

CONSUMER GUIDE



Alabama Department of
REHABILITATION SERVICES

VOCATIONAL REHABILITATION SERVICE

CLIENT ASSISTANCE PROGRAM

Alabama Disabilities Advocacy Program

The University of Alabama,
Box 870395
Tuscaloosa, AL 35487

Phone: 205-348-4928
or 800-826-1675

Email: adap@adap.ua.edu.

adap.au.edu

Hello

Welcome to the Alabama Department of Rehabilitation Services, Vocational Rehabilitation Service (VRS) Division.

This guide will help you learn more about us and provide you with Information about the services offered by Vocational Rehabilitation. If you can't find the answers to your questions in this guide, ask your rehabilitation counselor.



Business Card

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GOAL

Vocational Rehabilitation Service (VRS)
provides services to eligible individuals with
disabilities to improve opportunities for employment.

1. CONFIDENTIALITY

Information about you will be kept confidential and will not be shared without your consent. Information about you will only be released to rehabilitation professionals and service providers who are part of your rehabilitation program or who evaluate your progress toward your vocational goal. Vocational Rehabilitation Service must release information about you without written consent when required by federal or state law or judicial order.

2. ELIGIBILITY

To become eligible for vocational rehabilitation services:

- ➔ You must have a physical or mental disability.
- ➔ Your disability must keep you from getting and/or keeping a job.
- ➔ You must need vocational rehabilitation services in order to get and keep a job.
- ➔ You are presumed eligible if you are a recipient of Supplemental Security Income (SSI) or a beneficiary of Social Security Disability Insurance (SSDI) payments and intend to achieve an employment outcome.

A rehabilitation counselor will determine if you are eligible within 60 days of application unless you and the counselor agree to an extension.

3. ROLE OF THE COUNSELOR

The vocational rehabilitation counselor's role is to provide information, resources, counseling and guidance, and choices related to your strengths, resources, priorities, concerns and abilities so that you can prepare for and obtain employment. 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 (IPE).

4. YOUR PARTICIPATION

In order to be successful, you must actively participate in the development of your Individualized Plan for Employment (IPE) and the achievement of your vocational goal. Your counselor will provide you with information needed to help you choose a vocational goal. Success of your rehabilitation program depends on keeping scheduled appointments, staying in touch with your counselor and working hard toward achieving your goal.

5. EVALUATION

Your counselor will use existing information about your disability or, as needed, get new information to determine eligibility. Often, educational information, Social Security evaluations and other records you provide will supply enough information. The necessary medical, vocational, technical and educational evaluations will be arranged and provided to you at no cost. You may choose who will do the evaluation provided the person or vendor you choose is willing to accept our rate of pay for services.

6. INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

After eligibility is determined, an Individualized Plan for Employment (IPE) must be completed to begin rehabilitation services. The agency rehabilitation counselor will be glad to help you complete the IPE. However, you may complete the IPE on your own or with another individual or representative of your choice. Regardless of the completion method chosen, the IPE must be signed and agreed to by you and your VRS agency counselor using the agency IPE format.

7. SERVICES

Vocational Rehabilitation Service provides the services necessary for you to reach your vocational goal and become employed. Some examples of our services are:

- ➔ Evaluation for determining eligibility and vocational rehabilitation needs
- ➔ Counseling and guidance
- ➔ Vocational, job assistance and other training services
- ➔ Supported employment
- ➔ Interpreter and notetaking services
- ➔ Telecommunications, sensory and other technological aids and devices
- ➔ Assistive technology/equipment
- ➔ Job development and assistance
- ➔ Employment retention, job placement and post-employment services

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

8. PURCHASE OF SERVICES

All services purchased for you must be approved in advance by your counselor and a written authorization for payment sent to each service provider. The agency has established fees and rates of payment for services. If you need something for your rehabilitation program, your counselor must agree in writing to buy it from the person or company before it is purchased. Purchasing an item without counselor approval will result in nonpayment.

9. PAYMENT FOR SERVICES

The provision of some services will require your financial participation. Your payment portion will be determined by the Adult Vocational Rehabilitation Services' sliding scale. Your counselor will explain this to you in greater detail.

10. COMPARABLE BENEFITS

Federal law requires that you use any other benefits for which you are eligible to cover the cost of vocational rehabilitation services. These benefits may include Pell grants, Medicare, Medicaid, Workers' Compensation and insurance, etc. If you refuse to apply for and use other benefits for which you are eligible, Vocational Rehabilitation Service cannot pay for the planned service.

11. CASE CLOSURE

Your vocational rehabilitation program will be terminated for the following reasons:

- ➔ You have completed services planned in your Individualized Plan for Employment and have successfully maintained employment.
- ➔ You are no longer able to participate.
- ➔ It has been determined that there is no reasonable expectation of employment.
- ➔ We are unable to contact you.

12. POST-EMPLOYMENT SERVICES

Even though you have achieved and maintained your employment goal, you may be eligible for post-employment services prior to case closure. These services must be short term and must relate to your original vocational rehabilitation program. Your counselor can provide more details about these services.

13. CLIENT ASSISTANCE PROGRAM

The State of Alabama Client Assistance Program (SACAP) can assist you in your relationship with Vocational Rehabilitation Service and help you to understand services available from the agency. It can also advise you on benefits available from other state and federal agencies, help you to pursue solutions to ensure the protections of your rights, and help resolve any dissatisfaction that you may have regarding the provision or denial of services.

