

OVR OFFICE DIRECTORY

Allentown BVRS
45 N. Fourth Street, Allentown, PA 18102
610-821-6441 (Voice) • 800-922-9536* (Voice) • 888-377-9207* (TTY)

Altoona BVRS
1130 12th Avenue, Suite 500, Altoona, PA 16601
814-946-7240 (Voice) • 800-442-6343* (Voice) • 814-414-4707 (Video Phone)

Altoona BBVS
1130 12th Avenue, Suite 300, Altoona, PA 16601
814-946-7330 (Voice) • 866-695-7673* (Voice) • 844-242-1060* (TTY)

DuBois BVRS
199 Beaver Drive, DuBois, PA 15801
814-371-7340 (Voice) • 814-371-7505 (TTY) • 800-922-4017* (Voice)

Ette BVRS
3200 Lovell Place, Ette, PA 16503
814-871-4551 (Voice) • 814-871-4535 (TTY) • 800-541-0721* (Voice) • 888-217-1710* (TTY)
814-240-2477 (Video Phone)

Ette BBVS
4200 Lovell Place, Ette, PA 16503
814-871-4401 (Voice) • 814-871-4599 (TTY) • 866-521-5073* (Voice) • 888-884-5513 (TTY)

Harrisburg BVRS
Forum Place, 555 Walnut Street, 8th Floor, Harrisburg, PA 17101
717-787-7834 (Voice) • 717-787-4013 (TTY) • 800-442-6352* (Voice) • 877-497-6545* (TTY)

Harrisburg BBVS
Forum Place, 555 Walnut Street, 8th Floor, Harrisburg, PA 17101
717-787-7500 (Voice) • 717-787-1733 (TTY) • 866-375-8264* (Voice) • 888-575-9420* (TTY)

Johnstown BVRS
727 Goucher Street, Section 10, Johnstown, PA 15905
814-255-6771 (Voice) • 814-255-5510 (TTY) • 800-762-4223* (Voice)

New Castle BVRS
100 Margaret Street, New Castle, PA 16101
724-656-3070 (Voice) • 724-656-3252 (TTY) • 800-442-6379* (Voice) • 888-870-4476* (TTY)
724-510-0522 (Video Phone)

Norristown BVRS
1875 New Hope Street, Norristown, PA 19401
484-250-4340 (Voice) • 484-250-4357 (TTY) • 800-221-1042* (Voice) • 888-616-0470* (TTY)

Philadelphia BVRS
801 Market Street, Suite 6034, Philadelphia, PA 19107
215-560-1900 (Voice) • 800-442-6381* (Voice)

Philadelphia BBVS
801 Market Street, Suite 6034, Philadelphia, PA 19107
215-560-5700 (Voice) • 866-631-3892* (Voice)

Pittsburgh BVRS
531 Penn Avenue, Pittsburgh, PA 15222
412-392-4950 (Voice) • 412-392-5921 (TTY) • 800-442-6371* (Voice) • 888-870-4474* (TTY)

Pittsburgh BBVS
531 Penn Avenue, Pittsburgh, PA 15222
412-565-5240 (Voice) • 412-392-5921 (TTY) • 866-412-4072* (Voice) • 888-870-4474 (TTY)

Reading BVRS
3602 Kutztown Road, Suite 200, Reading, PA 19605
610-621-5800 (Voice) • 800-442-0949* (Voice) • 484-334-4494 (Video Phone)

Washington BVRS
201 W. Wheeling Street, Washington, PA 15301
724-223-4430 (Voice) • 724-223-4443 (TTY) • 800-442-6367* (Voice) • 866-752-6163* (TTY)
• 724-705-0341 (Video Phone)

Wilkes-Barre BVRS
8 W. Market Street, Suite 200, Wilkes-Barre, PA 18701
570-826-2011 (Voice) • 570-820-4848 (TTY) • 800-634-2060* (Voice)

