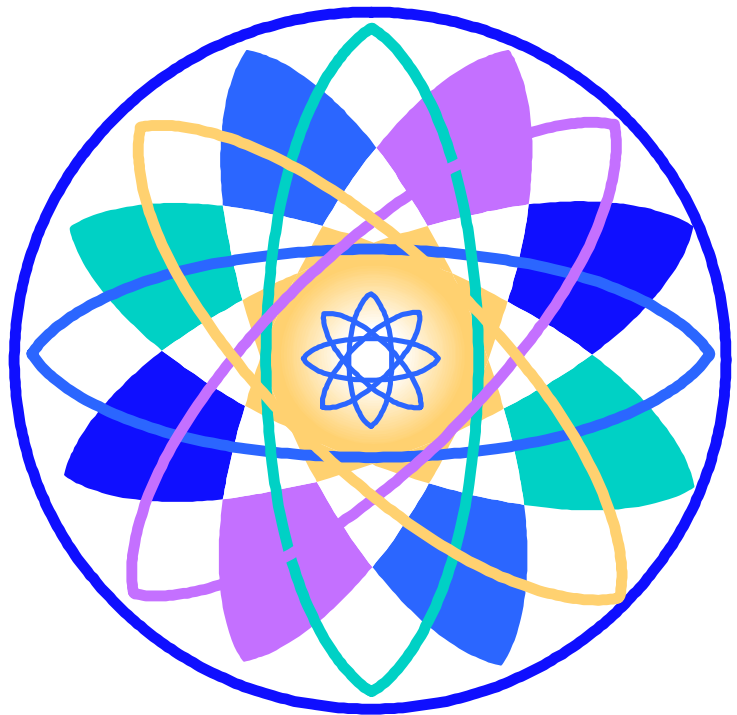


**KENTUCKY
DEPARTMENT OF
VOCATIONAL
REHABILITATION**

<http://kydvr.state.ky.us>

**CONSUMER
GUIDE**



HELLO

This consumer guide provides information on the Department of Vocational Rehabilitation. Your vocational rehabilitation program will be based on your individual needs. If you have questions, the answers may be in this book. If you do not find answers in this guide, please ask your rehabilitation counselor.

Counselor's Name:

Phone Number:

Office Address:

E-mail:

APPOINTMENTS

Date	Time	Person	Address	Phone No.	Reason for Appointment

Revised 02/20/01

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1. PURPOSE

What is the purpose of the Department of Vocational Rehabilitation?

The Department provides vocational rehabilitation services to eligible individuals with disabilities to assist entry into employment and productivity in the workplace and community.

2. ROLE OF THE COUNSELOR

What is the role of my rehabilitation counselor?

The counselor's role is to provide information, resources, counseling and guidance, and choices related to your strengths, resources, priorities, concerns, capacities and abilities so that you can prepare for and enter a job. You will work closely with a professional rehabilitation counselor who has specialized training and experience. You and your counselor will jointly develop your Individualized Plan for Employment that will lead to a rewarding career.

3. ASSESSMENT

What information is needed to determine my eligibility and the services I will need?

Whenever it is possible, your counselor will rely on existing information about your disability to determine eligibility. Often educational assessments, social security evaluations, and other records you provide will supply enough information. Your input on employment related need is vital to this process. Sometimes additional information may be necessary to determine eligibility or to explore what services you need to become employed. In these cases, other appropriate medical, vocational, technical, and educational assessments will be arranged and provided at no cost to you. As much as possible, you may choose the person or “vendor” who will do the assessment.

4. ELIGIBILITY

How will my eligibility for services be determined?

- ◆ You must have a physical or mental impairment.
- ◆ Your impairment must result in a substantial impediment to employment.
- ◆ If you meet the two criteria above, you will be determined eligible unless there is clear and convincing evidence that you cannot benefit from or do not require vocational rehabilitation services.
- ◆ If you receive Social Security disability benefits, you are considered to be an individual with a significant disability and are presumed to be eligible for services.

An eligibility decision will be made within 60 days unless you and the counselor agree to a delay for a specific time period.

5. ORDER OF SELECTION

What is an Order of Selection and what impact will it have on my services?

