

Thank you for your interest in Pennsylvania Office of Vocational Rehabilitation (OVR) services. OVR's mission is to assist individuals with disabilities to secure and maintain employment and independence. To initiate a referral for OVR services, you can complete and submit an online "OVR Pre-Application" via the Pennsylvania CareerLink (PA CareerLink) website using the instructions below. If assistance is needed, contact information for an OVR office near you is listed at the bottom of this page.

## Before You Begin

### 1. Review/have ready the following information if you are registering as a new user of the PA CareerLink:

- Date of birth
- Email address
  - If you do not currently have an email address, visit <http://www.wikihow.com/Make-an-Email-Address-for-Free> for step-by-step instructions on how to create a new, free email address.
- Location address (and Mailing address if different from your Location address), including city, state, ZIP code, and county
- Create a **User Name/Keystone ID** with a minimum of six characters
- Create a **Password** that meets the following criteria:
  - Eight-character minimum
  - One lowercase character
  - One uppercase character
  - One number
  - One special character

### 2. Review/have ready the following information that is required to complete and submit the OVR Pre-Application:

- Contact information
- Citizenship status
- OVR referral source
- Veteran status
- Student status (if under the age of 22)
- Your voter registration interest
- Your disability (or disabilities) and year of onset
- Job or career interests (if any)
- Current living arrangement and mode(s) of transportation
- Primary source of financial support
- Which, if any, public support benefits you receive (SSDI, SSI, TANF, Workers' Compensation, etc.)
- Whether you receive Medical Assistance (MA) Waiver Services through the PA Department of Human Services (intellectual disability and/or autism services)
- Medical insurance information
- Specific areas of difficulty related to employment and your disability, such as mobility, self-care, work tolerance, communication, etc.

**3. Although the following information is not required to complete and submit the OVR Pre-Application, if provided this information may help decrease the time it takes to determine your eligibility for OVR services:**

- Language preference and any communication needs you may have, such as a foreign language interpreter, sign language interpreter, Braille, large print, etc.
- Contact person, such as a family member or friend
- Social Security Number
- Education history
- Work history
- Case manager name(s) and contact information if receiving services from other agencies
- Any medical conditions for which you have been treated in the past or those you are currently experiencing
- Names and contact information of any medical professionals treating your disability
- Any medications you currently are prescribed

## How to Initiate a Referral for OVR Services via PA CareerLink

**Step 1:** Access the PA CareerLink Homepage: <https://www.pacareerlink.pa.gov/>

**Step 2:** SIGN IN as an existing PA CareerLink user or REGISTER as a new PA CareerLink user.

If you have already registered with PA CareerLink, follow the instructions in Section A below. If you are registering in PA CareerLink for the very first time, follow the instructions in Section B below.

### A. If you have already registered with PA CareerLink:

1. Enter your **Username/Keystone ID** and **Password** and click the blue **SIGN IN** button to be taken to your **PA CareerLink** dashboard.

Note: If you forgot your Keystone ID or Password, click **Forgot Keystone ID or Password?** which is directly under the blue **SIGN IN** button. Select the “Job Seeker” option. The question **What action would you like to perform?** will appear. Select the action needed “Retrieve your keystone ID” or “Reset your password using keystone ID and Hint Question and Answer” then click **Continue** near the bottom right corner of the screen. Proceed with additional screen instructions thereafter. If you forgot both your Keystone ID and Password, you need to retrieve your Keystone ID first because it is needed to retrieve your Password. If you need assistance retrieving your Keystone ID or resetting your Password, please contact your local PA CareerLink. To find a PA CareerLink office near you, use the [PA CareerLink® Office Search](#).

2. Select **CAREER SERVICES** in the blue menu bar at the top of the page and select **Programs and Services** in the dropdown to be taken to the **Request Services** page.
3. On the **Request Services** page, select one of two options for OVR services:

**Office of Vocational Rehabilitation – Bureau of Vocational Rehabilitation Services**

*or*

**Office of Vocational Rehabilitation – Bureau of Blindness and Visual Services**

***Helpful Hint:*** You can find out more information about each of these options by hovering over the gold question mark to the right of each option. A short description of each program’s services will be displayed.

