

# **The Road to Work:**

## **An Employment Resources Guide**

This guide is made possible by:

- ▶ Vocational Rehabilitation Services (VRS), a State-Federal Partnership administered by the Bureau of Rehabilitative Services, as part of the Indiana Family and Social Services Administration.
- ▶ The Workforce Investment Act (WIA) Partners of the local WorkOne. Your local WorkOne provides access to training and employment opportunities.

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## **Pledge of Customer Service**

### **You Can Trust That:**

- ▶ The VRS staff will have the skills they need to help you.
- ▶ Your rehabilitation plan will be implemented in a timely manner.
- ▶ Authorizations will be issued on time.
- ▶ Your calls will be returned promptly.
- ▶ Your counselor will have your best interest at heart.
- ▶ Your counselor will listen to you.
- ▶ Your input will make a difference.
- ▶ Your counselor will treat you as an equal.
- ▶ Your choices will be respected.
- ▶ Services will be delivered considering your timetable.
- ▶ You will decide what your future will be.
- ▶ You will have informed choice in selecting your vocational goal.
- ▶ You will have informed choice in the selection of service providers.
- ▶ Because you make these decisions, you also accept the responsibility for them.
- ▶ Through a job, you will increase your ability to become self-sufficient.
- ▶ You will reduce your dependency on public benefits through self-sufficiency.
- ▶ You will receive information in appropriate alternative formats.
- ▶ You can advocate for yourself or designate someone else to advocate for you.
- ▶ The VRS staff will advocate for you on your behalf.

**Because we hold these values for ourselves and for you, we will pledge our best for you!**

## **Purpose**

Vocational Rehabilitation Services is a State-Federal partnership program first established in 1920. The purpose of Vocational Rehabilitation Services (VRS) is to assist eligible individuals with disabilities to achieve employment and independence. A major focus of the VRS program is to ensure that individual customers be the driving force behind their rehabilitation programs. We believe all eligible individuals have the right to make meaningful and informed choices leading to suitable employment. These choices include the employment outcome, specific services needed to achieve the outcome, the service provider(s), and the methods for obtaining services.

If you are eligible for VRS, you will have an opportunity to work in partnership with a professional Vocational Rehabilitation Services Counselor until you are firmly in a job that is right for you. Your Counselor will provide you with information and referral services as well as counseling and guidance to help you with career planning. Any assistive technology required for employment, after reasonable accommodations have been made by the employer, will also be provided. Your Counselor will assist you in obtaining and coordinating the delivery of services to ensure that they are provided in the most efficient and cost effective manner. We welcome the opportunity to work with you.

## **The Vocational Rehabilitation Services Program**

“*The Road To Work: An Employment Resource Guide*” was developed to provide information to those individuals with disabilities who have employment and training needs.

This guide contains information on services offered by Workforce Investment Act (WIA) Partners of the local WorkOne. Your local WorkOne provides access to training and employment opportunities.

This guide was made possible by Vocational Rehabilitation Services (VRS) and the WorkOne partners, who have made every effort to ensure the accuracy of this information.

### **Non Discrimination**

The VRS program provides vocational rehabilitation services toward an employment outcome to all individuals who are eligible without regard to race, color, national origin, creed, age, gender, or type of disability.

### **Your Application And Eligibility To Participate In The VRS Program**

To learn more about the VRS program, you will meet with a VRS Counselor. At that meeting, you will be asked if you would like to complete an application. You and your Counselor will also discuss what information is required in order to determine whether or not you will be eligible for services.

Eligibility is based on federal requirements. You will be eligible if:

- ▶ you have a physical or mental impairment which creates for you a substantial impediment to employment (meaning that, based on attendant medical, psychological, vocational, educational, and other related factors, it hinders you from preparing for, entering, engaging in, or retaining employment consistent with your abilities and capabilities); and
- ▶ you require vocational rehabilitation services in order to prepare for, enter, engage in, or retain employment.
- ▶ You will be presumed to be able to benefit from VRS services in terms of an employment outcome unless there is reason to determine whether or not there is clear and convincing evidence that your impairment and/or impediment are too significant for you to be able to work.

If you are blind or have another disability for which you are receiving Social Security Disability Insurance (SSDI) benefits or Supplemental Security Income (SSI) payments, you will be presumed to be eligible for vocational rehabilitation services if you intend to achieve an employment outcome and there is no clear and convincing evidence that you are incapable of obtaining an employment outcome due to the significance of your disability. Your VRS Counselor can help you obtain information as to how to maximize the economic benefit to you for returning to work.