If the Department does not have enough money to serve everyone who is eligible, we must first serve individuals with the “most significant” disabilities. Secondly, we must serve eligible individuals with significant disabilities. If enough money remains after serving to individuals with the most significant and significant disabilities, we may be able to serve consumers who have non-significant disabilities.

If you have a less significant disability and fall within a category we cannot currently serve, you may request to have your case placed on a waiting list. If it does not appear likely you could receive services soon, your case file may be closed, if you agree. Should funds become available you will be contacted to assess your interest in services. Even if services are not available to serve you, the Department will provide information about and referrals to other agencies that may assist you in meeting your employment needs.

6. INDIVIDUALIZED PLAN FOR EMPLOYMENT

What is an
Individualized
Plan for
Employment?

After your counselor has determined that you are eligible, he or she will talk with you about your job interests and the best way to reach your employment goal.

During this planning phase, you have the option of developing and writing all or part of your IPE with the assistance of your counselor; by yourself or with the assistance of your representative; or, you may request that your counselor write the IPE for you.

Regardless of the option you choose, the IPE must be mutually agreed upon and signed by you and your counselor. The IPE must be on Department approved forms. Technical assistance is available through the Client Assistance Program.

7. VOCATIONAL REHABILITATION SERVICES

What kinds of services may the Department of Vocational Rehabilitation provide?

The Department may provide vocational rehabilitation services needed to reach your vocational goal and enter employment. Some examples are as follows:

- ◆ Assessment for determining eligibility and vocational rehabilitation needs
- ◆ Counseling and guidance
- ◆ Physical and mental restoration services
- ◆ Vocational and other training services
- ◆ Supported employment
- ◆ Transportation and other services necessary to participate fully in your rehabilitation program
- ◆ Personal assistance services
- ◆ Interpreter and notetaking services
- ◆ Telecommunications, sensory, and other technological aids and devices
- ◆ Rehabilitation technology*
- ◆ Job placement and job retention services
- ◆ Employment follow-up and post-employment services

You will be asked to participate in choosing service providers. However, in order to adequately serve eligible individuals and to maintain quality services, the Department operates under guidelines that govern the scope, nature and costs of services.

*You can learn more by requesting a "Consumer Guide to Rehabilitation Technology Services" from your counselor.

8. YOUR OBLIGATION TO PAY FOR SERVICES

Will I have to pay for any services?

Many services are provided regardless of your financial situation. You and your counselor will discuss the income and resources of your household. In some cases, you may be asked to participate in the cost of your program.

9. PURCHASE OF SERVICES

How are services purchased?

All services purchased for you must be approved in advance by your counselor and a written payment authorization sent to each service provider. The Department has established fees and rates of payment for services. In most cases, a service provider will accept these fees as total payment. If it is necessary for you to pay for part of a service, you and your counselor will decide on your portion prior to your obtaining the service.

10. OBLIGATION TO USE SERVICES AND BENEFITS FROM OTHER AGENCIES

If I am eligible for similar services or benefits from other agencies, do I have to use them?

Federal law requires that you use any other benefits for which you are eligible to cover the cost of some services. These benefits may include training grants, Medicare, Medicaid, Workers' Compensation, and insurance. If you refuse to apply for and use other benefits for which you are eligible, the Department cannot pay for the planned service.

11. YOUR RESPONSIBILITIES

What are my responsibilities?

In order to be successful, you must actively participate in the development of your work plan and achievement of your employment goal. Throughout the process, you will need to work closely with your counselor in choosing an employment goal, types of services, service providers, and seeking employment opportunities. You can aid in your vocational rehabilitation by keeping scheduled appointments, staying in touch with your counselor, and working hard toward achieving your employment goal.

12. YOUR APPEAL RIGHTS

What if I am
dissatisfied and
want to
complain?

We have found that almost all dissatisfaction can be resolved on an informal basis. If you have a complaint, we encourage you to first contact your counselor and/or your counselor's supervisor. In addition, mediation may be requested at any stage of the rehabilitation process. The Department offers mediation services through an impartial party to resolve disputes between consumers and staff. You may also request a hearing.

