

# CLIENT ASSISTANCE PROGRAM

## Hotline for Disability Services

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## State Rehabilitation Council

## Client Assistance Program (CAP) Report

## October-November-December 2018

**Controlling law/policy explained to individual:** Client called CAP complaining VR was wasting his time and not helping him find employment. Client is seeking an opportunity to continue working with VR, however; in a different area/location to help find immediate employment. **Outcome:** After reviewing the case notes and interviewing the VR client and VR staff, it was decided to change locations and work with a different office. During this process, it appeared VR and the client were making progress towards his employment goal, however; the client's attitude changed and he became very aggressive with VR staff and potential service providers making it difficult for appropriate job opportunities. Client's mood swings became so severe, VR was fearful for staff safety in the office. After several failed attempts to address these concerns with the client and CAP, the Office Director made the decision to terminate services based off the client's continuous threats towards staff. CAP was in agreement with this decision. It appeared the services VR provided were appropriate to his success, however due to barriers with anger issues towards staff, the client struggled to maintain appropriate working relationships with VR. Client did admit to these concerns stating he was wrong and regrets his actions, but understands VR's decision to terminate services. Client was given several local resources who could help with employment and address his anger issues. Client was encouraged to apply for these services. Client agreed and indicated he would look into these services. Client is no longer wanting to work with VR. CAP has also provided the client with additional resources for living assistance, employment and mental health services. **VR agency position/decision was appropriate for the individual.**

**Communication re-established between individual and another party:** Initial complaint, client felt VR was taking too long with helping her find employment. Client felt VR was intentionally rescheduling her appointments further and further back. Client reported she had no contact with VR and was frustrated. **Outcome:** Client stated recently there was a change in Counselors and the new one assigned to her had not returned calls and rescheduled several of their appointments. Client understood counselors could become very busy, but didn't understand why it was taking so long to help her with employment. I discussed the case with the Office Director and new counselor. It was stated the previous counselor retired and the new counselor was catching up with the new caseload. The new counselor was able to re-establish communication immediately and re-engage the client's participation with VR. After follow up, client had found employment and stated things were moving forward in a positive direction. Client has no further issues. **All issues resolved in individual's favor.**

**Communication re-established between individual and another party** Initial complaint from the client was VR had provided inaccurate information to his employer which resulted in the loss of opportunities for advancements. **Outcome:** Spoke with Office Director and VR counselor regarding the client complaint. Counselor denied he ruined the client's opportunities for employment. Counselor stated he did everything to help the client secure employment. Counselor reported VR advocated for the client as he experienced some issues at work. Counselor reports client was part of a work place investigation and wanted VR to intervene. The counselor reports he did speak to the Human Resources manager, however; was limited to the specifics of the investigation. Client then reported, the counselor sent an email to his employer indicating "he had a history of being late". I asked if the counselor recalled sending an e-mail to the client and his employer about having a history of being late. Counselor and Office Director knew exactly what I was referring to. Office Director indicated there was some confusion about the wording in the e-mail. Office Director clarified the client misunderstood what the counselor was trying to say. Counselor wrote: "However, given your work history of late, the longer you stay, the better you look." This statement was taken out of context, "Work history of late". Both Office Director and counselor report they did have a meeting regarding the miscommunication and felt they addressed it with the client. CAP was supplied with a copy of the email. I was also able to speak with the client's employer, HR manager, who also was aware of this email. She was able to validate the wording in the email and stated in her opinion, the client misread the comment, which said nothing about being late. CAP was able to speak with the client and explained, based on the email and conversations with his employer HR staff and VR staff this incident appears to be a case of miscommunication. Given how the statement was written, I can see where this could mislead the client, however; I can also see what the counselor was trying to convey to the client. **VR agency position/decision was appropriate for the individual**