

Customer Handbook

for Vocational Rehabilitation Services



Washington State
Department of Social
& Health Services

Transforming lives

Division of Vocational Rehabilitation (DVR)

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for
Vocational Rehabilitation Services



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Table of Contents

DVR Overview	1
Participating in Vocational Rehabilitation	4
Am I Eligible for DVR Services?	6
How Do I Make a Good Career Choice?	7
Vocational Assessment Steps	9
VR Services.....	11
Employment Training.....	13
Financial Aid for Post-Secondary Education	15
On-the-Job Training	17
What Are Job Placement Services?	18
Worksite Assessments	20
Job Coaching and Supported Employment	21
Self-Employment Services	23
Post-Employment Services	25
Transition from School to Employment.....	26
Rehabilitation Technology Services.....	28
Home Modifications	30
Vehicle Modifications.....	32
Physical & Mental Restoration Services	35
How Do I Develop an Effective and Meaningful Individualized Plan for Employment?	36
How long does it take to develop an Individualized Plan for Employment?.....	36
Who Will Pay for the Services I Need?	40
What Will Happen to My Benefits If I Go to Work?	42
What Can I Do to Make the DVR Program Work for Me?	44

What is Informed Choice?	46
What is the Washington State Rehabilitation Council?	48
What are Washington State Tribal Vocational Rehabilitation Services?	50
What Do I Do If I Disagree with DVR?	53
What is “CAP”?.....	55
Equal Access to Services	61
Confidentiality	63
Vocational Rehabilitation Resources	66
Forms & Worksheets	70
Informational Interview Form	71
Vocational Assessment Worksheet	73
Individualized Plan for Employment (IPE) Worksheet.....	76
Customer CRP Contact Script.....	79
Typical questions to ask Community Rehabilitation Programs (CRPs) regarding Community Based Assessments	80
Typical questions to ask Community Rehabilitation Programs (CRPs) regarding.....	81
Job Placement Services	81
Frequently Asked Questions	82
DVR State Headquarters & Local Offices	91
Notes	95
Notes	96
Notes	97
Notes	98
Notes	99
DVR Customer Handbook Evaluation Form	100

DVR Overview

This handbook is designed to provide general information about the vocational rehabilitation (VR) program offered through the Washington State Division of Vocational Rehabilitation (DVR). We hope this book will help you understand the VR program and provide you resources for a successful outcome in your desired employment goal.

Welcome to DVR!

We appreciate you taking the time to review this handbook that highlights our 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 good labor market. It can take a lot of time and effort to participate in our services to explore and discover a good job match for you, and we want to partner with you to help provide services that can help remove barriers to employment.

Mission

The public VR program is the result of the Rehabilitation Act. This federal law is founded on the belief that all individuals with disabilities can work. Under this law, each state operates a program in partnership with the federal government. The cost is shared by both the state and federal governments. The goal of the program is to help people with significant disabilities to prepare for, find, and keep good jobs.



What brings you to DVR?

People apply for DVR services for a variety of reasons:

- Some customers have heard we help people get jobs and they want us to get them a job to help with relieving current money stressors.
- Some have heard we can help people go to school and they come because they just want more education.
- Some people come because they have been diagnosed with a disability; they want help dealing with the barriers they are experiencing, but they have mixed feelings about whether work can be a reality for them.
- Some come because they really want to work, and they have had problems working because of their disabilities. They don't know what kind of job would make sense for them.

We have observed that Customer Satisfaction with DVR is directly related to the reasons customers come for our services, which include:

- Those who come to DVR because they need a job right now may end up disappointed. If they have expectations that we can place them in a job in a week's time, they may be frustrated because that most likely will not happen. The process at DVR takes time. We first need to get a clear assessment of both your barriers and strengths regarding employment. On average, people who engage with DVR services have a case that is open for approximately 17 months.
- Those who come and want to accomplish a long term employment goal, and are willing to take the time to explore and discover what kind of job matches their strengths and barriers end up very satisfied with our services in a career they enjoy. Some may find that they accomplish their goals in a much shorter period of time if they are willing to devote the time and energy needed to participate actively and help move the development of their Plan forward.

DVR services work best when:

- You need a job and you have a high degree of passion and interest in doing a job for the next several years.
- There is a real job market for the job you want to do. This means that there are a lot of employers and job openings in the field of your interest. A job market might also mean that, even if there aren't very many openings, you might be the person who has highly competitive skills and experience for that market.
- The job you want to do and have interest in doing doesn't aggravate your disability conditions or make them worse. This might also mean that the job could be accomplished with reasonable accommodations.

We have observed that the timing of DVR services is critical to customer satisfaction and successful outcomes:

- It's a good time to apply for DVR services if your medical conditions are stable, you have a release from your doctor to work, and you feel ready and able to work. However, these

are not requirements to apply, as anyone can sign an application.

- People have found that if they have some surgery coming up and won't be available to attend mutually agreed upon meetings and job exploration activities, then they have found it more useful to wait to apply for services when their personal issue(s) has been resolved.
- It may be a good time to apply for services if your current job is causing aggravations to your disability condition, and you need help sorting out reasonable accommodations or want to find other work you can do that will be consistent with your limitations and restrictions.

We have heard from customers that there is confusion about what services DVR can provide to help them to get to work:

- At the end of this handbook is a list of potential services that may be provided to individuals during their services from DVR. The laws that guide DVR services are called Washington Administrative Codes or "WACs."
- People who are very interested in reading about the entire scope of DVR services can access a link to these rules on the DVR website, under the "Laws and Policies" section. People who are found eligible for DVR services work individually with a counselor to help identify what barriers are keeping them from working, and develop a plan of services to remove those barriers along the way.
- Be straightforward and honest with your counselor about any difficulties you experience as you prepare to go to work, and brainstorm with your counselor about solutions to help you to remove those barriers. Some examples may include testing, evaluation, and assessment services to help identify the specifics of disability needs and barriers to employment.
- Your counselor will determine if you need to be connected with a Job Developer to help develop a resume, improve interviewing skills, fill out applications, and identify job leads the customer has an interest in pursuing.
- If needed, we help some customers get work clothing to begin a new job, or work tools when employers require their employees to provide their own tools.
- We provide help with assistive technology for disability conditions, if required to do the job duties as well as assist with the request of accommodations that may be needed on the job.
- There are many services we provide but each must be individually identified as something that is directly related to the achievement of the specific job goal of the customer.

The information in this booklet is a detailed description of the application process and the specific services that are available to you. **This handbook is a tool that may help you achieve your employment goal.** Please feel free to contact any staff member of DVR if you have questions or need any further information about services or DVR policy. You may also check our Web Site at www.dshs.wa.gov/office-of-the-secretary/division-vocational-rehabilitation to view our **Laws, Policies and Customer Service Manual** which explains the philosophical and legal guidelines that determine how we administer the vocational rehabilitation program.

Participating in Vocational Rehabilitation

Application

You may be referred to our program by any source in the community or you may contact the program directly yourself. There are local offices throughout the state to serve you. (See page 91 for locations and office phone numbers.)

Eligibility

Once you apply, you will work mostly with a vocational rehabilitation counselor who will determine your eligibility. This is generally a brief process, but may require certain assessments or evaluations for which DVR can pay.

Vocational Assessment/Plan for Employment

If you are found (determined) eligible, you will have many options to explore and decisions to make. First, you will participate in the vocational assessment process in order to develop an Individualized Plan for Employment (IPE) that identifies your job goal and the services you will need to achieve that goal. Your counselor can provide information and assistance in developing the plan, or you may develop the plan on your own or with help from outside resources. Your IPE will also spell out responsibilities for both you and DVR to meet. Once you and your counselor agree to the details in the completed plan, services can begin. Your IPE can be changed over time, as long as both you and your counselor agree to the changes.

Your plan, the services you receive, and the time needed to achieve your employment goal will be different from others who are also receiving services. For some, the services may include job training or job coaching. Others may need special devices such as a hearing aid or modifications to a vehicle. The services included in your plan will depend on your job goal and your special needs.

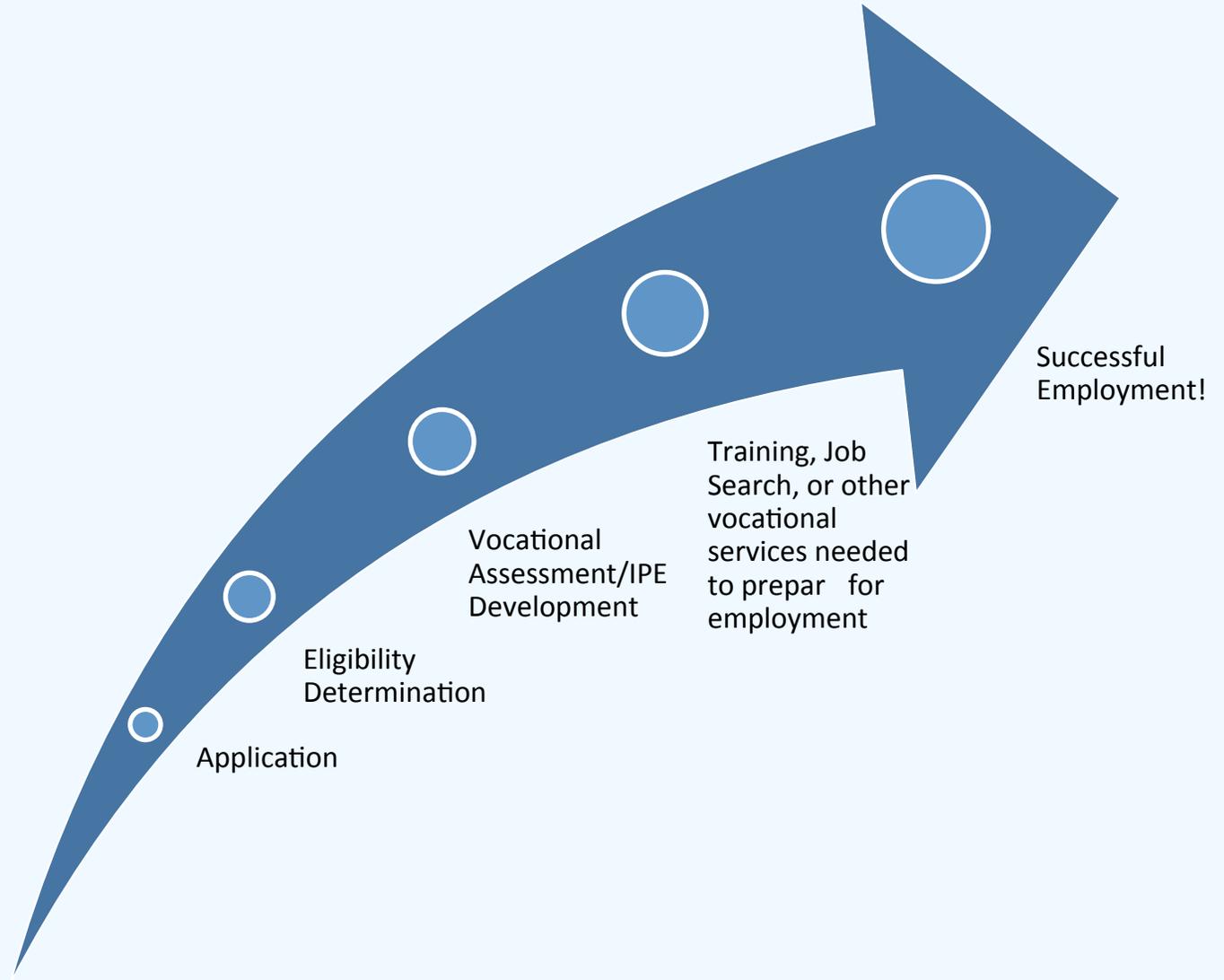
Vocational Rehabilitation Services

DVR may pay for some of the services you need. We may also ask you to apply for other programs or benefits that can help pay for some of the costs of services you will need in your IPE. You will be encouraged to contribute to the cost of services in your plan if you are able to do so. You will also be expected to meet your responsibilities to make your plan successful such as keeping appointments, making calls, researching your employment options and staying in touch with your counselor.

Employment / Successful Rehabilitation

The final goal of the DVR program is employment. If your IPE is successful, you will be able to obtain and keep a job that you can perform well and that you like. Generally, DVR will work with you until you have been placed or retained on a job and all services have been completed. We will monitor your progress for the first 90 days of employment. During this time, please tell your counselor of any concerns you may have about the job. If the job goes well during this time, we will

then close your case. Please remember, you can apply to re-open your case if you have a problem on the job or circumstances change.



Am I Eligible for DVR Services?

Once you decide to apply for services with the Division of Vocational Rehabilitation (DVR), the next step is to work closely with your counselor to determine your eligibility. In general, you may be eligible for services if:

- You have a disability that creates a significant impairment which interferes with your ability to work; and
- You require vocational rehabilitation services to obtain or maintain employment.

Your eligibility may be established immediately with proof that you are receiving certain Social Security benefits and you are capable of working. It may take several weeks to determine your eligibility if information concerning your disability must be verified from other sources such as your doctor. If your DVR counselor has questions about your ability to work, they will talk with you about additional assessments that may be required to help determine your ability to work.

Order of Selection

When resources are limited, DVR is required to provide services to persons with the most significant disabilities. This is called Order of Selection. If your disabilities are not found to be "significant" you may not be eligible for services during Order of Selection. Staff assisting you with the application process can explain this in more detail. ***Currently, as of the printing date identified on the front of this handbook, Washington State DVR is not under Order of Selection.***

Sometimes it may be necessary for DVR to arrange for evaluations or other assessments to determine your eligibility or priority under the Order of Selection. These assessments would be given at no cost to you. You will be fully informed throughout each step of the process. You are encouraged to be involved in how these assessments are done, including the selection of providers who will perform these evaluations.

DVR assessments may include:

- Collecting information about your history and any records that document your disability.
- Trial work experience.
- Psychological assessment.
- Medical evaluations.
- Talking with you to determine how your disability may impact employment.
- Other evaluations that you and your counselor determine are necessary.

Our goal is to determine the status of your eligibility as quickly as possible with the minimum amount of tests and paperwork. The law requires that this process be completed within 60 days. If it takes longer than 60 days due to insufficient information, we will ask you to sign an agreement to extend the period for eligibility determination.

How Do I Make a Good Career Choice?

Making a career choice involves matching your abilities, interests, values and personality with the demands of the world of work. Choosing a career is an active, ongoing process that includes assessment activities designed to help you select a job goal that will be a good match for you. Your DVR counselor is available to help you with this process with substantial counseling and guidance services. Your counselor can also suggest a number of ways to gather information that will be needed to help you to decide upon a specific job goal.

Upon being determined eligible for DVR services, you and your counselor will conduct a Vocational Assessment to gather information in many different areas, which can be helpful to review as you consider a variety of job choices. This is necessary to find out what kind of job really matches your unique pattern of interests, aptitudes, strengths, barriers, abilities, and preferences going forward.

Maybe you have a specific job goal in mind, or maybe you don't have any specific ideas. Either way, it's helpful to participate in some vocational interest and aptitude testing, to get your input about your interests in a variety of specific job fields. You may not be aware of the variety of job options available, and this exercise can provide some great "food for thought" as you think of your future and what kind of career you could see yourself enjoying in the future.

Your counselor may suggest that you participate in a number of Vocational Assessment options, to help you look at what kinds of tasks you enjoy doing, what aptitudes you have academically, what strengths and challenges you experience in a job setting, or how you best learn new information. It's important to look at the kinds of skills you already have from other work experiences, and what skills and education are needed to do the job you may want to pursue.

Your counselor is required to look at what barriers or limitations you experience because of your disability. Those barriers could potentially impact the type of job you want to pursue. Sometimes a reasonable accommodation will make it possible for you to do the job functions in a way that is compatible with you performing the job duties. This is another area that your counselor can help you to explore and understand, as you consider various jobs. Your counselor can only support a job goal for you that will be consistent with your health, and not aggravate your disability condition, or make it worse. Our goal is to help you to explore job possibilities and find a job that you can do, and be happy with in the future.

