



DISABILITY RIGHTS NEW YORK

**New York's Protection & Advocacy System
and Client Assistance Program**

CLIENT ASSISTANCE PROGRAM

If you are having issues regarding Vocational Rehabilitation services or Independent Living Center services, DRNY may be able to assist you.

WHAT IS CAP?

The Client Assistance Program (CAP) is a federal program exclusively operated by DRNY to assist New Yorkers with disabilities with questions or problems encountered while receiving or applying for Vocational Rehabilitation (VR) services from state VR agencies. New York's VR agencies are the New York State Adult Career & Continuing Education Services - Vocational Rehabilitation (ACCES-VR) and the New York State Commission for the Blind (NYSCB).

DRNY also advocates for those who receive services from federally funded Independent Living Centers (ILCs),

and for those applying for or receiving services from Tribal VR offices.

DRNY administers CAP, as authorized and funded by the Rehabilitation Act of 1973, as amended. The Act provides federal funding for states to provide a broad range of services leading to employment and independent living.

What is Vocational Rehabilitation (VR)?

VR consists of services for people with disabilities to help them train for, seek, obtain, and maintain employment.

What is an Independent Living Center (ILC)?

ILCs are private, not-for-profit organizations governed by a majority of people with disabilities and staffed primarily with people with disabilities. ILCs do not run residential programs. The philosophy of independent living is to maximize opportunities for choice and growth through peer-driven supports.

CAP SERVICES

DRNY advocates for applicants and recipients of VR and ILC services in many different ways. Common issues addressed by the program include, but are not limited to:

**New York's Protection & Advocacy System
and Client Assistance Program**

- **Agreement on a Job Goal:** DRNY may help when a VR agency does not agree with a client's achievable job goal.
- **Assessments & Evaluations:** DRNY may be able to address contested, inaccurate, or incomplete assessments and evaluations.
- **Denial of Services:** DRNY may be able to help if a client is found ineligible for services or is denied specific services.
- **Employment or Placement:** DRNY can advocate for a client who is seeking integrated placement as opposed to a sheltered workshop setting, or in changing from an entry-level to a career-driven job goal.
- **Technology Issues:** DRNY advocates for clients who need adaptive equipment or services in order to be employed or benefit from VR services.
- **ILC Advocacy:** DRNY can advocate for individuals with questions, concerns or grievances against a federally funded ILC. In New York State, most ILCs are funded federally.

INDIVIDUALIZED ADVOCACY SERVICES & REPRESENTATION

DRNY staff will discuss the client's goals, interests, and abilities. Staff will then advise the client of their rights to services which are available through ACCES-VR and NYSCB. These include, but not limited to:

- Counseling & Guidance
- Job Development
- Job Coaching
- Vocational Evaluations
- Vocational Training
- Transition Services
- College Support
- Assistive Technology
- Transportation Assistance
- Supported Employment
- Self-Employment Planning

DRNY may employ any of the following advocacy efforts on behalf of its clients.

- DRNY may contact ACCES-VR or NYSCB to negotiate a resolution.
- DRNY may represent a client at an administrative review, mediation, fair hearing, or in court.
- DRNY will pursue all available alternative means of resolution before considering administrative or representation in court.

WHAT IS DISABILITY RIGHTS NEW YORK?

Disability Rights New York (DRNY) is the Protection & Advocacy System and Client Assistance Program (P&A/CAP) for persons with disabilities in New York. DRNY advocates for the civil and legal rights of New Yorkers with disabilities.

New York residents with disabilities can contact DRNY for assistance with problems directly related to their disabilities. DRNY administers the following grant-based programs:

PADD – Protection and Advocacy for Individuals with Developmental Disabilities

PAIMI – Protection and Advocacy for Individuals with Mental Illness

**New York's Protection & Advocacy System
and Client Assistance Program**

PAIR – Protection and Advocacy for Individual Rights

PAAT – Protection and Advocacy for Assistive Technology

CAP – Client Assistance Program

PAVA – Protection and Advocacy for Voter Access

PATBI – Protection and Advocacy for Individuals with Traumatic Brain Injuries

PABSS – Protection and Advocacy for Beneficiaries of Social Security

DRNY investigates complaints and provides direct assistance to people with disability-related issues under the terms of its federal grants and its annual goals and priorities.

DISABILITY RIGHTS NEW YORK

725 Broadway, Suite 450
Albany, NY 12207

25 Chapel Street, Suite 1005
Brooklyn, New York 11201

44 Exchange Blvd, Suite 110
Rochester, New York 14614

Tel: 518-432-7861

TTY: 518-512-3448

Toll Free: 800-993-8982

Fax: 518-427-6561

Email: mail@DisabilityRightsNY.org

Web: www.DisabilityRightsNY.org

This publication is supported by Rehabilitation Services Administration (RSA) and Department of Education (DOE). This information or content and conclusions are those of DRNY and should not be construed as the official position or policy of, nor should any endorsements be inferred by RSA or DOE.

**New York's Protection & Advocacy System
and Client Assistance Program**