



NEVADA DISABILITY ADVOCACY & LAW CENTER

NEVADA'S PROTECTION & ADVOCACY SYSTEM
FOR INDIVIDUALS WITH DISABILITIES

CAP – Client Assistance Program

The information in this presentation is for educational purposes only and is not meant to be legal advice.

MISSION

Protect and Advocate for the human and legal rights, interests and welfare of Nevadans with disabilities.

Promote, support and assist Nevadans with disabilities in understanding and controlling those systems and processes which directly affect their lives.

Foster the development, availability and accessibility of services which increase the opportunities available to Nevadans with disabilities to live their lives as fully, independently, and productively as possible.



ABOUT NDALC

- NDALC is a private, statewide non-profit organization.
- NDALC serves as Nevada's federally-mandated protection and advocacy (P&A) system for human, legal, and service rights for individuals with disabilities.
- NDALC was designated as Nevada's P&A system by the Governor in March, 1995.
- NDALC is part of the nation's largest network of legally-based advocacy agencies for people with disabilities.
- There is an agency similar to ours in every state, U.S. territory, and the District of Columbia.
- Services are provided at no cost to eligible individuals in accordance with available resources and service priorities.



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SERVICES OFFERED

NDALC services include, but are not limited to:

- Information/Referral Services
- Education
- Advocacy Services
- Training
- Negotiation
- Mediation
- Investigation of Reported or Suspected Abuse/Neglect
- Legal Counsel
- Technical Assistance
- Public Policy Work



NDALC PROGRAMS

- Protection & Advocacy for Individuals with Developmental Disabilities (PADD)
- Protection & Advocacy for Individuals with Mental Illness (PAIMI)
- Protection & Advocacy for Individual Rights (PAIR)
- Protection & Advocacy for Assistive Technology (PAAT)
- Protection & Advocacy for Beneficiaries of Social Security (PABSS)
- Protection & Advocacy for Voter Access (PAVA)
- Protection & Advocacy for Individuals with Traumatic Brain Injury (PATBI)
- Work Incentive Planning and Assistance (WIPA)
- Client Assistance Program (**CAP**)
- Representative Payee Program (PABRP)



2021 SERVICE PRIORITIES

- Abuse & Neglect
- Assistive Technology
- Client Assistance Program
- Community Integration
- Developmental Disability Partners
- Disability Discrimination
- Education
- Employment
- Health Care
- Individual Rights
- Protection & Advocacy for Individuals with Mental Illness
- Representative Payee Project
- Work Incentives Planning & Assistance
- Voting Access



NDALC PROGRAM – CAP

- **Client Assistance Program (CAP)** - Federally funded program designed to assist individuals with disabilities in resolving problems they may be experiencing with any of Nevada's federally funded rehabilitation programs.

CAP ELIGIBILITY:

- An applicant or Client of the Bureau of Vocational Rehabilitation (BVR), or
- An applicant or Client of the Bureau of Services for the Blind or Visually Impaired (BSBVI), or
- An applicant or Client of the Independent Living (IL) programs, or
- Seeking formation about vocational rehabilitation, or Title I of the Americans with Disabilities Act (ADA).



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PRIMARY SERVICES PROVIDED BY CAP



- Information and Referral
- Individual Case Advocacy
- Systems Advocacy



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When Should I Contact CAP?

- When you are denied the right to apply for Vocational Rehabilitation (VR), or Independent Living (IL) services, or
- You need help understanding your rights and responsibilities, or
- When you disagree with your VR or IL provider on your goals and services, or
- When you have problems or delays in obtaining services, or
- If you object to your case being closed.



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As a Client You Have a RIGHT to ...

- Apply or re-apply for rehabilitation services,
- Receive a timely decision on your eligibility for services based on a complete assessment of your disability,
- Receive an explanation in writing (should you be determined ineligible for services) indicating the reasons you were denied,
- Receive an explanation about services that may be available to you,
- Be a partner with your counselor in making informed choices for your rehabilitation plan,
- Be assured of complete confidentiality of your case record,
- Review your rehabilitation case record with a staff member present,
- Participate, with your counselor, in any decision to close your case,
- Appeal a decision with which you do not agree,
- Be informed of the Client Assistance Program (CAP), and
- Be provided a form of communication that is appropriate to accommodate your disability.



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How Can CAP Assist?

CAP Advocates provide:

- Information
- Support
- Strategies for negotiating systems and services
- Assistance reviewing your Individualized Plan for Employment (IPE)
- Representation for Due Process



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What is CAP Advocacy?

- As defined in the regulations governing CAP, “advocacy” means:
 - Pleading an individual’s cause, or speaking, or writing in support of an individual

- Types of Advocacy:
 - Formal (as in the case of a lawyer representing an individual in a court of law in a formal administrative proceeding), or

 - Informal (as with a lawyer, or non-lawyer advocate representing an individual in negotiations, mediation, or informal administrative proceedings)



Does the CAP Program Have to Assist Every Vocational Rehabilitation (VR) Client?

- According to a Rehabilitation Services Administration (RSA) memoranda issued in 1986, CAP has the discretion to determine what services to provide, and
- There is not a Right, or entitlement to CAP services, and
- Anyone whose services are denied, terminated, or reduced by NDALC's CAP program will also be notified of NDALC's grievance procedure.



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When Must the Vocational Rehabilitation (VR) Agency Inform Individuals About the CAP Program?

The VR Agency must inform individuals about the CAP program during the following times within the VR process:

- Application for VR services
- The development of the Individualized Plan for Employment (IPE)
- Placement on an order of selection (IF the state has an order of selection)
- Whenever services are reduced, suspended or terminated



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Individual Case Advocacy Services

- Advisory/Interpretational
- Negotiation
- Administrative Reviews (Informal)
- Formal Appeal Procedures – Impartial (Fair Hearings)
- Legal Services (Judicial Actions)



Systems Advocacy Services

- Policy Reviews
- Identifying Problems or Trends
- Recommending Changes



Independent Living (IL) Complaints

CAP can advocate to resolve complaints about Independent Living (IL) programs funded through the Rehabilitation Act



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How to Access CAP Services

Individuals can access CAP services by contacting an NDALC office at the following:

Phone:

- Southern Nevada Office 702-257-8150 or 888-349-3843
- Northern Nevada Office 775-333-7878 or 800-992-5715

E-Mail:

CAP@NDALC.org



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OFFICES

RENO/SPARKS OFFICE



1875 Plumas Street
Suite 1
Reno, NV 89509

Phone: 775-333-7878
Toll Free: 1-800-992-5715
Nevada Relay: 711

reno@ndalc.org

557 W. Silver Street
Suite 203
Elko, NV 89801

Phone: 775-777-1590
Toll Free: 1-800-992-5715
Nevada Relay: 711

elko@ndalc.org

2820 W. Charleston Blvd.,
Suite B-11
Las Vegas, NV 89102

Phone: 702-257-8150
Toll Free: 1-888-349-3843
Nevada Relay: 711

lasvegas@ndalc.org



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LAS VEGAS OFFICE

WWW.NDALC.ORG



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