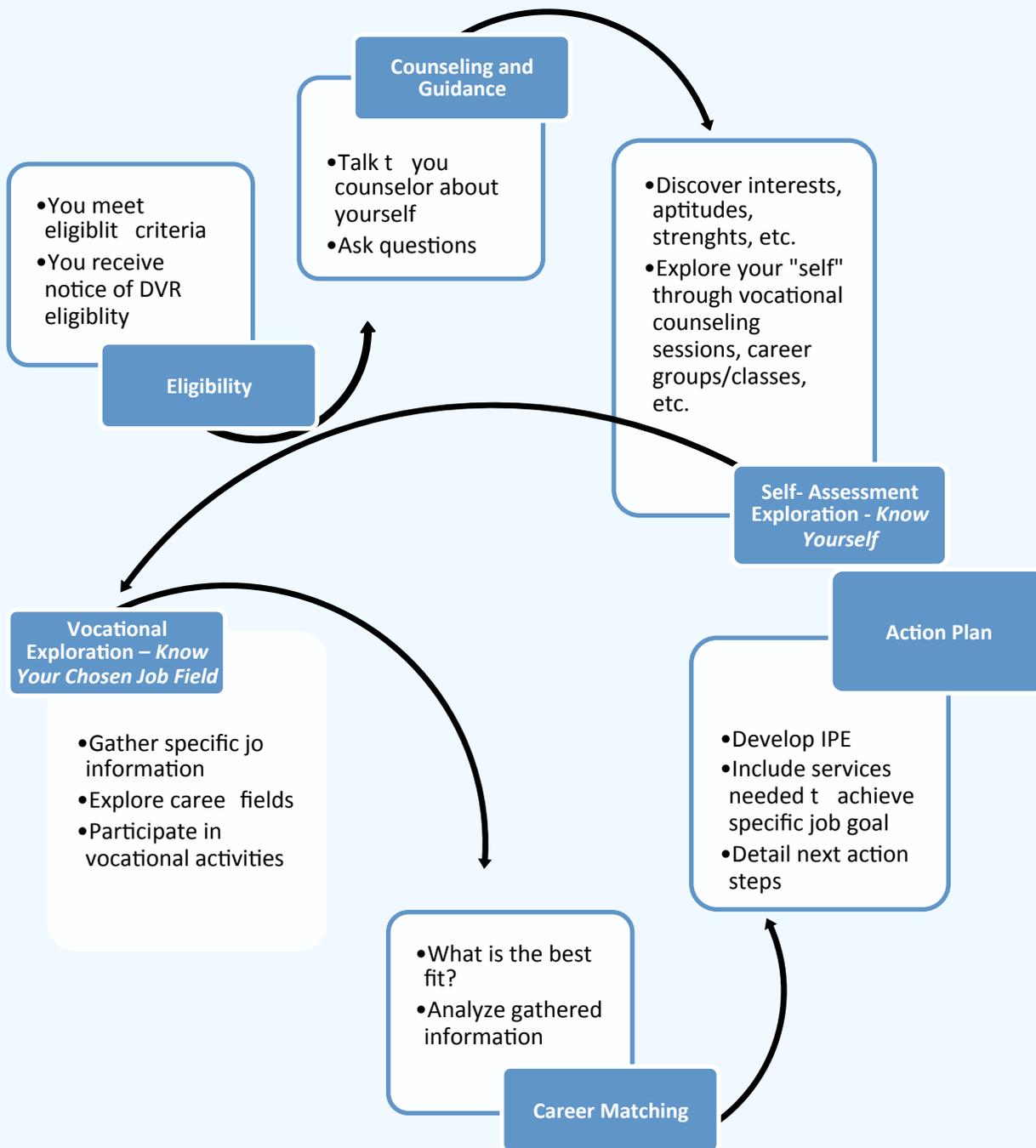
When you have found an employment goal that matches your interests and abilities, and all of the other assessment information supports the goal, it must be researched to see if the job goal has a good labor market. You want to be sure there will be some job openings when you begin your job search. You don't want to experience working hard to prepare for a job goal that has no openings to give you the chance to work. Sometimes there may be other evidence to support that even in a

declining labor market, that you have skills and unique traits that would enable you to be one of the most desirable applicants in a saturated job market. If so, your counselor may be able to support the goal if these kinds of factors are present.

In summary, participating in a Vocational Assessment can mean that you participate in a variety of different kinds of activities, evaluations and testing inventories to help gather information about you and what kinds of unique qualities you possess. This gathering of information is intended to help you to make the most well informed choice about your career, and the services you need from DVR to achieve your goal.

Your counselor will review all of the information gathered with you to be sure that this is a job goal that will be a good fit for you in every way. When you and your counselor have agreed upon your specific job goal, then you will work together to determine what services you need to help you achieve your goal. You document the services needed in an Individualized Employment Goal or IPE, which your counselor can assist you in developing. This helps to spell out what specific services DVR will help provide, and what services you may contribute to your Plan of services.

Vocational Assessment Steps



Vocational Assessment Steps

- 1. You are determined Eligible for DVR services**
- 2. Counseling and Guidance**
 - a. Talk to your counselor about yourself
 - b. Ask questions about the process, the activities, and terms that are unique to DVR
- 3. Self- Assessment Exploration – *Know Yourself***
 - a. What are your interests, aptitudes, abilities, preferences, personality traits, skills, likes, dislikes, motivations, strengths, weaknesses, disability related limitations?
 - b. Explore your “SELF” through counseling sessions; testing such as interests, ability and aptitude tests; career groups such as *WorkStrides*; *Dependable Strengths*; WorkSource classes; *Soft Skills* classes; and other self-assessment activities and tools.
- 4. Vocational Exploration – *Know Your Chosen Job Field***
 - a. Gather information about the jobs you are considering or have an interest in learning about. Find out what skills development and education is required to be competitive for jobs.
 - b. Explore career fields with counselor assistance, using resources such as *Washington Occupational Information System (WOIS)*, *U. S. Department of Labor’s Ongoing Education and Training website (O-NET)*, *Washington Career Bridge*, etc. (See Resources section of this handbook).
 - c. Participate in vocational activities such as visiting a job site; observing people doing the job of interest, conducting informational interviews with people doing the jobs, or trying out the job yourself for a short time.
- 5. Career Matching – *Review Your Self-Assessment Factors and Vocational Assessment Factors***
 - a. Where is the best match of your interests, aptitudes, abilities, skills, values, disability related barriers, and personality with the demands of your chosen occupation?
 - b. Analyze this information carefully with your counselor to evaluate all aspects of the job including the mental and physical demands required. Are there potential reasonable accommodations you might need to perform the essential job functions to be successful?
- 6. Action Plan**
 - a. You and your counselor agree upon your job goal and begin development of your Individualized Plan for Employment (IPE).
 - b. Review the services and supports you will need from DVR to help you achieve your job goal. Discuss your needs with your counselor.
 - c. You and your counselor detail the steps you will take to achieve your employment goal and agree on a plan of action.

VR Services

What vocational rehabilitation services may be available to individuals through DVR?

(See Frequently Asked Questions on page 82 for full definitions)

The vocational rehabilitation program offers a wide range of services to individuals who are eligible. The plan for services is developed based on the individual needs of each person that DVR serves. Therefore, the services provided to one person may be very different than services provided for another person.

As a general rule, in order for DVR to provide a service as part of an Individualized Plan for Employment (IPE):

1. You must require the service in order for you to succeed in achieving your employment goal; and
2. There are no other available resources to pay for this service.

You are encouraged to ask your counselor or other DVR staff if you have questions about the availability or need for any particular service. The following list includes the types of services that DVR may provide, if needed:

- **Assessment services** to determine eligibility and vocational rehabilitation needs. Depending on your situation, this may include such things as opportunities to work at a job on a trial basis, medical or psychological tests, or other ways to learn more about your disability and vocational rehabilitation needs.
- **Benefits planning** to gain an understanding about how work affects benefits such as Social Security *(see page 42)*.
- **Employment needs** including occupational licenses, tools, equipment, clothing, and initial stocks and supplies *(see page 83)*.
- **Employment training** and other training services; Your counselor can assist you in acquiring employment training through many avenues ranging from on-the-job training to formal college programs *(see page 13)*.
- **Independent Living Evaluation and Evaluation Services** to assess and address issues with living independently that would be a barrier to working *(see page 82)*.
- **Information and Referral** which may include information and referral to other service providers for services not available through this program.
- **Interpreter and Translation services** such as sign language, oral interpretation, and tactile interpretation services for individuals who are deaf or deaf-blind. Translation services include oral and written translation of English into the primary language of an applicant or eligible individual.
- **Job coaching and supported employment services** for individuals needing brief or ongoing support to maintain employment *(see page 21)*.

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- **Job placement services** for individuals who require the assistance of a job development specialist in order to become employed (*see page 18*).
 - **Maintenance services** are monetary supports for expenses that are in excess of your usual living expenses that you need to participate in another VR service (*see FAQ*).
 - **Personal assistance services** may be needed to assist you in performing daily living activities as a result of your disability, which are necessary in order for you to achieve the job goal, such as interpreter or reader services throughout the entire vocational rehabilitation process.
 - **Physical and mental restoration services** are a variety of medical restoration services that can be purchased by DVR for the purposes of addressing a barrier to employment; first dollar resources such as medical insurance must be used before DVR's resources (*see page 28*).
 - **Post-employment services** may be provided to you after your case has been closed with a successful employment outcome to help you retain or advance in your current job, or find another job in the same or related field (*see page 25*).
 - **Rehabilitation technology** is technology such as Computer Speech Recognition that removes or reduces a barrier to working (*see page 28*).
 - **Self-employment services** includes technical assistance and consultation for the establishment of small business operations (*see page 23*).
 - **Services to family members** such as childcare while participating in other approved vocational services, if needed for the individual with a disability to achieve the employment goal.
 - **Structural modifications or building materials at a place where a customer lives** include making structural modifications or providing building materials at a place where the customer lives or works to increase accessibility (*see page 30*).
 - **Transition planning** is available to support those transitioning from high school to work, including Pre-employment transition services (*see page 26*).
 - **Transportation services** are funds required for travel by public or private transportation to ensure that you are able to participate in VR services (*see page 89*).
 - **Vocational Rehabilitation Counseling** is a core service for our customers, and is available regardless of financial status. It is substantial counseling, guidance, and information about career and employment decisions (*See page 7 for "How Do I Make a Good Career Choice?"*).



Employment Training

What Is Employment Training?

Employment Training is the means by which a person learns the skills needed to do a particular job or type of work. Examples include:

- worksite assessments
- on-the-job training
- short-term specific skill training
- internships
- apprenticeships
- volunteer work
- vocational/technical school
- college training



Can DVR Help with Employment Training?

DVR may help if training is needed for you to achieve the job goal, and if DVR has agreed to help you with this as part of your Individualized Plan for Employment (IPE). The type of training DVR will support depends on your abilities and interests, information about the job market and research on how most people start the kind of work you want to do.

What Is Expected of Me?

- You and your counselor must agree on your employment goal and whether training is needed to achieve it.
- You need to be accepted for admission into the training program or school you will attend.
- If you are applying to a college or other post-secondary institutions, you must apply for financial aid and follow the school's procedures and timetables. Please go to the section entitled "*Financial Aid for Post-Secondary Education*" in this booklet for further details.
- You need to advise DVR of any disability-related needs that you will have in attending the program. If you will incur additional expenses related to your disability, let the financial aid office know so they can accurately calculate your financial aid.
- You must maintain the performance requirements of the school or program to remain in good standing.
- You must provide DVR with copies of your grades or progress reports. You and your DVR counselor will agree on a minimum GPA or other method of grade evaluation as part of developing your Individualized Plan for Employment.
- You need to discuss any significant changes with your DVR counselor *beforehand* as your IPE may need to be revised.



Financial Aid for Post-Secondary Education

Why Apply for Financial Aid?

In order for DVR to determine any possible financial contribution to your post-secondary training, you must apply for financial aid. By law, DVR may not contribute its funds toward your program until other available resources, as identified by the financial aid office of your school, are applied.

Note: it is very important to understand that if you chose to apply for financial aid and begin attending school before DVR has approved and signed your Individualized Plan for Employment (IPE), you are responsible for any education expenses you incur. DVR will not automatically pay for or reimburse training costs, tuition, or other education expenses.

What Are the Steps in Applying?

1. Check with the financial aid office (FAO) of the school to which you are applying, to find out what the procedure is for that school. **Make sure that you submit your financial aid forms by the deadline of your FAO.**
 - a. **New Students:** Obtain and complete the Free Application for Federal Student Aid (FAFSA) and mail it to the Federal Student Aid Center. The FAFSA can be completed on line at <https://studentaid.ed.gov/sa/fafsa> . The FAFSA should be available from your high school guidance office, or your college financial aid office.
 - b. **Continuing Students:** You should receive a FAFSA renewal form each year directly from the Federal Student Aid Center in December or early January. Fill it out and return it as quickly as possible. If you do not receive the update form by mid-January, contact you school's FAO.
 - c. Fill out and submit any other forms required by the school's FAO.
2. About four weeks after completing the FAFSA application, you will receive your Student Aid Report (SAR) from the Federal Student Aid Center. If any errors are noted, consult with the school FAO before returning the corrected version to the center.
3. Fill out the student section of the SAR and submit it to the school FAO and meet with the financial aid officer or one of the assistants. Let them know about any special circumstances, costs, or needs you may have. Also, let the financial aid officer know that you are a customer with the Division of Vocational Rehabilitation (DVR) and that they can expect to receive a DVR Customer Financial Aid Information Form from your counselor.
 - a. *The DVR Customer Financial Aid Information Form is the form used by DVR and the FAO to share information to determine the amount of your school expenses and your resources. Any amount of financial assistance provided by DVR will be based on the information included on this form. Your DVR counselor will ask you to sign the form at the time that you mutually agree upon an employment plan that requires post-secondary training. You must sign a new DVR Customer Financial Aid Information*

Form each year that you are in school or if you change schools.

4. The FAO officer will review all data received and send you an award letter. Review all figures, including the amount of your student/family contribution. If you do not agree with the figures, contact the FAO for reconsideration. Note that DVR does not require that you take out student loans to be considered for financial sponsorship, even when the FAO identifies them as part of your financial package. However, if you have defaulted on a prior student loan, this may affect your award and DVR sponsorship. You should discuss defaulted student loans with the FAO officer and your DVR counselor as soon as possible.
5. Your completed DVR Customer Financial Aid Information Form is mailed to the DVR counselor by the FAO.
6. Generally, the contribution that DVR will offer toward education expenses will be limited to no more than the costs of attending a commensurate program in the State Community College system (SCC). For those in baccalaureate programs that limit will generally apply for the first two years unless the SCC cannot offer full-time transferable pre-requisites. In such cases, once the SCC can no longer offer commensurate training the contribution that DVR will offer toward general education expenses will be no greater than the cost of attending a commensurate program in the State University System.
7. The DVR counselor will meet with you to discuss your award package and how DVR may assist in helping to meet the costs of attending school. If you do not agree with the need and resource figures as presented on the DVR Customer Financial Aid Information Form, you may request a review of the DVR contribution. If you have evidence that you (or your family) are unable to meet the student/family contribution, you should bring this to the attention of your counselor.
8. Disability-related expenses are looked at separately from general educational expenses. It will be helpful if you can identify, as much as possible, whatever disability-related services you will need and their estimated costs. DVR will not require you to apply the family or student contribution identified by the FAO to separate disability-related educational expenses.

What Can I Do to Help Make this Process Work?

1. Keep copies of all forms and correspondence related to your financial aid application.
2. It is your responsibility to meet the deadlines established by the school for financial aid. If you miss the deadline because of your inaction, DVR may not be responsible for assisting you with schooling costs.
3. If you have any questions, call your DVR counselor immediately.
4. Visit <https://www.startnextquarter.org/> for more information about Washington's Community Colleges.

For further information about the federal student financial aid program, you may contact the Federal Student Aid Information Center, U.S. Department of Education at 1-800-433-3243.

On-the-Job Training

Can DVR Help Me to Find a Job Where I Can Also Learn a Skill or a Trade?

Yes, if training is necessary for you to achieve the job goal that you and your counselor have agreed to in your Individualized Plan for Employment (IPE), DVR will assist you to obtain the skills you require to be successful in employment. An alternative to formal classroom training is to learn the skills you need while working at the job you desire. This is called on-the-job training (OJT). You and your counselor will need to fully discuss the pros and cons of you learning the required skills in this manner.

How Do I Know If an OJT Will Work For Me?

Once a job goal has been agreed upon and it is determined that you require training to obtain the skills you need to be successful in that job, you and your counselor will begin the discussion of how you can best learn the skills. If your job goal is one that does not require formal education, you and your counselor can explore the possibility of developing an on-the-job training site.

How Does an OJT Work?

It is not always easy to find an employer who is willing to train workers on the job. Therefore, locating a job site may take considerable effort for you, your counselor, and/or other job development professionals.

Once it is agreed that this employer can offer you the skills you need to be successful at your job goal, a written contract will be developed between you, the employer, and DVR. Included in this contract will be the hourly wages you will receive from the employer, the hours of training you will receive, and the length of time it will take for you to obtain entry-level skills. In an OJT, DVR could reimburse the employer for the following: the time he/she spends with you to teach you the job.



What Are Job Placement Services?

When you and your counselor decide that you are ready to find a job, your counselor will work with you to find employment or arrange for placement or other services, if necessary to help you get a job.

