

# **RSA-227 - Annual Client Assistance Program (CAP) Report**

## **Arkansas (Disability Rights Arkansas, Inc) - H161A180003 - FY2018**

### **General Information**

#### **Designated Agency Identification**

Name            Disability Rights Arkansas, Inc.

Address        400 West Capitol Avenue

Address Line 2 Suite 1200

City            Little Rock

State           Arkansas

Zip Code       72201

E-mail Address spierce@disabilityrightsAR.org

Website Address <http://www.disabilityrightsar.org>

Phone           501 296-1775

TTY 501-296-1775

Toll-free Phone 800-482-1774

Toll-free TTY 800-482-1174

Fax 501 296-1779

**Operating Agency (if different from Designated Agency)**

Name Disability Rights Arkansas, Inc.

Address 400 West Capitol Avenue

Address Line 2 Suite 1200

City Little Rock

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### **Additional Information**

Name of CAP Director/Coordinator Thomas Nichols

Person to contact regarding report Susan Pierce

Contact Person Phone 501-296-1775

## **Part I. Non-case Services**

### **A. Information and Referral Services (I&R)**

Multiple responses are not permitted.

1. Information regarding the vocational rehabilitation (VR) program	18
2. Information regarding independent living programs	0
3. Information regarding American Indian VR Service projects	0
4. Information regarding Title I of the ADA	0
5. Other information provided	0
6. Information regarding CAP	13
7. Total I&R services provided (Lines A1 through A6)	31

### **B. Training Activities**

1. Number of training sessions presented to community groups and public agencies.	11
2. Number of individuals who attended these training sessions.	925
3. Describe training presented by the staff. Include the following information:  a. topics covered b. purpose of the training	

description of the attendeesDRA provided information to youth with disabilities currently incarcerated at the Arkansas Juvenile Assessment and Training Center (AJATC) about voting, vocational rehabilitation services, transitioning to post-secondary settings, and guardianship to ensure they are aware of available resources and to provide them with some tools that will assist them in transitioning from their current setting back to the community.

### **C. Agency Outreach**

Describe the agency's outreach efforts to previously un-served or underserved individuals including minority communities.

DRA presented "Think Work First" to high school students at a charter school serving a large population of minority students. Topics included transition services, vocational rehabilitation services, voting rights, and other protections that can eliminate barriers to future employment, such as when and how a person with a disability might disclose their disability at work or when applying for a job, and how to request accommodations on the job.

### **D. Information Disseminated To The Public By Your Agency**

For each method of dissemination, enter the total number of each method used by your agency during the reporting period to distribute information to the public. For publications/booklets/brochures (item 4), enter the total number of documents produced. Agencies should not include website hits. See instructions for details.

1. Agency Staff Interviewed or Featured on Radio and TV	0
2. Articles about CAP Featured in Newspaper/Magazine/Journals	0
3. PSAs/Videos Aired about the CAP Agency	0
4. Publications/Booklets/Brochures Disseminated by the Agency	171
5. Number of Times CAP Exhibited at Conferences, Community Fairs, etc.	31

6. Other (specify below)

640DRA distributed 640 general brochures, which encompasses all P&A grants, including CAP. The 171 figure in question 4 is for DRA's CAP brochure.

DRA had 39,720 website hits in FY2018, and has 3,730 Facebook followers and 813 Twitter followers.

### **E. Information Disseminated About Your Agency By External Media Coverage**

Describe the various sources and information disseminated about your agency by an external source.

When DRA exhibits at conferences for professionals, attendees who work in various capacities with people with disabilities are encouraged to take additional brochures so that they can distribute them to their clientele. These professionals are also encouraged to tell their clients about DRA's website, where the brochures are available in electronic format, and where they are informed they can call or email DRA at any time and request publications be mailed to them at no charge.

## **Part II. Individual Case Services**

### **A. Individuals served**

An individual is counted only once during a fiscal year. Multiple counts are not permitted for Lines A1-A3.

1. Individuals who are still being served as of October 1 (carryover from prior year)	10
2. Additional individuals who were served during the year	24
3. Total individuals served (Lines A1+A2)	34
4. Individuals (from Line A3) who had multiple case files opened/closed this year (In unusual situations, an individual may have more than one case file opened/closed during a fiscal year. This number is not added to the total in Line A3 above.)	0
5. Individual still being served as of September 30 (Carryover to next year. This total may not exceed Line A3.)	5

### **B. Problem areas**

Multiple responses permitted.

1. Individual requests information	1
2. Communication problems between individual and VR counselor	13
3. Conflict about VR services to be provided	15
4. Related to VR application/eligibility process	4

5. Related to assignment to order of selection priority category	0
	0
6. Related to IPE development/implementation	
i. Selection of vendors for provision of VR services	
ii. Selection of training, post-secondary education	
iii. Selection of employment outcome	
iv. Transition services	
7. Related to independent living services	0
8. Other Rehabilitation Act-related problems	0
9. Non-Rehabilitation Act related	1
i. TANF	
ii. SSI/SSDI	
iii. Housing	
iv. Other:	
10. Related to Title I of the ADA	0

### **C. Intervention Strategies for closed cases**

(Choose one primary service the CAP provided for each closed case file. There may be more case files than actual individuals served.)

