



# Your Rights and Responsibilities

What You Need to Know as a Consumer  
of Vocational Rehabilitation  
and Visual Services

Oklahoma Department of  
Rehabilitation Services



## About Us...

The Oklahoma Department of Rehabilitation Services (DRS) Division of Vocational Rehabilitation (DVR) and the Division of Visual Services (DVS) help Oklahomans with disabilities prepare for, obtain or keep jobs. Employment programs introduce or reinstate people with disabilities into the workforce. The basic vocational rehabilitation (VR) services are counseling and guidance with job placement. Other services compensate for, correct or prevent disability-based barriers to employment.

VR programs are also linked with a network of other job training, education and employment services located at Workforce Oklahoma career centers across the state.

Oklahoma Department of Rehabilitation Services  
State Office

3535 N.W. 58th Street, Suite 500

Oklahoma City, OK 73112-4824

Toll Free Office Locator: 800-487-4042

Phone: 405-951-3400

Toll Free: 800-845-8476

Fax: 405-951-3529

[www.okdrs.gov](http://www.okdrs.gov)

## About this Book...

This publication specifies your rights and responsibilities and DVR/DVS responsibilities in helping you. Though there is no section specifically titled "Your Rights," they are included in the text in several sections of the book. If you have questions, your DVR/DVS counselor can provide answers.

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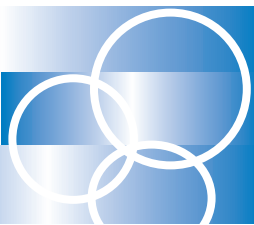
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# Introduction to Vocational Rehabilitation and Visual Services



## What is Vocational Rehabilitation (VR)?

The **Division of Vocational Rehabilitation (DVR)** and the **Division of Visual Services (DVS)** help Oklahomans with disabilities prepare for, obtain or keep jobs. The basic **vocational rehabilitation (VR)** services are counseling and guidance with job placement. Other services compensate for, correct or prevent disability-based barriers to employment.

**DVR** and **DVS** are divisions of the **Oklahoma Department of Rehabilitation Services (DRS)**. Programs offered by the divisions are supported by federal (79 percent) and state (21 percent) funds.

VR programs are also linked with a network of other job training, education and employment services located at Workforce Oklahoma career centers across the state.

Note: VR means general vocational rehabilitation services provided by both divisions. DVR refers to the Division of Vocational Rehabilitation Services. For more help with the definitions of **green** highlighted words, please see Vocational Rehabilitation (VR) Definitions on page 23.

## How do VR programs work?

VR programs empower individuals with disabilities to improve employment, economic self-sufficiency, independence and integration into society. As a result of VR services, thousands whose disabilities kept them from working become taxpayers each year, eliminating or reducing their need for disability benefits and social assistance.

## What kind of services can consumers get?

**Eligible consumers** may receive vocational, medical or psychological assessments; career counseling and guidance; physical and mental restoration to improve employment opportunities; rehabilitation equipment and devices; **supported employment**; vocational training; college education; on-the-job training; job placement assistance; and

specialized services for people who are blind, Deaf, hard of hearing or Deaf/blind, and those with speech impairments.

High school-age students with disabilities can get a head-start on job training and work experience through **Transition School-to-Work Programs** offered free of charge by **Vocational Rehabilitation and Visual Services**. Students may receive services – such as vocational counseling and guidance, vocational assessment, work adjustment training, work study, on-the-job training, **supported employment** and job placement assistance – that boost their confidence, help them discover strengths and improve skills needed to succeed on the job.

## Who is eligible?

You are **eligible** for vocational rehabilitation (**VR**) services if you have a physical or mental impairment that results in a barrier to employment, and you require vocational rehabilitation services to prepare for, obtain, keep or return to work.

There must be a chance you can benefit from vocational rehabilitation services in terms of an **employment outcome**. **DRS** assumes that an individual with a disability who wants to work can benefit from VR services unless evidence indicates that the disabilities are too significant.

