

DVR Customer Handbook

Division of Vocational Rehabilitation



Washington State
Department of Social
& Health Services

Transforming lives

To Do List:



























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 with resources to help you get the job you want.

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 or keep employment in a job that will be a good match with their strengths, abilities and interests. We want to help you find a job that has a good labor market demand and won't make your disability worse. 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.

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.
- ◆ Some have heard we can help people go to school and they come for educational or training opportunities that lead to a career.
- ◆ 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 when they think about working and managing their disability.
- ◆ Some come to DVR because they really want to work, but they've had problems working because of their disabilities. They don't know what kind of job would be a good match for them.

Often, customer satisfaction with DVR appears to be directly related to the reasons customers come for 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 into a job in a week's time, they may be frustrated because 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 want to accomplish a long term employment goal and are willing to take the time to explore 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 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 at any time.
- ◆ People have found, if they have pending issues or obligations that may prevent them from attending mutually agreed upon meetings and job exploration activities, it may be more useful to wait to apply for services.
- ◆ 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 as well as your interests and strengths.

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 while their case is open with DVR. The rules that guide DVR services are called Washington Administrative Codes (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 determined eligible for DVR services work individually with a counselor to help identify the barriers that 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 your specific needs.
- ◆ Your counselor will determine if you need to be connected with a Job Developer to help you develop a resume, improve your interviewing skills, fill out applications, and identify job leads you have 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 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 may be 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/dvr to view our “About DVR” webpage and then select **Laws, Policies and Customer Service Manual**, linked from the “About DVR” page, which explains the philosophical and legal guidelines that determine how we administer the vocational rehabilitation program.

Table of Contents

DVR Overview.....	1
Welcome to DVR?	1
What brings you to DVR?	2
Participating in Vocational Rehabilitation.....	6
Am I Eligible for DVR Services?	8
How Do I Make a Good Career Choice?	9
Vocational Assessment Steps	10
VR Services.....	12
Employment Training.....	14
Financial Aid for Post-Secondary Education.....	15
On-the-Job Training	17
What Are Job Placement Services?	17
Worksite Assessments	19
Job Coaching and Supported Employment	20
Self-Employment Services	21
Post-Employment Services.....	23
Transition from School to Employment.....	23
Rehabilitation Technology Services	25
Home Modifications.....	27
Vehicle Modifications.....	29
Physical & Mental Restoration Services	32
How Do I Develop an Effective and Meaningful Individualized Plan for Employment?.....	33
Who Will Pay for the Services I Need?	37
What Will Happen to My Benefits If I Go to Work?.....	38
What Can I Do to Make the DVR Program Work for Me?.....	39
What is Informed Choice?.....	41
What is the Washington State Rehabilitation Council?.....	43
What are Washington State Tribal Vocational Rehabilitation Services?.....	45

What Do I Do If I Disagree with DVR?	47
Equal Access to Services	55
Auxiliary Aids	56
Confidentiality	56
Vocational Rehabilitation Resources	60
Worksheets	64
Informational Interview Form	65
Vocational Assessment Worksheet	67
Individualized Plan for Employment (IPE) Worksheet	69
Customer CRP Contact Script	71
Typical questions to ask Community Rehabilitation Programs (CRPs) regarding Community Based Assessments	72
Typical questions to ask Community Rehabilitation Programs (CRPs) regarding Job Placement Services	73
Frequently Asked Questions	74
Common Acronyms in the Vocational Rehabilitation Process	85
DVR State Headquarters & Local Offices	87

Participating in Vocational Rehabilitation

Application

You may be referred to DVR or you may contact the program directly yourself. There are local offices throughout the state to serve you. (See page 87 for locations and office phone numbers.)

Eligibility

After you apply for DVR, you will work 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.

Order of Selection

Order of Selection is how DVR prioritizes services for people who need them most. It is required by federal law when DVR does not have sufficient resources to serve all eligible customers.

When customers are determined eligible, they are assigned to a priority of service category based on the significance of their disability. Assigning a priority of service category is based on the impact of the disability, not the type of disability. During an Order of Selection, priority of service categories are either open or closed.

Eligible customers assigned to an open category can receive the full range of vocational rehabilitation services.

Eligible customers assigned to a closed category will be placed on a statewide waitlist for services. If the Division of Vocational Rehabilitation has additional resources to serve more customers, those who are waiting on the statewide waitlist may be released.

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 individual needs.

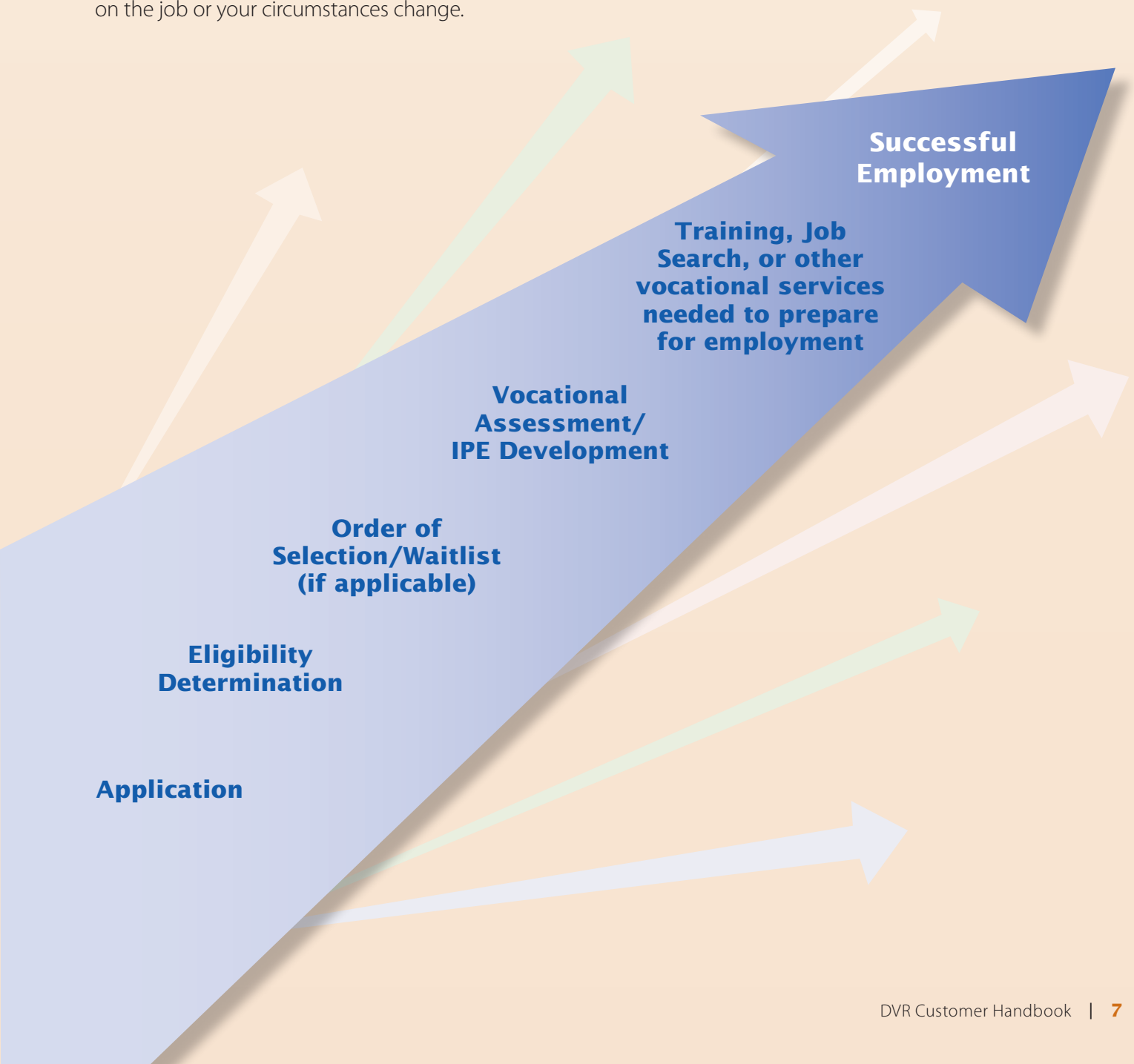


Vocational Rehabilitation Services

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. Success means you will obtain and keep a job that you perform well and enjoy. 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 your circumstances change.



