

**Utah State Office of Rehabilitation  
Order of Selection  
Frequently Asked Questions (FAQ)**

- **What is an “Order of Selection”?**

Federal regulations describe an Order of Selection as a system to continue operating a vocational rehabilitation program when staff or financial resources are not sufficient to serve everyone eligible to receive services. When a vocational rehabilitation agency determines it has insufficient resources, it may establish wait lists by priority category under the Order of Selection structure.

- **What are the five priority categories?**

The first priority is students with disabilities (ages 16 through 21), followed by individuals with disabilities at risk of losing employment. The next three categories are based on the number of serious functional limitations an individual experiences as a result of a severe impairment, the number of services required to address his/her rehabilitation needs, and the amount of time required to provide those services. Based on this information individuals deemed eligible for USOR services are placed within one of the following five priority categories:

1. Students with Disabilities (ages 16 – 21)
2. Individuals with Disabilities at Risk of Losing Employment
3. Individuals with Most Significant Disabilities
4. Individuals with Significant Disabilities
5. Individuals with Disabilities

- **Why are Students with Disabilities the first priority category?**

In accordance with the Workforce Innovations and Opportunities Act (WIOA), which allows and encourages the prioritization of students with disabilities, the Utah State Office of Rehabilitation is designating this group as the first priority category.

- **Why is USOR considering implementing wait lists under Order of Selection?**

USOR has recently experienced static funding while expenditures associated with providing necessary goods and services to individuals with disabilities leading to employment outcomes have risen sharply. USOR, during this same period, also experienced a significant increase in the number of individuals applying for and requiring vocational rehabilitation services.

- **Does this mean USOR is out of money?**

USOR still has funding available to continue providing services to individuals who have already implemented an approved Individualized Plan for Employment (IPE) with their VR Counselors.

- **Do the wait lists only affect Salt Lake area clients or people who need lots of services?**

Order of Selection and associated wait lists are implemented on a statewide basis and without regard to type of disability, gender, source of referral, income level or cost of necessary services.

- **Which priority categories will have wait lists?**

Initially, USOR will close all categories, which will result in a wait list for all clients not already working under an Individualized Plan for Employment (IPE).

- **For individuals who have an IPE with USOR, what will happen to their services?**

Individuals with IPEs will continue to partner with their respective VR Counselor to receive planned services regardless of priority category.

- **What if an individual has been determined eligible, but does not yet have an IPE?**

In keeping with federal regulations individuals will be placed on a wait list according to disability priority category and the date on which you applied for VR services.

- **How long will an individual have to wait for services?**

The amount of time USOR will have active wait lists in place is unknown at this time. USOR will continue to closely monitor the financial situation, associated service expenditures and proposed budget solutions. When USOR has sufficient financial resources it will start the process of opening categories based on priority and begin moving individuals off of the wait lists and providing services again.

- **What services can USOR provide to individuals on a wait list?**

USOR is only able to provide information and referral services to individuals who are on the wait list. In addition, an individual's situation may change prompting reassignment to a different priority category. USOR is still able to provide payment for assessments and diagnostic evaluations to determine eligible for services.

- **What other organizations can offer employment assistance?**

USOR works closely with many partner agencies and service providers and is able to make individual referrals for potential community services. Partner agencies under the Workforce Innovations and Opportunities Act (WIOA), such as the Department of Workforce Services (DWS), are one example of a resource available to individuals on USOR wait lists.

Beneficiaries of Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) may receive employment services from an Employment Network (EN). To locate an EN, call 1-866-968-7842 (Voice) or 866-833-2967(TTY) or visit:

<http://www.chooseworkttw.net/resource/jsp/searchByState.jsp>

- **What rights do individuals have if they disagree with being placed on a wait list?**

An eligible individual has the right to appeal his/her VR Counselor's decision regarding the priority category assignment. Individuals will receive written information about their appeal rights at the time they are determined eligible and notified of their priority category. Individuals may only appeal their assignment to a specific priority category, not their placement on a wait list. Individuals may also contact their assigned VR Counselor to request information about appeal rights and the process. In addition, the Client Assistance Program (CAP) may be contacted at 1-800-662-9080 for information and assistance.

- **What happens when USOR begins to open up the wait list?**

When it is determined that USOR again has sufficient financial resources to begin serving individuals on wait lists, staff will first contact those individuals in order of priority category. Individuals will be taken off the wait list according to the earliest date of application within each priority category.

- **Will USOR stay in contact with clients while they are on a wait list?**

USOR staff will contact an individual when the time comes for him/her to be taken off the wait list and begin receiving services. Individuals are encouraged to keep USOR informed of any change of mailing address, phone number or e-mail address so contact can be made when it is their turn to be removed from the wait list.

- **How can individuals or organizations share their thoughts or ask questions about Order of Selection?**

USOR invites all interested individuals to share their thoughts, feedback and questions regarding the proposed wait lists under Order of Selection via e-mail to [add in new email address]. All are also attend welcome to attend Public Meetings that are being held Monday, January 5, 2015 (9AM to 12PM) and Wednesday, January 7, 2015 (5PM to 8PM) at the following locations:

[List Locations]