

## **DIVISION POLICY #2.2**

### **SUBJECT**

Informed Choice

### **EFFECTIVE DATE**

July 9, 2003

### **REVIEW DATE**

October 14, 2009

### **EXPIRATION DATE**

This policy will be reviewed annually and updated as needed.

### **PURPOSE**

To assure that applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist applicants and eligible individuals in exercising informed choice throughout the rehabilitation process.

### **AUTHORITY**

34 CFR 361.52

### **POLICY**

An individualized plan for employment should be developed and implemented in a manner that affords an eligible individual the opportunity to exercise informed choice. Informed choice should be exercised by the individual in selecting:

1. An employment outcome;
2. The specific vocational rehabilitation services to be provided under the plan;
3. The entities that will provide the vocational rehabilitation services;
4. The employment setting and the settings in which the services will be provided; and
5. The methods used to procure services.

It is the responsibility of the Rehabilitation Specialist to insure that an eligible individual is provided or assisted in obtaining information necessary for an individual to make an informed choice about the specific vocational rehabilitation services, including providers of those services, that are needed to achieve his/her employment outcome. This information must include, at a minimum, information relating to the:

1. Cost, accessibility, and duration of potential services;
2. Client satisfaction with those services to the extent that information is available;
3. Qualifications of potential service providers;
4. Types of services offered by the potential providers; and
5. Degree to which the services are provided in an integrated setting.

#### **Methods or Sources for Facilitating Informed Choice**

The following methods or sources may be utilized when assisting an individual in obtaining information necessary to make an informed choice regarding services or service providers:

1. State or regional lists of services and service providers;
2. Client satisfaction surveys or reports;
3. Referrals to other Clients, local Client groups, or disability advisory councils qualified to discuss the services or service providers; and
4. Relevant accreditation, certification, or other information relating to the qualification of service providers.

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Joyce Hildreth  
Director

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October 14, 2009  
Date