Am I Eligible for DVR Services?

You may be eligible for services if:

- You have a physical or mental impairment that results in a substantial impediment to your ability to prepare for, secure, maintain, advance in, or regain employment;
- You require VR services to prepare for, secure, maintain, advance in, or regain employment that matches your unique strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice.

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 first. 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.

If you are a student with a disability who DVR has assigned to a priority of service category with a waiting list for services, you may continue to receive Pre-Employment Transition Services while waiting for services as long as you began to receive pre-employment transition services prior to DVR determining you eligible for services.

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 provided 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 (TWE) to determine you eligible or no longer eligible.
- 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 job. 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.

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 assessments. 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 about your future career.

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, your academic strengths, what 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 perform the essential functions of the job. This is another area that your counselor can help you to explore and understand. Your counselor can only support a job goal that will be consistent with your health, not aggravate your disability condition, or make it worse. Our goal is to help you to explore job possibilities that you can do and enjoy.

When you have decided on an employment goal that matches your interests and abilities, and all of the other assessment information supports the goal, you and your counselor need to see if the job goal has good labor market demand. You want to be sure there will be some job openings when you begin your job search. 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 assessments 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 your job goal will be a good fit for you. Once you and your counselor have agreed upon your specific job goal, you will work together to determine what services you need to help you achieve your goal. The services that you need to reach the goal are documented in an Individualized Plan for Employment (IPE), which your counselor can assist you in developing. This document outlines the specific services DVR will help provide and what services you or others may contribute to your IPE.



Vocational Assessment Steps



1. You are determined Eligible for DVR services

- a. You meet eligibility criteria
- b. You receive notice of DVR eligibility
- c. You are removed from the waiting list (if applicable).

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; assessments of your interests, abilities and aptitudes; career development workshops such as WorkStrides, Dependable Strengths, WorkSource classes, Soft Skills classes, and other self-assessment activities and tools.
- c. Training and academic skills aptitude.... college level placement exams.

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 and education are required.
- b. Explore career fields 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 finalize development of your Individualized Plan for Employment (IPE).
- b. Your IPE includes the services and supports you will need from DVR to help you achieve your job goal. Discuss your needs with your counselor.
- c. Your IPE becomes effective once it is signed by you and your DVR counselor.

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

(See Frequently Asked Questions section on pg 73 for full definitions)

The vocational rehabilitation program offers a wide range of services to individuals who are eligible. IPEs are 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 services you need. The following list includes examples of 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 Social Security and other benefits (see page 38).
- Employment needs including occupational licenses, tools, equipment, clothing, and initial stocks and supplies (see page 75).
- Employment training can range from on-the-job training to formal college programs (see page 14).
- Independent Living Evaluation and Services to assess and address issues with living independently that pose a barrier to work (see page 75).
- 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 20).
- Job placement services for individuals who require the assistance of a job development specialist (see page 17).
- Maintenance services are monetary supports for expenses that are in excess of your usual living expenses that you need in order to participate in another VR service (see FAQ).
- Personal assistance services are services intended to assist you in performing daily living activities as a result of your disability and are necessary in order for you to achieve the job goal.

- 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 32).
- Post-employment services (PES) may be provided to help you retain or advance in your current job, or find another job in the same or related field (see page 23).
- Rehabilitation technology is technology that removes or reduces a barrier to working (see page 25).
- Self-employment services includes technical assistance and consultation for the establishment of small business operations (see page 21).
- 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 Non-permanent customer lives or works to improve accessibility (see page 27).
- Transition planning is available to support those transitioning from high school to work, including Pre-Employment Transition Services (see page 23).
- Transportation services are public or private transportation to ensure that you are able to participate in VR services (see page 84).
- 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 9 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:

- On-the-job training (OJT)
- 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, interest and informed choice (p. 41). DVR will also consider 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 see the "Financial Aid for Post-Secondary Education" section for further details.



- You need to advise DVR of any disability-related needs that you will have while attending the training 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 or academic requirements of the school or program.
- 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 progress criteria as part of developing your Individualized Plan for Employment.
- You need to discuss any significant changes to your training or education plan with your DVR counselor before you make any changes because your IPE may need to be revised.

Financial Aid for Post-Secondary Education

Why Apply for Financial Aid?

Before DVR can agree to pay for college program costs, you must first 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. DVR considers a financial aid grant as a comparable service and benefit. Individuals may accept other types of financial aid such as, student loans or Work-Study. If an individual accepts student loans or other types of financial aid, these funds must be used toward the cost of attendance.

Note: it is very important to understand that if you choose 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.

DVR pays for services that meet your needs at the least cost possible. If you choose training services at a private or out-of-state program when an in-state or public program is available and adequate to meet your needs, you are responsible for costs that are in excess of the public or in-state program costs. If two or more education or training programs offer comparable services but differ in cost, and you choose the higher cost program, you are responsible for those costs in excess of the lower cost service. You can use resources other than DVR funds to pay the remaining cost.

Disability-related expenses are looked at separately from general educational expenses. It will be helpful if you can identify 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. On-the-job training (OJT) is an alternative to formal classroom training to teach you the skills you need while working. Discuss with your counselor whether this is a good option for you.

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 an 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, the length of time it will take for you to obtain entry-level skills, and how and when the employer will evaluate and report your progress to DVR. In an OJT, DVR could reimburse the employer for the following: the time they spend 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.

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 online job boards on the 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:

- **Job 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 peer support.
 - **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; 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.
- **Interview Preparation** - assists with interviewing skills, resume writing and application techniques to help you prepare for your job search. This may be individual assistance or provided as part of a class.

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. 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. DVR will also use the CBA to obtain information needed for you and your counselor to select a suitable vocational goal.

- The length of the assessment and how many hours you work depends on your needs and what you and your counselor are assessing. The employer may offer you a job if you perform well during the assessment.
- Some businesses may pay for the work you do during the assessment, usually at the minimum wage; however, most work assessments are unpaid.
- During the work assessment, you will have the chance to see how you like the job and how well you perform the duties. After the assessment, you and your counselor will review information on your job performance, work skills, productivity, work quality, behaviors, work tolerance, attendance, and interactions with people on the job site.
- Worksite assessments are a helpful way to explore the impact of your disability conditions in specific or general work environments, which can help you and your DVR counselor brainstorm potential reasonable accommodations and/or assistive technology solutions.

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 work with your DVR counselor and the vendor to ensure they 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 others on the jobsite is 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 Supported 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 a job coach only for a limited period of time or you may need on-going support from a job coach, called 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.
- Therapeutic interactions with you to help you to maintain satisfactory job performance and successful interactions with others at the work place.

