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## **WHAT CAN YOU DO IF YOU DISAGREE? WITH THE DETERMINATION?**

If you do not agree with a determination by the Rehabilitation Counselor regarding your application, eligibility, or services, you have the right to have that determination reviewed.

**First Option - Communication:** Talk about your concerns with the Rehabilitation Counselor or the Counselor's supervisor.

**Second Option - Client Assistance Program:** Contact the Client Assistance Program (CAP). CAP provides information, advocacy, and assistance to vocational rehabilitation clients. CAP can explain available services, investigate your concerns, and assist you in the appeal process.

Northern Nevada Office  
1875 Plumas Street, Suite 1  
Reno, Nevada 89509  
Phone: (775) 333-7878  
Toll-Free: 1-800-992-5715  
Nevada Relay: 711

Southern Nevada Office  
2820 West Charleston Blvd., Suite 11  
Las Vegas, Nevada 89102  
Toll-Free: 1-888-349-3843  
Nevada Relay: 711

**Third Option - Formal Appeal:** If you are not satisfied with an action of the Bureau of Vocational Rehabilitation with respect to an application, eligibility or receipt of services, you have the right, within 60 days of the action, to request a review of the action by an impartial hearing officer. You must request the hearing in writing. You must state in your request the action(s) with which you are dissatisfied. You must send your written request to:

Chief of the Bureau of Vocational Rehabilitation  
751 Basque Way  
Carson City, Nevada 89706  
(775) 687-6860

Your request for a hearing will set in motion the formal appeal process. Contact CAP for technical assistance.