Alabama Disabilities Advocacy Program

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14. RIGHT OF APPEAL

If you are dissatisfied for any reason concerning the provision or denial of services, you have the right to have the matter reviewed. First, contact your counselor and/or your counselor's supervisor to resolve the problem. If the matter cannot be resolved at this level, you may request an administrative review, mediation or a formal impartial hearing.

15. REAPPLYING FOR SERVICES

You may reapply for services. Your eligibility will be determined at the time of new application.

16. VOTER REGISTRATION

The National Voter Registration Act is a law designed to make it easier for individuals to register to vote. You will be offered an opportunity to become a registered voter.

LISTING OF OFFICES

Offices

Counties Served

ANDALUSIA

1082 Village Square Dr.
Suite 1
36420
Tel. 334-222-4114
1-800-671-6833
FAX 334-427-1216

Butler
Coffee
Conecuh
Covington
Crenshaw
Pike

ANNISTON

1910 Coleman Road
36207
Tel. 256-240-8800
1-800-671-6834
FAX 256-240-6580

Calhoun
Cleburne
Randolph

BIRMINGHAM

ADRS-Lakeshore
Rehabilitation Facility
201 London Parkway,
Suite 450
35211 Tel. 205-917-8400
1-800-441-7609
FAX 205-879-2685

Statewide

COLUMBIANA

54 Kelley Lane, Suite 5
P.O. Box 856
35051
Tel. 205-669-3829
FAX 205-669-0605

Shelby

DECATUR

4104 US HWY 31S
Building #2
35603
Tel. 256-353-2754
1-800-671-6838
FAX 256-351-2476

Cullman
Lawrence
Limestone
Morgan

Offices

Counties Served

DOTHAN

795 Ross Clark Circle,
Suite 2
36303
Tel. 334-699-8600
1-800-275-0132
FAX 334-792-1783

Dale
Geneva
Henry
Houston

GADSDEN

225 East Broad Street
35903
Tel. 256-547-6974
1-800-671-6839
FAX 256-543-1784

Cherokee
DeKalb
Etowah
Marshall
St. Clair

HOMEWOOD (Birmingham)

236 Goodwin Crest Drive
P.O. Box 19888
35209
Tel. 205-290-4400
1-800-671-6837
FAX 205-290-0486

Blount
Jefferson
Shelby

HUNTSVILLE

3000 Johnson Road, SW
35805
Tel. 256-650-1700
1-800-671-6840
FAX 256-650-1795

Jackson
Madison
Calhoun
Cleburne
Randolph

JACKSON

1401 Forest Ave.
P.O. Box 1005
36545
Tel. 251-246-5708
1-800-671-6836
FAX 251-246-5224

Choctaw
Clarke
Monroe
Washington

LISTING OF OFFICES

Offices	Counties Served	Offices	Counties Served
JASPER 4505 Highway 78 E Suite 300 (35501) P.O. Box 1052 (35502) Tel. 205-221-7840 1-800-671-6841 FAX 205-295-2911	Fayette Lamar Marion Walker	SCOTTSBORO 203 South Market Street P.O. BOX 296 35768 Tel. 256-574-5813 1-800-418-8823 FAX 256-574-6033	Jackson
MOBILE 3101 International Drive, Building 7 36606 Tel. 251-479-8611 1-800-671-6842 FAX 251-478-2197	Baldwin Choctaw Clarke Escambia Mobile Monroe Washington	SELMA 722-B Alabama Avenue 36701 Tel. 334-877-2927 1-888-761-5995 FAX 334-877-3796	Dallas Lowndes Wilcox
MONTGOMERY 602 S. Lawrence St. 36104 Tel. 334-293-7500 1-800-441-7578 FAX 334-293-7372	Autauga Bullock Elmore Macon Montgomery Perry	TALLADEGA 31 Arnold Street 35160 Tel. 256-362-1300 1-800-441-7592 FAX 256-362-6387	Clay Coosa Randolph St. Clair Talladega
MUSCLE SHOALS 1615 Trojan Dr. Suite 2 35661 Tel. 256-389-0800 1-800-275-0166 FAX 256-389-0830	Colbert Franklin Lauderdale	TROY 110 Troy Plaza Street 36081 Tel. 334-566-2491 1-800-441-7608 FAX 334-566-9415	Barbour Bullock Butler Crenshaw Pike
OPELIKA 520 W. Thomason Circle 36801 Tel. 334-749-1259 1-800-671-6835 FAX 334-749-8753	Chambers Lee Macon Russell Tallapoosa	TUSCALOOSA 1400 James I. Harrison Jr. Parkway East, Suite 300 35405 Tel. 205-554-1300 1-800-331-5562 FAX 205-554-1369	Bibb Fayette Greene Hale Lamar Marengo Marion Pickens Sumter Tuscaloosa Walker
PRATTVILLE 1332 South Memorial Dr. 36067 Tel. 334-365-3154 1-800-441-7607 FAX 334-293-7441	Autauga Chilton Elmore		

NOTES

**Alabama Department of
REHABILITATION SERVICES
602 S. Lawrence St.
Montgomery, AL 36104
(334) 293-7500
1-800-441-7607
rehab.alabama.gov**



The services described in this brochure are funded in part with federal funds awarded by the U.S. Department of Education under the Vocational Rehabilitation (VR) program. Federal funds paid 78.7 percent of the total costs incurred by the VR program. In federal fiscal year 2023, the total amount of grant funds awarded was \$75,095,921. Funds appropriated by the state or another non-federal allowable source paid 21.3 percent (\$20,324,563) of the costs incurred under the program.

In the provision of services and in employment practices, the Alabama Department of Rehabilitation Services does not discriminate on the basis of race, sex, creed, national origin, religion, age, or disability. This material is available in alternate format upon request.