



Iowa  
Vocational  
Rehabilitation  
Services

*Finding solutions. Generating success.*

# IOWA VOCATIONAL REHABILITATION SERVICES

JOB CANDIDATE INFORMATIONAL HANDBOOK

*Finding Solutions. Generating Success.*

*Revised 2020*

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# Welcome

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Welcome to Iowa Vocational Rehabilitation Services (IVRS). You have been provided this handbook because you have expressed an interest in applying for services. This handbook contains important information on policies and procedures to help you understand the process. Please retain this handbook throughout your work with IVRS, so that you can reference it throughout the vocational rehabilitation (VR) process.

## **Mission**

The mission of Iowa Vocational Rehabilitation Services (IVRS) is to provide expert, individualized services to Iowans with disabilities to achieve their independence through successful employment and economic support.

## **Vision**

To make a positive difference for every person, one person at a time.

## **Guiding Principles**

- We are responsive to the unique needs and goals identified by individuals with disabilities.
- We demonstrate teamwork and cooperation among staff, customers and partners.
- We operate with trust and integrity.
- We demonstrate compassion and respect for all people.
- We value continued improvement and learning.
- We openly communicate with clarity and consideration.
- We are results driven.

# Who Should Apply?

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- Do you have a physical, mental, or learning condition that results in barriers to employment?
- Do you want to work?
- Do you believe that vocational rehabilitation services, such as job placement, training or other job preparation services would help you obtain, retain, or advance in a job?
- Are you willing to make changes in your life that will improve your chances of getting or keeping a job?

# How to Apply?

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## How to request services from your local IVRS office:

If, you are a **student in High School** (or **Parent/Guardian of a student** in high school you wish to refer.)

- Reach out to the office closest to your school and request that a staff member touch base with you regarding possible services available. A staff member will be able to meet with you to discuss Pre-Employment Transition Services. No application will be needed for you at this time.

If, you are **not a student in High School** (or are referring **an individual who is not currently a student in High School**) you will want to follow the following steps.

- Contact the IVRS office closest to your home and request an application and/or an appointment with an IVRS staff person. You can also access the application online at: <https://www.powerdms.com/public/IVRS/documents/1221476>
- Complete an application that is either mailed to you or given to you at an appointment and submit it to the local IVRS office as soon as possible. If you utilized the application online you can email that to your local office or mail it into the local addresses found here: <https://ivrs.iowa.gov/location-list>
- Ask any questions you have regarding IVRS, your disability, and how to find/keep a job with an IVRS staff person.
- Review the Orientation PowerPoint located on the IVRS website found at the following website: <https://ivrs.iowa.gov/about-ivrs/informational-videos>.
- If you bring the following items, the IVRS staff may be able to determine eligibility faster. ***Any supporting documentation of your disability;***
  - **Medical Records**
  - **Individualized Education Plan (IEP) or 504 plan**
  - **Verification of Social Security Disability Benefits (SSDI or SSI)**
  - **If you have your Passport or two forms of identification including state issued ID and a second form of identification (i.e. Social Security card, Birth Certificate, etc.) you are also encouraged to bring those with you;**
  - **Bring a list of names, addresses, and telephone numbers of doctors, professionals, and organizations you have consulted regarding your disability.**
  - **Voice your opinion – this is your life and IVRS would like to know and understand what you think about your disability, what you have learned, and what you still need to learn about yourself, the business community, and job demands.**

After you apply for services and provide basic information to IVRS, you will schedule an appointment to talk about your barriers to employment. This will begin the assessment process during which IVRS staff will not only learn about your disability but also learn you perceive your disability and employment needs.

# Eligibility

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Eligibility is one part of the assessment process that begins during the intake interview. Once all the information about your disability is received by IVRS, your counselor will notify you of your eligibility decision within 60 days of receiving your completed application.\*Remember, both you and the IVRS Representative will sign the Rights and Responsibilities sheet to indicate that you do wish to move ahead with your application for services. If information about your disability is delayed, you and your counselor will discuss and agree on a specific extension date to determine your eligibility. If you do not agree to an extension, then the counselor must make a determination of eligibility with the information that has been obtained and that may result in being ineligible for services.

