

DVR

Guide to Services



DVR's Purpose

Transforming lives by empowering people with disabilities to achieve a greater quality of life by obtaining and maintaining employment. The Division of Vocational Rehabilitation (DVR) believes employment contributes to a person's ability to live independently and everyone has a right to work.

With offices located throughout Washington, DVR develops partnerships within communities to help meet the employment needs of people with disabilities and employers.



Contents

Equal Access to Services	2
Confidentiality	
Is DVR right for you?	3
What is DVR?	
Who does DVR serve?	
How can DVR help me go to work?	
How do I get started with DVR?	
The Rehabilitation Process	4
Application	
Eligibility	
Vocational Assessment	
Plan for Employment	5
Successfully Employed	
Post Employment	
Working in Partnership	6
The role of the DVR team	
Can I invite someone to the team?	
Your role in the partnership	
What makes the partnership work well?	
What if I need more time to develop my IPE?	7
The Choice is Yours	
What decisions do I make?	
What if I need help making decisions?	
Services Available from DVR ...	8
What types of services does DVR offer?	
Paying for DVR Services	9
Who pays for DVR services?	
Are there DVR services I can get without helping pay?	
What if I want to attend a college or training program?	
Customer Rights	10

Equal Access to Services

Our policy is that no person shall be subjected to discrimination by DSHS or its contractors because of race, color, ethnicity, gender, sexual orientation, age, religion, creed, marital status, status as a disabled veteran or Vietnam Era veteran or based on the presence of any physical, mental or sensory disability.

To request this publication in an alternative format, please call 1-800-637-5627 or visit our website.

Confidentiality

Information you provide to DVR is kept confidential. Information is shared with others only with your written consent, except in very limited circumstances. If your file includes mental health records, HIV/AIDS and/or STD test results, diagnosis or treatment, and/or chemical dependency services, specific consent would be required for DVR to release the information.



DVR creates new possibilities for people with disabilities to access more job opportunities.

Is DVR right for you?

What is DVR?

DVR is a statewide resource for people with disabilities. We assist individuals with disabilities in getting and keeping a job. DVR is a state and federally-sponsored program. DVR works in partnership with the community and businesses to develop employment opportunities for people with disabilities.

Who does DVR serve?

DVR may serve you if you:

- 1) Have a physical, mental, or sensory disability that makes it difficult to get a job or keep a job that matches your skills, potential, and interest;
- 2) Need services and support, such as counseling, training, or assistance with a job search, in order to get or keep a job; and
- 3) Are capable of working as a result of receiving DVR Services.

How can DVR help me go to work?

DVR staff will help you get the information you need to make a good decision about:

- What type of job you want
- Steps needed to reach your goal of going to work

With support from DVR, you will:

- Design and carry out a step-by-step plan to reach your employment goals

How do I get started with DVR?

To learn more about how to get started, contact DVR to set up an appointment. DVR has offices in many cities across Washington to serve you. Call 1-800-637-5627 to find the office closest to where you live.



If you need an interpreter or translator, or if you need information in another format, such as large print or Braille, please explain your needs when you contact DVR for an appointment.

The Rehabilitation Process

Application

- DVR will provide you with information about vocational rehabilitation services.
- You must complete an application with DVR before services can begin.
- Your application will be reviewed by a DVR counselor to determine if you are eligible for DVR services.

Eligibility

You are eligible for DVR services if you:

- Have a physical, mental, or sensory disability that results in a substantial barrier to employment;
- You require vocational rehabilitation services to get or keep a job; and
- You are capable of working as a result of receiving DVR Services.

Your DVR counseling team collects records to document your identity, disability, and work status. If no records about your disability exist, you may need to complete medical examinations or tests to verify or support eligibility.

