

What is the Client Assistance Program (CAP)?

CAP helps people seeking information, applying for services, or receiving services from a Center for Independent Living (CIL) or Vocational Rehabilitation (VR) services from the Department of Aging and Rehabilitative Services (DARS) or the Department for the Blind and Vision Impaired (DBVI).

The Client Assistance Program (CAP) at dLCV Helps Ensure Your Rights To:

- ✓ Receive Vocational Rehabilitation (VR), Pre-Employment Transition Services (Pre-ETS), and support from your local Center for Independent Living (CIL)
- ✓ Make decisions about your goals
- ✓ Actively participate in planning your services
- ✓ Learn about and understand your services from Vocational Rehabilitation (VR) or your local Center for Independent Living (CIL)
- ✓ Get an explanation in writing if you are denied a service or if your case is closing
- ✓ Request that decisions about your services be reconsidered if you don't agree with the outcome
- ✓ Be told that dLCV may provide you with help through the Client Assistance Program

CAP Advocates For:

Vocational Rehabilitation (VR) services that can help people with disabilities to gain or keep employment, provide assistive technology, fund education and training, and assist individuals in reaching a specific, tailored employment goal

Pre-Employment Transition Services (Pre-ETS) can help students age 14-21 prepare for work and postsecondary education through job exploration counseling, work readiness training, work-based learning experiences, counseling in postsecondary education, and self-advocacy and mentoring services

Centers for Independent Living (CILs) can help people with disabilities seeking full integration into society. CILs teach consumers skills that empower people to make choices that promote their right to live independently in the community. CILs provide five core consumer-driven services: independent living skills training, peer support, advocacy, transition, and information and referral

Contact CAP with Concerns Relating To:

- ✓ Receiving or applying for vocational rehabilitation (VR), Pre-Employment Transition Services (Pre-ETS), or Center for Independent Living (CIL) services
- ✓ Barriers to employment, including assistance for people receiving social security benefits
- ✓ Resolving concerns about services you are provided from the Department of Aging and Rehabilitative Services (DARS), Department for the Blind and Vision Impaired (DBVI), or your local Center for Independent Living (CIL)
- ✓ The Americans with Disabilities Act (ADA)
- ✓ The Rehabilitation Act
- ✓ The Virginians with Disabilities Act
- ✓ Other state and federal disability-related laws and regulations

Get Help From The disAbility Law Center

The disAbility Law Center of Virginia (dLCV) works to provide dedicated and effective advocacy and legal representation for persons with disabilities.

dLCV can help to:

- ✓ Answer questions about Vocational Rehabilitation (VR), Pre-Employment Transition Services (Pre-ETS), or your local Center for Independent Living (CIL)
- ✓ Explain your rights and responsibilities regarding Vocational Rehabilitation (VR), Pre-Employment Transition Services (Pre-ETS), and your local Center for Independent Living (CIL)
- ✓ Listen to you regarding concerns with your counselor
- ✓ Provide information specific to your needs including referral to other services that might help you
- ✓ Potentially represent your legal interests informally, in mediations, in fair hearings, or, in rare cases, in court

Resources

dLCV may be able to address your concerns with services from the Virginia Department of Aging and Rehabilitative Services (DARS), Virginia Department for the Blind and Vision Impaired (DBVI), or your local Center for Independent Living (CIL)

Virginia Department of Aging and Rehabilitative Services (DARS)

Voice: 804-662-7000
Toll-free: 800-552-5019 or 711
Videophone: 804-325-1316
Email: dars@dars.virginia.gov
www.vadars.org

Virginia Department for the Blind and Vision Impaired (DBVI)

804-371-3151
Toll-free 800-622-2155
www.vdbvi.org

Centers for Independent Living (CILs)

Voice: 804-662-7078
Toll-free: 800-552-5019
TTY: 800-464-9950
www.vadars.org/cbs/cils.html



Protection & Advocacy for Virginians with Disabilities

YOU HAVE A RIGHT TO SERVICES

CLIENT ASSISTANCE PROGRAM (CAP)

1512 Willow Lawn Dr., Suite 100
Richmond, VA 23230

804-225-2042

Toll-free 800-552-3962

info@dLCV.org

www.dLCV.org/get-help

For information on CAP and
your rights visit

www.dLCV.org/CAP

