

WHAT IS...

the  
*Vocational*

Rehabilitation  
Program



## INTRODUCTION TO THE

# VOCATIONAL REHABILITATION PROGRAM

**This booklet is designed to help you understand the Vocational Rehabilitation Program and the services you may be eligible to receive.**



## *Mission*

The mission of Vocational Rehabilitation is to assist and empower eligible individuals with disabilities to achieve and maintain meaningful employment.

It is important for you to remember that from the time you apply for services and throughout the time you are involved with us, you will be making choices. **These choices are based on information you will get by asking questions of your VR counselor.** This is called informed choice. The information provided will help you make the informed choices that are right for you.

## Who can get VR services?

People who have a physical or mental disability, who have difficulty getting or keeping a job, and who require VR services are eligible.

## How do I apply for VR services?

To apply for VR services, you will need to:

- Fill out an application.
- Make an appointment to see a counselor at your local VR office.
- Bring any records or information about your disability to your appointment (for example, records from your doctor, psychologist or school). If you do not have any information, your counselor can arrange for a free evaluation.

## May I bring someone with me to my appointments?

Yes, you may if you choose to do so.

## What if I cannot get to the VR office?

If you cannot come to a VR office, call and ask about making other arrangements.

## How long does it take to decide whether I am eligible for VR services?

In most cases, you will be told within 60 days whether you are eligible for services.

# VR Program

## If I am eligible for services, what happens next?

You will meet with your VR counselor and together write an Individualized Plan for Employment (IPE). This plan will help you get ready for work. It will show you each step to take to get the job you want. To develop your IPE, you will need to make informed choices.

Some of the choices might include:

- Choosing who will help you write your employment plan and how you will write it.
- Choosing the type of job that is best for you.
- Figuring out the types of services you might need to reach your job goal.
- Choosing the person or agency that will give you the services you will need.

# Services

## What are Vocational Rehabilitation (VR) services?

Vocational Rehabilitation (VR) services help people with disabilities prepare for work and find a job so they can live more independently.

## What types of services can I get through VR?

You may receive many different types of services. The services you get are based on your individual job goals and needs. All services provided must be included in your IPE and approved in advance.

### Some examples of possible services are:

#### ► **Counseling and Guidance**

Your counselor will meet with you one on one to help you reach the job goal you have set.

#### ► **Medical Services and Treatment**

These are services you would get from a doctor, health care worker or psychologist that will help you reach your job goals.

#### ► **Assistive Technology (AT)**

AT is special equipment that will help you reach your job goal. If AT equipment is purchased, you may need training on how to use it. This training will be arranged by your VR counselor.

#### ► **Training and Education**

This may include vocational training, on-the-job training, supported employment, self-employment or a college or university education.

#### ► **Job Placement**

When you are ready for work, you and your counselor will decide what help you need to find a job. You might need a job coach, on-the-job-training, or a referral to an employment service.

#### ► **Follow-Up Services**

After at least 90 days of working, you and your counselor will decide whether or not to close your VR case. Even if your case is closed, you can still get post-employment services if you need help to keep your job.

#### ► **Other Services**

Other services may include interpreters, readers, transportation for job training, licenses and fees, tools, equipment, and other services you and your counselor think you need to reach your employment goal.

## Do I have to pay for my VR services?

A financial needs assessment will be made to see if you can afford to help pay for your VR services. Some VR services, like counseling and guidance, job placement, and follow-up, are always free.

## What if I disagree with a decision?

If at any time you disagree with a decision made by VR, you may request a review of that decision. You may contact your counselor's supervisor. You may also contact the Client Assistance Program (CAP) to ask for help at any time.

### CAP can:

- ▶ **Give you information about VR services.**
- ▶ **Teach you about your rights.**
- ▶ **Help you with the appeals process.**
- ▶ **Make sure your voice is heard and respected.**

# CAP

is a free service and  
can be reached at  
**1-800-662-9080 V/TTY.**

## What are my rights and responsibilities?

### You have the right to:

- ▶ Make choices after getting all the information you need.
- ▶ Get services regardless of race, sex, age, religion, national origin, or type of disability.
- ▶ Confidentiality and privacy, within the limits of the law.
- ▶ A timely review of grievances or denials.
- ▶ Ask for help from your counselor.
- ▶ Ask for information in an accessible format (such as Braille, large print, or audiotape).

### You have the responsibility to:

- ▶ Give your counselor all the information needed to help you get services.
- ▶ Keep your appointments. If you can't be there, call and reschedule.
- ▶ Respond to your counselor's requests for information within set time lines.
- ▶ Let your counselor know when you move; change your phone number; have a change in health, employment, marital, training, or financial status; or experience other changes that could affect your rehabilitation program.

