



Tawm Tsam kev Txiaiv Txim rau VRS

Appeals to VRS

Yog kuv tsis pom zoo li VRS qhov lus txiaiv txim ne?

Rehabilitation Services (VRS) yeej muaj ib qho txheej txheem txog kev tawm tsam kev txiaiv txim yog hais tias koj tsis zoo siab nrog rau kev txiaiv txim siab es lawv tau txiaiv txim rau koj rooj lus. Yog hais tias koj yog ib tug neeg tau sau ntawv mus thov los yog twb ho yog ib tug neeg es twb tau kev pab lawm, koj muaj txoj cai:

1. nug kom muaj kev sib khom kom sib haum. Qhov no txais hais tias ib tug neeg sab nraud nyob nruab nrab ua hauj lwm nrog koj thiab VRS kom muaj kev sib pom zoo.

thiab/los yog

2. nqa pov thawj, ntaub ntawv thiab cov tim khawv nrog koj tuaj hais koj rooj plaub rau ib tus kws txiaiv txim mloog. Tus kws txiaiv txim mas li txiaiv txim rau koj rooj plaub.

Daim Ntawv Ceeb Toom Txog Txoj Cai Koj Muaj Ntawm Kev Tawm Tsam

Koj yuav tsum txais daim ntawv ceeb toom qhia txog txoj cai koj muaj txog kev tawm tsam los ntawm VRS.

- Daim ntawv ceeb toom yuav tsum yog sau ua ntawv tuaj
- Daim ntawv ceeb toom yuav tsum muab sau ua hom lus koj paub hais (lwm hom lus, Braille (rau neeg dig muag, lwm yam.)
- Daim ntawv ceeb toom yuav tsum qhia koj txog ntawm Client Assistance Project (CAP) thiab qhia seb CAP yuav pab tau koj qhov kev tawm tsam li cas.



Koj yuav tsum tau txais daim ntawv ceeb toom qhia txog txoj cai koj muaj txog kev tawm tsam thaum:

- koj ua ntaub ntawv thov kev pab ntawm VRS
- koj daim ntawv npaj cov tswv yim ua hauj lwm Employment Plan (EP) twb tsim muaj lawm
- VRS npaj yuav muab koj tshem tawm, txo los yog xaus koj txoj kev pab

Yog VRS hloov tej yam ntawm koj daim ntawv npaj Employment Plan (EP) es koj xav tawm tsam, VRS yuav tsum tau muaj kev pab rau koj thaum koj tab tom tawm tsam. Cov kev pab no yuav tsum tsis pub tsum txog thaum lawv txiav txim zaum kawg es yog rov muab koj rooj plaub los saib xyuas dua, sib khom kom haum los yog thaum hais roob plaub. Tabsis cov kev pab rau koj yuav tsis muaj pab ntshuav yog tias koj tau kev pab vim yog koj dag, muab tej ntaub ntawv cuav los dag tias muaj tseeb los yog lwm yam kev ua txhaum txoj cai.

Cov Kev Txawv Tawm Tsam

Yog koj tsis zoo siab rau qhov kev txiav txim los ntawm VRS, muaj ntau txoj hauv kev yuav los daws tau cov teeb meem no. Cov kev sib txawv no muab faib rau 3 hom:

1. tus neeg saib xyuas hauj lwm ntsuam xyuas
2. sib khom kom sib haum
3. rooj sab laj txog koj rooj plaub es kom ncaj nruab nrab (impartial due process hearing)

Koj tsis tas yuav ua cov no kom raws li qhov muab teeb no. Piv txwv, koj tsis tas siv tus neeg saib xyuas (supervisor) hauj lwm rov qab saib dua los yog ib tug neeg sab nraud es nyob hauv nruab nrab pab neb sib kho kom haum (mediation) ua ntej nug kom muaj rooj sab laj txog koj rooj plaub es kom ncaj nruab nrab (impartial due process hearing)

Tus neeg saib xyuas (supervisor) hauj lwm rov qab saib dua (informal supervisory review)

Yog hais tias koj tsis zoo siab rau qhov kev txiav txim siab es koj tus neeg ua hauj lwm pab rau koj txoj hauj lwm rehabilitation counselor txog koj rooj lus, koj yeej hais koj tau tus neeg saib xyuas koj tus counselor kom nws rov qab saib koj cov ntaub ntawv dua. Nug kom muaj qhov kev rov qab xyuas dua no yog koj sau ntawv mus nug, sib ntsib tim ntsej tim muag los yog hu xov tooj/TTY lub sij hawm twg los tau.

