

CLIENT ASSISTANCE PROGRAM

Hotline for Disability Services

Box 94987 301 Centennial Mall South Lincoln, Nebraska 68509
Toll-Free (800) 742-7594 – In Lincoln (402) 471-3656 – V/TT (please signal)

State Rehabilitation Council August CAP Report April-May-June

1. **Individual Assigned to New Counselor/Office:** Individual called with concerns regarding her contacts with VR. Had not filled out application yet, but wanted services and felt the Counselor and Office Director she was working with didn't call her back much and not helpful to her with her questions and concerns. **OUTCOME:** Discussed the option of changing Counselor's/Offices and she felt this would be in her best interest at this time. Visited with Office Director and a new Counselor was assigned, individual filled out application, was found eligible and satisfied with the change.
2. **Communication re-established between individual and another party:** Client frustrated with VR Counselor and decision regarding Supported Employment services. Felt counselor was not giving her any options, by stating this would be her last chance to work with them. Felt she couldn't talk to counselor about this and didn't know what to say. **OUTCOME:** Visited with Office Director regarding concerns and she talked with Counselor, who didn't mean to make client upset. Office Director also met with client and discussed her options/suggestions she would feel comfortable with moving forward, including other supported employment agencies available if needed. Client also preferred a different counselor to monitor her case at this point.
3. **Communication re-established between individual and another party:** Client contacted CAP regarding the slow progress of Assistive Technology Partnership (ATP) in making her current workplace more accessible. It had been several months and she didn't know how to make the process move faster. Several accommodations were being looked at and so we visited about what modifications were needed immediately to perform the duties of her position and continue employment with the company. **OUTCOME:** Visited with VR Counselor, Office Director and ATP regarding concerns and how the process could be expedited. ATP had only been able to obtain one bid for each modification at that point, so the plan was to move forward with her immediate needs to avoid further delay of services. High Cost and Cost Exception immediately requested and approved.

4. **Communication re-established between individual and another party:** Client called regarding discussions/concerns with a staff member at VR. Working an OJE at front desk and didn't like the personal questions this staff member was asking her as others could hear the conversation. Wanted Office Director to be aware of issue. Otherwise had no complaints about services. **OUTCOME:** Visited with Office Director regarding concerns and she was going to follow up with staff member to discuss situation and appropriate conversations at front desk.
5. **Individual Assigned to New Counselor/Office:** Client contacted CAP regarding timeliness of services. Felt things were not moving forward. Working on getting an OJE set up and wondering why it was taking so long. Had many other questions relating to the VR process, eligibility timelines, IPE, OJE's, when she would be paid, gas money, service animals, and benefits, among others. **OUTCOME:** Visited with Office Director and reviewed case notes. It appeared that services had been provided and contact had been regularly maintained throughout the VR process and that it was not an unusually long period of time to get an OJE set up. I explained to client that it can take some time to find a good fit for both employer and employee. As client continued working with VR, she would contact CAP regularly to check on information she had been told by VR. It was discussed with Office Director that since client was a more difficult case and was working with a newer VR employee, that a more experienced Counselor may be of benefit. Office Director ultimately took over case.
6. **Controlling law/policy explained to individual:** Wife called with concerns relating to husband's denial of eligibility for VR services. He currently was experiencing hypertension. She was concerned that Dr. did not send all information to VR and wanted to make sure VR had this. **OUTCOME:** Received Release Forms back from individual but after several attempts to contact, CAP did not receive any communication back to discuss concerns. Visited with Office Director regarding issues. She stated that she had asked individual if his current condition was hindering his employment in any way or if there were any other conditions/diagnosis that VR should be made aware of, if he disagreed with the information or diagnosis the Dr had sent and he replied 'No' to all of these. CAP informed wife that she could always have her husband see another Dr. to get a second opinion, but that I had not received any communication from her husband so I couldn't do anything more at this time, as the individual appeared not interested in pursuing these concerns.