

# Client Assistance Program



## FAQ

### What is CAP?

The Client Assistance Program (CAP) is the liaison to help ensure that all eligible *Nevadans with disabilities* receive services as provided by the federal Rehabilitation Act.

### What does CAP do for you?

- Inform and advise you of your rights and responsibilities under the Federal Rehabilitation Act and the Title I (employment section) of ADA
- Help you to resolve problems or disagreements with service providers
- Provide assistance if you decide to appeal a decision concerning your eligibility for services

### What can I do if I disagree with a decision that is made regarding my eligibility for services?

Federal law gives you the right to a *Formal Appeal* process where an impartial hearing officer reviews your case. Before the formal hearing, you have the option to meet with a representative of the service providers administration in an *Administrative Review* to discuss your concern and hopefully find an agreeable solution. CAP is available to provide you with more information about this process and provide technical assistance. Most issues can be resolved without having to go through the *Formal Appeal* process or the *Administrative Review* process. If necessary, CAP is able to intervene with the provider on your behalf.

### Do I need to go to an office and complete paperwork to get assistance from CAP?

General questions can be answered by e-mail or telephone. If you wish to have CAP investigate a complaint, the process can be started by telephone. CAP cannot begin an investigation until they receive your signed *permission form*. The forms are available in our office; via mail or fax; or on our Web site at [www.NVDETR.org](http://www.NVDETR.org).

Stay in contact with your CAP representative during the investigation process by phone, e-mail, or any other available technology. If an in-person meeting is necessary, we can accommodate your request.

### Is the agency required to follow CAP recommendations?

CAP was created to help eliminate barriers you may encounter when dealing with rehabilitation service providers that receive federal funding. CAP and service providers are governed and funded by the same federal law, and are expected to work in a coordinated effort. If a disagreement can not be resolved between CAP and the service provider, a formal appeals process is available.

### I have a good counselor who is trying to get me what I need.

### There just seems to be so many “roadblocks.” Can CAP help?

In most cases, CAP can review your case and help to identify barriers specific to your case. CAP also identifies trends and makes recommendations for changes in the system.

### Tips to help you get services and avoid problems

- Know and understand your rights and responsibilities;
- Keep a folder of all program materials and paperwork;
- Take notes when you attend meetings and document telephone contacts;
- Do not sign anything if you do not understand it;
- Any agreed upon service, equipment or money should be put in writing;
- Many problems are the result of misunderstandings, discuss problems with your counselor or the counselor’s supervisor;
- Understand time frames and be patient, obtaining service can sometimes be a slow process.

### For more information contact a CAP representative

Client Assistance Program

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