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 Health Care Authority (HCA) and the HCA Foundational Community Supports (FCS) program, and the DSHS Aging and Long-Term Support Administration's (AL TSA) and the Health Care Authority (HCA) Division of Behavioral Health and Recovery's Foundational Community Supports (FCS) supported employment program. Social Security Impairment-Related Work Expenses (IRWE), natural supports from an employer and family support. If you are a youth with a disability, DVR may provide you with extended services on a case-by-case basis for up to four years from the date time-limited support services have ended or until you reach age twenty-five.

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.
- A comprehensive Feasibility Analysis will be conducted following the initial assessment if it is determined you are prepared for the demands of self-employment, possesses the necessary skills and experience, and the concept appears to be viable. 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, your Counselor authorizes a self-employment consultant to follow up with you 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 your Counselor monthly or any time concerns arise.

Post-Employment Services

What are post-employment services?

Post-employment services include one or more vocational rehabilitation services provided if you achieved employment, your rehabilitation needs are limited in scope and duration, and you need post-employment services to maintain, advance in, or regain employment that is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

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. 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 a 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.

- Provide pre-employment services if you meet the definition of a student with a disability, 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 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.

Visit the DVR website to find School Transition Counselor at: <https://www.dshs.wa.gov/dvr/high-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.

Pre-employment transition services must be provided or arranged in collaboration with local education agencies (LEAs). For more information, access the Pre-ETS Video here: <https://www.dshs.wa.gov/dvr/pre-employment-transition-services>.

Connect with a Regional Transition Consultant here: <https://www.dshs.wa.gov/dvr/regional-transition-consultants>.



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 calculator with large keys, 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, 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. 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 their 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 requires 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 non-permanent changes to the structure of your home that allow you to live and work more independently and to participate in your Individualized Plan for Employment (IPE) that leads to work. Examples of home modifications include installing a ramp or a lift. 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 pays for non-permanent structural modifications or building materials where you live if:

- You meet the conditions as outlined in DVR's 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. 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.

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 in DVR's 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.



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 Northwest Access Fund, private loan, family assistance, and individualized development account (IDA), Plan to Achieve Self Support (PASS) or Impairment Related Work Expense (IRWE).

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 determined by your counselor to be needed 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. Documentation verifying that you or the driver of your vehicle is the legal and registered owner of the 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. The approvals are written into an IPE and signed by both you and the DVR counselor.
7. The vendor who is awarded the bid will contact you to arrange to pick up your vehicle. The amount of time required to complete the bid 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 the 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?

Obtaining a vehicle modification is a very detailed process that will require your involvement.

Your counselor will work with you throughout the process to ensure that you can give DVR accurate information that reflects your need for vehicle modifications.

Physical & Mental Restoration Services

What are physical & mental restoration services?

Physical & Mental Restoration services are used to diagnose and treat physical and mental impairments.

How can I receive physical or mental restoration services?

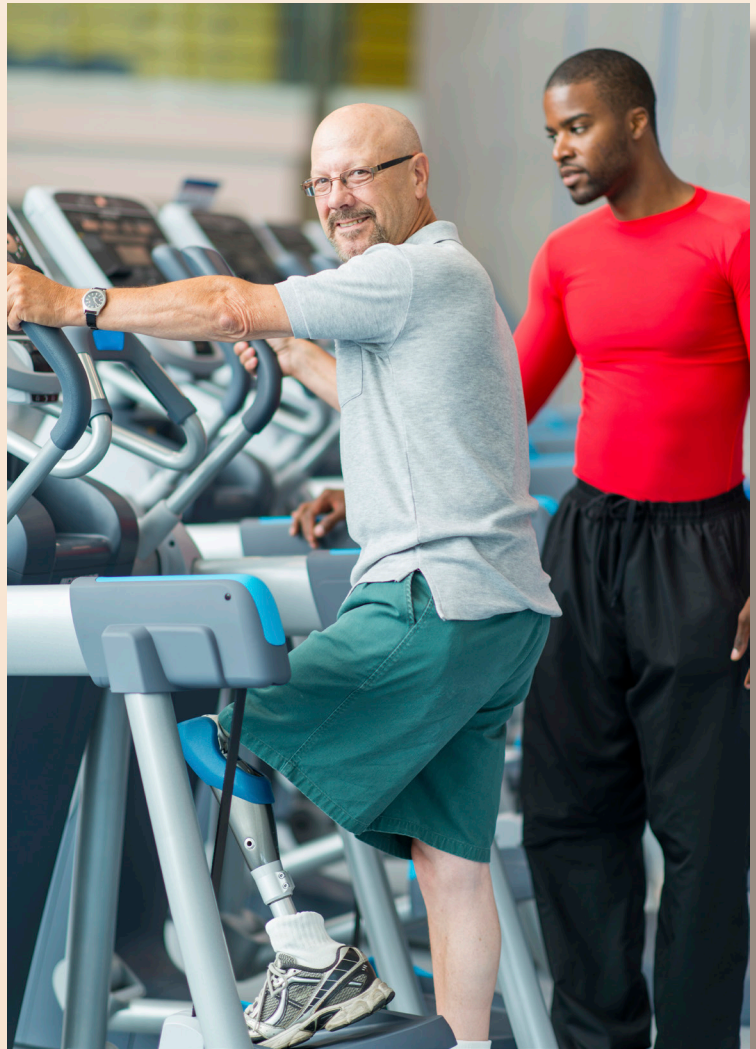
As part of your participation in vocational rehabilitation services, physical & mental restoration services may be provided if you need them in order to develop and achieve your employment goal and if the treatment is not available to you through other resources such as your private insurance, Medicaid, Medicare or through the state mental health and addiction system. All restoration services through DVR are time-limited. However, the type or extent of medical services considered depends on the specific information needed by the counselor and/or your needs.

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 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 be removed from the Order of Selection Waiting list, if applicable.

You will then 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; there is a Federal rule that all IPEs will be developed and signed within 90 days from the date 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 the option to sign an IPE extension letter. By signing the IPE extension letter you are giving DVR permission to extend the time frame 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 restriction 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. 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 future opportunities will there be in this career field?

4. What will this job pay and does that meet your needs?
5. Is there flexibility in working conditions?
6. How long will it take to obtain the required skills?
7. What resources will you need to reach the goal?
8. If the goal will require a lot of preparation time, how will you support yourself?

Your DVR counselor can help you look for an employment goal that's right for you. They have 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. They 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. Services will begin after the IPE is signed by both you and your DVR counselor.

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 in order to reach your goal?
- How will you measure your progress towards your goal?
- Are the time frames realistic toward reaching your goal?
- When appropriate, have other sources of funding been explored?
- How will each service be paid for and is the cost reasonable?
- Are the services consistent with DVR regulations and policies?

Note: Services to mitigate disability-related conditions should be included in the plan.

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, you and your counselor will sign an amendment to your IPE.

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 with questions about your IPE. Services are provided based on individual needs. If your counselor cannot answer your questions to your satisfaction, you may 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 47 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 need based gift aid 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 monetary resources available, you and your VR counselor will determine the services on your IPE for which you will be financially responsible.
- If your annual or monthly income is a percentage of the federal poverty level that is higher than would qualify for children's medicaid in Washington state, as described in WAC 182-505-0100 (6)(b), DVR will require you to provide a complete financial statement that documents your financial status and calculates the amount available for you to pay for your VR services.
- DVR pays for and provides the following services regardless of financial status:
 1. Pre-employment transition services;
 2. Assessment services to determine eligibility, priority category, or VR needs;
 3. Counseling and guidance, including information and support services to assist you in exercising informed choice;
 4. Information and referral services;
 5. Auxiliary aids, including interpreter and reader services needed to participated in VR services;
 6. Personal assistance services needed to participate in VR services;
 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 arrange 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, e.g. care-giving funding like COPES or Medicaid Personal Care or if you live in an alternative living setting (Adult Family Home (AFH), Boarding Home, Supported Living, etc.), it is important for the **DVR Benefits Planner** 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 DVR Benefits Planner 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 DVR Benefits Planner 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 planner.