Wilkes-Barre BBVS
8 W. Market Street, Suite 200, Wilkes-Barre, PA 18701
570-826-2361 (Voice) • 570-820-4848 (TTY) • 866-227-4163* (Voice)

Williamsport BVRS
The Gilt Building, Suite 102, 208 W. 3rd Street, Williamsport, PA 17701
570-327-3600 (Voice) • 570-327-3620 (TTY) • 800-442-6359* (Voice) • 800-654-6984* (TTY)

York BVRS
2550 Kingston Road, Suite 101, York, PA 17402
717-771-4407 (Voice) • 800-762-6306* (Voice) • 717-666-7301 (Video Phone)

Hiram G. Andrews Center
727 Goucher Street, Johnstown, PA 15905
814-255-8200 (Voice) • 814-255-5873 (TTY) • 800-762-4211* (Voice)

OVR Central Office
1521 North 6th Street, Harrisburg, PA 17102

REHABILITATION SERVICES HANDBOOK

OFFICE OF VOCATIONAL REHABILITATION

COMMONWEALTH OF PENNSYLVANIA
Tom Wolf, Governor
DEPARTMENT OF LABOR AND INDUSTRY
W. Gerard Oleksiak, Secretary
www.dli.pa.gov/ovr



pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
OFFICE OF VOCATIONAL REHABILITATION

*Auxiliary aids and services are available upon request to
individuals with disabilities.*

WHAT IS OVR?

The Office of Vocational Rehabilitation (OVR) is who have disabilities that present a substantial employment. Services are provided to individual secure, retain, advance in or regain employer District Offices located around the state. Our co every year with thousands of persons who have or emotional disabilities.

SHOULD I APPLY TO OVR?

You should apply if:

1. you have a disability;
2. your disability causes you substantial problem preparing for, securing, retaining, advancing employment; and
3. you want to work.

HOW DO I GET STARTED?

For more information about services, call or write Office listed on the back of this brochure that is you live.

WILL I BE ELIGIBLE?

When you apply to OVR for help with employment will be assigned to work with you. The counselor you face to face to get to know you in order to consent, your counselor will gather information needs, interests, aptitudes, education, work and finances. Your counselor will arrange any examinations and testing, at no cost to you. You for OVR services if:

1. you have a disability that is a physical, mental impairment which results in a substantial impairment, and you can benefit in terms outcome from services provided; and
2. vocational rehabilitation services are required to prepare for, secure, retain, advance in or employment.

HOW LONG WILL IT TAKE TO DETERMINE IF I AM ELIGIBLE?

You will know if you are eligible for OVR service of the date you apply for OVR services, unless:

- exceptional and unforeseen circumstances control preclude us from completing the determination; or
- you agree an extension is warranted; or

to increase your ability to obtain a job. You will receive ideas, practice and advice on finding job leads, filling out applications, getting interviews for a job and how to interview. Your counselor may also give you job leads or explain to employers about tax credits they can receive when hiring you. The more contacts with employers you make, the better your chances are of starting your career.

- **Support services** are provided if they are necessary for you to start your career. Services may include:
 - room, board and transportation costs during your evaluation or while you are completing a rehabilitation program;
 - occupational tools, licenses or equipment;
 - home modifications, adaptive or special household equipment related to obtaining or maintaining a job;
 - van or car modifications, including special driving devices or lifting devices to enable you to travel to your job;
 - personal care assistance provided to help you with your daily needs in order to enable you to participate in a vocational rehabilitation program;
 - job site modifications that will enable you to obtain and maintain a job;
 - independent living training to provide the means for you to become more self-sufficient and thereby make it possible for you to participate fully in the vocational rehabilitation program; or
 - Text Telephone (TTY), signaling devices, hearing aids and interpreter services may be provided to help you communicate if needed to participate in the vocational rehabilitation program.

HOW MUCH WILL THIS COST ME?