**Applicants** receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) are presumed to be eligible for VR services if they intend to achieve employment outcomes.

## What if I need assistance to make services accessible?

All **DVR/DVS** programs and services must be accessible to you. If your disability limits mobility, hearing or sight, for example, DVR/DVS will, to the maximum extent possible, provide the assistance you need to participate fully in your VR program. Assistance will be provided in your preferred method of communication or native language, or that of your family member or other person representing you. This may include written materials in braille, large print, electronic file, CD or audio tape; sign or spoken language interpreters; offices accessible to those with mobility disabilities; or other technology or assistance.

## What do VR services cost?

Some services – such as medical examinations to determine if you are eligible for services, vocational counseling and job placements – are always provided at no charge to you. You may be asked to share the cost of some other services, depending on your income and financial resources. Your counselor can provide a list of services available at no charge.

## When can DVR/DVS provide medical services?

When assistance is not available from another source, **DVR/DVS** can provide diagnosis and treatment of physical and mental impairments when these services are needed for consumers to prepare for, obtain, keep or return to work.

## How do I apply for services?

Individuals may apply at DVR/DVS field offices located throughout Oklahoma. To contact the office nearest to you, telephone our toll-free hotline at 800-487-4042 or telephone the **DRS** State Office toll free at 800-845-8476. Visit DRS Online at [www.okdrs.gov](http://www.okdrs.gov) or consult the state government pages in the local telephone book. Spanish speaking individuals may call 800-523-1565.

## What is the Client Assistance Program (CAP)?

Client Assistance Program (CAP) is an advocacy program which is not part of DRS. CAP staff can help you communicate concerns to DVR/DVS and help you work out disagreements through administrative, **Mediation**, legal and other solutions. For more information, contact:

Client Assistance Program (CAP)

2401 N.W. 23rd, Suite 90

Located in Shepherd Mall

Oklahoma City, OK 73107-2423

Phone: 405-521-3756

Toll Free: 800-522-8224

Fax: 405-522-6695

E-mail: [cap@odc.ok.gov](mailto:cap@odc.ok.gov)

Website: [www.ok.gov/odc/C.A.P./index.html](http://www.ok.gov/odc/C.A.P./index.html)

# The Vocational Rehabilitation Process



## Steps in the Vocational Rehabilitation Process





## Step 1: Applying for VR services

Any person with a disability may apply for **DVR** or **DVS** services. To contact the office nearest to you, telephone our toll-free hotline at 800-487-4042, or telephone the **DRS** State Office toll free at 800-845-8476. Spanish speaking individuals may call 800-523-1565. You may also visit DRS Online at [www.okdrs.gov](http://www.okdrs.gov) or consult the state government pages in the local telephone book. Tribal members may also apply with their tribal **VR** program. See page 17 for more information.

The staff will arrange for you to make an application and meet with a vocational rehabilitation counselor so you can provide the information needed for DVR/DVS to determine if you are **eligible** for services. You can speed up the application process by bringing current medical, psychological and educational records or other information about your disability with you to the appointment.

During the first interview, the counselor will explain the rehabilitation process and gather information about you.

You may also register to vote or change your voter registration information when applying for or receiving services from a DVR/DVS office.

## Step 2: Evaluating your disability

DVR/DVS must evaluate your disability to find out if you are eligible. You may be asked to help get medical or other records. If additional tests are needed, DVR/DVS will pay for the tests required to determine your eligibility. The purposes of the evaluation are to gather diagnostic information and explore your background, abilities, disability-related barriers to employment and rehabilitation needs.

All information is confidential and will be used only for vocational rehabilitation, unless you have signed a release form giving written consent, or in situations where the law requires DVR/DVS to release the information.

## Step 3: Determining your eligibility

DVR/DVS has 60 days from the time you apply to determine whether or not you are eligible for services unless you and your counselor agree to a specific extension.



