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Rights and Responsibilities Vocational Rehabilitation Program Agency Policy: Confidentiality

Maine Department of Labor

Maine Division of Vocational Rehabilitation

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Maine VR must keep and obtain records regarding your condition and progress through the rehabilitation program. These records are confidential. They will be seen only by employees of our agency and will not be released without your written consent to any other person, organization, or agency except for the following reasons:

* In order to protect the individual or others when the individual poses a threat to his/her safety or the safety of others.

* If required by State or Federal law; in response to an investigation in connection with law enforcement; and in response to a court order.

* For program audit, evaluation, or research purposes. The final product will not reveal any personal identifying information.

* Information regarding Social Security status and benefits, financial resources and medical status provided by you or your legal representative is subject to verification.

With the written consent of you and your representative (if you have one), all information in your case file is available to you except:

* Information that Maine VR believes may be harmful to you. This information may be provided through an individual chosen by you, which may include, among others, an advocate, a family member, or a qualified medical or mental health professional; and

* Information obtained from outside Maine VR.

 RIGHTS OF APPEAL

If you are dissatisfied with any decision concerning the furnishing or denial of Vocational Rehabilitation services, you have the right to request a review of that decision within 30 days of agency action. You should first try to resolve the problem by discussing it with your counselor. If you are still not satisfied, you may request Mediation or a Due Process Hearing. If your dissatisfaction is not resolved through Informal Process or Mediation, you may request a Due Process Hearing. If you have a Due Process Hearing and do not agree with the decision, you may file a petition in Superior Court under Rule 80C of the Rules of Civil Procedure.

If you need help with your appeal, contact the:

Client Assistance Program
4C Winter Street
Augusta, Maine 04330
622-7055 (Voice/TDD) or 1-800-773-7055 (Voice/TDD)
E-mail: capsite@aol.com

In accordance with State and Federal Civil Rights law, the Vocational Rehabilitation Program does not discriminate on the basis of sex, race, color, national origin, disability, or age in admission or access to services or employment in its programs and activities. Inquiries concerning the application of these regulations and the grievance procedures for the resolution of complaints alleging discrimination may be referred to the Equal Employment Opportunity Coordinator at the Department of Labor, Station 54, Augusta, ME 04333-0054, (207) 287-2876 (voice), or 1-800-794-1110 (TDD), or the Assistant Secretary of the Office of Civil Rights, Washington, DC 20202

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CIVIL RIGHTS

The Maine VR Program receives moneys from the Federal Government and complies with all applicable state and federal non-discrimination laws.

ORDER OF SELECTION

In accordance with the Rehabilitation Act of 1973, Section 101, the Maine VR Program has implemented an Order of Selection process because agency funds are not sufficient to provide rehabilitation services to all eligible people with disabilities. As authorized by Federal law, the Order of Selection assures that when Vocational Rehabilitation services cannot be provided promptly to all applicants determined eligible for services, the needs of those persons with the most significant disabilities will be given preference according to priority categories. People eligible for the Vocational Rehabilitation Program are assigned to a priority category and may be placed on a waiting list for services.

COMPARABLE BENEFITS

VR may not pay for all services that an individual receives. Many times VR will try to have another agency pay for services which are referred to as comparable benefits. We will not require an individual to use funding from another program if it:

- is for rehabilitation technology;
- stops the individual from getting a job; or
- delays services to someone who is at extreme medical risk.

Everyone getting an education program after high school must apply for student financial aid if available.

CLIENT FINANCIAL PARTICIPATION

If you are eligible for services, you will be asked to participate, to the extent you can, in the cost of your rehabilitation program. This will be determined through a discussion with your counselor regarding your current financial situation. Your counselor will discuss this with you as you develop your employment plan. You will not be asked to financially contribute to any costs related to determining your eligibility.

POST-EMPLOYMENT SERVICES

Post-employment services may be provided to clients who have been determined rehabilitated and need assistance to maintain or regain employment.

APPLICANT/CLIENT RESPONSIBILITIES

Maine VR wants you to know that you have responsibilities:

a. To cooperate in using other community services when these can be of help in your rehabilitation program.

b. If in training, to maintain satisfactory performance and regular attendance; if in academic training, to submit your grades each grading period.

c. To initiate and maintain regular contact with your Vocational Rehabilitation counselor and to keep all appointments scheduled with other persons as part of your rehabilitation program.

d. Conduct yourself in a respectful manner.