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The contents of this publication are the sole responsibility of DRO and do not necessarily represent the views of the Rehabilitation Services Administration.

CONTACT US
DISABILITY RIGHTS OREGON
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Fax: 503-243-1738
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GRIEVANCE PROCESS
Disability Rights Oregon has a formal client grievance (appeal) process.

Details and forms are available upon request.

Printed in-house on 30% post consumer recycled paper
Alternate formats available upon request
Disability Rights Oregon is the Protection & Advocacy System for Oregon
ABOUT US
Disability Rights Oregon (DRO) promotes Opportunity, Access & Choice for individuals with disabilities.
We assist people with legal representation, advice and information designed to help solve problems directly related to their disabilities. All of our services are confidential and free of charge.

CLIENT ASSISTANCE PROGRAM (CAP)
CAP helps people having difficulty seeking or receiving vocational rehabilitation services from Oregon’s Office of Vocational Rehabilitation Services (OVRS), Independent Living (IL) centers, the Oregon Commission for the Blind, and tribal programs.

We provide information about VR, IL and employment services and benefits, teach you how to protect and assert your rights, and inform you about your responsibilities.

YOUR RIGHTS:
Determination of your eligibility for services within 60 days
Understanding the process and how decisions are made
Participation in assessments and in the development of your Individualized Plan for Employment (IPE)
A written copy of your IPE and all decisions
Review of your IPE once a year
Appeal of decisions you disagree with, including receiving a due process hearing and continuation of services during the appeal period
Mediation of disagreements if you’ve requested a hearing

YOUR RESPONSIBILITIES:
Communicate openly with your VR or IL counselor, including discussing your concerns, interests, desires and goals
Maintain records of what is said and all paperwork you are given
Keep your counselor informed of changes in your circumstances
Ask questions when you do not understand
Get the facts and follow the correct steps to make a complaint or to appeal if you don’t agree with a decision

DONATIONS
Disability Rights Oregon is a Section 501(c)(3) nonprofit.
Contributions to support our work are tax-deductible.