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| Department of Rehabilitation Logo | Gavin Newsom  Governor  Seal of the State of California  State of California Health and Human Services Agency |
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| Introducing the Department of Rehabilitation Vocational Rehabilitation Connections (VRC)  Portal |  |

Dear Consumer,

The Department of Rehabilitation (DOR) is pleased to announce the initial implementation of the Vocational Rehabilitation Connections (VRC) Portal. The VRC Portal is an online web-based portal that will support the automation of business processes and workflows. Once fully implemented, the portal will help DOR consumers and vendors save time and increase efficiency and accuracy by automating tasks. Some DOR consumers and vendors will start noticing minor changes in processes beginning January 19, 2021.

**Why is DOR making this change?**

* To improve our customer service to you.
* Improve and eliminate cumbersome manual processes.

**What changes can you expect?**

* Consumers with an email on file with DOR will have the ability to receive, review and approve/decline their Individualized Plan for Employment (IPE) via email.
* Consumers will receive an email notification from noreply@dor.ca.gov when an authorization for goods or services is issued by DOR to the vendor.
  + When necessary, a copy of the authorization will be attached to the consumer email notification.

Please note, consumers who do not have an email address on file with DOR will see no changes in current processes.

**Benefits to you?**

Although small changes are occurring with this initial VRC Portal implementation, future development of the portal will allow you to:

* Receive notification of when checks are issued.
* Be able to upload and send documents such as receipts, grades, etc. to your DOR office and/or counselor.

**What can you do to help ensure a smooth transition?**

To take advantage of the VRC Portal features, please ensure your email address is up to date with your local DOR office.

The VRC Portal will expand with additional features to serve the needs of DOR consumers and vendors. For questions regarding the VRC Portal, please contact your local DOR office or visit [www.dor.ca.gov](http://www.dor.ca.gov/).