



***Iowa Client Assistance Program
Division of Persons with Disabilities
Department of Human Rights***

Annual Report – 2002

***An agency funded by the
Rehabilitation Services Administration***



**CLIENT ASSISTANCE PROGRAM
DIVISION OF PERSONS WITH DISABILITIES
DEPARTMENT OF HUMAN RIGHTS**

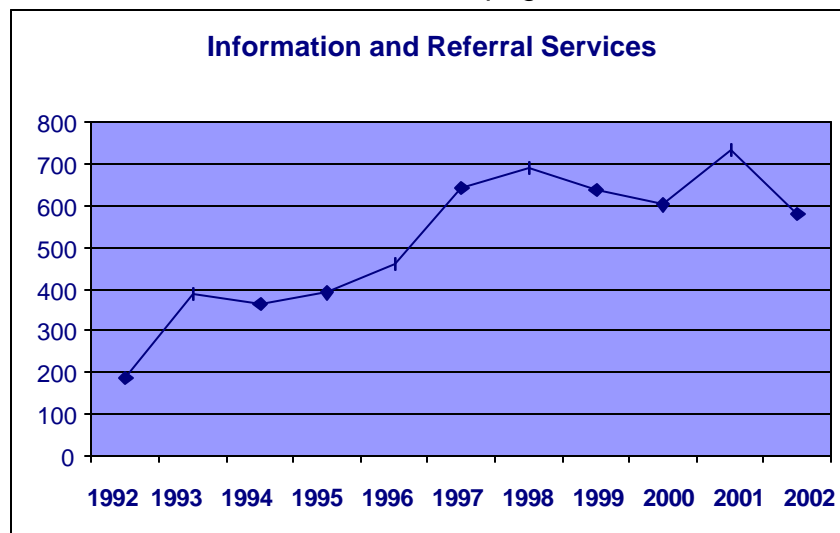
Annual Report - 2002

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. This program is a 100% federally funded formula grant program. In Iowa, the Division of Persons with Disabilities, Department of Human Rights, operates CAP. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, the Division of Vocational Rehabilitation Services, and the seven centers for independent living. The program operates on the federal fiscal year ending September 30.

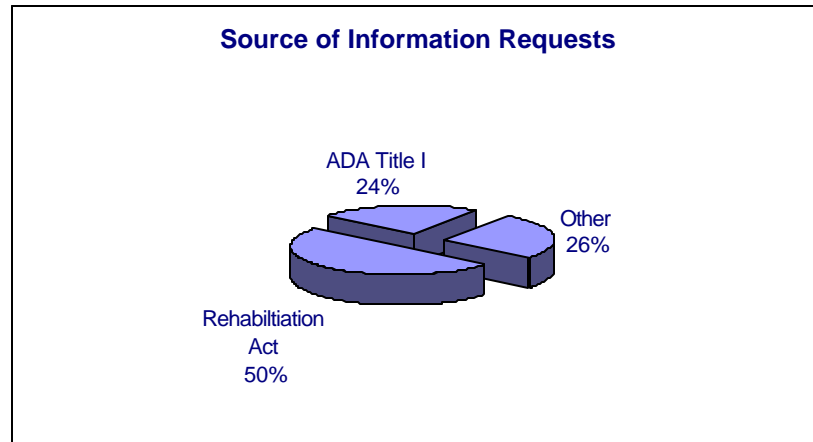
One disability consultant and one half time secretary are assigned to provide CAP services. These services include:

- Advise and inform clients and applicants of all services and benefits available to them through programs authorized under the Rehabilitation Act of 1973 as amended (Act);
- Assist and advocate for clients and applicants in their relationships with programs authorized under the Act; and
- Inform individuals with disabilities in the State of Iowa, especially those who have traditionally been unserved or underserved, of the services available to them under the Act and under Title I of the Americans with Disabilities Act (ADA).