In all instances, you have the right to an assessment of your eligibility and vocational rehabilitation needs. Existing reports from employers, doctors, hospitals, schools, etc., will be used to the maximum extent possible to help determine your eligibility. If existing reports are not available or do not reflect your current condition, your VRS Counselor may ask you to undergo a combination of medical, psychological, and/or vocational evaluations. Your Counselor will determine your eligibility within a reasonable time, no more than 60 days from the date of your application. All evaluations necessary to determine your eligibility will be provided at no cost to you.

To be successful it is important to keep all scheduled evaluation appointments, and any future appointments throughout your participation in the VRS program. With your cooperation, your Counselor will be able to assist you in making informed choices. Your obligation is to follow through with all of the steps necessary for you to reach your employment goal. Please notify your Counselor regarding all information that is pertinent to your participation with the VRS program, such as changes in SSDI and/or SSI benefits, address changes, changes to your courses during training, to your employment status, etc.

### **Confidentiality**

It is necessary to collect information about you in order to determine your eligibility, provide you with appropriate services, and follow your progress toward meeting your vocational goal. All information about you is confidential, including the fact that you have applied for Vocational Rehabilitation Services.

You will be asked to give your consent for your VRS Counselor to obtain information about you and share information with others taking part in your rehabilitation program. You have the right to refuse your consent for the VRS program to obtain or share any information. However, if your refusal makes it impossible to determine your eligibility or to continue toward an employment outcome, services cannot be continued.

Information about you will be kept in your case record. With some exceptions, you have the right to inspect and copy information in your case record. You also have the right to add your own comments to your case record. All requests to review, copy, or add comments to your case record must be presented in writing to your Counselor.

There may be medical, psychological, or other sensitive information that must be provided directly through a physician, psychologist, or other representative. Information may be withheld if the source of the information has indicated that the information is not to be released.

Generally, information about you will be released only to those participating in your rehabilitation program. However, when requested, information about you may be released, as required by law, to:

- ▶ the Federal government, for reporting and statistical purposes;

- ▶ a court of law, if the information is subpoenaed or demanded by a court order; or
- ▶ law enforcement officials, if you are involved in a crime or the investigation of a crime.

### **Ineligibility**

If you are ineligible to participate in the VRS program, your Counselor may be able to refer you to other agencies, programs, or service providers listed at the end of this brochure. You will be notified in writing if you are ineligible and why.

### **Case Closure**

Your case will be closed based on any of the following circumstances:

- ▶ when you reach your vocational goal;
- ▶ if you are determined ineligible;
- ▶ at your request;
- ▶ if you become ineligible for further services;
- ▶ if you move and your Counselor is unable to contact you; or
- ▶ if you fail to cooperate.

You have the right to reapply to the VRS program at a future date if you believe your situation has changed. You may also appeal the decision of case closure.

If determined ineligible based on a finding that you are incapable of achieving an employment outcome due to the significance of your disability, your case will be reviewed within twelve months, unless requested to the contrary, to determine if you would like to reapply for Vocational Rehabilitation Services.

### **Individualized Plan For Employment**

After you have been determined eligible for Vocational Rehabilitation Services, your Counselor will help you understand your options for developing an Individualized Plan for Employment (IPE). Your Counselor will be available to assist you in developing your IPE.

The IPE is designed to achieve your planned employment outcome, which is consistent with your unique strengths, resources, priorities, concerns, abilities, capabilities, and interests. Your IPE will specify the services that you will receive, who will provide them, who will pay for the service, and relevant time frames. Responsibilities of yourself, your Counselor, and other agencies helping you to reach your vocational goal will also be identified.

You and your Counselor will sign the IPE after development, indicating agreement. You will be provided a copy of the IPE, and any subsequent amendments, in an understandable format for your records.

Your IPE will be reviewed at least once annually by you and your Counselor to discuss your progress and to determine if changes are necessary. Your IPE may be amended as needed.

You may request to review your IPE with your Counselor whenever you believe changes may be necessary. Any amendments to your IPE will be in writing. All changes in your rehabilitation program will need to be discussed with your Counselor prior to any action being made in service provision.

## **Services**

All services provided to an individual who has applied for VRS services must be documented as necessary to determine eligibility and significance of the disability, to determine the nature and extent of services needed, or to achieve the specified vocational outcome. Services must be provided within the guidelines of the Policy and Procedure Manual as derived from the Federal Regulations.

