**Section 557.20 Informed Choice**

a) VR customers have the right to be full and active participants in the VR process. DHS-DRS is committed to making available a variety of resources to assist customers with their planning, problem solving, and decision-making skills. Customers can use these resources to make informed choices about their goals and services, and they will be given assistance and support throughout the VR process.

1) Through appropriate means of communication, customers will be informed about the availability and scope of informed choice, how it may be exercised, and the availability of auxiliary services for customers with cognitive or other disabilities who require assistance in exercising informed choice.

2) To ensure informed choice, DHS-DRS will provide the customer with information and options regarding:

A) the evaluation and assessment process;

B) his or her specific employment goal;

C) available trial work experiences;

D) rehabilitation services that are necessary to achieve the employment goal; and

E) service providers who can assist in the process.

3) DHS-DRS will also provide the customer with information that includes:

A) the cost of services;

B) the duration of services;

C) accessibility of services;

D) the qualifications of providers;

E) the types of service offered by providers;

F) the degree to which the services are provided in an integrated setting;

G) the placement rate and the number of successful outcomes a provider has achieved; and

H) as available, information about user satisfaction.

b) The decision-making process for the customer shall take into account the customer's values and characteristics, the availability of resources and alternatives, and the general employment outlook.

(Source: Amended at 34 Ill. Reg. 19020, effective November 22, 2010)