

REHABILITATION SERVICES ADMINISTRATION  
OFFICE OF SPECIAL EDUCATION AND  
REHABILITATIVE SERVICES U.S. DEPARTMENT OF  
EDUCATION

APRIL L. TRICE, PH.D., CRC

VR PROGRAM SPECIALIST

CLIENT ASSISTANCE PROGRAM (CAP)

The purpose of this program is to establish and carry out CAPs that--

- Advise and inform clients and client applicants of all services and benefits available to them through programs authorized under the Rehabilitation Act of 1973 (Act), as amended;
- Assist and advocate for clients and client applicants in their relationships with projects, programs, and community rehabilitation programs providing services under the Act; and
- Inform individuals with disabilities in the State, especially individuals with disabilities who have traditionally been unserved or underserved by vocational rehabilitation programs, of the services and benefits available to them under the Act and under Title I of the Americans with Disabilities Act of 1990 (ADA), (42 U.S.C. 12101-12213)

- CAP is the guardian of the consumer's rights
- CAP serves as an essential function as part of the checks and balances process within the VR system
- CAPs work with VR agency-orientations, policy committee, regular district or regional meetings
- CAPs continue to work with clients with challenging circumstances, but set boundaries
- CAPs determine each issue within each case based on its merit
- CAPs educate clients about their rights and options.

- Data is reported annually to Congress
- Data is used during periodic monitoring of the State VR programs
- Annual assessment of CAP program's performance/GPRA (Government Performance and Results Act- OMB Circular A-11)
- Government Accountability Office (GAO) reviews
- CAP planning and training activities

- FY 2019- \$13,000,000
- FY 2020- \$13,000,000
- As of May 2020, there was a remaining balance of \$1,225,458.91 out of the \$13,000,000 authorized in FFY 2019.

- ▶ FY 2019-Nationally:
- ▶ 28,709 (FY 2018 40,917)- Requests for information and referral services
- ▶ 4,359- Individuals served
- ▶ Reasons for submitting a CAP application
  - 1254- Communication problems between individual and counselor
  - 2038- Conflict about services to be provided
  - 465- Related to application and eligibility
  - 584- Related to IPE development/implementation

- Why do you think there was a significant decrease (12,208) in requests for information and referral services during FY 2019?
- Have you noticed any changes (e.g., programs) within your State that have impacted CAP clientele?

- ▶ Reasons for individual having his or her case closed:
  - 250- Individual decided not to pursue services
  - 203- CAP determined VR agency position appropriate
  - 154- Individual refused to cooperate with CAP
  - 9- Lack of resources to pursue case
  - 82 - Lacked legal merit
  - 551- Communication re-established between individual and other party
  - 163- Individual assigned a new counselor



► Resolved through:

- 491- Advisory
- 937- Negotiation
- 121- Alternative dispute resolution
- 152- Administrative /informal review
- 25- Fair hearing
- 9- legal remedy

- ▶ Systemic Advocacy (GRPA Measure)
- ▶ For FY 2017:
  - CAPs that reported that their systemic advocacy resulted in a change in policy or practice: 63 percent of all CAP agencies. Target was 74 percent
- ▶ For FY 2018:
  - CAPs that reported that their systemic advocacy resulted in a change in policy or practice: 72 percent of all CAP agencies. Target was 72 percent
- ▶ For FY 2019:
  - CAPs that reported that their systemic advocacy resulted in a change in policy or practice: 65 percent of all CAP agencies. Target was 72 percent

- ▶ Systemic Advocacy
- Agencies should report activities not involving individual representation that resulted in the change of one or more policies or practices of an agency.
- Examples
- Questions

- ▶ Cases resolved through Alternative Dispute Resolution (GRPA Measure)
- ▶ FY 2017:
  - CAPS reported the percentage of cases resolved through ADR: 95 percent of all cases. Target was 97 percent
- ▶ FY 2018:
  - CAPS reported the percentage of cases resolved through ADR: 93 percent of all cases. Target was 97 percent
- ▶ FY 2019:
  - CAPS reported the percentage of cases resolved through ADR: 98 percent of all cases. Target was 98 percent

- ▶ Agencies should describe the outreach efforts to previously unserved or individuals including minority communities.
- ▶ Agencies should not include website hits under Part I. Non-Case Services, D. *Information Disseminated to the Public by Your Agency*
- ▶ Agencies should report activities not involving individual representation that resulted in the change of one or more policies or practices of an agency.

- ▶ COVID-19 Guidance and Resources:
  - RSA COVID-19 Questions & Answers: Administration of the VR Services, AIVRS, and Randolph Sheppard Programs (May 14, 2020).
  - RSA COVID-19 Questions & Answers: Fiscal Management of the VR Program (April 29, 2020)
  - U.S. Department of Education CARES Act Waiver Report to Congress (April 27, 2020)
  - AEFLA and COVID-19 FAQs, Part 2 (April 17, 2020)

- ▶ COVID-19 Guidance and Resources (CONTINUED):
  - Donation or Loan of Personal Protective Equipment and Other Medical Supplies and Equipment Purchased with Federal Funds (April 14, 2020)
  - Perkins V State Plans and COVID-19 – Frequently Asked Questions Round 2 (April 13, 2020)
  - Questions & Answers on the use of Department of Education grant funds during COVID-19 national emergency (April 8, 2020)
  - Frequently asked questions (FAQs) about COVID-19 for Institute of Education Sciences (IES) grantees

- ▶ COVID-19 Guidance and Resources (Continued):
  - Perkins V State Plans and COVID-19 – Frequently Asked Questions (March 31, 2020)
  - Adult Education and Family Literacy Act and COVID-19 – Frequently Asked Questions (March 27, 2020)
  - WIOA Performance Accountability Provisions and COVID-19 – Frequently Asked Questions (March 26, 2020)



- ▶ COVID-19 Guidance and Resources (Continued):
  - Workforce Innovation Technical Assistance Center (WINTAC): <http://www.wintac.org/content/covid-19-resources>
  - National Technical Assistance Center on Transition (NTACT): <https://www.transitionta.org/covid19>
  - U.S. Department of Education: <https://www.ed.gov/coronavirus>

- How has the COVID-19 virus impacted CAP services within your State?

- ▶ Measurable Skill Gains (MSGs):
  - The Rehabilitation Services Administration (RSA) recently completed performance negotiations with State VR programs for the MSG rate for Program Years (PYs) 2020 and 2021.
  
- ▶ RSA Discretionary Grant Information:
  - Notices of Final Priority and Notices Inviting Applications are published in the Federal Register: <https://www.federalregister.gov>.
  - Discretionary grant information is also available on the National Clearinghouse of Rehabilitation Training Materials (NCRTM): <https://ncrtm.ed.gov/RSAGrantInfo.aspx>.

Questions

April L. Trice, Ph.D., CRC

U.S. Department of Education

Office of Special Education and Rehabilitative Services

Rehabilitation Services Administration

(202) 245-6074

[April.Trice@ed.gov](mailto:April.Trice@ed.gov)



# RSA

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