

Client Assistance Program

Helping people with disabilities to understand and access services for employment and greater independence in the community.



Image 1: A young white woman with Down Syndrome wears a pink suit jacket and is working on a project on her laptop.

How can CAP help?

Information

Our knowledgeable staff can explain available services and benefits. We can provide information about your rights and how to access DVR and Independent Living Center services.

Advice

We can help identify barriers to effective services and advise on best practices and strategies for improving delivery of services.

Advocacy

CAP can help advocate for you to get the services you need. We can work with service providers to resolve disagreements or advise you how to appeal. We also support clients to become powerful self-advocates who can safeguard their own rights and services.



Image 2: A Black woman with short curly hair smiles and signs in American Sign Language to a Black child.

DRW Program Brochure: Client Assistance Program

What is DVR?

The Wisconsin **Division of Vocational Rehabilitation** (DVR), within the Department of Workforce Development (DWD) is a government program which helps people with disabilities get a job, keep a job, or get a better job. DVR assists with the training, supports, and services needed for employment.

What is an ILC?

Independent Living Centers (ILCs), within the Wisconsin Department of Health Services (DHS), are non- residential, private non-profit agencies that help people with disabilities live more independently in their own communities.



Image 3: A white man in a wheelchair wears noise protection headphones while looking at a demonstration of heavy machinery by another factory worker.

You have rights. CAP staff can explain your rights.

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



Image 4: A blind Black man with sunglasses on is reading a Braille book.

What is the Client Assistance Program (CAP)?

The Wisconsin Client Assistance Program is a federally funded program designed to help people with disabilities who have questions or concerns about services from the Division of Vocational Rehabilitation (DVR) or an Independent Living Center (ILC).

Call CAP! We can help you know your options for support and services.

CAP can help and it's free!



Image 5: An autistic white man smiles while working on a piece of artwork.

Contact Us

Disability Rights Wisconsin is a private non-profit organization established in 1977 that protects the rights of people with disabilities throughout Wisconsin. We serve the state with offices in Madison and Milwaukee.



QR Code: Website link to disabilityrightswi.org

Phone Number: 800-928-8778

Email: info@drwi.org

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