



Vocational Rehabilitation Information Packet

- **The ARC of Tennessee, TN Dept. of Human Services Division of Rehabilitation Services (VR)**
 - Getting Started with Vocational Rehabilitation Guide
- **Eligibility and Order of Selection Fact Sheet**
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Getting a Head Start With Vocational Rehabilitation



What is Vocational Rehabilitation (VR)?

Vocational Rehabilitation is an employment program provided by the Tennessee Department of Human Services, Division of Rehabilitation Services. Since most people use the term Vocational Rehabilitation or VR, we will use that in this document. VR helps people with disabilities get paying meaningful jobs. When you apply for VR services you will:

- Have assessments to help learn about you and your job interests;
- Find out if you are eligible;
- Work with your VR Counselor on your Individual Plan for Employment (IPE); and
- Find out your “Priority Category.” (This is part of the “Order of Selection” used by VR when they do not have enough money to give everyone services who is eligible.)

How Does VR Decide if You Are Eligible?

People are eligible for VR services if:

- Their disability makes it hard for them to get or keep a job;
- They need help to get or keep a job that is right for them; and
- They can benefit from VR services.

Your VR Counselor decides if you are eligible for VR services. This decision is based on things like your medical records, education records, information that you or your family give them, VR Counselor thinks and disability decisions made by other agencies. Your VR Counselor has 60 days after you apply to decide if you will get services. However, sometimes the decision takes longer. If more time is needed, your VR counselor will ask you to agree in writing to let them take more time. The eligibility decision may take longer if your VR Counselor thinks your disability is too bad for you to get VR services to help you get a job. When that happens, your VR Counselor will set up some assessments, such as trial work experiences or extended evaluations. They help the VR Counselor decide how VR services can help you get a job.

People who get SSI or SSDI because they have a disability can get VR services if they want to work.

Order of Selection and Priority Categories

Order of Selection is important. It is required by law when there is not enough money for VR to serve everyone who is eligible for services. There are four Priority Categories. VR decides the Priority Category (PC) for each eligible person. By federal law, VR must serve individuals with the most significant disabilities first.

People who qualify as **Priority Category 1 (PC 1)** have the most significant disabilities that cause serious problems in two or more areas that make it hardest to get a job, work, and take at least six months to get a job. They want a job.

People who qualify as **Priority Category 2 (PC2)** have significant disabilities that cause serious problems in two or more areas that make it hard to get a job, work, and take at least six months to get a job. People who get SSI or SSDI because they have a disability or are blind are included. They want a job.

People who qualify as **Priority Categories three (PC3) and four (PC4)** have trouble getting and keeping jobs but are not as significant as PC1 and PC2. These disabilities do not create as severe a problem in getting a job. Individuals in PC4 need only a few VR services. They want a job.

You need to give your VR Counselor enough information from your doctor(s), school records or other sources to explain your disability. If you cannot get this paperwork, your VR Counselor can help. To qualify as Priority Category 1, this paperwork must show that your disability causes limitations in two or more “functional capacities” as defined by VR policy:

- Mobility
- Communication
- Work Skills
- Work Tolerance
- Self-Care
- Self-Direction
- Interpersonal Skills

What Does VR Do?

If you are eligible for VR services and assigned to an open Priority Category your needs, preferences and interests will help develop your Individualized Plan for Employment (IPE). Everyone will not need the same services. Here are some examples of services:

- Diagnosis
- Career guidance and counseling
- Training
- Treatment
- Supported employment
- Job placement
- Self-employment supports
- Vocational Evaluation
- Rehabilitation technology services
- Personal care assistance program
- Post-employment supports
- Transition from school to work
- Independent living services
- Maintenance and transportation
- Assistive technology
- Interpreter services
- Client Assistance Program
- Help with self employment

Finding the Right Type of Work for You

Your VR Counselor will guide you through activities to identify your abilities, job skills, and job interests in order to develop an Individualized Plan for Employment (IPE). This plan will identify the kind of job you want and what training, educating, and/or services you will need to get that job.

There are some things you can do to get ready for your first meeting with your VR Counselor. If you do not know what kind of work you want to do, here are some ways to look for ideas. Remember, you are not looking for just any job. You are looking for a job that interests you and that you can do with your abilities or with training you can receive in order to reach your employment.

If you think you would like to be self-employed, discuss how that might work with your VR Case Manager.

Planning Tool

Things That I Enjoy Doing:

Things That Are Okay to Do:

Things That I Dislike Doing:

Things I Really Dislike Doing:

Your Work Interests

1. What do you like to do? What are your interests and hobbies? Here is a tool to help:
<http://www.ou.edu/education/centers-and-partnerships/zarrow.html?rd=1>.

2. What kind of work or volunteer experiences have you enjoyed?

3. Visit Tennessee's Career Center webpage to look at jobs:
<http://www.job.com/?us=6169¶m2=Tennessee&opt=1&rmf=1&nmt=o>. Do you see jobs you like?

5. Look through the Occupational Outlook Handbook. This will help you see skills and training needed for jobs: <http://www.careeronestop.org/ExploreCareers/explore-careers.aspx>.

6. Talk to friends and relatives about their jobs. Is their work interesting? What training did they need?

7. Look at jobs at: jobs.net/Tennessee.htm. What jobs look interesting? What do you like about them? This is a pretty complicated site. Ask for help if you need it.

Work Planning

Knowing the kind of work you want to do will help when you work with your VR Counselor. Complete this worksheet before meeting with your counselor. Ask a teacher or family member for help if you need it.

1. What things are you good at doing?

2. What education have you had?___

3. What type of job training have you had?

4. What work experience have you had?

5. What volunteer experience have you had?

6. What kinds of work are you interested in? Why?

7. Do you need training to do the job you want? If you do, what type of training?

8. What kinds of jobs do NOT interest you? Why?

9. Do you want to work? Do you need health insurance?

Getting Ready for Your Individualized Plan for Employment (IPE) Meeting

Your VR Counselor can help you learn what work you want to do and the skills you need, you can find you need training. Some job training options include postsecondary programs like Next Steps at Vanderbilt, IDEAL at Lipscomb University, UnionEDGE Program at Union University, Tiger LIFE at the University of Memphis, and UT FUTURE at the University of Tennessee; a college and/or university; Tennessee College of Applied Technology; the Tennessee Rehabilitation Center (TRC) in Smyrna, a Community Rehabilitation Provider and others. It is up to you to visit places to get training to see which is a good fit. Your VR counselor will help you make a decision based on your interests, what you do well, and the work you want to do.

1. Your school Guidance Counselor can help find where you can get training. They can help you learn which schools may be most “disability friendly.”
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2. Talk with your VR Counselor. They have lots of information about schools.
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3. Ask your friends where they will get training and what they will be studying. If they are going to the same place where you will be getting training, you can support each other.
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-

5. One place to get job training is the Tennessee Rehabilitation Center (TRC) in Smyrna, TN. They have personal and vocational training. Your VR Counselor can schedule a visit for you to visit and tour.

6. There are also Community TRC’s around the state where you can get vocational evaluations, employee development, personal and vocational training. Ask your VR Counselor for more information about these.

Responsibilities When You Get VR Services

1. You must help develop your Individualized Plan for Employment (IPE) and work towards getting a job. You need to work closely with your VR Counselor in finding types of services, service providers, and looking for your job. You can help by keeping appointments and working to reach your work goal.
2. When you are getting VR services, you must contact your VR Counselor every month to let them know how things are going. Call your VR Counselor if you need to reschedule a meeting. Leave a phone message or send an email if you need to. Be sure you have their phone number and email in a safe place. Answer letters, phone messages or emails from your VR Counselor immediately.
3. VR helps get jobs if you have money or not. Unless you get SSI or SSDI, your counselor will talk to you about your income and assets to identify much you can help pay for services. This includes federal or state financial aid. If you can get them and will not use these benefits, you cannot get VR services.

Rights When You Get VR Services*

1. You have the right to know if you are eligible within 60 days of when you apply. 34 CFR §361.42
2. You have the right to develop your own IPE. 34 CFR §361.45 - §361.46
3. You have the right to get all the services you need to help you reach your job goal. 34 CFR §361.48
4. You have the right to decide what your job goal will be. CFR 34 §361.45 and §361.52
5. You have the right to pick services and providers (schools, etc.). 34 CFR §361.45 and §361.52
6. You have the right to change your IPE, your job goal or services. 34 CFR §361.45
7. You have the right to look at your IPE at least once a year with. 34 CFR §361.45
8. You have the right to review the VR Policy Manual. 34 CFR §361.50
9. You have the right to appeal any decision made by VR that you do not agree with. 34 CFR §361.57
10. You have the right to have the Client Assistance Program (CAP) help you. 34 CFR §361.57

* All rights are in the Code of Federal Regulations, Title 34, Part 361, State Vocational Rehabilitation Services Program. A copy of the regulations is available at <http://www.gpoaccess.gov/cfr/index.html>.

