

Most concerns can be resolved by having a conversation with your counselor. If your concern(s) cannot be resolved through conversation, you can contact your counselor's supervisor (the Branch Manager), and then the Regional Program Manager to request additional assistance. Their contact information can be found below and any one of them can assist you with understanding your appeal rights and the processes.

OVR PERSONNEL INFORMATION

Counselor First Name	Counselor Last Name	Phone Number	Email Address
Branch Manager First Name	Branch Manager Last Name	Phone Number	Email Address
Regional Manager First Name	Regional Manager Last Name	Phone Number	Email Address

RESOURCE: CLIENT ASSISTANCE PROGRAM (CAP) AT PROTECTION & ADVOCACY

Protection & Advocacy, Kentucky's federally mandated system designed to protect and promote the rights of Kentuckians with disabilities, houses the Client Assistance Program (CAP). CAP is available to assist you if you have concerns about the services you receive from OVR. CAP can help you understand services, provide advice on other benefits from state and federal agencies, and help you pursue proper remedies to ensure the protection of your rights. All services are free.

To seek assistance from CAP, please visit <https://kypa.net/get-help/> or call 1-800-372-2988.

HOW TO REQUEST AN APPEAL

If you disagree with a decision that affects your vocational rehabilitation services, you have the right to appeal. You must submit your appeal within fourteen (14) days of receipt of written notice of the decision. To request an appeal, you must call or email one of the OVR personnel listed above. You may also call or send a written request for appeal via U.S. Mail, or email to:

Director of Field Services
Office of Vocational Rehabilitation
500 Mero Street, 1st Floor
Frankfort, KY 40601
Email: OVRAppeals@ky.gov
Phone: 502-564-4440

*Please note that leaving a voicemail **does not count** as an appeal request.*

APPEAL PROCESS

Once you have requested an appeal, the next step is an Informal Administrative Review (IAR). Filing the appeal request automatically puts the IAR process in motion for you.

Informal Administrative Review (IAR)

- The IAR provides an opportunity for an OVR Branch Manager not originally involved with your case to review the decision you appealed.
- The OVR Branch Manager will invite you to participate in an in-person or teleconference review.
- You have the right to be represented at the review by an advocate or attorney provided at your own expense.
- When reviewing your appeal, the Branch Manager who conducts the IAR will examine the original decision based on OVR regulations and standards. If the review process finds that another decision should be considered, a recommendation may be made to modify or change the original decision.
- Within five (5) business days of the IAR completion you will be sent via U.S. mail or electronic mail a detailed letter regarding the outcome of the review.
- You have the right to agree or disagree with the decision, but in either case you must notify the Director of Field Services of your decision.
 - If you agree with the informal administrative review, the appeal will be closed.
 - If you do not agree, the letter you receive provides the details needed for the next steps in your appeal rights.

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