If you are **eligible**, you will be assigned to a **priority group** based on the significance of your disability. When services are restricted during an **order of selection**, **applicants** in priority groups whose disabilities are less significant barriers to employment may have to wait until funds are available to pay for their services. Those who have completed an **Individualized Plan for Employment (IPE)** before an order of selection begins will continue to receive services under the IPE. If there is an order of selection when you apply for services, your counselor will explain it to you.

Even when you are not eligible for **VR** services or when you are placed on a waiting list, **DVR/DVS** will provide **vocational rehabilitation** information and referral assistance to help you obtain services from other sources. VR counselors will refer you to other federal or state programs which may help with your employment needs, including those located at Workforce Oklahoma career centers.

## Step 4: Planning your services

If you are eligible, your DVR/DVS counselor will provide information about choices you have for developing an Individualized Plan for Employment. This is a plan of VR services that you will follow to get or keep suitable employment in an appropriate career. Your IPE is based on your strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice, and must be approved by DRS according to Rehabilitation Act requirements.

You may write the plan yourself, work with your DVR/DVS counselor or use the assistance of someone else who is willing to help. The plan must be in writing. If you decide to write the IPE yourself, your DVR/DVS counselor will explain what items should be included and what assistance is available to help you. Your plan must be completed within 90 days of the determination of eligibility unless you and your counselor agree to a specific extension.

Information will be provided to you about types and costs of services, length of time services are expected to last, who is available to provide services and qualifications of service providers.

As part of the planning process, you will have the opportunity, with the help of your counselor, to choose an appropriate employment goal, the VR services to be provided under your plan, the businesses or companies that will provide the services and the methods for providing those services. You may be required to participate in assessment activities to help gather

the information needed to identify your interests, capabilities, strengths and rehabilitation needs.

Your counselor will do a financial status determination based on your income and financial resources before any services are provided. The purpose is to find out if you will need to share the cost of some services. Some services are available to all **eligible** individuals without charges – for example, evaluations or other diagnostic assessments used to determine eligibility and rehabilitation needs; vocational counseling and guidance; information and referral to other sources; job search; on-the-job training and placement. Your counselor can provide a list of other services available to you at no charge. Those receiving Social Security disability benefits do not have to share costs for their rehabilitation programs.


After you and your counselor sign the **IPE**, you will get a copy. The plan will be provided in large print, braille, electronic file, CD, or audio tape at your request. To the maximum extent possible, the plan will be provided in your native language or method of communication, or that of your family member or other person representing you.

At least once each year, you and your counselor will review your financial status and the IPE to be sure it is still the best plan for you. If your needs change while you are in **vocational rehabilitation**, your plan may need to be changed. You may ask for a review of your plan at any time.

The IPE is like a road map of **VR** services to help you prepare for, obtain, keep or return to suitable employment in a career based on your interests, strengths, resources, priorities, concerns, abilities and capabilities. Please feel free to ask questions. Your participation in planning and carrying out your VR program is critical to your success.

## Step 5: Receiving VR services

Many different services are available to help consumers reach their employment goals. Your VR services will probably be different from those received by other **consumers** because the services outlined in IPEs are based on individual needs and goals.

 **Medical and psychological assessments** are used to determine eligibility and review consumers' backgrounds, abilities, disability-related barriers to employment and rehabilitation needs.

- Vocational evaluation, counseling and career planning guidance are provided by counselors to consumers throughout the rehabilitation process.
- Information and referral help individuals get appropriate services from other agencies.
- Employment services, including job search, placement and follow-up services, help consumers obtain and keep suitable employment in their chosen careers.
- Assistive Technology is any item, piece of equipment or product system used to maintain or improve the ability of people with disabilities to prepare for employment and function more effectively in the workplace, or any service that assists individuals in selecting, obtaining or using an assistive technology device.
- Training includes vocational, post-secondary, on-the-job, personal and vocational adjustment training, job search skills development and job coaching.
- Diagnosis and treatment of physical and mental disabilities may be provided to enhance consumers' employment opportunities when services are not available through health insurance or other benefits.
- Maintenance helps pay for expenses, beyond a person's normal living expenses, that are necessary to enable the person to participate in vocational rehabilitation assessments or services.
- Transportation, including training in the use of public transportation, is provided in connection with other services needed to reach employment goals.
- Instructional services, such as rehabilitation teaching and orientation and mobility services, assist individuals who are blind.
- Self-employment programs help individuals who want to work for themselves or operate their own businesses.
- Personal assistance services are intended to help an individual with a disability perform daily living activities on or off the job. These services can be provided when necessary to enable a person to participate in vocational rehabilitation services and achieve an employment outcome.
- Transition School-to-Work services help high school students with disabilities prepare for and reach employment and other post-school goals.