If you are dissatisfied with the provision or denial of services and you wish to pursue the appeals process, contact:

Sherri Rice
Director of Program Services
209 St. Clair St.
Frankfort, KY 40601
1-800-372-7172 (V/TTY)
SherriG.Rice@mail.state.ky.us

13. HELP WITH YOUR APPEAL

What is the
Client
Assistance
Program?

The Governor of the Commonwealth of Kentucky has established the Client Assistance Program (CAP) with the purpose of assisting you in your relationship with the Department of Vocational Rehabilitation. CAP can help you to understand services available from the Department, advise you on other benefits available from State and Federal agencies, help you to pursue appropriate remedies to ensure the protection of your rights, and help to resolve any dissatisfaction that you may have with the Department regarding the provision or denial of services. To contact CAP, call, write or e-mail:

Client Assistance Program
Workforce Development Cabinet
209 St. Clair, 5th Floor
Frankfort, KY 40601
TOLL FREE PHONE: 1-800-633-
6283(TTY)
Gerry.Gordon-
Brown@mail.state.ky.us

14. CONFIDENTIALITY OF INFORMATION

Will personal information about me in possession of the Department of Vocational Rehabilitation be held confidential?

Yes. The Department cannot release personal information about you unless:

- it is necessary to carry out your vocational rehabilitation program, or
- we have your written consent, or
- it is required by law, or
- it is necessary to protect your safety or the safety of others.

Personal information may also be shared with the Social Security Administration without your written consent.

15. YOUR RIGHTS TO CASE RECORD

May I obtain personal information about me in possession of the Department of Vocational Rehabilitation?

Yes. You will need to request in writing the specific information in your case record you want. If the information was provided to us by another agency or if it is sensitive information provided to us by a physician or psychologist, we will tell you about the information and refer you to the source for release to you.

16. CASE CLOSURE

When may my case with vocational rehabilitation be closed?

Your case may be closed for the following reasons:

- ◆ You have completed services planned in your Individualized Plan for Employment and have successfully maintained employment.
- ◆ You are no longer interested.
- ◆ It has been determined you can no longer benefit from services in terms of employment.
- ◆ We are unable to contact you.

17. POST-EMPLOYMENT SERVICES

May I receive any services after I have achieved a successful employment outcome and my case has been closed?

Even though you have achieved and maintained your employment goal, you may be eligible for post-employment services if necessary for you to retain, regain, or advance in employment. These services must be short term and must relate to your original vocational rehabilitation program.

18. RE-APPLYING FOR SERVICES

May I re-apply
for services after
my case has been
closed?

Yes. Your eligibility will,
however, have to be determined
at the time you re-apply.

19. RESIDENTIAL TRAINING AND MEDICAL SERVICES

Does the Department of Vocational Rehabilitation have a residential facility that provides services to individuals with significant disabilities?

Yes. The Department of Vocational Rehabilitation operates a comprehensive residential facility located at Thelma, Kentucky. The Carl D. Perkins Comprehensive Rehabilitation Center helps individuals with disabilities obtain employment and improve independent living functioning through education, medical, technology, and related programs.

The following vocational and support services are available: vocational assessment, work adjustment, and vocational training; comprehensive medical rehabilitation services; psychological services; recreational activities; social services; brain injury services; rehabilitation counseling; speech and language communication services; and medical and student dormitories.

To obtain admission
information contact your
local vocational rehabilitation
counselor or call:

Carl D. Perkins Comprehensive
Rehabilitation Center
(606) 789-1440 (V/TTY) or
1-800-443-2187.

E-mail:

BonnieK.Duncan@mail.state.ky.us

20. VOTER REGISTRATION

What is the
National Voter
Registration
Act?

The National Voter Registration Act is a law that makes it easier for individuals to register to vote. You will be asked by your counselor if you are registered to vote. If not, your counselor will explain to you how the registration process works and, upon request, will assist you in completing forms.

21. VOCATIONAL REHABILITATION ON THE INTERNET

Is there
information about
the Department
of Vocational
Rehabilitation on
the Internet?

The Department maintains a Web page which contains a variety of information including this Consumer Guide.

The Web page also contains links to other pertinent web pages where you can find information about job openings, assistive technology, other state vocational rehabilitation programs, among other things. The Internet address for the Web page is:

<http://kydvr.state.ky.us>

22. FOR MORE INFORMATION

What if I still have questions about the Department of Vocational Rehabilitation?

