

THINK POSSIBILITIES



Wisconsin Department of Workforce Development
Division of Vocational Rehabilitation
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800-442-3477

dwd.wisconsin.gov/dvr

The Wisconsin Department of Workforce Development is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. To request this information in an alternate format or translated into another language, please call:

800-442-3477



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TOP 10 THINGS YOU SHOULD KNOW ABOUT DVR

1

DVR is here to help you find, keep, or advance in a job.

2

You are eligible for DVR services if you have a disability that makes it hard for you to find, keep, or advance in a job and you need DVR services to overcome disability limitations. After you apply, DVR has 60 days to decide if you are eligible.

3

Information about your DVR case is protected by confidentiality rules. Your counselor will explain those to you.

4

When DVR cannot serve everyone who applies, we use a waiting list called Order of Selection. If you are put on the DVR waiting list, DVR will contact you to begin services.

5

You will work with your counselor to choose an appropriate job goal and the services necessary to reach your goal. DVR will give you the help you need to make informed choices about your services. You and your DVR counselor will agree on an Individualized Plan for Employment.

6

There is no charge to you for most DVR services. You may be required to share the cost of some services, but your counselor will talk to you about any costs before services start.

7

You can contact the Client Assistance Program (CAP) at 800-362-1290 for help if you disagree with a decision that DVR makes. CAP can help explain the DVR process, including why and how decisions are made, and may help you resolve problems. CAP can also explain your appeals options, including your right to request mediation, an informal review, or an impartial hearing.

8

Contact DVR at least once a month – more often if anything changes with your case.

9

Your Individualized Plan for Employment is written to help you reach your goal. Between your meetings with DVR staff, doing the things listed in this employment plan will be your responsibility.

10

Your DVR case will be closed once you have received the necessary services to reach your goal and you have successfully maintained the employment outlined in your job goal. Your counselor will discuss this with you before your case is closed. You can reapply for DVR if something changes in your life and you need DVR employment services again.

WILL YOU WORK HARD TO REACH YOUR JOB GOAL?

If you will, then DVR is for you.

You change your future. DVR is here to help and guide you, but there will be things you will do for yourself.

YOUR RESPONSIBILITIES

Employment

Work is your reason for applying to the DVR program. Tell DVR if you get a job.

Commitment

Follow through on the responsibilities listed in your Individualized Plan for Employment.

Appointments

Keeping appointments is important. Contact DVR if you cannot keep an appointment.

Information

Give DVR accurate information about yourself. Contact DVR at least once a month – more often if needed.

YOUR RIGHTS

Confidentiality

Information about your DVR case is protected by confidentiality rules. Your counselor will explain those to you.

Individualized Plan for Employment

You and your DVR counselor will agree on an employment plan and will help you make informed decisions about your job goals and DVR services.

Cost

DVR services are usually provided at no cost to you.

Appeals

If you disagree with a decision DVR makes, you can talk to your counselor, a supervisor, or a director, or contact the Client Assistance Program at:

800-362-1290 (Voice/TTY)