- **Supported employment** assists individuals with significant physical, emotional, mental or multiple disabilities with employment in the community.
- **Post-employment services** help **consumers** get, keep or move ahead in their jobs.
- **Specialized programs** assist consumers who are blind, Deaf, hard of hearing, Deaf-blind and individuals with speech impairments, significant disabilities and those who require independent living services.

## Step 6: Getting a job

Your **DVR/DVS** counselor will assist you in finding a job. We also have employment specialists who work with counselors and potential employers to match qualified consumers with suitable employment.

Please let your counselor know when you start working at a new job. It's a good idea to keep in touch so your counselor can help with any problems. Generally, your **VR** case will be closed after you have worked successfully for 90 days.

## Step 7: Using post-employment services

If your situation changes so that you lose or may have trouble keeping your job, you may go back to DVR/DVS for more help after your case is closed. You may be eligible for post-employment services to help keep your job, get your job back, move ahead on your job or move to a better job. If you need a lot of assistance, you may be asked to reapply for services.



# 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.

# Your Responsibilities



You also have responsibilities as an **applicant** or **consumer**. To help make your **vocational rehabilitation** a success, you should:

-  Provide information and be available to complete the assessment process to find out if you are **eligible** for services.
-  Be on time and keep appointments with **DVR/DVS** staff, doctors and others. Call in advance or as soon as possible if you cannot come to an appointment.
-  Follow the advice of doctors and other medical professionals.
-  Apply for and use benefits, services and additional sources of funding – such as education grants, public welfare programs and private insurances – to help pay for your **VR** services if other funding is available to you.
-  Participate with your DVR/DVS counselor in developing your **IPE**, including participating in assessments needed to determine your needs and strengths.
-  Make progress toward completing the steps outlined in your IPE in order to reach your employment goal.
-  Provide enrollment documents to your counselor, if your IPE includes educational and training services. When your IPE includes college, provide enrollment documents to your counselor before the college's designated drop and add deadline.
-  Attend education or training classes on a regular basis and make at least passing grades, if your IPE includes these services.
-  Review your IPE with your counselor at least once per year and participate in making revisions to the plan when needed.
-  Inform your counselor of changes in your address, financial status or other program-related changes.
-  Abstain from drug and alcohol abuse. Refusal or failure to cooperate will be considered reasonable cause to end services.
-  Work with your counselor to get or keep suitable employment when your other services are completed.



# Appealing Decisions



You have a right to discuss a problem or concern with your counselor at any time during your **Vocational Rehabilitation** program. Please call for an appointment. Most concerns or problems can be worked out between the two of you.

If you are not satisfied with a decision about your case, you have the right to due process, which means you can get decisions evaluated by department management in an **Administrative Review**, resolved through **Mediation** or reviewed at a **Fair Hearing**.

Client Assistance Program (CAP) staff can help you communicate concerns to **DVR/DVS** and assist you with administrative, mediation, legal and other solutions.