Services can include, but are not limited to:

- ▶ an assessment to determine your eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
- ▶ counseling and guidance, including information and support services to assist you in exercising informed choice;
- ▶ referral and other services to secure needed services from other agencies;
- ▶ job related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
- ▶ vocational and other training services, including personal and vocational adjustment services, books, tools, or other training materials, and services to your family if necessary for your rehabilitation;
- ▶ treatment of physical and mental impairments, including corrective surgery or therapeutic treatment necessary to correct or substantially modify a physical or mental condition that is considered a substantial impediment to employment, necessary hospitalization in connection with surgery or treatment, prosthetic and orthotic devices, eyeglasses and visual services, hearing aids and similar devices, special services necessary for the treatment of end-stage renal disease, and treatment for emotional disorders;
- ▶ maintenance for additional costs which result from program participation;
- ▶ transportation, including adequate training in the use of public transportation provided in connection with any other service needed to achieve an employment outcome;
- ▶ on-the-job or other related personal assistance services provided while receiving other services;

- ▶ interpreter services for individuals who are deaf or hard of hearing, and reader services for individuals who are blind;
- ▶ rehabilitation teaching services, and orientation and mobility services for individuals who are blind;
- ▶ occupational licenses, tools, equipment and initial stocks and supplies;
- ▶ technical assistance and other consultation services to conduct market analyses, develop business plans, and provide resources to assist individuals who are pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome;
- ▶ rehabilitation technology, including telecommunications, sensory, and other technological aids and devices;
- ▶ transition services for students with disabilities to help make the transition from school to work;
- ▶ supported employment services;
- ▶ specific post-employment services necessary to assist an individual with a disability who has successfully completed a program through VRS to retain, regain, or advance in employment;
- ▶ services under the small business program.

You and your Counselor will agree on the individualized services necessary to achieve your employment outcome.

The availability of program funds, school or training program openings, and other factors may delay or affect your services. Your Counselor will inform you when such delays or changes occur.

### **Who Will Pay For Vocational Rehabilitation Services**

VRS program funds can be spent only for the services, equipment, and other assistance absolutely necessary for you to achieve your employment outcome.

Services obtainable from other agencies and programs will be used before VRS funds are used to pay for services. Your Counselor will ask you to apply to other programs that may pay the cost of a service. If you fail to apply to other programs when asked, VRS funds will not be used.

The VRS program will pay for services agreed to by you and your Counselor. VRS cannot pay for any services you received prior to your participation in the VRS program or prior to VRS Counselor approval and authorization.

Effective March 1, 2006, VRS implemented the practice of paying for all medical and psychological services at Medicaid rates.

This includes medical and psychological diagnostic and evaluation services, therapeutic treatment, and prescribed medical devices including durable medical equipment. If a provider who will accept the Medicaid rate is not available in the individual's local community, the Counselor must secure prior approval from the appropriate Area Supervisor and Region Manager before authorizing any physical or mental restoration services exceeding the rates specified. If a consumer makes an informed choice to utilize a provider that will not accept the Medicaid rate, the individual or the family of the individual will be responsible for paying the difference in cost, in addition to any applicable financial participation requirement.

Vocational Rehabilitation has established fiscal policies and practices to assure that VRS assistance for post secondary training cost is provided consistent with federal requirements, in accordance with each consumer's vocational rehabilitation needs, and in a manner that is cost-efficient, accountable, and equitable for all VRS consumers.

No training or training-related services provided in an institution of higher education can be paid for with VRS funds unless maximum efforts have been made to secure all available federal, state, and private grant aid and other comparable services and benefits for which the consumer is eligible.

Every consumer planning to begin or continue post secondary training with VRS assistance must complete the Free Application for Federal Student Aid (FAFSA). Federal regulations dictate that VRS must be the last payer, therefore all grant and aid must be used prior to any VRS funding support.

### **Your Right To Appeal**

You have the right to request mediation or an administrative hearing at any time if you disagree with any decision made or action taken concerning the VRS services you receive.

Questions or concerns about your rehabilitation program should be discussed with your Counselor before you consider an appeal, but you may request mediation or an administrative hearing without prior discussion with your Counselor or the Area Supervisor.

**All appeal requests must be made in writing and must be made within fifteen (15) business days from the date of the decision or action which is to be reviewed.**

When you request mediation or a hearing, the Area Supervisor will ask you to complete a Request for Administrative Hearing Form. On this form you will state the issues you are appealing, and indicate whether or not you wish to pursue mediation. The presiding mediator or impartial hearing officer will be selected on a random basis.