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 DVR 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 sign 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 Manager at 800-637-5627 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?

Going through the DVR program may take time and 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 more 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 what you need to achieve them.
- **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 your 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 206-849-2939, or emailing CAP at: washingtoncap2@gmail.com. Additional information can be found on CAP's website: 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 the most important information possible for the customer to make effective decisions at each step of the VR 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:

- The providers you will work with and activities you will participate in related to pre-employment transition services;
- 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 you receive the services; and
 - ◆ Method(s) of arranging and paying for services, from the methods available to DVR under state law and agency policy.
 - ◆ Working with DVR staff to request exceptions to rules in this chapter; and;
 - ◆ Appealing decisions made by DVR.

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;
- Customer 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. The Washington State Rehabilitation Council is the voice of the customer.

Focus

The Washington State Rehabilitation Council (WSRC) honors the unique, collective and diverse voices of individuals with disabilities to support the Division of Vocational Rehabilitation and its customers to achieve employment outcomes by providing guidance, direction and recommendations to increase the quality and availability of vocational rehabilitation services.

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;
- Collaborating with DVR to review, analyze, and advise on policies, programs and service;
- 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. They donate hundreds of hours each year to promote quality services and meaningful jobs for individuals with disabilities in Washington.

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. Our members represent interest groups
- 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:

- ◆ Mailing address: PO Box 45343, Olympia, WA 98504
- ◆ Phone: (360) 791-5473 or (360) 764-0728
- ◆ wsrc@dshs.wa.gov
- ◆ Website: <https://www.wsrcwa.org/>

What are Washington State Tribal Vocational Rehabilitation Services?

The Washington State American Indian Vocational Rehabilitation Services (AIVRS) provides culturally appropriate services to American Indians/Alaska Natives who have disabilities and who are seeking employment. The Washington State Division of Vocational Rehabilitation (DVR) works cooperatively with AIVRS programs, also referred to as Tribal VR, 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.

There are many Tribal Vocational Rehabilitation (TVR) Programs working with Washington State VR. Each program has been awarded a five year grant from the Department of Education. Each Tribe designates its own service area and service population. TVRs strive to increase tribal and community knowledge, understanding and awareness of disabilities impacting Native Americans/Alaska Natives. TVRs work to expand networking, partnerships and collaboration with the tribal community, local and state programs to improve the quantity and quality of available customer services.

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.

<https://www.dshs.wa.gov/dvr/tribal-vocational-rehabilitation-programs>

Current as of August 2022.

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

Lee Thomas, Program Manager
Rehabilitation Director
P.O. Box 408
Plummer, ID 83851
E-mail: lthomas@cdatribe-nsn.gov

Colville Confederated Tribes

Laurae MacClain, Program Director
Vocational Rehabilitation Program
PO BOX 150
Nespelem, WA 99155
Phone: (509) 634-2723
Toll-free: 1-888-881-7684 X2723
Email: laurae.macclain@colvilletribes.com

Cowlitz Indian Tribal Vocational Rehabilitation

Camilla Falcon, Program Manager
1055 9th Ave/PO Box 2429
Longview, WA 98632
Phone: (360) 575-6220
FAX: (360) 577-5690
Email: cfalcon@cowlitz.org

Lower Elwha Klallam Tribe

Jim Allen, Social Services
Employment Program Manager
3080 Lower Elwha Road
Port Angeles, WA 98363
Phone: (360) 452-8471 ext. 7483
Email: Jim.Allen@elwha.org

Lummi Vocational Rehabilitation

Chastity Jeffries, Program Manager
2665 Kwina Road
Bellingham, WA 98226
Phone: (360) 312-2079
FAX: (360) 380-6973
Email: chastityj@lummi-nsn.gov

North Intertribal Vocational Rehabilitation

Jana M. Finkbonner, Program Director
3201 Northwest Ave #8
Bellingham, WA 98225
Phone: (360) 671-7626
FAX: (360) 733-3061
Email: jfinkbonner@stillaguamish.com

Samish Vocational Rehabilitation Program

Nancy Holland, Health and Human Services Director
PO Box 217
1809 Commercial Ave.
Anacortes, WA 98221
Phone: (360) 899-5282
FAX: (360) 299-4357
Email: nholland@samishtribe.nsn.us

Skokomish Tribal Nation

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
E-mail: rlaclair@skokomish.com

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

Spokane Tribe of Indians

Ann Dahl, Director Health
and Human Services
Christopher Zilar, Project Director
Spokane Tribe of Indians
PO Box 540
Wellpinit, WA 99040
Phone: (509) 258-7502
Fax: (509) 258-7029
E-mail: christopher.zilar@spokanetribe.com

Yakama Nation Vocational Rehabilitation Program

Jerod M. Corpuz, Program Director
Po Box 151
Toppenish, WA 98948
Phone: (509) 865-5121 x 6017
Fax: (509) 865-7942
Email: jerry_corpuz@yakama.com

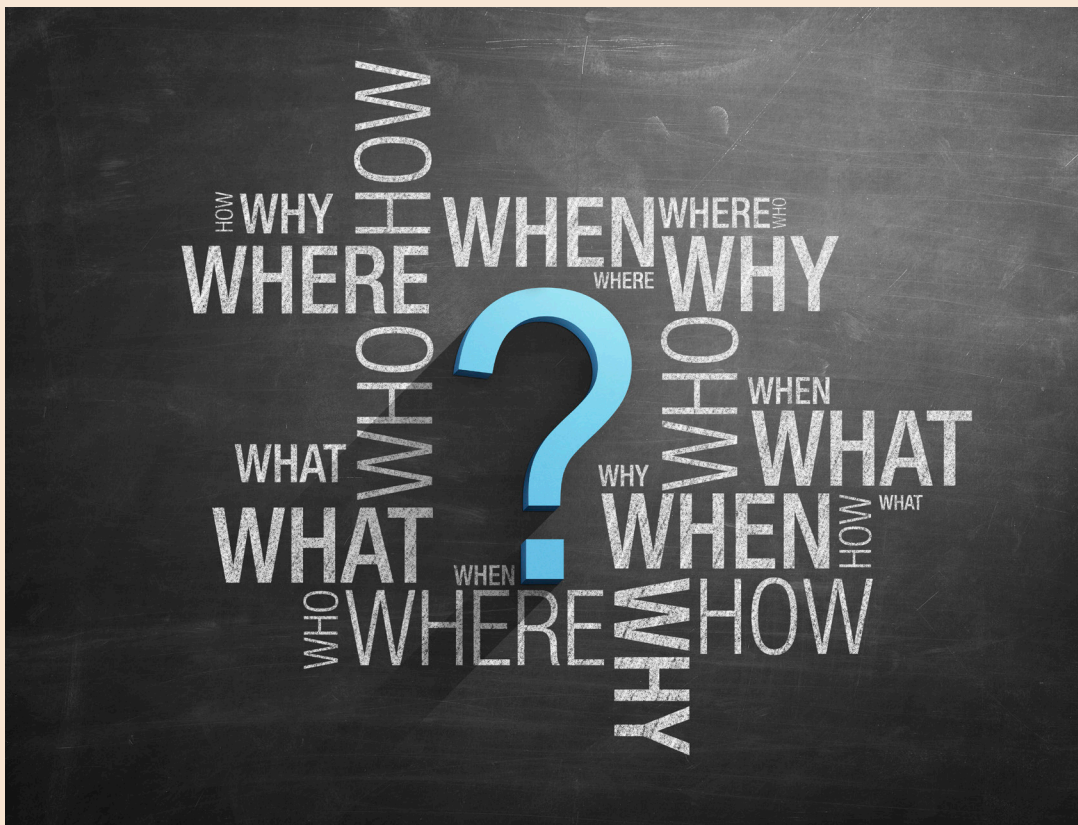
TVR programs are grant funded; therefore, this list can change annually. Please refer to the CANAR list for the most up to date information. CANAR - the Consortia of Administrators for Native American Rehabilitation at <https://ccer.org/index.php?q=projects/canar>

