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Client Assistant Program (CAP), 2002

Maine Bureau of Rehabilitation

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CLIENT ASSISTANCE PROGRAM

If you have questions about the information contained in this letter, please feel free to contact:

CLIENT ASSISTANCE PROGRAM**C.A.R.E.S., Inc.****4C Winter Street****Augusta, Maine 04330****1-800-773-7055 or 622-7055 (Voice/TTY)**

This is a Federally funded advocacy program that exists to help you understand your rights to services under the Rehabilitation Act. One service provided by the Client Assistance Program is representing individuals in the appeal process.

RIGHTS OF APPEAL

If you are dissatisfied with any decision concerning the furnishing or denial of services, you may request a review and a determination of that decision (or if appropriate, may request through the individual's representative) a timely review of the determination. Maine Division for the Blind and Visually Impaired shall make reasonable accommodation to your handicap in the conduct of the appeals process.

Informal Review: Any dissatisfaction you have should first be discussed with your counselor. If discussion with your counselor is not satisfactory to you, you may request a meeting with the appropriate supervisor and a Client Assistance representative, if desired, to explore options for resolving any conflicts.

Mediation: The Department of Labor, Division of Administrative Hearings Mediation process is an option to resolve conflicts when resolution is not possible informally. You must request a Mediation within thirty (30) days of the notice regarding the provision or denial of services that is in question. The request must be in writing to the Program Manager and must describe the complaint. The Division of Administrative Hearings will conduct the Mediation within fifteen (15) days from the date that the request is received. You or your representative may present your views at the Mediation. You will be provided a copy of the written Mediation Agreement. The Mediation is voluntary for both parties and the party may withdraw at any time. The Mediator does not have the authority to impose a settlement on the parties but will attempt to help them reach a mutually satisfactory resolution of the dispute.

Due Process Hearing: If your dissatisfaction is not resolved through an Informal Review or Mediation, you may request a Due Process Hearing within thirty (30) calendar days of agency notice regarding the provision of denial if Mediation was not requested. The request for Due Process Hearing must be in writing, and must describe the complaint. The Fair Hearing will be conducted by a Department of Labor Hearing Officer within forty-five (45) calendar days of the request. You or your representative may participate in the Due Process Hearing. The Due Process Hearing Officer shall issue a decision with thirty (30) days of the completion of the hearing.

Judicial Review: If you are dissatisfied with the Due Process hearing decision, you have a right to Judicial Review under Maine Rules of Civil Procedure, Rule 80C.