

Kentucky Office of Vocational Rehabilitation

OVR-4-Appeal Rights

Instructions

The purpose of the consumer appeal rights form is to make the consumer aware of their appeal rights and the process for appealing. An individual may appeal any determination made by the office that affects the provision, denial, reduction, suspension, or cessation of that individual's vocational rehabilitation services. You must remind the consumer of their appeal rights and the Client Assistance Program when they are determined eligible; when developing the Individualized Plan for Employment; whenever services are reduced, suspended, or ceased; and as appropriate throughout the rehabilitation process including at case closure.

Informal Resolution

This can be done by the counselor or in conjunction with the branch manager and/or the regional manager.

Counselor First Name	Enter the first name of the counselor.
Counselor Middle Initial	Enter the one-letter middle initial of the counselor if applicable.
Counselor Last Name	Enter the last name of the counselor.
Counselor's Phone Number	Enter the phone number of the counselor starting with the area code.
Supervisor First Name	Enter the first name of the supervisor.
Supervisor Middle Initial	Enter the middle initial of the supervisor.

Supervisor Last Name Enter the last name of the supervisor.

Supervisor's Phone Number Enter the phone number of the supervisor starting with the area code.

Regional Manager First Name Enter the first name of the regional manager.

Regional Manager Middle Initial Enter the one-letter middle initial of the regional manager if applicable.

Regional Manager Last Name Enter the last name of the regional manager.

Regional Manager's Phone Number Enter the phone number of the regional manager starting with the area code.

Client Assistance Program (CAP)

Please make sure that the individual has information about the Client Assistance Program including the phone number and the website. They can provide guidance and information on OVR services and the individual's rights.

How to file a formal appeal

Please make sure the individual has the information to contact the Director or Assistant Director of Field Services for a formal appeal. Email, phone numbers, and mailing address are provided.