Yog hais tias koj tsis paub nws lub npe los yog lub chaw nyob ntawm tus neeg saib xyuas (supervisor) hauj lwm, hu rau lub chaw tuav ntaub ntawv ntawm VRS Administrative office hauv lub nroog St. Paul. Ib tug neeg mam li muab cov ntaub ntawv qhia nov rau koj.

ib puag ncig ntawm lub nroog ntxaib (In the metro area), hu rau 651-259-7366
Sab nraum lub xeev Minnesota (in Greater Minnesota), hu rau 1-800-328-9095

Koj kuj email tau lub hoobkas loj VRS Administrative Office ntawm:

VRS.customerservice@state.mn.us

Tus neeg saib xyuas (supervisor) hauj lwm yuav rov qab saib koj cov ntaub ntawv thiab mam li txiav txim siab seb VRS cov kab ke teev tseg yuav ua cas thiab lawv cov cai nev lawv puas ua kom raws li lawv tau hais. Tus neeg saib xyuas (supervisor) hauj lwm kuj yuav txiav txim siab seb puas yuav muaj ib yam dabtsi kom pab tau neb ob tog kom los sib khom kom sib haum es kom ob tog los sib ntsib hauv nruab nrab es kom daws tau qhov teeb meem.

Ib tug neeg sab nraud es nyob hauv nruab nrab pab neb sib kho kom haum (mediation)

Ib tug neeg sab nraud es nyob hauv nruab nrab pab neb sib kho kom haum (mediation) yog ib txoj kev es sib khom kom daws tau tej kev sib cav es yog:

- pab koj thiab VRS daws kom tau tej kev tsis sib pom zoo txog qhov koj yuav tsum tau thiab koj cov kev pab
- siv ib tug neeg sab nraud es nyob hauv nruab nrab es tau kawm tawm, (mediation) los pab taw qhia kom muaj qhov chaw daws tau neb qhov teeb meem kom txhua tus pom zoo li ntawd.

VRS yuav tsum them rau ib tug neeg sab nraud es nyob hauv nruab nrab pab neb sib kho kom haum (mediation) thiab lwm cov nqi. Tus neeg sab nraud es nyob hauv nruab nrab pab neb sib kho kom haum (mediators) es siv los pab daws cov teeb meem txog pab koj txoj hauj lwm (vocational rehabilitation) mas yog nrhiav los ntawm tus neeg tuav qhov program hu ua Vocational Rehabilitation Mediation Program Coordinator. Tus neeg mediator no mas yog ib tug neeg es keev ua dua tej hauj lwm pab neeg sib khom kom haum thiab lawv yuav paub txog hom hauj lwm vocational rehabilitation. Lawv tsis yog cov neeg ua hauj lwm rau VRS.

Koj los yog VRS kuj nug tau kom muaj ib tug neeg sab nraud tuaj pab sib khom kom ob tog sib haum. Qhov kev tus neeg sab nraud tuaj pab no mas yuav tsum yog sib yeem. Qhov no txhais tau tias txhua tus yuav tsum pom zoo mas qhov no thiaj li yuav tshwm sim. Yog hais tias neb ob leeg pom zoo kom muaj, koj thiab VRS yuav kos npe rau daim ntawv *Request for Mediation* thiab xa daim ntawv no mus rau lub chaw ua hauj lwm ntawm cov neeg tuaj sab nraud tuaj pab sib khom (mediation office). Koj yeej muab tau daim ntawv no los ntawm koj tus neeg ua hauj lwm rehabilitation counselor los yog los ntawm Client Assistance Project (CAP). Xav paub ntau dua txog CAP, mus saib ntawm daim nploog ntawv kawg ntawm daim ntawv qhia qhov tseeb no.

