

**CONSUMER**  
**G U I D E**



Alabama Department of  
**REHABILITATION SERVICES**

**VOCATIONAL  
REHABILITATION  
SERVICE**



## 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

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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

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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**

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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**

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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**

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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)**

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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**

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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**

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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**

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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**

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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**

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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**

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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**

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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**

The University of Alabama, Box 870395

Tuscaloosa, AL 35487

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

Email: [adap@adap.ua.edu](mailto:adap@adap.ua.edu).

[adap.au.edu](http://adap.au.edu)

## **14. RIGHT OF APPEAL**

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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.

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## **15. REAPPLYING FOR SERVICES**

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

## **16. VOTER REGISTRATION**

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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 HWY 31 S.  
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

1100 George Wallace Dr.  
35903  
Tel. 256-547-6974  
1-800-671-6839  
FAX 256-543-1784

Cherokee  
DeKalb  
Etowah  
Marshall  
St. Clair

### HOMWOOD (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
<b>JASPER</b> 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 Walker	<b>SCOTTSBORO</b> 203 South Market Street P.O. BOX 296 35768 Tel. 256-574-5813 1-800-418-8823 FAX 256-574-6033	Jackson
<b>MOBILE</b> 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	<b>SELMA</b> 722-B Alabama Avenue 36701 Tel. 334-877-2927 1-888-761-5995 FAX 334-877-3796	Dallas Lowndes Wilcox
<b>MONTGOMERY</b> 602 S. Lawrence St. 36104 Tel. 334-293-7500 1-800-441-7578 FAX 334-293-7372	Autauga Bullock Elmore Macon Montgomery Perry	<b>TALLADEGA</b> 31 Arnold Street 35160 Tel. 256-362-1300 1-800-441-7592 FAX 256-362-6387	Clay Coosa Randolph St. Clair Talladega
<b>MUSCLE SHOALS</b> 1615 Trojan Dr. Suite 2 35661 Tel. 256-389-0800 1-800-275-0166 FAX 256-389-0830	Colbert Franklin Marion Lauderdale	<b>TROY</b> 110 Troy Plaza Street 36081 Tel. 334-566-2491 1-800-441-7608 FAX 334-566-9415	Barbour Bullock Butler Crenshaw Pike
<b>OPELIKA</b> 520 W. Thomason Circle 36801 Tel. 334-749-1259 1-800-671-6835 FAX 334-749-8753	Chambers Lee Macon Russell Tallapoosa	<b>TUSCALOOSA</b> 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 Winston
<b>PRATTVILLE</b> 1332 South Memorial Dr. 36067 Tel. 334-365-3154 1-800-441-7607 FAX 334-293-7441	Autauga Chilton Elmore	<b>STATE OFFICE</b> Vocational Rehabilitation Service 602 South Lawrence Street Montgomery, 36104 Tel. 334-293-7500 1-800-441-7607 FAX 334-293-7383	

# NOTES

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



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