Disability Rights WISCONSIN

Switching Division of Vocational Rehabilitation Counselors

This resource is meant to be a general guide for people with disabilities, not legal advice. For legal advice specific to your situation, please talk to an attorney.

My current counselor is not a good fit. Can I ask to switch?

Yes, you can ask to change counselors. You have the right to make informed choices about Division of Vocational Rehabilitation (DVR) services that meet your needs. This includes making choices about the people you work with to reach your goals.

Learn about informed choice here:
dwd.wisconsin.gov/dvr/job-seekers/dvr-informed-choice.htm

You are the best person to decide if trying to work through communication issues is possible, or if you're at the point where a counselor change is necessary. Keep in mind, sometimes switching counselors delays working through service requests, developing the Individual Plan for Employment (IPE), etc.

Please note that the Division of Vocational Rehabilitation does not have to give you a specific counselor. Counselor assignment is a DVR staffing decision, and DVR leadership makes the final decision.

How do I ask for a new DVR counselor?

The first step is to reach out to the Director of your Workforce Development Area (WDA). You can contact the WDA director using email or phone.

You can find a map of the Workforce Development Areas in Wisconsin and counties served here: dwd.wisconsin.gov/dvr/about/county-detail-wda-map.pdf

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Where do I find my Workforce Development Area's contact information?

You can find contact information for all Workforce Development Areas listed in the DVR staff directory: dwd.wisconsin.gov/dvr/about/staff-directory.pdf

Advocacy Tip

DVR will ask you to explain why you want a counselor change. Don't just share what isn't working with your current counselor. Share communication styles that work best for you. For example: "I prefer a counselor who calls me instead of emailing."

Be ready for DVR to ask if you're willing to try working through the issues you're having before switching counselors.

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