**You are encouraged to ask any questions you feel will help you understand the VR program and decide whether you are ready to go to work at a job that is right for you.**

## Where are the VR Offices?

### UTAH STATE OFFICE OF REHABILITATION

#### ADMINISTRATION OFFICE

250 East 500 South, P.O. Box 144200  
Salt Lake City, Utah 84114-4200  
(801) 538-7530/1-800-473-7530  
Fax: 538-7522

#### GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South  
Salt Lake City, Utah 84104-5238  
(801) 887-9392 Voice/TTY

### DIVISION OF REHABILITATION SERVICES

#### ADMINISTRATION OFFICE

250 East 500 South, P.O. Box 144200  
Salt Lake City, Utah 84114-4200  
(801) 538-7530/1-800-473-7530

#### NORTHERN UTAH DISTRICT

150 North Washington Blvd.  
Ogden, Utah 84404-3952  
(801) 395-6310/1-800-560-4672 Voice/TTY

#### BRIGHAM CITY OFFICE

275 West 1100 South  
Brigham City, Utah 84203-3116  
(435) 734-9408/1-800-559-9408 Voice/TTY

#### LOGAN OFFICE

115 West Golf Course Road #D  
Logan, Utah 84321-5984  
(435) 787-3480/1-800-560-9766 Voice/TTY

#### OGDEN-DAVIS DISTRICT

950-24th Street, Suite 200  
Ogden, Utah 84401-2606  
(801) 395-7020 Voice/TTY

#### SOUTH DAVIS OFFICE

150 North Main, #103  
Bountiful, Utah 84010-6123  
(801) 296-1293 Voice/TTY

#### LAYTON OFFICE

2984 North 400 West, Suite A  
Layton, Utah 84041-1344  
(801) 776-5951 Voice/TTY

#### CLEARFIELD OFFICE

1290 East 1450 South  
Clearfield, Utah 84015-1609  
(801) 776-7802 Voice/TTY

#### SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400  
Salt Lake City, Utah 84111-3844  
(801) 238-4560 Voice/TTY

#### REDWOOD OFFICE

1595 West 500 South  
Salt Lake City, Utah 84104-5238  
(801) 887-9522 Voice/TTY

#### VALLEY WEST DISTRICT

5522 South 3200 West  
Taylorsville, Utah 84118-7802  
(801) 957-8100 Voice/TTY

#### TOOELE OFFICE

982 North Main  
Tooele, Utah 84074-1616  
(801) 882-1086/1-800-734-1086 Voice/TTY

#### SOUTH VALLEY DISTRICT

926 West Baxter Drive (10600 South)  
South Jordan, Utah 84095-8687  
(801) 446-2560/1-800-625-7519 Voice/TTY

#### HEBER OFFICE

175 North Main Street, Suite B3  
Heber City, Utah 84032-1606  
(435) 657-0629/1-800-337-2142 Voice/TTY

#### SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING— VR PROGRAM

5709 South 1500 West  
Salt Lake City, Utah 84123-5217  
(801) 263-4884/ 1-800-860-4860 VP/TTY  
(801) 263-4893/1-877-860-4861 Voice

#### PROVO DISTRICT

150 East Center, Suite 3300  
Provo, Utah 84606-3157  
(801) 374-7724/1-800-662-6539 Voice/TTY

#### AMERICAN FORK OFFICE

64 South 360 East  
American Fork, Utah 84003-2590  
(801) 772-0793 Voice/TTY

#### PAYSON OFFICE

910 East 100 North, #215  
Payson, Utah 84651-1606  
(801) 465-8384 Voice/TTY

#### EASTERN UTAH DISTRICT

662 West Price River Drive  
Price, Utah 84501-2839  
(435) 636-2820/1-800-491-7734 Voice/TTY

**VERNAL OFFICE**

1680 West Hwy. 40, Suite 106  
 Vernal, Utah 84078-4135  
 (435) 636-2820/1-800-419-7734 Voice/TTY

**ROOSEVELT OFFICE**

1100 East Lagoon  
 Roosevelt, Utah 84066-3099  
 (435) 722-3573 Voice/TTY

**BLANDING OFFICE**

522 North 100 East  
 Blanding, Utah 84511-2707  
 (435) 678-2511/1-800-531-9912 Voice/TTY

**MOAB OFFICE**

125 West 200 South  
 Moab, Utah 84532  
 (435) 259-4635 Voice/TTY

**| SOUTHERN UTAH DISTRICT**

925 South Main  
 Cedar City, Utah 84720-3726  
 (435) 586-9995/1-800-281-9945 Voice/TTY

**DELTA OFFICE**

520 East Topaz Blvd., #109  
 Delta, Utah 84624-4106  
 (435) 864-2509/1-800-531-9914 Voice/TTY

**RICHFIELD OFFICE**

1158 South Highway 118  
 Richfield, Utah 84701-3116  
 (435) 896-1470/1-800-953-6479 Voice/TTY

**ST. GEORGE OFFICE**

1067 East Tabernacle, #10  
 St. George, Utah 84770-3163  
 (435) 673-5091/1-800-281-5091 Voice/TTY

**MANTI OFFICE**

55 South Main, #2  
 Manti, Utah 84642-1332  
 (435) 835-0750/1-800-531-9913 Voice/TTY

**| VOCATIONAL EVALUATION SERVICES**

1595 West 500 South  
 Salt Lake City, Utah 84104-5238  
 (801) 887-9515 Voice/TTY/(801) 887-9503

**OGDEN VOCATIONAL EVALUATION SERVICES**

950-24th Street, Suite 200  
 Ogden, Utah 84401-2606  
 (801) 395-7080/1-800-560-4672 Voice/TTY

