



Policy No. 006	Subject: Informed Choice
Section: IVRS Overview	Revised: 03/2020
Signature: Eric Evans, Bureau Chief	Version: FINAL

1. PURPOSE

Informed choice presents opportunities to individuals with disabilities who are seeking an employment outcome through their experiences with IVRS. It is an essential and integral part of counseling and guidance that empowers the individual to make choices and decisions for themselves. Informed choice involves presenting information, support services, and education on alternatives without opinion or prejudice. Informed choice respects the individual's right to make decisions and requires clear discussion on what IVRS can and cannot support, but recognizes every individual has the basic right to choose their own future. This does not mean that IVRS supports every decision an individual makes, but rather educates the individual on the implications of those choices. Decisions for services must be agreed upon and supported by both the job candidate and the IVRS counselor.

2. AGENCY EXPECTATIONS

Individuals with disabilities are given the opportunity to exercise informed choice throughout the vocational rehabilitation process. These opportunities are documented in the case notes. IVRS staff provides information to potentially eligible, referrals for, applicants of, and eligible individuals in receipt of IVRS services through appropriate modes of communication about the availability of and opportunities to exercise informed choice (including the availability of support services for individuals with cognitive or other disabilities who require assistance in exercising informed choice) related to:

- a. Provision of assessment services, vendors of services, and environments in which those services are delivered;



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- b. Development and selection of the [Individualized Plan for Employment \(IPE\)](#) with respect to the:
 - i. Employment outcome;
 - ii. Vocational rehabilitation services needed to achieve the employment outcome;
 - iii. Entity that will provide the service(s);
 - iv. Employment setting and the settings in which the services will be provided; and
 - v. Methods available for procuring the services.

- c. Information and assistance in the selection of vocational rehabilitation services and service providers during the eligibility process, development of the IPE, and comprehensive assessment. At a minimum, this must include information relating to:
 - i. Services and service providers, including their success rates (when applicable), cost, accessibility, type and duration of services;
 - ii. Consumer satisfaction with those services (when available);
 - iii. The degree to which services are provided in integrated settings;
 - iv. Referrals to other consumer groups, disability advisory or advocacy groups, qualified to discuss the services or service providers;
 - v. Relevant accreditation, certification, and other information related to the qualifications of service providers; and
 - vi. Opportunities for individuals to experience, visit or consider various work and service provider settings to encourage competitive integrated employment.

Motivational interviewing is one technique that may be utilized to encourage and infuse informed choice into the counseling relationship. The IVRS staff discusses ideas and options with the job candidates because that is the fundamental aspect of all IVRS positions. The ideas and options are presented in a way that creates the expectation that the job candidate makes the decision based on information, which includes what is allowed according to State policies and procedures.

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3. EXCEPTIONS

- a. None

4. APPLICABLE FORMS/DOCUMENTS

- a. [Individualized Plan for Employment Policy](#)
- b. [Informed Choice Internal Control](#)

5. TRAINING

- a. [Informed Choice Policy Training](#)