

Shared Roles and Responsibilities in DVR Services

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The services you receive through the Division of Vocational Rehabilitation (DVR) from your chosen Service Provider help you achieve meaningful, community-based employment. This document explains the responsibilities shared by you, your Service Provider, and DVR. Everyone works together to make your services effective and supportive.

If you feel your Service Provider is not meeting these responsibilities, you always have the option to choose another Service Provider. Reach out to your DVR case facilitator to discuss your options. If you feel DVR is not meeting these responsibilities, you may contact the Client Assistance Program (CAP) for information and assistance. If you are unable to meet your responsibilities at any time, please contact your Service Provider and DVR to discuss how to best support you.

What **DVR** is responsible for:

- Providing information about available Service Providers.
- Helping you choose a Service Provider.
- Explaining what will happen during the service and what you may need to do.
- Connecting you with your Service Provider.
- Answering your questions during the service process.
- Providing a copy of any part of your case record if requested.

What your **Service Provider** is responsible for:

- Contacting you to set up appointments or meetings.
- Talking with you about where you would like to meet.
- Asking who you would like to be included on your support team.
- Asking what information you want to share with others.
- Protecting the privacy of your personal information.
- Helping you connect with employers and learn about work opportunities.
- Responding to your calls or emails in a timely manner.
- Scheduling a meeting with the team if requested.
- Providing services that meet your individual needs.

What **you** are responsible for:

- Choosing a Service Provider (request more information if needed).
- Attending scheduled meetings and arriving on time.
- Participating in meetings and answering questions when able.
- Sharing updates about progress, challenges, and any changes in your situation.
- Sharing information about your strengths and areas where you may need support.
- Suggesting a meeting location where you feel comfortable and communicating this to your Service Provider.
- Contacting DVR and your Service Provider as agreed.
- Letting DVR or your Service Provider know if you would like to meet with your support team to discuss your services.