1. Short Term Technical Assistance	20
2. Investigation/Monitoring	0
3. Negotiation	0
4. Mediation and other methods of Alternative Dispute Resolution	3
5. Administrative / Informal Review	6



6. Formal appeal / Fair Hearing	0
7. Legal remedy / Litigation	0
8. Total	29

**D. Reasons for closing individuals' case files**

(Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served.)

1. All issues resolved in individual's favor	19
2. Some issues resolved in individual's favor (when there are multiple issues)	1
3. CAP determines VR agency position/decision was appropriate for the individual	1
4. Individual's case lacks legal merit; (inappropriate for CAP intervention)	0
5. Individual chose alternative representation	0
6. Individual withdrew complaint	4
7. Issue not resolved in clients favor	1
8. CAP services not needed due to individual's death, relocation, etc.	0

9. Individual not responsive/cooperative with CAP	3
10. CAP unable to take case due to lack of resources	0
11. Conflict of interest	0
12. Other (Please explain below)	0N/A

**E. Results achieved for individuals**

(Choose one primary outcome for each closed case file. There may be more case files than the total number of individuals served.)

1. Controlling law/policy explained to individual	1
2. Application for services completed	2
3. Eligibility determination expedited	2
4. Individual participated in evaluation	0
5. IPE developed/implemented/Services Provided	7
6. Communication re-established between individual and other party	7

7. Individual assigned to new counselor/office 5

8. Alternative resources identified for individual 2

9. ADA/504/EEO/OCR complaint made 0

10. Other (Please explain below) 3  
In one case, the client did not follow through with signing a representation agreement or maintaining contact with DRA. In another case, the client did not prevail at an administrative review and withdrew her request for mediation. In the third case, the client failed to maintain contact with either the DRA advocate or the ARS field counselor.

### **Part III. Program Data**

#### **A. Age**

Multiple responses not permitted.

1. Up to 18	2
2. 19 - 24	6
3. 25 - 40	7
4. 41 - 64	18
5. 65 and over	1
6. Total (Sum of Lines A1 through A5. Total must equal Part II, Line A3.)	34

#### **B. Gender**

Multiple responses not permitted.

1. Females	18
2. Males	16
3. Total (Lines B1+B2. Total must equal Part II, Line A3.)	34

#### **C. Race/ethnicity of Individuals Served**

1. Hispanic/Latino of any race (for individuals who are non-Hispanic/Latino only)	1
2. American Indian or Alaskan Native	0
3. Asian	0
4. Black or African American	16
5. Native Hawaiian or Other Pacific Islander	0
6. White	16
7. Two or more races	1
8. Race/ethnicity unknown	0

**D. Primary disabling condition of individuals served**

Multiple responses not permitted.

1. Acquired Brain Injury	1
2. ADD/ADHD	0
3. AIDS/HIV	0

4. Amputations or Absence of Extremities	0
5. Arthritis or Rheumatism	0
6. Anxiety Disorder	0
7. Autism Spectrum Disorder	2
8. Autoimmune or Immune Deficiencies (excluding AIDS/HIV)	2
9. Blindness (Both Eyes)	3
10. Other Visual Impairments (Not Blind)	3
11. Cancer	0
12. Cerebral Palsy	1
13. Deafness	0
14. Hard of Hearing/Hearing Impaired (Not Deaf)	0
15. Deaf-Blind	0
16. Diabetes	0

17. Digestive Disorders	0
18. Epilepsy	0
19. Heart & Other Circulatory Conditions	0
20. Intellectual Disability	5
21. Mental Illness	8
22. Multiple Sclerosis	0
23. Muscular Dystrophy	1
24. Muscular/Skeletal Impairment	0
25. Neurological Disorders/Impairment	2
26. Orthopedic Impairments	0
27. Personality Disorders	0
28. Respiratory Disorders/Impairment	0
29. Skin Conditions	0

30. Specific Learning Disabilities (SLD)	4
31. Speech Impairments	1
32. Spina Bifida	1
33. Substance Abuse (Alcohol or Drugs)	0
34. Other Disability	0
35. Total (Sum of Lines D1 through D34. Total must equal Part II, Line A3.)	34

### **E. Types of Individual Served**

Multiple responses permitted.

1. Applicant of VR	23
2. Individual eligible for VR services currently on a wait list	0
3. Individual eligible for VR services not currently on a wait list	10
4. Applicant or individual eligible for Independent Living	0
5. Transition student/High school student	1



6. All other applicants or individuals eligible for other programs or projects funded unther Rehabilitation Act 0

## Part IV. Systemic Activities and Litigation

### A. Non-Litigation Systemic Activities

1. Number of non-litigation systemic activities not involving individual representation that resulted in the change of one or more policy or practice of an agency. 0

2. Describe the systemic activities conducted by CAP during the fiscal year and its impact on other agency's policies or practices. Sheltered Workshop Report- Following years of monitoring and information gathering, DRA published a report entitled, "Sheltered Workshops in Arkansas: Moving From Segregated Work to Integrated Employment" in March. This report summarized the findings of the agency's sheltered workshop monitoring effort and provided recommendations for increasing competitive, integrated employment in Arkansas. DRA presented the report at the state Association of People Supporting Employment First (APSE) conference and discussed issues raised in the report with policy makers and others.