Looking for work requires a full-time effort. To be successful in finding the job you want, it will be important for you to do your part. The more job-hunting you do, the better your chances of finding work. Be sure to ask family and friends whether they know of any job openings, contact the nearest Department of Labor's *WorkSource/One-Stop Career Center*, and check the "Help Wanted" section of the newspaper and Internet.



There are a number of services that DVR may provide to assist you with placement, depending on your needs. These services may be provided directly by DVR staff or through other agencies:

- **Interview Preparedness Training** - This training assists with interviewing skills, resume writing and application techniques to help you prepare for your job search. Interview preparedness training may be individual assistance or provided as part of a class.
- **Individual Placement Assistance** - Your counselor or another agency may help you identify local employers who might have job openings in your area of interest or advise you on interviewing and resume writing. If needed, arrangements can be made for someone to accompany you to interviews.
- **Job Clubs** - Job clubs are group sessions which provide information on current local job openings, follow-up with employers and ongoing support.

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- **Worksite Assessment** - A worksite assessment is an opportunity for you to try out a real job to determine if you are suited to a particular type of work. There are several different types of worksite assessments, but the most common one that DVR contracts with community vendors to provide is called a Community Based Assessment or “CBA.” A trained evaluator will go with you to assist you in understanding the job and to observe your performance.
 - The assessment usually lasts no more than 40 hours, but you and your DVR counselor can determine the best fit for you. The employer may offer you a job if you perform well during the assessment.

Can DVR Continue to Provide Assistance after I’m Working?

- Your DVR counselor will maintain contact with you during your first 90 days on the job or longer, if necessary, to make sure your job is satisfactory. With your permission, your counselor may contact your supervisor to discuss your progress on the job.
- DVR can provide technical assistance to you and your employer to identify ways to modify the job site so you can perform better. This may include special equipment or rearranging the work site.
- DVR can provide post-employment services that assist you in retaining the job or finding another job in the same or related field for up to three (3) years. Usually these services are offered if you experience difficulties or concerns caused by your disability that affect your job.

Worksite Assessments

What is a Worksite Assessment?

A worksite assessment such as a Community Based Assessment (CBA) is an opportunity for you to try one or more real jobs to see how those jobs match your interests and availability of job opportunities. These worksites will be in actual work settings, and will allow you the chance for a hands-on work experience. The choice of jobs will be based on your interests, abilities, and needs. Evaluations may vary in length, depending on your particular situation, but usually last for 40 hours over a two- to four-week period. Some businesses may pay for the work you do during the evaluation, usually at the minimum wage, however, many work evaluations are unpaid and are considered “volunteer” worksites.

During this type of assessment, an evaluator will be with you most of the time, to see how you do on the job. He or she will look at many aspects of your job performance, such as your work skills, productivity and work quality, behaviors, relationships with the boss and co-workers, attendance, and work tolerance. From the experience, you will have the chance to see how you like the job and how well you perform the duties. Sometimes, a work evaluation may be set up with an employer who has a job opening, and if they are satisfied with your work, you may be offered a job. After the evaluation is finished, you and your counselor will get a report from the evaluator explaining how you did, whether the job seems suitable for you, and whether you will need other services to be successful.

What is important for me to know and do?

When it is agreed that you need a worksite assessment, your counselor can help you select a community agency that can set up an evaluation that will best meet your needs. ***There are resources available at the end of this handbook to help you select your employment vendor.*** Before this assessment begins, you need to be involved with the decision about the type of job you will do during the evaluation. It is important that you let your DVR counselor and the evaluator know about anything that will help them find the right place to do the work evaluation. You need to let them know about your interests and abilities, as well as any concerns or preferences you may have about your work schedule, transportation, pay requirements, government benefits you may receive, disability-related needs, work environment, location of the job, or any other information that will help in finding an evaluation site that will best suit you. If you know of particular places you would like to work, share this with your counselor.

Before and during the evaluation, it is important for you to understand what is expected of you. Good attendance at planning meetings and at work, arriving on time, proper clothing and getting along with the boss and co-workers will always be important. This information will be included in the final, written evaluation submitted to DVR. In addition, the particular job where you are assessed will probably have other requirements that you will need to know. Finally, it is important for you to ask any questions that you may have and to provide feedback during the process.

Job Coaching and Supportive Employment

What is job coaching?

A job coach is a person who provides the support you need to keep a job in the community. You may need the job coach only for a limited period of time or you may need support from a job coach on an ongoing basis (which DVR calls “supported employment”).

A job coach may provide the following services:

- Help your employer train you on the skills needed for the job.
- Help you work with supervisors and co-workers.
- Help you learn how to use transportation for going to work.
- Help you to know what is expected of you on the job.
- Provide assistance if the work becomes too difficult for you or if other problems arise that affect your work.

Sometimes the job coach may work with your employer to teach him/her how to provide support to you. A job coach will usually meet with you at work, but may meet with you off the job, if that is appropriate and more comfortable for you.



What is Supported Employment?

Supported employment is a regular job in the community with the supports (usually job coaching) to help you keep the job. It is designed for persons who, because of a significant disability, are expected to need supports for as long as they remain employed. The amount of support you would receive on a daily or weekly basis will depend on your particular needs.

DVR is able to provide these services only on a time-limited basis. Because people who are in supported employment will need long-term supports, plans must be made for who will provide the job coaching or other supports after DVR services are finished. It is very important that you work with your counselor to apply for other services that may be available to provide the ongoing support after the DVR services are completed. Examples of resources that may be available to provide these ongoing supports are the DSHS Developmental Disabilities Administration (DDA), the DSHS Division of Behavioral Health and Recovery (DBHR), Social Security Impairment-Related Work Expenses (IRWE), natural supports from an employer and family support.

What else is important for me to know?

Job coaching and supported employment should be designed to meet your individual needs for keeping your job. The way DVR can set up job coaching is quite flexible. Some people may need more or different kinds of support than others. Some people work better with certain job coaches than others (for example, you may feel much more comfortable working with a female or male job coach). It is important that you let your DVR counselor know if you have specific needs in the amount or type of services that you receive. If you have any problems or concerns in working with your job coach, you should inform the DVR counselor.

Self-Employment Services

What is self-employment?

Self-employment is a type of work where you own and operate a for-profit business, and where your substantial participation in its day-to-day core business functions is required. It may be a business that you operate out of your home. It may also be called a small business or a micro-business. Self-employment requires the dedication, skill, and resources to start and maintain a business.



Do I qualify for self-employment services?

If your employment goal is to be self-employed or to establish a small business, DVR may be able to assist you with establishing or maintaining the business.

In general, setting up your own business will require a significant commitment of your time and resources to be a success. DVR may be able to help you in the development of self-employment or a small business under the following conditions:

What are the steps to self-employment?

- You and your VR Counselor discuss the demands, risks, and responsibilities of self-employment in the desired field, disability-related issues or concerns, as well as the individual's motivation, strengths, interpersonal skills, resources, long-term supports for supported employment and income needs.
- You and your counselor consider your barriers to employment and how those barriers would be addressed through self-employment. It will be important for you and your counselor to discuss how you will decide what defines a successful self-employment or supported self-employment.

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- A comprehensive Feasibility Analysis will be conducted following the initial assessment if it is determined the customer is prepared for the demands of self-employment, possesses the necessary skills and experience, and the concept appears to have some viability. A Feasibility Analysis is not a business plan, but serves as a foundation for developing one.
 - The Feasibility Analysis will address three critical areas that must be addressed in order to determine if a self-employment idea is viable:
 1. Concept Feasibility
 2. Market Feasibility
 3. Financial Feasibility
 - You and your counselor review the results of the feasibility analysis, together with the results of the comprehensive vocational assessment, to determine whether to proceed to IPE development or to consider another vocational direction. Prior to providing services under an Individualized Plan for Employment (IPE) with a goal of self-employment, a DVR counselor must agree to both the goal and the business plan.
 - A comprehensive business plan is not required if a feasibility analysis report indicates the business concept represents a (1) low cost (under \$3,000), (2) low risk and (3) low complexity.
 - A comprehensive business plan is required when IPE start-up costs exceed \$3,000 or if the business concept is complex or otherwise represents a risk.
 - For high cost, high complexity self-employment, an Individualized Plan for Employment (IPE) begins with the development of a business plan. For low cost, low complexity self-employment, the IPE development begins after a feasibility analysis report indicates the self-employment goal is feasible. An IPE will be developed and reflect the anticipated services needed to reach your goal.

Once the small business enterprise is operating:

Upon business start-up, the VR Counselor authorizes a self-employment consultant to follow up with the customer monthly, or more often if necessary, to review financial statements and overall business operations. Proactive steps are taken to ensure the business makes adequate progress toward becoming self-sustaining. The self-employment consultant reports progress to the VR Counselor monthly or any time concerns arise.

Post-Employment Services

What are post-employment services?

Post-employment services may be provided to you after your case has been closed with a successful employment outcome to help you maintain, regain or advance in employment that is consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Usually services are offered if you have a problem related to your disability that affects your work. You are eligible for Post-Employment Services for 3 years after your case is closed, if it is after that time, you would need to reapply for services.

When am I eligible for post-employment services?

If you have received services from DVR and your case has been closed recently (within the past 3 years) because you were working, you might be eligible. If you find you are having trouble with your job, are unable to advance in your job, or have lost your job, and you think it is because of your disability, you should contact your DVR counselor to inquire about post-employment services.

Will I need to be determined eligible for services again?

No, if you qualify for Post-Employment Services, you are still considered eligible to receive services from DVR based on the information already in your case record. That information can usually be used to determine what services you need.

However, if your disability has changed, or if your circumstances and job goals have significantly changed, you may need to reapply for services. At that time, additional assessments may be needed.

Transition from School to Employment

The Division of Vocational Rehabilitation can help students and youth who are eligible for DVR services plan for the transition from school to employment.



What can DVR do while I am still in school?

DVR can help with your transition from school into the world of work. Your parents or legal guardian will need to participate and sign all legal documents to help you apply for and utilize services if you are younger than age 18. After your eligibility is determined, DVR can provide the following services:

- Consult on ways to help you prepare for employment, post-secondary education and independent living.
- Participate in school transition Individualized Education Program (IEP) and 504 planning meetings to assist in developing appropriate transition goals and objectives. If you are interested in having your DVR counselor attend any of these meetings, it will be important for you and your family to give them notice well in advance to be sure they are able to attend.
- Participate in development of an Individualized Plan for Employment (IPE) that specifies what services and supports DVR will provide for you before you leave school. The IPE also outlines your responsibilities as you take steps towards achieving a successful employment outcome.
- Participate in development of a 504 plan that specifies what services and supports the school will provide to you to meet your disability accommodation needs as you transition through your remaining time in school.

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- Provide pre-employment services if you fit the definition of a student (a student has either a school transition IEP or a 504 Plan, and are no older than age 22 during your last year in school), you can receive pre-employment transition services from DVR. These include opportunities for job and college exploration, training in self-advocacy, work readiness training, and work-based learning experiences, including summer employment.
 - Consultation with you, your family and school staff to help promote employment experiences while you are still in school.
 - Help you and your family become familiar with planning for and accessing employment-related adult service programs.
 - Help you and your family learn more about your disability and what jobs you may be able to pursue.
 - Help you and your family learn about Assistive Technology (AT).
 - Refer you and your family to advocacy organizations which can help you to advocate effectively for needed services

How do I start to work with DVR?

You may call the DVR office nearest to your home (*see the list on page 91*) and ask to speak to a Vocational Rehabilitation Counselor that works with your school. If you feel more comfortable, your teacher, guidance counselor, parent or other adult can call for you.

Please review the **School Transition** section on the DVR Website at www.dshs.wa.gov/ra/dvr/school-transition

It provides detailed information for students, parents, and teachers to help you through the process so that you will have an effective transition from school to work.

Rehabilitation Technology Services

What are Rehabilitation Technology Services?

Rehabilitation technology services include both the evaluation and use of devices that assist individuals with disabilities to maintain or improve their ability to function. The term also includes any services needed to test, try, or learn the use of the devices. In vocational rehabilitation, rehabilitation technology is used for the purpose of assisting individuals to work more independently or to participate more independently in an Individualized Plan for Employment (IPE) leading to competitive employment.

There are many different kinds of technology devices. Some are simple and easy to use, such as a wide grip pencil, a telephone with large buttons, a calculator with large keys, a writing guide for a sheet of paper, a magnifier, or an adapted keyboard. Others are more complex and may require training to use. Examples of complex items include a computer with voice recognition software and other communication devices, a power wheelchair or scooter, prosthetic and orthotic devices (artificial limbs, braces), and motor vehicle modifications.

DVR's Assistive Technology and Assessment Practitioner (ATAP) can help you and your Vocational Rehabilitation Counselor determine how Assistive Technology might help you reach a career goal.

DVR offers their customers Assistive Technology evaluations and assessments such as:

- Mobility evaluations to determine feasibility and need of devices such as wheelchairs, scooters and walkers.
- Transportation evaluations to evaluate needs such as public transportation options, vehicle modifications, van ramps and lifts or hand controls.
- Literacy support evaluations to determine the benefit of assistive technology for learning disabilities.
- Ergonomic Evaluations for office and home work site.
- Computer Access evaluations for individuals with physical or cognitive issues that interfere with computer use.
- Speech Recognition Technology (speech to text) assessment and training.
- Other technology devices, from simple to high tech, that may be necessary to remove or reduce disability barriers to employment.

Once you and your counselor know the potential and limits of Assistive Technologies and related services, then you can make an informed choice about what devices and services might be needed to help you move toward your goal.

What is the process to get Rehabilitation Technology Services?

If you and your counselor agree that you need technology, the process may be quick and easy.

1. When you and your counselor decide that you need a rehabilitation technology consultation, your counselor will contact the DVR in-house technology specialist, called an Assistive Technology Assessment Practitioner (ATAP). Arrangements will be made for the ATAP to meet and evaluate you in your local DVR office, home, school, or place of employment.
2. During the meeting, the ATAP will talk with you about your specific needs and employment goals and may ask you to do some tasks to determine your level of functioning.
3. After the meeting, the ATAP will write a report to your counselor describing his/her findings and recommendations.
4. Your counselor will share the report with you and you will have an opportunity to ask any questions that you may have about the report. Once you and your counselor agree that the recommendations are necessary for your vocational rehabilitation services to be successful, arrangements will be made to purchase the device or arrange for the service. The length of time it will take to receive the equipment depends on the type of technology, the availability and the purchase process. Customized devices (designed and manufactured especially to fit you) will take more time. DVR will also usually need to get competitive bids for higher cost purchases, which will increase the time required.
5. DVR will try to accommodate your preferences and choices as much as possible. If you have a preferred product or vendor you'd like to try, tell your counselor.
6. In some instances you may need training to learn how to use the equipment. You and your counselor can arrange for you to learn how to use the device once you receive the equipment.



Home Modifications

What are home modifications?

Home modifications are changes to the structure of your home that allow you to work more independently and participate in your Individualized Plan for Employment (IPE) that leads to work. Examples of home modifications include installing a ramp or a lift, or altering a doorway so that you can enter and exit your home unassisted. They may also include bathroom modifications or other alterations needed for you to achieve your employment goal. If you are self-employed, modifications to your place of business may also be provided, if needed, to allow you to perform your work more independently.

Your DVR counselor will work with you to determine if home modifications are a necessary part of your IPE. The length of time for this service to be completed may vary widely, depending on the complexity of the modification and the availability of contractors.

What is the procedure to have my home or worksite modified?

DVR does not pay for work site modifications that an employer is required to provide under the American's with Disability Act (ADA) or Section 504 of the Rehabilitation Act of 1973, as amended. If you meet certain conditions outlined under DVR's paying for services policies, and if your employment is at risk because an employer is not willing or able to pay for work site modifications you may request an exception to this rule from your DVR counselor.

- DVR pays for structural modifications or building materials where you live if:
 - You meet the conditions as outlined under DVR's paying for services policies;
 - The VR counselor determines that the modifications are the most effective solution for accessibility where you live or at your place of self-employment;
 - Structural modifications to the property contribute to participating in your individualized plan for employment to achieve an employment outcome or to maintain or advance in employment;
 - You provide proof of current property ownership with up-to-date mortgage payments and property insurance; or
 - If you are not the legal owner of the property, you and the VR counselor determine whether the property owner is able and willing to pay for the modification(s).
 - If the property owner is willing and able to pay for modification(s), DVR does not pay for them.
 - If the property owner is not willing or able to pay for the modification(s), but agrees to the property modification you provide DVR with the following from the property owner:
 - Written consent for the modification(s);
 - Proof of current property insurance
 - If you are renting, proof of current rental insurance coverage and a

statement to verify that you have a long-term lease or rental agreement and there is no reason to believe that it will be terminated prematurely. A long-term lease or rental agreement means that you agree to rent or lease the space to be modified for at least two years.