4. Click **REQUEST SERVICES** near the bottom right corner of the screen.
5. A **Referral for OVR/BVRS** window will appear. Review the information in this window related to OVR’s mission and basic eligibility criteria, and respond “Yes” or “No” to the statement “I WANT TO WORK AND HAVE A DISABILITY THAT CURRENTLY CREATES DIFFICULTIES FOR ME IN TERMS OF GETTING, KEEPING, OR ADVANCING IN EMPLOYMENT (required)”. To continue to the OVR Pre-Application, you must mark “Yes” to this statement then click **CONTINUE**. If you mark “No” to this statement then click **CONTINUE** you will return you to the previous page.
6. Complete each section of the **OVR Pre-Application** screen by clicking the **START** button next to each section. There are **seven sections** in the OVR Pre-Application:
  1. Personal Information
  2. Education Information
  3. Disability and Employment Information
  4. Household Information
  5. Waiver Services and Other Agency Involvement
  6. Medical Information
  7. Voter Registration

Note: You may start the **OVR Pre-Application** and finish it later by clicking **SAVE + FINISH LATER** at the bottom of the screen. Your incomplete **OVR Pre-Application** will remain available on your **PA CareerLink** dashboard for up to 90 days.

7. When all sections are complete, click **SUBMIT APPLICATION** at the bottom of the screen. This will send your completed **OVR Pre-Application** to the OVR District Office that covers your county of residence. Within 15 days, you will be contacted by OVR via phone, mail, or email regarding next steps.

## **B. If you are a new PA CareerLink user:**

1. Click **REGISTER** near the top right corner of the screen.
2. Click on box “Individual Seeking OVR Services”, which will take you to the **Job Seeker Registration** page.
3. Enter your **FIRST NAME, LAST NAME**, and **DATE OF BIRTH** in the (required) fields.
4. For the **HAVE YOU APPLIED FOR, OR ARE YOU RECEIVING BENEFITS OR SERVICES? (required)** question, if you have not applied for or are not receiving any of the below benefits or services, select “No.”
  - Unemployment Compensation Benefits
  - Office of Vocational Rehabilitation Services
  - Veteran
  - Trade
  - Human Services
  - Temporary Assistance for Needy Families (TANF)
  - Supplemental Nutrition Assistance Program (SNAP)
  - Trade Act services
  - Workforce Investment Act (other workforce development programs or services administered through the state government)

If you have applied for or are currently receiving any of the above benefits or services, select “Yes” and answer the two additional questions that are presented:

- **ARE YOU REGISTERING TO COMPLY WITH THE UC (Unemployment Compensation) REQUIREMENT TO REGISTER FOR EMPLOYMENT SEARCH SERVICES?** Click “Yes” or “No”.
- Note:** If “Yes,” you will be required to provide your **SSN (Social Security Number)** and be

*required to create a resume on PA CareerLink. If you are not registering to comply with the UC requirement, select "No."*

- **ARE YOU A PERSON WITH A DISABILITY SEEKING OVR SERVICES?** *If you are registering in Pennsylvania CareerLink to complete and submit an OVR Pre-Application, select "Yes."*
5. Click **CONTINUE** near the bottom right corner of the screen.
  6. Complete the **Contact Information** page by choosing your **CORRESPONDENCE PREFERENCE** (select Email or Mail), enter **EMAIL** address/**CONFIRM EMAIL** address, and enter your **Location Address**. If your **Mailing Address** is different from where you are currently residing, uncheck the box which states "Mailing Address is the same as above Location Address" to display the **Mailing Address** fields and provide the second address. If your Mailing Address and Location Address are the same, leave this box checked.
  7. Click **CONTINUE** near the bottom right corner of the screen.
  8. Review the **Address Check** box that appears, verify the Suggested Address is correct, and click **CONTINUE**.
  9. Complete the **Create User Account** page:
    - Create and enter a **KEYSTONE ID/USERNAME** (must contain a minimum of six characters).
    - Create and enter a **PASSWORD** that meets the criteria outlined on page 1 of this document.
    - Select the **three SECURITY QUESTIONS** of your choosing using the security question dropdown menus and type your answer to each question in the "ANSWER" fields.
    - View the **VIEW CIVIL RIGHTS STATEMENT** by clicking on that blue link. Indicate that you have read and understand the Civil Rights Statement by clicking on the box to the left of "I HAVE READ AND UNDERSTOOD THE VIEW CIVIL RIGHTS STATEMENT (required)." A checkmark will then appear in the box.
  10. Click **CONTINUE** near the bottom right corner of the screen.
  11. Review the **Registration Confirmation** page, which confirms the **Keystone ID** you created and provides your **Participant ID**. You will also receive an email containing this information.
  12. Click the **REQUEST STAFF-ASSISTED SERVICE** button in the middle of the **Registration Confirmation** page to be taken to the **Request Services** page.
  13. From the **Request Services** page, proceed with Steps 3-7 in Section A above to initiate a referral for OVR services.