

THE CLIENT ASSISTANCE PROGRAM (CAP) IN TEXAS

If you are a person who has a disability, the Client Assistance Program (CAP) may be able to help you to reach your goals to live more independently and go to work. This is what we do.

CAP helps people who are getting services, or who are trying to get services, from the Department of Assistive and Rehabilitative Services, (DARS) - Division for Rehabilitation Services (DRS) and Division for Blind Services (DBS), Independent Living Centers (ILCs) that receive federal funds, or Projects with Industry (PWI) programs.

CAP is administered by and located within Disability Rights Texas, a nonprofit organization that is not part of any state agency.

CAP helps people with disabilities by:

- Providing information about disability rights, employment, vocational rehabilitation, and independent living;
- Referring people with disabilities to programs and services;
- Helping people apply for, understand, and receive services from DARS-DRS, DARS-DBS, ILCs, and PWI programs;
- Using the appeals process to file a complaint and resolve a grievance;
- Providing legal assistance and advice;
- Providing information on Title I of the ADA of 1990;
- Conducting education and training to the community; and
- Taking your concerns to state agency administrators and the Rehabilitation Council of Texas to make recommendations on policies and practices.

At CAP, we believe in clients exercising informed choice. We believe that people with disabilities should have the same opportunities to work, play, and live in their communities as everyone else. We are committed to listening to your needs and preferences and helping you make choices. We believe that people with disabilities who want to go to work can successfully do so, if they receive the right services and supports.

Please feel free to contact us if you are interested in learning more about CAP or would like us to assist you in applying for services from or resolving a complaint with DARS-DRS, DARS-DBS, ILCs, or PWI.

Additionally, if you are a vocational rehabilitation client and have an employment discrimination complaint, please contact us.

You can reach us on our statewide toll-free number at 1-800-252-9108.

Disability Rights Texas' goal is to make each handout understandable by and useful to the general public. If you have suggestions on how this handout can be improved, please contact Disability Rights Texas, www.DisabilityRightsTx.org, at the address and telephone number shown above or e-mail our agency at info@disabilityrightstx.org. Thank you for your assistance. This handout is available in Braille and/or on audio tape upon request. Disability Rights Texas strives to update its materials on an annual basis, and this handout is based upon the law at the time it was written. The law changes frequently and is subject to various interpretations by different courts. Future changes in the law may make some information in this handout inaccurate. The handout is not intended to and does not replace an attorney's advice or assistance based on your particular situation.