OVR District Offices

ALLENTOWN BVS
45 North Fourth Street, Allentown, PA 18102
610-621-6441 Voice | 610-432-5444 TTY | 800-222-6856 Voice | 888-377-8207 TTY

ALTOONA BVS
1130 12th Avenue, Suite 300, Altoona, PA 16601
814-446-7330 Voice | 814-446-7905 TTY | 866-495-9757 Voice | 866-320-7656 TTY

DUBOIS BVS
150 Broadway Street, Dubois, PA 15801

ERIE BVS
302 Locust Place, Erie, PA 16503
814-871-4591 Voice | 814-871-4550 TTY | 888-217-1710 Voice/TTY

HARRISBURG BVS
Forum Place, 555 Walnut Street, 4th Floor, Harrisburg, PA 17101

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JOHNSONSTOWN BVS
727 Geisler Street, Johnsonstown, PA 15330
814-255-6771 Voice | 814-255-5100 TTY | 888-682-4891 TTY

NEW CASTLE BVS
150 Madison Street, New Castle, PA 16101
724-656-3070 Voice | 724-656-3252 TTY | 800-634-2060 Voice | 888-651-6117 TTY

NORRISTOWN BVS
1975 New Hope Street, Norristown, PA 19401-1294
484-250-4340 Voice | 484-250-4387 TTY | 800-516-0470 Voice/TTY

PHILADELPHIA BVS
444 North 3rd Street, Philadelphia, PA 19123

PHILADELPHIA BBVS
444 North 3rd Street, Philadelphia, PA 19123
215-587-0756 Voice | 888-631-3692 TTY | 800-687-6470 TTY

PITTSBURGH BVS
581 Port Avenue, Pittsburgh, PA 15222
412-656-2498 Voice | 412-656-3183 TTY | 888-677-4470 TTY

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581 Port Avenue, Pittsburgh, PA 15222
412-656-2498 Voice | 412-656-3183 TTY | 888-677-4470 TTY

READING BVS
3600 Kilpin Road, Suite 200, Reading, PA 19606
610-621-8980 Voice | 610-621-8980 TTY | 877-475-7260 TTY

Washington BVS
201 West Wheeling Street, Washington, PA 15301
724-225-4430 Voice | 724-225-4442 TTY | 866-762-6167 Voice

WILKES-BARRE BVS
300 Crown Street, Wilkes-Barre, PA 18702
570-826-2111 Voice | 570-826-2023 TTY | 888-615-6117 TTY

WILKES-BARRE BBVS
330 C St. Land Street, Wilkes-Barre, PA 18701
570-826-2023 Voice | 570-826-2016 TTY | 888-615-6117 TTY

WILLIAMSPORT BVS
The Grid Building, Suite 103, 515 West Third Street, Williamsport, PA 17701
570-327-3800 Voice | 570-327-3820 TTY | 800-442-6595 Voice | 800-708-0384 TTY

WRIGHTSVILLE BVS
2500 Kingwood Street, Suite 150, York, PA 17402
717-771-4407 Voice | 717-771-4433 TTY | 800-842-3351 Voice/TTY

HARRISBURG BBVS
717-787-4486 Voice | 800-442-3351 Voice | 866-830-7237 TTY

OVR District Offices

Office of Vocational Rehabilitation
Commonwealth of Pennsylvania
Tom Corbett, Governor
Department of Labor & Industry
Julia K. Hartley-Short, Secretary
Office of Vocational Rehabilitation
Stephen H. Suroviec, Executive Director

Rehabilitation Services Handbook

WHAT IS OVR?
The Office of Vocational Rehabilitation (OVR) serves people who have disabilities that present a substantial impediment to employment. Services are provided to individuals to prepare for, enter into, engage in, or retain employment. OVR has 23 District Offices located around the State. Our counselors work every year with thousands of persons who have physical, vocational, and emotional disabilities.

SHOULD I APPLY TO OVR?
You should apply if:
- You have a disability
- You have disability you susanbstantial problems in preparing to, entering into, maintaining or a career
- You want to work.

HOW DO I GET STARTED?
For more information about services, call or write the OVR District Office listed on the back of this brochure that is nearest to where you live.

WILL I BE ELIGIBLE?
When you apply to OVR for help with employment, a counselor will be assigned to work with you. The counselor will meet with you face-to-face to get to know you in order to decide how OVR can best assist you to help yourself. With your written consent, your counselor will gather information about your needs, interests, aptitudes, education, work experience, family and finances. Your counselor will arrange any needed medical and vocational services to cost you. You will be eligible for OVR services if:
- You have a disability, that is a physical, mental or emotional impairment which results in a substantial impediment to employment and you can benefit in terms of an employment outcome from services provided

vocational rehabilitation services are required for you to prepare for, enter, engage in or retain gainful employment.

HOW LONG WILL IT TAKE TO DETERMINE IF I AM ELIGIBLE?
You will know if you are eligible for OVR services within 60 days of the date you apply for OVR services, unless
- Exceptional and unforeseen circumstances beyond our control preclude us from completing the determination and you agree an extension is warranted
- An extended evaluation is required to determine your eligibility

OVR District Offices

WHAT HAPPENS AFTER I BECOME ELIGIBLE FOR OVR?
When your counselor will work together to make informed choices regarding a cooperative plan of action to include a career goal, the services needed to assist you to get started in or maintain your career, and your responsibilities. This plan of action is called the Individualized Plan for Employment (IPE).

Deciding on your goal usually takes time. During this time you will receive information and options to assist you in developing a successful program. You will have the opportunity to consider different types of careers, your job skills, choices for employment in your local area, potential earnings, family responsibilities, training related to matters of importance to you and your family.