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, a Regional Administrator, 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 may submit a request to DVR to ask to have the decision changed. The request needs to be specific.



What if a DVR counselor makes a decision about my VR services that I don't agree with or that affects my participation in VR program services?

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 receiving the 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:

- Talk to your DVR counselor
- Seek assistance from the Client Assistance Program (CAP)
- Talk to the DVR office supervisor
- Talk to the DVR director or their 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, they 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 time frames 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 with which you disagree.

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 a 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 review 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 or texting CAP at 206-849-2939. CAP’s website is www.washingtoncap.org



CAP provides information about vocational rehabilitation programs, processes and services. CAP also helps customers understand their rights and responsibilities and navigate the rehabilitation process. 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 DVR employee(s) involved as a first step. CAP attempts to resolve issues at the lowest possible level, which includes information and referral and support with self-advocacy. If informal efforts are not successful, CAP can assist you through the mediation and/or fairing hearing process.

You may ask for help or get contact information for CAP at any time by asking a DVR staff person, by contacting CAP at 206-849-2939, or emailing CAP at: washingtoncap2@gmail.com. Additional information can be found on CAP’s website: www.washingtoncap.org.

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. 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 to assist you in writing and submitting a request for an exception to rule.

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
- Construction, including modification, improvement, replacement, demolition, or removal of permanent structures or buildings
- 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 Washington Administrative Code (WAC); 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 WAC for which an exception is approved;
- Any conditions of approval; and
- Duration of the exception.

If the request is denied, the DVR director or designee will provide a written explanation of the reasons for the denial.

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 both parties agree to enter mediation. It is voluntary for you as well as for DVR. You and your DVR counselor work together to pick from a list of Washington State contracted mediators. 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 facilitates a discussion between the customer and the VR counselor in order to improve understanding about concerns and priorities in order to move a case forward. 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.

If you change your mind and/or decide to request a fair hearing, the mediation agreement may not be introduced or presented at the fair hearing.

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. No DSHS employee may represent you in an administrative hearing challenging a DVR decision.

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 pre-hearing 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: 206-849-2939
- **Northwest Justice Project (NJP)**, Coordinated Legal Education Advice and Referral (CLEAR)
 - ◆ Phone: 1-888-201-1012
 - ◆ 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: <http://www.justice.gov/oig/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: www.hhs.gov/ocr/civilrights
- **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: 360-725-3455
 - ◆ Voice/TTY: 800-422-7930
 - ◆ Sign Language Interpreting: 360-339-4559
 - ◆ Fax: 360-725-3456
 - ◆ Email Address: odhh@dshs.wa.gov
 - ◆ Website: www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing

Contact DSHS Headquarters at:

- DSHS Constituent Services (Ask DSHS) (800) 737-0617 or
- askdshs@dshs.wa.gov

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 and virtually accessible.
- Providing language access services, including translation and interpretation services..
- Ensuring service animals are permitted to enter all DVR offices and service locations to assist customers, 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.



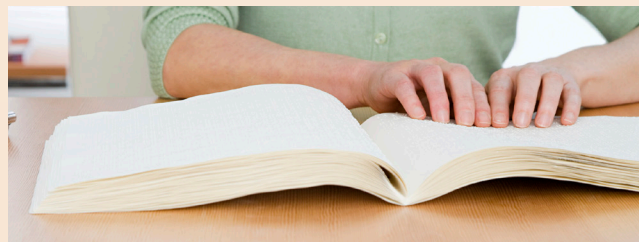
Auxiliary Aids

Auxiliary aids and service (DSSH Administrative Policy No. 7.02) means a wide range of services and devices to further effective communication. The type of aid or services necessary may vary, 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, have low vision or are learning disabled, auxiliary aids include qualified readers, taped text, audio recordings, Brailled materials, large print materials and assistance in locating items, etc.
- For individuals with speech disorders, 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 at least six years after closing your case service record. After six years, DVR may destroy the closed case service record. 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;
 - ◆ Including wages and benefits earned up to one year after closure;
 - ◆ 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
 - Paid at a competitive rate in an integrated setting
 - ◆ That the services provided to you in your plan for employment helped you achieve the employment outcome identified on your individual plan for employment
 - ◆ 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 semi-annual and 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. For students with disabilities who are potentially eligible for services, the record:
 - (a) Includes personal and demographic information about you;
 - (b) Documents any consent from a parent or guardian required for you to participate in pre-employment transition services;
 - (c) Documents participation in pre-employment transition services before you apply for VR services; and
 - (d) May be transferred into your case service record upon application.
 - (e) For individuals who are either seeking employment in or employed in a job that pays below the federal minimum wage, the record documents the receipt of career counseling and information and referral services.

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 program participation, 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. DVR will:

- (a) Notify you of the decision not to make changes to your case service record, and include instruction with the notice explaining how to provide a written document summarizing the information that you believe is incorrect;
- (b) Document the decision not to make changes; and
- (c) Place documents you provide to summarize your requested change into 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 check as a condition of employment or licensure; 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;
 - ◆ You have requested a fair hearing regarding DVR services with the Washington State Office of Administrative Hearings (OAH);
 - ◆ To an organization, agency or person(s) conducting an audit, evaluation or research; or
 - ◆ As Otherwise Required

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

www.dshs.wa.gov/dvr

Washington Career Bridge

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

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

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:** <https://bonds4jobs.com/about-us>

CareerOneStop

www.careeronestop.org

Learn about careers, find career information, and locate career resources and advice with CareerOneStop.

U.S. DOL Bureau of Labor Statistics

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

www.onetonline.org

Occupational Information Network for job seekers.

Washington Community Colleges screening for free educational planning workshop

Visit <https://www.startnextquarter.org/>

Washington Occupational Information System (WOIS)

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)

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

www.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)

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)

www.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)

<https://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.

Northwest Access Fund

<https://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

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

www.dshs.wa.gov/dvr/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

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

www.wasilc.org

Centers for Independent Living (CILs) are non-residential, private, non-profit, customer-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)

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)

www.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: 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

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

<https://www.hca.wa.gov/free-or-low-cost-health-care/apply-or-renew-coverage>

Washington State 2-1-1

www.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

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

Worksheets

The following pages have various worksheets 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.