- All required building permits are obtained as required by the appropriate city, county, state, tribe or federal jurisdiction;
- All construction is completed by a licensed, insured and bonded builder or contractor;
- Requests for structural modifications are submitted to the DVR Director or designee for approval.
- DVR does not purchase land, pay to build a permanent structure or pay to modify exterior building walls.
- DVR does not pay for non-accessibility related modification(s) to the place where you live except if:
 - You live on the property of your self-employment work-site, DVR pays for structural modification(s) to your work-site that are not accessibility-related and are identified in an approved self-employment business plan; and
 - The structural modification(s) substantially contribute to your participation in vocational rehabilitation services to become employed, maintain employment or advance in employment.

Obtaining a home modification is a very detailed process that will require your full involvement. If home modifications are a part of your IPE, you will receive a copy of the Washington Administrative Code (WAC) that pertains to the home modifications process that you may review with your counselor.

As part of the home modification process, DVR works with you to explore other potential community resources and/or comparable benefits, such as the Lions Club, Rebuilding Together, the Washington Assistive Technology Fund, and other possible resources.

Vehicle Modifications

What are vehicle modifications?

Vehicle modifications are any mechanical or structural changes to a passenger car or other motor vehicle that will permit an individual with a disability to safely drive or ride as a passenger, for the purpose of employment. Generally, modifications may be considered as part of your Individualized Plan for Employment (IPE) when accessible public transportation or other means are unavailable. The length of time for the process of getting a vehicle modified can vary widely depending on the complexity of the modifications needed.

Transportation for persons with disabilities has improved greatly over the past decades. The Americans with Disabilities Act, along with state and local programs, ensures that people with disabilities have transportation options on par with all transit riders. Public transportation, buses, dial a ride services, car-pool, ride share and taxis may provide the least cost means of transportation for school or work and are therefore the first consideration when considering your transportation needs. In many cases, relocating to a residence accessible to school and work makes good sense. Your DVR counselor and the DVR Assistive Technology Assessment Practitioner (ATAP) can work with you to assess your transportation needs, and can provide you with a Public Transportation Worksheet to help you consider whether public transportation can be used successfully as a service in your vocational plan. If public transportation is available to you and viable then vehicle modifications are not necessary and will not be purchased by DVR.

You may pursue funding through other resources, such as Washington Access Fund, private loan, family assistance, and individualized development account, (IDA), Plan to Achieve Self Support, (PASS) or Impairment Related Work Expense, (IRWE).

More information is available in the DVR publication “Customer Guide to Vehicle Modification” which can be provided to you by your DVR counselor.



What is the procedure for having a vehicle modified?

1. The vehicle modification process through the Division of Vocational Rehabilitation is complex and involves an investment of time and money for you and DVR. Your DVR counselor oversees the process and responds to inquiries regarding vehicle modifications from you. Your counselor also coordinates with the DVR ATAP, and any external consultants (e.g. your personal medical provider, driver training consultant, driver rehabilitation specialist, automotive engineering consultant, etc.) to review, prescribe, approve, and evaluate your vehicle modification.
2. Your counselor will refer you to a local Certified Driver Rehabilitation Specialist who will determine in conjunction with your medical practitioner:
 - a. If you can drive or learn to drive;
 - b. Whether you can independently transfer from your wheelchair to the vehicle (if applicable);
 - c. The kind of modifications needed to meet your needs; and
 - d. The type of vehicle you should purchase for modification.
3. You and your counselor will meet to develop your IPE. **If the recommended modifications are needed for you to achieve your employment goal, they will be included in your IPE.**
4. If you are not the owner of the vehicle to be modified, you will need to obtain written permission to use the modified vehicle.
5. When DVR purchases vehicle/modifications for a customer, the process is directed by law and DVR policies. The process ensures that state resources are used efficiently, that DVR customer needs are met and that vendors can compete fairly for state business. Purchases may require a competitive bidding procedure. In this process a Request for Quote for the product or service is provided to qualified vendors. The Request for Quote will outline specifically what products and services are solicited. DVR customers may be involved in choosing qualified vendors that receive bids in adherence to DVR purchase policy; DVR staff will ensure that the purchase policy is followed. Once qualified bids are received, the least cost bid will be selected.
6. In most cases where DVR pays for vehicle modifications, a DVR customer will purchase the vehicle (or vehicle chassis) to be modified. Do not purchase or put money down on a vehicle until the DVR ATAP has approved your plans and clearly explained the purchase approval process.
7. The vendor who is awarded the job will contact you to arrange to pick up your vehicle. The amount of time required to complete the job depends upon its complexity and the company's schedule. Basic van modifications may take 60 days or more. You will be expected to travel at least once to the vendor's location for a "fitting" to position the equipment to best meet your needs. Upon completion, the DVR ATAP will review the vehicle or a written report from the vendor for compliance with the specified modifications and other requirements.
8. The vehicle owner is responsible to maintain and insure the vehicle and the modifications.

Factors DVR considers when determining whether to modify a vehicle include the following:

- You have demonstrated an ability to safely operate a motor vehicle. An assessment may be required to determine that you, or if you are riding as a passenger, that the driver can safely drive the vehicle.
- The VR counselor has determined based on disability-related documentation that your disability is stable or slowly progressive and not likely to impair your driving ability in the future if you plan to drive the vehicle.
- If you or your family member is to be operating the vehicle, you have provided copies of documentation verifying that you or the family member is the registered and/or legal owner of the vehicle.
- If a used vehicle is to be modified:
 - You have provided documentation of an inspection from a certified or journey level auto mechanic that verifies the vehicle is in good condition and capable of being modified and;
 - Provided documentation of vehicle insurance adequate to cover the cost of replacement for loss or damage, including the cost of the modification; and
 - Demonstrated or provided documentation that verifies you and /or family member(s) designated as a driver can safely operate the vehicle as modified.
- The VR counselor has obtained documentation from a specialist in evaluation and modification of vehicles for individuals with disabilities that prescribes and inspects the modification, except prescriptions are not required for:
 - Placement of a wheelchair lift, ramp or scooter lift and tie downs;
 - Passenger access only;
 - Replacement of hand controls; and
 - Wheelchair carriers.
- Services to facilitate your driving includes, but is not limited to, vehicle modifications as a rehabilitation technology service, car repairs, mileage/gasoline allowance, driver license and license tabs.

DVR does not provide services to facilitate your driving or that of a driver using the vehicle if:

- Either you or the driver is uninsured; or
- The VR counselor is aware of any fact which raises a question regarding driving safety.

What if I have questions or concerns about my vehicle modifications?

Your counselor is the key person that you can contact for answers.

Obtaining a vehicle modification is a very detailed process that will require your involvement. If a vehicle modification is a part of your employment plan, you will receive a copy of the DVR Customer Guide to Vehicle Modification that you may review with your counselor.

Physical & Mental Restoration Services

What are physical & mental restoration services?

Physical & Mental Restoration services include any form of recognized treatment for mental or physical impairments.



How can I receive physical or mental restoration services?

As part of your participation in vocational rehabilitation services, physical & mental restoration services may be provided if you need them in order to develop and achieve your employment goal and if the treatment is not available to you through other resources such as your private insurance, Medicaid, Medicare or through the state mental health and addiction system. All restoration services through DVR are time-limited.

The following are examples of restoration services that might be provided if you and your counselor agree they are required for you to attain your employment goal:

- Physical therapy, occupational therapy, speech therapy or corrective surgery;
- Psychotherapy, cognitive training or behavioral treatment;
- Prosthetic and orthotic devices;
- Mobility devices, communication devices, eyeglasses and hearing aids;
- Necessary hospitalization in connection with surgery or treatment; and/or
- Special services for individuals with end-stage renal disease.

How do I find out more about physical & mental restoration services?

Your counselor will answer any questions you may have concerning restoration services and whether or not they are required as part of your IPE. If you and your counselor agree that restoration services are needed, they will be provided by recognized professionals who are licensed to practice in their respective field or specialty.

How Do I Develop an Effective and Meaningful Individualized Plan for Employment?

What is an Individualized Plan for Employment?

An Individualized Plan for Employment (IPE) is a written document that describes how vocational rehabilitation services will help you towards your employment goal. The IPE will list services unique to your individual needs. Both you and your counselor will work together towards agreeing on a realistic job goal for you and a plan for how you will reach that goal. This plan is developed after analyzing such things as your previous work experience (if any), how your disability impacts your ability to work, and the type of job in which you are interested and could be successful. It outlines how you will achieve employment with the assistance of vocational rehabilitation services. The IPE may be very simple and quick or it may require considerable time and care to develop, based on your particular circumstances. It will take into consideration your unique strengths, resources, priorities, concerns, abilities, interests, and informed choice.

How long does it take to develop an Individualized Plan for Employment?

Once your eligibility to receive vocational rehabilitation services has been determined, you will begin the process of vocational assessment with your counselor and will begin to develop your Individualized Plan for Employment (IPE). ***Timely customer service is important, and, as a result, there is a Federal rule that all IPEs will be developed and signed within 90 days from the day you were determined eligible for DVR services.*** You may be wondering, “What happens if my counselor and I are not ready to sign a plan within 90 days?” We understand that there are circumstances that may cause this to occur. If this situation happens, you have an 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.

You and your counselor will continue to work together to develop an IPE that you both can agree on and that matches your skills, abilities, and has a good labor market in your community. However, there may be other reasons why you have been unable to write an IPE within 90 days, including falling out of touch with DVR, moving, taking care of personal medical issues, or other reasons. If you are not available to work with DVR to develop your IPE within 90 days due to factors such as these, your DVR counselor may notify you of the need to close your case. If that happens, you can talk with your counselor to determine if closing your case is the best option, in order to reapply for DVR when you are ready. Remember: there is no limit on the number of times you can apply for DVR services.

It is important to remember that the goal and services required in the plan are based on your input. It is also based on the information that you or others provide regarding your abilities and interests. You are welcome to involve any individuals of your choosing in this process. This may include

family, friends, and members of your support network, advocates, or experts outside of the Division of Vocational Rehabilitation. Although you are welcome to use outside experts to help you develop your IPE, you are responsible for any costs you incur in that process.

You can work on the development of your plan in a number of ways:

1. Work on your own or with support from any of the resources noted above. DVR can help you with information or guidance as you request. We will act as your consultant.
- OR
2. Collaborate with a DVR counselor. You will meet regularly with your counselor who can support and guide you during this selection process.

In addition to information provided in this handbook, DVR has resources in each office that can help you to develop a meaningful plan. The public library, WorkSource and the Internet may also be great sources of information.

How do I develop an Individualized Plan for Employment that's right for me?

There are basically two steps to developing your Individualized Plan for Employment (IPE):

1. Decide on an employment goal; and
2. Identify the steps needed to reach that goal.

Under the VR program, plans are developed based on your unique needs, with your choices being included as much as possible. Our job is to help you to be informed about your choices. You will need to understand what you want and how alternatives and consequences may impact the decisions you make. There are also some rules that DVR must follow.

DVR has an IPE form that must be completed; your counselor can provide you with a copy of that form. It is also important to note that you and your counselor must be in mutual agreement on your IPE, services needed, and your chosen employment goal. Your preparation to write your plan is even more important. The IPE Worksheet following this section of the handbook can help you with the planning process.

How do I decide on an employment goal?

There are many things you need to consider when deciding on an employment goal. First, what work experience and skills do you currently have? What type of job best fits you as a person, taking into consideration such things as your abilities, capabilities, and interests?

Next look at the job itself and consider these questions:

1. Is this a job where there are many opportunities for employment?
2. Where are the potential employers located and will transportation be an issue?
3. What opportunities will there be in the future for you in this field?
4. What will this job pay, and does that meet your needs?

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5. Is there flexibility in working conditions?
 6. How long will it take to get the skills necessary so that you can achieve this goal?
 7. What resources will you need to reach the goal?
 8. If the goal will require a lot of preparation time, can you afford to be unemployed for an extended period of time while you prepare for the goal?

Your DVR counselor can help you look for an employment goal that's right for you. He/ she has information about different careers, may know other people or activities that can help you to get more information, and can help guide you through the process of making a decision. You may also choose to involve individuals outside of DVR in the development of your employment goal.

For additional information on choosing a job goal, see the section of this book called, "How Do I Make a Good Career Choice?"

How do I develop a plan for reaching the goal?

Your Individualized Plan for Employment (IPE) will describe the services that you will need in order to reach your goal, the time frames for the goal and services, and the responsibilities of everyone involved in your plan.

The services that are included in your plan should only be those that are necessary to achieve your employment goal. Please consider the following:

1. What will you need to reach the employment goal?
2. How long will it take you to achieve this goal?
3. What is the most efficient way of getting to the goal, both in terms of time and costs?
4. Who are the potential providers of services, and which one will be best for you?
5. Will you have any problems in accessing the services you need (due to such things as transportation, disability-related issues, etc.)?
6. Are there any DVR rules you need to consider when deciding on a plan for services?

Your DVR counselor can assist you with the process of developing an appropriate IPE. He or she will be able to help you find out what services you may need to reach your goal and can tell you what DVR rules may apply. For most services, the counselor will have information regarding who can provide the services you need. DVR encourages you to talk with the service providers and get more information from them before deciding which one to choose. You may also decide to involve any individuals or sources outside of DVR in the development of your IPE.

Once you and your counselor **have mutually agreed** on your job goal and the services you require to achieve that goal, your plan can be written and services may begin.

How will DVR decide whether or not to approve my plan?

DVR will look at a number of factors in deciding whether or not to approve your IPE. The following checklist includes the major points of consideration:

- Is the plan consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice?
- Are the services needed to reach your goal?
- Does the plan have a way to measure your progress?
- Are the time frames realistic toward reaching your goal?
- When appropriate, have other sources of funding been explored?
- Are the sources of payment identified in the plan?
- Is the cost of the service reasonable?
- Are treatments or interventions that you need to be successful addressed in the plan?
- Are the services consistent with DVR regulations and policies?

What happens if I want to change my plan or if I need more services?

It is important that you contact your counselor immediately to discuss any changes in your plan. When changes are agreed upon, an amendment to the IPE will be written.

You and your counselor will review and update your plan at least once a year, even if there are no major changes.

What if I have questions or concerns about my IPE?

Your counselor is the key person you can go to for answers about your IPE. Services are provided based on individual needs. If your counselor cannot answer your questions to your satisfaction, you should ask to speak to a DVR supervisor. If you still have questions or you disagree with DVR, there are other procedures that may help. For more information about this, see page 53 of this book called, **“What Do I Do If I Disagree with DVR?”**



Who Will Pay for the Services I Need?

Every Individualized Plan for Employment (IPE) is different. It describes the employment goal, the services needed to reach that goal, and the agreement between you and DVR. Many resources may be used to cover the costs of services under the IPE, including DVR, your resources, your family, your insurance or benefits, and other public programs. Each IPE should carefully spell out who is responsible to pay for what services.

- Before you complete your Individualized Plan for Employment (IPE) DVR will ask you to fill out a financial statement to document your resources to see if you can financially contribute to any of the services on your IPE. By law, if you receive SSI, SSDI, Medicaid, or DSHS income assistance (such as food stamps, or TANF) you are **exempt** from using personal or family resources to pay for any DVR services. This also includes students who are living with their parents who may have financial resources to contribute. Resources such as medical insurance for restoration services or financial aid for training services must be used before DVR will contribute to the cost of these services.
- You might be wondering why you don't have to document your financial resources on the financial statement if you receive SSI, SSDI, Medicaid or DSHS income assistance. The federal government doesn't want to discourage you from going to work and requiring you to participate in the cost of services could be a disincentive from seeking employment.
- If you are not receiving SSI, SSDI, Medicaid, or DSHS income assistance DVR requires that you fill out a financial statement to document both your financial resources and your monthly expenses. The financial statement is completed before developing the IPE so that you and your counselor can agree on who is paying for each service on your IPE. If the results of the financial statement show that you have financial resources available, you and your VR counselor will determine which services on your IPE for which you will be responsible for paying.
- DVR pays for and provides the following services regardless of financial status:
 1. Assessment services, including an Independent Living assessment, needed to determine eligibility or to develop an IPE
 2. Services for which there is no cost to DVR
 3. Counseling and guidance, and referral services
 4. Independent Living Services provided by DVR staff
 5. Personal Assistant Services
 6. Auxiliary Aids (Interpreter services, reader services, does not include hearing aids) and
 7. Job Placement and Job Retention services, and Intensive Training Services
 8. Post-Employment Services that include any of the services listed in number 1 through 7 above.

If you have any questions about who is paying for services identified in your IPE, please ask your counselor. It is important that you know who is paying and what the costs are for services and goods in your IPE. This knowledge will help you make better decisions about the services that you receive.

What Will Happen to My Benefits If I Go to Work?

If you receive disability cash or medical benefits (such as Social Security Disability Insurance, Supplemental Security Income, Medicare and/or Medicaid), you may qualify under rules that would allow you to work and still receive benefits. It is important you get accurate information about these work incentives. Your Vocational Rehabilitation Counselor will assure you receive benefits counseling so that you can make good decisions about your vocational goals, potential earnings, and health insurance needs.

