

## Client Assistance Program (CAP)



Information and advocacy for individuals with disabilities who have applied for or are receiving services from the WV Division of Rehabilitation Services (WVDRS) or a Center for Independent Living (CIL).



## CAP is:

The Federal Rehabilitation Act requires each state to have a CAP. DRWV is the designated CAP agency in West Virginia.

The CAP provides information, assistance, and advice to people who are applying for or receiving VR services from the WVDRS or IL services from a CIL.



The CAP is part of the appeal process for the WVDRS. If you have been denied assistance from WVDRS and disagree with that decision, you can contact DRWV to request help with your appeal.

## DRWV's Client Assistance Program can:

- Provide information and referral about vocational rehabilitation (VR), the Rehabilitation Act, Title I of the Americans with Disabilities Act (ADA), and Independent Living (IL) services.
- Advise you on your rights and responsibilities to receive VR and IL services.
- Help you apply for services from the WVDRS or a CIL.
- Represent you at administrative reviews and fair hearings regarding your VR or IL services.
- Provide training to groups of people who want to know more about their rights to VR or IL services.
- Advocate for you in regard to services that facilitate employment.
- Provide systemic advocacy related to VR and IL services.

## DRWV wants to help:

- If you have applied for or are now receiving services from the WVDRS or a CIL and you are having trouble with your services.
- If you have applied for services from the WVDRS or a CIL and your application has been denied.
- If you think your services have been delayed, interrupted, or stopped without cause.
- If there is a problem that you have been unable to work out with your counselor.



## Examples of CAP related issues that DRWV can provide assistance with:

- Delays in the WVDRS application process.
- Denial of WVDRS or CIL services.
- Delay in development or implementation of WVDRS or CIL services.
- Lack of WVDRS services during the transition from high school to college or work.



- Denial of WVDRS assistance with college or university financial sponsorship.
- Denial of WVDRS assistance with self-employment goals.
- Delay in IL services that would allow you to remain in your home.

**Disability Rights of West Virginia**  
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Charleston, WV 25313

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304-346-0867 (fax)

**800-950-5250**

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**\*Alternate Formats Available on Request**