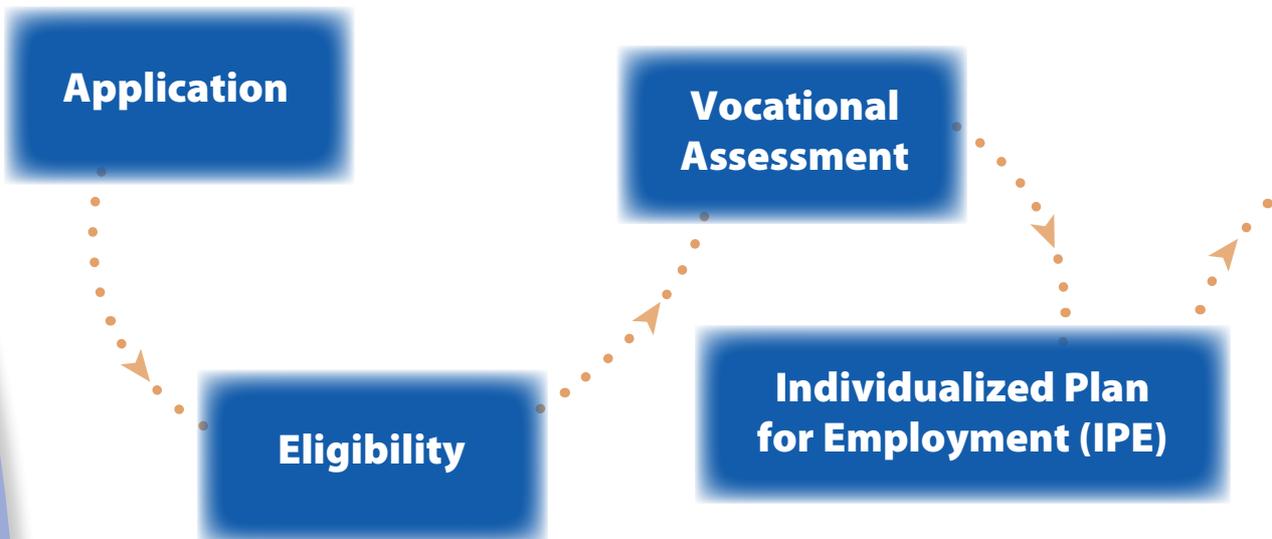
Vocational Assessment

You and a DVR counselor explore types of jobs that best match your interest and strengths. You will review:

- Your strengths, abilities and interests;
- Your work history and skills;
- Information about local job market trends.

Or you may complete:

- Interest and/or aptitude tests; or
- Job try-outs.
- If you need more time to explore your career options, ask your DVR counselor to extend the timeframe to develop your plan for employment.



Plan for Employment

The DVR counselor offers ongoing counseling, guidance, and support as you get or keep a job, this may include:

- Selecting a job goal;
- Writing a plan that outlines what steps and services you need to reach your job goal; and
- Beginning to work on the activities outlined in your plan that may include:
 - Training and Education
 - Conducting a job search
 - Researching job-related resources and referrals
 - Job search training
 - Resumé and interview techniques
 - Job placement assistance
 - Support in keeping a job



**Successful
Employment**

**Post Employment
Services (PES)**

Successfully Employed

- After you get a job, DVR will maintain contact with you for at least 90 days to make sure the job is a good match.
- After 90 days, if you are doing well on the job and no other services are needed, you and a DVR counselor decide when to close your case.

Post Employment

- If you need assistance after a case is closed as successfully employed, DVR can reopen the case and provide assistance to help you keep your job, or assist you with reapplying for DVR services.
- If a job is lost, DVR can help you find a similar job.

Working in Partnership with DVR

If you are eligible for DVR services, you will be working in a very important partnership with your Vocational Rehabilitation Counselor. Other rehabilitation professionals may team with you as needed to provide the services you need to go to work.



The role of the DVR team is to:

- Assist you in gathering and evaluating information on the pros and cons of different vocational options.
- Provide professional vocational rehabilitation counseling that helps you decide upon a vocational goal.
- Support you in getting and keeping a job or advancing in employment.
- Coordinate the services you need to achieve your goals.
- Give you support and honest feedback.

Can I invite someone to be part of the team?

You are in control of your rehabilitation process; please invite anyone you would like to be part of your team.

Your role in the partnership is:

- To actively participate throughout the rehabilitation process.
- To use the information gathered throughout the rehabilitation process to make decisions that will lead to your employment.
- To develop and carry out a rehabilitation plan that will successfully lead you to employment.

Remember you are the key to your success.

What makes a partnership work well?

Several things will help you create an effective partnership with your DVR counselor and rehabilitation team.

- Maintain close contact. Notify DVR if you move or have a new phone number.
- Express your ideas, feelings, and concerns.
- Follow through with activities and agreements.
- Talk to your counselor about any significant changes in your life that might affect your plan to go to work.

DVR's goal is to help you go to work!

What if I need more time to develop my IPE?

Once you are eligible for VR services, you will be participating in Vocational Assessment. Federal rules require that IPEs be developed and approved within 90 days from the date of eligibility determination. If more time is needed to decide on your vocational goal or services, you have the option to sign an IPE extension letter. By signing the IPE extension letter you are giving DVR permission to extend the timeframe beyond 90 days to develop and sign an IPE with you.

The Choice is Yours

You have the right to make decisions about your vocational rehabilitation program and services that will help you go to work. DVR believes that making important decisions about going to work is the best way for you to invest in your future and reach your goals.

You can count on DVR to respect your opinions and to assist you as you make important decisions about going to work.

What decisions do I make?