**Eligibility for services through IVRS is based on the following factors:**

- **You have a physical or mental impairment;**
- **Your impairment constitutes or results in a significant impediment to employment for you; and**
- **You require vocational rehabilitation services to prepare you to obtain, retain, regain, or advance in employment.**

# Waiting List

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Placement on the waiting list for services is dependent upon how significantly your disability affects you and your ability to be employed. The waiting list is necessary when IVRS does not have enough money or capacity to serve all applicants who are found to be eligible for IVRS. Your placement on the waiting list is determined by the Level of Significance and your application date.

**There are three levels of waiting list:**

- **MSD – Most Significantly Disabled** – those individuals that have serious limitations in at least three functional areas
- **SD – Significantly Disabled** – those individuals that have a serious limitation in one or two functional areas.
- **OE – Others Eligible** – those individuals that have a functional limitation or only require a single service.

All those with the “**Most Significantly Disabled**” rating category are **served first**. Everyone in the “**Significantly Disabled**” rating category is **served next**, and persons in the “**Others Eligible**” rating category are **served third**. Within each category, IVRS serves job candidates according to the date of their application. Once you are no longer on the waiting list the process for developing your Individualized Plan for Employment (IPE) will begin.

**If, you are an individual who is in a category that is currently on the waiting list and you are at risk of losing your employment, Job Retention services may be an option.** This allows you to receive the services necessary to maintain your job.

# Guide to Developing Your Individualized Plan for Employment (IPE)

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## What is an IPE?

The IPE is the Individualized Plan for Employment that outlines the agreed upon services and funding resources necessary for the job candidate to achieve their employment goal. This is a living document that may be amended throughout the process to meet the changes in the individual's needs and goals.

## Who may help me set up an IPE?

### ***The following provides information on options available:***

An IVRS counselor, a trained professional in vocational rehabilitation, can work with you to develop all or parts of your IPE. With your input the counselor will prepare the IPE for you to sign.

- **You can work on your own with help from**
- **A relative or friend;**
- **The Client Assistance Program (CAP)**
- **An organization or agency that helps people with disabilities: e.g., Center for Independent Living (CIL), Disability Rights Iowa (DRI); Iowa Works; A school teacher or counselor.**
- **You can develop your IPE on your own.**

## How is an IPE developed?

When developing the IPE you should consider what supports or accommodations you will need to be successful in employment, the type of job you are interested in, what training you may need to do this job, and what other steps you may need to take to be successful in reaching your job goal?

The IPE is written on an IVRS form, select or enter the link below to view the IPE.

<https://www.powerdms.com/public/IVRS/documents/1231150>. An IVRS counselor must review and approve the IPE. Under Federal legislation, the IPE must be completed by both the counselor and you within 90 days of release from the waiting list.

## What information needs to be on the IPE?

**Employment goal:** This should be a job that you are interested in doing and that you will be able to do when your plan is completed. It will take into account such things as your abilities, interests and goal for employment. Your IVRS counselor can assist you in exploring career options that are right for you.

**Steps:** Actions needed to reach your employment goal and how long it will take you to complete them.

**Progress:** Outline of how progress towards your employment goal will be evaluated.

**Services:** List of services that you will require to reach your employment goal.

**Provider:** Who will provide the services you need to go to work?

## What kind of services can IVRS provide?

IVRS will provide services that are required for you to reach your employment goal. IVRS' basic services are provided to you at no cost.

### These services include:

- Assessment evaluations that help you determine your work skills and your need for services, such as training, assistive devices, etc.
- Counseling and Guidance to provide you with information about job and other services that will help you go to work.
- Social Security Benefits Counseling.
- Referrals for other services to help you succeed in getting a job.
- Job Placement to help you look for a job, find a job and stay on a job.
- Pre-Employment Transition Services to assist students aged 14-21 in completing school and preparing for employment.
  - Job Exploration Counseling
  - Work Based Learning Experiences
  - Work Readiness Training
  - Counseling on Opportunities
  - Self-Advocacy Skills Training

