



DVR Guide to Services

Division of Vocational Rehabilitation



Washington State
Department of Social
& Health Services

Transforming lives

DVR's Purpose

Transforming lives by empowering people with disabilities to secure and maintain employment, and achieve a greater quality of life. The Division of Vocational Rehabilitation (DVR) believes employment contributes to a person's ability to live independently and that everyone should have the opportunity to pursue meaningful work.

With offices located throughout Washington, DVR develops partnerships within local communities to help meet the employment goals of people with disabilities. For businesses that hire people with disabilities, DVR provides technical assistance, training, and access to an untapped talent pool.



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Equal access to services

Our policy is that no person shall be subjected to discrimination by DSHS or its contractors because of race, color, ethnicity, gender, sexual orientation, age, religion, creed, marital status, national origin, status as a veteran who is disabled, a Vietnam-era veteran, a recently separated veteran, or the presence of any physical, mental or sensory disability.

To request this publication in an alternative format, such as large print, Braille, or non-English language, please call 1-800-637-5627, or ask your DVR counselor.

Confidentiality

Information you provide to DVR is kept confidential. Information is shared with others only with your written consent, except in rare circumstances. If your file includes mental health records, HIV/AIDS and/or STI test results, diagnosis or treatment, and/or chemical dependency services, specific consent is required for DVR to release the information.



DVR creates new paths for people to access job opportunities.

Is DVR right for you?

About DVR

DVR is a statewide resource assisting people with disabilities to prepare for, secure, maintain, advance in, or regain employment. DVR partners with organizations and businesses to develop employment opportunities.

Who DVR serves

People who seek meaningful, secure employment but whose disabilities may result in one or more barriers to achieving an employment goal.

DVR can help you go to work

DVR staff will help you get the information you need to make a good decision about:

- What type of job you want
- Steps needed to reach your job goal

With support from DVR, you will:

- Design and carry out a step-by-step plan to reach your employment goal



Getting started with DVR

To learn more about how to get started, call DVR to select a time to meet. DVR has offices in many cities across Washington. Call 1-800-637-5627 to find the office nearest you. If you need an interpreter or translator, or if you need information in another format, such as large print, Braille, or non-English language, please explain your needs when you call.

The Rehabilitation Process

Application

- DVR will provide you with information about vocational rehabilitation services.
- You must complete an application with DVR before services can begin.
- Your application will be reviewed by a DVR counselor to determine if you are eligible for DVR services.

Eligibility

You are eligible for DVR services if you:

- Have a physical, mental, or sensory disability that results in a barrier to employment;
- You require vocational rehabilitation services to get or keep a job; and
- You are capable of working as a result of receiving DVR services.

Your DVR counseling team collects records to document your identity, disability, and work status. If no records about your disability exist, you may need to complete medical examinations or tests to verify or support eligibility.

Waiting List

If DVR cannot serve every eligible individual because of funding limitations, it must establish a waiting list for services. By law, DVR must prioritize services to individuals with the most significant disabilities.

Individuals will be selected from the waiting list based on the significance of their disability and the date they applied for services. A DVR counselor will determine the significance of disability and priority category and notify you of this determination as part of the eligibility process.

Vocational Assessment

You and your DVR counselor explore types of jobs that match your vocational assessment. You will review:

- Your strengths, abilities and interests;
- Your work history and skills; and
- Information about local job-market trends.

Or you may complete:

- Interests and/or aptitude tests, or
- Job tryouts.



Plan for Employment

Your DVR counselor offers ongoing counseling and guidance to support you in the development of your Individualized Plan for Employment (IPE). This includes:

- Selecting a job goal;
- Outlining what steps and services you need to reach your job goal; and
- Working on the activities outlined in your plan. These may include:
 - Training and education
 - Conducting a job search
 - Researching job-related resources and referrals
 - Job-search training
 - Resume and interview techniques
 - Job-placement assistance
 - Support in keeping a job



Successfully Employed

- After you get a job, DVR will maintain contact with you for at least 90 days to ensure the job is a good match.
- After 90 days, if you are doing well on the job and no other services are needed, you and your DVR counselor will decide when to close your case.

Post Employment

- If you need help after your case has been closed and you are successfully employed, DVR can open your case again and provide assistance to help you keep your job.
- If you lose your job, DVR can assist you with applying for DVR services again and can help you find a similar job.

Working in Partnership

If you are eligible for DVR services, you will be working in partnership with your DVR counselor. Other VR professionals may provide additional support as needed.

The DVR team

- Assists you in determining your vocational options.
- Provides the tools and resources you need to help you choose and achieve your job goal.
- Supports you in maintaining employment, and advancing in your chosen job.
- Shares honest feedback to help you succeed.



Your team members

You direct where you are headed on your path to employment.

Please invite anyone you would like to be part of your team.

You are the key to your success!

Your participation is important

- Be an active and engaged participant in your journey to achieving your employment goal; and
- Develop and carry out a rehabilitation plan that will lead you to successful employment.

Elements of a successful partnership

Several steps you can take will help create a successful partnership.

