The Maryland Division of Rehabilitation Services (DORS) helps individuals with disabilities to prepare for, achieve, and keep suitable employment and to function independently in their family or community.

General Terms and Conditions. The services DORS can provide depend on the availability of State and Federal funds and on openings at facilities and schools which provide the needed services. DORS services are based on the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. DORS bases its rate of financial assistance on provision of the least-cost service which meets the rehabilitation needs of the individual, with consideration of informed choice. **DORS will only pay for services that have been pre-approved and authorized in writing by a DORS official.** All DORS services, with the exception of assessments, vocational counseling, referral and placement services, as well as services of the Division’s teachers for the visually impaired, are subject to a financial need determination process. Financial need is reviewed annually. Recipients of SSI and/or SSDI eligible for vocational rehabilitation are excluded from participation in cost of services. The Financial Need policy applies to all individuals eligible for the Independent Living Program, including those who receive SSI and/or SSDI.

Order of Selection. Due to limited funding, Vocational Rehabilitation services are provided according to an Order of Selection policy which gives priority to individuals with the most significant disabilities.

Informed Choice. Counselors provide information about various options and resources throughout the rehabilitation process. All individuals are encouraged to fully participate in the selection of assessments, rehabilitation goals, services and providers.

Rights of the Individual. Applicants for and recipients of DORS services have the following rights:

Confidentiality. All information given to or obtained by DORS staff will be used only for the rehabilitation of the individual and in the administration of the program. Information may be released for purposes of the individual’s rehabilitation program, and if required by Federal Law and in response to legal investigations and judicial order. Information requested about an individual from DORS for any other purpose shall be released only with the written consent of the individual.

Client Assistance Program (CAP). CAP staff can give advice and provide information and assistance as individuals work with DORS and service providers. CAP staff work with individuals and DORS staff to help resolve concerns and problems. They can also offer assistance with mediation and the Appeal Process when concerns cannot be resolved at a lower level. CAP staff may be reached by calling (410) 554-9361 or 1-800-638-6243. The TTY number is (410) 554-9360.

Conflict Resolution. If individuals believe they have not been treated fairly or provided with appropriate services by DORS, they may ask for help, either on their own or with assistance from CAP, in the following ways:

DORS Staff Review. The individual may request a meeting with the counselor and the counselor’s supervisor to discuss the problem and seek a solution.

Appeal Process. If an individual is dissatisfied with decisions made by DORS staff which affect their rehabilitation program, the individual has the right to an Appeal Hearing with an impartial Hearing Officer. If both parties agree, they may participate in mediation prior to the scheduled date of the Appeal Hearing. All requests for an Appeal Hearing must be in writing to the Assistant State Superintendent in Rehabilitation Services, 2301 Argonne Drive, Baltimore, MD 21218, filed within 60 days of the written notice of the Division’s action with which the individual disagrees, and include the individual’s address and phone number. Consistent with State regulations, hearings are scheduled with the Office of Administrative Hearings. Randomly selected Administrative Law Judges trained in rehabilitation issues act as impartial hearing officers. Appeals are heard within 60 days of the receipt of the written appeal request. See the CAP brochure for more information on appeals.

Other Important Rights.
• DORS and its vendors do not discriminate on the basis of sex, race, religion, color, age, national origin, residence, physical or mental disability or political affiliation in providing access to services.

• Individuals must fully participate in the development of their Individualized Plan for Employment, Independent Living Plan or Extended Evaluation Plan, including the selection of the employment or independent living goal, services and providers.

• Progress toward the individual’s employment or independent living goal will be reviewed regularly. An annual review will be conducted to determine continued eligibility and financial need. Individuals will be given an opportunity to review the program and, if necessary, jointly redevelop and agree to its terms.

• Individuals have the right to be informed of any significant delay in the provision of rehabilitation services.

• Individuals have the right to review the information in their record of services after signing a release of information statement.

**Responsibilities of the Individual.** Individuals have the following responsibilities:

• To provide to DORS staff accurate information about their disability, limitations, capabilities, education, work experience, and other related matters.

• To fully participate in the selection of any needed assessments, the rehabilitation goal, services and providers of services.

• To fully participate in their rehabilitation program.

• To maintain regular contact with the DORS counselor and to keep all appointments scheduled with persons involved in their rehabilitation program.

• To cooperate in using other community services when they can be of help in the rehabilitation program.

• To maintain satisfactory performance and regular attendance if in a training program.

• If in higher education training, to apply for Financial Aid annually; to complete at least 75% of credits for which enrolled and maintain a minimum average grade of “C” or its equivalent on all credits completed each semester/grading period; to discuss with the DORS counselor and obtain approval for a change of major or course of study; and to submit to the DORS counselor a copy of the grade report upon the completion of each semester/grading period.

• To participate financially in the rehabilitation program to the extent indicated by the financial needs process.