### Examples of other services that your plan may include are:

- **Education and vocational training** that will help you learn the skills to do a job (examples: College, Trade school, or Nurse's Aide Certification Program)
- **Support services while you are training for your job including:**
  - Transportation to and from training
  - Textbooks, tools and equipment
  - Sign language interpreters and reader services
  - Home, vehicle and work site modifications
  - Attendant services
  - Physical and mental restoration - medical services not covered by other insurance that you may need before you work (example: hearing aids, scooter).
  - Assistance in starting a business such as writing a business plan, buying equipment, stock and supplies.
  - Rehabilitation Technology - technological aids and devices (examples: transfer board, hand controls, and remote control door opener).
- **Job Coach:** someone that will assist you in learning a job after you begin work.
- **Post-employment** to assist you in keeping your job, to get a new job, or to advance in your job.

Some services may or may not be based on your ability to pay. Your IVRS counselor will provide you with this information. If the services are based on your ability to pay, you will need to provide financial information to IVRS. You may be asked to contribute to the cost of services.

### **Can I change my IPE after it is approved?**

Yes, but you must get approval from your IVRS counselor before you make any changes. IVRS will review your request, and let you know if the changes are approved. It is very important that you tell IVRS as soon as possible about any changes that might affect your plan. You and your counselor will review and update your plan at least once a year.

### **What happens if I don't reach my employment goal?**

If you cannot reach your employment goal, an IVRS counselor will work with you to identify the reasons why. A new IPE with a new employment goal may be developed. This will need to be approved by IVRS.

### **What happens if my IPE is not approved?**

If you have a disagreement, discuss your concerns with your counselor and his/her supervisor. This is the fastest and simplest way of resolving any difficulties.

If your IPE is not approved, you have a right to appeal the decision. The letter you get will explain your appeal rights and tell you what you need to request mediation, an Administrative Review or Impartial Hearing.

The Client Assistance Program (CAP) is an independent program that can give you advice, advocacy and/or assistance. You can call CAP at (800) 652-4298.

### **Is there other information that may help me?**

The services on the following page may also help identify where you may need additional assistance or support. It breaks the IPE into things you will need to know or be able to do. As you read each item, simply check "yes" or "no". You may want to share the results of this with your Counselor. If you need help in completing this chart your IVRS counselor can assist you. The chart is an optional tool designed to assist you, but it is not required.

IVRS counselors will know not only about the technical aspects of the IPE, but can provide you with information about training and the world of work. Your counselor can assist you with the IVRS policies that you will need to consider for your IPE. He/she can also give you names of other individuals or organizations that can help you to decide what type of services you will need. The IPE Development Form will help you provide all needed information.

Your Individual Plan for Employment, which you will work closely with your vocational rehabilitation (VR) counselor to finalize, will become your roadmap to successful employment. Your VR counselor will help you discover information about yourself and the world of work which will assist you in making an informed choice about the type of work you wish to pursue. Your plan will outline the specific services that you will need to successfully obtain employment in your chosen field.

Now, what if your circumstances change and you require a different career goal or different services, or if you simply change your mind about the direction your plan needs to go? Your plan can certainly be amended when needed, and the way to accomplish this is to sit down with your VR counselor and work together to agree on and make the needed changes.

**Notes:**

# Vocational Rehabilitation Service Descriptions

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**Assessment:** This will be marked on your IPE if you are unsure of what your career goal should be. Assessments can help you figure out what you're interested in and what career paths would match your interests and skills. Examples: O\*Net Interest Profiler, Skills Inventory, etc.

**Counseling and Guidance:** This will likely be checked on your IPE for the entire life of your IPE. Counseling and guidance is continuously provided to you in the forms of getting assistance figuring out your employment goal, help connecting with jobs, and other things that may come up as you work with VR.

**Physical/Mental Treatment:** This will be checked on your IPE if your counselor expects you to maintain regular treatment and care with your doctor or mental health provider to make sure you are healthy enough to work.

**Self-Employment:** If you decide you would like to start your own business, self-employment will be marked on your IPE. During this time, you will create a business plan with the assistance of your counselor and finish all the steps required to start your own business.