It does not cost you anything to apply for services. There is no charge for diagnostic services, vocational evaluation, vocational counseling or job placement assistance. If you are eligible for services, your counselor may ask you to provide documents about your income and expenses. Depending upon your income, you may have to contribute to the cost of OVR services. OVR cannot pay for any services you received before you applied to OVR. Even after you apply, OVR can pay only for those services approved in advance by your counselor.

WHAT ARE IMPORTANT THINGS TO REMEMBER IF I AM DISSATISFIED?

- Try to solve the problem with your counselor first.
- You may file a written appeal if you cannot resolve your dissatisfaction by addressing it with your counselor.

- An appeal will give you the opportunity to discuss your dissatisfaction in person.
- You may bring someone with you to help you at the appeal.

WHEN DO I LEAVE OVR?

A perfect ending is when you have started your career. You may choose to end your involvement with OVR at any time, but you should let your counselor know if you make such a decision. Or, if you do not follow through with the steps you helped to plan, are uncooperative, cannot be located or if OVR cannot help you reach a vocational goal, your counselor may find it necessary to close your case.

CAN I START OVER AGAIN?

Yes. You may reapply at any time. Even though you are working and your case is closed, it is possible that help can be provided if you begin to have problems with your employment or with your disability. If this happens, please contact your local OVR office.

WHAT ARE MY RIGHTS?

OVR shall not discriminate against a customer or applicant by reason of race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, or disability.

- You are entitled to a thorough evaluation to find out if you are eligible for rehabilitation.
- All personal information that is given to your counselor or obtained about you will be used only for your rehabilitation.
- You have a right to ask to change counselors.
- You have a right to continuing service if you should move to an area serviced by a different district office within Pennsylvania. Discussing your move with your counselor will facilitate this.

HOW WILL I BE TREATED?

You will be treated in a manner consistent with the principles of:

- individual dignity, personal responsibility, self-determination and pursuit of a meaningful career based on informed choices that you make;
- respect for your privacy, rights and equal access as an individual;
- inclusion, integration and full participation as an individual;
- support for the involvement of a parent, family member, guardian, advocate or authorized representative if you request, desire or need such assistance; and
- support for individual advocacy and community involvement.

HOW LONG WILL IT TAKE ME TO START MY

prepare for, start or maintain a career. You can I along as quickly as possible if you:

- Help your counselor get the needed information
- Keep all appointments or call if you can't be
- Stay in touch with your counselor (if your c find you, arrangements for services cannot
- Tell your counselor if you feel things are go

WHAT IF I HAVE QUESTIONS OR COMF

This is your rehabilitation program. Don't hesitate questions about anything. You are entitled to the OVR can give you. Your comments, suggestions; are important. If you are an applicant or a custo are dissatisfied with a determination or service (please contact your counselor or your counsele to discuss your concerns. You may request a he impartial Hearing Officer. A written request for a be made within 30 days. This request must be r with the Director, Bureau of Vocational Rehabilili (BVRs), Office of Vocational Rehabilitation, 152 Street, Harrisburg, PA 17102. An impartial heari be assigned to hear and decide your case. You the opportunity for an informal administrative re the impartial hearing. At any time during your pr contact the Client Assistance Program for help.

WHAT IS THE CLIENT ASSISTANCE PR

The Client Assistance Program (CAP) works w counselor to:

- act as an advocate for your rights;
- answer your questions about rehabilitation;
- explain rules, regulations and procedures;
- assist you through the appeal process; and
- help you to establish and maintain open co

Any applicant for OVR services who wants gen or who would like CAP's involvement during the program can contact CAP for assistance. If you about to be, or already has been, closed by OVI ask CAP to review the case to ensure that you t maximum benefits from OVR. Contact CAP at: (Voice/TTY). To learn more about CAP, please v www.equatemployment.org.

WHAT ARE MY RESPONSIBILITIES?

You are in charge of your rehabilitation program willing to help yourself. You must participate act your vocational goals and work hard to achieve important that you talk to your counselor about deadlines and anything else that could speed up