If you receive other types of benefits, i.e. care-giving funding like COPES or Medicaid Personal Care or if you live in an alternative living setting (AFH, Boarding Home, Supported Living, etc.), it is important for the **Benefits Specialist** to tell you how earnings could impact the funding of these services.

You will need to report your earnings to Social Security monthly, if you receive a benefit from them. If you receive services through any Division of the Department of Social and Health Services, such as food assistance, care-giving, assistance paying medical premiums, you will need to notify them as well about your earnings.

Social Security has work incentives that may help you to meet your individual work goals.

If you receive **Social Security Disability Insurance (SSDI)** benefits:

- Earnings do not affect your benefits while using an incentive called Trial Work Months. There are also several other incentives available. Talk to a **Benefits Specialist** to learn more about Trial Work Months, how they can be used, and how many other incentives you have available to use.

For example, if you receive **Supplemental Security Income (SSI)** benefits:

- When you work, Social Security only counts half of your work earnings when it determines how work will affect your benefits. There are also several other incentives available. Talk to a **Benefits Specialist** to learn more!

How do I get the information that I need on benefits so that I can make good vocational choices?

- Speak with your Vocational Rehabilitation Counselor about obtaining basic fact sheets or exploring items in more detail with a **Benefits Specialist**. Your VR Counselor also has information available about other agencies and programs that may be able to assist you with Benefits Planning.

Finding a Benefits Planner:

- **Local Contacts:** Please call the office closest to where you live and ask your Vocational Rehabilitation Counselor to refer you to a Benefits Planner.
- **Ticket to Work Program Manager:** Ticket to Work is a program designed for all SSI/SSDI beneficiaries age 18-64. When you work with DVR and signed an Individualized Plan for Employment, you are putting your ticket to use. We then provide you with different employment supports and services so you can reach your work goal. You can also work with other agencies, called Employment Networks, after your case is closed with DVR.

You may contact the Ticket to Work Program Specialist at DVR State Headquarters at 360-725-3662, call Social Security's Ticket to Work helpline at 1-866-968-7842(V)/866-833-2967(TTY), or go online at <https://choosework.ssa.gov/> to learn more about Ticket to Work.

What Can I Do to Make the DVR Program Work for Me?

While going through the DVR program may take time or may be confusing, there are steps you can take to make it easier. You and your DVR counselor are partners and your active participation will help to speed up the process to achieve your goal more quickly. Here is a list of suggestions to help make the process successful:

- **Think about your employment plans** prior to meeting with your DVR counselor. Carefully think about your likes, dislikes, strengths and weaknesses. Consider long-term career goals and how you can achieve them. Having ideas to discuss with your counselor can help you get to know each other. Individualized Plans for Employment (IPE) that are thoroughly developed are more likely to succeed.
- **Take responsibility for your program.** Since you determine your future, it is important that you are involved in the decision making about your employment goal and career plans. Remember, you are the key to your own success. Your counselor is there to assist and guide you, but there will be things you need to accomplish for yourself as you are able.
- When possible, **keep scheduled appointments.** Missing appointments may delay your progress. If you must cancel, call ahead of time to reschedule.
- **Ask if you should bring anything to your appointments.** When possible, obtain medical or educational records that will be needed by DVR. Your counselor will tell you what is necessary to determine your eligibility or to do employment planning.
- **Record important information** or ask that it be put in writing for you. Keep your own DVR file with all the papers you receive.
- **Plan ahead** when making vocational or educational plans. You may be disappointed if you wait until the last minute before applying for services or contacting your counselor.
- **Keep in touch with your counselor.** You can contact your counselor at any time; you don't have to wait for your counselor to contact you. If the counselor is not available, leave your name and how you can be reached. Remember to keep DVR informed about any changes in contact information, phone, email, mailing address, etc.
- **Be aware of any communications from DVR.** DVR may contact you about your application or on-going case by phone, e-mail, or postal service. Respond to phone calls and e-mails. Read all mail that DVR sends to you. DVR may send you a document for your records; notify you of a change in your case or your status as a Customer; or invite you to attend special events like the DVR Public Meeting or Job Fairs. Contact your counselor as soon as possible if you don't understand any communications sent to you.
- **Ask questions when you are unsure about information, the process, or if you do not agree with a decision made by your counselor.** The vocational rehabilitation process can be lengthy or complicated for some individuals, depending on the type of employment outcome they are seeking and/or their individual disability barriers, and may involve many

different types of services and decisions. Your DVR counselor can help provide answers and information. For additional advice or assistance, you may call the **Client Assistance Program (CAP)** at 206-721-5999, 1-800-544-2121 or TTY number at 206-721-6072. CAP's website is www.washingtoncap.org

- **Share your views** with the **Washington State Rehabilitation Council (WSRC)**. The WSRC is a group of customers, family members, service providers and advocates who are appointed by the Governor to assess, advise and recommend policy for DVR regarding the effectiveness of the vocational rehabilitation and supported employment programs. You may attend one of the Council's quarterly public meetings. Announcements about DVR public meetings will be emailed to you or you may ask your counselor when the next public meeting will be held. See more details about the WSRC in the next section. If you would like to attend a meeting or volunteer to participate, contact your counselor or call the WSRC toll-free line at (866) 252-2939.



What is Informed Choice?

Informed choice is the process by which an individual receiving services from DVR makes decisions about VR goals and the VR services and service providers necessary to reach those goals. The decision-making process takes into account your cultural values, lifestyle, and characteristics, the availability of resources and alternatives, and general economic conditions. Informed choice involves communicating clearly with an individual receiving VR services to assure the individual understands and uses pertinent information in the decision making process. The intent of informed choice is to ensure VR services are provided in a manner that promotes respect for individual dignity, personal responsibility, self-determination, and the pursuit of meaningful careers.

The informed choice decisions that you make regarding your employment goal, employment setting, VR services, service providers, and how to get VR services are the basis for achieving a successful employment outcome.



How does DVR support the informed choice process?

DVR supports the informed choice process by providing counseling and guidance, information and support to help you make choices that match your strengths, resources, priorities, concerns, abilities, capabilities, and interests, including:

- Explaining and verifying that you understand what choices you can make throughout the rehabilitation process;
- Assisting you to identify and get the information you need to explore the options available; and
- Helping you understand and evaluate the options.

What if I don't know how to use the informed choice decision making process?

DVR explains how to use informed choice to make decisions about VR goals and services. If it is difficult for you to make informed choices, DVR can help you understand the options available and choose the one that meets your needs.

What decisions can I make using informed choice?

You have the right to make informed choices about VR goals and services throughout the rehabilitation process, including but not limited to:

- What assessment services and/or service provider(s) you will use to get the information necessary for DVR to determine eligibility and/or identify your VR needs;
- What to include on your individualized plan for employment (IPE), including:
 - Type of employment outcome and setting;
 - VR services needed to achieve the employment outcome;
 - Service provider(s) that will provide the service and setting in which to receive the services; and
 - Method(s) of arranging and paying for services, from the methods available to DVR under state law and agency policy.

What information and assistance will DVR provide to help me make informed choices about VR services and service providers?

To help you select the VR services you need to achieve an employment outcome and the service provider(s) to use, DVR will help you get the following information, to the extent the information is available and/or appropriate:

- Cost, accessibility, and duration of services;
- Consumer satisfaction with those services;
- Qualifications of potential service providers;
- Type(s) of services offered by each service provider;
- Type of setting in which the services are provided, including whether the setting is integrated or nonintegrated; and
- Outcomes achieved by others served by the service provider.

What is the Washington State Rehabilitation Council?

The Washington State Rehabilitation Council (WSRC) is an important partner with the Division of Vocational Rehabilitation (DVR). The Rehabilitation Act of 1973, as amended, mandates how employment services for people with disabilities are administered through the Title I - Vocational Rehabilitation (VR) and Title VI Part B - Supported Employment. This act requires each designated state unit (*DVR in Washington*) to work closely with its SRC in conducting needs assessments and evaluations and in developing the State Plan, strategic plans, reports, and state goals and priorities.

Focus

The Washington State Rehabilitation Council (WSRC) provides assessment, advice and recommendations to the Division of Vocational Rehabilitation (DVR) and others regarding coordination and effectiveness of programs and strategies which promote community- based competitive employment for persons with disabilities.

Goals

The members of the Washington State Rehabilitation Council (WSRC) promote ongoing improvement within the vocational rehabilitation service system by:

- Sustaining ongoing dialogue with DVR leaders about program performance, policy development, and other systemic issues;
- Garnering input from DVR customers and other stakeholders to assess satisfaction with services and partnerships;
- Evaluating data to learn more about customer satisfaction, program performance, and systemic trends;
- Developing policy recommendations and;
- Advocating for positive change.

Membership

The WSRC is comprised of a variety of people including Customers, family members, advocates, business leaders, community representatives, and professionals who support DVR employment endeavors. A majority of the members have a disability. These Governor-appointed WSRC members serve as the voice of Customers to assist DVR plan and implement VR services. Any individual willing to serve in this capacity may seek an appointment to become a part of the WSRC. Members are appointed to a three-year term following an application process; they may be appointed to a second three-year term.

Per the Rehab Act, the WSRC is made up of the following represented groups in order to best represent the unique, collective and diverse voices of individuals with disabilities:

- Current or former applicants or recipients of DVR services
- Representatives of disability advocacy groups
- A representative of a parent training and information center
- A Vocational Rehabilitation Counselor
- Four representatives of business, industry, and labor
- A representative of a Community Rehabilitation Program
- A Director of a Tribal Vocational Rehabilitation Program
- A representative of the Office of the Superintendent of Public Instruction
- A representative of the Client Assistance Program
- A representative of the state Workforce Investment Board
- A representative of the State Independent Living Council
- Director of the Washington State Division of Vocational Rehabilitation (ex officio member)

Meetings

The WSRC rotates meetings around the state four times per year. Members are provided with accommodations for meetings and are reimbursed for travel expenses to and from meetings and other WSRC activities. When needed, expenses for the use of personal care attendants that enable member participation in the meetings may also be reimbursed. Members are asked to join at least one subcommittee that will meet as needed to achieve committee goals.

Recruitment of New Members

The WSRC always seeks new members who have a strong interest in the VR program and/or employment opportunities for people with disabilities. Having the time and willingness to do the work is essential.

If you are interested in becoming a member, ask your counselor or contact the WSRC office listed below:

- **WSRC Executive Director**
 - Mailing address: PO Box 45343, Olympia, WA 98504
 - Toll free phone: 1-866-252-2939
 - Phone: (360) 725-3690
 - Website: <http://www.wsrcwa.org/default.html>

What are Washington State Tribal Vocational Rehabilitation Services?

The Washington State American Indian Vocational Rehabilitation Services [AIVRS] provides culturally appropriate services to American Indians/Alaskan Natives enrolled in a federally recognized tribe who also have disabilities and who are seeking employment. The Washington State Division of Vocational Rehabilitation [DVR] works cooperatively with the Tribal VR Programs to enhance the independence of individuals with disabilities facilitate access to vocational rehabilitation services and increase employment opportunities for those served by DVR and AIVRS.

Washington State's current Statewide Agreement between Tribal Vocational Rehabilitation programs, the Department of Social and Health Services Division of Vocational Rehabilitation and the Department of Services for the Blind provides a general framework for building a cooperative and service-oriented relationship to insure American Indians and Alaska Natives receive the full scope of vocational rehabilitation services possible.

Note: each of the TVR programs listed may have unique program eligibility requirements (e.g. service area, enrollment, etc.). Please contact the programs directly for their specific eligibility criteria.

Colville Confederated Tribes

Serving tribal members in Ferry, Grant and Okanogan Counties

Laurae MacClain, Program Manager, Vocational Rehabilitation Program

PO Box 150 , Nespalem, WA 99155

Phone: (509) 634-2723, Toll-free: 1 (888) 881-7684 x 2723, FAX: (509) 634-2297

Email: Laurae.macclain@colvilletribes.com

Skokomish Tribal Nation / Confederated Tribes of the Chehalis Reservation

Chehalis serving Thurston, Lewis and Grays Harbor Counties

Carol Cordova / Director, Vocational Rehabilitation

North 80 Tribal Ctr. Rd, Skokomish Nation, WA 98584

Phone: (360) 426-7788

Email: ccordova@skokomish.org

Skokomish serving Mason County

Rosetta LaClair

Phone: (360) 426-7788

Email: rlaclair@skokomish.org

Cowlitz Indian Tribal Vocational Rehabilitation

Serving Clark, Columbia, Cowlitz, Lewis, Pacific, and Wahkiakum Counties

Shari Hughes, Program Manager

1055 9th Ave., PO Box 2429, Longview, WA 98632

Phone: (360) 575-6220, FAX: (360) 577-5690

Email: shughes.health@cowlitz.org

Lummi Vocational Rehabilitation

Serving American Indians and Alaska Natives enrolled with a federally recognized tribe who reside in Whatcom County.

Julie M. Jefferson, Director

2616 Kwina Road, Bellingham, WA 98226

Phone: (360) 384-7126, FAX: (360) 384-7119

Email: juliemj@lummi-nsn.gov

North Intertribal Vocational Rehabilitation

Serving Skagit, Snohomish and Whatcom, Counties

Jana M. Finkbonner, Director

3201 Northwest Ave #8, Bellingham, WA 98225

Phone: (360) 671-7626, FAX: (360) 733-3061

Email: jfinkbonner@stillaguamish.com

Samish Vocational Rehabilitation Program

Serving Island, San Juan, Skagit, Snohomish and Whatcom Counties

Donna Griffin, Vocational Rehabilitation and Education Director

PO Box 217, 1809 Commercial Ave., Anacortes, WA 98221

Phone: (360) 899-5282 ext. 117, FAX: (360) 588-9537

Email: dgriffin@samishtribe.nsn.us

Skokomish VR Program *see Confederated Tribes of the Chehalis Reservation*

South Puget Intertribal Planning Agency

Whitney Jones, Project Director

3104 S.E. Old Olympic Highway, Shelton, WA 98584

Phone: (360) 462-3230, Toll-free: 1 (800) 924-3984, FAX: (360) 432-8457

Email: wjones@spipa.org

Yakama Nation Vocational Rehabilitation

Jerod M. Corpuz, Program Director

P.O. Box 151, Toppenish, WA 98948

Phone: (509) 865-5121 Ext. 6017, FAX: (509) 865-7942

Email: jerrymc@yakama.com

Spokane Tribe of Indians

Serving tribal members in Spokane, Lincoln, Stevens and Pend Oreille Counties

Ann Dahl, Director Health and Human Services

Pamelyn King, Project Manager Spokane Tribe of Indians

P. O. Box 540 Wellpinit, WA 99040

509-258-7502 phone, 509-258-7029 fax

E-mail: pam.king@spokanetribe.com

Coeur d'Alene Tribe Vocational Rehabilitation Program, Career Renewal Program

Wade McGee, Tribal Vocational Rehabilitation Director

P.O. Box 408, Plummer, ID. 83851

wmcgee@cdatribe-nsn.gov



TVR programs are grant funded; therefore, this list can change annually. Please refer to the CANAR list for the most up to date information. CANAR - the Consortia of Administrators for Native American Rehabilitation at <https://www.csavr.org/canar>

What Do I Do If I Disagree with DVR?

DVR encourages you, as the customer, and DVR staff to try to work out problems informally whenever possible. You and your DVR counselor should consult with a supervisor, an Area Manager, or a State Headquarters staff person when there is a disagreement about services or some other program concern.

If you are not able to resolve a problem through informal methods, you have the right to request a more formal resolution to any difference of opinion, disagreement about services, or disagreement with any decision made by DVR. You may also contact the Client Assistance Program (“CAP” – see contact information at the end of this section) for help in resolving disagreements with DVR, or for help in navigating the more formal review process described below.

In most circumstances, when there is a disagreement between you and your DVR counselor about the direction of your vocational services, DVR will provide you with a written statement of the decision that DVR is making, the reasons for the decision, and your specific appeal options. You should be prepared to make a written request to DVR to ask to have the decision changed. The request needs to be specific. **You need to tell us what decision made by DVR you want to have reviewed or overturned.**



What if a DVR counselor makes a decision about my VR services that I don't agree with?

If a VR counselor makes a decision to deny your request for a VR service, reasonable accommodation or other request that affects your participation in the VR program and you disagree with the decision, the VR counselor responds to you verbally and in writing within ten working days of your request.

The written response you receive provides:

- The reason or reasons for the denial; or
- If additional time is needed to gather supplemental information to answer your request, an explanation of the additional time needed and what supplemental information is needed; and
- Your appeal rights if you disagree with the decision.