**Junior/Community College Training:** After you discover your employment goal and it is determined by you and your counselor that junior college (DMACC, Indian Hills, etc.) would further your chances of getting that job, this will be checked on your IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor.

**Four-Year Training:** After you discover your employment goal and it is determined by you and your counselor that a four-year college education (Iowa State University, Central College, etc.) would further your chances of getting that job, this will be checked on your IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor.

**Graduate Training:** If it is determined by you and your counselor that graduate training would be essential to obtain, maintain, or advance in your chosen profession, this will be checked on your IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor. Graduate training would include a law school, medical school, a graduate program in a given field, etc.

**Occupational/Vocational Training:** If your employment goal requires a certificate or vocational training (CNA, welding, etc.) this will be marked on your IPE while you complete the training.

**On-the-Job Training:** This will be marked if you get a job but need a little guidance learning the new tasks of the career. On the job training could include having a coach that is with you while you learn how to run certain parts of a computer for your new job or a mentor that had been in the field that can teach you more effective ways of completing a task.

**Apprenticeship Training:** If the employment goal requires apprenticeship training, this will be marked on your IPE. Apprenticeship training could be required in careers such as plumbing, electrical work, and carpentry.

**Remedial/Literacy Training:** This will be marked on your IPE if you and your counselor decide you would benefit from training that can enhance your basic skills or ability to read and write that would be useful in the workplace.

**Job Readiness Training:** This will be marked on your IPE when you and your counselor work on training in appropriate work behaviors, grooming and dress for the workplace, and skills that will increase your productivity, etc. at the jobsite.

**Disability-Related Skills Training:** This will be marked on your IPE if it is decided by you and your counselor that your disability requires additional training or services in the workplace to obtain or maintain employment.

**Miscellaneous Training:** This will be marked if you and your counselor decide the training needed for your chosen career doesn't fit in any other the other training categories. (Example: missionary training)

**Supported Employment:** Supported employment is designed for individuals who need individual and long-term training and support in the workforce. Assessments will be conducted to look at skill level and ability and see where extra supports can be added while at work. Jobs may be customized to fit the job candidate better and assistance at the workplace could be arranged to help with daily tasks at work.

**Rehabilitation Technology:** This will be marked on your IPE if you and your counselor decide that certain technology or devices would help you obtain or maintain employment. Your counselor or someone involved in your case will often go to the worksite to see what accommodations are already in place and what can be added. An example of rehabilitation technology includes a screen reader for a computer.

**Referral:** Referral will be marked on your IPE when your counselor refers you to a federal, state, and/or county program that would be able to help you meet your employment needs that are not available through IVRS.

**Job Seeking Skills:** Once you have selected an employment goal, this will be marked on your IPE to help find your job through resume building, interview skills, job leads, and job shadows.

**Customized Employment/Job Carving:** If your disability requires you to have a customized job made (one that does not fit a traditional job description), your counselor will work with you and a potential employer to “carve” out aspects of a job that you can complete. This may include creating a new job for you or piecing different aspects of jobs together.

**Job Placement:** Job Placement will likely always be marked on your IPE, especially if you are getting closer to ready for employment. This will be marked when your counselor and you will discuss where you would like to work and begin to try job shadows and apply for employment.

**On-the-Job Supports:** This will be marked on your IPE if you need short-term on the job help such as job coaching to obtain or keep your job.

**Transportation:** This includes travel and related expenses that are necessary to enable you to participate in the employment plan and can include expenses for training in the use of public transportation vehicles and systems. These are not paid for the usual travel but rather when it is a necessary part of the rehabilitation plan.

**Maintenance:** This includes monetary support provided to for expenses such as food, shelter and clothing that are in excess of the normal expenses and that are necessitated by your participation in an IPE. This service is not provided simply as a relief from poverty or when you are living in your home or residence, to pay for food, rent, etc. which are the usual and customary living expenses. Examples of maintenance would be providing food and lodging costs to a JC who is traveling out of their domicile area for a job interview.

**Reader:** This includes services that assist to understand written materials.

**Interpreter:** This includes sign language and oral interpreter services as well as tactile interpreting (fingerspelling, etc.) services.