Once you complete and return the Request for Administrative Hearing Form, the impartial hearing officer will schedule an administrative hearing to be held between thirty-five (35) and forty-five (45) days after the date your request for mediation or hearing was received by VRS.

If you have indicated that you wish to pursue mediation and mediation is approved by the Area Supervisor, a mediator will be assigned to you. The mediator will notify you of the date, time and location of the mediation session. You have the right to be represented at the mediation session by a person you have chosen. During the mediation process you or your representative may submit evidence and information to support your position.

All discussions that occur during your mediation session will be confidential and may not be used as evidence in any subsequent due process hearings or civil proceedings. Both parties in the mediation session will be asked to sign a confidentiality statement before beginning any mediation.

If agreement is reached during mediation, the mediator will prepare a written mediation agreement that is signed by you and VRS. A copy of the agreement will be provided to all involved parties. Upon receipt of the agreement, the hearing officer will cancel your previously scheduled administrative hearing. If agreement is not reached through mediation, the mediator will notify the hearing officer, who will then proceed with your scheduled administrative hearing.

***Administrative hearings will be conducted as follows:***

You will receive written notification from the impartial hearing officer regarding the time, date, and location of the administrative hearing. You may choose to be represented by legal counsel or any other person. (The VRS program will not pay for legal counsel for you during the appeal process. Free legal counsel may be available to you through community legal services organizations.) You and your representative may submit evidence or information to support your position, and may examine evidence, information, and witnesses presented by VRS and its representatives.

The hearing officer will make a decision based upon the State Plan, Rehabilitation Act and Amendments, federal and state regulations, and state agency policy. The hearing officer will issue Findings of Fact and Conclusions of Law within thirty (30) days after the administrative hearing. The Findings of Fact and Conclusions of Law will be sent to both parties, and a copy will be sent to the Director of VRS.

If either party is dissatisfied with the decision, either party may ask the Secretary of the Family and Social Services Administration (FSSA) to review the hearing officer's decision. All requests for further review must be received by the Secretary within twenty (20) days of the hearing officer decision.

During the Secretary's review of the administrative hearing decision, both parties will have the opportunity to submit additional evidence and information relevant to a final decision. The Secretary cannot overturn or modify the decision of the hearing officer or part of the decision

that supports your position unless the Secretary concludes, based on clear and convincing evidence, that the decision of the hearing officer is clearly erroneous on the basis of being contrary to the State Plan, Rehabilitation Act and Amendments, federal and state regulations or state agency policy.

The Secretary of FSSA will make a final decision in writing within thirty days after the deadline for the parties to submit additional evidence. A full report of the findings will be sent to both parties, and a copy will be sent to the Director of VRS.

If either party is dissatisfied with the Secretary's decision, a civil action may be filed in an appropriate State or Federal Court. The civil action must be filed in the appropriate court within thirty (30) calendar days after you receive the Secretary's decision. If you do not file the petition within the allotted time, as specified, all rights for judicial review by the courts will terminate.

If a party files a civil action challenging the decision of the Secretary of FSSA, the decision of the Secretary shall be implemented pending review by the court. However, throughout the review process, prior to review by the Secretary of FSSA, services being provided to you, including evaluation and assessment services, plan development, may not be suspended, reduced, or terminated unless such services have been obtained through misrepresentation, fraud, collusion, or criminal conduct on your part, or unless you or your representative so request.

### **Order Of Selection (OOS)**

If a state vocational rehabilitation agency doesn't have enough resources to serve all eligible consumers, federal law requires the agency to implement an Order of Selection (OOS) procedure.

An OOS procedure assigns each eligible consumer to a priority category based on the limitations in functional capacities and need for services due to the severity of the disability. Under an OOS procedure, consumers with the most significant disabilities must be served prior to persons with less significant disabilities. Priority categories are opened and closed based on the availability of resources. Depending on the resources available, the VRS agency may serve all priority categories, only one or two priority categories, or no priority categories. If the agency can serve some of the consumers in a priority category but not all, the decision may be made to open up that category and serve as many consumers as possible in the order of the date they applied. Consumers that VRS is not able to serve are placed on a waiting list for services.

Each VRS consumer is assigned to a priority category based on the information VRS has about the consumer's disability and impediment to employment. Your counselor can tell you if VRS is operating under OOS at the time you apply for services.