You may contact your counselor. If one has not been assigned to you, contact an office close to you or call toll-free 1-800-372-7172 (V/TTY). The Department general delivery e-mail address is:

wfd.vocrehab@mail.state.ky.us

VOCATIONAL REHABILITATION OFFICES
All Offices V/TTY

CENTRAL OFFICE

209 St. Clair Street, Frankfort, KY 40601
1-800-372-7172
1-888-420-9874 TTY

Ashland 606-928-2238

5850 US 60, Summit Plaza,
Suite E, 41102

Bowling Green 270-746-7489

1440 Campbell Lane, 800-443-6055
Suite 600 800-246-6193 TTY
Merrick Place, East, 42104

Campbellsville 270-789-2359

190 West First Street, 888-640-6932
Executive Plaza, Suite 104,
42718

Corbin 606-528-7030

214 South Main Street, 800-267-9297 TTY
P.O. Box 1506, 40702

Covington 859-292-6513

636 Madison Avenue, 800-250-5693 TTY
Suite 504, 41011

Danville 859-239-7885
3988 S. Danville Bypass, 800-795-8481
Suite 103, 40422 888-325-2538 TTY

Elizabethtown 270-766-5121
409 North Miles Street,
42701

Florence 859-371-9450
One-Stop Career Alliance 859-371-0803 TTY
Of Northern Kentucky
8020 Veterans Memorial Drive
Suite 100, 41042

Frankfort 502-564-7629
229 West Main Street 888-640-0134
Suite 302, 40601

Glasgow 270-651-5147
106 Park Avenue,
42141

Harlan 606-573-3890
110 Professional Lane
Suite 203,
US Highway 421 South
40831

Hazard 606-435-6013
233 Birch Street,
Suite 7, 441701

Henderson 270-830-5386
2660 South Green Street,
42420

Hopkinsville 270-889-6524
Hammond Plaza
Bldg. 109, Suite 2,
Ft. Campbell Blvd., 42240

Lexington 859-246-2121
3080 Harrodsburg Road, 800-456-7493
40503 888-990-9094 TTY

Lexington 859-246-2185
1033 Industry Road, 888-211-7276
40505 888-990-9098 TTY

Lexington 859-246-2540
627 West Fourth Street, 877-675-0195
40508 859-246-2546 TTY

Louisville 502-595-4173
410 West Chestnut Street 800-456-3334
Suite 100, 40202 888-325-4180 TTY

Louisville 502-254-3195
200 Juneau Drive,
Suite 2, 40223

Louisville 502-449-1456
3934 Dixie Highway,
Suite 230, 40216

Madisonville 270-824-7549
1071 Thornberry Drive, 42431 888-640-2713

Morehead 606-783-1527
200-32 South # 4, 866-744-5632-TTY
40351

Murray 270-762-3371
Murray State University, 877-873-4833 TTY
207 Special Education Bldg., 42071 877-6786734

Owensboro 270-687-7308
121 East Second Street, 888-640-2811
Suite 7, 42303 800-241-5821 TTY

Paducah 270-575-7304
2929 Lone Oak Road,
42003

Paintsville 606-789-6224
Main Street,
P.O. Box 880, 41240

Pikeville 606-433-7618
150 Trivette Drive,
Uniplex Bldg., Suite 302,
41501

Prestonsburg 606-886-9461
207 West Court Street,
41653

Richmond 859-623-8682
595 South 800-516-9587
Keeneland Dr., 40476

Somerset

650 North Main Street,
Suite 230, 42501

606-677-4116

888-640-7173

West Liberty

P.O. Box 84,
563 B Main Street,
41472

606-743-7978

800-440-2530

Carl D. Perkins Comprehensive Rehabilitation Center
5659 Main Street, Thelma, KY 41260
606-789-1440 800-443-2187
877-600-6111 TTY

The Department of Vocational Rehabilitation does not discriminate on the basis of race, color, national origin, sex disability, age, religion or marital status in employment, or provision of services and provides, upon request, reasonable accommodation including auxiliary aids and services necessary to afford individuals with disabilities an equal opportunity to participate in all program activities.

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