disability**rights** | WISCONSIN

Client Assistance Program

What does the Client Assistance Program do?

Disability Rights Wisconsin's **Client Assistance Program** (CAP) can help people with disabilities who are having problems getting services through either the Division of Vocational Rehabilitation or an Independent Living Center (ILC).

What is DVR?
Division of Vocational Rehabilitation

The Division of Vocational Rehabilitation is a federal / state program designed to obtain, maintain, and advance employment for people with disabilities by working with DVR consumers, employers, and other partners.

What is an ILC?
Independent Living Centers

An Independent Living Center (ILC) is a consumer-directed, non-profit organization that provides four core services: peer support, information and referral, independent living skills training, and persons and systems advocacy.

You Have Rights!

You have a right to:
- a **fair and complete** evaluation to determine eligibility.
- **informed choice** in planning the goals and services of your rehabilitation program.
- **prompt, equitable, and effective** services.
- request services **necessary to meet your career goal**.
- keep your records **confidential**.
- **appeal** decisions you disagree with.

How CAP Can Help

Information

CAP staff can talk to you about what services DVR and ILCs provide. We can also explain what your rights are in these programs and how to find DVR and Independent Living Center contact information for your area.

Advice

CAP staff can help advise you on services to meet your employment and independent living goals. We can help you and your providers to troubleshoot the challenges to reach these goals and to develop a plan that works for you.

Advocacy

CAP staff can help advocate for you to get the services you need. We can work with service providers to resolve disagreements. We also work with clients to build self-advocacy skills to advocate now and for future needs.

CAP is free!

Contact us to discuss your rights.
Phone: 800-928-8778 | **Email:** info@drwi.org | **Website:** disabilityrightswi.org