

**Wisconsin Client Assistance Program (CAP)**  
**2811 Agriculture Drive**  
**Madison, WI. 54708**  
**1-800-362-1290**

**What is CAP?**

CAP is a federally funded program designed to assist individuals with disabilities in understanding and using rehabilitation and independent living services.

CAP was established under the Federal Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act (WIOA) of 2014.

CAP can provide you information, referral, and advocacy services if you are a person with a disability having trouble getting State Vocational Rehabilitation services, Native American Vocational Rehabilitation Services and/or Independent Living Center Services in Wisconsin.

In Wisconsin, the Division of Vocational Rehabilitation (DVR) has 11 Workforce Development Areas providing vocational rehabilitation services to eligible individuals.

The Great Lakes Inter-Tribal Council, Oneida, Lac Courte Oreilles, and College of Menominee Nations provide vocational rehabilitation services to eligible Native Americans/Alaskan Natives living in a defined service area.

The eight Independent Living Centers (ILC) across the state are required to provide five core services i.e. information and referral, advocacy, independent living skills training, peer counseling and transition.

If you are an applicant or consumer of these programs, you can contact CAP if you disagree with decisions about your services or have questions about a vocational rehabilitation program or an ILC.

**CAP Services:**

- Advise people with disabilities of their rights under the Federal Rehabilitation Act of 1973, as amended WIOA and Title I of the Americans with Disabilities Act of 1990 (ADA).
- Explain the nature of the various services available to people with disabilities from the state vocational rehabilitation program, the tribal vocational rehabilitation projects and/or the state independent living centers.
- Refer people with non-rehabilitation needs to other appropriate resources.
- Advise and interpret agency policies and procedures to consumers, applicants or other stakeholders.

- Identify problems and solutions between consumers and agency staff.
- Advocate for and represent consumers in the appeals process if the complaint has merit and other attempts at resolving the issue have failed. \*
- Recognize service delivery problems and recommend positive changes in the rehabilitation program rules and policies.

**You are encouraged to contact CAP if:**

- You have questions regarding the services available from a particular vocational rehabilitation or independent living program.
- You have been determined ineligible for services and you disagree with that decision.
- You are experiencing delays in receiving services.
- You have been refused services which you feel are needed to reach your job or independent living goal.
- You are having problems with the vocational rehabilitation program that you have not been able to work out with your counselor or their supervisor.
- You disagree with the termination, reduction, suspension, or denial of a rehabilitation service or independent living core service.

**What does CAP do?**

CAP staff gather facts, answer questions, and evaluate the issue or issues. Staff will advise you of your options, and discuss potential ways to resolve your problem.

Some examples of assistance CAP may provide are:

- Identifying options to reach your goal
- Negotiating services
- Resolving communication challenges
- Helping reach a compromise
- Attending a meeting with you
- Representing you at an appeal or hearing (See note below)
- Helping you find other resources that you need

\*If you want CAP's assistance with a formal hearing, contact a CAP staff person BEFORE you file the request for hearing. The wording on the request for hearing may affect the outcome. If you do not contact CAP before you file an appeal, CAP staff may not be able to assist you.

The Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunities Act-Client Assistance Program Section 112 through P.L. 114-95 Enacted December 10, 2015

Code of Federal Regulations, Title 34, Part 370-Client Assistance Program