Every VRS consumer has the right:

- ▶ To know if the VRS agency is operating under an OOS procedure, which priority categories there are under its procedure, the priority category to which they have been assigned, and whether or not that priority category is being served.
- ▶ To be notified when they have been assigned to a waiting list.
- ▶ If placed on a waiting list, to receive regular notifications of their priority category assignment, which priority categories are currently being served, and whether or not they can then receive services.
- ▶ To request a re-evaluation of their priority category assignment, if new information or a change in their disability makes it likely that a review might place them in a higher priority category.
- ▶ To request mediation or a formal appeal of their priority category assignment, if they believe their category assignment is in error.
- ▶ To request that they be removed from the waiting list and have their case records closed.

### **Indiana Protection and Advocacy Services Client Assistance Program**

The Client Assistance Program (CAP) is administered by Indiana Protection and Advocacy Services, an agency of State government. CAP is available to you if you are seeking or receiving vocational rehabilitation services and you have questions or concerns about the VRS program. CAP operates independently of VRS. CAP can:

- ▶ describe what services are available through the VRS program;
- ▶ explain how to get vocational rehabilitation services and how the VRS process works;
- ▶ inform you of your rights and responsibilities within the VRS program;
- ▶ listen to any concerns or questions you have about your participation in the VRS program;
- ▶ investigate your questions or concerns and work with you and your VRS Counselor to come to an agreement; and
- ▶ assist you in appealing VRS decisions if agreement cannot be reached in other ways.

You can contact CAP by:

- ▶ calling (317) 722-5555 or, toll-free, 1-800-622-4845 (Both numbers are TTY/TDD equipped);
- ▶ writing to CAP at Indiana Protection and Advocacy Services, 4701 N. Keystone Avenue, Suite 222, Indianapolis, Indiana 46205; or
- ▶ asking your VRS Counselor to help you contact CAP.

CAP services are free and are available to you no matter where you live in Indiana.

## **Centers for Independent Living**

Centers for Independent Living (CILs) work to increase the independence of consumers with many different barriers, attitudes and needs, in various communities. All CILs strive to recognize and respond to the needs of individuals with disabilities within their specific locality.

Even though the various CILs may have to focus on needs related to their local area, every CIL is mandated to provide four Core Services. In addition to these Core Services, centers also provide many other services across the state.

The four Core Services include:

**Referral & Information** – CILs can help individuals with disabilities learn more about direct services, such as services they may receive at VR or through BDDS. They can also help individuals learn more about their rights and assist them in understanding their options in order to help them make appropriate choices about their lives.

**Peer Mentoring** – CILs most often try to use a role-model approach which enables individuals with disabilities to learn from the life experiences and expertise of others. This allows consumers to connect with individuals with similar situations as they are mentored.

**Advocacy** – CILs offer support and assistance to individuals with disabilities in order to help them establish and maintain control over their life. By teaching self-help and self-advocacy, CILs are able to help individuals establish personal goals, increase assertiveness, and establish and maintain that control.

**Independent Living Skills Training** – CILs offer training and practice in a variety of basic skills to people who are experiencing independence for the first time, want to increase their independence, or are merely adjusting to change.

To locate the CIL for your locality, as well as to find other resources in your area, visit the following website:

[www.in.gov/fssa/ddrs/2762.htm](http://www.in.gov/fssa/ddrs/2762.htm).

## **Workforce Investment Act VRS's Partner Programs**

The Vocational Rehabilitation Services program is a partner in the Workforce Investment Act, passed by the U.S. Congress in 1998. These partner programs are provided through a variety of state and private agencies. Your Vocational Rehabilitation Services Counselor can help you with information on the particular agencies in your community and can also help you with contacting the right people.

### **Programs provided through the Department of Workforce Development**

1-800-891-6499 [www.in.gov/dwd](http://www.in.gov/dwd)

## **Employment Service**

Provides free job search and placement (“labor exchange”) services. Included are counseling, testing, occupational and labor market information, assessment, and referral to employers. Customers can access a wide range of resources, including the Internet.

## **Title I Adult**

Provides for workforce development activities that equip employed, unemployed, or underemployed, low to moderate income adults (age 18 and above) with the information and training to qualify for high skill, high wage occupations that are in demand in the local area.

## **Title I Dislocated Worker**

Provides “Rapid Response” activities to workers who have lost their jobs because of permanent closing, mass layoff, or disaster. The goal is to assist dislocated workers in getting new employment as soon as possible.