These are modified from Disability Rights Tennessee's "VR Bill of Rights."

If you need help understanding any of this or if you have questions you can call your VR Counselor or visit VR's website at http://state.tn.us/humanserv/rehab/rehab_main.html, or call the main office at (615)313-4891; (615)313-5695 (TTY); 1-800-270-1349 (TTY long distance).

If you disagree with a decision made by your VR Counselor and cannot resolve it by talking to your counselor's supervisor, you can get help appealing from the Client Assistance Program (CAP) at Disability Tennessee Rights at 800/342-1660; 615/298-1080 (TDD); 888/852-2852 (TTY).

Tips

1. If your school does not make a referral to VR, call them yourself. (Directory at the back of this booklet.)
2. When planning, be sure to think about what type of work you want to do. VR helps find paid jobs. The training you get will depend on the type of work you want to do.
3. If VR says you are on a waiting list for employment services, ask them about your options.
4. Once you have signed your IPE, you will need to stay in touch with your VR Counselor at least once a month. If you call him/her, and s/he is not in the office, leave a message or send an email.
5. Your VR Counselor must approve all changes to services listed on the IPE in advance.
6. For information on a "Ticket to Work" visit: <http://www.socialsecurity.gov/work/aboutticket.html>.
7. Tell your VR Counselor which the best way to contact you; by phone, mail, or email.
8. Let your VR Counselor know if you need information in another format, such as on a CD or Braille, or translated to another language.
9. It is important to call your VR Counselor as soon as you have a problem of any kind that affects your job training. They will help or offer advice.
10. Keep who support you in the loop (parents, etc.). They will help if they know you need them.
11. If you get training do not skip classes. Every class is essential to help you meet your career goal.
12. If you have a rough semester in college or technical school, do not give up. Your VR Counselor is there to help and support you when the going gets rough. They will have ideas that will help you.
13. Do not drop a class until you speak with your VR Counselor.
14. Connect with the Disability Services office where you attend school. They can help you talk with your instructors, help you find support services such as tutors, note takers, and more.
15. If you are living on campus, follow campus rules.
16. VR may close your case if:
 - You have completed your IPE and have successfully maintained employment for 90 days;
 - You do not cooperate with or maintain contact with your VR Counselor; or
 - You ask for it to be closed.
17. Do not expect others to look out for your rights. Ask questions until you get the answers. Take someone (like a parent) with you to your VR meetings. If someone tells you no, ask for the policy the refusal is based on. You have rights.

VR Regional Offices with Counties Served

<p><u>Region 1</u> 905 Buffalo Street Johnson City, Tennessee 37605-2120 Telephone: 423/434-6934 Fax: 423/434-6963 Counties & TRCs Served: Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington</p>	<p><u>Region 2</u> State Office Building 531 W. Summit Hill Drove, Suite 301 Knoxville, Tennessee 37902 Telephone/TTY: 865/594-6060 Fax: 865/523-7852 or 865/594-6535 Counties & TRCs Served: Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union</p>
<p><u>Region 3</u> Eastgate Center, Suite 602-B 5600 Brainerd Road Chattanooga, Tennessee 37411 Telephone: 423/634-6700 Fax: 423/634-1976 Counties & TRCs Served: Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie</p>	<p><u>Region 4</u> 955 E. 20th Street Cookeville, Tennessee 38501-2472 Telephone/TTY: 931/526-9783 Fax: 931/525-1614 Counties & TRCs Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White</p>
<p><u>Region 5</u> 88 Hermitage Avenue Nashville, Tennessee 37210 Telephone: 615/741-1606 Fax: 615/741-8180 Counties Served: Davidson, Robertson</p>	<p><u>Region 6</u> 6000 Trotwood Avenue Columbia, Tennessee 38401-7003 Telephone: 931/380-2563 Fax: 931/380-2567 Counties & TRCs Served: Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson, Wilson</p>
<p><u>Region 7</u> Lowell Thomas State Office Bldg, Box 15 225 Martin Luther King Boulevard Jackson, Tennessee 38301 Telephone: 731/423-5620 Fax: 731/426-0563 Counties & TRCs Served: Chester, Crockett, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton</p>	<p><u>Region 8</u> 560 Benton Industrial Road Camden, Tennessee 38320 Telephone: 731/584-2147 Fax: 731/584-6795 Counties & TRCs Served: Benton, Carroll, Cheatham, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Robertson, Stewart, Weakley</p>
<p><u>Region 9</u> 170 North Main Street, 3rd Floor Memphis, Tennessee 38103-1820 Telephone/TDD: 901/528-5284 Fax: 901/543-6036 Counties & Served: Shelby</p>	<p><u>Region 10 & Region 11</u> Services for the Blind and Visually Impaired (10) Services for the Deaf and Hard of Hearing (11) Citizens Plaza State Office Building, 12th Floor 400 Deaderick Street Nashville, Tennessee 37243 Telephone: 615/313-4914 TTY, Long-Distance: 1-800-270-1349 Fax: (615) 313-6508</p>

This document was prepared by:

The Arc Tennessee

615/248-5878 or 800/835-7077
151 Athens Way, Nashville, TN 37228
<http://thearctn.org/>

Client Assistance Program (CAP), a Program of Disability Rights Tennessee

800/342-1660; 615/298-1080 (TDD); 888/852-2852 (TTY)
<http://www.disabilityrightstn.org>

Tennessee Department of Human Services Division of Rehabilitation Services (VR)

615/313-4891; 615/ 313-5695 (TTY); 800/270-1349 (TTY Long Distance)
400 Deaderick Street, Second Floor, Nashville, TN 37243
http://www.tn.gov/humanserv/rehab/rehab_main.html



TENNESSEE DEPARTMENT OF
HUMAN SERVICES



Helping shape Tennessee lives.



This project is funded in part by the State of Tennessee.

The Arc Tennessee values diversity and does not discriminate based on race, ethnicity, religion, age, geographic location, sexual orientation, gender, or level of disability.

ELIGIBILITY AND ORDER OF SELECTION FACT SHEET

- **What is Vocational Rehabilitation?**
- *Vocational Rehabilitation (VR) is a federal/state program that helps people with disabilities to enter, maintain, or return to employment. Our charge is to help those people achieve and maintain meaningful careers.*
- **Who is eligible for Vocational Rehabilitation Services?**
- *If you have a physical or mental impairment that makes it difficult for you to find or keep a job and you need our services to do so, you may be eligible. We will determine eligibility based on medical and/or psychological records and assess how your disability affects your ability to work. A person who receives Social Security Disability Insurance (SSDI) or Supplemental Security Insurance (SSI) benefits due to disability or blindness is presumed to be eligible if that person intends to enter employment.*
- **What kinds of services does the VR agency provide?**
- *Services are provided based on the person's abilities, interests, and informed choice and may include training, medical or psychological treatment that would increase the individual's ability to work, rehabilitation technology, job placement and follow-up, and post-employment services. All clients receive counseling and guidance as an integral part of their services to help the person reach their employment potential.*
- **What if I want training or other services but don't want to go to work?**
- *VR services are provided to prepare a person to enter employment, return to employment, or maintain employment.*
- **I receive SSDI benefits, and I am afraid that if I go to work, I will lose my Medicare. How can a person who receives SSDI or SSI disability benefits determine how VR services or employment would affect their benefits?**
- *A VR counselor would put you in touch with a benefits specialist who can help you find out what you need to know about your SSDI or SSI benefits and can help you make work pay.*
- **How can I apply for VR services?**
- *You may find the contact information for your local VR office by looking in the government listings in your telephone book under Tennessee State Government, Human Services Department, Rehabilitation Services. If you need assistance locating the nearest office, contact the Nashville administrative office of the Division of Rehabilitation Services at (615) 313-4891.*

