

able to benefit from vocational rehabilitation services by achieving an **employment outcome**. The individual must require **vocational rehabilitation** services to prepare for, obtain, keep or return to employment.

Employment Outcome: Full-time or part-time employment in the community at the same wage and benefits paid to others for similar work; supported employment; self-employment; or other employment in a setting where people with and without disabilities can interact. Must match an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Fair Hearing: A review by an **Impartial Hearing Officer** requested by a **consumer** who is not satisfied with a **Division of Vocational Rehabilitation** or **Division of Visual Services** decision.

Impartial Hearing Officer: An individual who presides over a Fair Hearing, reviews the issues and makes a decision.

Individualized Plan for Employment (IPE): A written plan developed by a consumer and a vocational rehabilitation counselor to outline all the services needed to obtain quality employment that pays a living wage and offers a chance for advancement.

Mediation: A process that uses an independent, qualified mediator to work with the consumer and the agency to develop a solution that is agreeable to both because a consumer is not satisfied with a Division of Vocational Rehabilitation (**DVR**) or Division of Visual Services (**DVS**) decision affecting his or her case. Offered as an option if a consumer requests a Fair Hearing. Cannot be used to delay or deny a Fair Hearing or other right.

Oklahoma Department of Rehabilitation Services (DRS): A state agency which provides assistance to Oklahomans with disabilities through vocational rehabilitation, employment, independent living, residential and outreach education programs and the determination of medical eligibility for disability benefits.

Order of Selection: Implemented after consultation with the Oklahoma Rehabilitation Council (ORC) when the Department of Rehabilitation Services (DRS) cannot serve everyone eligible for Division of Vocational Rehabilitation (**DVR**) or Division of Visual Services (**DVS**)