



---

DEPARTMENT of  
REHABILITATION

---

Employment, Independence & Equality

# Welcome Guide

# Welcome!

The California Department of Rehabilitation (DOR) is here to help you. We work with people who have disabilities to help them get and keep jobs or promote in their current jobs. This makes it possible for them to live on their own and enjoy a life equal to others.

Our staff will work with you based on your specific goals and needs. We will help you make a plan to improve your job and personal life. We will support you all along the way, but you will be the key player in working to reach your goals.

This guide is intended to assist you in working with DOR. In this guide you will find information on applying for DOR programs, services we offer, procedures, and resources. Welcome to DOR!

## **Preferred Language**

We are committed to communicating with you in your preferred language. Please let us know if it is difficult for you to understand or to speak English. You can ask to speak with someone who speaks your language in your local office.

## Table of Contents

|  |           |
|--|-----------|
| <b>WELCOME!</b> .....  | <b>2</b>  |
| <b>DOR MISSION AND CORE VALUES SERVING INDIVIDUALS WITH DISABILITIES</b> ..... | <b>5</b>  |
| MISSION.....   | 5         |
| CORE VALUES .....  | 5         |
| <b>WHAT YOU CAN EXPECT</b> .....   | <b>6</b>  |
| HOW TO QUALIFY FOR DOR VR EMPLOYMENT PROGRAM .....                             | 6         |
| GETTING STARTED.....   | 6         |
| <i>Services We Provide</i> .....   | 7         |
| <i>Who Helps Me at DOR?</i> .....  | 7         |
| <i>What do I Need to do to Participate and Receive Services from DOR?</i>      | 9         |
| <i>How Does DOR Protect my Information?</i> .....                              | 9         |
| INITIAL MEETING WITH YOUR COUNSELOR .....                                      | 10        |
| <i>What to Expect at the First Meeting</i> .....                               | 10        |
| DETERMINING ELIGIBILITY .....  | 11        |
| DEVELOPING YOUR PLAN .....   | 11        |
| <i>What is an Employment Plan and How do I Get One?</i> .....                  | 11        |
| <i>How Will DOR Help Me Develop My Employment Plan?</i> .....                  | 13        |
| WHAT I SHOULD KNOW IF I'M ON BENEFITS.....                                     | 13        |
| <i>Work Incentives Planning Services</i> .....                                 | 13        |
| <i>Helpful Links</i> .....   | 14        |
| PARTICIPATING IN YOUR PLAN.....  | 14        |
| <i>Reaching Your Goal</i> .....  | 14        |
| <b>DOR STUDENT SERVICES</b> .....  | <b>15</b> |
| <b>VOLUNTEER AND APPRENTICESHIP</b> .....                                      | <b>16</b> |
| THINK ABOUT VOLUNTEERING TO HELP YOU GET A JOB .....                           | 16        |
| ENROLL IN FREE TRAINING – JOBCORPS .....                                       | 16        |
| EXPLORE APPRENTICESHIP OPPORTUNITIES.....                                      | 16        |

|  |           |
|--|-----------|
| <b>WHAT IF I DISAGREE WITH DOR OR FEEL I HAVE NOT BEEN TREATED FAIRLY?</b> ..... | <b>17</b> |
| DISAGREE WITH DOR?.....  | 17        |
| <i>Review of Decisions</i> .....   | 17        |
| <i>Administrative Review</i> .....   | 17        |
| <i>Mediation</i> .....   | 18        |
| FAIR HEARING .....   | 18        |
| <i>To Request Mediation and/or a Fair Hearing</i> .....                          | 18        |
| <i>How to file a Discrimination Claim</i> .....                                  | 18        |
| <b>WHAT ENDS MY SERVICES WITH DOR?</b> .....                                     | <b>20</b> |
| <b>CAREER AND JOB RESOURCES</b> .....  | <b>21</b> |
| CAREER SELF-ASSESSMENT AND JOB RESOURCES.....                                    | 21        |
| ONLINE JOB BOARDS .....  | 21        |
| COMMUNITY RESOURCES .....  | 21        |
| OTHER CAREER STRATEGIES.....   | 22        |
| <i>Informational Interviewing</i> .....  | 22        |
| <i>Networking</i> .....  | 22        |
| <i>Labor Market Information</i> .....  | 22        |
| <b>HOW ELSE CAN DOR HELP ME?</b> .....   | <b>24</b> |
| REFERRAL TO OTHER AGENCIES .....   | 24        |
| <b>ORDER OF SELECTION PROCESS</b> .....  | <b>25</b> |
| <b>WANT TO KNOW MORE?</b> .....  | <b>26</b> |
| CONTACT ONLINE .....   | 26        |
| CONTACT BY PHONE OR VISIT IN PERSON.....   | 26        |
| <i>DOR District Offices</i> .....  | 26        |
| WHERE TO FIND MORE INFORMATION ABOUT DOR.....                                    | 28        |
| <i>Social Media</i> .....  | 28        |

