



The **Client Assistance Program** (CAP) will help you with any concerns or difficulties you may have when applying for or receiving rehabilitation services funded under the Rehabilitation Act. Rehabilitation Act services include vocational and independent living services through the **Division of Rehabilitation Services** (DORS), as well as services through **Centers for Independent Living** (CILs).

We encourage you to call us at any time if you have questions or concerns about your rehabilitation services. Our staff can provide you with information and advocacy assistance to help resolve your concerns about rehabilitation services.

Our goal is to assure that you are treated respectfully and fairly, and in a manner consistent with agency policies and state and federal laws.

CAP can help you by...

- ☑ explaining your rights and your responsibilities throughout the rehabilitation process.
- ☑ helping to communicate your concerns to DORS staff.
- ☑ informing you about rehabilitation programs and services.
- ☑ explaining DORS policies and procedures to you.
- ☑ advocating for you when a service has been denied or when you are unhappy with a service provided.
- ☑ arranging for legal services when necessary to represent you in a formal appeal.
- ☑ informing you about your employment rights under the Americans with Disabilities Act.

Your Rights as a Client of the Division of Rehabilitation Services

You have the right to...

- ◆ apply or reapply for rehabilitation services.
- ◆ request and receive information about independent living or employment choices and services available to support you in reaching your goal.
- ◆ fully participate in program planning, and make meaningful choices about assessment services, your employment goal, and the services required to achieve your goal.
- ◆ be confident that you will be treated with respect and courtesy, and receive accommodations you require to participate in the rehabilitation program.
- ◆ request and receive a written explanation if you have asked for services and been denied.
- ◆ fully discuss with your counselor a decision to close your case before the case is closed.
- ◆ appeal a decision regarding ineligibility or the provision or denial of rehabilitation services. The appeal may be resolved through mediation, or a fair hearing at the Office of Administrative Hearings.

Your Appeal Rights

CAP can often help resolve concerns by talking with you and rehabilitation staff. However, you always have the right to request a formal appeal hearing regarding decisions made about your services by DORS rehabilitation staff.

To request an appeal hearing, you must submit a **written request** for a hearing within **60 days** of the Division's decision or action with which you disagree. Send your request to:

**Assistant State Superintendent in
Rehabilitation Services
Division of Rehabilitation Services
2301 Argonne Drive
Baltimore, MD 21218**

Your request must include:

- ◆ the action or decision appealed
- ◆ a brief statement of your reasons for appealing
- ◆ the action or response you are requesting from the Division
- ◆ your signature or signature of your authorized representative
- ◆ your address and phone number
- ◆ your Social Security number.

If you need help with writing your appeal request, a CAP specialist can assist you.

The Assistant State Superintendent will acknowledge your request in writing. Your hearing will be scheduled through
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Your Appeal Rights (continued)

the State of Maryland **Office of Administrative Hearings. (OAH)** A hearing will be held within 60 days before an **Administrative Law Judge**. Prior to the appeal hearing, you and DORS staff may agree to participate in mediation. Mediation can be scheduled *only* if both parties agree. If differences are resolved to both parties' satisfaction through mediation, a formal hearing may not be required.

Client Assistance Program

**2301 Argonne Drive
Baltimore, MD 21218
1-800-638-6243
Voice: 410-554-9361
Fax: 410-554-9362
TTY: 410-554-9360**

E-mail: cap@dors.state.md.us

To obtain this brochure in Braille, large print, on disk, or other format, see your DORS counselor or call
1-888-554-0334

Notice of Non-Discrimination

The Client Assistance Program of the Division of Rehabilitation Services complies with the Civil Rights Act and the Americans with Disabilities Act and does not discriminate on the basis of sex, race, religion, color, age, national origin, residence, disability or political affiliation in providing services and employment opportunities.

9/02

Maryland Client Assistance Program



*Information and
Advocacy Assistance
for Individuals
with Disabilities*