

# 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 October Client Assistance Program (CAP) Report July-August-September

1. **Alternative resources identified for individual:** Individual called with concerns regarding transportation issues and that VR cannot help her find a job. **OUTCOME:** After reviewing case notes and looking further into the case, it was found that this individual had just applied and been found eligible for VR services not quite 3 weeks since contacting CAP. She had been a previous client, but not since 2015 and VR had assisted her with transportation when she needed it. It became clear that the issues the client was having was not necessarily specific to VR. The issues were more related to the lack of dependable/reliable transportation in the area and the general feeling of why it was so hard for those with disabilities to find employment. She did state that she didn't feel VR was helpful in the past. We discussed resources that may help her and agreed to give VR a chance this time around to see what can be done for her, since she had just begun services again. I told her I would communicate her concerns with VR Office Director and that she could contact me at any time if she had any issues arise.
2. **Application for services completed:** Client had concerns that VR was not doing more to assist her. She had been working since February 2016 and in Post-Employment monitoring, but that things had changed with her job and it was creating more stress for her and wanted assistance in finding a new position. She said that she had contacted VR to discuss this, but all that happened was that VR reviewed her resume and provided input. **OUTCOME:** Visited with VR counselor about client's need for more services at this time and to have her complete an application for services. Counselor stated that she had talked about this option with client, but that client did not want to move forward with an application. Counselor was agreeable to having her fill out an application for services if she wanted that now. Client applied, was found eligible and IPE approved.