# **DOR Mission and Core Values Serving Individuals with Disabilities**

## **Mission**

DOR works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

## **Core Values**

The DOR operates and provides services with the following values:

- Quality – Strive to meet needs through creativity and teamwork.
- Respect – Sensitive and responsive to the diverse needs of others.
- Integrity – Interact in an honest, trustful, and courteous manner.
- Openness – Listen to new ideas and share information.
- Accountability – Take responsibility for actions and results.

Using these core values, we provide quality programs and services to inspire those we serve. We strive to improve our professional role as a respected leader in the disability community.

# What You Can Expect

## How to Qualify for DOR VR Employment Program

To be eligible for the DOR program, a person must meet all of the following three criteria:

1. Have physical or mental challenge that affect their ability to get, keep, or advance in a job.
2. Need assistance in one or more of the following:
  - a. Prepare and/or train for a job.
  - b. Obtain a job.
  - c. Successfully keep a current job.
  - d. Regain a job.
  - e. Advance in a job
3. Can benefit from DOR services in reaching their employment goals.

You are presumed eligible for DOR services if you are receiving Social Security Administration benefits or if you have a valid "Ticket to Work". If you have questions about "Ticket to Work" you can contact the "Ticket to Work" hotline at: 1-866-449-2730 (Voice) 1-866-359-7705 (TTY/TDD)

If you are not sure if you can work, options such as a Trial Work Experiences are available. These are opportunities to work in a realistic work setting to help you see if you can benefit from DOR services.

Once you are determined eligible, you will be placed in a priority category. This is used in the "Order of Selection" process. When DOR does not have enough funding to serve all eligible individuals, the law requires DOR to use an "Order of Selection" process. For more information, see [Order of Selection Process](#).

DOR offers an additional specialized program for [Students aged 16 through 21](#), additional information is described later in this guide.

## Getting Started

Complete a Request for Services online, by phone, or in-person.

ONLINE:

Visit [www.dor.ca.gov](http://www.dor.ca.gov) and click on the link [Get Started](#). Complete the “Request for Services” form, and someone from a local DOR office will contact you.

## PHONE / IN PERSON

You can contact your local DOR office to ask for a “Request for Services” application or [download the electronic version](#).-  
[https://www.dor.ca.gov/Content/DorIncludes/documents/Forms/DR222%20VR%20Services%20Application\\_Jul22.pdf](https://www.dor.ca.gov/Content/DorIncludes/documents/Forms/DR222%20VR%20Services%20Application_Jul22.pdf)

After we receive your Request for Services, DOR staff will contact you to schedule the first appointment.

## Services We Provide

The services you receive are based on what you will need to reach your job goals.

Some examples of DOR services include:

- Job counseling and guidance.
- Education/Training to gain the skills needed for your job.
- Required tools/supplies to prepare for and keep a job.
- Supports, such as assistive devices, job coaching, childcare, or transportation.
- Job search and interview skills.
- Counseling about your Social Security benefits and how they may change.
- Assistance to high school students to prepare for the world of work.
- Connecting you with other people or groups that may help you.

## Who Helps Me at DOR?

You will have a DOR team to help you reach your employment goal including a:

- **Rehabilitation Counselor:** Your counselor will be your primary contact. Your counselor will meet with you initially, discuss your eligibility, and work with you to develop your employment plan. They work hard to ensure you get all the coaching you need to be

successful.

