

Maryland Client Assistance Program Appeal Rights Fact Sheet

Terminology:

- **Client Assistance Program (CAP):**
CAP staff can give advice and provide information and assistance as individuals work with the Division of Rehabilitation Services (DORS) and service providers. CAP staff work with individuals and DORS staff to help resolve concerns and problems. They can also offer assistance with mediation and the Appeal Process when concerns cannot be resolved at a lower level.
- **Conflict Resolution:**
If individuals believe they have not been treated fairly or provided with appropriate services by DORS, they may ask for help, either on their own or with assistance from CAP.
- **Appeal Process:**
If an individual is dissatisfied with decisions made by DORS staff which affect their rehabilitation program, the individual has the right to an Appeal Hearing with an impartial Hearing Officer. If both parties agree, they may participate in mediation prior to the scheduled date of the Appeal Hearing.

Your Appeal Rights:

CAP often helps resolve concerns by talking with you, the DORS counselor and DORS 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 DORS
- Your signature or the signature of your authorized representative
- Your contact information

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

Assistant State Superintendent in Rehabilitation Services

Division of Rehabilitation Services

2301 Argonne Drive

Baltimore, MD 21218

dors@maryland.gov

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.

Consistent with State regulations, hearings are scheduled with the Office of Administrative Hearings. Randomly selected Administrative Law Judges trained in rehabilitation issues act as impartial hearing officers. Appeals are heard within 60 days of the receipt of the written appeal request.

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.