If a DVR counselor makes a decision that affects the VR services provided to you that you don't agree with, you may try to resolve the disagreement by any one of the following or a combination of the following:

- Seek assistance from the Client Assistance Program (CAP)
- Talk to your DVR counselor
- Talk to the DVR office supervisor
- Talk to the DVR director or his or her designee;
- Request Formal Mediation
- Request a fair hearing.

Note: You may request a fair hearing and/or mediation while you continue to work with the DVR counselor, VR supervisor or DVR director or designee to resolve the disagreement. If you reach agreement prior to the date of the scheduled mediation or fair hearing, the request may be withdrawn.

Can a guardian or another representative act on my behalf with DVR?

- You may select someone to act as your representative, as appropriate, during the VR program.
- If you have a legal guardian or a court-appointed representative, he or she must act as your representative when required by the court.
 - A legal guardian or court-appointed representative must provide DVR with documentation of guardianship.
 - Your legal guardian or court-appointed representative must sign the application and other documents that require your signature.

What happens when I disagree with a decision made by DVR and I request a formal review of that decision?

It is important for you to understand the timeframes and the proceedings that will take place when you request a review of a decision. If there is a specific decision made by DVR which impacts the services you receive, you have the right to file for an administrative law hearing (called a “fair hearing”). You must file for the hearing within 45 days of the decision.

When you make a request to the Office of Administrative Hearings (OAH) to review a determination made by DVR staff, *“The office of administrative hearings holds a fair hearing within sixty days of receipt of your written request for a hearing, unless you or DVR ask for a later hearing date and the office of administrative hearings determines there is a reasonable cause for the delay.”* This means

that as soon as OAH receives your request to review the decision, OAH will begin to arrange for the formal due process hearing, called an “Administrative Hearing” or “Fair Hearing.” This Hearing must take place within 60 days, unless you or DVR ask for a later hearing date. For example, you may agree to postpone scheduling this formal Administrative Hearing until you finish an informal resolution process with DVR. You may also decide to request Formal Mediation through an impartial mediator (separate from CAP and DVR), which is another appeal option described in the next section.

Before you go forward with the formal Administrative Hearing, you should understand the steps and the process clearly. Please look at the information below, to help you to understand what will happen.

What is “CAP”?

The Client Assistance Program (CAP) is a program independent of DVR that offers information and advocacy about your rights as a DVR customer and offers assistance to help you receive services. CAP is not a Washington State agency, and is not part of DVR. You may ask for help or information from CAP at any time during the rehabilitation process by asking a DVR staff person for information about how to contact CAP or by calling CAP 206-721-5999 or toll free at 1-800-544-2121, or TTY number at 206-721-6072. CAP’s website is www.washingtoncap.org

A CAP representative may represent you with DVR if a disagreement occurs that you cannot resolve on your own. CAP attempts to resolve disagreements informally through discussions with the DVR employee(s) involved as a first step. If informal efforts are not successful, CAP may represent you in mediation and/or a fair hearing. CAP services are available at no cost to you. If you decide to ask CAP for help, CAP will provide you with a release form, which, if you decide to fill out, would allow CAP to have access to your DVR case file and discuss your case with the DVR counselor.

How do I ask for an exception to a rule or decision made by DVR?

If you believe that you were denied a service to which you are entitled, you may ask for an exception to a rule. This section describes how to ask for an exception to a rule. A request for exception to a rule is submitted to DVR in writing, and must include:

1. A description of the exception being requested;
2. The reason you are asking for the exception; and
3. The duration of the exception, if applicable.

You may ask DVR staff and they will assist you in writing and submitting a request for an exception to rule. An exception requesting a medical service that is otherwise not provided by DVR may only be requested on a trial basis or for a short duration to be specified in the request.

Are there exceptions to rules that cannot be granted?

DVR does not grant an exception to the following rules:

- Rules requiring compliance with state or federal laws and regulations that DVR does not have the authority to change such as eligibility, VR services, purchasing, case closure and records retention
- The provision of usual living expenses as a maintenance service or services
- Court fees, attorney fees, fines or penalties related to illegal acts that result from any civil or criminal legal proceedings or related matters
- Insurance, including but not limited to: health, vehicle, home, and life insurance
- Payment by DVR of a customer's or other employee's salary or wages as part of a self-employment plan
- Payment by DVR for leases, purchase of property, real estate
- Purchase of land
- The refinancing of existing business or personal debt, costs related to bankruptcies or co-signature of loans
- Education or training for an employment goal that is religious in nature, as specified in the Washington State Constitution

What happens after I submit a request for an exception?

After receiving your request for an exception, DVR decides whether to approve the request based on:

- The impact of the exception on accountability, efficiency, choice, satisfaction, and quality of services;
- The degree to which your request varies from the law; and
- Whether the rule or condition is a federal regulation that cannot be waived.

DVR responds to the request for an exception within ten working days of receiving the request. If the request is denied, DVR will provide a written explanation of the reasons for the denial. If the request is approved, DVR provides a written approval that includes:

- The specific Washington Administrative Code (WAC) for which an exception is approved;
- Any conditions of approval; and
- Duration of the exception.

What is “Mediation”?

Mediation is a process used to come to agreement or compromise when two parties disagree. If you request mediation, it cannot take place unless DVR agrees to enter mediation with you. It is voluntary for you as well as for DVR. A neutral person, a “mediator,” is selected from a list of mediators under contract with the State of Washington by agreement between you and DVR. The mediator meets with you and DVR and tries to spell out a written agreement to settle the disagreement.

Mediation is a very different experience than an Administrative Hearing. The mediator does not make any type of decisions, but merely acts as a neutral facilitator of communication. You and DVR develop an agreement with the help of the mediator. Then the decision is written down, and signed by you and by DVR.

How do I request mediation?

You may ask your DVR counselor or the DVR supervisor of the office where you receive services. You may ask for mediation any time you disagree with a decision DVR makes that affects the VR services that DVR provides to you. Mediation is not used to deny or delay your right to a fair hearing. You may request both mediation and a fair hearing at the same time. If an agreement is reached during mediation, the fair hearing is cancelled.

Who arranges and pays for mediation?

DVR schedules mediation in a timely manner at a location that is convenient to all parties. DVR pays for costs related to mediation, except costs related to a representative or attorney you ask to attend. DVR may pay for VR services you require to participate in mediation, such as transportation or child care.

How do I prepare for mediation?

- You may contact the Client Assistance Program (CAP) for help in preparing for the mediation.
- You may bring additional evidence or information to the mediation process.
- You should be prepared to come to a compromise with DVR.

Is information discussed during mediation confidential?

Discussions during mediation are confidential and may not be used in a later fair hearing or civil proceeding. Before beginning a mediation session, all parties must sign a statement of confidentiality.

If the mediation session results in an agreement, do I receive a written statement of the results?

If you and the DVR representative reach an agreement during mediation:

- The agreement is documented in writing;
- You and the DVR representative sign the written agreement; and
- DVR provides you with a copy of the agreement.

What is an “Administrative Hearing”?

An Administrative or Fair hearing is a review process outlined under the Administrative Procedure Act, Chapter 34.05 RCW and Chapter 388-02 WAC that is conducted by an administrative law judge who works for the Office of Administrative Hearings. During a fair hearing, both you and DVR may present information, witnesses, and/or documents to support your position. You may ask someone to

represent you, such as an attorney, a friend, a relative, a representative from the Client Assistance Program, or someone else you choose. The administrative law judge makes a decision after hearing all of the information presented; reviewing any documents submitted, and reviewing relevant laws and regulations.

How do I request a fair hearing?

1. To ask for a fair hearing, send a written request to the Office of Administrative Hearings. You must include the following information in your written request:
 - a. Your name, address, and telephone number;
 - b. The name of the DSHS program that the fair hearing involves (such as DVR);
 - c. A written statement describing the decision and the reasons you disagree; and
 - d. Any other information or documents that relate to the matter.
2. You must submit your request for a fair hearing within 45 calendar days of the date the VR counselor makes the decision with which you disagree.
3. You may ask any DVR employee for instructions or assistance to submit a request for a fair hearing.

What is a pre-hearing meeting?

After you submit a request for a fair hearing, DVR offers you a pre-hearing meeting. The pre-hearing meeting can be conducted in person, by telephone, or by another method agreeable to all parties. The purpose of the pre-hearing meeting is to:

- Clarify the decision with which you disagree;
- Exchange copies of laws, rules or other information to be presented in the fair hearing;
- Explain how the fair hearing is conducted; and
- Settle the disagreement, if possible.

The DVR fair hearings representative from the DVR state headquarters office will contact you for the prehearing meeting. This DVR staff person does not represent you, but represents DVR at the fair hearing; however, they can provide you with information about the process.

Do I receive a written fair hearing decision?

The Office of Administrative Hearings sends you a written report of the findings and decision within 30 days of the fair hearing.

Is the fair hearing decision final?

The Office of Administrative Hearings decision is final and DVR must implement the decision. The final order does provide information about how to appeal the decision, including the ability to pursue civil action through superior court to review that decision.

Can DVR suspend, reduce or terminate my services if I request a fair hearing?

DVR may not suspend, reduce, or terminate agreed-upon services if you have requested a fair hearing, unless DVR provides evidence that you provided false information, committed fraud or other criminal acts involving VR services.

Other Resources that may help you with this process:

- Client Assistance Program (CAP) www.washingtoncap.org
 - Phone: 206-721-5999, 1-800-544-2121
 - TTY: 206-721-6072
- Northwest Justice Project (NJP), Coordinated Legal Education Advice and Referral (CLEAR)
 - Phone: 1-888-201-1014
 - Website: <http://nwjustice.org/get-legal-help>

Additional Complaint Options:

Individuals denied access, auxiliary aids or services or who believe they have been discriminated against, due to a disability, may file a complaint with any or all of the following:

- **Human Resources Division Investigations Unit** (formerly the Investigations and Reasonable Accommodation Unit (IRAU) and previously DSHS Division of Access and Equal Opportunity)
 - Physical address: 1115 S. Washington, HSB 2nd Floor NE Wing
 - Mailing address: PO Box 45839
Olympia, WA 98504-5839
 - Toll free phone: 1-800-521-8060 (inside Washington)
 - Toll Free TDD 1-800-521-8061 (inside Washington)
- **Washington State Human Rights Commission**
 - Toll free phone: 1-800-233-3247 or 1-800-300-7525
 - Website: www.hum.wa.gov/ (The U.S. Department of Justice)

Civil Rights & Civil Liberties Complaints:

- **Office of the Inspector General**
U.S. Department of Justice
 - Physical address: 950 Pennsylvania Avenue, NW, Room 4706 Washington, D.C. 20530
 - Web site: <https://oig.justice.gov/index.html>
 - Email: inspector.general@usdoj.gov
 - Hotline: (contact information in English and Spanish): (800) 869-4499
 - Hotline fax: (202) 616-9898.

- **The U.S. Health and Human Services Office for Civil Rights**

- Website: <https://www.hhs.gov/civil-rights/index.html>

- **Office for Civil Rights**

U.S. Department of Health & Human Services

- Address: 2201 Sixth Avenue - Mail Stop RX-11, Seattle, WA 98121
- Phone: (206) 615-2290
- TDD: (206) 615-2296
- Fax: (206) 615-2297.

Individuals who are deaf, deaf-blind or hard of hearing may file a complaint related to an interpreter by contacting:

- **The Office of Deaf and Hard of Hearing (ODHH)**

- Videophone: 360-339-7382
- Voice/TTY: 360-902-8000
- Voice/TTY: 800-422-7930
- Sign Language Interpreting: 360-339-4559
- Fax: 360-902-0855
- Email Address: odhh@dshs.wa.gov
- Website: www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing

Contact DSHS Headquarters at:

- Voice/TTY: (360) 586-0609

Equal Access to Services

DVR provides equal access to individuals to participate in all aspects of its programs and services. DVR may also provide referral information to additional community resources for supplementary auxiliary aids and services. Providing program access may include:

- The provision of auxiliary aids and services and alternate formats necessary for communication access.
- Making reasonable adjustments to policies, procedures and practices due to limitations that result from an individual's disability.
- Ensuring facilities where DVR provides services, holds meetings or conducts public events are physically accessible.
- Providing written and spoken language translation services to individuals who are limited English proficient.
- Ensuring service animals are permitted to enter all DVR offices and service locations to assist clients, applicants, employees and the public. Service animals include guide dogs, signal dogs, or other animals individually trained to provide assistance to an individual with a disability.
- The removal of any barriers that impede communication or physical access.

Once an individual applies for services, DVR staff work with the individual to determine the most appropriate method for communicating and providing information throughout the rehabilitation process. You are encouraged to let your local DVR office staff or counselor know if you need an accommodation.



Auxiliary Aids

Auxiliary aids and service (DSHS Administrative Policy No. 7.02) means a wide range of services and devices for ensuring effective communication. The type of auxiliary aid or services necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved. Examples of auxiliary aids and services include but not limited to:

- For individuals who are deaf, hard of hearing, or deaf/blind, auxiliary aids may include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, loop systems in some DVR facilities, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, video phones, videotext display, and exchange of written notes, etc.
- For individuals who are blind, visually impaired or learning disabled, auxiliary aids include qualified readers, taped text, audio recordings, Brailled materials, large print materials and assistance in locating items, etc.
- For individuals who are speech impaired, auxiliary aids include video phones, computer terminals, speech synthesizers, and communication boards, etc.

DVR will provide auxiliary aids or alternate formats for written communication when requested by an applicant or eligible individual to communicate with a DVR staff member or participate in a public meeting or event sponsored by DVR.

Confidentiality

What personal information about me does DVR keep on file?

DVR keeps a case service record while you are receiving services and for six years after your case is closed. After six years, the closed case service record is destroyed. The case service record includes, but is not limited to:

- The DVR application form or written request for VR services.
- Documentation explaining the need for the trial work experience, if conducted, and the written plan for conducting the trial work experience(s), and documentation of progress reviews.
- Documentation and records that support the determination of eligibility or ineligibility.
- Documentation supporting the severity of disability and priority category determination.
- Financial statement and/or related records.
- Plan for employment, amendments to the plan, if amended, and information supporting the decisions documented on the plan.
- Documentation describing how you used informed choice to make decisions throughout the process, including assessment services, selection of an employment outcome, VR services, service provider, type of setting and how to get VR services.
- If VR services are provided in a setting that is not integrated, documentation of the reason(s) for using a non-integrated setting.
- If you achieve a competitive employment outcome, documentation to show:
 - Your wages and benefits
 - That the job you have is
 - Described in your plan for employment
 - Consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice
 - In an integrated setting
 - That the services provided to you in your plan for employment helped you become employed
 - That you have been employed for at least 90 days and that you no longer need vocational rehabilitation services
 - That you and your VR counselor agree that your employment is satisfactory and that you are performing well
 - That you have been informed, through appropriate modes of communication about the availability of post-employment services
- If you are referred to another state or federal program for services to prepare for, find or keep a job, documentation of the referral, the reason(s) for the referral, and the name of the program(s) to which you are referred.
- Documentation of case closure, including:
 - Reasons for closing the case service record

-
- How you were involved in the decision to close the case
 - A copy of the closure letter that explains the reason(s) for case closure and your rights if you disagree with the decision
 - Documentation of the results of mediation or fair hearings, if held
 - Documentation of annual reviews after your case service record is closed, if:
 - You choose extended employment in a non-integrated setting
 - You achieve a supported employment outcome in an integrated setting for which you are paid in accordance with section 14(c) of the Fair Labor Standards Act
 - DVR determines you are ineligible because you are too severely disabled to benefit from VR services.
 - Other documentation that relates to your participation in VR services, including your progress, throughout the VR process.

Can DVR obtain personal information about you?

In order to serve you, DVR may obtain personal information about you from service providers and cooperating agencies. This personal information helps us better understand your disabilities, barriers to employment, abilities, interests and needs for VR services and to coordinate DVR services with the services you receive from other agencies and programs. Examples of information DVR may obtain about you with your written consent include, but is not limited to your:

- Identity and work status
- Medical and mental health conditions
- Disabilities and functional limitations
- Drug and alcohol history and treatment recommendations
- Educational history
- Work history

DVR may obtain public information about you *without* your written consent.

DVR may obtain financial information about you from state and federal agencies to verify benefits you receive from other agencies or programs, earnings and income from employment or self-employment. DVR will only collect such information if the state or federal agencies have legal authority to release it to DVR. This may occur with or without your consent.

If DVR collects information about you from service providers or other agencies, the information will not be released to others without your written consent.

Can I ask DVR to change incorrect information in my case service record?

You may ask DVR to correct information in your case service record that you believe is incorrect. DVR corrects the information, unless DVR disagrees that the information is incorrect. If there is a disagreement about the accuracy of the information, you may provide a written document explaining the information you believe is incorrect. DVR puts the document in your case service record.

Can DVR share personal information in my record with others?

