

Florida Rehabilitation Council (FRC) Public Forum Guidelines

Council members are interested in hearing your thoughts, concerns, and experiences with the Division of Vocational Rehabilitation (VR) program.

- If you wish to speak to the Council, please complete the speaker card provided or wait to be recognized.
- Each speaker is allowed 5 minutes to present thoughts or concerns to the Council. Please plan accordingly.
- For your assistance, a timekeeper will remind the guest of allotted time left to speak.
- After you speak, the Council will discuss the comment. FRC Members may ask you to speak again to answer any questions and FRC Members will use your feedback along with other comments to address systemic issues with VR, as may be appropriate
- If you have communicated your concerns, a Council representative or VR staff will follow up with you on recommendations, as appropriate.
- If time available, guests will be provided another chance to speak to the Council.

Please note that individual complaints can be heard but cannot be resolved by the council.

There are many options available to address individual issues or case concerns:

- You may contact the VR Ombudsman's Office at (866) 515-3692. This is a service available to VR customers who have questions, concerns, or believe they may have been treated unfairly. The Ombudsman receives, investigates, and assists in resolving complaints. complaint process within VR.
- You may also contact the Client Assistance Program within Disability Rights Florida at (800) 342-0823 for information, assistance and advocacy when you have concerns with VR for which you would like an independent review.

You may pursue your appeal rights as outlined in the VR Handbook of Services.

FRC Contact Information

4070 Esplanade Way, 2nd Floor, Tallahassee, FL 32399-7016, Phone toll free 800-451-4327
Email: FRCcustomers@vr.fldoe.org

The Florida Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For the 2020 Federal fiscal year, the total amount of grant funds awarded were \$153,000,001. The remaining 21.3 percent of the costs (\$41,409,148) were funded by Florida State Appropriations.