



*California's Protection & Advocacy System
Toll-Free (800) 776-5746*

Department of Rehabilitation (DOR) Reimbursement of Expenses Fact Sheet

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Can DOR reimburse me for my out-of-pocket expenses related to my Individualized Employment Plan (IPE) goal?

Yes, DOR can pay for many services¹ and must reimburse you for your out-of-pocket expenses that are pre-approved and pre-authorized by your counselor and related to your IPE goal.

Does DOR have to reimburse me for out-of-pocket expenses that were not previously authorized?

DOR is not required to provide payment of goods and services that are not authorized by a Departmental employee. Title 9, California Code of Regulations (CCR) §7311(c). In other words, this means that all services provided through DOR must be authorized by DOR prior to payment.

What does it mean for services to be “authorized”?

DOR uses vendors to provide many of its services. DOR must have a written “authorization” with a vendor who is to provide services. This authorization is a document that authorizes the delivery of specified

¹ The services DOR can provide are listed in Title 9 California Code of Regulations (CCR) §7149, and include, physical or mental restoration services, training and training supplies, equipment, and other expenses related to job training and job placement.

goods or services by a vendor to you, a DOR client, at a fixed or certain fee within a stated period of time. A vendor is prohibited from providing a service or goods to you without prior receipt of an authorizing document from DOR. Title 9 CCR §§ 7310, 7311, 7312; Rehabilitation Administrative Manual (RAM)² §§12000, 12010.

How do I know which services have been authorized?

All of your authorized goods and services are posted on DOR form, DR 229AA, which is printed and attached to the inside front cover of your DOR file folder. This form is also maintained in your electronic file. Copies of the DR 229AA form should be provided to you at the time of your IPE, Annual Review, IPE amendment, and case closure. See RAM §12005.

What if I have an emergency expense?

A DOR counselor may request that his or her supervisor approve an emergency request for services through a verbal authorization. Such emergency verbal authorizations must be confirmed with a written authorization to you or the vendor/provider of services. Title 9 CCR §7311(b).

What types of emergency expenses can be approved?

For example, a client of DOR has an employment goal to become a licensed vocational nurse and DOR has agreed to pay for books, which they typically purchase before classes begin. In this example, when classes start, one professor adds a book to the syllabus that was not originally listed and was not purchased. If the client has the funds to pay for the book and needs the book right away, he or she could ask the DOR counselor for an emergency verbal approval to pay for the book

² The RAM is DOR's internal policy; it is not the same as a statute. Citations to the RAM are provided where the internal policy is consistent with the law as it is written in the statute.

and reimburse the client for the book. If the supervisor approves the purchase, the counselor should provide the client with a verbal authorization followed by a written authorization by email or mail. After the book purchase, the client should submit a receipt for reimbursement to DOR. Reimbursements up to a maximum of \$100 plus tax per month (with receipts) may be provided. See RAM §12010.

What if my DOR counselor approved an expense, but he/she does not want to reimburse me or denies that she approved my expense?

Ask for a meeting with the counselor's supervisor. If you are unable to resolve the problem with the supervisor, you may request the District Administrator conduct an Administrative Review. An Administrative Review must be requested within one year of the decision with which you disagree.

If you are not satisfied with the Administrative Review, you may request mediation and/or a Fair Hearing. You must make this request in writing and within 30-days of the Administrative Review decision. Title 9 CCR §7353(f).

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