- **My VR counselor told me I am eligible for services but can't receive them because of the selection order. What is an order of choice?**
- *Federal law states that if there is not enough funding available to provide services to all eligible persons, state VR programs must prioritize services to applicants with the most significant disabilities and limitations. Tennessee's VR program has funding to provide services only to those individuals who have the most significant disabilities and who are designated as "Priority Category 1".*
- **My VR counselor has informed me that my case is in Priority Category 3. What would qualify a person to be in Priority Category 1?**
- *VR must consider not only the disability (diagnosis) but also the limitations that the individual experiences as a result of the disability, which would impact the ability to enter or maintain employment. To be determined as having a most significant disability, an individual would have a severe disability that creates serious limitations in at least 2 of 7 capacity areas. These include mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills, as documented by medical, psychological, and/or vocational assessments. The individual must also require multiple vocational rehabilitation services that are expected to be needed over at least six months. All services must help the client prepare for, retain, or maintain a successful employment outcome.*
- **If I receive SSI or SSDI, do I automatically receive vocational rehabilitation services?**
- *A person who receives Social Security Disability Insurance benefits (SSDI) or Supplemental Security Insurance benefits (SSI) due to disability or blindness is presumed eligible and at least Priority Category 2 if they intend to enter employment. These VR clients are considered to have severe limitations in their work skills. If they meet the requirements for one of the other limitations (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance), they will be in Priority Category 1. They do not have to meet the requirement of needing multiple services over at least six months.*
- **Is the priority category affected by the cost of the needed services?**
- *No. The law says that no other factors, such as cost of service, income, type of disability, etc., can be used to determine assignment to a priority category.*
- **What if my case is assigned to Priority Category 2, 3, or 4, but my condition and limitations worsen?**
- *Any time that your disability and limitations get worse, you should contact your VR counselor and ask for a re-evaluation. Also, if further medical or psychological documentation becomes available, you should send it to your VR counselor and ask to re-evaluate your priority category.*

- **Are there any VR services I can receive if I am in Priority Category 2, 3, or 4?**
- *VR cannot provide direct services to those eligible individuals who are not in Priority Category 1. Still, the VR counselor must provide information and referral services to help those persons find services through other agencies and entities.*

- **If my VR case is in Priority Category 2, 3, or 4, will the case be closed after a certain period?**
- *No. Your case will remain open until Information allows it to be reclassified to a higher priority category, Funding becomes available to provide services to eligible individuals in other priority categories, or You and your counselor agree that your case should be closed.*

- **Are there other states operating under an order of selection?**
- *Yes. 45 out of 80 agencies are currently operating under an order of selection.*

- **Is it likely that Tennessee's VR program will be able to provide services soon to clients whose cases are not in Priority Category 1?**
- *Tennessee's VR program has been under an order of selection since August 1, 2001. We do not anticipate that the selection order will be lifted at any time soon. Our focus is to provide the best and most effective vocational rehabilitation services that we can provide to help individuals with the most significant disabilities reach their career goals.*



DISABILITY RIGHTS TN

Formerly Disability Law & Advocacy Center of TN

**EQUALITY.
INCLUSION.
JUSTICE.**



Disability Rights Tennessee (DRT) is a nonprofit legal services organization dedicated to protecting the rights of Tennesseans with disabilities.

Disability Rights Tennessee is the designated federal Protection & Advocacy System for people with disabilities in Tennessee.

We concentrate our work in three areas: freedom from harm, freedom from discrimination, and freedom to participate in the community

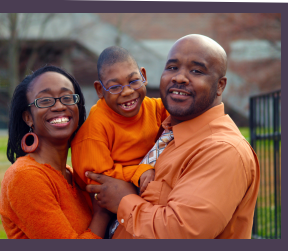
OUR SERVICES

- **INFORMATION & REFERRAL**
- **INVESTIGATION OF ABUSE & NEGLECT**
- **ADVOCACY SERVICES**
- **LEGAL REPRESENTATION**
- **EDUCATION & OUTREACH**
- **PUBLIC POLICY ADVOCACY**

www.DISABILITYRIGHTSTN.org

1-800-342-1660 | gethelp@disabilityrightstn.org

How to Get Help



1. Connect with Intake
1-800-342-1660 or
gethelp@disabilityrightstn.org
2. Be ready to answer questions about the problem you have
3. There is no cost for services
4. Your issue will be sent to the Review Team. One of the following can happen:
 - You may receive information/referral
 - Your issue may be opened as a case

Each year DRT collects input from community members to identify areas of work. DRT currently offers individual services within the following **Areas of Work**:

- Abuse & Neglect in Institutions & Community Settings
- Appropriate School Supports including IEP & 504 plans
- Access to Vocational Rehabilitation (VR) Services
- Access to Assistive Technology
- Access to Vote
- Equal access to business, government, & public settings

Se habla Español

Remember that each issue is unique.

In deciding whether direct services can be provided, DRT will consider several factors including availability of resources and the ability to advance the Disability Rights Movement in Tennessee.



**DISABILITY
RIGHTS TN**

Formerly Disability Law & Advocacy Center of TN

MEMPHIS | NASHVILLE | KNOXVILLE

www.disabilityrightstn.org

TRANSITION SUPPORTS

Transitioning from youth to adulthood and greater independence is exciting. For people with disabilities transitions can also be challenging. People may have issues changing from youth to adult-based services. Living and working environments may not be accessible. And people may face complex health care needs. For example, someone might apply to Vocational Rehabilitation (VR) but be denied services they need. Another person may find a great job but need accommodations to do the job.

Transitions can be hard, but there are programs to help. People with disabilities can move towards college, work, or greater independence with support. **The Protection & Advocacy for Beneficiaries of Social Security (PABSS) and Client Assistance Program (CAP) are two Disability Rights Tennessee (DRT) programs that can help people with disabilities in transition.**



PABSS

Helps SSI or SSDI recipients who are facing barriers to work.

How Can PABSS Help You?

- Get an effective transition plan with your high school
- Help with applying for VR services
- Get accommodations due to your disability for your college classes or other post secondary training programs
- Get reasonable accommodations in your work place to help you do your job
- Help resolve employment discrimination

NEED HELP?

(800) 342-1660 | GetHelp@DisabilityRightsTN.org | www.DisabilityRightsTN.org

CAP

Helps with issues about Vocational Rehabilitation (VR or Voc Rehab).

How Can CAP Help You with VR?

- Answer your questions
- Help you apply for VR
- Explain your rights and responsibilities
- Provide advocacy or legal assistance
- Resolve misunderstandings
- Help with appeals
- Common issues with VR such as:
 - Communication with VR counselors
 - Disagreement about job goals
 - Obtaining assistive technology (AT)
 - Denial of services



DRT EMPLOYMENT ADVOCACY

Disability Rights Tennessee provides Employment Advocacy Services through the following programs:

Protection & Advocacy for Beneficiaries of Social Security (PABSS) The program was established under the Ticket to Work Improvement Act of 1999. The purpose of this project, which is funded by the Social Security Administration, is to protect the legal rights of Social Security Beneficiaries in their efforts to return to work. Social Security has reviewed this for technical accuracy only; this should not be considered an official Social Security document.

Client Assistance Program (CAP) CAP was created to assist all clients and applicants of Vocational Rehabilitation and Centers for Independent Living. Funding for CAP is administered by the U.S. Department of Education, Office of Special Education and Rehabilitation Services, and the Rehabilitation Services Administration.



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NEED HELP?

If you need help with transition services or think the CAP or PABSS programs might be able to help you, contact DRT.

(800) 342-1660
GetHelp@DisabilityRightsTN.org

www.DisabilityRightsTN.org



The Workforce Innovation and Opportunity Act (WIOA) provides the means for students age 14-22 with a disability to receive Pre-Employment Transition Services (Pre-ETS) and is intended to increase the nation's workforce service delivery system.

Pre-ETS are coordinated in partnership with the local Vocational Rehabilitation (VR) office and the region's Community Rehabilitation Programs (CRPs), students and their families, the students, teachers, and/or other school professionals who may already be involved in support or service provisions (such as Special Education Director, therapy provider, etc.).

