



## Informed Choice

*At DVR we want to see all of our customers reach a successful employment outcome. 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.*

## Other options include submitting a written request for an exception to a rule

DVR follows rules from the Washington Administrative Code. You can ask DVR to make an exception to a rule. By law, there are some exceptions that DVR is not able to grant.

To ask for an exception to a rule, you can send a written request to your DVR counselor's supervisor. You may ask your DVR counselor or another DVR employee to help you complete a written request.

Your written request should include:

1. A description of the specific rule and the exception that you are asking for.
2. The reason you are asking for the exception.
3. How long the exception will last.

The DVR supervisor will review the request. They will respond within 10 business days after they receive the request. The response will explain the reasons for approval or denial.

**Washington State Department of  
Social and Health Services  
Division of Vocational Rehabilitation  
PO Box 45340 • Olympia, WA 98504-5340  
1-800-637-5627  
Washington Relay: 711  
dvrcsr@dshs.wa.gov  
www.dshs.wa.gov/dvr**

***Providing Vocational Rehabilitation Services  
Since 1933***

State and federal funds are used to deliver DVR services. The VR program receives approximately 78 percent in federal funds and 22 percent in state funds. For detailed information on the dollar amount of federal funds for the program, please visit <https://rsa.ed.gov/fiscal/grant-awards>.

## Your Rights as a DVR Customer



***Washington State Department  
of Social and Health Services  
Division of Vocational Rehabilitation***



*Transforming lives*

## You have options if you disagree with a decision made by your DVR counselor

### Talk with DVR

Explain the reason you do not agree with your counselor. Share information you think your counselor does not have. You may also ask for assistance from your counselor's supervisor or the DVR director, or director's designee.

### Contact the Client Assistance Program

The Client Assistance Program, is independent from DVR and provides information and advocacy to applicants and customers of DVR. CAP will help explain your rights and responsibilities, as well as help you understand the DVR process. CAP can also act as your advocate with DVR. To reach CAP, call or text 206-849-2939. To learn more, visit [washingtoncap.org](http://washingtoncap.org) or email [washingtoncap2@gmail.com](mailto:washingtoncap2@gmail.com).

### Request formal mediation

Mediation is voluntary. Both individuals must agree to mediation for it to happen. A mediator meets with you and your DVR counselor. Both you and DVR describe the actions taken and the decisions made about your case. The mediator will try to help you and DVR reach an agreement. If mediation does not work, you may still have other appeal options. To learn more or to request mediation, talk to your DVR counselor.

### Request a fair hearing

You can request a fair hearing any time you do not agree with a DVR decision that affects the VR services you receive. You have 45 days from the date of DVR's decision to request a fair hearing. During a fair hearing, both you and DVR may present information, witnesses and documents to support your individual positions. At your own expense, you may ask an attorney or another person to represent you. A judge makes a decision after looking at the



information. The judge sends a written decision to you within 30 days of the fair hearing. The decision is final. DVR follows the judge's decision.

You may request a fair hearing or mediation while you continue to work with DVR to resolve the disagreement.

*It is important for you to know your rights throughout the rehabilitation process.*

To request a fair hearing, mail a written request within 45 days of DVR's decision to:

Washington State Office of Administrative Hearings  
PO Box 42488  
Olympia, WA 98504-2488

Please include:

- Your name, address and telephone number.
- The name of the DSHS program that the fair hearing involves (such as DVR).
- An explanation of why you disagree with the decision.
- Other information supporting your opinion (optional).



The fair hearing happens within 60 days after OAH receives your request.

**Note:** The services you and DVR agree about will continue while your fair hearing request is under review. Services will not continue if you are receiving them because you shared false information or you have done something illegal to get VR services.

If you request a fair hearing, you may still resolve the issue on your own with DVR. If you reach an agreement with DVR before the hearing, you must let OAH know to cancel. Any DVR employee can provide you with more information, including how to reach OAH.