Your counselor wants you to pick a career, one that you will still want and at which you will still be able to work years from now. Your IPE outlines the steps you will take to obtain a job and can be changed if your needs change. You and your counselor will work together to make any necessary changes.

WHAT SERVICES ARE AVAILABLE TO ME?
Some services can help you overcome or lessen your disability; others can directly help you prepare for a career. The services you receive will be arranged to meet your individual needs. Not everyone will need every service.
- Diagnostic Services include medical, psychological, and vocational evaluations, and tests used to better understand your disability and your needs for specific types of services.
- Vocational Evaluation includes testing such as aptitude, interest, general ability, academic exams, work tolerance and “hands-on” job experience evaluations.
- Counseling Services are offered to assist you find ways to better help yourself throughout the rehabilitation program from the first meeting with your counselor to your starting and maintaining a career. Counseling services help you to better understand your potential, rely on your abilities, set realistic vocational goals, change them when necessary, develop successful work habits and begin a satisfying career.
- Restoration Services include many types of medical services and equipment such as physical and occupational therapy, wheelchairs, automobile hand controls and other types of rehabilitation technology that may be provided to enable you to pursue your career and achieve independence.

OVR-605 (Rev. 10/11)
Training Services include education to prepare you for a job including but not limited to basic academic, vocational/technical, college, on-the-job, independent living skills and personal and work adjustment training. It may be necessary for you to leave home to get the training you want and need.

Placement Services include counseling, job-seeking programs, job club and job development used 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.

• Placement services.

• 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 counseling to make it possible for you to participate fully in the vocational rehabilitation program.

• 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, counseling, support services, education or training. If you are eligible for services, your counselor may ask you to provide documents about your income and expenses. Depending upon your eligibility, 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 and are found eligible for services, those services approved in advance by your counselor.

WHAT IS THE CLIENT ASSISTANCE PROGRAM?
The Client Assistance Program (CAP) works with you and your 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 communication.

Any applicant for OVR services who wants general information or who would like to review OVR’s involvement during their rehabilitation program can contact CAP for assistance. If your case is about to be or already has been closed by OVR, you may ask CAP to review the case to ensure that you have received maximum benefits from OVR. To contact CAP, call this toll-free number 888-745-2357 Voice/TTY.

WHAT AM I DISSATISFIED?
• Try to solve the problem with your counselor first.

• Your counselor will help you with an appeal if you ask for help.

• You will not be penalized for making an appeal.

• 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. 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 health. If this happens, please contact your counselor. You may choose to end your involvement with OVR at any time, but you should let your counselor know as soon as possible so that the steps you helped to plan; are not unnecessary; can be completed; or if OVR cannot help you with a vocational outcome, your counselor may find it necessary to close your case.

CAN I START OVER ANYTIME?
You may reapply at any time.

WHAT ARE MY RIGHTS?
You may not be discriminated against by reason of religion, race, age, sex, national origin, sexual orientation, ancestry, HIV/AIDS status or disability.

• You are entitled to a thorough evaluation to find out if you are eligible for vocational rehabilitation.

• All information that is given to your counselor or obtained about you will be used only for your vocational rehabilitation.

• You have a right to ask to change counselors.

• You have a right to continuing service if you should move to an area served by a different district office within PA. Discuss your move with your counselor.

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 equal;

• Support for the involvement of a parent, family member, guardian, advocate or authorized representative if you request, desire or need such assistance;

• Support for individual advocacy and community involvement.

WHAT ARE MY RESPONSIBILITIES?
You are in charge of your rehabilitation program and must be willing to help yourself. You must participate actively in setting your vocational goals and work hard to achieve them. Even after you apply for services, you must talk to your counselor about your needs, your deadlines and anything else that could speed up, slow down or stop you from starting and maintaining a career.

Rehabilitation will work better if you:

• Keep all appointments, or call if you can’t be there

• Ask questions if you do not understand something

• Are honest about your needs and feelings

• Help yourself

WHAT ARE MY COUNSELOR’S RESPONSIBILITIES?
Your counselor understands how disabilities can get in the way of a career. It is your counselor’s responsibility to help you draw upon your strengths and the resources needed to overcome your substantial impediment to employment. Your counselor will help you decide whether a career that builds on your strengths; give you information, provide guidance and support; and arrange for you to receive OVR’s services you need to prepare for, start and maintain a career. We hope that the information in this brochure will help you understand OVR and that it marks the beginning of a successful partnership. If you have any further questions, please ask your counselor.

PLEASE NOTE:
When OVR does not have enough money to provide services to all eligible individuals, it is required to provide services according to an Order of Selection. Under an Order of Selection, a certain group (or groups) of individuals receive services while others are placed on an indefinite waiting list. OVR’s Order of Selection places all eligible individuals into one of three groups as follows:

• Individuals with the Most Significant Disabilities

• Individuals with Significant Disabilities

• All remaining eligible individuals

Should you be eligible for OVR services, your counselor will inform you if OVR is an Order of Selection and whether you will be provided services or placed on a waiting list.

OVR’S NONDISCRIMINATION POLICY
OVR prohibits discrimination on the basis of race, color and national origin, sex, disability, religion, sexual orientation, ancestry, HIV/AIDS status and age. Any application will be made to you unless you believe the position you are applying for is being discriminated against may contact OVR at the following address:

Office of Vocational Rehabilitation
1521 North Sixth Street, Harrisburg, PA 17102
Telephone 717-787-5244 (Voice), 717-787-6885 (TTY), 1-800-442-6351* (Voice), 866-830-7327* (TTY)
BBVS 717-787-6716 (Voice), 800-662-2842* (Voice)

*Toll free within Pennsylvania