Pre-ETS are the career-focused preparation services outlined below:

- **Job Exploration:** Exploring the world of work and career choices
- **Work-Based Learning:** Engaging in paid or non-paid work experience which may be in-school and/or after-school
- **Workplace Readiness:** Preparing students for the workplace
- **Self-Advocacy:** Helping the students learn more about themselves, their disabilities, and how to interact in the world
- **Post-Secondary Counseling and Enrollment Assistance:** Exploring options for students seeking careers that require post-secondary education

The following information regarding Pre-ETS may be useful:

- Pre-ETS are designed to supplement and enhance, **not** replace, a Local Education Agency's transition program.
- The student is **not** required to have a current Individualized Education Plan (IEP) or 504 plan in order to receive Pre-ETS but disability certification is required.
- There is **no cost** for Pre-ETS to the individuals receiving the services or their families.
- Pre-ETS are provided by local CRPs that hold agreements with the Tennessee VR Program.
- A legal guardian's written consent is **required** in order to provide Pre-ETS to youth younger than age eighteen or who have a legal guardian to assist them with decision making.
- Participation in Pre-ETS **does not** qualify an individual for VR services. *If a student is interested in VR services, please contact the local VR counselor. We strongly encourage you to connect with your local VR Counselor to determine eligibility and what services may be available to assist the student.*
- **A student may receive any one or any combination** of Pre-ETS tailored to their educational needs and the goal of competitive integrated employment.

Additional Resources:

- **DRT Client Assistance Program:** DisabilityRightsTN.org | 800-342-1660
- **Tennessee Vocational Rehabilitation Program:** bit.ly/TNVRProgram
- **US Dept of Education, WIOA, Overview of Title IV, Amd of Rehab Act of 1973:** bit.ly/IVRA1973
- **National Collaborative on Work-force and Disability, Guideposts for Success:** <https://bit.ly/>



Vocational Rehabilitation Program

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for clients that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

Services:

- Counseling & Guidance
- Training
- Maintenance & Transportation
- Transition Services from School to Work
- Personal Care Assistance
- Rehabilitation Technology Services
- Job Placement
- Post-Employment Services
- Supported Employment
- Independent Living Services

Special Emphasis Services:

Tennessee Rehabilitation Center at Smyrna

State operated comprehensive rehabilitation facility offers a variety of vocational programs on campus with residential housing available.

Community Tennessee Rehabilitation Centers

Community-based vocational rehabilitation services prepare and support individuals on their employment path.

Services for the Deaf and Hard of Hearing

The unique needs of individuals who are deaf and hard of hearing are served through this specialized unit.

Services for the Blind and Visually Impaired

The unique needs of individuals who are blind and visually impaired are served through this specialized unit.

For More Information: <https://www.tn.gov/humanservices/disability-services.html>

Phone: 1-833-772-TDHS (8347)

The Tennessee Department of Human Services' mission is to build strong families by connecting Tennesseans to employment, education and support services.

Each day, Tennessee Department of Human Services (TDHS) employees and partners work toward the collective goal of building a thriving Tennessee. The following list is a snapshot of the services administered by TDHS.

Visit the One DHS Customer Portal onedhs.tn.gov to start your application for services today.

For more information, visit tn.gov/humanservices or call the One DHS Contact Center at 1-833-772-TDHS (8347).

ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services investigates reports of abuse, neglect (including self-neglect) or financial exploitation (of government funds) of adults who are unable to protect themselves due to a physical or mental limitation. To report suspected abuse of a vulnerable or elderly adult, call (888)-APS-TENN (888) 277-8366. Report online at: reportadultabuse.dhs.tn.gov.

CHILD CARE SERVICES

Child Care Services plans, implements, and coordinates activities and programs to ensure quality, and the health and safety of children in licensed care.

Child and Adult Care Licensing is the regulatory body that licenses and monitors child care and adult care facilities across Tennessee with the goal of ensuring the health and safety of young children and vulnerable adults in care. To report suspected licensing violations or possible illegal child care operations, call the Child Care Complaint Hotline at (800) 462-8261. You can also e-mail your information to ChildCareServices.DHS@tn.gov.

The Child Care Certificate Program (Child Care Payment Assistance, including Smart Steps) provides child care payment support primarily to families who are working, in post-secondary education programs, those participating in the Families First program and others. Child care payment assistance not only allows parents and guardians a sense of security while they work or pursue educational goals, it also promotes children's learning and development in quality child care environments. For questions visit us online at <https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance.html>, or call (833) 772-TDHS (8347).

Child Care Resource and Referral Centers are free child care location and counseling services located in communities across the state. Parents can receive information regarding the components of quality care and what to look for when choosing quality care. For more information, call (866) 296-3422.

Learn more at: <https://www.tn.gov/humanservices/for-families/child-care-services.html>

CHILD SUPPORT PROGRAM

The Child Support Program promotes parental responsibility to meet the financial needs of children and their families. Services include: locating parents; establishing paternity; establishing and enforcing financial and medical support orders; modification of child support orders and collecting and disbursing child support collections. Learn more at: <https://www.tn.gov/humanservices/for-families/child-support-services.html> or call the Child Support Information Line at (615) 313-4880.

COMMUNITY SERVICES BLOCK GRANT (CSBG)

The Community Services Block Grant enables community-based contracts with local governments and non-profit organizations that provide a wide range of support services to low income individuals and families. For more information, contact the CSBG Unit at (615) 313-4892 or e-mail CSBG.DHS@tn.gov.

FAMILIES FIRST

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program. The Families First program emphasizes work, training, and personal responsibility. It has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services. Learn more at: <https://www.tn.gov/humanservices/for-families/families-first-tanf.html> or contact the Family Assistance Service Center at (866)311-4287.

NUTRITION PROGRAMS

The Child and Adult Care Food Program provides eligible institutions reimbursements for nutritious meals served to participants who meet age and income requirements.

The Summer Food Service Program provides reimbursements for nutritious meals served to children 18 or younger in areas across the state where poor economic conditions exist when school is out for the summer. Persons older than 18 who are mentally or physically disabled and who participate in school programs for the disabled are also eligible to participate.

Learn more at <https://www.tn.gov/humanservices/children/dhs-nutrition-programs.html> or call (615) 313-4749.

SOCIAL SERVICES BLOCK GRANT Social Services Block Grant programs function as the primary support network for elderly and adults with a disability to help them maintain independence or prevent adult abuse, neglect, and exploitation. Services are facilitated through Adult Protective Services. For more information, call (615) 532-6250.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

The Supplemental Nutrition Assistance Program (SNAP) helps to ensure eligible low-income families and individuals receive benefits to supplement a household's monthly food budget, maintain good health, and allows them to direct more of their available income toward essential living expenses. Learn more at <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html> or contact the Family Assistance Service Center at (866)311-4287.

DIVISION OF REHABILITATION SERVICES (DRS)

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for customers that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

Services for the Blind and Visually Impaired (SBVI) provides vocational rehabilitation services to individuals who are blind or have vision loss. Rehabilitation teachers and assistants enable clients to live more independently in their homes and communities. Additionally, the unit operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals to operate food service facilities in state and in federal government buildings. For more information call (800) 628-7818.

The Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDDDBHH) has the responsibility for ensuring that state and local public programs and services are accessible to deaf, hard of hearing, late deafened, and Deaf-Blind citizens. TCDDDBHH coordinates communication, information, public awareness, and advocacy services through six regional community service centers. For more information call TDD - TYY# (800) 270-1349

The Tennessee Rehabilitation Center in Smyrna provides vocational evaluation, pre-vocational and vocational training, training for vision impairment and traumatic brain injury, physical rehabilitation and employment readiness services. Additional support services include Autism Spectrum Disorder (ASD) services, Deaf, Hard of Hearing, and Deaf/Blind services, speech services and psychological services.

Community Tennessee Rehabilitation Centers provide employment related services to applicants and eligible customers of the Vocational Rehabilitation program. Vocational evaluation, employee development and employment services are designed to assist individuals with disabilities to reach gainful employment.

The Tennessee Technology Access Program (TTAP) promotes awareness about and access to assistive technology devices and services. For more information, call (615) 313-5183, (800) 732-5059 or TTY# (615) 313-5695.

Disability Determination Services (DDS) processes Social Security Disability Insurance and Supplemental Security Income applications for the federal Social Security Administration. For a status on a pending disability claim, call (800) 342-1117 or TTY (877) 210-0008

For more information regarding Rehabilitation Services, visit <https://www.tn.gov/humanservices/disability-services.html> or call (833) 751-0597; TTY# (615) 313-5695; or TTY# (800) 270-1349.



1 in 5 Americans has a disability



According to the U.S. Department of Education, workers with disabilities are rated consistently as average or above average in performance, quality and quantity of work, flexibility, and attendance.

Employers report they want to hire workers with disabilities but do not know where to recruit them (US Chamber of Commerce).

VR helps match more than 200,000 Americans with disabilities with employers nationwide each year (www.ed.gov).

