



# Vocational Rehabilitation Services

Helping talent  
meet industry demand

VR Service Program Overview  
Governor's Working Group  
August 24, 2017





---

# Eligibility Criteria

- Physical or mental impairment documented by an appropriate specialist, such as M.D., Psychologist, Orthopedist, Neurologist, etc.
- Impairment must result in a substantial impediment to employment.
- Reasonably expected that the individual would be able to obtain and maintain employment as a result of VR services.
- Individuals on SSI/SSDI are presumed to be eligible; still would have to be determined that VR services are required for the individual to become successfully employed.
- Eligibility decision within 60 days; 90 days to be in a plan of services.



---

# Financial Eligibility

- Financial needs waived for SSI/SSDI recipients; presumed eligibility. (still need to determine if VR is proper service)
- Net income of family unit.
- Allowed exemptions such as medical expenses, mortgage, car payments, etc.
- Excess financial resources result in contribution toward certain VR sponsored (cost) services; not a denial of services.
- Examples of services subject to financial need include training (educational), vehicle modifications, assistive technology, small business operations, etc.
- Services exempt from financial needs testing: any and all assessments, interpreters, supported employment, job development and placement, internships, etc.



---

# Possible VR Services

- Vocational/supportive counseling
- Rehabilitation engineering – internal Rehab Engineers
- Personal assistance
- Interpreter services – sign language & foreign languages
- Supported employment (SE)
- Work adjustment training – training to develop skills such as soft skills and work speed
- Brain Injury Support Services – limited to Raleigh, Greenville, Winston-Salem, and Charlotte areas
- Individual Placement & Supports (IPS) – Mental Health Fidelity model
- Vocational/college training
- Transportation - limited



---

# VR Services cont'd.

- Maintenance – limited assistance with living expenses.
- Work clothes and uniforms.
- Surgery and other medical services – limited in eligibility & scope.
- Psychotherapy – limited to 24 sessions outpatient.
- Assistive technology.
- Home and vehicle modifications.
- Medications.
- Tools and equipment.
- Small business development assistance.
- Job seeking skills classes – Job Clubs.
- Social Security Work Incentives assistance.



---

# VR Service Issues Resolution

1. Full Appeal Rights.
2. First try to resolve it with your VR counselor.
3. Informal discussion with unit manager.
4. Client Assistance Program (CAP) 1-800-215-7227 – offers mediation.
5. Formal appeal through Regional Director requesting administrative review and/or appeals hearing with an independent hearing officer.



---

# Accessing NC DVR

<https://www.ncdhhs.gov/divisions/dvrs> - Website

- Link available to contact information for each VR office across the state (copy link to browser)
- Every county in the state has VR coverage
- Contact: Jim Swain, Program Specialist  
919-855-3500  
[Jim.Swain@dhhs.nc.gov](mailto:Jim.Swain@dhhs.nc.gov)