You make decisions throughout the rehabilitation process with the help and assistance of DVR staff. You will make many important decisions, including:

- What type of job you want
- The steps you need to take to prepare for the job
- What services you need to go to work
- Where to get the services

What if I need help making decisions?

DVR gives you the help you need to make good decisions. You may also ask any member of your rehabilitation team, or someone important in your life to help you at anytime.



Services Available from DVR

What types of services does DVR offer?

DVR offers a variety of services to assist people with disabilities to prepare for, get, and keep jobs. The services you use depend on your individual needs and circumstances.

DVR can provide you with the information necessary to assist you in deciding which services you need to reach your job goal. Examples of services include:

Assessment services to measure your strengths, capabilities, work skills, and interests. These services assist you in selecting a job goal and the DVR services you need to reach that goal.

Benefit planning services are available if you receive disability cash or medical benefits (e.g. SSI or SSDI) so that you can make good decisions about your vocational goals.

Counseling and guidance

services provided throughout the rehabilitation process to help you make good decisions about how to reach your goals.

Independent living services to help you understand and deal with disability issues that prevent you from working; these include, but are not limited to:

- Training in self-care
- Money management
- Using community transportation

Assistive technology services help you remove communication and/or physical barriers that may keep you from getting and keeping the job you want. These may include such devices as hearing aids, visual aids, or special computer software. You can explore with your counselor how technology might help you reach your employment potential.

Training services to provide you with work skills needed to achieve your employment goal.

Job placement to help you carry out your job search, including:

- Assistance completing application forms
- Developing a resume
- Practicing interview skills, and identifying job leads



*"No matter where you are in life,
never say never."*

*For a complete list of VR Services,
please refer to the DVR Customer
Handbook.*

Paying for DVR Services

Who pays for DVR services?

DVR recognizes that each individual financial situation is unique. Before finalizing an Individualized Plan for Employment (IPE), you are required to disclose information about your finances. Though we look at all resources available to help you pay for services, you may be asked to complete a financial statement form to establish whether you meet DVR's financial need criteria.

While DVR offers a wide range of services, we can not pay for routine living expenses (e.g., rent, food).

If you are currently receiving SSI, SSDI, or DSHS Public Assistance, you are not expected to pay for DVR services, however you must verify the assistance you receive.

Are there DVR services I can get without helping pay?

DVR provides some services regardless of your financial status, including:

- Assessment services needed to determine eligibility or to develop an Individualized Plan for Employment
- Vocational Rehabilitation counseling, guidance, and referral services
- Job placement and retention services
- Interpreter services

What if I want to attend a college or training program?

When the career goal identified on your approved IPE requires training or education, DVR can support the program needed to help you gain new work skills. You must apply for financial aid and grants before DVR pays for training-related expenses at a college. Ask your DVR counselor for more details.



Customer Rights

At DVR we want to see everyone reach their employment goals. However, at times challenging circumstances can arise during the vocational rehabilitation process.

At any time during the VR process, if you do not agree with a decision made regarding your services from DVR, you have several options available to resolve the disagreement.

- 1) Talk with your VR counselor, the VR supervisor, or talk with the DVR Director or designee
- 2) Seek assistance from the Client Assistance Program (CAP) by calling, 1 (800) 544-2121 Voice 1 (888) 721-6072 TTY www.washingtoncap.org
- 3) Submit a written request to your DVR counselor or their supervisor for an exception to policy
- 4) Request formal mediation from DVR, and/or
- 5) Request a fair hearing

Any DVR staff person can provide you with further information about the above options including contact information.



We appreciate you taking the time to review this Guide to Services. Our goal is to help people with disabilities gain employment, or keep employment, in a job that will be a good match with your strengths, abilities and interests. We want to help you find a job that won't worsen your disability, and one that has a solid labor market. It can take a lot of time and effort to participate in our services to explore and discover an ideal job match for you. We look forward to working with you and providing services that can help remove barriers to employment.

Welcome to DVR!

Notes



Notes



DSHS Mission: To Transform Lives

DSHS is an integrated organization of high-performing programs working in partnership for statewide impact to help transform lives.

DVR, within the Rehabilitation Administration, works to transform lives by creating pathways for self-sufficiency through meaningful partnerships, employment, new opportunities and effective rehabilitation.

Values:

Honesty and Integrity
Pursuit of Excellence
Open Communication
Diversity and Inclusion
Commitment to Service

Vision:

People are Healthy
People are Safe
People are Supported
Tax Payer Resources are Guarded

Together we will decrease poverty, improve safety and health status and increase educational and employment success to support people and communities in reaching their potential.

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1-800-637-5627 or (360) 725-3636
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Providing DVR Services Since 1933

