

HAWAII DISABILITY RIGHTS CENTER

is Hawaii's designated

CAP

CLIENT ASSISTANCE PROGRAM

for Applicants
and Recipients
of
Programs and Services
authorized in the
REHABILITATION ACT

The federal Rehabilitation Act established and funds Vocational Rehabilitation and other services across the United States. These programs offer people with disabilities training and other preparation so they can find a job and go to work. In the State of Hawaii, this VR program is operated by the:

**Department of Human Services
Vocational Rehabilitation
and Services to the Blind
Division**

CAP

CLIENT ASSISTANCE PROGRAM

The Rehabilitation Act also established and funds the **Client Assistance Program** in each State, to help people with disabilities when they are having difficulty getting services funded under the Rehabilitation Act. **CAP** can assist in the following ways:

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1. Inform and advise all applicants and recipients of all available services under the Rehabilitation Act and under Title I (Employment) of the Americans with Disabilities Act (ADA).
 2. Help applicants and recipients obtain services funded under the Rehabilitation Act, whether the services are provided by the State Division of Vocational Rehabilitation and Services to the Blind Division, or by any of their private providers, such as the Hawaii Centers for Independent Living.
 3. Investigate the questions or complaints that applicants and recipients have about services provided under the Rehabilitation Act.
 4. Assist applicants and recipients to resolve problems they may have with their rehabilitation counselor or other providers.
 5. Assist applicants and recipients to appeal decisions made by counselors or programs providing rehabilitation services.
 6. Represent applicants and recipients in administrative, legal or other appropriate proceedings when they are not receiving the treatment, services or rehabilitation they are entitled to under the Rehabilitation Act.
 7. Link applicants and recipients to other agencies that may be able to assist them, including **Protection and Advocacy (P&A) for people with disabilities**.

WHO IS ELIGIBLE FOR CAP ASSISTANCE?

CAP can assist individuals with disabilities at any time during the rehabilitation process: (1) when you are interested in applying, (2) during your application process, (3) when you are receiving services, or (4) when you have finished receiving services, and even if you have begun working, but still have questions or concerns about VR.

**YOU ARE ELIGIBLE FOR CAP ASSISTANCE AT ANY STEP ALONG THE WAY
BEFORE, DURING, AND AFTER YOUR REHABILITATION.**

Your Rights under the REHABILITATION ACT

Applicants and recipients
have certain rights
when seeking or receiving
vocational rehabilitation
services, including:

1. The right to apply for vocational rehabilitation services. This includes the right to an evaluation.
2. The right to be provided services without regard to race, color, sex, age, creed, religion, national origin or disability.
3. The right to be involved in planning your own rehabilitation program and to be informed of any changes to your program.
4. The right to confidentiality. All information obtained by the vocational rehabilitation counselor can only be used for your rehabilitation program.
5. The right to appeal a decision made by your vocational rehabilitation counselor.
6. The right to request assistance and advocacy services from **CAP** - the **Client Assistance Program**.

For More Information
or
For Assistance
or
To Obtain This Brochure
in an Alternate Format

Please Contact

CAP **CLIENT** **ASSISTANCE** **PROGRAM**

at the



Hawaii **Disability Rights** **Center**

900 Fort Street Mall, Suite 1040
Honolulu, Hawaii 96813

Telephone: 949-2922

Statewide Voice/TDD Toll Free

1-800-882-1057

Email

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Visit our Website

www.HawaiiDisabilityRights.org

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Photo by Sharon Smockhoffmann