Ib qho kev sab laj teem caij rau, thiab tau teem ib tus neeg mediator rau. Feem ntau cov sijhawm teem sib kho feem xyuam teem tau li ntawm 2 lim tiam, thiab siv sijhawm ntev li ntawm 4 teev.

Koj yeej coj tau ib tug neeg sawv cev rau koj tuaj rau qhov kev sib khom nrog tus neeg sab nraud no. VRS yuav tsum tso ib tug tuaj es muaj cai txiav tau txim siab. Neb ob leeg yeej coj tau cov neeg es lawv paub txog qhov koj yuav tsum tau muaj pab rau koj los yog cov neeg es paub txog qhov teeb meem zoo ntawm koj rooj lus. Ob tog yuav tsum pom zoo, hais tias, leej twg thiaj li yuav nyob tau ntawd thaum sib tham nrog tus neeg es nyob hauv nruab nrab (mediation)



Qhov kev sib tham nrog tus neeg es nyob hauv nruab nrab (mediation) kom sib haum no feem ntau yeej pib nrog qhov es sib qhia kom sawv daws sib paub npe. Ces yuav muaj ib lub hwm

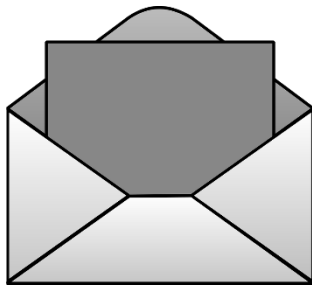
tsam rau ob tog los mus tham txog lawm qhov nqi lus thiab lawv qhov kev xav. Ntxiv mus, kuj yuav muaj ib qhov sij hawm los sib tham seb puas yuav daws tau qhov teeb meem. Yog hais tias koj thiab VRS sib khom haum es pom zoo lawm, tus neeg mediator yuav pab muab qhov kev pom zoo no sau cia thiab yuav luam ib daim qauv rau txhua tus.

Yog hais tias sib khom tsis sib haum es tsis muaj kev pom zoo thaum tus neeg nyob hauv nruab nrab pab neb ces koj kuj yuav tsum tau sim lwm qhov kev tawm tsam.

Roog sab laj txog koj roog plaub es kom ncaj nruab nrab (impartial due process hearing)

Yog hais tias koj tsis zoo siab txog qhov kev txiav txim siab ntawm VRS txoj koj roog lus, koj yeej nug koj tau ib roog sab laj txog koj roog plaub es kom ncaj nruab nrab (impartial due process hearing). Qhov no kuj zoo nkauj ib yam li mloog kev sab laj hauv tsev hais plaub, tabsis tis yog hauv tsev hais plaub li muaj yeej muaj swb. Qhov kev mus mloog sab laj no yog saib xyuas ntawm ib tug neeg txiav txiv plaub hu ua administrative law judge.

Nug kom tau ib roog sab laj txog koj roog plaub es kom ncaj nruab nrab (impartial due process hearing) es yog sau ntawv mus, **tsis pub dhau 120 hnuab** ntawm hnuab es koj tau txais daim ntawv ceeb toom ntawm koj tus counselor qhov kev txiav txim siab. Koj daim ntawv yuav tsum tau muab xa mus rau:



Policy Coordinator
Vocational Rehabilitation Services, Admin Office
180 5th St. E., Suite 1200
St. Paul, MN 55101-1664

Roog sab laj no yuav tsum tau tshwm sim **tsis pub dhau 60 hnuab thaum es koj nug** kom muaj. Koj yeej muaj txoj cai nrhiav ib tug neeg sawv cev rau koj. Ib tug kws lij choj los ntawm lub chaw ua hauj lwm Attorney General's office yuav sawv cev rau VRS thaum mloog rau sab laj (hearing) no.

Koj yeej nqa tau cov ntaub ntawv los yog coj tau cov neeg ua pov thawj tuaj txhawb koj yog tias koj xav tias lawv yuav pab tau koj roog plaub.

Tom qab thaum roog plaub sab laj no, tus neeg txiav txim administrative law judge yuav sau ib daim ntawv qhia txog nws qhov kev txiav txim.