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Informational Interview Worksheet

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

Questions to ask the presenter / interviewee.	
1. Name of Business Professional / Job title:	2. Name of employer:
3. Can you provide information about your type of employer?	
4. What do you look for in a good employee?	
5. What are some common areas of staff improvement? Examples: communication, punctuality, etc.	
6. What type of education or training is needed for this job?	
7. What types of skills or special traits are needed for the job?	
8. What does a typical day look like?	
9. Is there a formal dress code? What is the dress code?	
10. What types of on-the-job training opportunities are available?	
11. How many people might I be working with?	
12. What types of advancement opportunities are available with this employer?	
13. What type of employee incentives does your employer have?	

14. What does the performance evaluation-review process look like?

15. Does your employer offer internship opportunities? Yes No

16. What are the different job opportunities within your company?

17. Does the job require:
 Sitting Light
 Standing Medium
 Walking Heavy
 Lifting

18. Job conditions (check all that apply):
 Indoor Work mostly alone Work with things Temporary
 Outdoor Work with people Full-time Close supervision
 Both Both Part-time Limited supervision

19. Salary: \$ _____ / hour

20. Typical hours:
 Morning shift Night Afternoon Overtime Weekend

Job Interviews

Do you have any additional interview advice? Is there anything I should avoid doing in the interview? Are there questions an interviewer will most likely ask me?

Questions to ask an interviewer.

- 1. What is your favorite thing about this job?
- 2. What challenges do you face in this job?
- 3. Why would you recommend working for this employer?

Contact information for potential employers

Contact person's name:	Phone number:	Email:
------------------------	---------------	--------

Notes:

DIVISION OF VOCATIONAL REHABILITATION (DVR)
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? <input type="checkbox"/> Yes <input type="checkbox"/> 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 experiences, 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 and 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 our 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?

TYPES OF SERVICES	DESCRIBE
Assistive Technology (AT) (e.g., worksite evaluation, specialized computer / software, training on how to use AT devices, etc.)	
Independent Living (IL) (e.g. budgeting training, learning how to manage a schedule, managing a household/daily living needs, time-management, etc.)	
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.)	
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.)	
Transition Services (TS) (TS are services and supports for students or youth with disabilities, ages 14-24, including attending IEP / 504 plan meetings.)	
Other Services (e.g. vocational counseling/guidance, training, interview / work clothing, tools, transportation assistance, license / certification, Social Security benefits planning, etc.)	

19. When you get ready to look for work, will you need help with any of the following?

Application assistance Interview preparation One-on-one meetings to work on resume
 Cover letters Job search Online job search
 Email job leads Master application
 Referral to WorkSource (e.g., Job Hunter series, basic computer skills, Microsoft training, ex-offender services, mature worker services, youth services)
 Other:

20. Describe any additional information that supports your employment goal:

21. Your specific employment goal should be consistent with your strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
Your specific employment goal is:



Individualized Plan for Employment (IPE) Worksheet

YOUR NAME

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.”

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” or “This type of work pays well and is in high demand”):

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 on your employment goal):

3. In addition to disability-related barriers to employment, I will have to overcome the following other barriers to employment (examples include 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 prevent me from reaching my employment goal.
- I do have intellectual / learning barriers to employment, but they will not prevent 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 monthly salary identified above.

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 _____ "Blank" _____.

My vocational rehabilitation counselor (VRC) is _____ "Blank" _____.

with the _____ "Blank" _____ 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 _____ "Blank" _____ 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. What types of CBAs do you help most people to get?**
- 2. During the CBA, how will you help me learn the tasks?**
- 3. What happens if I do not like the CBA site?**
- 4. How long does the process usually take?**
- 5. Do you have any contacts already established in the area of my job goal for the CBA?**
- 6. How often will you meet/talk with me?**
- 7. If you and I work together, what is the process?**
- 8. How successful are you in helping people find a CBA site?**
- 9. Do you speak with my VRC regularly? If so, what information is shared?**
- 10. When my CBA is done, what do you tell my counselor?**

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. What types of jobs do you help most people to get?**
- 3. What if I have a criminal background?**
- 4. How long does the process usually take?**
- 5. What happens if I don't like a job you want me to take?**
- 6. What will happen if I lose my job or quit without telling you?**
- 7. Do you have any contacts already established in the area of my job goal?**
- 8. Are you willing to make new contacts to help me reach my job goal?**
- 9. How often will you meet/talk with me?**
- 10. What type of assistance do you provide with resumes and job interviews?**
- 11. How successful are you in helping people get jobs?**
- 12. After I get a job, how would you help me keep it?**
- 13. Do you speak with my VRC regularly? If so, what information is shared?**

Frequently Asked Questions

What are assessment services?

Assessment services include a review of existing data and the provision of assessment activities, including a trial work experience, that are necessary to determine:

- Whether you are eligible for VR services;
- Severity of disability and assignment of priority category in the event DVR must utilize an order of selection; and
- The employment outcome, including supported employment, your rehabilitation needs, and the 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 other programs and agencies that serve you. Some of the assessments that DVR may use include, but are not limited to:

- Assistive technology evaluation;
- Background checks, including criminal history background checks;
- Community based assessment (CBA);
- Driving evaluation;
- Substance use disorder assessment;
- Educational achievements;
- Environmental factors that affect your employment and rehabilitation needs;
- Independent living evaluation;
- Physical assessment;
- Psychological or neuropsychological evaluation;
- Psychosexual evaluation or a sexual offender behavior assessment;
- Risk or safety assessment to determine whether a risk may exist to you or others;
- Self-employment feasibility assessment;
- Supported employment assessment of ongoing and extended support needs;
- Training as an assessment;
- Trial work experience as outlined in WAC 388-891A-0526 through 388-891A-0530 to determine you are eligible, ineligible, or no longer eligible;
- Vocational, interest, and aptitude assessment;
- Work experience, both paid and unpaid; and
- Other assessments.



DVR will not utilize information generated through your participation in pre-employment transition services to determine eligibility for any other vocational rehabilitation services.

What are benefits planning services?

Benefits planning services are provided to help you understand how earning income through employment will impact your Social Security disability insurance (SSDI), supplemental security income (SSI), or other government benefits. Benefits planning services also help you understand how to use work incentives or other benefit programs that may enable you to achieve an employment outcome.

What are independent living services and/or evaluation?

Independent living services and 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 learn to manage areas such as budgeting, meal preparation and nutrition, shopping, hygiene, time management, recreation, community resources, and attendant management; and
- Find out about housing resources and make decisions about changing to a more independent living arrangement.

What are information and referral services?

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

What are interpreter services?

Interpreter services are services that help to ensure you are able to communicate effectively while receiving services from DVR. Interpreter services may include real-time captioning services, 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 is job search assistance?

Job search assistance activities support and assist you in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on your behalf.

What is job placement assistance?

Job placement assistance includes a DVR employee or contracted provider working directly with employers to identify and secure competitive integrated employment that is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. You and your DVR counselor (as well as the provider, if appropriate) agree upon the job to be secured. Job placement is accomplished when you have officially completed your first day of work.

What are customized employment services?

Customized employment services are services to facilitate a placement in customized employment. These services are carried out through flexible strategies, which include job exploration by the individual and working with an employer to facilitate placement, including:

- Customizing a job description based on current employer needs or on previously unidentified and unmet employer needs;
- Developing a set of job duties, a work schedule and job arrangement, and specifics of supervision (including performance evaluation and review), and determining a job location;
- Using a professional representative chosen by you, or representing yourself if you choose, to work with an employer to facilitate placement; and
- Providing services and supports at the job location.

What are job retention services?

