

Customer Responsibilities

As a DVR customer I will:

- Treat DVR staff with respect
- Work hard to get and keep a job
- Keep DVR informed of any changes in my medical issues
- Let DVR know when I accept a job and begin working
- Be proactive in contacting DVR monthly to give updates on my progress
- Work closely with my DVR counselor to create a plan for employment
- Follow through with what I agree to do in my plan
- Attend scheduled appointments and meetings
- Contact my DVR counselor ahead of time if I can't keep an appointment
- Let DVR know if my telephone number or address changes
- Take care of equipment DVR loans to me and return it when DVR asks me to
- Fill out a DVR financial statement when DVR asks me to
- Let DVR know if my financial situation changes
- Apply for and use comparable services and benefits like financial aid (If I choose not to use these services I am responsible for these costs)
- Get approval from DVR before I get a service or pay for something (DVR cannot pay me back later)
- Let DVR know about anything that makes it hard for me to get a job like a criminal history or change in my legal work status