



# Utah State Office of Rehabilitation Order of Selection (OOS) - Delayed Status Frequently Asked Questions (FAQ)

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## What is an Order of Selection (OOS)?

An Order of Selection (OOS) is a system used by vocational rehabilitation (VR) agencies when there are not enough resources to serve every eligible individual. Federal law allows VR agencies to use OOS to make sure services are provided first to individuals with the most significant disabilities.

### USOR has three priority categories:

- Individuals with Most Significant Disabilities (MSD)
- Individuals with Significant Disabilities (SD)
- Individuals with Disabilities (D)

Currently, the Significant Disability (SD) and Disability (D) priority categories are closed. Priority category classification occurs during the VR eligibility determination. The Order of Selection (OOS) is applied statewide and does not consider disability type, gender, referral source, income, or cost of services.

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## Will I be affected if I already have an Individualized Plan for Employment (IPE)?

No. If you already have an approved IPE, you will continue to receive services as long as funding is available. Your counselor will continue to work with you on the services listed in your plan.

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## What Happens if My Priority Category is Closed?

Currently, the Significant Disability (SD) and Disability (D) priority categories are closed. If you are assigned to a closed priority category and do not have an IPE, you will be placed on a list until services become available.

### While in Delayed Status, USOR will contact you every 90 days to:

- Confirm if you want to remain on the delayed status list
- Check for updates to your health, employment status, or contact information (phone, email, or address)

It is important that you respond to USOR's requests to maintain your status on the delayed list.

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## **What services can I receive while in Delayed Status?**

While on the waiting list, USOR provides Information and Referral (I&R) services, which include:

- Information about programs or services
- Referrals to programs or services that best support your employment needs, including other programs available through the Department of Workforce Services

These services help guide you to other resources until VR services are available.

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## **When will I be removed from Delayed Status?**

USOR does not have a specific date for when closed priority categories will open. The timing depends on the availability of staff and funding resources. Individuals will be removed from delayed status starting with the highest priority category closed and then in order of date of application.

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## **How will I be notified when I'm removed from Delayed Status?**

USOR will contact you by phone, mail, or email when your status changes. While on delayed status, it is important to:

- Keep your contact information up to date (phone number, email, and mailing address)
- Respond promptly to any communication from USOR

If USOR cannot reach you, your case may be closed.

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## **What happens when I am activated from Delayed Status?**

You will receive a written notification from USOR requesting that you schedule an appointment with your VR counselor. Together, you will begin planning services in your Individualized Plan for Employment (IPE) to help you prepare for, secure, retain, or regain employment.

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## **Can I be moved from Delayed Status sooner?**

No. Federal regulations require that individuals be taken off the delayed status only by priority category and application date. No exceptions are allowed.

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## **How do I know my priority category?**

When you were found eligible, you received a letter stating your priority category.

- If you cannot find your letter, contact your VR counselor or the office where you applied, and a new copy can be sent to you.
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## What if I disagree with my priority category?

You have the right to appeal your category assignment.

- You cannot appeal your placement on the delayed status list itself, only your category assignment
  - Talk to your counselor for information about appeal rights and the process
  - You may also contact the Client Assistance Program (CAP) at 1-800-662-9080 for help and advocacy
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## Can I Access Pre-Employment Transition Services (Pre-ETS) if I am a Student with a Disability (ages 14 - 22 years old)?

**Yes.** USOR continues to provide Pre-ETS to students with disabilities, including:

- **Potentially Eligible Students** – students who have not yet applied for VR can still participate in Pre-ETS.
- **Students with an IPE** – students with an approved Individualized Plan for Employment can receive Pre-ETS as part of their plan.

Key Information:

- Students who received Pre-ETS before being determined eligible for VR can continue Pre-ETS while in delayed status.
- Students who did not receive Pre-ETS before eligibility cannot receive Pre-ETS while in delayed status.
- Students determined ineligible for VR services are not eligible for Pre-ETS.

For more information about Pre-ETS, visit: [USOR Pre-ETS Services](#)

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## What other community resources might be available to assist me?

Other Department of Workforce Services (DWS) programs and community organizations in Utah may also be able to provide support with employment, education, training, or related services.

- **Department of Workforce Services (Workforce Services)**
    - Phone: 1-866-435-7414 (toll-free)
    - Website: [jobs.utah.gov](http://jobs.utah.gov)
    - Services: Job search assistance, food support, child care, Medicaid/medical coverage, financial assistance, and unemployment insurance.
  - **211 Utah**
    - Phone: Dial 211 or 888-826-9790
    - Website: [211utah.org](http://211utah.org)
    - Services: Connects you with housing, food, healthcare, legal aid, and other community resources.
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For additional information and update on the Order of Selection visit: [jobs.utah.gov/usor/oos](http://jobs.utah.gov/usor/oos)

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