Job retention services are provided after your first day of work and while you remain employed. Job retention services may include any vocational rehabilitation service necessary to help you maintain employment.

What are maintenance services?

Maintenance services include monetary support for expenses such as food, shelter, or clothing that exceed your usual living expenses and are necessary for you to participate in another VR service. The following are examples of maintenance services, but they may not apply to every situation or substitute for the professional judgment of an individual counselor:

- 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
- Initial one-time costs, such as security deposits or charges to begin utility services at a home in which you will live, when you relocate for a job.

As described in WAC 388-891A-0206 and 388-891A-1101, DVR must not grant any exception to provide for your usual living expenses as a maintenance service.

What are occupational licenses?

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

What are personal assistance services?

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:

- Reader services for individuals who cannot read print because of blindness or other disability. Reader services include both reading aloud and the transcription of printed information into Braille or sound recordings. Reader services are for people who are blind and individuals unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.
- Personal attendant services are personal services that an attendant performs for an individual with a disability, including, but not limited to, bathing, feeding, dressing, and providing mobility and transportation.

DVR only provides personal assistance services in connection with one or more other VR services.

What are physical and mental restoration services?

Physical and mental restoration services are used to diagnose and treat physical and mental impairments when you need those services to prepare for, secure, maintain, advance in, or regain employment. DVR provides physical and mental restoration services only when financial support is not readily available from another source, such as health insurance. Physical and mental restoration services include:

- Corrective surgery or therapy 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 period of time;
- Diagnosis and treatment of mental or emotional disorders by qualified personnel who meet state licensing requirements;
- Dental treatment;
- Nursing services;
- Necessary hospitalization (in-patient or outpatient) in connection with surgery or treatment and clinic services;
- Prescription 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 prescribed by personnel who meet state licensing requirements;
- 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 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 any of the following medical treatments other than as an exception to policy, as described in WAC 388-891A-0205:

- Maintenance of your general health or fitness;
- Cosmetic procedures, such as facelifts, liposuction, and cellulite removal;
- Maternity care;
- Hysterectomies, elective abortions, sterilization, and contraceptive services as independent procedures;
- Drugs not approved by the U.S. Food and 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;
- 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 activities that offer an early start at career exploration. Pre-employment transition services are provided to you while you are in school and eligible for an individualized educational program (IEP) or otherwise are regarded as an individual with a disability under section 504 of the Rehabilitation Act of 1973, as amended. Pre-employment transition services are coordinated between schools and DVR to help you prepare for and go to work in the community. Pre-employment transition services are available to an eligible or potentially eligible student with a disability as defined in WAC 388-891A-0010(16), and as described in WAC 388-891A-0615. Pre-employment transition services are not available if you have been determined ineligible for services. Pre-employment transition services include:

- Job exploration counseling;
- Work-based learning experiences provided in an integrated setting and paid at a competitive rate to the maximum extent possible;
- Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education;
- Workplace readiness training to develop social skills and independent living; and
- Instruction in self-advocacy that may include peer mentoring.

If you need more individualized services (such as job coaching, orientation and mobility training, travel expenses, uniforms, or assistive technology), you must apply and be determined eligible for vocational rehabilitation services and develop and have an approved individualized plan for employment.

What is job exploration counseling?

Job exploration counseling activities promote considerations of opportunities and informed decision-making regarding career options to help students with disabilities understand post-school choices and opportunities. Job exploration counseling may include, but is not limited to, discussion of:

- Your vocational interest inventory results;
- In-demand occupations;
- Career pathways; and
- Local labor market information.

What are work-based learning experiences?

Work-based learning experiences are in-school or after-school opportunities, or experiences outside the traditional school setting, that use the workplace or real work to provide students with disabilities the knowledge and skills that connect school experiences to real-life work activities and future career opportunities. Work-based learning experiences in a group setting may include, but are not limited to:

- Coordinating a school-based program of job training and informational interviews to research employers;
- Worksite tours to learn about necessary job skills;
- Job shadowing; and
- Mentoring opportunities in the community.

Work-based learning experiences on an individual basis may include, but are not limited to:

- Work experiences to explore your area of interest through internships;
- Apprenticeships (not including pre-apprenticeships and registered apprenticeships);
- Short-term employment; and
- On-the-job trainings located in the community.

Work-based learning experiences are provided in an integrated environment in the community to the maximum extent possible. When paid, work-based learning experiences for students with disabilities must be compensated at a competitive wage to the extent competitive wages are paid to students without disabilities.

What is workplace readiness training?

Workplace readiness training provides opportunities for students with disabilities to learn about and develop both social skills and independent living. Training may include, but is not limited to:

- Workshops on workplace behavior, understanding employer expectations for punctuality and performance, and other soft skills necessary for employment;
- Financial literacy;
- Orientation and mobility skills; and
- Job-seeking skills.

What is instruction in self-advocacy?

Self-advocacy instruction provides opportunities for students with disabilities to learn about rights, responsibilities, and how to request accommodations or services and supports needed during the transition from secondary to postsecondary education and employment. Self-advocacy instruction teaches students with disabilities to articulate their needs and make informed decisions about the supports necessary to meet those needs. Self-advocacy instruction may include peer mentoring from individuals with disabilities working in competitive integrated employment. Examples of self-advocacy instruction include but are not limited to workshops or job clubs in areas such as:

- Developing goals;
- Time management and organization;
- Balanced life planning;
- Peer support;
- Mentoring groups;
- Accessing community resources such as health care, recreation, and social opportunities; and
- Using assistive technology to manage life skills.

What is rehabilitation technology?

Rehabilitation technology means the use of technologies, engineering methods, or sciences to design, develop, test, evaluate, apply, and distribute technology to address those areas in which you experience functional loss, 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 too:
 - Evaluate your needs in performing activities in your daily environment;
 - Select, design, fit, customize, adapt, apply, maintain, repair, or replace an assistive technology device, including written policies, plans, guarantees, or warranties (initial or extended);
 - Coordinate and use other therapies or services with assistive technology devices, such as education and rehabilitation plans and programs; and
 - 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.
- Services that apply engineering sciences to design, develop, adapt, test, evaluate, apply, and distribute technological solutions to problems you face in functional areas, such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, training, and integration into the community.

What are self-employment services?

Self-employment services include consultation, technical assistance, and start-up costs to help you establish a small business to become self-employed. When you sign your individualized plan for self-employment, you agree to provide information about the income of your small business for up to one year after you successfully close your case. The conditions that apply for DVR to approve and pay for self-employment services are outlined in WAC 388-891A-0010, 388-891A-1100, 388-891A-1185, 388-891A-1186, 388-891A-1195, and 388-891A-1196.

What vocational rehabilitation services may DVR provide for my family member(s)?

DVR may provide vocational rehabilitation services for a family member if the services are necessary for you to achieve an employment outcome. A family member is anyone who meets the definition of family member outlined in WAC 388-891A-0010(7).

What types of nonpermanent structural modifications may be provided at the place where I live or where I work?

Nonpermanent structural modifications that make physical changes to the place where you live or your worksite are provided for necessary disability access or to conduct employment. The conditions that apply for DVR to pay for nonpermanent structural modifications are outlined in WAC 388-891A-1194, 388-891A-1195, and 388-891A-1196.

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 and exercise informed choice, including vocational counseling and other counseling and guidance that addresses a wider range of concerns than an employment-focused counseling and guidance relationship.

What are tools, equipment, initial stocks, and supplies?

