

## CLIENT ASSISTANCE PROGRAM (CAP)

The purpose of CAP is to protect the rights of persons receiving or seeking services funded under the federal Rehabilitation Act. According to this law, CAP services are available for all clients or applicants of the following services: Vocational Rehabilitation Services (VRS), Independent Living Services (ILS), Supported Employment (SE), Independent Living Centers (ILCs), and Projects With Industry (PWI). We assist most individuals through providing helpful information, education, or referral to appropriate resources. Individual advocacy is available as needed, in accordance with Federal regulations, and legal representation can be provided to clients whose litigation may benefit large numbers of persons with disabilities.

CAP monitors the Hot Springs Rehabilitation Center (HSRC) on a weekly basis. CAP is available to assist clients of rehabilitation service providers in all parts of the state.

CAP services are funded by the U.S. Department of Education, [Office of Special Education and Rehabilitative Services \(OSERS\)](#) and are provided free of charge. In Fiscal Year 2007 (October 1, 2006 – September 30, 2007) the program received \$119,554.00.

## CAP ELIGIBILITY

- Applicant for Vocational Rehabilitation (pre-eligibility) - an individual who applied for VR services, but a final determination of eligibility has not been made;
- Client of Vocational Rehabilitation - an individual who has been determined eligible for services;
- Applicant or Client of a Center for Independent Living - an individual who either applied for or is receiving services under the Independent Living Program;
- Applicant or Client of Special Projects (Non-VR) - an individual who either applied for or is receiving services from any grantee authorized by one of the discretionary grant programs such as Projects with Industry, Migratory Farm Workers and Indians;
- Applicant or Client of Facilities (Non-VR) - an individual who has relationships with any facility that provides rehabilitation services and is not otherwise classifiable into any of the five preceding categories;
- Individuals seeking information on available services and benefits under the Rehabilitation Act and/or Title I of the Americans with Disabilities Act

## CAP SERVICES

- Experiencing an undue delay in the processing of an application or services requested
- Have been denied eligibility and do not understand the reason for the denial
- Have been denied services to which you feel you are entitled
- Have problems with your VR program
- Have not been able to resolve issues with your counselor
- Have questions regarding the services and benefits available from Vocational Rehabilitation
- Have problems with other agencies or training facilities that are preventing you from reaching your rehabilitation goals.
- Transition Programs from school to work or higher



DISABILITY RIGHTS CENTER

The Protection & Advocacy (P&A) System

Phone: (501) 296-1775

Fax: (501) 296-1779

E-mail: [panda@arkdisabilityrights.org](mailto:panda@arkdisabilityrights.org)

[www.arkdisabilityrights.org](http://www.arkdisabilityrights.org)

## VOCATIONAL REHABILITATION (VR)

Arkansas Rehabilitation Services (ARS), the Department of Human Services (DHS) Division of Services for the Blind are federally and state-funded agencies providing services to help individuals with disabilities enter or return to employment. They assist individuals of work age between 16 –64 with physical and/or mental disabilities compete successfully with others in earning a livelihood.

Clients must work closely with the VR counselor to create an Individualized Plan for Employment (IPE) which will help put them on the path to successful employment. Staff will assess their needs in order to provide appropriate services. Certain services depend upon the individual's meeting economic need guidelines, while other services may be provided without regard to economic need. Please contact the central office below for the appropriate agency.

### Arkansas Rehabilitation Services Administrative Offices

1616 Brookwood Drive, P.O. Box 3781  
Little Rock, AR 72203  
(501) 296-1600, TDD (501) 296-1669

**Disability Rights Center  
1100 North University Avenue  
Suite 201  
Little Rock, AR 72207**

The contents of this publication are solely the responsibility of the grantee and do not necessarily represent the official views of the funding agencies. This brochure was funded by the U.S. Department of Education/Rehabilitation Services Administration.

## DISABILITY RIGHTS CENTER THE PROTECTION & ADVOCACY (P&A) SYSTEM

## C L I E N T A S S I S T A N C E P R O G R A M (CAP)

DRC mission: "To passionately assist the lives of people with disabilities through education, empowerment and protection of their legal rights."



ASK US ABOUT OUR EMPLOYMENT  
TEAM AND OTHER DRC PROGRAMS  
THAT MAY BE ABLE TO JOIN CAP IN  
PROVIDING SERVICES TO YOU.

TELEPHONE:  
(800) 482-1174V/TTY  
(501) 296-1775V/TTY

WEBSITE:  
[WWW.ARKDISABILITYRIGHTS.ORG](http://WWW.ARKDISABILITYRIGHTS.ORG)