**Personal Attendant:** This includes personal assistance services provided by one or more persons to assist you to perform the daily living activities on or off the job that you would typically perform without assistance if you did not have a disability.

**Benefits Counseling:** If you receive an SSA disability benefit based on your disability either Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) you will receive benefits planning services. This service is available to assist you throughout the rehabilitation process as needed. IVRS staff understands the critical importance of understanding how your work income will affect your SSA disability benefits as you develop your goals and progress towards employment.

**Pre-Employment Transition Services:** Assist students age 14-21 in completing school and preparing for employment.

**Job Exploration Counseling:** Discussion or counseling on job/career options is intended to foster motivation, consideration of opportunities and informed decision-making. Specific to youth, real-world activities ensure that students recognize the relevance of a high school and post-school education to their futures, both in college and/or in the workplace.

**Work Based Learning Experiences:** Uses the workplace or real work to provide students with the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities.

**Work Readiness Training:** Describes a number of commonly expected skills that employers seek from most employees. Work readiness skills are a set of skills and behaviors that are necessary for any job. Work readiness skills are sometimes called soft skills, employability skills, or job readiness skills.

**Counseling on Opportunities:** Providing information for enrollment in comprehensive transition or post- secondary educational programs at institutions of higher education.

**Self-Advocacy Skills Training:** Training to assist an individual to be able to effectively communicate, convey, negotiate or assert his/her own interests and/or desires.

## Employment/Services

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Once you have received the services on your employment plan which help you to prepare for the job goal you have selected, you may be ready to seek employment. Your counselor will then seek to meet regularly with you to assist you with your job search. This assistance may include helping you make connections with your local Workforce Development Center whom we partner with to help you identify job opportunities, learn about job seeking skills such as application and interview skills, how to develop a resume, or to learn about and apply to the companies in the region where you wish to work. Your VR counselor will also work individually with you in providing these services, and can provide personal assistance for you in your job search, and can help you obtain the accommodations and supports you may need.

Once you have accepted a job that you feel meets your needs, IVRS does not just go away. Our staff will continue to check on you for at least 90 days in order to ensure that you are satisfied with your job, and that you have the needed skills and supports to be successful. When you and your VR counselor agree that you will not require further services from IVRS in order to continue in your employment, then you and the counselor will agree on closing your casefile. IVRS staff will ask you for a pay stub or some documentation of your earnings and hours, and you and your counselor will complete a form indicating that you are in agreement with the closure of your file, and the file will then be closed.

Now, what happens if after you and your IVRS counselor has closed your file, you find that you need more help to keep your job, or perhaps to find another one? Again, you are always welcome to contact your local IVRS office, and the staff will be happy to work with you to determine your needs, and how best to meet these needs.

## Case Closure Will Be Considered If:

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- You have completed 90 days of successful community employment, you appear to be stable in your job, and you are satisfied with your placement.
- You are determined to be ineligible for services.
- You are not available to complete a needed assessment to determine your eligibility or priority for services.
- You are no longer in contact with IVRS and your counselor or rehabilitation team cannot locate you.
- You decline to accept, participate in, or use IVRS services.
- You act in a threatening manner or voice threats to an independent hearing officer, an IVRS employee, or other state employee where IVRS is co-located.
- You engage in any criminal activity, including fraud, related to applying for or receiving vocational rehabilitation services.
- You may choose to close your file at any time by informing IVRS.

**You may re-apply for services at any time.**

**Notes:**

# Client Assistance Program

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The Client Assistance Program (CAP) is a federally mandated program designated to assist individuals who encounter conflicts with Iowa Vocational Rehabilitation Services, Iowa Department for the Blind and Centers for Independent Living. CAP helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems; and protect their rights in the rehabilitation process, employment and home services. The CAP advocate uses mediation, negotiation, conflict resolution, and at times, legal means to help resolve issues. If you encounter problems with the services provided by IVRS, you may request assistance from the Client Assistance Program at no charge to you.

You are encouraged to try to resolve the problem first with your counselor or the supervisor. However, you may seek out assistance from the CAP representative whenever you believe it is necessary. You will be provided a brochure on the CAP during your intake. You may request another brochure at any time. CAP advocates are independent advocates and not IVRS employees so you will be asked to sign a release of information form in order for information to be shared with them.