- (1) Tools and equipment are materials and hardware you require to carry out the duties of your job.
- (2) Initial stocks and supplies are specific to self-employment and include the goods for inventory required for you to start your small business.

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;
- Postsecondary training;
- Occupational or vocational training;
- Basic education or literacy training;

- Apprenticeship training;
- Job readiness training;
- Disability related skills training; and
- Other miscellaneous training.

The conditions that apply for DVR to pay for postsecondary training services at an institution of higher education are outlined in WAC 388-891A-1160 through 388-891A-1163.

What is on-the-job training?

On-the-job training is training an employer provides to you once you are placed in a job to help you learn the skills you need. With on-the-job training, 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 employer will continue when the on-the-job training is completed. The employer must sign an agreement to include at a minimum:

- Training to be provided, including skills to be learned and training methods;
- Duration or number of hours of training to be provided;
- How and when the employer will evaluate and report your progress to DVR;
- An agreed-upon fee based on the employer's costs to provide the training; and
- Payment criteria.

What is postsecondary training?

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

What is occupational or vocational training?

Occupational or vocational training is specific job skill training that does not lead to an academic degree, but is provided by a community college or business, vocational, technical, or trade school to prepare for work in a specific occupation.

What is basic education or literacy training?

Basic education or literacy training is training that addresses basic academic skills, such as reading, that are necessary to participate in further training on your IPE or work in competitive integrated employment.

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 provides:

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

What is job readiness training?

Job readiness training is training that prepares you for work, including but not limited to training that addresses:

- (1) Appropriate clothes and grooming for the job;
- (2) Getting to work on time;
- (3) Workplace behavior; and
- (4) How to increase productivity.

What is disability-related skills training?

Disability-related skills training includes but is not limited to training that addresses:

- (1) Orientation and mobility;
- (2) The use of low vision aids;
- (3) Braille;
- (4) Speech reading;
- (5) Sign language; and
- (6) Cognitive training/retraining.

What other training does DVR provide?

DVR provides other miscellaneous training services that are not identified in another section, such as high school completion and tutoring.

What are transition services?

Transition services are any of the VR services listed under WAC 388-891A-0700 and are a coordinated set of activities for a student or youth with a disability that:

- (1) Promote movement from school to post-school activities, including postsecondary education, vocational training, competitive integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation;
- (2) Address your individual needs, taking into account preferences and interests;
- (3) Include instruction, community experiences, the development of employment and other post-school adult living objectives, and, if appropriate, functional vocational evaluation and acquisition of daily living skills; and
- (4) Promote or facilitate the achievement of the employment outcome identified in your individualized plan for employment.

What are translation services?

Translation services include oral and written translation into your primary language to access DVR services and communicate with DVR staff.

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, services to facilitate your driving, the purchase or repair of a vehicle, or moving expenses. The conditions that apply for DVR to purchase and loan a vehicle to you are outlined in WAC 388-891A-1174, 388-891A-1175, and 388-891A-1176.

What are transportation services to facilitate my driving?

Services to facilitate your driving include, but are not limited to:

- (1) Mileage/gasoline allowance;
- (2) Driver licenses;
- (3) Vehicle license tabs; and
- (4) Vehicle repairs.

What other services does DVR provide?

With the exception of the items and services outlined in WAC 388-891A-1101 and 388-891A-1186, DVR provides other services not identified in this chapter when the service is needed for you to achieve an employment outcome as described in WAC 388-891A-0010(4) and the service is both legal and necessary 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 because you achieved an employment outcome;
- (2) Your rehabilitation needs are limited in scope and duration; and
- (3) You need post-employment services to maintain, advance in, or regain employment that is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Common Acronyms in the Vocational Rehabilitation Process

ADA	Americans with Disabilities Act
AFP	Authorization For Purchase
ASL	American Sign Language
ATAP	Assistive Technology and Assessment Practitioner
CAP	Client Assistance Program
CBA	Community Based Assessment
CRP	Community Rehabilitation Programs
CVE	Comprehensive Vocational Evaluation
DDA	Developmental Disabilities Administration
DSB	Department of Services for the Blind
DSHS	Department of Social and Health Services
ESA	Economic Services Administration
ESD	Employment Security Department
ESD	Educational Service District
FAFSA	Free Application for Federal Student Aid
FCS	Foundational Community Supports
HCA	Health Care Authority
IEP	Individualized Education Program
IL	Independent Living
IPE	Individualized Plan for Employment
IPS	Individual Placement & Support
I & R	Information and referral
ODHH	Office of Deaf and Hard of Hearin
OJE	On-the-Job Evaluation
OJT	On-the-Job Training
PCE	Physical Capacity Evaluation
PES	Post-Employment Services
Pre-ETS	Pre-Employment Transition Services
PHI	Protected Health Information

(continued on next page)

Common Acronyms in the Vocational Rehabilitation Process (continued)

RA	Regional Administrator
RCD	Rehabilitation Counselor for the Deaf
RT	Rehabilitation Technician
SDOP	Service Delivery Outcome Plan
SDOR	Service Delivery Outcome Report
SE	Supported Employment
SILC	State Independent Living Council
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
SSN	Social Security Number
STW/S2W	School-to-Work
TTW	Ticket to Work
TWE	Trial Work Experience
VR&E	VA Vocational Rehabilitation & Employment
VR	Vocational Rehabilitation
VRC	Vocational Rehabilitation Counselor
VRS	Vocational Rehabilitation Supervisor
WAC	Washington Administrative Code
WDC	Workforce Development Council
WIOA	Workforce Innovation and Opportunity Act
WSRC	Washington State Rehabilitation Council

DVR State Headquarters & Local Offices

State Headquarters

P.O. Box 45340

Olympia, WA 98504

Toll free: 1-800-637-5627

Spanish Toll Free: 1-866-217-2964

(360) 725-3636

Washington Relay Service: 711

FAX: (360) 438-8007

E-mail: DVRCSR@dshs.wa.gov

Or visit www.dshs.wa.gov/dvr and select "find a DVR office"



The Division of Vocational Rehabilitation (DVR)
is a division of the Department of Social and Health Services (DSHS).

DSHS is an Equal Opportunity Affirmative Action Employer and offers its programs regardless of race, color, national origin, physical or mental disability, sexual orientation, religion, age, sex, or marital status.

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

Web Site: www.dshs.wa.gov/dvr

Notes

Mission

Transforming lives by assisting individuals with disabilities to fully participate in their communities through meaningful employment

Vision:

Dedicated professionals leading the field of vocational rehabilitation, delivering exceptional experiences to every customer, every time.

Values:

- Transparency through clear, honest communication with customers, staff and partners.
- Acting with Integrity, upholding the ethics and values of our profession.
 - Promoting a culture of Empowerment for customers and staff.
 - Advancing rehabilitation practices through Innovation.
- Collaboration with customers, staff and partners that produces results.
 - Commitment to Equity, Diversity and Inclusion in all of its forms to achieve excellence

Division of Vocational Rehabilitation
Washington State Department of Social and Health Services
PO Box 45340 • Olympia, WA 98504-5340
1-800-637-5627 or (360) 725-3636
Washington Relay: 711

*Providing DVR Services Since 1933
State and Federal funds are used to deliver DVR services.
The VR program receives approximately 78 percent in Federal funds and 22 percent in State funds.
For detailed information on the dollar amount of Federal funds for the program,
please visit <https://rsa.ed.gov/programs.cfm?pc=basic-vr&sub=awards>.*



Transforming lives

DSHS-22-1629 (Rev. 10/23)

