



CLIENT ASSISTANCE PROGRAM (CAP)

An Advocacy Program Designed to Help Coloradans with Disabilities

What is the Colorado Client Assistance (CAP) Program?

The Client Assistance Program helps people with disabilities that are seeking or receiving services from a project, program or facility funded by the Rehabilitation Act. The Division of Vocational Rehabilitation provides assistance to people with disabilities where the disability is a barrier to employment and the individual can benefit from rehabilitation services.

What does the Colorado Client Assistance Program do?

The Client Assistance Program is an independent advocacy program, designed to help people with disabilities with questions, concerns and problems regarding rehabilitation programs in Colorado. The CAP helps individuals with disabilities that need assistance regarding eligibility for rehabilitation services, reaching agreement on their vocational goal, or obtaining services to meet that goal.

What programs receive rehabilitation funding?

- ◆ Division of Vocational Rehabilitation (DVR)
- ◆ Centers for Independent Living
- ◆ Supported Employment Programs
- ◆ Projects with Industries
- ◆ Workforce Centers
- ◆ Rehabilitation Services Administration (RSA) Programs



The Client Assistance Program will assist with:

- ◆ Information and referral to appropriate rehabilitation programs in Colorado
- ◆ Investigation of complaints/problems to find ways to resolve them
- ◆ Explaining your rights and responsibilities
- ◆ Explaining laws, regulations, policies and procedures
- ◆ Providing education, training and technical assistance to individuals on rehabilitation laws and self-advocacy
- ◆ Explaining ways to effectively communicate your needs/concerns so you have the best chance at receiving the services you need from rehabilitation programs
- ◆ Providing access to legal, administrative and other appropriate remedies to ensure the protection of rights of people with disabilities who are receiving treatment, services, or rehabilitation from a program funded under the Rehabilitation Act within Colorado





Know Your Rights!

If you are seeking or receiving services from any of the programs listed, you have the right:

- ◆ To apply or reapply for services
- ◆ To have your application processed in a timely manner
- ◆ To receive a fair and complete evaluation to determine eligibility
- ◆ To know the reasons, in writing, if you are found ineligible for services
- ◆ To have case records kept confidential
- ◆ To have informed choices in selecting your employment goal and services as part of your individualized program
- ◆ To be consulted prior to having your case closed
- ◆ To be informed in writing of any major changes in your program and your right to appeal
- ◆ To be provided a detailed explanation of the Client Assistance Program and how to contact the program

Grievance Procedure

The Client Assistance Program welcomes and encourages comments, questions and concerns regarding our services. If you are ever dissatisfied with services you have received from the CAP, you may file a grievance by following our grievance procedure. Disability Law Colorado will respond to all grievances in a timely manner.

For more information on Disability Law Colorado's grievance procedure or to access the Client Assistance Program, feel free to follow the [grievance procedure on our website](#).

Disability Law Colorado does not handle cases in which the legal expertise is available elsewhere, such as divorces, custody cases, estate planning and wills, consumer problems, worker's compensation, private insurance, personal injury, criminal matters, or assistance with obtaining guardianship. We will make every effort to refer you to appropriate sources of assistance when they exist.

Disability Law Colorado's Mission

The mission of Disability Law Colorado is to protect and promote the rights of people with disabilities and older people through direct representation, advocacy, education, and legislative analysis.

Founded in 1976, Disability Law Colorado offers all of the federally mandated Protection and Advocacy programs for people with disabilities in Colorado as well as the Client Assistance Program, the Long-Term Care Ombudsman Program, and the Legal Assistance Developer Program for the Elderly.

We give priority to providing services not available through any other organization and to people least able to advocate for themselves. **Learn more at: www.disabilitylawco.org**



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