

CAP Services

- When the application process is delayed, or you...
- 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 questions 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
- Are transitioning from school to work or higher education



DRA Mission:

Vigorously advocate for and enforce the legal rights of people with disabilities in Arkansas.

DisabilityRights

ARKANSAS

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Client Assistance Program



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CLIENT ASSISTANCE PROGRAM (CAP)

CAP is to protect the rights of people 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, Independent Living Services, Supported Employment, and Independent Living Centers.

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 Arkansas Career Training Institute (ACTI) on a weekly basis. CAP is available to assist clients of rehabilitation service providers in all parts of the state.



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 monitors the Arkansas Career Training Institute (ACTI) on a weekly basis. CAP is available to assist clients of rehabilitation service providers in all parts of the state.



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