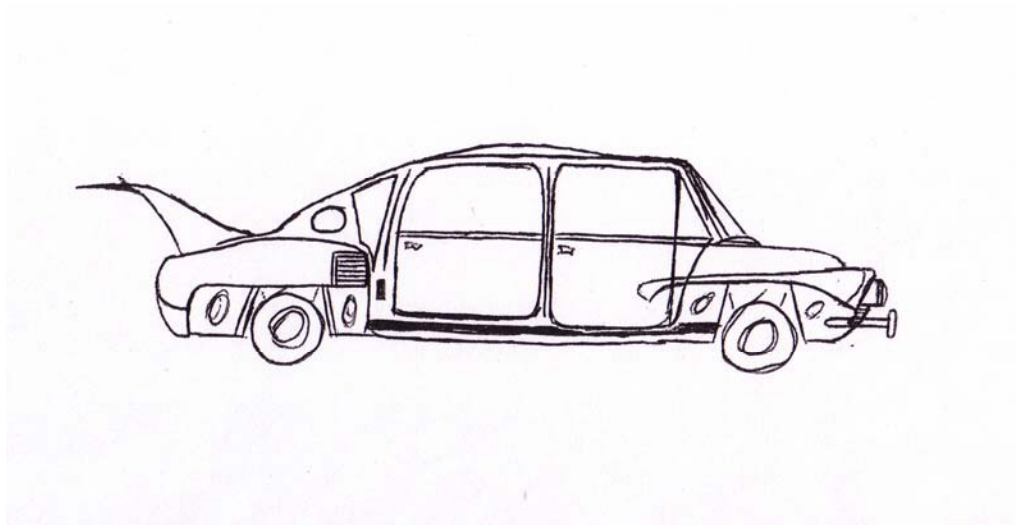


Division of Vocational Rehabilitation (DVR)



Artist: Brandon

Division of Vocational Rehabilitation (DVR)

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Notice of Order of Selection for DVR Services

Under the 1973 Rehabilitation Act, as amended 1998, when DVR cannot serve everyone who is eligible for and wants services, we must determine the order in which people are served based on disability-related criteria. A DVR Counselor evaluates the eligibility information that identifies limitations resulting from your disability. Based on that review, the VR Counselor determines a priority level.

The priority levels are:

Priority 1: Individual with *most severe* disabilities

Priority 2: Individual with *severe* disabilities

Priority 3: Individual with disabilities

Depending on the date of your application and the priority level currently being served, your name may be placed on a waiting list for services. This may result in a delay in services for some applicants.

As of January 16, 2006, on the OOS Waiting List, there are currently

of Customers Severity Category

5	Customers with Most Severely Disabilities (Priority 1).
10,424	Customers with Severe Disabilities(Priority 2).
1,007	Customers with Disabilities (Priority 3).
11,436	Total Customers

DVR has removed **39,452** customers form the order of selection list since **November 6, 2000**. Note: Customers who want to know where they are on the list should contact their VR Counselor.

For more information, go to <http://www1.dshs.wa.gov/dvr/aboutdvr/waiting-list-statistics.htm>

Source: Division of Vocational Rehabilitation
Accessed June 2006

Division of Vocational Rehabilitation (DVR) Guide to Services

DVR Mission

The mission of the Division of Vocational Rehabilitation (DVR) is “to empower individuals with disabilities to achieve a greater quality of life by obtaining and maintaining employment.” Employment contributes to a person’s ability to live independently, and DVR believes that every person has the right to work.

With offices statewide, DVR has been a partner with Washington State’s communities for over 70 years. As a division of the Department of Social and Health Services (DSHS), DVR is designed to help meet the employment needs of people with disabilities and of businesses who hire people with disabilities.

We hope you will find the staff and services provided by DVR a key to reaching your goal of employment. Providing our customers with quality service is our top priority. DVR is always looking for ways to improve services. We value your feedback and your comments. If you have questions or need information, a customer service representative is available to assist you Monday-Friday from 8:00 am to 5:00 pm by calling 1-800-637-5627 (V/TTY) or you can visit us on the Worldwide Web at www1.dshs.wa.gov/dvr.

Equal Access to Services

It is the policy of the Division of Vocational Rehabilitation that no person shall be subjected to discrimination by DVR 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 (Voice/TTY).

Confidentiality

Information you provide to DVR is kept confidential. Information is shared with others only with your written consent, except in very limited circumstances, involving your health or safety. Additional specific consent from you is required to release any information pertaining to: diagnosis or treatment for substance abuse; or testing, diagnosis or treatment of sexually transmitted diseases; diagnosis or treatment for HIV/AIDS.

Is DVR right for you?

Do you want to work?

If you have a disability that makes it difficult for you to get or keep a job, and you want to work, the Washington State Division of Vocational Rehabilitation (DVR) can help.

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 do DVR serve?

DVR may serve you if you:

- 1) Have a physical or mental 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.

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 Voice/TTY to find the office closest to where you live.

If you need a service to help you when you arrive at a DVR office, such as 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

Orientation/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 or mental disability that results in a substantial barrier to employment; AND
- You require vocational rehabilitation services to get or keep a job.

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.

Possible Delay in Services

By law, when DVR cannot serve everyone who is eligible for and wants services, it must determine the order in which people are served based on disability-related criteria. A DVR counselor evaluates the eligibility information that identifies limitations resulting from your disability. Based on that review, the VR counselor determines a priority level.

