

The Client Assistance Program (CAP)

Background:

The Client Assistance Program (CAP) is an advocacy program established by Section 112 of the Rehabilitation Act of 1973, as amended (Act). Each State and Territory of the United States has a CAP to help individuals with disabilities get the services they need from programs funded under the Act.

Eligibility for CAP Services:

You are eligible for all CAP services if you are applying for or receiving services from a program funded under the Act. Two of the commonly-used programs are the vocational rehabilitation (VR) program and the independent living (IL) program.

You are eligible only for information and referral services if you are an individual with a disability who is not applying for or receiving services from a program funded under the Act.

Types of Services CAP Can Provide:

CAP has the right to decide how its advocates can best serve the individuals who need CAP services. This means that CAP is not required to provide every service to every individual. CAP is not required to provide every service to every individual. CAP makes these decisions after considering the facts and merits of the case, the needs of the client, and available resources. Below is a list of the services CAP can provide. All services are free.

1. Information and referral services regarding:
 - a. services and benefits available under the Act; and
 - b. rights under Title I of the Americans with Disabilities Act (ADA);
2. Advice and interpretation of the Act and its regulations;
3. Negotiation to resolve problems; and
4. Advocacy and representation at mediation sessions, informal reviews, formal hearings, and in court.

CAP also can help solve problems that affect many individuals through “systemic advocacy.” This often involves making changes to State rules and policies and participating on councils, such as the State Rehabilitation Council.

When to Contact CAP:

You should contact CAP whenever you have a question about your rights under the Act or you are unhappy about the services you are receiving from a program funded under the Act.

How to Contact CAP:

Ask your VR or IL counselor CAP’s address and telephone number.

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