

# CLIENT ASSISTANCE PROGRAM

## Hotline for Disability Services

Box 94987      301 Centennial Mall South      Lincoln, Nebraska 68509  
Toll-Free (800) 742-7594 – In Lincoln (402) 417.3412 – V/TT (please signal)

## State Rehabilitation Council May CAP Report January-February-March

1. **Application for services completed:** Individual contacted CAP with concerns about his case closure. He didn't understand why VR stated that they could no longer work with him. **OUTCOME:** Reviewed case notes and noticed that case had been closed 4 months prior to his contact with CAP. Office Director had attempted to contact him to review/discuss his case before closure, but did not hear back from client, so proceeded to close case. He was currently employed, but feels that he cannot continue with this employment. Informed him that he can re-apply for services and that I would contact Office Director to let them know that he is still interested in services and that they would most likely want to meet with him to discuss previous case and how things will move forward from here. Also informed him of the new Order of Selection process that had been put into place since he had last been at VR and that he could contact me again if he had any further issues with an eligibility decision or priority group determination. He was agreeable to this and said he would contact VR. No further contact from client.
2. **Communication re-established between individual and another party:** Client called CAP with concerns that VR was not able to pay for some extra school credits he was needing in order to graduate this spring. **OUTCOME:** Reviewed case notes and visited with Office Director. Counselor had denied his request for the extra financial assistance, but Office Director was looking into an exception for the extra credit hours that were needed to graduate. I expressed my opinion that an exception should be made based on the unusual circumstance that the school was closing and they were allowing him to finish his last credit hours (along with the credit hours he was already scheduled for in the current semester) so he could graduate before the school closed. Office Director would need a new signed financial aid form from client showing that unmet need would not be exceeded. Extra credit hours were approved and authorized.
3. **IPE Developed/Implemented/Services Provided:** Individual had been a previous CAP case and stated that things were not progressing again. Felt like just giving up, but

wanted to give it one more chance with VR. **OUTCOME:** Reviewed case notes and visited with Office Director regarding concerns. It did appear that things had gotten stuck along the way. A meeting was set up to discuss client's plan and what VR needed from client to move things forward. Specific items and timeline were discussed and were going to be actively worked on to reach goals. An OJE was successfully completed and IPE developed.