

## **CONSUMER INFORMATION**

(Revised 03/11)

### **Selecting and Working with an Individual Service Provider**

The Department of Rehabilitation (DOR) encourages your direct participation in the selection of services and service providers necessary to achieve a successful employment outcome. The role of the Individual Service Provider (ISP) is to help you, a DOR consumer, to achieve and / or maintain your vocational rehabilitation goal.

#### **ISP Approval Process**

All ISPs must be qualified to provide the type of service a consumer needs. The DOR is responsible for assessing your needs and for approving only qualified ISPs to assist you.

You, the consumer, also need to be satisfied with the qualifications and abilities of the ISP and be confident that the ISP can adequately meet your needs.

### **THE CONSUMER'S ROLE AND RESPONSIBILITIES**

#### **ISP Selection**

Depending on the nature and complexity of the service(s) you require, you can play a significant role in the identification and selection of your ISP. Your counselor will provide you with a list of ISPs that have been approved for use by the DOR. You are encouraged to participate with your counselor in the selection of an ISP from this list.

If there are no ISPs on the list that can meet your service needs, you may select an individual who can apply to become an ISP.

## Rehabilitation Administrative Manual INDIVIDUAL SERVICE PROVIDERS (ISPs)

If the person you select to be an ISP is not on the approved list, your preferred person will have to fill out an application and go through the approval process. The DOR will work with your selected person to complete this process as quickly as possible to confirm or decline.

### **ISP Services**

It is your primary responsibility to actively participate in any vocational rehabilitation services being provided to you, and to assist the ISP by giving him or her any information necessary to provide the approved vocational rehabilitation service for you.

### **Satisfaction with Services Provided by ISP**

Once your ISP begins working with you, it is your ongoing responsibility to communicate to your counselor, or designated DOR staff, about the quality and quantity of services your ISP is providing to you.

Your input helps in two ways:

1. It keeps your counselor informed of your progress toward the completion of your vocational rehabilitation program and employment goal.
2. Your satisfaction or dissatisfaction will help DOR monitor the quality of our ISPs.

### **Questions**

If you have any questions or need clarification on the services to be provided by the ISP or on your role / responsibilities in the services process, please contact your counselor.