

BE AN ACTIVE PARTNER WITH VOCATIONAL REHABILITATION (VR)

- Participate in writing your Individualized Plan for Employment (IPE).
- Tell VR your needs and interests.
- Explore and understand your options before you make a choice.
- Read everything you are asked to sign.
- Ask your VR Counselor (VRC) to explain paperwork.
- Your VR services must relate to your employment goal. VR will only provide the services listed on your IPE. Be sure all services you and your VRC agree on are written in your IPE. Your IPE can change when needed.
- Talk to your VRC about your responsibilities and ask questions if you are not sure what is required of you.
- Know your rights as a VR client. VR will give you a paper that describes your rights – be sure to read it.

STAY IN CONTACT WITH VR STAFF

- Tell your VRC about any changes in your address, phone number or work status.
- Know what you need and ask for help if you don't think you are getting it.
- Remember that your VRC is working with you to help you reach your goals.

BE ORGANIZED

- Take notes during meetings. Keep a record of phone calls with your VRC. Keep all e-mails that you send to, or receive from, your VRC.
- Ask your VRC for copies of all your paperwork. Keep a VR file of notes, emails, paperwork and other papers about your VR case.
- Keep a calendar and mark appointment dates and times. Never miss an appointment with your VRC. If an emergency comes up, call your VRC ahead of time.

HANDLE PROBLEMS AND CONCERNS WITH THE RIGHT ATTITUDE

- Give VR time to return phone calls.
- Focus on issues, not emotions. Extreme anger or emotions can get in the way of getting what you need. Take a break if needed.
- Ask your VRC for the VR policy when you question or disagree with a decision he/she makes.
- Politely contact the VR supervisor when you still disagree with your VRC about an issue.

KNOW YOUR RIGHTS WHEN YOU CANNOT RESOLVE A PROBLEM WITH VR

- Contact the Client Assistance Program (CAP) for help. CAP is part of Disability Rights Tennessee. You can reach CAP at 800.342.1660 or gethelp@disabilityrightstn.org.
- CAP can help you appeal any VR decision that affects your VR services. Your appeal must be filed with VR within 30 days after the notice of the VR decision that you do not like.