

**IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)
RIGHTS AND RESPONSIBILITIES**

YOUR EMPLOYMENT PLAN is a summary of the services and activities you and your counselor have agreed are needed to reach your goal. It lists what will be done by whom and when; and how you can tell if you are making progress. It is not an official authorization for payment of costs. Certain services require an assessment of your ability to participate in their cost. You and your counselor may change your plan by jointly revising it, at any time. Your plan may also be changed if IVRS finds that money is limited or restricted. It may also change if programs or program accreditation changes. These changes will be discussed with you as they arise. You and your counselor will review your plan together at least once a year, or more often, if needed.

Following is a summary of your rights and responsibilities as they apply to the Employment Plan you and your counselor have written. Your Employment Plan is not a contract.

AGENCY RESPONSIBILITIES are shown as a part of your Employment Plan. In addition, your counselor will:

- Arrange timely appointments at a convenient location;
- Maintain regular contact with you;
- Listen to your ideas and needs to help you develop an employment plan at which you will be successful;
- Identify other sources of financial support to help you with your resource needs;
- Provide information to you on what IVRS pays for the services identified so you will know how much your obligation is;
- Discuss your progress, accommodation needs, and provide suggestions to keep your plan moving forward;
- Inform you if a different counselor is assigned to you;
- Help you to receive the services you need in the proper order and without undue delay, and maintain confidentiality;
- Help you to plan how costs of services will be paid;
- Arrange to pay those costs that your counselor agrees, in advance and documented on your plan, will be paid by IVRS.
- Regularly review your progress with you; and
- Work with you to make necessary revisions in your program and
- Contact businesses on your behalf to arrange interviews and job opportunities so you can become employed.

YOUR RESPONSIBILITIES need to be carried out if your plan is to be a success. You also need to do the following:

- Keep scheduled appointments or contact IVRS if you are unable to keep an appointment;
- Keep your counselor advised of any change in your address, phone number, or how you can be reached;
- Follow medical or other treatment plans to maintain your disability;
- Tell your counselor of any major changes in your health or ability to carry out this employment plan;;
- Tell your counselor of any changes in your income that could impact your employment plan;
- Tell your counselor of your service needs so they can be planned for , or arranged through other organizations, if those needs impact your successful completion of your employment plan;
- Obtain advanced approval from your counselor for any services prior to starting the service if you desire IVRS funding;
- Apply for and use money from any available sources;
- Work with your counselor to review your program annually and to make necessary revisions in your program;
- Provide registration, grades and financial information each semester for post-secondary training;
- Register at the Workforce Development Center and actively follow up on job leads;
- Actively look for a job, with help as needed;
- Discuss with your counselor the businesses and employers you want your counselor to contact on your behalf and write them on the plan for follow up; and
- Inform your counselor when you become employed (name of business, your job, your wages, your hours to work)..

THE DECISION to close your case can be made by you or your counselor. If the counselor makes that decision, it will be discussed with you before the file is closed, if you are available. You will be informed in writing.

You have the right to appeal or request mediation to your counselor any time you have problems with a decision or service up to and including case closure. If you are still not satisfied, you may choose to discuss the matter with your counselor's supervisor, where disagreements are often quickly resolved, or you may go directly to mediation or a hearing before an impartial hearing officer. If you choose to discuss the situation with the supervisor and are still not satisfied, you may ask for mediation or a hearing after that. Your request to appeal the decision or request for mediation must be filed within 90 days of the decision. A request for hearing is made to the Administrator of IVRS, 510 East 12th Street, Des Moines, Iowa 50319.

The Iowa Client Assistance Program (ICAP) is available to help you in your relationship with IVRS. Write to ICAP, Iowa Department of Human Rights, Lucas State Office Building, Des Moines, Iowa 50319; or call (toll free) 1-800-652-4298 (Voice/TTY), or in the Des Moines area, 281-3656 (Voice/TTY).

IVRS services are provided in compliance with all applicable state and federal civil rights laws. You must be served without regard to age, race, creed, color, sex, national origin, religion, disability, ancestry, sexual orientation, gender identity, or veteran status. If you believe you have been discriminated against based on one of these reasons, you may contact the Bureau Chief, Administrative Services Bureau, Iowa Vocational Rehabilitation Services, 510 East 12th Street, Des Moines, Iowa, 50319, (515) 281-4318 (voice), (515) 281-4211 (TTY), or toll-free (800) 532-1486.