

CLIENT ASSISTANCE PROGRAM

Hotline for Disability Services

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State Rehabilitation Council

Client Assistance Program (CAP) Report

October-November-December 2019

A client of Nebraska VR contacted the Client Assistance Program (CAP) as he received a letter from his VR counselor requesting a meeting to create an Individual Plan of Employment (IPE). CAP staff reviewed the letter and suggested he attend the meeting with CAP present. During this meeting, VR provided an interpreter for the client and shortly after the meeting began the client became upset and requested a new counselor. CAP advocated for a new counselor, which VR complied. CAP and the client attended another meeting with VR and again the client became upset as VR indicated they could not support his job goal. The client then requested his VR case be closed immediately, which CAP advised him to reconsider his decision, as he would no longer be eligible for VR services. The client decided to have his case closed. Based on the client's decision to self-terminate his case, CAP finds the case no longer has legal merit to pursue legal, administrative, or other possible remedies.

A client of Nebraska VR contacted the Client Assistance Program (CAP) indicating her case was closed and she was not given an explanation as to why. CAP staff reviewed the client's case and noticed VR did not send the client a termination letter explaining her due process rights. Again, CAP reviewed the case and determined there was enough information to close the case due to lack of progress on the client's part. After having a discussion with the client why VR closed her case, the client agreed to make these changes and reapply. CAP suggested the client reapply to address the concerns and reason why the previous case was closed. CAP Advocate and the client met with the VR Office Director (OD), as a result, the VR OD decided to open another case with the understanding that a Community Work Assessment or OJE will be part of the eligibility process to which the client has agreed to.