## **Title I Job Corp**

Provides career development opportunities to economically disadvantaged young adults ages 16 through 24. Job Corp centers are residential programs and may include GED or high school diploma services, occupational training, and supporting services.

## **Title I Youth**

Provides for workforce development activities that prepare low income youth (ages 14-21) for entry into career paths leading to high skill, high wage occupations. The service may include occupational skills and educational certification training.

## **Title V Older Workers**

Provides job placement assistance to low income workers who are over the age of fifty-five.

## **Trade Adjustment Assistance**

Provides training, monetary support during training, job search assistance, and relocation allowance to workers certified by the federal government as having lost their jobs due to foreign imports.

## **NAFTA Transitional Adjustment Assistance**

Provides the services described above under Trade Adjustment Assistance to workers certified by the federal government as having lost their jobs due either to imports from Canada or Mexico or a move of production to those countries.

## **Unemployment Insurance**

Provides payments to people who are out of work through no fault of their own.

Unemployment Insurance Hotline: 1-800-437-9136

Y.E.S. Program information: (317) 917-7707 [www.in.gov/dwd](http://www.in.gov/dwd)

## **Veterans Employment and Training Programs**

Develops job and training opportunities and provides case management for veterans, especially those with service-connected disabilities.

1-800-891-6499 [www.in.gov/dwd](http://www.in.gov/dwd)

And/or the Department of Veterans Affairs at 1-800-827-1000 as well as (317) 988-1600 (Reference Number).

## **Other Programs**

Other programs may also be partners, as approved by the local Workforce Investment Board and Chief Local Elected Officials.

### **Services provided by the Department of Education/ Department of Workforce Development**

(317) 232-6610 and/or 1-877-851-4106 / 1-800-891-6499 [www.in.gov/dwd](http://www.in.gov/dwd)

#### **Adult Education and Literacy**

Provides free adult basic education for people who are at least 16, withdrawn from school, lacking in high school level skills, or needing to “brush up” on basic skills. Areas of instruction include math, language, reading, GED preparation, English as a second language, life skills, and computer communications.

#### **Vocational Education and Literacy**

Provides vocational and technical training at the post-high school level through the Carl Perkins Act.

### **Services provided by the Division of Family Resources**

1-800-403-0864 [www.in.gov/fssa/dfr](http://www.in.gov/fssa/dfr)

#### **Supplemental Nutrition Assistance Program (SNAP/food assistance)**

Helps low-income people and families buy the food they need for good health. You apply for SNAP by completing an application form. Benefits are provided on an electronic card that is used like an ATM card and accepted at most grocery stores. SNAP benefits may only be used to purchase food.

### **Temporary Assistance for Needy Families (TANF)**

Provides cash assistance to assist families with children under age 18. You apply for TANF by completing an application form. Benefits are provided on an electronic card that is used like an ATM card. TANF funds may be used to purchase both food and non-food items (soap, diapers, hygiene etc.)

### **IMPACT (Job Training)**

Provides employment services which include job readiness, job placement and retention, community work experience, and supportive services such as transportation to assist individuals who receive TANF and/or SNAP benefits to complete assigned activities.

#### *How to Apply for DFR Benefits*

Applications are accepted online 24 hours a day, 7 days a week, at [DFRBenefits.in.gov](http://DFRBenefits.in.gov). You may also apply in person at the DFR office in your county or request an application be mailed to you by calling 1-800-403-0864. Office and phone hours are 8:00 a.m. to 4:30 p.m., Monday to Friday.

### **Services from other providers**

**Community Services Block Grant** (U.S. Dept. of Health and Human Services/Administration for Children and Families)

Community Action Agencies use these funds for local projects on drug treatment, information and referral networks, nutritional assistance, housing assistance, counseling, employment/training, emergency assistance, and others. These services are targeted for low-income families and individuals.

The Indiana Community Action Association website is [www.incap.org](http://www.incap.org). Contact information for Indiana Community Action Programs can be found on the main page under “Quick Links.”

**Housing and Urban Development (HUD) Employment and Training Programs** (HUD)

Provides funding to communities for customized local initiatives. These programs offer a wide variety of services intended to increase the economic self-sufficiency of participants.

(317) 226-6303

**National and Community Service Act Programs** (Private, National and State programs)

Learn and Serve America, AmeriCorps, and the National Senior Service Corps offer a range of national and community service jobs. These may be full-time or part-time, volunteer or paid (stipend). This is not intended as permanent work.

[www.nationalservice.gov/questions/app/ask](http://www.nationalservice.gov/questions/app/ask)