## The Appeal Process

1. If you are not satisfied with any decision by DVR/DVS which affects your case, you have 30 days to make a written request for a Fair Hearing. The request may be sent to your local DVR/DVS office or directly to the Hearings Coordinator in the State Office:

DVR/DVS Hearings Coordination  
Department of Rehabilitation Services  
3535 N.W. 58th Street, Suite 500  
Oklahoma City, OK 73112-4824  
Phone: 405-951-3400  
Toll Free: 800-845-8476

2. If you ask, the local office will help you complete your request and give you information from your case record. Services being provided under an **IPE** will not be stopped, delayed or reduced because you have requested a Fair Hearing. You have the right to be represented by another person, including a lawyer, at your own expense. You may want to ask CAP (see page 6) for help in preparing your appeal. If you do not request a Fair Hearing within 30 days, you will lose the right to appeal the decision.
3. DVR/DVS will start an Administrative Review to try to work out the disagreement, but the review cannot be used to delay or deny



**Mediation** or a **Fair Hearing**. You will get a letter explaining the decision resulting from the **Administrative Review**. If the problem is solved, you do not have to have a Fair Hearing.

4. When you ask for a Fair Hearing, you and **DVR/DVS** can use mediation to find a workable solution if both parties agree. Mediation cannot be used to delay or deny a Fair Hearing or other right. The department will pay mediation costs. The mediation session will be scheduled in a timely manner at a location as convenient to you as possible. Discussions will be confidential. If you agree to a solution, it will be written in a case record, and you will be provided a copy. You do not have to go to a Fair Hearing.
5. A Fair Hearing must be held within 60 days from the date a Request for Fair Hearing form is received by the DVR/DVS Hearings Coordinator, unless you agree to a solution or to a longer period of time. The Fair Hearing is a formal meeting with an **Impartial Hearing Officer**. At the Fair Hearing you or your representative and DVR/DVS will present your problem or concern. You will receive a letter from the Impartial Hearing Officer with a decision within 30 days after the Fair Hearing.
6. You can request a review of the Impartial Hearing Officer's decision within 20 days by contacting the DVR/DVS Hearings Coordinator. Your review request will be sent to the governor's office or its designee. A written decision will be provided within 30 days of your review request.
7. If you are not satisfied with the decision of the governor's office or its designee, you can bring a civil action asking a state court or district court to review the decision. The last decision of the governor's office or its designee will be implemented while the court reviews your case.

# Other Helpful Resources



**ABLE Tech** makes **assistive technology (AT)** devices and services more available and accessible to individuals with disabilities of all ages and their families. ABLE Tech accomplishes this by providing assistive technology through a short-term equipment loan program, AT demonstration centers, re-utilization of AT through the ABLE Tech Equipment Exchange and a low interest bank loan for AT. ABLE Tech provides information and referral services along with training on various AT topics.

Oklahoma ABLE Tech  
1514 West Hall of Fame  
Stillwater, OK 74078-2026  
Phone/TTY: 405-744-9748  
Toll Free/TTY: 800-257-1705  
Fax: 405-744-2487  
Web site: [www.ok.gov/abletech](http://www.ok.gov/abletech)

**American Indian Vocational Rehabilitation Programs** assist eligible Native Americans with disabilities in becoming employed through programs offered by a number of nations and tribes in Oklahoma. **The Department of Rehabilitation Services** has a tribal liaison who provides technical assistance to the program.

Designated DRS Tribal Liaison  
3535 N.W. 58th St., Suite 500  
Oklahoma City, OK 73112-4824  
Phone: 800-845-8476  
Fax: 405-951-3529

Apache Tribe, Vocational Rehabilitation  
510 E. Colorado Drive, Anadarko, OK 73005-5217  
P. O. Box 1220, Anadarko, OK 73005-1220  
Phone: 405-247-7494  
Toll Free: 800-851-1253  
Fax: 405-247-9872  
E-mail: [apachendnvr1@yahoo.com](mailto:apachendnvr1@yahoo.com)

Cherokee Nation, Vocational Rehabilitation  
17675 S. Muskogee Ave., Tahlequah, OK 74464-5492  
P. O. Box 948, Tahlequah, OK 74465-0948  
Phone: 918-453-5004  
Toll Free: 800-256-4415  
Fax: 918-458-4482  
E-mail: [vocational\\_rehab@cherokee.org](mailto:vocational_rehab@cherokee.org)  
Web site: [www.cherokee.org](http://www.cherokee.org)