- **Service Coordinator:** Your Service Coordinator will work closely with you and your counselor to make sure you get the services you need to reach your employment goals.
- **Office Technician:** Your Office Technician helps support you and the team. They process service requests and work with our partners.
- **Work Incentive Planner (WIP):** The WIP will discuss with you how your Social Security benefits may change once you start working. You will learn how to report your wages to Social Security Administration, what other incentives are offered, and how medical benefits (MediCal or Medicare) can continue while working, and more.
- **Business Specialist:** The Business Specialist will help you to be ready to look for work as you reach the final stage of your employment goal. Business Specialists are your expert partners for resume and cover letter writing, interview preparation, and job search. They help you connect with local employers who are currently hiring.
- **Team Manager:** The Team Manager leads the team to help you reach your goal.

## **What do I Need to do to Participate and Receive Services from DOR?**

Your employment plan is a partnership between you and DOR. Here are some tips to make sure you have the most success in reaching your goals:

### **Communicate**

- Make sure DOR staff always has your current contact information.
- It is essential to communicate with your DOR counselor.
- Notify DOR staff when changes or issues arise.

### **Provide**

- You can help your DOR Counselor by providing documents, as needed. These documents will help ensure that your services continue in a timely manner.
- Examples of documents include transcripts, progress reports, financial aid info, resumes, training or professional certificates, licenses, and other employment-related paperwork.

### **Participate**

- Attend all appointments to receive information about your services and what DOR can provide.
- Work together with DOR to complete all the steps of your employment plan.
- Apply for financial aid, grants, or other services and benefits that will help you participate in your employment plan.
- Participate, financially in your plan, if necessary.

## **How Does DOR Protect my Information?**

DOR will only ask you for the personal information needed to help you reach your employment goal. This information is not shared with others without your permission.

The Information Practices Act of 1977, California Civil Code, Section 1798 et seq, guarantees you certain rights:

- Right to Privacy: DOR will only ask for information needed to help you complete your vocational goals. Some personal information may be shared with the Social Security Administration, as needed, to show that you are eligible for DOR services.

- Right to Access: You, or your representative, have the right to ask for copies of DOR records regarding your record of services.
- Right to Request a Record of Services Amendment: If you believe that there is information in your record of services that is not true, you can request from your counselor or DOR manager that it be changed. If they do not agree with the change, you can request an Administrative Review, Mediation, or a Fair Hearing to review the information, and can also provide a statement that will be put in your record of services with your reason for asking for the changes.
- Disclosure: Generally, DOR cannot release any of your information to someone else, including a family member, without receiving permission from you. You would need to sign an appropriate consent form to release information. In some cases, such as a court order, law, or special circumstances, there are disclosures without written consent as described in the California Code of Regulations, title 9 section 7143.  
All persons allowed access to your records are not allowed to give this information to anyone else without your specific, informed, written consent.

## **Initial Meeting with Your Counselor**

The first step in your vocational rehabilitation (VR) employment journey is to meet with your DOR counselor to share information about your education, work history, career goals, disabilities, challenges, and job needs. This is your meeting, so ask any questions, and tell us more about how we can help you succeed.

DOR will only ask for information that will be needed for you to participate in vocational services. All information is kept confidential.

### **What to Expect at the First Meeting**

After applying for or requesting DOR services, a DOR staff member will get in touch with you to schedule an Initial Interview.

Your DOR counselor will talk with you about:

- Your past work experience.
- Training/education you have done.
- Your current living situation and supports.
- Your job goals.
- Your strengths and weaknesses related to your disability.

After the interview, your DOR counselor will review your information and determine your eligibility for services. Now it's time to write your employment plan.

## **Determining Eligibility**

The second step is determining your eligibility for services. Any documents you have about your disability, such as medical records, school information, or Social Security benefit information, may help in determining eligibility more quickly. You will receive a Notice of Eligibility and Priority for Services.

## **Developing Your Plan**

Next, you and your DOR Counselor will discuss your job goals and what steps are needed for you to succeed. Your career goals will be determined by several things including your interests, abilities, and strengths. We will work together to develop your plan, called the Individualized Plan for Employment or IPE. You also have the option to write your IPE on your own, with or without help from DOR.

In most cases, the IPE is developed within 90 days after you are eligible, unless more time or information is needed.

### **What is an Employment Plan and How do I Get One?**

When you have been determined eligible for services, you and your DOR counselor will create an employment plan (called an Individualized Plan for Employment, or IPE). Your employment plan will describe the services that DOR will provide to help you reach your job goal.

