

DVR/DVS Responsibilities



We are committed to treating individuals with disabilities fairly and with respect. As an **applicant** and as a **consumer**, if you are **eligible** for services, you can expect **DVR/DVS** to:

- ☐ Contact you by phone or in person within 30 days if you are referred for services or ask DVR/DVS about services.
- ☐ Evaluate you for and provide DVR/DVS services, if you are eligible, without regard to your race, color, national origin, sex, religion, age or disability.
- ☐ Determine whether you are eligible to receive services, generally within 60 days. If you are legally blind, you will also be referred to a rehabilitation teacher to find out if you are eligible for rehabilitation teaching services.
- ☐ Include you as a full participant in decisions about your **vocational rehabilitation**.
- ☐ Look for services and benefits available to you through other programs, although **DRS** will provide **VR** services if contacting other programs would cause delays in any of these situations: reaching the employment goal in your **IPE**; getting an available job; or receiving services if you are at extreme medical risk.
- ☐ Provide relevant information so that you can make informed choices about your program.
- ☐ Authorize services for you according to your IPE.
- ☐ Notify you in writing as soon as possible about any negative decision concerning your case.
- ☐ Inform you of your right to a **fair hearing** or **mediation** when you disagree with decisions about your case, and refer you to the Client Assistance Program for help in resolving concerns you may have about your VR case. See page 21 for more information.