

DEFINITION

Missouri Vocational Rehabilitation (VR) helps eligible people with disabilities obtain and maintain employment. The VR program is part of the Department of Elementary and Secondary Education.

ELIGIBILITY

- Do you have a physical or mental impairment?
- Does your impairment make it difficult for you to be employed?
- Can VR services assist you in returning to employment?

If the answer to each of these questions is "yes," you could be eligible for VR services. The person who will work directly with you is a qualified rehabilitation counselor or a counselor supervised by a qualified rehabilitation professional. Your counselor might not be able to tell right away if you are eligible for services; in that case, additional tests or evaluations may be necessary to determine your eligibility.

Your counselor will determine if you are eligible for services within a reasonable period of time. This will usually be done within 60 days after you have applied for services unless exceptional and unforeseen circumstances occur. Your cooperation is necessary to assist in obtaining records and to keep all appointments scheduled by your counselor.

If you are eligible, you and your counselor will work toward an employment outcome. You might be sent to a rehabilitation facility where experts will conduct further studies to help determine the best type of employment for you.

**Your VR counselor
will work with you
throughout the process.**

Due to restricted funding, Missouri Vocational Rehabilitation is unable to provide services to all individuals with disabilities at this time. A statewide Order of Selection has been implemented, and individuals will be served on the basis of the severity of their disability.

A PLAN FOR YOU

If you are eligible for rehabilitation services, you and your counselor will develop a vocational goal that will assist you in reaching an employment outcome. This is known as your Individualized Plan for Employment (IPE). At all stages throughout your VR program, you will be provided vocational information and guidance allowing you to make informed choices regarding your employment. At least every 12 months, your plan will be reviewed with you to see if it is still the best plan for you. It is your responsibility to put forth your best effort to reach your employment outcome. Your plan will list many of your responsibilities, and these will vary depending upon the type of service.

SERVICES TO HELP YOU BECOME EMPLOYED

VR provides a wide range of services. You and your counselor will determine which services are required to help you become employed.

Types of services that could be provided include:

- vocational exploration to determine what services are required for you to become employed.
- guidance in choosing suitable employment.
- individual counseling during the rehabilitation process.
- time-limited physical or mental restoration services that can assist you in obtaining employment.
- assistive devices (such as artificial limbs, wheelchairs or hearing aids) that increase your ability to work.

- vocational training to prepare you for employment. This could include tuition/fees as well as books/supplies for education in a college, university, trade school, community rehabilitation program or on-the-job training program.
- transportation costs necessary for you to participate in a training program.
- job-related tools and licenses for you when you are ready to go to work.
- help in developing job-seeking skills.
- assistance in finding you a job.

WHO PAYS FOR VR SERVICES?

Depending upon your income and resources, some of the services may be at no cost, partial cost or all cost to you. No services will be paid by VR unless officially authorized before they are provided. Your counselor will assist you with any questions concerning authorizations or the billing process. You are encouraged to participate in the cost of services.

PUTTING PEOPLE FIRST

Putting People First means ensuring that VR provides the highest quality of employment-oriented services to Missourians with disabilities. All of our policies, procedures and practices will reflect our commitment to providing consumers with the highest quality of services available. This commitment will always reflect and support VR's mission.

We will:

- treat you with courtesy and respect.
- respond to you in a timely and professional manner.
- ensure informed choice and encourage your involvement in the rehabilitation process.

- make information and services easily accessible.
- ensure you are assisted by staff who are caring and competent.
- welcome your suggestions and comments and promptly respond to your concerns.
- serve as an advocate for you.
- inform you of your rights as a consumer.

CLIENT ASSISTANCE PROGRAM

Missouri Protection and Advocacy Services operates a Client Assistance Program (CAP) that might be of interest and help to you. CAP provides several services including assistance with advocacy or other measures to protect your rights under the Rehabilitation Act of 1973. CAP can also provide information about other agencies and programs in Missouri that offer rehabilitation services to people with disabilities.

Contact CAP by writing or calling:

Missouri Protection and Advocacy Services
925 S. Country Club Drive
Jefferson City, MO 65109-0352
Phone: 800-392-8667

PEOPLE WHO ARE DEAF/HARD OF HEARING

Counselors trained in manual communication are located in VR offices in Farmington, Jefferson City, Kansas City, Springfield and St. Louis. VR district offices may be contacted through Relay Missouri at 800-735-2966 (TTY), 866-735-2460 (VOICE) or by dialing 711.

Missouri
TVR

YOUR RIGHT TO APPEAL

You have the right to appeal any time you do not agree with a decision about your rehabilitation services made by your counselor or by anyone else with VR.

For example, if you are told you are not eligible for VR services, you may appeal that decision. If you do not agree with the plan your counselor develops with you, you may appeal that decision. Also, if your counselor wants to change your plan and you do not agree with the change, you may appeal that decision.

First, tell your counselor you would like to appeal. If the counselor explains the reason for the decision and you still do not agree, you may request to speak with the supervisor of the VR district office that is handling your case. You may, however, request a formal review at any time.

Formal reviews will be held within 60 days of the request. Requests should be made by contacting the coordinator of development and consumer affairs at info@vr.dese.mo.gov.

You also have a right to request mediation on the issue or to contact the Client Assistance Program (CAP) to assist you. If you wish to pursue mediation, contact the coordinator of development and consumer affairs at info@vr.dese.mo.gov.

CONFIDENTIAL INFORMATION

VR operates under the authority and regulations of the Rehabilitation Act of 1973, as amended.

It is necessary for VR to gather personal information about you that could include your medical and psychological records and work history to determine your eligibility for the program. It is important to have your cooperation during this process so that a determination can be made about your eligibility for services. Lack of cooperation on your part could result in services being denied.

VR works closely with various agencies such as the Departments of Higher Education, Mental Health

COMPLIANCE WITH THE CIVIL RIGHTS ACT

VR complies with Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; and the Americans with Disabilities Act of 1990, as amended. Services are provided without regard to race, color, religion, gender, national origin, age or disability.

Any individual may file a written complaint with VR or with the Rehabilitation Services Administration of the U.S. Department of Education, or both, if he or she believes that discrimination is being practiced.

Contact:

Coordinator of Development
and Consumer Affairs
Missouri Vocational Rehabilitation
3024 Dupont Circle
Jefferson City, MO 65109-6188

Phone: 573-751-3251

Toll-free: 877-222-8963

Fax: 573-751-1441

Email: info@vr.dese.mo.gov

Website: vr.dese.mo.gov



Office of Adult Learning and
Rehabilitation Services

The Department of Elementary and Secondary Education does not discriminate on the basis of race, color, religion, gender, national origin, age, or disability in its programs and activities. Inquiries related to Department programs and to the location of services, activities, and facilities that are accessible by persons with disabilities may be directed to the Jefferson State Office Building, Office of the General Counsel, Coordinator - Civil Rights Compliance (Title VII/Title IX/504/ADA/ Age Act), 6th Floor, 205 Jefferson Street, P.O. Box 480, Jefferson City, MO 65102-0480; telephone number 573-526-4757 or TTY 800-735-2966; fax number 573-522-4883; email civilrights@dese.mo.gov.

This brochure explains the processes of Missouri Vocational Rehabilitation and your appeal rights and responsibilities. If you do not understand the information in this brochure, call the Coordinator of Development and Consumer Affairs at 573-751-3251 or toll-free at 877-222-8963.

Department of Elementary
and Secondary Education