- DVR shares personal information with others only if:
 - Another organization or program involved in your VR services needs the information to serve you effectively;
 - You request information in the case service record be shared with another organization for its program purposes;
 - You select an employment outcome in a field that customarily requires a criminal history background check as a condition of employment; and
 - You sign a written consent giving DVR permission to release, exchange, or obtain the information.
- DVR may release personal information without your written consent only under the following conditions:
 - To obtain a criminal background check on you;
 - If required by federal or state law;
 - To a law enforcement agency to investigate criminal acts, unless prohibited by federal or state law;
 - If given an order signed by a judge, magistrate, or authorized court official. An attorney who represents another party or requests a subpoena duces tecum is not an authorized court official for the purpose of releasing information.
 - If DVR reasonably believes you are a danger to yourself or others;
 - To the DSHS Division of Child Support; or
 - To an organization, agency or person(s) conducting an audit, evaluation or research.

Can I obtain copies of information in my case service record?

You may review or obtain copies of information contained in your case service record by submitting a request to DVR. DVR provides access to or provides copies of records upon request, except in the following circumstances:

- If DVR believes the medical, psychological, or other records in your case service record may be harmful to give to you, DVR only releases the records to a third party that you choose, such as your representative, parent, legal guardian or a qualified medical professional.
- If DVR receives personal information about you from another agency or service provider, DVR may share the records only by, or under the conditions established by, the agency or service provider that provided the information.
- If a representative has been appointed by a court to represent you, the information must be released to the representative.

DVR provides access or gives you copies of records within 5 business days of receiving your request. If DVR cannot fulfill your request within 5 business days, DVR will send you a written notice of the reason(s) the request cannot be met and the date you are granted access or the date the requested information will be provided.

Vocational Rehabilitation Resources

- **Washington State Division of Vocational Rehabilitation**
Website: www.dshs.wa.gov/office-of-the-secretary/division-vocational-rehabilitation
- **Washington Career Bridge**
Website: www.careerbridge.wa.gov
How do you pick a career that's right for you? Career Bridge puts together all the information you need to know about the training and education you need to get the job and career you want.
- **Labor & Industries (L&I), Washington State**
Website: www.lni.wa.gov
Administers workers compensation insurance and labor laws and enforces state workplace safety and health rules.
Prevailing wage information: www.lni.wa.gov/TradesLicensing/PrevWage
Apprenticeship information: www.lni.wa.gov/TradesLicensing/Apprenticeship
- **Employment Security Department of Washington State**
Website: www.esd.wa.gov
This site provides information on occupations, industries, wages and the labor market across Washington State.
- **Bonding Program**
The Federal Bonding Program to provide Fidelity Bonds that guarantee honesty for “at-risk,” hard-to-place job seekers.
 - Federal bonding information: <http://bonds4jobs.com/>
 - Washington State Employment Security Department bonding program: <https://www.esd.wa.gov/about-employees/federal-bonding>
- **CareerOneStop**
Website: www.careeronestop.org
Learn about careers, find career information, and locate career resources and advice with CareerOneStop.
- **U.S. DOL Bureau of Labor Statistics**
Website: www.bls.gov
The Bureau of Labor Statistics is the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics.
- **O-Net**
Website: www.onetonline.org
Occupational Information Network for job seekers.
- **Washington Community Colleges** screening for free educational planning workshop
Website: Visit <https://www.startnextquarter.org/>

- **Washington Occupational Information System (WOIS)**

Website: www.wois.org

Use WOIS/The Career Information System to explore careers, create goals for your future, make educational plans to reach your goals, and find the training programs and the right schools to help you achieve your dreams.

Ask your DVR office for a temporary login code to get in their website or visit your local public library to use this resource.

- **World of Work Inventory (WOWI)**

Website: www.wowi.com

WOWI provides a multidimensional career assessment that measures interests, skills and work styles (after you are determined eligible, ask your DVR counselor for a temporary log-in code)

- **WorkSource Washington**

<https://worksourcewa.com/>

Washington State's official career and employment site:

- Job Fit
- Current job postings
- Schedule of classes for local WorkSource centers
- Youth connections
- Mature worker programs
- Ex-offender resources

- **Venture (Formerly Washington CASH)**

Website: www.venturesnonprofit.org

Venture empowers entrepreneurs with limited resources and unlimited potential to change their lives through small businesses ownership.

- **Washington Small Business Development Center (WSBDC)**

Website: <http://wsbdc.org/>

The Washington SBDC is a partnership with the U.S. Small Business Administration, Washington State University and other Washington institutions of higher education and economic development organizations. WSBDC is a business development services and helps grow your business.

- **Washington Assistive Technology Act Program (WATAP)**

Website: <http://watap.org/>

WATAP provides assistive technology resources, information, referrals, consultation and training to Washington residents with disabilities as well as family members, employers and service providers in employment, healthcare, community living and education.

- **Washington Access Fund**

Website: <http://www.nwaccessfund.org/>

Washington Access Fund's mission is to promote access to technology and economic opportunity and provides low interest loans for assistive technology.

- **U.S. Department of Veteran’s Affairs-Chapter 31 Vocational Rehabilitation and Employment**

Website: www.benefits.va.gov/vocrehab

Veterans may receive vocational rehabilitation and employment services to help with job training, employment accommodations, resume development, and job seeking skills coaching. Other services may be provided to assist Veterans in starting their own businesses or independent living services for those who are severely disabled and unable to work in traditional employment.

- **Washington Tribal VR Programs**

Website: www.dshs.wa.gov/office-of-the-secretary/tribal-vocational-rehabilitation-programs

The Washington State Tribal Vocational Rehabilitation Programs provide services to American Indians with disabilities who are seeking employment.

- **Developmental Disabilities Administration**

Website: www.dshs.wa.gov/dda/consumers-and-families/services-and-programs-non-residential

The Developmental Disabilities Administration strives to develop and implement public policies that will promote individual worth, self-respect, and dignity such that each individual is valued as a contributing member of the community.

Employment services provide ongoing support services and training for eligible persons with paid jobs in a variety of settings and work sites. These include individual supported employment, group supported employment, and prevocational services. These may be individual or group options in the community and specialized industry settings.

- **Washington State Independent Living Council**

Website: www.wasilc.org

Centers for Independent Living (CILs) are non-residential, private, non-profit, consumer-controlled, community-based organizations. They provide services and advocacy by and for persons with all types of disabilities. Their goal is to assist individuals with disabilities to achieve their maximum potential within their families and communities to achieve and maintain independent living.

Centers provide five core services required by federal statute:

- Information and Referral
- Individual and System Advocacy
- Peer Support
- IL skills instruction
- Transition services for youth and adults.

- **Washington State Office of Deaf & Hard of Hearing (ODHH)**

Website: www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing

ODHH serves the needs of deaf, hard of hearing, deaf-blind, speech disabled and hearing people throughout the State of Washington.

- **Washington State Department of Services for the Blind (DSB)**

Website: <https://dsb.wa.gov/>

The Washington State Department of Services for the Blind (DSB) "provides one front door" to services for all residents of Washington state who are blind or have low vision. Services include: Include Community Outreach Program, Computer Training/Assistive Technology, Daily Independent Living Services Training, Employment/Job Training, Information and Referral, Low Vision Services, Services for Seniors, Travel/Orientation and Mobility.

- **Social Security Disability**

Website: www.ssa.gov/disability

The Social Security and Supplemental Security Income disability programs are the largest of several Federal programs that provide assistance to people with disabilities.

- **Washington State Medical Assistance / Medicaid / Apple Health**

Website: <https://www.hca.wa.gov/>

- **Washington State 2-1-1**

Website: <https://win211.org/>

2-1-1 is an easy-to-remember phone number for people to call for health and human service information and referrals and other assistance to meet their needs.

- **Internet-based job search tools:**

wwwIndeed.com

www.jobs2careers.com

www.monster.com

www.careers.wa.gov.

- **WA State Employee Job Classifications**

Website: <https://ofm.wa.gov/state-human-resources/compensation-job-classes/job-classes-and-salaries>



Forms & Worksheets

The following pages have various DVR forms and materials that may be useful during your vocational rehabilitation process. Please feel free to use them or request additional copies as you begin exploring your career goals.



***These forms are for your information and reference only.
There is no requirement to fill out these forms.***

Informational Interview Form

(Questions to ask an employer, employee, human resource professional, friend or family member knowledgeable about the job you are researching.)

Job Title: _____

Name of Employer: _____

Address: _____

Contact Person: _____

Interview Date: _____ By: _____

Education/Training need: _____

What worker traits or skills are needed for this job? _____

What are the main job duties?

1. _____

2. _____

3. _____

4. _____

5. _____

Does the job require:

Sitting Light

Standing Medium

Walking Heavy

Lifting

Job conditions (check off all that apply):

Indoor Work mostly alone Full-time Close supervision

Outdoor Work with people Part-time Limited supervision

Work with things Temporary

How is the job performance evaluated or reviewed? _____

Do you ever consider trainees or on-the-job training?

_____ Yes _____ No

Starting salary: \$ _____/hour

_____ Paid vacation

Highest salary: \$ _____/hour

_____ Paid sick leave

_____ Medical Insurance

Typical Hours:

_____ Day shift

_____ Afternoon

_____ Night

_____ Weekend

_____ Overtime

Can you recommend other businesses to be contacted about this occupation?

Notes:

Vocational Assessment Worksheet

1. What kind of job and work setting are you hoping to find?

2. Would you like to invite others to attend your DVR meetings and/or have them assist you with this form (e.g. friend, family member, advocate, legal guardian, teacher or other VR counselor from another program)?

3. If you receive Social Security Benefits, are you interested in learning more about them and how they may be impacted by going to work?

4. When you go to work, how much money will you need in your monthly budget to support yourself and/or your family?

5. Describe the labor market information that indicates this employment goal is *in-demand* in your local area:

If it is not *in-demand*, what have you considered that could increase your chances of employment in this field (e.g. targeted work experience, internship, on-the-job training, relocation)?

6. What jobs have you considered in potentially high demand industries (e.g. such as Computer Science, Healthcare, Science, Technology, Engineering and Math)?

7. What industry-specific requirements are there for your employment goal (e.g. special certification, licensing requirements, drug testing, specialized experience, etc.)?

8. Does your employment goal require a background check as a condition of employment? Yes
 No

If **yes**, DVR requires that a background check be completed that verifies you will not be excluded from the specific job.

9. Please describe the assessments that support your employment goal (e.g. career tests, volunteer or school-based work experiences, career development class, etc.)?	
10. Describe your education/training history, including licenses and certificates:	
11. Do you have any specific cultural values, practices and/or preferred language needs that you would like to share with DVR prior to job search and placement?	
12. Describe your previous successes and challenges obtaining and maintaining a job (e.g. work history, gaps in employment, transferrable skills, volunteer experience, etc.):	
13. Describe your individual strengths that make this employment goal appropriate:	
14. Describe your personal resources that might support your employment plan (e.g. family & social supports, transportation, etc.):	
15. Describe your disability-related barriers to employment (e.g. mobility concerns, problems standing for long periods of time, communication barriers, getting along with others, memory, difficulty learning new information/tasks):	
16. Describe how you are currently managing your disability-related barriers (e.g. counseling, physical therapy, skills training, support group):	
17. Describe any additional barriers to employment that are not disability-related (e.g. childcare, no valid mailing address/email/phone, criminal history, transportation, housing, food assistance, etc.):	
18. What services do you think you might need to reach your employment goal?	
<i>Types of Services</i>	<i>Describe:</i>
Assistive Technology (AT) (e.g. worksite evaluation, specialized computer/software, training on how to use AT devices, etc.)	

<p>Independent Living (IL) (e.g. budgeting training, learning how to manage a schedule, managing a household/daily living needs, time-management, etc.)</p>	
<p>Personal Assistance Services (PAS) (PAS are services provided by a healthcare professional to assist individuals with physical disabilities, mental impairments, and other health care needs with their activities of daily living.)</p>	
<p>Supported Employment (SE) (SE may be for individuals who need intensive help finding and keeping work and/or on-the-job supports to keep working because of the nature and severity of the disability.)</p>	
<p>Transition Services (TS) (TS are services and supports for students or youth with disabilities, ages 14-24, including attending IEP/504 plan meetings.)</p>	
<p>Other Services (e.g. vocational counseling/guidance, training, interview/work clothing, tools, transportation assistance, license/certification, Social Security benefits planning, etc.)</p>	
<p>19. When you get ready to look for work, will you need help with any of the following?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Application assistance <input type="checkbox"/> Cover letters <input type="checkbox"/> E-mail job leads <input type="checkbox"/> Interview preparation <input type="checkbox"/> Job search <input type="checkbox"/> Master Application <input type="checkbox"/> One-on-one meetings to work on resume <input type="checkbox"/> Online job search <input type="checkbox"/> Referral to WorkSource (e.g. Job Hunter series, basic computer skills, Microsoft training, ex-offender services, mature worker services, youth services) <input type="checkbox"/> Other _____ 	
<p>20. Describe any additional information that supports your employment goal:</p>	
<p>21. Your specific employment goal should be consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.</p> <p>Your specific employment goal is:</p>	

Individualized Plan for Employment (IPE) Worksheet

(May be used as a tool by you or your DVR counselor to help determine the details of your IPE)

To develop an Individualized Plan for Employment (IPE) so that you can participate in DVR, we must have all of the following information about your employment goal. Please answer every item below with at least 2-3 sentences of information. If an item does not seem to apply to your situation, please print "DOES NOT APPLY."

NAME: _____

I want to achieve the following employment goal _____

1. I chose this employment goal because: (List all of your reasons, such as: "I am skilled and experienced doing this type of work;" "This type of work pays well and is in high demand;" etc.)

2. I chose my employment goal based on the following vocational testing, assessments, and/or career exploration: (List any vocational tests, vocational assessments, interest inventories, aptitude tests, or other steps you took to decide upon your employment goal.)

3. In addition to disability-related barriers to employment, I will have to overcome the following other barriers to employment: (Examples – lack of transportation, no permanent housing, need to find childcare, a criminal record, no recent work history, etc.)

4. The employment goal I have chosen is a good fit with my vocational strengths and personal situation:

a. Physical and Mental Health (Stamina, tolerances, interpersonal skills, mobility, etc.):

I do not have any physical or mental health issues that will prevent me from reaching my employment goal

I do have physical or mental health barriers to employment, but they will not prevent me from reaching my employment goal, because: (please explain)

b. Intellectual/Learning (Aptitude, cognitive, academic levels, learning styles, etc.):

I do not have any intellectual/learning issues that will make it hard for me to reach my employment goal

I do have intellectual/learning barriers to employment, but they will not keep me from reaching my employment goal, because: (please explain)

c. Transferrable Skills (Previous work history, volunteer work, certifications, etc.):

My employment goal does not require that I use any previous work skills, credentials or history

All of my work skills, credentials, and history are applicable to my employment goal, because: (please explain)

d. Financial Considerations (Income needs, debt, financial resources, etc.):

To pay my bills and meet my financial needs, I must earn at least \$_____ per month

My employment goal will lead to a job that pays at least the above monthly salary

e. Labor Market Analysis (WOIS, job outlook, hiring practices, etc.):

I know there is a high demand job market for my employment goal, because: (please explain)

I have used the following information to study the labor market for my employment goal:

f. Personal Resources (Stable housing, reliable transportation, childcare, etc.):

While searching for employment, I will have all the personal resources needed to be successful

While searching for employment, I will need assistance with the following personal resources: (please explain)

g. Social Supports (Family, support groups, other agencies, etc.):

I have enough support from others to conduct a successful job search

I will need the following support from others to be able to conduct a successful job search: (please explain)

Customer CRP Contact Script

Hello my name is _____

My vocational rehabilitation counselor (VRC) is _____

with the _____ DVR Office. I'm interviewing community rehabilitation programs (CRPs), so I can make an informed choice about which vendor I would like to use for _____ services (community based assessment, trial work experience, vocational evaluation, job placement, intensive training services, job retention or off-site psycho-social job support) to see if your agency is a good fit for me.

***Please see the next pages for additional questions that you may want to ask a CRP*

Once you select the CRP with whom you would like to work, please contact your VRC immediately. The next step will be for DVR to schedule a meet-and-greet for you with the CRP and DVR. It is very important that we hear from you and that we know your availability for a meeting as soon as possible.

Typical questions to ask Community Rehabilitation Programs (CRPs) regarding Community Based Assessments

Some questions to ask CRPs when participating in a Community Based Assessment (CBA):

1. How will you help me know what kind of CBA is right for me?
2. Can I choose the kind of CBA I think is right for me?
3. How would you help me find and get the CBA that is right for me?
4. How do you help me in completing a CBA?
5. What services do you offer that will help me?
6. What types of CBAs do you help most people to get?
7. How much per hour does that CBA pay and how many hours will I work?
8. Would you continue to help me after I get a CBA?
9. What happens if I do not like the CBA you get me?
10. What will you do if the CBA you help me to get doesn't work out for me?
11. What happens if you and I are unable to develop a CBA for me?
12. How long does the process usually take?
13. What will happen if I lose my job during my CBA or quit without telling you before it happens?
14. Do you have any contacts already established in the area of my job goal for the CBA?
15. How often will you meet/talk with me?
16. What is the process if you and I work together?
17. How successful are you in helping people?
18. Do you speak with my VRC regularly? If so, what information is shared?

