
Vocational Rehabilitation Service

Consumer Guide

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



Alabama Department of
REHABILITATION SERVICES

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. Rev. 11/16

LISTING OF OFFICES

Offices	Counties Served	Offices	Counties Served
OPELIKA 520 W. Thomason Circle 36801 Tel. 334-749-1259 1-800-671-6835 FAX 334-749-8753	Chambers Lee Macon Russell Tallapoosa	TUSCALOOSA 1305 James I. Harrison Jr. Parkway East 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
PRATTVILLE 1518 South Memorial Drive 36067 Tel. 334-365-3154 FAX 334-365-3192	Autauga Butler Chilton Dallas Elmore Lowndes Tallapoosa Wilcox		
SCOTTSBORO P. O. Box 296 203 South Market Street 35768-0296 Tel. 256-574-5813 1-800-418-8823 FAX 256-574-6033	Jackson		
SELMA 722-B Alabama Avenue 36702 Tel. 334-872-8422 1-888-761-5995 FAX 334-877-3796	Dallas Lowndes Wilcox		
TALLADEGA 31 Arnold Street 35160 Tel. 256-362-1300 1-800-441-7592 FAX 256-362-6387	Clay Coosa Randolph St. Clair Talladega		
TROY 110 Troy Plaza Street 36081 Tel. 334-566-2491 1-800-441-7608 FAX 334-566-9415	Barbour Bullock Butler Crenshaw		

STATE OFFICE
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GOAL

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

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.

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.

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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).

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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.

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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. Necessary medical, vocational, technical and educational evaluations will be arranged and provided at no cost to you. 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.

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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	HOMEWOOD (B'ham) 236 Goodwin Crest Drive 35209 Tel. 205-290-4400 1-800-671-6837 FAX 205-290-0486	Blount Chilton Jefferson Shelby
ANNISTON 1910 Coleman Road 36207 Tel. 256-240-8800 1-800-671-6834 FAX 256-240-6580	Calhoun Cleburne Randolph	HUNTSVILLE 3000 Johnson Road, SW 35805-5847 Tel. 256-650-1700 1-800-671-6840 FAX 256-650-1795	Jackson Madison
BIRMINGHAM ADRS-Lakeshore 3830 Ridgeway Drive 35209 Tel. 205-870-5999 1-800-441-7609 FAX 205-879-2685	Statewide	JACKSON 1401 Forest Ave. 36545 Tel. 251-246-5708 1-800-671-6836 FAX 251-246-5224	Choctaw Clarke Monroe Washington
COLUMBIANA Community Services Bldg. P. O. Box 856 54 Kelley Lane, Suite 5 35051-0856 Tel. 205-669-3829 FAX 205-669-0605	Shelby	JASPER 4505 Hwy. 78, East Suite 300 35501 Tel. 205-221-7840 1-800-671-6841 FAX 205-221-1062	Marion Walker Winston
DECATUR 621 Cherry Street, NE 35601 Tel. 256-353-2754 1-800-671-6838 FAX 256-351-2476	Cullman Lawrence Limestone Morgan	MOBILE 2419 Gordon Smith Dr. 36617 Tel. 251-479-8611 1-800-671-6842 FAX 251-478-2197	Baldwin Choctaw Clarke Escambia Mobile Monroe Washington
DOTHAN 795 Ross Clark Circle, Suite 2 36303 Tel. 334-699-8600 1-800-275-0132 FAX 334-792-1783	Barbour Dale Geneva Henry Houston	MONTGOMERY 602 S. Lawrence St. 36104 Tel. 334-293-7500 1-800-441-7578 FAX 334-293-7372	Autauga Bullock Elmore Macon Montgomery Perry
GADSDEN 1100 George Wallace Dr. 35903-6501 Tel. 256-547-6974 1-800-671-6839 FAX 256-543-1784	Cherokee DeKalb Etowah Marshall St. Clair	MUSCLE SHOALS 1450 E. Avalon Ave. 35661 Tel. 256-381-1110 1-800-275-0166 FAX 256-389-3149	Colbert Franklin Lauderdale

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.

REAPPLYING FOR SERVICES

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

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.

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.

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 postemployment 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.

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. You cannot just buy something you need for your rehabilitation program and send your counselor the bill. Your counselor must agree in writing to buy it from the person or company before you get it.

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.

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.

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.

POSTEMPLOYMENT SERVICES

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

CLIENT ASSISTANCE PROGRAM

The State of Alabama Client Assistance Program (SACAP) was established for the purpose of assisting you in your relationship with Vocational Rehabilitation Service. SACAP can help you to understand services available from the agency, advise you on other benefits available from other state and federal agencies, help you pursue solutions to ensure protection of your rights, and help resolve any dissatisfaction that you may have regarding the provision or denial of services. To contact SACAP, call or write: State of Alabama Client Assistance Program, 400 S. Union St., Suite 465, Montgomery, AL 36104; 1-800-228-3231; Fax: 334-230-9765.