**PROVO VOCATIONAL EVALUATION SERVICES**

150 East Center, Suite 3300  
 Provo, Utah 84606-3157  
 (801) 374-7724/1-800-662-6539 Voice/TTY

**| UTAH CENTER FOR ASSISTIVE TECHNOLOGY**

1595 West 500 South  
 Salt Lake City, Utah 84104-5238  
 (801) 887-9500  
 1-888-866-5550 Voice/TTY

**| COMPUTER CENTER FOR CITIZENS WITH DISABILITIES**

1595 West 500 South  
 Salt Lake City, Utah 84104-5238  
 (801) 887-9380/(801) 887-9539 Voice/TTY

**| INDEPENDENT LIVING REHABILITATION PROGRAM**

250 East 500 South/P.O. Box 144200  
 Salt Lake City, Utah 84114-4200  
 (801) 538-7661/1-800-473-7530 Voice/TTY

**| EMPLOYMENT RESOURCE CENTER**

1595 West 500 South  
 Salt Lake City, Utah 84104-5238  
 (801) 887-9530 Voice/TTY

**| BENEFITS PLANNING, ASSISTANCE, AND OUTREACH PROGRAM**

1595 West 500 South  
 Salt Lake City, Utah 84104-5238  
 (801) 887-9394 or (801) 887-9391  
 (801) 887-9500 TTY

**| DIVISION OF DISABILITY DETERMINATION SERVICES**

P.O. Box 144032  
 Salt Lake City, Utah 84114-4032  
 (801) 321-6500 Voice/TTY/1-800-453-0654

**DIVISION OF SERVICES  
 TO THE DEAF AND  
 HARD OF HEARING**

**| ADMINISTRATION OFFICE**

5709 South 1500 West  
 Taylorsville, Utah 84123-5127  
 (801) 263-4861 1-800-860-4860 Voice  
 (801) 263-4860 1-877-860-4861 VP/TTY

**ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING**

5709 South 1500 West  
 Taylorsville, Utah 84123-5217  
 (801) 263-4861 1-800-860-4860 Voice  
 (801) 263-4860 1-877-860-4861 VP/TTY

**INDIVIDUALIZED SERVICE PROGRAM**

5709 South 1500 West  
 Taylorsville, Utah 84123-5217  
 (801) 263-4861 Voice/(801) 263-4860VP/TTY

**UTAH INTERPRETER PROGRAM**

5709 South 1500 West  
 Taylorsville, Utah 84123-5217  
 (801) 263-4870 Voice/VP/TTY

**OUTREACH AND TECHNOLOGY PROGRAM**

5709 South 1500 West  
Taylorsville, Utah 84123-5217  
(801) 263-4861 Voice/(801) 263-4860 VP/TTY

**SOUTHERN UTAH SERVICES TO THE DEAF  
AND HARD OF HEARING**

1067 East Tabernacle, #9  
St. George, Utah 84770-3163  
(435) 673-8974 Voice/VP/TTY or  
(435) 673-8983 VP/TTY

**DIVISION OF SERVICES  
FOR THE BLIND AND  
VISUALLY IMPAIRED**

**ADMINISTRATION OFFICE**

250 North 1950 West, Suite B  
Salt Lake City, Utah 84116-7902  
(801) 323-4343/1-800-284-1823  
(801) 323-4395 TTY

**TRAINING AND ADJUSTMENT SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, Utah 84116-7902  
(801) 323-4348

**LOW VISION AND OUTREACH SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, Utah 84116-7902  
(801) 323-4373

**VOCATIONAL REHABILITATION SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, Utah 84116-7902  
(801) 323-4374

**BUSINESS ENTERPRISE PROGRAM**

250 North 1950 West, Suite B  
Salt Lake City, Utah 84116-7902  
(801) 323-4386

**PROVO VOCATIONAL REHABILITATION  
SERVICES**

150 East Center, # 3300  
Provo, Utah 84606-3157  
(801) 374-7705/1-800-662-6539

**OGDEN VOCATIONAL REHABILITATION  
SERVICES**

950-24th Street, Suite 200  
Ogden, Utah 84401-2606  
(801) 395-7060/1-800-950-8824

**ST. GEORGE VOCATIONAL REHABILITATION  
SERVICES**

515 West 300 North, Suite B  
St. George, Utah 84770-4578  
(435) 986-0055

**UTAH STATE OFFICE  
OF REHABILITATION**

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT  
84114-4200

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