

Vocational Rehabilitation (VR) Services

Your Rights and Responsibilities

Getting VR services is a process. You have rights at every step of the process. You also have responsibilities. This is an outline of your rights and responsibilities. It is not a complete explanation. [6.4 gle]

▶ **Application**

You can apply or re-apply for VR services at any time. [5.8 gle]

▶ **Evaluation & Eligibility**

VR collects information from you and others to help decide if you can get services.

You have a right to:

- A decision within 60 days after you apply for services;
- A decision in writing if VR decides you can't get VR services. The decision must tell you what to do if you disagree with the decision.
- An extended evaluation that includes trial work experiences before VR decides that you do not qualify for VR services because your disability is too severe [6.7 gle]

▶ **Individualized Plan for Employment (IPE)**

When VR decides you qualify for services, you and your counselor will write a plan that describes the steps and services needed to help your get to your work and career goals. VR calls your plan an "individualized plan for employment" or IPE. You have rights in this process. [6.6 gle]

You have a right to:

- A completed IPE within 90 days after VR decides you qualify for services;
- Information about all the services that VR and others can offer to help you meet your work and career goals;
- Work with your counselor to write an IPE based on your abilities, needs, interests, and employment goals, including short and long-term work and career goals;
- Choose someone to help you write your IPE;
- Notice of changes to your IPE;
- Yearly review of your IPE;
- Change your IPE if your work and career goals or your need for services change. [3.6 gle] [Combined 6.1]

► **Employment & Case Closure**

Once you have reached your work or career goal:

- VR must keep you case open for at least 90 days, but may keep it open longer.
- You and your counselor will decide together if it's time to close your case. [5.6.]

► **Post Employment Services**

You may have the right to short-term services and supports even after VR closes your case. You must need these services to keep, get back, or move up in your job or find another job. VR calls these “post-employment services.” [5.2 gle]

► **Written Notice**

VR must tell you in writing about your rights in the VR process when:

- You apply for VR services.
- VR decides you do not qualify for services.

- Your IPE is developed.
- VR puts you on a wait list for services.
- VR denies, reduces, suspends, or ends services.
- VR makes other decisions that affect your receipt of services. **[4.2 gle]**

► **Disagreements & Appeals**

You have the right to disagree with any decision VR makes. You can also try to change that decision. The way to do this is to file an appeal. There are three ways to do this. You can:

- Ask for a review by a regional manager not involved in the initial decision;
- Ask for mediation; or
- Ask for a hearing.

VR must give you information about all of these ways to handle disagreements. They must also tell you about help you can get from the Client Assistance Program (CAP), if you decide to appeal a decision. **[4.6 gle]**

► **Confidentiality & Records**

Information that you give VR is private. VR must get your written permission to share it with others. You have the right to see and copy information in your case record. **[5.1 gle]**

► **Discrimination**

VR must follow laws that ban discrimination. This means VR must provide you with help you need to learn about or use VR services. Some examples include providing:

- Interpreters (sign language or foreign language),
- Information in alternative formats (braille, large print, digital), or
- Accessible meeting or workplace settings. **[5.6 gle]**

► **Responsibilities**

When you have rights, you also have responsibilities. To get to your work and career goals you need to:

- Make and keep appointments. Let people know when you need to cancel or reschedule them.
- Work with your counselor to write, review, or change your IPE.
- Do what you say you will do.
- Ask questions when you don't understand something.
- Tell your counselor when there is a problem so they can help you.

[3.6 gle]

► **Client Assistance Program (CAP)**

CAP can help through every step in the VR process. CAP is **not** a state agency. It is part of Vermont Legal Aid. Call the CAP program at **800-889-2047** if you:

- Need information about the VR process and your rights;
- Disagree with a decision VR made and need information or help;
- Think the process is taking too long; or
- Have trouble with your counselor. **[3.1 gle]**

Overall Readability

Passive Sentences	0%
Reading Ease	78.6
Reading Level	4.8 gle