It is DOR's goal to help provide you with the tools and information you need to make the best job choice. These could include learning about:

- Job duties
- Training needs
- Salary
- Work environment

Informed Choice and Career Exploration are two important parts of creating your employment plan.

“Informed Choice” means you have enough information to decide your employment goal, services, and who will provide services to you with help from your DOR team. You will be able to use informed choice throughout your employment process, from application to successful closure.

Your counselor and other DOR staff are here to provide expert advice and information on how to make your goal a reality.

During Career Exploration, DOR will provide guidance to help you investigate the career interests, skills, abilities, concerns, priorities, and needs to find a job path suitable for you. Together, we will put these ideas in the form of an employment plan (your IPE). If challenges arise, you will have a DOR team with years of experience and special training to help you choose the path forward and support you.

The employment plan will break down your large goals into smaller and easier steps and include details about several key areas:

- Helping you get the skills or education required for your job goal.
- Helping you create a resume and practice interview questions to land a job.
- Job coaching and counseling to help you be successful in your new job.
- The part you will play in reaching your goal.

### **How Will DOR Help Me Develop My Employment Plan?**

DOR will continue to work closely with you and help you develop your employment plan. Here are some of the ways DOR can support you:

- Let you know about available resources and referrals.
- Explain your rights, including review of DOR decisions, and explain how to request Mediation, Fair Hearing, or file a discrimination complaint. The DR 1000 is a form provided to you that explains your rights.
- Provide information about the Client Assistance Program (CAP), an outside agency that can advocate for you.
- Keep you fully informed throughout your plan and will have a conversation with you before closing your record of services.
- Offer counseling and guidance when needed.
- Help coordinate services for you to reach your employment goals.
- Track your progress and help make sure you receive services on time.

### **What I Should Know if I'm on Benefits**

#### **Work Incentives Planning Services**

Many individuals may not know what happens with their Social Security Disability Insurance (SSDI)/Supplemental Security Income (SSI) once they get a job. If you are receiving SSDI or SSI, DOR offers Work Incentive

Planning (WIP) services where you can talk with someone one-on-one to discuss your benefits and how work will fit in.

### **What does the WIP help you with?**

- Provides an overview of your current benefits.
- Helps you understand how your SSI/SSDI/health benefits may change once you are employed.
- Provides advice and tools to help you manage your benefits.
- Connects you with the right services after your DOR record of services is closed.

Talk to your counselor to see if you are eligible for WIP Services.

### **Helpful Links**

- [Disability Benefits California – SSI and Work](https://ca.db101.org/ca/programs/income_support/ssi/program2b.htm) - [https://ca.db101.org/ca/programs/income\\_support/ssi/program2b.htm](https://ca.db101.org/ca/programs/income_support/ssi/program2b.htm)
- [Disability Benefits California – SSDI and Work](https://ca.db101.org/ca/programs/income_support/ssdi/program2c.htm) - [https://ca.db101.org/ca/programs/income\\_support/ssdi/program2c.htm](https://ca.db101.org/ca/programs/income_support/ssdi/program2c.htm)
- [Disability Benefits \(DB\)101](https://ca.db101.org/nav/p.htm) - <https://ca.db101.org/nav/p.htm>

### **Participating in Your Plan**

We will work with you to provide what is needed to reach your job goals. This may include job training, education, creating a resume, interview practice, help with job search, job coaching, employment counseling, and more! See “Services We Provide” below.

### **Reaching Your Goal**

When you get a job, we will stay in contact and provide support to ensure you are satisfied with the job until your record of services is ready for closure.

# DOR Student Services

DOR has specialized services to prepare individuals who are 16-21 years old, attending school, and are not yet ready to participate in a DOR vocational program.

Student Services help students with disabilities explore and prepare for the world of work. Services are based on your interests – you could try a variety or just a few of the following activities:

- Work Experience (paid or unpaid).
- Job Search Skills: All the things you need to know to get a job.
- Job Exploration: Find what you want to do.
- Help with planning your steps after high school.
- Self-Advocacy: Learn how to stand up for yourself.

There is a different enrollment process for Student Services. Students may request [DOR Student Services](#) online or access the [DR 203 -DOR Student Services Plan Request](#) and complete the request. The completed form can then be emailed, mailed or dropped-off to their local DOR office.

