



Client Assistance Program (CAP) Fact Sheet

The Client Assistance Program (CAP) helps individuals who are getting services from Vocational Rehabilitation Services (VRS) or Centers for Independent Living (CILs). CAP is run by Indiana Disability Rights, an independent state agency that serves people with disabilities.

What does CAP do for clients?

CAP can help clients in multiple ways, depending upon the client's goals. Examples of how CAP can help include:

- Providing information about client rights and responsibilities to promote self-advocacy
- Assisting clients to advocate for particular services through informal negotiation or mediation
- Legal representation in appealing unsatisfactory VRS determinations
- Advocating for appropriate transition plans as students move from school to the workforce

Equality Through Advocacy

The Protection and Advocacy System for the State of Indiana

4701 N Keystone Ave
Suite 222
Indianapolis IN 46205
IndianaDisabilityRights.org

Phone: 317.722.5555
Toll Free: 800.622.4845
TTY: 800.838.1131
Fax: 317.722.5564



- Working with VRS and the Indiana State Independent Living Council to address systemic problems experienced by people with disabilities

Because CAP is funded through a federal grant, clients are not charged a fee for the services they receive.

How do I know if I am eligible for services?

You may be eligible for services if VRS or a CIL has:

- Determined that you are ineligible for services
- Denied the need for services you have requested
- Offered fewer services than you need
- Closed your case without having met your goal

If you are interested in receiving CAP assistance, please contact Indiana Disability Rights at 317-722-5555 or 800-622-4845. You can also submit an online intake form here: <http://in.gov/idr/2524.htm>. An attorney will review your request for assistance and determine whether CAP can help.

How quickly do I need to contact CAP after the problem has started?

It is important that you contact CAP as soon as possible after VRS or a CIL makes a decision you believe is wrong. There may be deadlines to challenge these decisions. If these deadlines are missed, you lose certain rights.



Will CAP keep my information confidential?

Yes; the client decides with whom information may be shared.