

## RESOURCES

### Disability Rights Oregon

**Self-advocacy:** [droregon.org/employment](http://droregon.org/employment)

**Request help:** [droregon.org/need-help](http://droregon.org/need-help)

**Phone:** 800-452-1694

### Northwest ADA Center

**Web:** [nwadacenter.org](http://nwadacenter.org)

**Phone:** 800-949-4232

### Job Accommodation Network (JAN)

**Web:** [www.askjan.org](http://www.askjan.org)

**Phone:** 800-526-7234

**TTY:** 877-781-9403

### Vocational Rehabilitation and Independent Living Services

#### Office of Vocational Rehabilitation Services

**Web:** [bit.ly/orovrs](http://bit.ly/orovrs)

**Phone:** 877-277-0513

#### Tribal VR Programs:

**Confederated Tribes of: Warm Springs, Grand Ronde, Siletz, Umatilla and the Klamath Tribe**

**Web:** [bit.ly/ortovrs](http://bit.ly/ortovrs)

#### Oregon Commission for the Blind

**Web:** [www.oregon.gov/Blind](http://www.oregon.gov/Blind)

**Phone:** 1-888-202-5463

**TTY:** 971-673-1577

#### Oregon's Independent Living (IL) Centers

**Web:** [bit.ly/orils](http://bit.ly/orils)

## FOR MORE INFORMATION

### DISABILITY RIGHTS OREGON

511 SW 10th, Suite 200

Portland, OR 97205

**Phone:** 503-243-2081 / 1-800-452-1694

**Fax:** 503-243-1738

**Email:** [welcome@droregon.org](mailto:welcome@droregon.org)

**Web:** [www.droregon.org](http://www.droregon.org)



DISABILITY RIGHTS OREGON

### Disability Rights Oregon is the Protection & Advocacy System for Oregon.

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For a complete list of grantors, visit [droregon.org/funding](http://droregon.org/funding).

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## Client Assistance Program



Help with  
Vocational Rehabilitation &  
Independent Living  
Programs



## OUR SERVICES

Disability Rights Oregon's **Client Assistance Program** (CAP) 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 (OVR)
  - 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 within 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.