CONTACT THE VR REGIONAL OFFICE NEAR YOU:

Johnson City	(423) 434-6934
Knoxville	(865) 594-6060
Chattanooga	(423) 634-6700
Cookeville	(931) 526-9783
Nashville	(615) 741-1606
Columbia	(931) 380-2563
Jackson	(731) 423-5620
Camden	(731) 584-2147
Memphis	(901) 528-5284

STATE OFFICE TELEPHONE: (615) 313-4891
TTY: 1-800-270-1349
FAX: (615) 741-6508

Tennessee Department of Human Services
Division of Rehabilitation Services
Citizens Plaza Building, 10th Floor
400 Deaderick Street
Nashville, TN 37243

<http://www.tn.gov/humanserv/rehab/vrs.html>

TENNESSEE DEPARTMENT OF
HUMAN SERVICES



Helping shape Tennessee lives.

Pursuant to the State of Tennessee's policy of non-discrimination, the Department of Human Services does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability, or military services, in its policies, or in admission or access to, or treatment in, its services or activities.



Tennessee Department of Human Services, Authorization No. 345820, May 2011, 40,000 copies. This public document was promulgated at a cost of \$0.05 per copy.

Tennessee Vocational Rehabilitation



Enhancing the development of a diverse workforce so individuals with disabilities can achieve and maintain meaningful careers

A program of the
Tennessee Department of Human Services
Division of Rehabilitation Services

VR SERVICES

Services help lead to employment and are designed to meet individual needs:



Individuals who are eligible:

→ **Have** a physical or mental disability that constitutes or results in a substantial impediment to employment.

→ **Can** benefit from VR services to reach an employment outcome.

→ **Require** VR services to prepare for, obtain, keep or regain employment.

Social Security Insurance (SSDI) or Supplemental Security Income (SSI) recipients are presumed eligible for services if intending to secure employment.

SERVICES BEGIN WITH THE APPLICANT AND VOCATIONAL REHABILITATION COUNSELOR DEVELOPING AN INDIVIDUALIZED PLAN FOR EMPLOYMENT



- Diagnosis
- Counseling & Guidance
- Treatment
- Training
- Maintenance & Transportation
- Transition Services from School to Work
- Personal Care Assistance Program
- Independent Living Services
- Assistive Technology
- Supported Employment
- Job Placement
- Post-Employment Services

An individual with a disability may apply directly to Vocational Rehabilitation or may be referred by another individual or agency. A referral may be made by contacting a Vocational Rehabilitation office in person, by telephone, mail, fax or e-mail.

Special Emphasis Programs

Tennessee Rehabilitation Center at Smyrna

State operated comprehensive rehabilitation facility offers a variety of vocational programs on campus with residential housing available
<http://tn.gov/humanserv/rehab/trc.html>

Services for the Deaf and Hard of Hearing

The unique needs of individuals who are deaf and hard of hearing are served through a specialized unit

Services for the Blind and Visually Impaired

The unique needs of individuals who are blind and visually impaired are served through a specialized unit



Community TN Rehabilitation Centers

Centers offer comprehensive vocational evaluation services, employee development services, job readiness training and placement

Tennessee Technology Access Program

A statewide program designed to increase access to, and acquisition of, assistive technology devices

EMPLOYMENT SERVICES

WE HELP PUT YOUR CAREER GOALS INTO ACTION

Vocational Rehabilitation helps participants prepare for employment which can lead to meaningful and satisfying careers. Employment services are available upon completion of your program to assist job seekers with job search and readiness skills training, job placement, employer incentives, workplace supports and follow along services.

Vocational Rehabilitation works with the University of Tennessee's Corporate Connections to help our clients find a job. This statewide resource and employment service also helps businesses in recruiting, hiring, and retaining employees with disabilities.



"Recently our company landed a large retail project. We were under a very short time frame and had approximately 40,000 packages to assemble, tag, pack, and palletize. We literally handed the entire project over to TRC where they devised a plan of action and immediately organized and choreographed the massive project to perfection!!! We will rely on their expertise to roll out any large projects we have in the future."

Cathy Cannon, President
Southeastern Medical
Fit Rite LLC

"Simpson Strong Tie has a long standing relationship with the Gallatin TRC. We utilized the Center to perform various jobs including labeling, packaging of bulk screws, and small assembly. Work is completed accurately and timely. We have a great partnership."

Jim Joseph, Plant Manager
Simpson Strong Tie

"I wouldn't be where I am now if it had not been for the training assistance I received at the Shelbyville TRC. I have a great job and recently received Employee Award from the company president."

M. E.
Shelbyville

TENNESSEE REHABILITATION CENTERS LOCATIONS AND TELEPHONE NUMBERS

EAST	
ELIZABETHTON	423-542-4159
CLEVELAND	423-478-0332
GREENEVILLE	423-639-5148
MARYVILLE	865-981-2382
MIDDLE	
COLUMBIA	931-380-2550
COOKEVILLE	931-526-4721
FRANKLIN	615-790-5509
GALLATIN	615-451-5826
MANCHESTER	931-723-5070
MURFREESBORO	615-898-8088
SHELBYVILLE	931-685-5017
WINCHESTER	931-962-1162
WEST	
CAMDEN	731-584-7015
CLARKSVILLE	931-648-5560
DYERSBURG	731-286-8315
PARIS	731-644-7363
UNION CITY	731-884-2600

Tennessee Department of Human Services
Division of Rehabilitation Services

http://www.state.tn.us/humanserv/rehab/rehab_main.htm



Tennessee Department of Human Services, Authorization No. 345821, October 2008, 20,000 copies. This public document was promulgated at a cost of \$0.054 per copy.

Tennessee
Rehabilitation
Centers



The Right People
for
the Right Jobs

A program of the
Tennessee Department of Human Services
Division of Rehabilitation Services
Vocational Rehabilitation

JOB SEEKER SERVICES

A Community TRC provides services that lead to employment and are designed to meet individual needs:



→ Comprehensive Vocational Evaluation Services

- ▶ Determine work interest and abilities
- ▶ Career exploration and planning

→ Employee Development Services

- ▶ Perform actual work for area businesses
- ▶ Build physical work tolerance
- ▶ Learn work skills and gain work experience

→ Job Development and Employment Assistance

- ▶ Job readiness instruction, resume development, job search assistance

GOT QUESTIONS? GET ANSWERS

- ▶ Where do I learn new skills?
- ▶ Who is hiring?
- ▶ How do I find a job?
- ▶ How do I fill out a job application?
- ▶ How do I prepare a resume?
- ▶ What do I say in an interview?
- ▶ What do I wear to an interview?
- ▶ What do I tell about my disability?
- ▶ What can I do to keep my job?
- ▶ How can I advance in my career?



- Comprehensive Vocational Evaluation Services
- Employee Development Services
- Job Readiness Instruction and Employment Assistance
- Other support services such as GED preparation, budgeting, basic computer skills, etc.

You must be referred by a Vocational Rehabilitation Counselor to receive TRC services.

An individual with a disability may apply directly to Vocational Rehabilitation or may be referred by another individual or agency. A referral may be made by contacting a Vocational Rehabilitation office in person, by US postal, or by telephone.

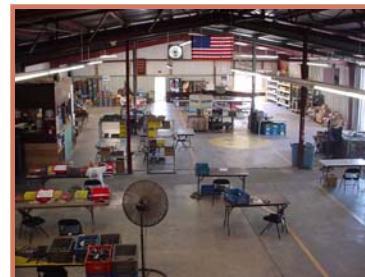
EMPLOYER SERVICES

TRC OFFERS A VARIETY OF SERVICES TO AREA BUSINESSES

Industry Outsourcing

Save money and receive quality, timely and cost effective services. Your community TRC is ready to meet your company's outsourcing needs. With warehouse space, loading docks, fork-lifts and a dedicated workforce, TRC's are ready to perform:

- small assembly
- packaging
- labeling
- sorting
- collating
- bagging
- mailings
- quality control
- and more!



Assistance and information can be provided on topics such as:

- Tax Incentives
- Americans With Disabilities Act
- Disability Awareness
- Job Accommodation and Accessibility

Services to Injured Employees

Available to individuals with significant disabilities when required to enable them to return to employment

Temporary Labor Needs

Contract labor through a local TRC to meet your temporary labor needs

RECRUITMENT AND RETENTION SERVICES

- Qualified job candidates to meet your employment needs
- On site job training and wage reimbursement
- Student internships
- Employee retention strategies and services
- Business tax incentives

Division of Rehabilitation Services Corporate Connections (in partnership with the University of Tennessee)

A statewide resource and employment service assisting businesses in recruiting, hiring, and retaining employees with disabilities. Corporate Connections customizes a full range of employment services including technical assistance and consultation to meet the needs of your company.

