

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

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CLIENT ASSISTANCE PROGRAM

Free advocacy help with
Vocational Rehabilitation
&
Independent Living Programs

DISABILITY
RIGHTS
MAINE 

800.452.1948 (V/TTY)
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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/



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

