

## Contact DVI for More Information

Online:

<http://dhss.delaware.gov/dvi>

### New Castle County

1901 N. DuPont Hwy

Biggs Building

New Castle, DE 19720

(302)255-9800

### Kent & Sussex County:

13 S.W. Front Street

Milford, DE 19963

(302)424-7240



An Agency of Delaware  
Health and Social  
Services

*"Improving Perception"*

### Our Mission

Working in partnership with Delawareans who are blind or visually impaired in empowering them to be self-sufficient.

Visit us Online:

<http://dhss.delaware.gov/dvi>

Find us on Facebook!



[www.facebook.com/DVIDelaware](http://www.facebook.com/DVIDelaware)

DIVISION FOR THE  
VISUALLY IMPAIRED

*"Improving Perception"*

## DUE PROCESS



*Know Your Rights*



# Division for the Visually Impaired: Your Rights

Delaware's oldest State agency, the Division for the Visually Impaired originated in 1909 as the Delaware Commission for the Blind. Today, the Division works in partnership with employers, educational institutions and other stakeholders to empower Delawareans who are blind and visually impaired to be self-sufficient.

More than 175 DVI associates provide services and products statewide. Approximately 1,000 blind and visually impaired persons annually receive services to help them move comfortably in their homes, attend school, start or continue their careers.

**If blindness or severe visual impairment is limiting you or someone you know, please contact us.**

**As an applicant for DVI-VR services or an individual receiving services, you have certain rights under the law:**

**You have the right** to exercise choice in employment goals, services, and providers;

**You have the right** to have a representative present any time you meet with DVI-VR staff;

**You have the right** to challenge a decision affecting your eligibility for services and seek an informal dispute resolution;

**You have the right** to mediate your dispute informally before an impartial mediator prior to a Fair Hearing;

**You have the right** to an impartial fair hearing, where you may be represented by a person of your choosing, to present evidence and witnesses on your behalf;

**You have the right** to an Administrative Review within 30 days of your request, if you are dissatisfied with the result of the fair hearing;

For a full listing of your Due Process rights, see the Code of Federal Regulations (CFR 361.57), and/or ask for the DVI-VR Policy manual section on Due Process.

## **Contact us!**

Holloway Campus  
Biggs Building  
1901 N. DuPont Highway  
New Castle, Delaware 19720  
302-255-9800