<https://www.dor.ca.gov/Home/StudentServices>

# Volunteer and Apprenticeship

## Think about volunteering to help you get a job

When you are job searching, one of the best things you can do for yourself is volunteer. While you are looking for work, a current volunteer job on your resume makes a potential employer less worried that you are out of the habit of working. Volunteering can help you to close that gap. If you pick a volunteer opportunity which relates to your job goal, it can do even more.

Volunteering can help you:

- Build your network and make connections.
- Gain new skills and experience that boost your resume.
- Gives you an opportunity to add people to your professional reference list.
- Land you a paying position.

When looking for places to volunteer, consider your interests and passion. Are there any organizations or community issues which matter to you?

You can search for local volunteer opportunities in your county online or contact 211 in your area.

## Enroll in Free Training – JobCorps

For those 24 years old and younger, [JobCorps](https://www.jobcorps.gov/) offers free training and job placement assistance in a wide range of careers.

<https://www.jobcorps.gov/>

## Explore Apprenticeship Opportunities

The [Department of Industrial Relations Division of Apprenticeship Standards](https://www.dir.ca.gov/databases/das/descOfAppr.html) keeps a list of apprenticeships in fields from Barber to Civil Service. Apprenticeships can be a great way to gain training and experience while earning a living wage.

<https://www.dir.ca.gov/databases/das/descOfAppr.html>

# What if I Disagree with DOR or Feel I Have not Been Treated Fairly?

## Disagree with DOR?

If you have concerns with the services provided by DOR, there are ways that you can try and resolve the situation.

The first step is to try to discuss your concerns with your counselor and/or the Team Manager of the office. You can bring a family member or other advocate with you.

If you are not happy with the outcome, you could next contact the Client Assistance Program (CAP). The CAP advocates are independent advocates and not employees of the DOR.

You can find your local CAP Advocate at:

[Disability Rights California – Client Assistance Program](#)

www.disabilityrightsca.org/  
1-800-776-5746  
1-800-719-5798 TTY/TDD

A CAP advocate may provide you with information and advice, and will help you with accessing appropriate services, and protecting your rights. The CAP Advocate may also help you if you decide to continue with the appeal process below.

## Review of Decisions

If your concerns are not resolved after meeting with your VR counselor and/or Team Manager, you have other options:

### Administrative Review

You may request an Administrative Review by the District Administrator. This written decision will be rendered within 15 calendar days of the date of the request unless you agree to a later date.

## **Mediation**

Mediation is voluntary and confidential, and a free service to resolve disputes with DOR. It is a problem-solving process, assisted by qualified, impartial mediators from outside the DOR. The goal of mediation is to reach an agreement acceptable to all. If both parties agree to mediate, a conference will be held within 25 calendar days of the receipt of the request unless both parties agree to a later date.

## **Fair Hearing**

You can ask for a Fair Hearing within 30 calendar days of receiving a decision from your Administrative Review, or up to a year after the DOR action or decision. Many issues can be resolved more quickly without a Fair Hearing, using the steps above.

The hearing will be held within 60 calendar days of when DOR receives the request unless you agree to a later date. If you are not satisfied with the Fair Hearing decision, you may file a writ of mandate with the California Superior Court within six months of the decision.

You can request both an Administrative Review and Fair Hearing at the same time.

### **To Request Mediation and/or a Fair Hearing**

1. Complete form [DR 107-Request for Mediation and/or Fair Hearing](#) or another written request.
2. Send request to: Mediation and Fair Hearings Office, c/o DOR Legal Affairs. The form is available on the DOR website at: [www.dor.ca.gov](http://www.dor.ca.gov).

### **How to file a Discrimination Claim**

There are three ways to file a discrimination complaint:

- Contact the District Administrator of your DOR office and ask for an Administrative Review related to discrimination. Explain why you think the disagreement or denial is based on discrimination.

- Contact DOR's Office of Civil Rights if you believe that actions taken and/or decisions made were because of unlawful discrimination (i.e., related to a protected status: race, color, religion, ancestry, national origin, sexual orientation, marital status, medical condition, genetic information, physical or mental disability, sex, or age) rather than DOR policies or federal or state regulations. You will be given a discrimination complaint filing form to complete. The DOR Office of Civil Rights will review and investigate your complaint, and let you know the outcome.

