**Section 510.5 Scope and Purpose**

a) This Part governs the appeals process for customers of the Department of Human Services-Office of Rehabilitation Services (DHS-ORS). Specifically this Part covers hearings of grievances under various DHS-ORS programs, including, Vocational Rehabilitation Services, Home Services, the Vending Facility Program for the Blind, Community and Residential Services for the Blind and Visually Impaired, and issues concerning school records and sex equity related to DHS-ORS State Schools.

b) The grievant and DHS-ORS may informally agree to resolve disputed issues at any time during the appeal process prior to the issuance of a hearing decision.

(Source: Amended at 23 Ill. Reg. 13195, effective November 15, 1999)