Arkansas Career Training Institute Monitoring- DRA continued to monitor the Arkansas Career Training Institute (ACTI), a comprehensive rehabilitation center operated by Arkansas Rehabilitation Services (ARS). A DRA staff member discussed DRA services at each new student orientation and participated in several student council meetings. DRA gathered extensive information about ACTI and is determining how best to utilize that information to improve the provision of services to students at ACTI.

Arkansas Career Training Institute Rights Trainings- DRA provided a series of three rights trainings to students at the ACTI. Students received training on rights pertaining to transition, employment, post-secondary education, and voting. DRA's self-advocate coordinator provided training to students on self-advocacy as well.

Employment First State Leadership Mentoring Program (EFSLMP) Strategic Plan Development- With assistance from the Employment First State Leadership Mentoring Program, a project of the U.S. Department of Labor's Office of Disability Employment Policy, Arkansas is developing a strategic plan aimed at moving the state toward more robust employment first practices. DRA participated in the initial planning meetings, which have discussed priorities for the strategic plan, to include: emphasizing the development of potential employers, transitioning students from high school to adult services, and addressing funding issues. The EFSLMP group will reconvene throughout 2019.

### B. Litigation

1. Total number of CAP cases requiring litigation involving individual representation resulting in, or with the potential for, systemic change.

a. Number of cases requiring litigation involving individual representation filed during fiscal year. 0

b. Number of on-going cases pending at start of fiscal year (carryover from prior fiscal year). 0

c. Number of cases resolved through litigation during fiscal year.

0

2. Describe the agency's on-going and completed systemic litigation activities involving individual representation. DRA's FY2018 CAP cases did not require litigation to resolve.

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## **Part V. Agency Information**

### **A. Designated Agency**

1. Agency Type (select only one option) External-Protection and Advocacy agency

2. Name of designate agency Disability Rights Arkansas, Inc.

3. Is the designated agency contracting CAP services? No

4. If yes, name of contracting agency: N/A

### **B. Staff Employed**

Provide a description of all CAP positions (see instructions)

Professional staff who worked in CAP: 12.7 Clerical staff who worked in CAP: 4.6 All professional and clerical staff who worked in CAP were full-time employees, although no FTE's were 100% CAP. Staff hours allocated to CAP: 73% professional and 27% clerical. Staff hours allocated to CAP as a percentage of all staff hours worked across all grants: 8.89%.

## **Part VI. Case Examples**

Provide some examples of some interesting cases during the past fiscal year.

A CAP-eligible client had been working with the Division of Services for the Blind (DSB) on a plan for self-employment. The client requested additional computer training from DSB to allow her to develop a website to grow her business. When her DSB counselor refused to authorize continued computer training and related transportation expenses, DRA filed for an administrative review on her behalf. In response to the administrative review, DSB agreed to pay for the client to attend computer training as well as provide accommodations and transportation for the client.

Arkansas Rehabilitation Services (ARS) prematurely closed a client's case. The client contacted DRA for assistance with filing for an administrative review of this decision. After DRA provided technical assistance to the client to enhance her self-advocacy skills, the client filed for an administrative review, and ARS agreed to reopen her case.

A CAP-eligible client, a former student of the Arkansas Career Training Institute (ACTI), wanted to return to ACTI for additional training. However, the client wanted a different vocational counselor assigned to her case at ACTI, and she requested DRA's assistance to secure a new counselor. DRA contacted ACTI staff to request a different counselor for the client, and ACTI agreed to provide her with a new counselor.

A CAP-eligible client contacted DRA to request assistance with services from ARS. The client stated ARS was requiring a trial semester at Arkansas Technical University (ATU) for Fall 2018 before they would authorize financial assistance for tuition and books. The client is a recent high school graduate with a 3.4 GPA and an ACTI score of 23. A DRA advocate requested and reviewed the client's current Individual Plan for Employment (IPE), then requested an administrative review on the client's behalf. DRA worked with the client to develop strategy/talking points for her to utilize during her administrative review; the client then advocated for herself at the administrative review. The client received a favorable administrative review decision; ARS agreed to provide financial assistance toward tuition and books for the Fall 2018 semester.

## **Certification**

Reports are to be submitted to RSA within 90 days after the end of the fiscal year covered by this report. Please be reminded that you can enter data directly into RSA's website via the internet. Information on transmittal of the form is found on pages 19 and 20 of the reporting instructions.

Name of Designated Agency Official Susan Pierce

Title of Designated Agency Official Director of Policy and Planning

Date Signed

12/26/2018