If you cannot achieve resolution of your concerns at the local level, CAP may help you request, prepare for, and or represent you at a mediation meeting, Administrative Review or a fair hearing.

**Client Assistance Program (CAP)**  
**Iowa Department of Human Rights**  
**Lucas State Office Building, Second floor**  
**321 E 12<sup>th</sup> Street**  
**Des Moines, Iowa 50319**

**Phone: 800-652-4298 (voice/TTY)**

**Fax: (515) 242-6119**

**Email: [dhrr.disabilities@iowa.gov](mailto:dhrr.disabilities@iowa.gov)**

**Notes:**

# Administrative Review and Mediation

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When your concerns are not resolved through your counselor or the Rehabilitation Supervisor at the local level, you can request an Administrative Review by the Rehabilitation Services Bureau Chief. Again, CAP can assist you with this request.

Mediation is another option for resolving disputes with the IVRS. Mediation is a voluntary, confidential, and problem-solving process, assisted by qualified, impartial mediators from outside IVRS. It must be agreed to by both parties.

The goals of mediation are to fully describe both sides of the conflict, explore options for resolving the problem, and reach mutually satisfying solutions. This service is free to applicants, eligible individuals, and job candidates of IVRS services. You are welcome to bring a representative for support during the mediation.

For information on requesting mediation, please contact your counselor, a member of your Rehabilitation Team, the Rehabilitation Supervisor, or the Chief of Rehabilitation Services.

## Fair Hearing

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If you are dissatisfied with any action of IVRS related to your application or to the services you are receiving, you can request a “fair hearing” within 90 days after the IVRS decision or action. This is your opportunity to present your reasons to a fair and impartial third party why you believe the decision is incorrect; what policy or regulation you believe IVRS is not following because of the decision; and what remedy you are requesting. A hearing must be scheduled within 60 days of IVRS receiving notification that a hearing is requested, unless you and IVRS come to resolution independent of a hearing. Timeframes may be extended upon mutual agreement.

You might find it in your best interest to seek out an Administrative Review prior to requesting a “fair hearing” since many disputes are resolved informally and more quickly through this process. If you by-pass the Administrative Review and seek out a hearing instead, IVRS will be obligated to the decision of the hearing officer. The decision of the hearing officer is final and is based on the provisions of agency policy, the approved State Plan and the Act.

If the hearing officer agrees with the decision made by IVRS, the only other recourse for the job candidate at that point is to follow the Iowa Administrative Procedures Act and seek judicial review through District Court. All costs associated with this are at the expense of the job candidate, unless otherwise directed by the judge of the District Court.

# Confidentiality

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IVRS is committed to keeping any information you provide confidential. The Health Insurance Portability and Accountability Act (**HIPAA**) guarantee you certain rights:

**Right to privacy:** Only information about you that is relevant and necessary to carry out the purpose of the IVRS program is collected. The information will be used only in processing your program of services, including resolving job candidate complaints or appeals. Some personal information may be shared with the Social Security Administration in order to verify that you are eligible for services. There is safe data that may be shared with partners involved in your plan. Information sharing beyond that will require your signature on a release of information form.

**Right to access:** You may request access to any of your records that are maintained by IVRS. IVRS shall promptly let you or your chosen representative, when applicable, inspect or shall provide you copies of any document or item of information in our case record for a fee.

- You will be informed of the rate of the fee before copies are made so you can determine if you desire to pay for the copies or simply inspect the record. IVRS may waive the cost of file copies if the cost is less than \$5.00.

**Right to request an amendment to your case service record:** You can seek correction of any misinformation in your record by making a request to your counselor. The request should be in writing and as specific as possible. If the Rehabilitation Supervisor does not agree with your amendment to the record, you may request an Administrative Review, mediation, or fair hearing. If the results of the review, mediation, or hearing do not agree with your amendment to your record, you may submit a written statement of reasonable length with your views of the disputed information. This statement will be placed in your records.

