

## **Vocational Rehabilitation Services During the COVID-19 Pandemic**

Vocational Rehabilitation helps persons with disabilities to achieve their employment goals. We are committed to protecting the health and well-being of our staff and the people we serve. We're doing our part to slow the spread of COVID-19 by following physical distancing measures and providing services in different ways. **VR services remain available.**

### **What can I expect when applying for VR services?**

- The first step is to [contact your local VR office to request an intake appointment](#). Our offices are closed to the public to ensure safety, but our program is open virtually.
- Staff will contact you to set up your intake with a VR counselor. Appointments will be by phone or video. Please let us know if you have accommodation needs. If you receive a call from an unknown number, that may be our staff calling you.
- During intake, you and your VR counselor will discuss your work interests, strengths and barriers to employment and talk about services you might need. The counselor will explain eligibility for services.
- You will be asked to sign consent forms for records from your doctor, case manager or others. This information will help us know if you are eligible for VR services. It may speed up the process if you give copies of any medical records or documents about your disability to your VR counselor.
- Documents will be sent to you through email or U.S. mail to read and sign or an appointment may be made for you to pick the documents up from the office.
- Your signature will need to be handwritten, not an electronic signature. If you are not able to sign and then return the documents by email, please let your VR counselor know so they can work with you to find another option.

If you have a parent or guardian who helps you make decisions or signs documents, please let us know.

- After your documents are received, your VR counselor will determine your eligibility for services. Your counselor will contact you to talk about results and next steps. We may work with you through phone, video call, email or U.S. mail.

Providing services virtually is new to all of us. We understand it can be uncomfortable. Your success, from intake through employment, is why we are here. Your VR counselor will help you through the process.

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon Vocational Rehabilitation at 503-945-5880 or by email at [VR.DirectorsOffice@dhsosha.state.or.us](mailto:VR.DirectorsOffice@dhsosha.state.or.us). We accept calls from all forms of relay service for people who are Deaf, deaf-blind, hard of hearing or have a speech disability. For more information about relay service providers visit [www.oregonrelay.com](http://www.oregonrelay.com) or [www.fcc.gov/encyclopedia/trs-providers](http://www.fcc.gov/encyclopedia/trs-providers).