



Vocational Rehabilitation is glad you are here!

Our counselors are ready to begin working with you. Whether you are preparing for a job, seeking employment, needing help at work or wanting to advance in your job, Vocational Rehabilitation (VR) can help.





NORTH Dakota
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| Health & Human Services

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While working with VR, you will move through different steps.

Step 1: Before We Start

- Do you need help preparing for, finding, maintaining, or advancing in a job?
- Do you have a disability that makes it hard to get, keep, or advance in a job?
- Are you ready to start planning the next phase of your employment journey?
- If you answered yes to these questions, let's get started.

Step 2: Application

- Talk with VR staff.
- Complete the application.
- Participate in the application paperwork and interview.

Step 3: Eligibility

- Your VR counselor will determine your eligibility. You can speed up the process by:
  - Helping VR get medical or school records about your disability.
  - Providing proof of Social Security Disability Insurance or Supplemental Security Income.
  - Participating in needed testing or evaluations.
- Keep all appointments with your VR counselor.

Step 4: Plan Development

- Starting at intake, you will work with your VR counselor to complete assessments to identify interests, strengths, abilities, and needs.
- Explore job options, career paths, and decide what is right for you.
- Discuss services you need to address your disability and meet your employment goal.
- Work with your VR counselor to determine timelines and responsibilities.
- Once you agree with your VR counselor on your goal and services, you will sign and date an Individualized Plan for Employment (IPE).
- You are now ready to start services!

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Here are some tips to help you be successful along the way.

Step 5: Services

- Your VR counselor can now work with you to start services listed on your plan.
- Maintain communication with your VR counselor to:
  - Celebrate successes.
  - Address problems and concerns.
  - Build skills.
  - Provide updates.
- You and your VR counselor will review your plan at least once a year for progress and discuss any changes that may be needed.

Step 6: Employment

- Check in with your VR counselor.
  - Share your achievements.
  - Discuss any challenges.
- Provide proof of employment.
  - Your VR counselor can help you find your pay stub.

Step 7: Closure

- Once your services are completed and your job is going well, your VR counselor will discuss case closure.
  - Your case will remain open for at least 90 days to ensure you are successful on the job.



Congratulations, you have completed your journey!

Client Rights and Responsibilities

As a client of VR, you have several rights and responsibilities.

You have the right to be treated with kindness and respect. In return, VR asks that you extend the same kindness and respect to others.

You have the right to services regardless of your race, color, religion, sex, national origin, age, genetics, sexual orientation, disability, or other legally protected status. You will be treated equally in any matter related to receiving services, financial assistance, or other assistance under the VR program. We respect your right to privacy. Below are examples of when your information may be shared.

1. Your Information is Private:
   - You have the right to keep your personal information private.
   - VR won't share your records with anyone unless you say it is okay.
2. Permission for Sharing:
   - If VR needs information such as medical records, they will ask for your permission.
   - If you are 18 or older and want a family member to talk with your VR counselor, you need to sign a form called Authorization to Disclose Information (ADI).
3. Sharing Helpful Information:
   - If you have worked with other programs or agencies, let your VR counselor know.
   - You will be asked to sign an ADI letting VR contact these places to help plan your services.
4. Limits to Privacy:
   - If your VR counselor is worried you may hurt yourself or someone else, they may need to tell someone.
   - If you are at risk of any type of abuse or harm, they may need to inform others.
   - If there an official judicial order to request your records, VR might have to share them.

You have both the right and the responsibility to work with VR to explore and select your employment goal and services. It is important to make your wants and needs known and talk with your VR counselor anytime you think your plan needs changing.

You have the right to make informed choices regarding your employment goals and services. You also have the responsibility to discuss the pros and cons of your choices and

how they will impact your VR case. You have the right to timely services needed to achieve your employment goal. You have the right to decide how you will meet with your VR counselor. You should discuss the options that work best for you and can change these at any time.

The following are some of the options available:

- In person
- Microsoft Teams
- By phone call or text
- FaceTime
- E-mail
- Mail

To help receive timely services, you should:

- Stay in touch with your VR counselor.
- Keep appointments.
- Follow through on your plan.
- Report any changes to your address, telephone number, medical condition, or other major changes affecting you.

