

Client Assistance Program

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Disability Rights Oregon's Client Assistance Program provides help with Vocational Rehabilitation and Independent Living programs.

Our services

The Client Assistance Program aims to expand job opportunities and independent living for people with disabilities. We offer advice, tools that you can use to protect and assert your rights, and advocacy related to services in Oregon:

- » Office of Vocational Rehabilitation Services (OVRs)
- » Independent Living (IL) Centers
- » Commission for the Blind vocational services
- » Tribal Vocational Rehabilitation programs

We can help you if:

- » You need help getting services
- » You have been denied services
- » You disagree with your counselor's decision

You have these rights

- » Determination of your **eligibility** for services within 60 days
- » **Explanation** of the process and how decisions are made
- » **Participate** in assessments and in the development of your Individualized Plan for Employment with 90 days

- » Ask for a VR counselor to join your IEP (Individualized Education Plan) meeting
- » A written copy of your Individualized Plan for Employment and all decisions
- » Appeal a Notice of Action if you don't agree; you can have a due process hearing within 60 days and continuation of services while you appeal
- » Register to vote or update your voter registration at VR, IL, and OCB offices

Tips

Communicate with your counselor

- » Discuss your concerns, interests, and goals
- » Keep your counselor informed of changes, like moving
- » Ask questions
- » Tell your counselor if you don't agree with a decision

Keep records of what is said and all paperwork.

Resources

Disability Rights Oregon

Self-Advocacy: droregon.org/employment

Request Help: droregon.org/request-help

Phone: 800-452-1694

Northwest ADA Center

Web: nwadacenter.org

Phone: 800-949-4232

Job Accommodation Network

Web: www.askjan.org



Phone: 800-526-7234

TTY: 877-781-9403

Vocational Rehabilitation and Independent Living Services

OFFICE OF VOCATIONAL REHABILITATION SERVICES

Web: [oregon.gov/dhs/employment/VR/Pages/index.aspx](https://www.oregon.gov/dhs/employment/VR/Pages/index.aspx)

Phone: 877-277-0513

TRIBAL VOCATIONAL REHABILITATION PROGRAMS

CONFEDERATED TRIBES OF: WARM SPRINGS, GRAND RONDE, SILETZ, UMATILLA AND THE KLAMATH TRIBE

Web: <https://www.oregon.gov/dhs/employment/VR/Pages/Tribal-VR-Programs.aspx>

OREGON COMMISSION FOR THE BLIND

Web: [oregon.gov/dhs/employment/VR/Pages/Tribal-VR-Programs.aspx](https://www.oregon.gov/dhs/employment/VR/Pages/Tribal-VR-Programs.aspx)

Phone: 1-888-202-5463

TTY: 971-673-1577

OREGON'S INDEPENDENT LIVING (IL) CENTERS

Web: [oregon.gov/DHS/SENIORS-DISABILITIES/SILC/Pages/services.aspx](https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SILC/Pages/services.aspx)

For more information

Contact us at: 503-243-2081 or 1-800-452-1694 or write us at Disability Rights Oregon, 511 SW 10th Avenue, Suite 200, Portland, Oregon 97205. Fax: 503-243-1738. Email: welcome@droregon.org.



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