

Information Memorandum Transmittal

Vocational Rehabilitation



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Number: VR-IM 23-04

Authorized signature

Issue date: 04/14/2023

Topic: Other

Due date: 04/14/2023

Subject: Updated dispute resolution forms and client dispute resolution website

Applies to (check all that apply):

☐	All DHS employees	☐	County Mental Health Directors
☐	Area Agencies on Aging	☐	Health Services
☐	Aging and People with Disabilities	☐	Office of Developmental Disabilities Services (ODDS)
☐	Self Sufficiency Programs		
☐	County DD program managers	☐	ODDS Children's Intensive in Home Services
☐	Support Service Brokerage Directors		
☐	ODDS Children's Residential Services	☐	Stabilization and Crisis Unit (SACU)
☐	Child Welfare Programs	☒	Vocational Rehabilitation

MESSAGE:

This Information Memorandum (IM) provides information on the forms to be used for dispute resolution processes.

Updated forms include:

- Notice of Dispute Resolution Rights (2872)
- Oregon VR Notice of Privacy Rights and Notices of Rights and Responsibilities (2916)
- VR Complaints (100-205325)
- VR Mediation and Hearing Request
- VR Conflict Resolution Client Fact Sheet (9876)

New forms that have been developed include:

- No Contact NOPA sample letter (30-day notice for lack of contact and participation)
- NOPA No contact checklist (30 days notification)
- New electronic form for hearing, mediation or both
- New Vocational Rehabilitation (VR) Complaints (100-205325)
- New Electronic form for VR complaints

Finally, the public facing website has been updated:

- One simple webpage for applicants and participants that briefly describes options for problem solving with Vocational Rehabilitation

REASON FOR CHANGES

The purpose of the changes to these documents are to:

- Assure they match the revised provisions in [OAR 582 Division 20 Dispute Resolution and Review of Determinations of Rehabilitation Services](#) regarding the 30 days to respond to a Notice of Proposed Action (NOPA) when Vocational Rehabilitation is unable to locate the individual and they are not participating in services.
- Add new general email for the Dispute Resolution Coordinator: VR.Resolution@odhsoha.oregon.gov.
- Update information contained in the documents (for example: how to contact CAP; assure websites are live and there are no broken URLs in the documents).
- Increase the readability (how easy it is to read) and reduce the reading grade level of the document
- Assure information flows in the document in a logical way.
- Increase the font so it is easier to read the documents.
- Provide more white space so the document can be read more easily.

The public VR web page is revised to help people seeking, applying to and receiving services from Vocational Rehabilitation to:

- Better understand their options for resolving a disagreement with Vocational Rehabilitation.
- Respond to a Notice of Proposed Action (NOPA).

VR has created a separate form for discrimination, privacy and customer service complaints in collaboration with the ODHS Governor's Office.

- Simplify the paperwork for people with disabilities seeking to make a complaint.
- The individual must only fill out a single form to make a complaint or complaints. Thereafter ODHS Governor's Office and VR will collaborate to assure the complaint(s) receive a consistent, coordinated response.

REFERENCES:

[34 CFR 361.57 Review of determinations made by designated State unit personnel.](#)

[34 CFR 361.5\(c\)\(24\) Impartial hearing officer](#) (definition)

[34 CFR 361.5\(c\)\(35\) Mediation](#) (definition)

If you have any questions about this information, contact:

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