

CHILDREN'S REHABILITATION SERVICE CLIENT AND FAMILY RIGHTS

Children's Rehabilitation Service (CRS), Alabama Department of Rehabilitation Services follows established procedures to ensure client/family rights to services. The following is an explanation of those rights and the due process procedures available to ensure clients/families understand their rights under the law. If you would like further explanations of any other rights, contact:

(local district office contact information)

or Children's Rehabilitation Service, P.O. Box 11596, Montgomery, Alabama 36111-0586 [street address: 2129 East South Blvd., Montgomery, Alabama 36111], telephone (334) 281-8780 or 1-800-846-3697.

1. Clients and families have the right to receive a written notice of the services to be provided by CRS and a written notice when services or eligibility is denied. This is referred to as a "Notice of Action".
2. Applicants/Clients and families may request an Informal Administrative Review (optional) in an effort to resolve a complaint. A request for an Informal Administrative Review must be in writing, be directed to the appropriate CRS District Supervisor, and be filed within ten (10) calendar days of the receipt of Notice of Action. Within ten (10) days of the receipt of the request for an Informal Administrative Review, you will be notified by mail of the time and place for the review to take place. Following the review, you will receive a written decision from the review team within fifteen (15) days of the completion of the review.
3. Applicant/Clients and families have the right to request a Formal Hearing if they are dissatisfied with the decision of an Informal Administrative Review Team or if they choose not to request an Informal Administrative Review. The request for a Formal Hearing must specify the reason(s) for requesting the hearing, specify what is being asked for, be received by the Commissioner of the Alabama Department of Rehabilitation Services within fourteen (14) calendar days of the date of the Notice of Action or within fourteen (14) calendar days of the receipt of an Informal Administrative decision when one has been requested.
4. Clients/families have the right to continue receiving services without reduction or suspension of those services while a request for an Informal Administrative Review or hearing, Formal Hearing or other judicial proceeding is in progress.
5. All applicant and client information acquired by CRS remains the property of CRS. This information is used and released only for purposes directly related to the administration of programs within the Department of Rehabilitation Services. Clients/Applicants/Parents or legal guardians may, upon reasonable notice received in writing and at a reasonable time during normal business hours, review all of the

applicant's/client's records maintained by the Department related to the provision or denial of services.

6. Release of information is by written consent of the applicant/client or the applicant's/client's authorized representative. However, the Department may disclose information pertaining to an applicant or client without consent to its employees, agents and providers who have a need for access to the information. Except as authorized above, employees of the Department will not make public the contents of any records to any person, or testify in court or in a hearing, nor release records without the consent of the individual unless served with an appropriate subpoena or process and ordered to do so by a judge, hearing officer or other lawful authority.
7. Applicants/Clients or their authorized representative may request a copy of their record without charge (first copy only).
8. Applicants/Clients or their legal guardian must give written consent before evaluation, assessment or services are provided. The granting of consent is strictly voluntary and may be revoked by the applicant/client or legal guardian at any time.

My signature below verifies that the above information was explained to me in a manner that I could understand. I have also been provided with a copy of these rights.

Client/Parent/Guardian Signature

Date