Cheyenne and Arapaho, Vocational Rehabilitation  
200 Wolf Robe Circle, Concho, OK 73022-0038  
P. O. Box 38, Concho, OK 73022-0038  
Phone: 405-295-2208 or 405-422-7613  
Toll Free: 888-284-7725  
Fax: 405-422-8213  
E-mail: [bsykes@c-a-tribes.org](mailto:bsykes@c-a-tribes.org)  
Web site: [www.cheyenne-arapaho.org](http://www.cheyenne-arapaho.org)

Chickasaw Nation, Vocational Rehabilitation  
300 Rosedale Rd., Ada, OK 74820-9220  
Phone: 580-421-7711  
Toll Free: 888-436-0553  
Fax: 580-436-0830  
E-mail: [michelle.wilson@Chickasaw.net](mailto:michelle.wilson@Chickasaw.net)  
Web site: [www.chickasaw.net/vocrehab](http://www.chickasaw.net/vocrehab)

Choctaw Nation, Vocational Rehabilitation  
219 N. Broadway St., Hugo, OK 74743-3859  
P. O. Box 88, Hugo, OK 74743-0088  
Phone: 580-326-8304  
Toll Free: 877-285-6893  
Fax: 580-326-2410  
E-mail: [ddavenport@choctawnation.com](mailto:ddavenport@choctawnation.com)  
Web site: [www.choctawnation.com](http://www.choctawnation.com)

Iowa Tribe of Oklahoma, Vocational Rehabilitation  
335588 E. 750th Rd., Perkins, OK 74059-1021  
P. O. Box 728, Perkins, OK 74059-0728  
Phone: 405-547-2402  
Toll Free: 888-336-4692  
Fax: 405-547-1021  
E-mail: [rmalone@iowanation.org](mailto:rmalone@iowanation.org)  
Web site: [www.iowanation.org](http://www.iowanation.org)

Muscogee (Creek) Nation, Vocational Rehabilitation  
401 S. Woody Guthrie St., Okemah, OK 74859-4647  
P. O. Box 468, Okemah, OK 74859-0468  
Phone: 918-623-1197  
Toll Free: 888-367-2332  
Fax: 918-623-2796  
E-mail: [mary.lee@creekhealth.org](mailto:mary.lee@creekhealth.org)  
Web site: [www.muscogeenation-nsn.gov](http://www.muscogeenation-nsn.gov)

Delaware Nation, Vocational Rehabilitation  
7249 S. Western, Suite 204, Oklahoma City, OK 73139-2011  
Phone: 405-632-3749  
Toll Free: 877-297-3139  
Fax: 405-632-9753  
E-mail: [dnvrp@delawarenation.com](mailto:dnvrp@delawarenation.com)  
Web site: [www.delawarenation.com](http://www.delawarenation.com)

**Centers for Independent Living (CILs)** are **consumer**-controlled, nonresidential, private, nonprofit agencies that provide access to a range of services, programs, activities, resources and facilities for individuals with significant disabilities. The main services include information and referral, independent living skills training, peer counseling and individual and systems advocacy.

**Ability Resources**

823 S. Detroit Ave., Suite 110

Tulsa, OK 74120-4223

Phone: 918-592-1235

Toll Free: 800-722-0886

Fax: 918-592-5651

E-mail: [clawson@ability-resources.org](mailto:clawson@ability-resources.org)

Web site: [www.ability-resources.org](http://www.ability-resources.org)

**Dynamic Independence**

4100 S.E. Adams Rd., Suite D-103

Bartlesville, OK 74006-8409

Phone/TTY: 918-335-1314

Toll Free/TTY: 800-559-0567

Fax: 918-333-1814

E-mail: [vhaws@dyind.org](mailto:vhaws@dyind.org)

Web site: [www.dyind.org](http://www.dyind.org)

