adaptive aid is issued to ensure the adaptive aid is benefiting the client, answer any questions or address any vision problems the client is experiencing.
 - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- The VRS must follow-up with the client monthly (30 days) via telephone call or home visit after the first follow-up phone call or home visit after the adaptive aid was initially issued unless another month has been mutually agreed upon (no longer than 3 months). This must be documented in AWARE ND.
- The procedures must be followed each time a device is given to an OIB client until goal closure, to ensure the client is benefiting from the adaptive aid, answer any questions or address any vision problems the OIB client is experiencing.
 - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- If a client states that they will be on vacation when follow-up should occur, the VRS must document in AWARE ND when the client will return and call them at the next available opportunity.
- If a client does not reside in North Dakota all year ("snowbird"), the VRS must still try to follow-up with the client. If the client is experiencing difficulty, the VRS may need to refer them to the local OIB program where they reside.

Procedures for Individuals who are Unreachable

- The VRS must have a signed Authorization to Disclose Information (SFN 1059) to talk to anyone other than the OIB client. The VRS must upload the Authorization to Disclose Information as an attachment to their case file in AWARE ND.
- If the VRS attempts to contact the OIB client but speaks with the client's spouse, significant other, guardian, or contact person listed on the OIB application and it is stated that everything is going well the VRS must follow-up in one month.
 - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- If you leave a message or there is no answer you should attempt another follow up call within one week (seven days). After three unsuccessful attempts to contact the OIB client (or anyone who has a signed Authorization to Disclose Information in place) the VRS must send a letter or, the VRS must make a drop-in visit within one month (30 days) of no return phone call from the OIB client.
 - The VRS must document the attempted contact in AWARE ND to include all pertinent data such as the date, and, if applicable, who the VRS spoke with and a summary of the phone call or home visit within 14 days.

Procedures for Individuals with an Open Goal

- The VRS must contact the client once per month (30 days) until all goals have been closed. This may be done via telephone call or home visit.
 - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.

Procedures for Clients who Have Met Goals

Follow the [Case Closure.docx](#) policy.

Note: Some items do not necessitate a one-to-two-week follow-up. Examples of these items include, but are not limited to:

- Large print calendars
- Guides (signature, check, envelope, etc.)
- Batteries
- Bold pens, bold-lined paper, etc.
- Hobby equipment such as cards, crossword puzzles, needle threaders, etc.
- Large print calendars

Summary of Updates

6-2026 – Updated for accessibility. Updated language to reflect uploading documents into AWARE as we are now electronic case files.