



Resolving Problems with Vocational Rehabilitation Services: An Introduction

If you have applied for, or participate in, the Vocational Rehabilitation Services (VR) program, you may disagree with a decision by your VR counselor. Certain decisions, known as actions, can be challenged. This fact sheet describes which VR decisions you can challenge, as well as the tools you can use to challenge VR actions.

What VR decisions can I challenge? What is a VR action?

You can challenge VR decisions that constitute actions. An action is any decision by VR that denies, limits, or otherwise negatively affects your VR services. Examples include, but are not limited to, the following:

Equity Through Advocacy

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- VR finds you ineligible for services
- VR places you in an eligibility category that considers you less disabled than you are
- VR states that you cannot benefit from the program due to your disability
- VR refuses to provide reasonable accommodations that you need to benefit from services, including, but not limited to:
 - An American Sign Language interpreter
 - Receiving documents in Braille
 - Meeting with your VR counselor remotely
- VR denies a service that you believe is needed to meet your employment goal
- VR reduces or stops authorizing a service that you believe is needed to meet your employment goal
- VR closes your case before you meet your employment goal

Examples of disagreements that **cannot** be appealed include personality differences with your VR counselor (e.g., rudeness, inappropriate language) and the necessary components of your Individualized Plan for Employment.



What tools are available to challenge a VR decision?

Of course, you can – and should – try to resolve any disagreements directly with your VR counselor. If those conversations are not successful, there are several options you can request. They are:

- **Informal Supervisory Review.** Learn more by reading [Resolving Problems with Vocational Rehabilitation Services: Informal Supervisory Review](#).
- **Mediation.** Learn more by reading [Resolving Problems with Vocational Rehabilitation Services: Mediation](#).
- **Due Process Hearing.** Learn more by reading [Resolving Problems with Vocational Rehabilitation Services: Hearings](#).

Note that you can try one, two, or all three of these methods to resolve the issue(s) in dispute. For example, you can select mediation and a hearing. In that scenario, you and your VR counselor would attend mediation first. If you successfully reach an agreement, you can withdraw your request for a hearing. However, if mediation is unsuccessful, you would proceed to the hearing, where an administrative law judge decides whether VR's actions were appropriate.



Can Indiana Disability Rights help me resolve a dispute with my VR counselor?

Indiana Disability Rights (IDR) might be able to provide advocacy services, including legal representation, to resolve rights violations by VR. To request that IDR consider opening a case for you, call the Intake Team at 317-722-5555 or [complete our online intake form](#).

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