Client Assistance Program

Free advocacy help with Vocational Rehabilitation & Independent Living Programs

RESOLVING DISPUTES WITH VOCATIONAL REHABILITATION

- Informal Review: A meeting with your counselor, the appropriate supervisor, and/or a CAP representative to explore options to resolve a conflict. This step is **NOT REQUIRED** prior to taking formal action.
- Mediation: Voluntary process conducted by a qualified and neutral third party. Both you and the agency must agree to this step.
- Due Process Hearing: A formal request for a review of agency action conducted by an impartial hearing officer.
- Civil Action: The final stage of appeal if either you or the agency disagrees with the decision of the hearing officer.

**Things to Know**

- Requests for mediation or a due process hearing must be made within **30 days** of the decision and must be sent in writing to the agency director.
- Services may not be suspended, reduced, or terminated pending a hearing decision.

**CONTACT DRM**

160 Capitol Street, Suite 4
Augusta, ME 04330
800.452.1948 (V/TTY)
207.626.2774 (V/TTY)
207.621.1419 (FAX)
advocate@drme.org

**DEAF SERVICES**

800.639.3884 (V/TTY)
207.797.7656 (V/TTY)
207.766.7111 (VP)
207.797.9791 (FAX)
deafservices@drme.org

The Client Assistance Program is funded by the U.S. Department of Education Rehabilitation Services Administration.
You Have Rights!

- You have the **RIGHT** be treated with **DIGNITY** and **RESPECT**.
- You have the **RIGHT** to be provided information that you understand about the services available to you.
- You have the **RIGHT** to informed choice in the selection of your goal, services, and providers.
- You have the **RIGHT** to receive services in a timely manner.
- You have the **RIGHT** to request a change of counselor.
- You have the **RIGHT** to receive written notice of any adverse decision.
- You have the **RIGHT** to **QUESTION** or **APPEAL** any decision you disagree with.
- You have the **RIGHT** to be informed of the Client Assistance Program’s services.

**Who We Can Help**

The Client Assistance Program (CAP) at Disability Rights Maine helps individuals with disabilities who apply for or receive services from:

- the Division of Vocational Rehabilitation
- the Division for the Blind and Visually Impaired
- the Division for the Deaf, Hard of Hearing & Late Deafened
- Independent Living Services Programs
- Wabanaki Vocational Rehabilitation

**Tips**

- Communicate with your counselor about your goals and interests, and if you do not agree with a decision they made.
- Keep copies of your records, like your individualized plan for employment (IPE).
- Review DVR’s consumer guide for more resources: [www.maine.gov/rehab/dvr/](http://www.maine.gov/rehab/dvr/)

**How We Can Help**

CAP staff can help you access services and understand your rights. We can:

- Inform you about the services and benefits available to you under the Rehabilitation Act and Title I of the ADA
- Advocate with you to get the services you need to meet your goal
- Investigate complaints
- Help resolve problems with your counselor
- Help appeal agency decisions
- Challenge system-wide problems that make it hard for people to access services