

VR—Frequently Asked Questions

Who can I talk to about VR?

Any of our VR professionals in offices across North Carolina. Just give them a call. If it's more comfortable or convenient, you might want to talk first to a school counselor, teacher, doctor or other health professional.

How do I become eligible for services?

You may be eligible if (1) you have a physical, mental, learning or emotional disability that affects your ability to find or keep a job, and (2) you require VR services to get ready for, find, or maintain employment.

How do I get started?

In an interview with our staff, you will learn about the VR program and, if you choose to, complete an application. You may be asked to provide income information and medical records, sign a release form so VR can obtain this important information and allow us to arrange medical, psychological, vocational, or other evaluations, if needed.

What happens after that?

You'll have your first appointment. A VR staff member will spend time getting to know you and learning about your needs and goals. With your help, your counselor will review your medical information and make a determination on your eligibility, usually within 60 days.

When do VR services start?

Once you are determined eligible, you and your counselor will identify your needs, skills, areas of interest and how you think and learn.

You and your counselor will develop an 'individualized plan of employment'. You and your counselor will determine your job goals, the services you'll need and the responsibilities each of you will have in helping you reach your career objective.

What services can I expect?

Many services are offered at no cost. If needed, these might include: guidance and counseling, testing and evaluation, rehabilitation engineering evaluations, interpreter services, supported employment services, job-seeking skills training and job placement and follow-up.

Will some services cost me or my family?

The cost of some services depends on your income — so in some cases that could mean a cost to you. These include: training for job skills; medical or psychiatric treatments; books, maintenance and transportation services while you're in training; services to family members (such as child care); telecommunication, sensory and other technological aids; and other goods and services. In general, VR funds are not used when there are other resources, such as insurance. Your plan will use all available resources.

Who will provide the services?

Your network of service providers can include VR staff, community rehabilitation programs, community colleges and universities, treatment centers, mental health centers and others.

So VR will send me to school?

If you require training or education to reach your job goal, VR can assist you with tuition, books, *(over)*



After a car accident left Libby Braswell with mobility limitations, VR provided a lift to help with transporting her wheelchair. Also with VR assistance, she went back to school and earned a degree in computer information systems. She puts that degree to work every day in her job at Bekins Worldwide Relocation Services in Smithfield.

North Carolina Vocational Rehabilitation Services



2801 Mail Service Center • Raleigh, NC 27699-2801
1-800-689-9090 • (919) 855-3500 • TTY (919) 855-3579
Fax (919) 733-7968 • www.ncdhhs.gov/dvrs

Local VR offices and their phone numbers are listed on the back!

supplies and related costs. The extent of VR financial assistance depends on a number of factors — for example, your income level and availability of financial resources for your educational needs.

Can VR actually help me get a job?

Getting a job is the main goal of the partnership between you and VR. The job-seeking process begins with an evaluation of your interests, abilities and aptitudes for different kinds of jobs. Your counselor may provide you information on résumé preparation, interviewing, developing job leads and assistance in locating a job. Your counselor will stay in contact after you start work to help make sure your job is a good match for you.

Can I be eligible if I already have a job?

Yes. If your disability is interfering with your ability to perform your job, VR can assist by assessing the need for accommodations to enable you to retain your current job or by assessing your abilities to perform other types of work.

What about my SSI, SSDI, or Medicaid?

Receiving VR services won't affect these benefits. However, once you go to work, these benefits may be affected. VR staff or your Social Security office can answer your specific questions.

Albemarle	1-877-699-7579
Asheville	1-877-832-3832
Boone	1-888-521-5054
Burlington	1-800-570-7668
Chapel Hill	1-888-359-3695
Charlotte	1-888-521-5484
Dunn	1-888-877-8745
Durham	1-888-666-4916
Elizabeth City	1-877-699-7576
Fayetteville	1-888-258-1473
Forest City	1-877-282-0760
Gastonia	1-877-282-0757
Goldsboro	1-877-858-8465
Greensboro	1-877-727-4506
Greenville	1-877-858-8461
Henderson	1-800-495-8220
Hickory	1-877-699-7580
Jacksonville	1-877-858-8471
Lexington	1-877-727-4508
Lumberton	1-888-231-8259
Morganton	1-877-472-2729
New Bern	1-877-858-8470
Pinehurst	1-888-445-9218
Raleigh	1-888-479-6095
Rocky Mount	1-877-699-7573
Salisbury	1-866-760-8282
Sylva	1-877-282-0753
Washington	1-877-242-6177
Whiteville	1-877-699-7575
Wilmington	1-877-832-3831
Wilson	1-877-832-3837
Winston-Salem	1-877-699-7578

Some Jobs Held By VR Consumers

Assistant managers	Accountants
Auto mechanics	Assemblers/furniture
Barbers	Auto body repairers
Bookkeepers	Bus drivers
Brick masons	Business managers
Computer operators	Carpenter's helpers
Computer programmers	Cashiers
Cosmetologists	Clerical assistants
Customer service reps	Construction workers
Clerks/filing	Corrections officers
Dispatchers	Day care workers
Electricians	Engineers
Electrician's helpers	Heavy equipment operators
Hotel desk clerks	Insulation installers
LPNs	Insurance agents
Landscapers	Machine operators
Managers	Maintenance staff
Medical secretaries	Mechanics
Nurse's assistants	Operators/forklift
Office managers	Pharmacy technicians
Painters	Police officers
Plumbers	Product inspectors
Paralegals	Receptionists
Registered nurses	Sales managers
Roofers	Secretaries
Sales clerks	Sewing operators
Sales representatives	Sheetrock hangers
Security guards	Store managers
Shipping clerks	Supervisors
Stock clerks	Switchboard operators
Teachers	Truck drivers