- Maintain close contact with your DVR counselor. Let DVR know if you move or have a new phone number.
- Let DVR know your ideas, feelings, and concerns.
- Follow through with activities and agreements.
- Talk to your counselor about any big changes in your life that might affect your plan to go to work.

Developing your IPE

Once you are eligible for VR services, you will participate in vocational assessment. An Individualized Plan for Employment (IPE) must be developed within 90 days from the date of your eligibility determination, or the date you are released from a waiting list. If more time is needed to decide on your vocational goal or services, you have the option to extend the time frame beyond 90 days to develop and sign an IPE.

Informed Choice

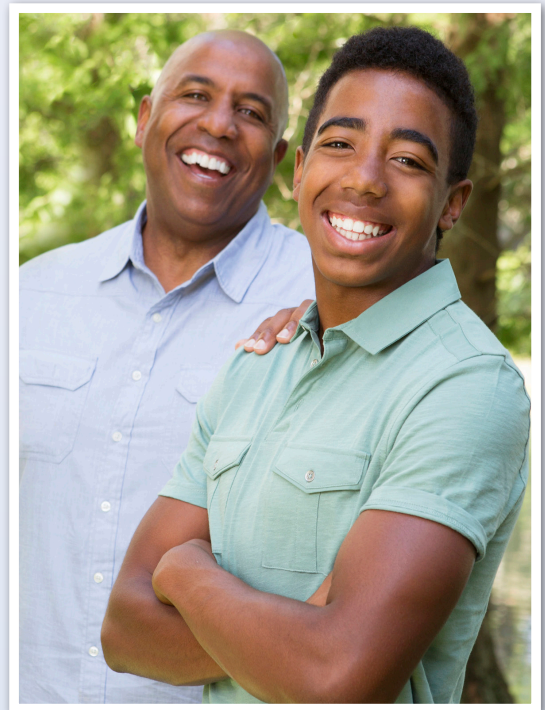
You have the right to make decisions about your vocational rehabilitation program and the services that will help you go to work. DVR believes making important decisions about going to work is the best way for you to invest in your future and reach your job goal.

You can count on DVR to respect your opinions and to assist you as you make important decisions about going to work.

The decisions you make

You will make many important decisions throughout your journey to employment, including:

- What type of job you want
- The steps you need to take to prepare for the job
- What services you need to go to work
- Where to get the services



Your team is there to support you

DVR gives you the help you need to make good decisions. You may also ask any member of your VR team, or someone important in your life, to help you at anytime.

Services Available from DVR

DVR offers a variety of services to help you prepare for, get, and keep a job. The services you use depend on your individual needs and circumstances. DVR can provide you with the information necessary to assist you in deciding which services you need to reach your job goal. These include:

Assessment services to measure your strengths, capabilities, work skills, and interests and assist you in selecting a job goal and the DVR support services you need to reach that goal.

Benefit planning services to help you understand how working could impact disability cash or medical benefits (e.g. Supplemental Security Income or Social Security Disability Insurance) that you receive.

Counseling and guidance services provided throughout the rehabilitation process to help you make good decisions about how to reach your goal.

Independent living services to help you understand disability challenges that prevent you from working. These include, but are not limited to:

- Training in self-care
- Money management
- Using public transportation

Assistive technology services to help you remove communication and/or physical barriers that may stop you from getting and keeping the job you want. These may include such devices as hearing aids, visual aids, or special computer software. You can explore with your counselor how technology might help you reach your employment goal.

Training or education to help you build skills and meet job qualifications.

Job placement services to help you carry out your job search, including:

- Assistance completing job applications
- Developing a resume
- Practicing interview skills, and identifying job leads



Paying for Services

Your role

DVR recognizes that each person's financial situation is different. Before finishing an IPE, you are required to share information about



your finances. Though we look at all resources available to help you pay for services, you may be asked to complete a financial statement to find out if you qualify for financial assistance from DVR.

While DVR offers a wide range of services, we cannot pay for routine living expenses (e.g., rent, food).

If you are receiving Supplemental Security Income, Social Security Disability Insurance, or Department of Social and Health Services Public Assistance, you are not expected to pay for DVR services. However, you must verify the assistance you receive.

No-cost DVR services you can receive

DVR provides some services regardless of your financial status, including:

- Assessment services needed to determine eligibility or to develop an Individualized Plan for Employment
- Vocational Rehabilitation counseling, guidance, and referral services
- Job placement and retention services
- Interpreter services

Enrolling in a college or training program

When the career goal identified on your approved IPE requires college education or training, you must apply for financial aid before DVR will pay for education expenses at a college or training program. Ask your DVR counselor for more details about postsecondary options.

We appreciate you taking the time to review this Guide to Services. Our goal is to help you gain and maintain employment in a job that will be a good match with your strengths, abilities, and interests. We want to help you find a job that is supported by a strong labor market. It will take your time and active involvement in the services provided to you to explore and discover an ideal job match. We look forward to working with you and providing services that can help remove barriers to your employment goal.

Welcome to DVR!

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
- Committed to **Diversity, Equity, and Inclusion** in all its forms to achieve excellence

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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>.



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