Tus Thawj Tswj Taug Qab Saib Dua Tus Neeg Txiav Txim qhov nws txiav txim siab (Commissioner's Review of ALJ's decision)

Tsis pub dhau 20 hnuab tom qab es tau sau qhia txog qhov kev txiav txim, neb ob tog tus twg los tau yeej nug tau kom tus neeg tshwj ntawm lub tuam tsev Minnesota Department of Employment and Economic Development rov qab muab qhov kev txiav txim no los taug qab saib dua. Koj yeej xa tau ib co ntaub ntawv ntxiv mus rau lawv yog koj xav tias cov ntaub ntawv yuav pab tau koj roog plaub.

Tus thawj tswj (commissioner) yuav thim tsis tau tus neeg txiaiv txim administrative law judge qhov kev txiaiv txim tshwj tsis yog tias yeej muaj pov thawj tseem thiab ntseeg txaus “clear and convincing evidence” tias qhov kev txiaiv txim siab yeej pom tseeb tias yuav kev lawm “clearly erroneous (wrong).” Tus thawj tswj (commissioner) yuav txiaiv txim siab zaum kawm tsis pub dhau 30 hnuv thaum koj xav kom nws taug qab saib qhov kev txiaiv txim dua. Qhov kev txiaiv txim siab no yuav tsum yog muab sau ntawv thiab yuav tsum qhia kom tag cov es nws tshawb fawb pom thiab qhov vim li cas nws thiaj li txiam txim li nws txiaiv txim.

Kom txoj cai lij choj taug qab saib dua (Judicial Review)

Neb ob tog tus twg los tau yeej coj tau qhov kev txiaiv txim no mus foob rau lub tsev hais plaub hauv lub xeev los yog hauv teb chaws meskas kom lawv rov qab saib dua qhov kev txiaiv txim ntawm tus thawj tswj commissioner. Qhov kev sib foob (civil suit) no yuav tsum tau mus qhib **tsis pub dhau 30 hnuv** thaum txiaiv txim siab zaum kawg.



Nws yog ib qho zoo es nrhiav kev pab rau sab kev cai lij choj rau hom plaub ntug no kom sai li sai tau. Cov sij hawm es tsis pub dhau caij nyooq mas nruj heev rau cov rooj plaub zoo li no.

Qhov kev txiaiv txim siab ntawm tus thawj tswj Commissioner yeej tseem ruaj ntseg li ntawd thaum lub caij hais kom txoj cai lij choj taug qab saib dua (Judicial Review). Qhov no txhais tau tias koj los yog VRS yuav qhib tsis tau ib rooj plaub sib foob (civil lawsuit) kom ceev tau qhov kev txiaiv txim siab ntawm koj rooj plaub kom cia li yuav tsum tau pib ua.

Kev Pab Txhawb (CAP) – (Client Assistance Project)

Yog hais tias koj yog ib tug neeg es tau txais kev pab cuam los yog ib tug neeg es sau ntawv mus thov kev pab ntawm VRS los yog SSB, koj kuj hu tau rau qhov chaw Client Assistance Project (CAP) kom tau kev pab yog hais tias koj muaj lus nug, txhawj xeeb txog, los yog muaj kev tawm tsam txog kev pab ntawm kev nrhiav hauj lwm vocational rehabilitation services. CAP **tsis muaj** kev pab ncaj qha rau kev nrhiav hauj lwm vocational rehabilitation services, xws li kev kawm ntawv, xyaum hauj lwm los yog cov cuab yeej cuam tam. Saib daim ntawv qhia qhov tseeb [Kev Pab Txhawb \(CAP\)](#).

CAP yog ib feem ntawm lub MN Disability Law Center (MDLC). Xav kom paub ntau dua txog CAP los yog sau ntawv thov kev pab rau CAP, hu rau:

- (612) 334-5970 (metro area)
- 1-800-292-4150 (statewide)

Cov ntawv Qhia Tseeb yog qhia kom paub txoj kevcai xwb TSIS yog muab txwv yim txog txoj kevcai. Mus ntsib ib tug kws lij choj rau tswv yim. Tsis txhob siv daim ntawv qhia tseeb yog tias nws qub tshaj ib xyoo lawm. Nug peb txog cov hloov tshiab, daim ntawv qhia txog cov ntawv qhia tseeb, lossis lwm hom ntawv.

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