

## Know Your Rehabilitation Services Appeal Rights

If you have applied for services from the Kentucky Office of Vocational Rehabilitation, the Centers for Independent Living, or any program that receives federal funding from the Rehabilitation Service Administration and been denied, you can get assistance to have the decision reviewed or appealed. The Kentucky Client Assistance Program (CAP) can inform you about your rights and help you resolve issues.

If your application is denied or services are denied, reduced, suspended or stopped, you have several options available to you under Kentucky Administrative Regulation 781 KAR 1:010 for assistance. First, we suggest you discuss the decision with your counselor or the agency providing the services before filing a formal appeal. In many cases, the issue can be resolved at this point. If not, you have the right to appeal the decision on your own, with the help of a representative of your choice or seek our help with your appeal. Assistance from CAP is free of charge.

If you decide to contact CAP for help, include your name, address, phone number, counselor's name and/or the agency name and location, and tell us why you want to appeal the decision. Please make sure you sign and date your request for appeal. If you need an interpreter, large print, Braille, etc., include that information on your request. Send the information to CAP by phone, fax, email or letter to

Client Assistance Program  
300 Sower Blvd. 4<sup>th</sup> FL 4CSW20  
Frankfort, KY 40601  
Phone: (502) 564-8035/Fax: (502) 564-2316  
Toll Free: (800) 633-6283  
Email: [Info.KYCap@ky.gov](mailto:Info.KYCap@ky.gov)

We will review your information and determine if we can assist you. If CAP accepts your case, we may assist you through any or all of the following steps:

- an administrative review with the division director of the agency with the goal of mutually resolving the issue;
- negotiation through an informal resolution conference between the agency and a representative of your choice;
- mediation with a person assigned by the attorney general's office who will try to help you resolve the issue;
- a formal administrative hearing held before a hearing officer appointed by the attorney general's office or
- a state or federal court hearing. CAP cannot file an action on your behalf with the judicial system, but we can provide assistance or documents if you decide to pursue this action.

For more information about CAP services, please visit our website at <http://kycap.ky.gov>