**Oklahomans for Independent Living**

601 E. Carl Albert Pkwy

McAlester, OK 74501-5113

Phone/TTY: 918-426-6220

Toll Free/TTY: 800-568-6821

Fax: 918-426-3245

E-mail: [pam-pulchny@sbcglobal.net](mailto:pam-pulchny@sbcglobal.net)

Web site: [www.oilok.org](http://www.oilok.org)

**Progressive Independence**

121 N. Porter Ave.

Norman, OK 73071-5834

Phone/TTY: 405-321-3203

Toll Free/TTY: 800-801-3203 Fax: 405-321-7601

E-mail: [jlhughes@progind.org](mailto:jlhughes@progind.org) or [dfidler@progind.org](mailto:dfidler@progind.org)

Web site: [www.progind.org](http://www.progind.org)

Sandra Beasley Independent Living Center  
705 S. Oakwood Road, Suite B1  
Enid, OK 73703-6276  
Phone/TTY: 580-237-8508  
Toll Free: 800-375-4358 Fax: 580-233-6403  
Website: [www.sbilc.com](http://www.sbilc.com)  
E-mail: [fkliewer@sbilc.com](mailto:fkliewer@sbilc.com)

**Client Assistance Program (CAP)** informs and advises **applicants** and **consumers** about the **vocational rehabilitation** process and services available under the federal Rehabilitation Act, including services provided by **DVR** and **DVS**. CAP staff can help you communicate concerns to DVR/DVS and assist you with administrative, **Mediation**, **Fair Hearing**, legal and other solutions.

Client Assistance Program (CAP)  
2401 N.W. 23rd St., Suite 90  
Located at Shepherd Mall  
Oklahoma City, OK 73107-2423  
Phone: 405-521-3756  
Toll Free: 800-522-8224  
Fax: 405-522-6695  
E-mail: [cap@odc.ok.gov](mailto:cap@odc.ok.gov)  
Website: [www.ok.gov/odc/C.A.P./index.html](http://www.ok.gov/odc/C.A.P./index.html)

**Oklahoma Rehabilitation Council (ORC)**, in partnership with **DRS**, develops and reviews state goals and priorities in regard to standards of services provided to people with disabilities. Members of the council are appointed by the governor. The mission of ORC is to facilitate consumer education and empowerment and to assure services are of high quality and lead to employment of individuals with disabilities within the state of Oklahoma.

Oklahoma Rehabilitation Council  
3535 N.W. 58th Street, Suite 500  
Oklahoma City, OK 73112-4824  
Phone: 405-951-3579  
Toll Free: 800-569-7974  
Fax: 405-951-3532  
E-mail: [thamrick@okdrs.gov](mailto:thamrick@okdrs.gov)  
Web site: [www.okrehabcouncil.org](http://www.okrehabcouncil.org)



Statewide Independent Living Council (SILC) and the Department of Rehabilitation Services (DRS) jointly develop a state plan for independent living services for Oklahomans with significant disabilities. SILC works with DRS and the Centers for Independent Living to accomplish goals in the plan.

DRS Liaison to the Statewide Independent Living Council  
3535 NW 58<sup>th</sup> Street, Suite 480  
Oklahoma City, OK 73112-4824  
Phone: 405-951-3581  
Toll free: 800-845-8476 Fax: 405-951-3504  
Email: [smadden@oksilc.org](mailto:smadden@oksilc.org)  
Website: [www.oksilc.org](http://www.oksilc.org)

Workforce Oklahoma is the state's workforce development system created to foster job growth, link Oklahomans to employment opportunities and build a productive workforce that meets employers' needs. The system operates regional career centers where job seekers can go for assistance with training, job search and information on job openings. Partner agencies in Workforce include the Oklahoma Employment Security Commission, Oklahoma Department of Commerce, Oklahoma Department of Human Services and Oklahoma Department of Rehabilitation Services.