TN Centers for Independent Living Services

In addition to Independent Living Services that focus on serving community members who are blind or visually impaired, Tennesseans have access to six (6) Centers for Independent Living across the state. These centers provide five (5) Core Services: Information and Referral, Independent Living Skills Training, Peer Counseling, Individual and System Advocacy and Transition. Centers also provide an array of other supports to aid the productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society. Below is a list of centers serving Tennessee.

Memphis Center for Independent Living (MCIL)

The Memphis Center for Independent Living serves Shelby County.

Sandi Klink, Executive Director
1633 Madison Avenue
Memphis, TN 38104
Telephone: (901) 726-6404
Fax: (901) 726-6521
Sandi@mcil.org

Jackson Center for Independent Living (JCIL)

Jackson Center for Independent Living serves 8 counties (Madison, Carroll, Crockett, Gibson, Henderson, Chester, Hardeman, and Haywood).

Beth James, Executive Director
1981 Hollywood Drive
Jackson, TN 38305
Telephone: (731) 668-2211
Fax: (731) 668-0406
beth@jcil.tn.org

TARP Center for Independent Living (TARP)

The TARP Center for Independent Living serves 8 counties (Benton, Dickson, Henry, Houston, Humphreys, Montgomery, Stewart, and Weakley).

Denise Wardle, Executive Director
1027 Mineral Wells Ave., Suite 3
Paris, TN 38242
Telephone: (731) 644-0026 Toll-free (866) 895-8277
Fax: (731) 644-1116
denisew@tarp1.org

EMPOWER TENNESSEE

Empower Tennessee serves 7 counties (Cheatham, Davidson, Robertson, Rutherford, Sumner, Williamson, and Wilson).

Gina Lynette, Executive Director
955 Woodland Street
Nashville, TN 37206
Telephone: (615) 292-5803 Toll-free (866) 992-4568
info@empowerTN.org
gina@empowertn.org

disABILITY Resource Center (dRC)

disABILITY Resource Center serves Knox County.

Lillian Burch, Executive Director
900 E. Hill, Suite 120
Knoxville, TN 37915
Telephone: (865) 637-3666
Fax: (865) 637-5616
lburch@drctn.org

Tri-State Resource and Advocacy Center

Tri-State Resource and Advocacy Center serves 10 counties (Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie).

Mark Woolfall, Executive Director
6925 Shallowford Road, Suite 300
Chattanooga, TN 37421
Telephone: (423) 892-4774 Toll-free (800) 868-8724
Fax: (423) 892-9866
ilctrac@bellsouth.net



Having Trouble Seeing?

- **Your mail?**
- **Setting your microwave?**
- **Signing your name?**

Are you a Tennessee resident and want to remain independent?

Our Rehab Instructors can teach you ways to:

- Tell Time and Date
- Use your phone
- Write
- Adjust lighting levels
- Prepare simple meals



Rehab Instructors provide one-on-one training in simple skills to make life with vision loss easier. Services are individualized to meet your needs at no cost to you and are available in all areas, including rural counties.

Our instructors can teach you ways to adjust your in-home environment. Let our Rehab Instructors be your partner in personal independence.

Contact our office at: **(833) 751-0597**

For more information about the Independent Living Program please visit:
TN.Gov/HumanServices/DS/Blind-Visually-Impaired-Services/BVIS-Independent-Living-Services.html

Definitions of Vocational Rehabilitation Related Terms

American Job Center (AJC) - A network of centers across the state, simultaneously servicing both employers and job seekers alike. Companies find ideal workers while candidates receive vital career information and services. Each American Job Center offers digital labor market information, free Internet access, workshops, online talent banks, job placement, recruitment, and training. <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>

Americans with Disabilities Act (ADA) - The Americans with Disabilities Act of 1990 is a civil rights law that prohibits discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. <https://www.ada.gov/>

Basic Vocational Assessment – sometimes also referred to as “vocational evaluation”; assessment to gather information regarding an individual’s aptitudes, interests, abilities, transferrable work skills. Information gathered is essential in the preparation of the client’s Employment Needs Assessment (ENA) and Individualized Plan for Employment (IPE).

Benefits to Work (BTW) – As part of the Tennessee Disability Coalition the BTW program promotes self-sufficiency for individuals with disabilities by helping to lessen some of the obstacles faced when going to work including concern about losing healthcare coverage and other benefits. BTW collaborates with employment resource professionals such as Social Security, Vocational Rehabilitation, Employment Networks, Workforce Employment Networks, Protection and Advocacy for Beneficiaries of Social Security (PABSS) and many others to form a cohesive support system to better serve individuals pursuing their career endeavors. **Benefits Analyst (BA)** – The Benefits Analyst (BA) conducts BTW presentations routinely on work incentives. Disability benefits counseling services are free of charge. **Certified Work Incentive Coordinator (CWIC)** - Disability Benefits Counseling Services are provided by/through Community Work Incentives Coordinators (CWIC) Work Incentive Planning and Assistance projects (WIPA), locally known as Benefits to Work. <https://www.tndisability.org/benefits-work>

Business Employment Consultant (BEC) – VR employee who focuses on development of employment leads and working with individual clients to find and obtain employment; in loose terms, a “job placement specialist”.

Centers for Independent Living (CIL) - At a minimum, centers funded by the program are required to provide the following independent living core services:

- Information and referral;
- Independent Living skills training;
- Peer counseling;
- Individual and systems advocacy; and
- Services that facilitate transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions, and facilitate transition of youth to postsecondary life.

Centers also may provide, among other services: psychological counseling, assistance in securing housing or shelter, personal assistance services, transportation referral and assistance, physical therapy, mobility training, rehabilitation technology, recreation, and other services necessary to improve the ability of individuals with significant disabilities to function independently in the family or community and/or to continue in employment. <https://acl.gov/programs/aging-and-disability-networks/centers-independent-living>

Client Assistance Program (CAP) - The Client Assistance Program (CAP) is administered by Disability Rights Tennessee (DRT). CAP provides individual advocacy and legal representation, information and referral services, outreach, and education. CAP also provides information on Title I of the Americans with Disabilities Act. <https://www.disabilityrightstn.org/resources/client-assistance-program-cap>

Community Rehabilitation Provider (CRP) – Individuals or agencies (for-profit or non-profit) approved to provide vocational rehabilitation services through an Letter of Agreement, contract or direct purchase. CRPs may also be referred to as “providers” or “vendors”.

Competitive Integrated Employment (CIE) - employment at a location typically found in the community where the client:

- 1) Is compensated at not less than the legal minimum wage or at the customary rate for the same or similar work performed by individuals without disabilities;
- 2) Is eligible for benefits that is similar for individuals without disabilities;
- 3) Interacts with fellow employees within the work unit who are not individuals with a disability; and
- 4) As appropriate, has the opportunity for advancement that is similar for individuals without disabilities.

Above definition quoted from the Vocational Rehabilitation Procedures Manual. For more complete definition visit:

<https://www2.ed.gov/about/offices/list/osers/rsa/wioa/employment-outcomes-competitive-integrated-employment.pdf>

Customized Employment (CE) – Individualized process to meet the needs of employers and employees in the most effective manner possible. Customized

Employment (CE) can be used in as a general employment model or in some cases it can be used under the umbrella of Supported Employment (SE) services.

<http://www.griffinhammis.com/customizedemployment.html>

Department of Education (DOE) - VR and the Tennessee Department of Education collaborate to provide students with disabilities with support to transition from secondary school to post-school employment and related activities leading to competitive, integrated employment.

Department of Labor & Workforce Development – The Tennessee Department of Labor and Workforce Development’s Workforce Development division serves Tennessee’s employers and employees through the Workforce Investment Act (WIA) using federal funds for eligible adults, dislocated workers and youth.

<https://www.tn.gov/workforce.html>

Department of Mental Health and Substance Abuse Services (DMHSAS) - Provides, plans for, and promotes a comprehensive array of quality prevention, early intervention, treatment, habilitation, and recovery support services for Tennesseans with mental illness and substance abuse issues. VR partners with DMHSAS in implementing the Individual Placement & Support (IPS) Supported Employment Program.

Department of Intellectual and Developmental Disabilities (DIDD) - The state agency responsible for the operational administration of Medicaid funded Home and Community Based Services waiver programs for individuals with developmental and intellectual disabilities.

