

Maryland Client Assistance Program

Need advocacy help with rehabilitation services?

1-800-638-6243

cap.dors@maryland.gov

The Client Assistance Program (CAP)

The Client Assistance Program (CAP) will help you with 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).

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.

Our staff can provide you with information and advocacy assistance to help resolve your concerns about rehabilitation services.

Let us know what you need.

CAP can...

- Explain your rights and your responsibilities throughout the rehabilitation process.

- Help you communicate your concerns to DORS staff.
- Inform you about rehabilitation programs and services.
- Explain DORS policies and procedures.
- Advocate for you when a service has been denied or when you are unhappy with a service provided.
- Arrange for legal services when necessary to represent you in a formal appeal.
- Inform you about your employment rights under the Americans with Disabilities Act.

As a DORS consumer, you have a right to...

- Apply or reapply for services.
- Request and receive information about independent living or employment choices and services so that you can reach your goals.
- 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.
- Receive reasonable accommodations during rehabilitation.

- Request and receive a written explanation if you have asked for services and been denied.
- Discuss a decision to close your case with your counselor before the case record 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 often helps resolve concerns by talking with you, the rehabilitation counselor and supervisor. We use a variety of ways to resolve disputes. However, you always have the right to ask for a formal appeal hearing.

Your request for a hearing 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 contact information

You must submit a written request for a hearing within 60 days of the Division's decision or action with which you disagree to:

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

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 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.

Questions or problems with rehabilitation services? Do you need an advocate?

Client Assistance Program (CAP)

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The Client Assistance Program (CAP) 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.

Call CAP or see your DORS counselor to obtain this brochure in Braille, large print, on disk or other format.