To be referred to the nearest location, call:

Workforce Oklahoma

Phone: 405-234-5000

Web sites: [www.ok.gov/oesc\\_web](http://www.ok.gov/oesc_web)



# Vocational Rehabilitation (VR)

## Definitions



**Administrative Review:** An internal process used by the **Division of Vocational Rehabilitation** or the **Division of Visual Services** to work out a disagreement when a **consumer** is not satisfied with a decision that affects a case. Cannot be used to delay or deny a **Fair Hearing** or **Mediation**.

**Applicant:** A person who has requested **vocational rehabilitation** services and has provided information needed to determine eligibility. Must be available to complete the assessment process.

**Assistive Technology (AT):** An item, piece of equipment or product system used to maintain or improve the ability of people with disabilities to function more effectively, or any service that assists individuals in selecting, obtaining or using an assistive technology device.

**Consumer:** An eligible individual who is receiving vocational rehabilitation or other services provided by the Division of Vocational Rehabilitation or the Division of Visual Services through the **Oklahoma Department of Rehabilitation Services**.

**DRS:** See Oklahoma Department of Rehabilitation Services.

**Division of Visual Services (DVS):** A division of the Oklahoma Department of Rehabilitation Services. Assists Oklahomans who are blind, have significant visual impairments, or have diabetes. Provides help preparing for and getting jobs, training and services for adjustment to vision loss, services for older blind individuals and other programs for people with visual impairments.

**Division of Vocational Rehabilitation (DVR):** A division of the Oklahoma Department of Rehabilitation Services. Assists Oklahomans who have physical or mental disabilities in preparing for and getting employment, except those with vision impairments who are served by the Division of Visual Services.

**Eligible:** Qualified to receive vocational rehabilitation services. To be eligible, an individual must have a physical, mental or visual disability that is a substantial and continuing barrier to employment and be

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**)

assistance. Consumers with existing **Individualized Plans for Employment (IPEs)** are not affected. New **applicants** in some priority groups may be placed on waiting lists until funds are available to pay for their services. **DVR** and **DVS** continue to process new applications, gather diagnostic information and assign priority groups based on the significance of an applicant's disability. When funds are available to serve applicants in a **priority group**, DVR and DVS contact each applicant on a first-come, first-served basis according to the individual's application date.

**Priority Groups:** Three categories indicate the significance of **eligible consumers'** disabilities. During an order of selection, the groups are used to prioritize services so that those who have disabilities that are the most significant barriers to employment are served first.

**Priority Group 1 – Most Significant:** Eligible individuals with the most significant barrier to employment, including a mental or physical disability resulting in serious limitations in three or more functions. They require multiple services over a long time, usually six months or more. Functions include mobility, communication, self-care, self-direction, interpersonal skills, work tolerance and work skills.

**Priority Group 2 – Significant:** Eligible individuals with significant disabilities having serious limitations in one, but not more than two, functions who require multiple services over a long time, usually six months or more.

**Priority Group 3 – Not Significant :** Eligible individuals with disabilities that are not significant barriers to employment.

**Supported Employment:** Provides services needed to support and maintain individuals with significant physical, emotional, mental or multiple disabilities in employment in the community.

**Transition School-to-Work:** A **Department of Rehabilitation Services** program that helps eligible students with disabilities make the transition from high school to post-school activities, such as post-secondary education, vocational training, employment, adult education, independent living and community participation.

**Vocational Rehabilitation (VR):** Helps Oklahomans with disabilities get jobs in appropriate careers. Main services are counseling and guidance with job placement. Other services compensate for, correct or prevent disability-related barriers to employment.



# Who to Call in DVR or DVS



DRS Division: \_\_\_\_\_

Counselor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Programs Manager: \_\_\_\_\_

Phone: \_\_\_\_\_

Field Coordinator: \_\_\_\_\_

Phone: \_\_\_\_\_

Division Administrator: \_\_\_\_\_

Phone: \_\_\_\_\_

Director: \_\_\_\_\_

Phone: 405-951-3400

Toll Free: 800-845-8476

Oklahoma Department of Rehabilitation Services

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