Employment and Community First (ECF) CHOICES - State program to assist people with intellectual and developmental disabilities. Department of Intellectual and Developmental Disabilities (DIDD) is lead agency.

<https://www.tn.gov/didd/employment-and-community-first-choices.html>

Employment Needs Assessment (ENA) – Collection of individualized information used to determine and identify a client’s employment objective, functional capacities, personal/environmental barriers to employment, and the nature and scope of VR services.

Federal Fiscal Year (FFY) – October 1 through September 30

Intellectual and Developmental Disabilities (IDD) – disorders that are usually present at birth and are characterized by problems with intellectual functioning/intelligence and adaptive behavior

Individualized Plan for Employment (IPE) – Agreement between VR and an individual client outlining the: roles/responsibilities of VR and the client; scope of services to be

used to assist the client in obtaining employment; funding sources for the various VR services; and projected timeline for training/other services and employment.

Individual Placement and Supports (IPS) – Evidence-based approach to employment services for individual with mental illness. IPS is a specific type of Supported Employment. IPS is cooperatively implemented by the Division of Rehabilitation Services and the Department of Mental Health and Substance Abuse Services.
<https://ipsworks.org/>

Job Accommodation Network (JAN) - a service provided by the United States Department of Labor's Office of Disability Employment Policy which facilitates the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members, and other interested parties with information on job accommodations, entrepreneurship, and related subjects. <https://askjan.org/>

Job Readiness Training (JRT) – assistance with resume writing, help completing and submitting job applications, conducting practice interviews, etc.

Local Education Agency (LEA) – local school districts

O*Net – database, containing hundreds of standardized and occupation-specific descriptors on almost 1,000 occupations covering the entire U.S. economy.
<https://www.onetcenter.org/overview.html>

Occupational Outlook Handbook - publication of the United States Department of Labor's Bureau of Labor Statistics that includes information about the nature of work, working conditions, training and education, earnings and job outlook for hundreds of different occupations in the United States. <https://www.bls.gov/ooh/>

Pre-employment Transition Services (Pre-ETS) – Pre-employment services provided to students with a disability, age 14 to 22. Services do not directly result in employment instead they raise awareness/preparation for the students to enter the workforce. The Workforce Innovation and Opportunity Act (WIOA) requires VR to set aside 15% of their federal VR funds to Pre-ETS services. <http://www.wintac.org/topic-areas/pre-employment-transition-services>

Project SEARCH® – One year business led training and employment program. Two models are employed in Tennessee, Project SEARCH® Transition model and Project SEARCH® Adult model. The programs are very similar with the major distinction being local schools are very involved in sites using the Project SEARCH® Transition model.
<http://www.projectsearch.us/>

Rehabilitation Services Administration (RSA) – provides leadership and resources to assist state and other agencies in providing vocational rehabilitation (VR) and other services to individuals with disabilities to maximize their employment, independence and integration into the community and the competitive labor market.
<https://www2.ed.gov/about/offices/list/osers/rsa/index.html>

Standard Occupational Classification (SOC) - a federal statistical standard used by federal agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. All workers are classified into one of 867 detailed occupations according to their occupational definition. <https://www.bls.gov/soc>

Social Security Administration (SSA) - <http://www.ssa.gov>

Social Security Disability Insurance (SSDI) - is an entitlement program that you can access if you have worked before and paid into Social Security retirement benefits. The program allows you to access those benefits early because you have become disabled.
<https://www.ssa.gov/disability>

Subject Matter Expert (SME) – person who is an authority on a subject or topic; possesses special knowledge or skills.

Supplemental Security Income (SSI) - is for people who are in special financial need and are disabled. Because this program is funded completely by general taxes, there are stringent requirements that one must fulfill in order to receive it.
<https://www.ssa.gov/ssi>

Supported Employment (SE) – employment services for individuals with most significant disabilities for whom competitive integrated employment has not historically occurred, has been interrupted or intermittent or because of the nature and severity of the disability need intensive supported employment services after the transition to employment.

Tennessee Rehabilitation Center (TRC) – Centers in various locations across the state that provide training and employment services to VR clients. There are two types of TRCs:

Community TRCs are local, non-residential centers that provide the full range of VR services <https://www.tn.gov/humanservices/ds/community-trc.html>

TRC Smyrna is a residential facility that provides more specialized VR services.
<https://www.tn.gov/humanservices/ds/trc-smyrna.html>

Tennessee Rehabilitation Information and Management System (TRIMS) – VR's current electronic case management system

TennCare - the state's Medicaid program and the state's Medicaid agency. Medicaid is a health insurance program to help pay for healthcare for certain groups of citizens—primarily children, pregnant women, older adults, and people with disabilities. It is created by the federal government, but administered by the state. Every state Medicaid program is different.

Medicaid funding is shared by the state and federal government. In Tennessee about 1/3 of the funding is state, and 2/3 is federal. The federal agency is the Centers for Medicare and Medicaid Services (CMS).

Transition School to Work (TSW) - provision of vocational rehabilitation (VR) services to eligible and potentially eligible high school students with disabilities who are interested in employment after leaving high school. The goal is a smooth, seamless transition from high school to post-high school career development and/or employment. <https://www.tn.gov/humanservices/ds/vocational-rehabilitation/vr-transition-school-to-work-tsw-program.html>

Trial Work Experience (TWE) – assessment for individual with a severe disability to determine and document whether:

1. The individual can benefit from services in terms of an employment outcome; or
2. There is clear and convincing evidence that the individual is incapable of benefiting from services in terms of an employment outcome.

University of Tennessee, Center for Literacy, Education and Employment (UT CLEE) –

UT CLEE has a contract with VR to provide training to Community Rehabilitation Providers (CRPs). Training provided includes New Hire training and Continuing Education training required by the CRP User Guide. Training provided by UT CLEE is provided at no cost to individual CRPs.

Vendor Purchase Order (VPO) – also referred to as “purchase order” or “authorization”; instrument used by counselors to authorize a CRP to provide specific VR service(s)

Vocational Rehabilitation Procedures Manual (VRPM) – repository for resource information that supports the functions and activities of the VR program and case management activities.

Workforce Innovation and Opportunity Act (WIOA) – the act which authorizes and defines VR services; mandates collaboration between Department of Labor, Department of Education and Department of Human Services.

<https://www.doleta.gov/wioa/>

Work Opportunity Tax Credit (WOTC) – A Tennessee Department of Labor and

Workforce Development which assists individuals from certain targeted groups who have consistently faced significant employment barriers to enter or re-enter the labor force by providing federal tax credit incentives to employers for hiring these individuals.
<https://www.tn.gov/workforce/employers/tax-and-insurance-redirect/apply-for-hiring-incentives/work-opportunity-tax-credit.html>

Tennessee Library for the Blind and Physically Handicapped
403 Seventh Avenue North
Nashville, TN 37243

E-mail: tlbph.tsla@tn.gov

Website: Tennessee.gov/tsla/lbph/

Telephone: (800) 342-3308, toll-free or (615) 741-3915 (local)

Application for Free Library Service: Individuals

Please complete this application and send it to the Tennessee Library for the Blind and Physically Handicapped at the above address.

Please print or type:

Name (First) _____ (Middle) _____ (Last) _____

Street address _____

City _____ County _____ State _____ ZIP _____

Telephone (Daytime) _____ Date of birth _____

Telephone (Evening) _____ Gender _____

E-mail address _____

Please give the name of a person to contact if you cannot be reached for an extended period:

Name _____ Telephone _____

Please check here if you have been honorably discharged from the armed forces of the United States.

Indicate the primary disability preventing you from reading regular printed material. See definitions under eligibility criteria (see page 2). Check only one box.

Blindness **Physical handicap** **Deaf-blindness**

Visual handicap **Reading disability**

In addition to any of the qualifying disabilities above, do you also have a hearing impairment? If yes, indicate the degree of hearing loss.

Moderate—some difficulty hearing and understanding speech.

Profound—cannot hear or understand speech.

Notice: Records relating to recipients of Library of Congress reading materials are confidential except for those portions defined in *Tennessee Code Annotated*, Section 10-8-102.

Eligibility of Blind and Other Physically Handicapped Persons for Loan of Library Materials

The following persons are eligible for service: Residents of the United States, including territories, insular possessions, the District of Columbia, and American citizens living abroad.

1. Blind persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting lenses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

2. Other physically handicapped persons are eligible as follows:

(a) Persons whose visual disability, with correction and regardless of optical measurement, is certified by competent authority as preventing the reading of regular printed material.