Department of Rehabilitation - Office of Civil Rights  
(916) 558-5850 or (844) 729-2800 (TTY/TDD)  
721 Capitol Mall, Sacramento, CA 95814

- Contact the U.S. Department of Education, Office for Civil Rights. You can explain your disagreement or denial and why you think it is based on discrimination. The U.S. Department of Education, Office for Civil Rights may investigate your complaint and may work with the DOR to resolve.

U.S. Department of Education – Office of Civil Rights  
(415) 486-5555 or (877) 521-2172 TTY/TDD

# What Ends my Services with DOR?

After 90 days of employment, you and your counselor will discuss if your record of services is ready to be closed successfully. You can always return to DOR for further assistance.

There are other reasons why your record of services could be closed, such as not being able to continue with your plan for medical or other reasons, not staying in touch with DOR, or not meeting your Individualized Plan for Employment requirements.

# Career and Job Resources

## Career Self-Assessment and Job Resources

There are thousands of resources which can help you explore different jobs and careers. One of the best things you can do is pick a few of them to help you in your job search and get started. Set aside a few hours a day, a few days a week to use those resources to find what job will work for you.

### Self-Assessments for Careers and Job Exploration

- [California Career Zone – Planning for a Career](https://www.cacareerzone.org/)  
<https://www.cacareerzone.org/>
- [My Next Move – provided by O\\*NET Occupational Information](https://www.mynextmove.org/)  
<https://www.mynextmove.org/>

## Online Job Boards

- [USAJobs.Gov](https://www.usajobs.gov/)
- [Jobs.ca.gov](https://www.jobs.ca.gov/)
- [Monster.com](https://www.monster.com/)
- [FlexJobs.com](https://www.flexjobs.com/)
- [Craigslist.com](https://www.craigslist.com/)
- [Indeed.com](https://www.indeed.com/)
- [SnagaJob.com](https://www.snagajob.com/)
- [Calcareers.ca.gov](https://www.calcareers.ca.gov/)
- [Talent Acquisition Portal \(TAP\)](https://tapability.org/) - <https://tapability.org/>

## Community Resources

- [Employment Development Department](https://edd.ca.gov) – <https://edd.ca.gov>
- [America's Job Center of California from EDD](https://edd.ca.gov/en/jobs_and_training/TCLobby/) -  
[https://edd.ca.gov/en/jobs\\_and\\_training/TCLobby/](https://edd.ca.gov/en/jobs_and_training/TCLobby/)
- Local Job Fairs

## **Other Career Strategies**

### **Informational Interviewing**

Find someone who does what you want to do and ask them for 5 minutes of their time. Ask them the following questions:

- How did you get into this line of work?
- What advice would you give someone just starting out?
- Is this a good field for someone with my experience, education or background?
- Is there anyone else you suggest I speak to?
- Would you introduce me?

### **Networking**

Let other people know you are looking for work. Most people are happy to help if they know of job leads. Anyone can be part of your network.

- Friends and Family
- Faith-Based Organizations
- Schools, Fraternities, Sororities
- Community Organizations
- Local Chamber or Network Groups

### **Labor Market Information**

DOR can support you in making an Informed Choice about your employment goal. DOR collects and analyzes information to find out which are the most in-demand jobs in your area. Additionally, our counselors also use long-term employment estimates for a ten-year period collected by the Employment Development Department (EDD). This helps us provide you with current information about the relevant jobs that are best suited to your interests.

Below, are some ways you, as the consumer, can participate and learn important details for jobs you might be interested in.

You can review these job search websites:

- [California Occupational Guides at EDD](https://www.labormarketinfo.edd.ca.gov/occguides/) - <https://www.labormarketinfo.edd.ca.gov/occguides/>
- [ONET Online](https://www.onetonline.org/) - <https://www.onetonline.org/>
- [The Career Index](https://www.thecareerindex.com/) - <https://www.thecareerindex.com/>

You can explore details about careers at ONET Online by searching a job title on this site and reading about the job, training requirements, growth rate, and wages. This will help you and your Counselor agree on an employment goal.

You can also get local information by searching zip codes in the Wages & Employment Trends on these websites.

# How Else can DOR Help Me?

## Referral to Other Agencies

Whether you choose to apply for DOR programs or not, we can provide information and recommend other services. Here are some examples:

1. **Schedule A Certification**

This process is available to persons with disabilities applying for federal jobs. Schedule A requires a certification letter from a DOR counselor.