## Notes:

# Disclosure

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IVRS, generally, cannot release job candidate information without receiving authorization from you, the job candidate. A job candidate must sign an appropriate release form before the IVRS can release information to anyone, including information to a family member, unless there is a court order or a law that requires us to disclose. IVRS may re-release information that has been provided by the Social Security Administration and medical professionals with your written consent. These are your records, and you may release them if they are in your possession. All persons allowed access to your records are prohibited from re-disclosing information about you to anyone else without your specific, informed and written consent.

# Non-Discrimination Clause

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It is the IVRS policy to serve all qualified individuals with a disability without discrimination based on their protected status, including, physical or mental disability, age, sex, color, ethnic group, race, national origin, ancestry, religion, medical condition, sexual orientation, or marital status.

Sometimes IVRS regulations or policy may not let your counselor approve a service you requested and your request will be changed or denied. This type of decision is a disagreement, but is not discrimination. However, a disagreement or decision could be discrimination if the reason your counselor disagrees with you or denies your request is because of your race, your age, your disability or another protected status noted above.

You have a right to have disagreements with your Rehabilitation Team settled by someone other than your counselor. You have a right to call an advocate in CAP to help you settle the disagreement. You also have the right to ask for an Administrative Review, mediation, and/or fair hearing to settle the disagreement (see Page 20). These processes can settle most disagreements.

If you have information that the disagreement was because of your race, your age, your disability, or another protected status, you have a right to file a discrimination complaint to settle the problem, within 90 days from the date of the discriminatory action. You may request Administrative Review by contacting:

Steve Faulkner, Bureau Chief Iowa Vocational Rehabilitation Services 600 S. Pierce  
Mason City, IA 50401 Phone: (641) 422-1551, ext. 44546

If you want to bypass the process afforded you through IVRS you may also file a discrimination complaint with the Office of Civil Rights (OCR). When you contact the OCR you will need to provide information to them supporting your belief that the disagreement or denial is based on discrimination rather than on the IVRS policies or regulations. OCR will conduct an investigation if appropriate and let you know the outcome.

## Iowa is in Region VII for OCR and the contact information for the office is:

Office for Civil Rights, DHHS 601 East 12th Street - Room 248 Kansas City, MO 64106  
(816) 426-7277; (816) 426-7065 (TDD) (816) 426-3686 FAX

You may also contact the U.S. Department of Education, Office for Civil Rights, (USDOE OCR). They also will ask you to explain your disagreement or denial and provide information supporting why you think it is based on discrimination. USDOE OCR may investigate your complaint and work with IVRS to resolve the dispute as appropriate. You may contact them at:

US Department of Education Office for Civil Rights 50 Beale Street, Ste. 7200 San Francisco, CA 94105 (415) 486-555 Phone (877) 521-2172 TTY

## Common Acronyms

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**BPQY:** Benefits Planning Query  
**CAP:** Client Assistance Program  
**CBA:** Community Based Assessment  
**CRP:** Community Rehabilitation Provider  
**CSNA:** Comprehensive Statewide Needs Assessment  
**CVA:** Comprehensive Vocational Assessment  
**DHS:** Department of Human Services  
**FFY:** Federal Fiscal Year  
**IEP:** Individual Education Program  
**IL:** Independent Living  
**IPE:** Individualized Plan for Employment  
**IPE-1:** Application/ Rights and Responsibilities  
**IPE-2:** Individualized Plan for Employment  
**IPE-3:** Employed/Closure of case  
**IVRS:** Iowa Vocational Rehabilitation Services  
**IWD:** Iowa Workforce Development (Iowa Works)  
**MEPD:** Medicaid for Employed Persons with Disabilities  
**OJT:** On-the-job Training  
**Pre-ETS:** Pre-Employment Transition Services  
**RSA:** Rehabilitation Services Administration  
**SP:** State Plan  
**SRC:** State Rehabilitation Council  
**SSDI:** Social Security Disability Insurance  
**SSI:** Supplemental Security Income  
**TAP:** Transition Alliance Program  
**TTW:** Ticket to Work  
**VR:** Vocational Rehabilitation  
**WIA/WF:** Workforce Investment Act, Workforce  
**WIOA:** Workforce Innovation and Opportunity Act