The priority levels are:

Priority 1: Individual with most severe disabilities

Priority 2: Individual with severe disabilities

Priority 3: Individual with disabilities

Important: Depending on the date of your application and the priority level currently being served, your name may be placed on a waiting list for services. This may result in a delay in services for some applicants.

If your priority level is currently being served, you may transition or proceed into Vocational Assessment without being placed on a waiting list.

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.

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

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 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 (VRC) and a team of rehabilitation professionals to reach the goal of employment. Other rehabilitation professionals will team with you as needed to provide the services you need to go to work.

The role of the DVR team is to:

- Gather data and work with you in evaluating 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.
- Coordinate the services you need to achieve your goals.
- Give you support and honest feedback.

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

Can I invite someone to be a 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.

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 telephone 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.

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 any time.

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.

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

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 financial resources and liabilities. 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 cannot pay for routine living expenses (e.g., rent, food). Your counselor will discuss this with you in detail.

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
- Counseling, guidance, and referral services
- Job placement and retention services
- Interpreter services

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

DVR can support a college education or training program needed to help you gain new 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 rehabilitation process.

At any time during the rehabilitation 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
2. Talk with the VR supervisor
3. Talk with the DVR Director or designee
4. Seek assistance from the Client Assistance Program (CAP) by calling 1-800-544-2121 Voice, 1-888-721-6072 TTY, www.capseattle.org
5. Request mediation, and/or
6. Request a fair hearing

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

Source: DSHS 22-366
<http://www1.dshs.wa.gov/pdf/Publications/22-366.pdf>
Date: Revised May 2005

Student Transition Guide

What is DVR?

The Division of Vocational Rehabilitation (DVR) is a program within the Department of Social and Health Services (DSHS). DVR envisions a world in which individuals with disabilities who want to work are employed and have career goals that lead to personal fulfillment. By establishing an important partnership with a vocational rehabilitation counselor, DVR customers get the counseling and guidance they need to make decisions about their career goals.

What is School to Work Transition?

School to work transition services are designed to bridge school and work, helping students with disabilities develop and pursue their career goals. School to work transition is a team effort. DVR works with students, their family members, teachers and school personnel, local community, employers and others to help plan for life after high school. You are in the driver's seat of your rehabilitation process; we welcome you to invite anyone you would like to be part of your team.

Is DVR Right for You?

You may be eligible for DVR Services if you can answer "YES" to both of these questions:

1. Do you have a physical, mental or learning disability that limits your ability to work?
2. Do you want to work, go to college or obtain additional training after graduation?

If you answered YES to both of the above questions and you wish to apply for DVR services, then follow along. Read through the DVR Guide to Services to see if DVR might be able to help you go to work.

How Do I Know if I am Eligible for DVR Services?

To determine if you are eligible for DVR services, DVR will gather information about you and your disability. We can do this in three ways.

1. You provide DVR with documentation from your school and/or medical professional that states your disability.
2. You provide DVR with the name and phone number of your health care provider and, with your permission, we collect information on your disability.
3. If you don't have a doctor who has diagnosed your disability then DVR may send you for an evaluation with a medical professional. This evaluation will be set up by your DVR counselor and will be paid for by DVR.

All of the information we collect about you is kept confidential. We do not share information about you without your written approval.

To apply for DVR services or before you meet with the DVR Counselor, please complete the following:

- Schedule an appointment with the DVR High School Liaison Counselor in their office or at your school.
- Complete the paperwork in your packet, including the Vocational Information form, and bring it to your scheduled appointment.
- Please bring your picture ID and Social Security card or your birth certificate.
- Once DVR receives all the records and evaluations, the counselor determines if the information verifies that you have a disability that gets in the way of going to work.

Important: Your application date for VR services is a very important date to keep track of. This will help determine when you may be receiving DVR services as you transition from school to work.

After Eligibility

By law, when DVR cannot serve everyone who is eligible for and wants services, it must determine the order in which people are served based on disability-related criteria.

Possible Delay in Services

Depending on the date of your application and the priority level currently being served, your name may be placed on a waiting list for services.

Vocational Assessment

You and a DVR Counselor explore types of jobs that best match your strengths, abilities and interests.

Plan for Employment

You will begin to work on activities to assist you in achieving your job goals. Your counselor offers guidance and support as you move through the steps of your employment plan.

Successfully Employed

DVR will work with you along the way to achieving your job goals. 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.

Things to Expect at Your First Meeting with a DVR Counselor

- Discuss questions you may have about DVR Services
- Go over your completed Vocational Information form
- Make copies of ID and SS card
- Fill out application
- Discuss the Client Assistance Program

Parents Often Ask

Do we have to pay for anything if our child receives VR services?

A DVR counselor meets with students and their family to explore ways of paying for services. Parents will complete a Financial Statement form to establish personal resources available to assist with case services.

How can I help support my child and their counselors?

Parental support during the rehabilitation process is very important to your child's success. In addition to emotional support, if your child is under 18, you must authorize all services provided through DVR.

For more information about DVR services, visit us on the web at www1.dshs.wa.gov/dvr or call us at 1-800-637-5627 (Voice/TTY).

<http://www1.dshs.wa.gov/pdf/hrsa/dvr/Student-Transition-Guide.pdf>