(b) Persons certified by competent authority as unable to read or unable to use regular printed material because of physical limitations.

(c) Persons certified by competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent reading regular printed material in a conventional manner.

Certifying authority:

• In cases of blindness, visual impairment, or physical limitations, “competent authority” includes doctors of medicine; doctors of osteopathy; ophthalmologists; optometrists; registered nurses; therapists; and professional staff of hospitals, institutions, and public or private welfare agencies (e.g., social workers, case workers, counselors, rehabilitation teachers, and superintendents). In the absence of any of these, certification may be made by professional librarians or by any person whose competence under specific circumstances is acceptable to the Library of Congress.

• **In the case of a reading disability from organic dysfunction, competent authority is defined as doctors of medicine and doctors of osteopathy who may consult with colleagues in associated disciplines.**

To Be Completed by Certifying Authority (Definitions of certifying authority are listed above.) I certify that the named applicant requesting library service is unable to read or use regular printed material for the reason indicated on this form.

Please print or type:

Name _____

Title/occupation _____ Organization _____

Street address _____ Phone _____

City _____ State _____ ZIP _____

Signature _____

Lending of Materials and Classes of Borrowers

Veterans. According to Public Law 89-522, blind and other physically handicapped persons who have been honorably discharged from the armed forces of the United States must receive preference in the lending of books, recordings, playback equipment, musical scores, instructional texts, and other specialized materials.

Reading Preferences

Check A or B

A. Do not select books for me. Send only the specific titles that I request.

B. I wish to have books selected for me.

Note: If you wish to have books selected for you, the library needs information about your reading interests. Please check the types of books or subjects you prefer. You may also write your reading interests in the space provided below:

- | | | |
|--|---|---|
| <input type="checkbox"/> Adventure stories | <input type="checkbox"/> Family Stories | <input type="checkbox"/> Poetry |
| <input type="checkbox"/> Animals and wildlife | <input type="checkbox"/> Fantasy | <input type="checkbox"/> Psychology & self-help |
| <input type="checkbox"/> Bestsellers—Fiction | <input type="checkbox"/> Folklore | <input type="checkbox"/> Religion & inspiration |
| <input type="checkbox"/> Bestsellers—Non-fiction | <input type="checkbox"/> Gardening | <input type="checkbox"/> Romance |
| <input type="checkbox"/> Bible | <input type="checkbox"/> Government, law & politics | <input type="checkbox"/> Science |
| <input type="checkbox"/> Biographies | <input type="checkbox"/> Health | <input type="checkbox"/> Science fiction |
| <input type="checkbox"/> Business & economics | <input type="checkbox"/> Historical fiction | <input type="checkbox"/> Sea stories |
| <input type="checkbox"/> Children's fiction:
Grade level _____ | <input type="checkbox"/> History—U.S. | <input type="checkbox"/> Short stories |
| | <input type="checkbox"/> History—World | <input type="checkbox"/> Sports |
| <input type="checkbox"/> Children's nonfiction:
Grade level _____ | <input type="checkbox"/> Humor | <input type="checkbox"/> Spy stories |
| | <input type="checkbox"/> Music appreciation | <input type="checkbox"/> Stage & screen |
| <input type="checkbox"/> Christian Fiction | <input type="checkbox"/> Mysteries | <input type="checkbox"/> Suspense stories |
| <input type="checkbox"/> Classic Novels | <input type="checkbox"/> Nature | <input type="checkbox"/> Travel |
| <input type="checkbox"/> Cooking & Homemaking | <input type="checkbox"/> Occult & supernatural | <input type="checkbox"/> War & war stories |
| <input type="checkbox"/> Drama | <input type="checkbox"/> Philosophy | <input type="checkbox"/> Westerns |

Other preferences: _____

Check this box if you wish to receive books in English language only.

If you wish to receive books in other languages, list the languages: _____

I do not wish to receive books that contain (check all that apply):

Strong language

Violence

Explicit descriptions of sex

Patron's name _____

Books, Magazines, Materials, and Equipment Accessories Please check the box provided for any of the following items and/or services that you wish to receive.

Books recorded on digital cartridge with digital player

Braille and Audio Reading Download (BARD)

Books recorded on audiocassettes with standard cassette player

Braille books & magazines

Large print books

Magazines recorded on audiocassettes

Accessories for cassette book machines

Amplifier (issued solely for use by readers with profound hearing loss; ask for a separate application)

Breath switch

Extension levers

Headphones (issued solely for use where speakers are not permitted)

Remote control unit (issued for readers confined to bed or who have difficulty with mobility; ask for separate application)

Accessories for digital talking book player

Amplifier (issued solely for use by readers with profound hearing loss; ask for a separate application)

Headphones (issued solely for use where speakers are not permitted)

Pillow speaker (issued solely to readers confined to bed)

Music materials

Music instruction on audiocassette

Music instruction on digital cartridge

Music magazines in braille

Music scores in braille

Music scores in large print

(Note: Recorded music for recreational listening is not available through this program.)

Return of Equipment: Playback equipment and accessories are supplied to eligible persons on extended loan. If this equipment is not being used for reading recorded material provided by the Library of Congress and its cooperating libraries, please return it to the Tennessee Library for the Blind & Physically Handicapped.

**Tennessee Library for the Blind
and Physically Handicapped**

**Civil Rights Act of 1964 – Title VI
Data Collection Form**

In compliance with Tennessee Code Annotated 4—21—901 (Title VI Implementation Plans), the **Tennessee Library for the Blind and Physically Handicapped** is collecting the following demographic information. This information will be used for statistical purposes only and your participation in THIS PROCESS IS COMPLETELY VOLUNTARY. Your name will **NOT** be attached to the following data:

Please circle the word that best describes your racial or ethnic category. (These categories are from the U.S. Census.)

WHITE

AFRICAN-AMERICAN

AMERICAN INDIAN, ESKIMO, OR ALEUT

ASIA OR PACIFIC ISLANDER

HISPANIC ORIGIN (of any race)

OTHER RACE _____

If completed, please return with application.

NFB-NEWSLINE® APPLICATION/REGISTRATION FORM

1800 Johnson Street, Baltimore, Maryland 21230
866-504-7300 • (fax) 410.685.5653 • www.nfbnewsline.org

Name _____

Address _____

City _____ State _____ Zip _____

Home Phone () _____ Work Phone () _____

E-mail _____

I am registered with a state or private vocational rehabilitation agency for the blind or disabled. Yes No

If yes, please give name: _____

I am enrolled in a public school special education program for the blind or state residential school for the blind or disabled. Yes No

If yes, please specify: _____

I am registered with a cooperating regional library under the program of The National Library Service for the Blind and Physically Handicapped, Library of Congress.

Yes No If yes, please specify: _____

If you answered "no" to all the above questions, you must include with this application a letter from one of the following, which certifies that you are blind or unable to read newsprint due to a disability.

- Your doctor
- Social Security award letter
- President of a local chapter or state affiliate of the NFB
- Teacher or counselor of the visually impaired or disabled

I certify that I am blind or disabled and unable to read a printed newspaper.

SIGNATURE _____ DATE _____



*PLEASE RETURN THE COMPLETED FORM
TO THE ABOVE ADDRESS OR FAX NUMBER.*

What is NFB-NEWSLINE?

Lifetime learning, including detailed awareness of current events, is part of what makes a good citizen, a successful employee or employer, and a valuable participant in community life. Without ready access to information, none of us can reach his or her full potential. Until 1995, the nation's blind did not have the promise of ready access to a fundamental source of such information—the daily newspaper. But now the National Federation of the Blind has created NFB-NEWSLINE®.

NFB-NEWSLINE® is at last making it possible for blind individuals to gain access to newspapers at the same time as their sighted colleagues, friends, and family members. Blind professionals, for example, can now converse on relevant topics, no longer being underinformed about information critical to their professions or left out at social functions when the latest editorial is discussed. Beyond this, a wealth of local information, found primarily in newspapers, is now available to blind people, making participation in the life of the community possible on the basis of equality.

The Internet provides sighted individuals access to thousands of newspapers and magazines with just a quick search. NFB-NEWSLINE® is the only system that will bring blind individuals so much to choose from at the time when the subscriber wishes to read. More and more papers are beginning to understand that blind and visually impaired individuals, just as the sighted, need to have access to their local papers. The numbers of participating papers are steadily growing. If you wish to have your local paper on NFB-NEWSLINE®, or are connected with a newspaper which would like to provide the text of its paper to those who cannot read print, contact the National Federation of the Blind.