Typical questions to ask Community Rehabilitation Programs (CRPs) regarding Job Placement Services

Some questions to ask CRPs when participating in job placement services:

1. How do you help me find and get the job that is right for me?
2. Can I choose the kind of Job Placement I think is right for me?
3. What types of Job Placement do you help most people to get?
4. What if I have a criminal background?
5. What services will you offer to help me find a job?
6. Do you find a job for me or do I find my own job with your help?
7. How long does the process usually take?
8. How much is the pay in the job goal I'm considering?
9. What happens if I don't like the job you get for me?
10. What will happen if I lose my job or quit without telling you before it happens?
11. Do you have any contacts already established in the area of my job goal?
12. Are you willing to make new contacts to help me reach my job goal?
13. How often will you meet/talk with me?
14. What type of assistance do you provide with resumes and job interviews?
15. What is the process if you and I work together?
16. How successful are you in helping people get jobs?
17. How long do most people participate in their Job Placement?
18. Would you continue to help me after I get a Job Placement?
19. What will you do if the Job Placement you help me to get doesn't work out for me?
20. What happens if you and I are unable to develop a Job Placement for me?
21. Do you speak with my VRC regularly? If so, what information is shared?

Frequently Asked Questions

What are assessment services?

Assessment services, including services provided in a trial work experience, are provided to obtain information necessary to determine:

- Whether you are eligible for VR services;
- Severity of disability and priority category; and/or
- The employment outcome and VR services to be included in an individualized plan for employment.

What are examples of assessments that DVR conducts, obtains or purchases?

DVR conducts assessments by reviewing information and records provided by you and your family, and reviewing the results of assessments that DVR obtains or purchases from qualified professionals or agencies. Some of the assessments that DVR uses include, but are not limited to:

- Community based assessment (CBA);
- Criminal background check;
- Driving evaluation;
- Drug and alcohol evaluation;
- Physical assessments;
- Psychological or neuropsychological evaluation;
- Psychosexual evaluation or a sexual offender behavior assessment;
- Risk or safety assessments;
- Self-employment feasibility analysis;
- Supported employment assessment of ongoing and extended support needs;
- Training as an assessment;
- Trial work experience (TWE) to determine you eligible or no longer eligible;
- Vocational, interest and aptitude testing; and
- Other assessments.

What are benefits planning services?

Benefits planning services are provided to help you understand how earned income will impact your Social Security Benefits or other government benefits.

What are independent living services and/or evaluation?

Independent living services and/or evaluation includes services provided to:

- Identify issues that present problems for you in achieving an employment outcome and services you need to address the issues.
- Help you manage the services you need to live independently, get information about benefits available to you and about your rights and responsibilities.

-
- Help you set personal goals, make decisions about life issues and employment, and help your family with issues related to your disability and independence.
 - Help you manage and balance your life in areas such as budgeting, meal preparation and nutrition, shopping, hygiene, time management, recreation, community resources, and attendant management.
 - Find out about housing resources and the qualifications, make decisions about the living arrangements and about changing to a more independent living arrangement.

What are information and referral services?

Information and referral services include information and guidance provided to help you explore employment services or benefits available to you from other programs, including other programs within the workforce development system.

What are interpreter services?

Interpreter services include sign language or oral interpretation services for individuals who are deaf or hard of hearing, and tactile interpretation services for individuals who are deaf-blind.

What are job placement services?

Job placement means services that assist you in obtaining competitive employment in an integrated setting.

What are job retention services?

Job retention means services provided after you have obtained employment to help you achieve satisfactory performance and keep the job.

What are maintenance services?

Maintenance includes monetary support for expenses such as food, shelter, or clothing that are in excess of your usual living expenses that you need to participate in another VR service. The following examples include, but are not limited to, the ways maintenance may be used:

- A uniform or other suitable clothing required to look for or get a job;
- Short-term lodging and meals required to participate in assessment or training services not within commuting distance of your home; and
- A security deposit or utility hook-ups on housing you need to relocate for a job.

What are occupational licenses?

Occupational licenses are licenses, permits, certificates or bonds showing you meet certain standards or have accomplished certain achievements and/or have paid dues, fees or otherwise qualify to engage in a business, a specific occupation or trade, or other work.

What are personal assistance services?

1. Personal assistance services include a range of services provided by at least one person to help you perform daily living activities on or off the job that you would perform without assistance if you did not have a disability. Examples include, but are not limited to:
 - a. Reader services for individuals who cannot read print because of blindness or other disability. In addition to reading aloud, reader services include transcription of printed information into Braille or sound recordings. Reader services are generally for people who are blind, but may also include individuals unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.
 - b. Personal attendant services are personal services that an attendant performs for an individual with a disability, including, but not limited to, bathing, feeding, dressing, providing mobility and transportation.
2. Personal assistance services are only provided in connection with one or more other VR services.

What are physical and mental restoration services?

1. Physical and mental restoration services are used to diagnose and treat physical and mental impairments.
2. DVR provides physical and mental restoration services if your disabling condition is stable or slowly progressive and the service is expected to substantially modify, correct, or improve a physical or mental impairment that is a substantial impediment to employment for you within a reasonable length of time and financial support is not readily available from another source, such as health insurance.
3. Physical and mental restoration services include:
 - Corrective surgery or therapy;
 - Diagnosis and treatment of mental or emotional disorders by qualified personnel who meet state licensing requirements;
 - Dental treatment if the treatment is directly related to an employment outcome, or in emergency situations involving pain, acute infections, or injury;
 - Nursing services;
 - Hospitalization (in-patient or outpatient) in connection with surgery or treatment and clinic services;
 - Drugs and supplies;
 - Prosthetic and orthotic devices;
 - Eyeglasses and visual services, including visual training, and the examination and services necessary for the prescription and provision of eyeglasses, contact lenses, microscopic lenses, telescopic lenses, and other special visual aids;
 - Podiatry;

-
- Physical therapy;
 - Occupational therapy;
 - Speech or hearing therapy;
 - Mental health services;
 - Treatment of acute or chronic medical conditions and emergencies that result from providing physical and mental restoration services, or that are related to the condition being treated;
 - Special services for the treatment of end-stage renal disease; and
 - Other medical or medically-related rehabilitation services.

What are the medical treatments DVR does not pay for?

DVR does not pay for the following medical treatments:

- Maintenance of your general health or fitness, including, but not limited to, vitamins, in-patient hospital based weight loss programs or for-profit weight loss programs, exercise programs, health spas, swim programs and athletic fitness clubs;
- Cosmetic procedures, such as facelifts, liposuction, cellulite removal;
- Maternity care;
- Hysterectomies, elective abortions, sterilization, and contraceptive services as independent procedures;
- Drugs not approved by the Federal Drug Administration for general use or by state law;
- Life support systems, services, and hospice care;
- Transgender services including surgery and medication management;
- Homeopathic and herbalist services, Christian Science practitioners or theological healers; and
- Treatment that is experimental, obsolete, investigational, or otherwise not established as effective medical treatment.

What are pre-employment transition services?

- Pre-employment transition services are work-related activities provided to you while you are in school and eligible for an IEP or 504 plan. These services are coordinated with VR services to help you prepare for and go to work in the community. Pre-employment transition services include:
 - Job exploration counseling;
 - Work-based learning experiences provided in an integrated environment to the maximum extent possible which may include:
 - In-school or after school opportunities; and
 - Experience outside the traditional school setting (including internships);
 - Counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs at institutions of higher education;
 - Workplace readiness training to develop social skills and in-dependent living; and Instruction in self-advocacy, which may include peer mentoring.

What is rehabilitation technology?

Rehabilitation technology includes the use of technology, engineering methods and sciences to design, develop, test, evaluate, apply and distribute technology to address problems faced by individuals with disabilities in functional areas such as mobility, communication, hearing, vision and cognition. Rehabilitation technology includes:

- Assistive technology devices, equipment, or products used to increase, maintain, or improve the functional capabilities of an individual with a disability including, but not limited to:
 - Telecommunications devices;
 - Sensory aids and devices, including hearing aids, telephone amplifiers and other hearing devices, captioned videos, taped text, Brailled and large print materials, electronic formats, graphics, simple language materials, and other special visual aids;
 - Vehicle modifications; and
 - Computer and computer-related hardware and software that is provided to address a disability-related limitation.
- Services that assist you in the selection, acquisition, or use of an assistive technology device, including services to:
 - Evaluate your needs in performing activities in your daily environment;
 - Select, design, fit, customize, adapt, apply, maintain, repair, or replace an assistive technology device;
 - Coordinate and use other therapies or services with assistive technology devices, such as education and rehabilitation plans and programs;
 - Train or give technical assistance to professionals, employers, family members or others who provide services to you, hire you, or are involved in your major life activities.
- Real time captioning services;
- A written policy, plan, guarantee or warranty (initial or extended) that covers the cost to repair or replace an assistive technology device, a piece of equipment, or another assistive technology product if it is lost or damaged.

What are self-employment services?

Self-employment services include consultation and technical assistance and start-up costs to help you establish a small business to become self-employed. The conditions that apply for DVR to approve and pay for self-employment services are outlined in the DVR policies.

What vocational rehabilitation services can DVR provide to my family member(s)?

Vocational rehabilitation services may be provided to a family member if the services are necessary for you to achieve an employment outcome. A family member includes a relative or

guardian of an applicant or eligible individual or an individual who lives in the same household as the applicant or eligible individual and has a substantial interest in her or his well-being.

What types of structural modifications or building materials can be provided at the place where I live or where I work?

Structural modifications or building materials that make physical changes to the place where you live or your worksite are provided for necessary disability access or to conduct employment.

What is substantial vocational rehabilitation counseling and guidance?

Substantial vocational rehabilitation counseling and guidance includes intensive counseling and guidance provided by a DVR counselor throughout the rehabilitation process to help you address medical, family or social issues, vocational counseling, or other counseling and guidance that is over and above the usual counseling and guidance relationship. Substantial counseling and guidance services include counseling and guidance to support a self-directed job search.

What is supported employment?

Supported employment is:

- Competitive work including customized employment; or
- Work in an integrated setting while you work toward competitive work consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice; or

Supported employment is for an individual with a most severe disability who:

- Has not traditionally worked in competitive employment; or
- Has worked in competitive employment, but the disability has caused the individual to stop working, or work off and on; and
- Needs intensive supported employment services and extended services to work because of the nature and severity of the disability.

Supported employment includes:

- Time-limited support services that DVR provides to help you get a job and stabilize on the job; and
- Extended services that are provided and funded by another individual, program or agency that helps you maintain your employment.

What are tools, equipment, initial stocks and supplies?

Tools, equipment, initial stocks and supplies are materials and hardware required to carry out the duties of a job.

What are training services?

Training services are designed to help you gain knowledge, skills and abilities needed to achieve an employment outcome. Training services, include, but are not limited to:

-
- On-the-job training;
 - Post-secondary training;
 - Technical or vocational training;
 - Basic education/literacy training;
 - Community rehabilitation program (CRP) training;
 - Apprenticeship training; and
 - Other miscellaneous training.

What is on-the-job training?

On-the-job training (OJT) is training an employer provides to you after you are placed in a job to help you learn the skills you need. With an OJT you are hired by an employer and DVR pays the employer a training fee to cover the extra costs associated with training you. There is an expectation that employment with the host employer will continue when the OJT is completed.

What is post-secondary training?

Post-secondary training means academic training above the high school level leading to a degree, an academic certificate, or other recognized educational credential. Post-secondary training is provided by a college or university, community college, junior college or technical college.

What is technical or vocational training?

Technical or vocational training includes occupational, vocational or specific job skill training, not leading to an academic degree, provided by a community college, business school, vocational, technical or trade school to prepare for work in a specific occupation.

What is basic education/literacy training?

Basic education/literacy training teaches basic academic skills, including how to read.

What is community rehabilitation program (CRP) training?

Community rehabilitation program (CRP) training is training to prepare an individual for work, such as developing appropriate work habits and behaviors, getting to work on time, dressing appropriately, and/or skills to increase productivity.

What is apprenticeship training?

Apprenticeship training is a work-based employment and training program registered with the Washington State Department of Labor and Industries that:

- Combines hands-on, on-the-job work experience in a skilled occupation with related classroom instruction;
- Structured mentoring;
- Wage increases as an apprentice's skills increase; and
- An industry recognized certificate of completion at the end of the program.

What other training does DVR provide?

DVR provides other miscellaneous training services that are not identified in another section, such as high school completion, speech reading or sign language training, cognitive training and tutoring.

What are transition services?

Transition services are work-related activities you begin while you are in high school that are coordinated with VR services to help you prepare for and go to work in the community after you leave high school.

What are translation services?

Translation services include oral and written translation of English into the primary language of an applicant or eligible individual.

What are transportation services?

Transportation services include travel and related expenses necessary for you to participate in VR services such as a bus pass, fuel for a vehicle or the purchase or repair of a vehicle.

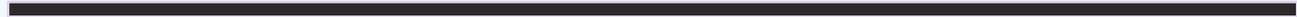
What other services does DVR provide?

DVR may be able to provide other services when the service is needed for you to achieve an employment outcome as long as the service is legal and needed to address a barrier to employment.

What are post-employment services?

Post-employment services include one or more vocational rehabilitation services provided if:

1. Your case was closed within the past three years because you achieved an employment outcome;
2. Your rehabilitation needs are limited in scope and duration;
3. You need post-employment services to maintain, regain or advance in employment that is consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.



DVR State Headquarters & Local Offices

State Headquarters

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<p>Kelso 711 Vine Street Kelso, WA 98626 Toll free: 1-866-893-1047 Voice: (360) 501-2499 TDD: (360) 577-2542 FAX: (360) 578-4174</p>	<p>SeaTac 18000 International Blvd, STE 1000 SeaTac, WA 98188 Toll free: 1-800-622-1375 Voice: (206) 444-3800 TDD: (206) 444-3750 FAX: (206) 439-3753</p>	<p>Vancouver 800 NE 136th Avenue, STE 230, FL 2 Vancouver, WA 98684 Toll free: 1-800-548-0946 Voice: (360) 397-9960 TDD: (360) 696-6076 FAX: (360) 690-4632</p>
<p>Kent 1313 W Meeker St, STE 102 Kent, WA 98032 Toll free: 1-800-622-1375</p>	<p>Shelton 2505 Olympic Hwy N, STE 440 Shelton, WA 98584 Toll free: 1-800-830-3243 Voice: (360) 432-2110 TDD: N/A FAX: (360) 432-2114</p>	
<p>Port Angeles 203 W 1ST ST Port Angeles, WA 98362 Toll free: N/A Voice: (360) 565-2715 TDD: N/A FAX: (360) 417-1747</p>	<p>Silverdale 3888 NW Randall Way, STE 201 Silverdale, WA 98383 Toll free: 1-800-548-1406 Voice: (360) 698-4360 TDD: (360) 698-4362 FAX: (360) 698-4363</p>	

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is a division of the Department of Social and Health Services (DSHS).

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In compliance with the Americans with Disabilities Act, this handbook is available upon request in an alternate format.

If you need this report in an alternate format, please use the contact information listed below:

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Web Site: www.dshs.wa.gov/office-of-the-secretary/division-vocational-rehabilitation

DVR Customer Handbook Evaluation Form

After you have had a chance to look at and use this book, we would appreciate you completing this evaluation form. Your feedback will help us learn if this handbook is useful and if there are ways we may improve it. Please complete this page, remove it from the book and, return it to your DVR counselor or to the DVR State Headquarters address below:

*Department of Social and Health Services (DSHS)
Division of Vocational Rehabilitation (DVR)
Attention: Customer Relations Manager
P.O. Box 45340
Olympia, WA 98504*

Thank you for your assistance.

Who is the person completing this form? (check on)

DVR customer Parent Other (Explain) _____

Which DVR office did you use? _____

How helpful was the information in this handbook to you? (check one)

Very helpful Helpful Not very helpful

This handbook included: (check one)

Too much information

The right amount of information

Too little information. In this case, what information would you like included?

Was the information in the handbook written in a way that could be easily understood? Yes No

If you answered "no," please explain: _____

This handbook included all of the important parts of the DVR program. Please check on of the following statements.

I appreciate having the handbook about the whole program.

I would have preferred only getting information about the following:

Do you have any suggestions or comments to help improve this handbook?

Use the back of this page or an additional sheet of paper, if needed.

Please remove this page and mail it in.

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