



State of Illinois  
Department of Human Services - Division of Rehabilitation Services  
CLOSURE NOTIFICATION

Date: 11/04/2010

Certification of Ineligibility

Case Number: ~~12251215~~

Case File Closed

To: ~~Kevin Smith~~

This is to inform you that effective 11/26/2010 your case is being closed because:

~~Kevin~~ based upon our conversation it is agreed that you are only able to engage in activities at home and that is significantly limited in time can do such activity. Thus your case is being closed as IDHS-DRS is not aware of any jobs you can do from your home. I hope in future medical advances can help you and that you will contact us at that time.

If you have questions regarding closure of your case, or you feel your case should not be closed, you may contact your rehabilitation counselor/instructor or the Client Assistance Program (CAP).

Joseph O'donnell  
Department of Human Services - DRS  
452 N MCLEAN BLVD, 2ND FL  
ELGIN, IL 60123  
Telephone: (847) 931-2360 (Voice)  
(888) 472-0933 (TTY)

Client Assistance Program  
100 N. 1st Street  
1st Floor, West  
Springfield, IL 62702  
1-800-641-3929 (V/TTY)

You may have certain rights as a result of this closure, including the right to appeal the decision. Your rights are enclosed in the attached information.

If you do not agree with the decision and wish to file an appeal, follow the directions provided on the attached form, "Your Vocational Rehabilitation Appeal Rights (DRS:4)". The form explains the steps you must follow to file an appeal. The request for an appeal must be received by DHS-DRS no later than 12/09/2010.

As with all services and planning of services, DHS-DRS wants your ideas and views regarding the closure. Please enter your views regarding this closure in the area provided below. You may attach more pages, as needed.

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X \_\_\_\_\_  
Customer Signature  
  
\_\_\_\_\_  
Rehabilitation Counselor/Instructor Signature

\_\_\_\_\_  
Date 11/4/2010  
\_\_\_\_\_  
Date



State of Illinois  
Department of Human Services - Division of Rehabilitation Services  
**YOUR VOCATIONAL REHABILITATION APPEAL RIGHTS**

You have the right to appeal decisions made on your case by the Department of Human Services - Division of Rehabilitation Services (DRS). If you have a problem or a concern with any action DRS has taken, we suggest you discuss it first with your counselor prior to filing an appeal as many times the issue can be resolved to everyone's satisfaction. If you choose to appeal, you must file your appeal **within 30 days** from the date you received notice of the decision.

File your appeal by writing to:

DHS Hearings Coordinator, Bureau of Administrative Hearings  
100 South Grand Avenue East, 3rd Floor  
Springfield, IL 62726  
217/557-1545 (Voice) or 217/557-2547 (TTY)

Include an explanation of why you disagree with the decision made and what services you want from DRS. If you are in need of an accommodation (e.g., an interpreter, large print, Braille, etc.), make sure you indicate that on your appeal request. Also, include your name, address, phone number, and your counselor's name and office location. **MAKE SURE YOU SIGN YOUR REQUEST FOR AN APPEAL.**

After making your appeal request, you have three options on how to proceed - the Informal Resolution Conference, Mediation, and/or Formal Hearing. **IT IS UP TO YOU HOW TO HANDLE THE APPEAL.** You can do all three steps, two steps, or only one, but if you choose to do more than one step, you must go in the order listed below.

#### **Informal Resolution Conference**

A review of the decision with the goal of mutually resolving the issue being appealed. To request an informal resolution conference, contact your counselor's supervisor. If this does not resolve the issue, you may request the Mediation Process, or proceed with the Formal Hearing.

#### **Mediation**

Request this process by contacting the DHS Hearings Coordinator or your counselor's supervisor. A mediator will be assigned by the Hearings Coordinator and will try to help you reach an agreement with DRS. If successful, the mediator will put the agreement in writing. Information learned during mediation is confidential and cannot be used against you later.

#### **Formal Hearing**

If your issue has not been resolved, you may proceed with a Formal Hearing. Both you and your counselor must provide a written summary of evidence (a brief description of information you will present and a list of individuals you wish to speak) to the Hearing Officer and your counselor at least 3 days prior to the hearing. During the Formal Hearing, the Impartial Hearing Officer will hear the facts of the case and make a written decision about your case within 30 days.

Your appeal must be heard within 60 days of your request and your planned services will continue throughout the appeal process.

You have the right to see and/or have a copy of information from your case file released to you as is allowed by confidentiality guidelines.

You can present any information you wish during any stage of the appeal process and you can have anyone you want represent you. **NOTE: DRS does not reimburse the cost of private legal assistance.**

You may contact your counselor for further information. For help in requesting your appeal or for possible representation, contact the Client Assistance Program, 100 North First Street, 1st Floor West, Springfield, IL 62702 or call 1-800-641-3929 (voice) or 1-888-460-5111 (TTY).