If your VR counselor is out of the office, they will let you know who to contact. If you will be unavailable for an extended time, please let your VR counselor know. If you move, discuss options for your case with your VR counselor. You have the right to remain with your current VR counselor or have your case transferred, if preferred.

If you disagree with any decision made by VR, you have the right to request mediation or to appeal that decision.

You have the right to work with the Client Assistance Program (CAP). They can help if you have questions or need help resolving an issue.

- It is your responsibility to contact them. Additional CAP information is included in this packet and available in alternative formats upon request.

You have the right to review the information in your case file.

- If you wish to review your case file, it is your responsibility to contact VR to discuss your request and arrange a time to get the information you need.

You have the right to request a different VR counselor.

- Before requesting a change in VR counselor, you have a responsibility to attempt to work out any differences between you and your VR counselor.
    - If that fails, please talk to the VR counselor's supervisor about the difficulty you are having and your desire to change VR counselors.
- If you feel your VR counselor has acted in an unethical manner, contact their supervisor.

You have the right to be consulted before your VR case is closed.

You have the right to return to VR if you wish to advance in your career or need additional assistance to keep your current job.

Resolving Issues and Concerns

As part of the application process, you are being informed about help available to you through the CAP. They are available to assist and advocate if you have questions or concerns with your eligibility or services you would like or are receiving. Contact CAP to receive information, resolve your concerns, or help with the appeal process.

You may contact CAP at:

Bismarck/Mandan:	Statewide:	Email:
(701) 328-3950	(800) 472-2670, 711 (TTY)	panda_intake@nd.gov

www.ndpanda.org

Professional Disclosure Statement

The VR counselor will discuss:

1. The VR counselor's qualifications, credentials, and relevant experience.
2. Purposes, goals, techniques, limitations, and the nature of potential risks and benefits of services.
3. Frequency and length of services.
4. Confidentiality and limitations regarding confidentiality (including how a supervisor and other related professionals are consulted).
5. Plan for continuation of services upon the extended leave of absence or VR counselor vacancy.
6. Fees and payment arrangements for planned services.
7. Record preservation and release policies.
8. Benefits and risks associated with electronic communication.
9. Legal issues affecting services.

VR will not tolerate, condone, or allow any type of harassment to occur within state workplaces or in any other work-related settings. All team members are empowered with the responsibility to prevent harassment in all state work areas and during all state-related business activities.

Electronic and Computer Disclosure

Your VR counselor will discuss the disclosure of technology-specific standards within the Code of Professional Ethics for Vocational Rehabilitation Counselors and how this may be used throughout your case. Your VR counselor may need to use specific forms of communication depending on the situation.

Some options for communication are text message, phone, e-mail, video meeting, or other forms. Please let your VR counselor know your needs and if they change during your case. Parent and guardian may need to be involved in making these decisions.

You have the right to choose how information is sent and received, to whom it is sent, and what is sent. Your VR counselor will talk to you about how information can be kept safe through e-mail, text messages, and video meetings.

Considerations

- Text messages cannot be secured.
- E-mail messages can be secured, and your VR counselor can guide you through this process.
- Who may see your e-mail or text messages and overhear phone calls or video meetings?
- You can choose to have some information sent through text or e-mail and limit other information.
- We are limited on what programs or apps we can use for video meetings and communication.
- We are required to document and maintain case records during and after case closure.

Expectations

Working with your VR counselor, you will discuss:

- When and frequency of e-mail, voicemail, and text messages are checked.
- Need for alternative or emergency contact when unavailable electronically.
- How to respond to technical problems (internet or device concerns).
- When in-person meetings may be needed.
- Need to talk about misunderstandings that happen through e-mails and text messages.
- Options for how we meet your needs to send and receive information.
- Interactions need to be kept professional and appropriate.
- VR staff will not accept any friend or follow request from current clients on any personal social media accounts.



Learn more about Vocational Rehabilitation.
Scan the QR code with your phone's camera or visit hhs.nd.gov/vr or call (800) 755-2745, 711 (TTY).

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North Dakota Health and Human Services provides more than 150 programs and services that help North Dakotans improve their health and well-being. Visit hhs.nd.gov to learn more.

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