

Information Memorandum Transmittal

Vocational Rehabilitation



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Topic: ODHS policy on access

Number: VR-IM 23-05

Issue date: 04/28/2023

Due date: 04/28/2023

Subject: Vocational Rehabilitation access to services; bilingual and multilingual staff roles

Applies to (check all that apply):

☐	All DHS employees	☐	County Mental Health Directors
☐	Area Agencies on Aging: {select type}	☐	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
☐	ODDS Staff, for dissemination	☐	

MESSAGE:

This Information Memorandum (IM) explains ODHS requirements to increase access to Vocational Rehabilitation services and better understand staff roles.

Please read the following transmittals:

- [ODHS/OHA-010-013 Auxiliary Aids, Alternate Formats and Language Access Services Policy](#) (01/09/2023)
- [ODHS/OHA-010-013-01 Bilingual and Multilingual Roles- DHS Staff Only](#) (04/01/2019)

RATIONALE

These two transmittals have important information to assure client access to the Vocational Rehabilitation program services.

[ODHS/OHA-010-013 Auxiliary Aids, Alternate Formats and Language Access Services Policy](#) provides:

- Specific steps for program staff to fully include auxiliary aids, alternate formats and language access services to meet state and federal requirements and ODHS strategic goals.
- Communication services to a wide spectrum of people including but not limited to people who primarily communicate in a language other than English, people who are Deaf, Deaf-Blind or Hard of Hearing, people who experience neurodiversity, and people with communication, intellectual, cognitive, developmental or learning disabilities.

[ODHS/OHA-010-013-01 Bilingual and Multilingual Roles- DHS Staff Only](#) outlines:

- The roles of bilingual staff,
- Explains the difference between a bilingual staff person and an interpreter, and,
- Provides examples of the appropriate agency use of bilingual staff skills in alignment with agency expectations.

REFERENCES:

- [ODHS/OHA-010-013 Auxiliary Aids, Alternate Formats and Language Access Services Policy](#) (01/09/2023)
- [ODHS/OHA-010-013-01 Bilingual and Multilingual Roles- DHS Staff Only](#) (04/01/2019)

If you have any questions about this information, contact:

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