

Requesting a Formal Hearing

To request a formal hearing, mail the following information within 45 days of the decision you are appealing to:

Office of Administrative Hearings
PO Box 42489
Olympia, WA 98504-2489

Please include:

- Your name, address and telephone number
- A written statement explaining what you disagree with and why
- Any other information that supports your position (e.g. a copy of a DVR letter/notice of action)

The formal hearing is held within 60 days of the date your request is received.

Note: Your services with DVR continue while the matter is under review, unless there is evidence that you received DVR services by giving false information, committed fraud, or other illegal acts involving VR services.

If you decide to ask for a formal hearing, you may still try to resolve the issue informally. If you reach an agreement with DVR before the hearing, you must notify the Office of Administrative Hearings to cancel the hearing.

Any DVR staff person can provide you with further information about these options including contact information for OAH.



“ I appreciated the opportunity to participate in formal mediation because it helped with communicating and understanding the other person’s position and concerns. ”

Division of Vocational Rehabilitation
Washington State Department of
Social and Health Services
PO Box 45340 ▪ Olympia, WA 98504-5340
1-800-637-5627 or (360) 725-3636
Washington Relay: 711



www.dshs.wa.gov/ra/division-vocational-rehabilitation

DSHS 22-824 (Rev. 9/16)

PEOPLE WITH DISABILITIES



Your Rights as a DVR Customer



Transforming lives

Division of
Vocational
Rehabilitation

If you and your DVR counselor have trouble reaching agreement on a decision, the following options are available to you:

1 Talk with your VR Counselor

Explain the reason for your decision and share information that supports your position. After talking about the issue, if you and your DVR counselor still do not agree, you may speak to their supervisor and ask for a decision to be reviewed.

2 Seek assistance from the Client Assistance Program (CAP)

The Client Assistance Program (CAP) is an independent program established under the law to offer advice and information about your rights as a DVR customer at no cost to you. You are welcome to contact CAP anytime during the vocational rehabilitation process. A CAP representative can help you understand and receive services available from DVR, or can help you talk to DVR about your concerns.

To contact a representative from CAP, call 206-721-5999 or 1-800-544-2121 Voice, 206-721-6072 TTY. Also CAP's web site at www.washingtoncap.org has staff contact information and a description of the CAP Program.

3 Submit a written request for an exception to policy

You can ask for an exception to policy from your DVR counselor's supervisor. Your request should be in writing and include: a description of the exception being requested; the reason you are asking for the exception; and the length of the exception. The DVR supervisor will review the request and will respond in writing with an explanation of the reasons for an approval or a denial. You may ask for assistance from your DVR counselor or another VR staff person to complete a written request for an exception to policy.

4 Request mediation

Mediation is another option you may request if you disagree with a decision DVR makes. Mediation is a voluntary process and both you and DVR must agree to mediation.

DVR hires an outside mediator to meet with you and a DVR representative, usually your counselor. Both you and DVR will have a chance to explain reasons for your decision and to share any information that supports your position. The role of the mediator is to help you and DVR talk about the issue and reach a mutual agreement.

If mediation does not result in an agreement, you still have the right to request a formal hearing or use other options. For more information or to ask for mediation, talk to your DVR counselor or another DVR staff person, or call 1-800-637-5627 (V/TTY) to speak with a DVR customer service representative.

5 Request a formal hearing

You may skip the informal options outlined above and request a formal hearing any time you disagree with a decision DVR makes.

During a formal hearing, both you and DVR may present information, witnesses, and documents to support your position. You may ask an attorney or another person to represent you, at your own expense, if you choose. The Administrative Law Judge makes a decision after considering the information and any documents presented.

The Office of Administrative Hearings (OAH) sends a decision in writing to you within 30 days of the formal hearing. The hearing decision is final and DVR implements the decision.

Customer Rights

At DVR we want to see all of our customers reach their employment goals. As a DVR customer, you make decisions about your employment goals and services in partnership with a DVR counselor. It is important for you to know your rights throughout the rehabilitation process when making these important decisions.