2. **Limited Examination and Appointment Program (LEAP)**

People with disabilities may pursue state employment through either the standard hiring process or the LEAP process. LEAP is an optional path to state civil service for people with disabilities. It allows applicants to demonstrate their ability through on-the-job testing.

To learn more about Schedule A Certification, LEAP, and recommendations to other agencies or programs, contact your local DOR office.

# Order of Selection Process

When DOR does not have enough funding to serve all individuals who are eligible for DOR services, the law requires DOR to use an “Order of Selection” process to make sure those persons with the most significant disabilities are served first.

Once you are determined eligible by DOR, you will be given a priority category, called a Priority for Services Determination. Your priority category will be used in the “Order of Selection” process to determine when services begin. Placing individuals into priority categories is a fair method of serving all applicants in the order required by law.

There are **three priority categories**:

- Priority category 1- Individuals with the most significant disabilities.
- Priority category 2 - Individuals with significant disabilities.
- Priority category 3 - All other eligible individuals determined to have a disability.

Within each disability priority category, consumers will be served based on their date of application.

**Waiting List:** If DOR does not have enough funding to serve eligible individuals in a disability priority category, individuals in that category will be placed on a waiting list. DOR will notify individuals which categories are being served. Individuals on a waiting list will be notified when funds are available, and they can receive services.

You may contact DOR at any time regarding your desire to remain or be removed from the waiting list.

While you are on the waiting list, DOR will provide you with information and referrals to other services that may help you reach your employment goal until you receive DOR services.

# Want to Know More?

## Contact Online

Visit [www.dor.ca.gov](http://www.dor.ca.gov) and complete our [Contact Request Form](#)  
<https://portal.dor.ca.gov/vrc/s/contact-request?fromDOR=1>

## Contact by Phone or Visit in Person

There are 13 DOR districts, and each district has several local branch offices. All offices are open 8:00 a.m. to 5:00 p.m., Monday-Friday except [state holidays](#).

[Find your closest DOR office](#) - <https://www.dor.ca.gov/Home/FindAnOffice>

TTY/TDD users may call the toll-free TTY/TDD number 844-729-2800 or use the relay service of choice to call the direct DOR number you want to reach.

### DOR District Offices

#### Northern/Central California

##### [Greater East Bay](#)

1485 Civic Court,  
Suite 1100  
Concord, CA 94520

(925) 602-3953

##### [Northern Sierra](#)

721 Capitol Mall,  
Suite 110  
Sacramento, CA 95814

(916) 558-5300

#### Southern California

##### [Greater Los Angeles](#)

888 Figueroa Street,  
Suite 900  
Los Angeles, CA 90017

(213) 736-3904

##### [Los Angeles South Bay](#)

4300 Long Beach Blvd,  
Suite 200  
Long Beach, CA 90807

(562) 422-8325

**Redwood Empire**

50 D Street,  
Suite 425  
Santa Rosa, CA 95404

(707) 576-2233

**San Francisco**

455 Golden Gate Avenue,  
Suite 7727  
San Francisco, CA 94102

(415) 802-2330

**San Joaquin Valley**

2550 Mariposa Mall,  
Room. 2000  
Fresno, CA 93721

(559) 445-6011

**San Jose**

100 Paseo de San Antonio,  
Room. 324  
San Jose, CA 95113

(408) 277-1355

**Santa Barbara**

509 East Montecito Street,  
#101  
Santa Barbara, CA 93103

(805) 560-8130

**Orange/San Gabriel**

222 South Harbor Boulevard  
Suite 300  
Anaheim, CA 92805

(714) 991-0800

**Inland Empire**

2010 Iowa Avenue  
Building E, Suite 100  
Riverside, CA 92507

(951) 782-6650

**San Diego**

7575 Metropolitan Drive  
Suite 107  
San Diego, CA 92108

(619) 767-2100

**Van Nuys/Foothill**

15400 Sherman Way  
Suite 140  
Van Nuys, CA 91406

(818) 901-5024

## Where to Find More Information About DOR

[DOR website](http://www.dor.ca.gov): [www.dor.ca.gov](http://www.dor.ca.gov)

### Social Media

 [Facebook](#)

 [Instagram](#)

 [LinkedIn](#)

 [YouTube](#)

 [Twitter](#)