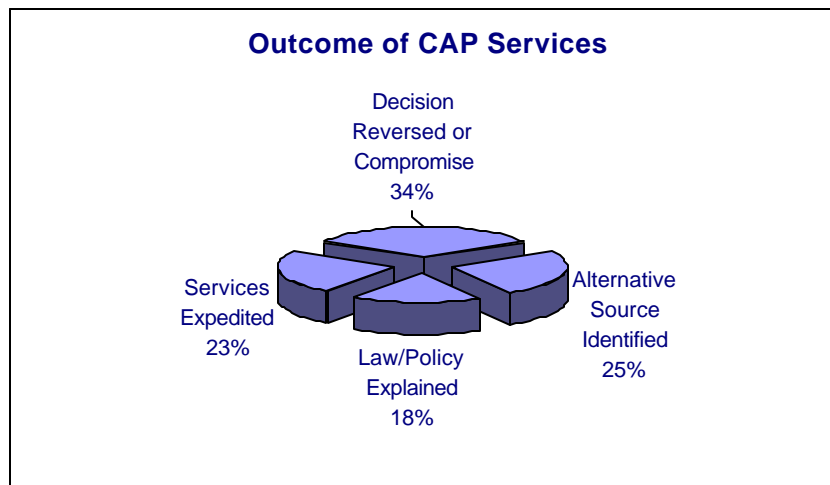
Information and referral services are available to all Iowans. In previous years, requests for these services had grown as people learn of the availability and quality. However, as more individuals use electronic access to CAP information, the number this past year has dropped considerably. There were 3757 hits on the CAP web pages.



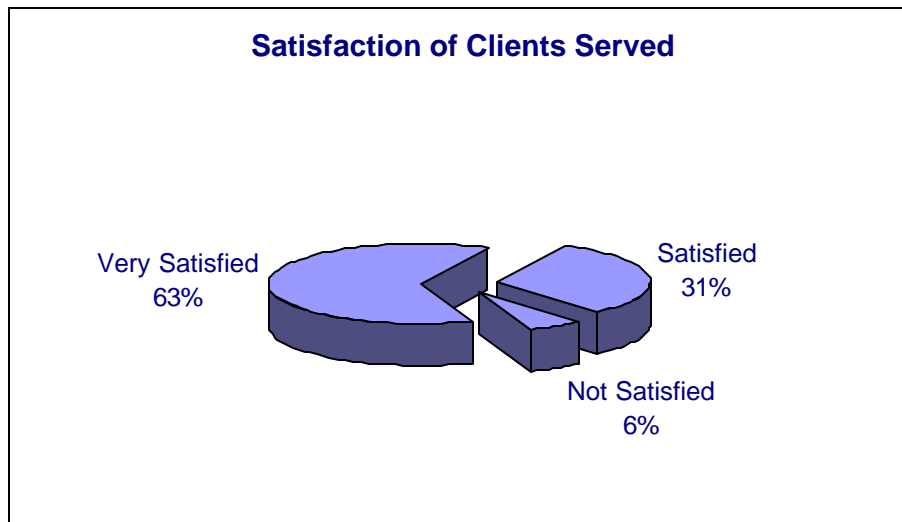
Requests fall into three primary categories. During the past year they were:



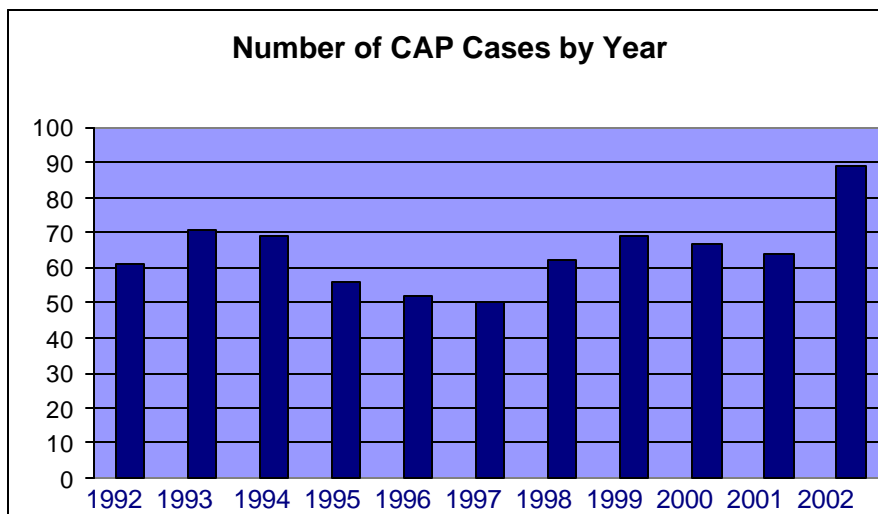
CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move to employment. Results of these services during the year are depicted below.



After services are provided to each individual, they are asked to rate the services they have received from CAP to assist in program improvement. These are the results from the past year.



The level of requests for CAP intervention to assist in working with programs authorized under the Rehabilitation Act had remained fairly constant in the past but did increase this year.



If you have questions or need additional specific information, please call Harlietta Helland at 1-800-652-4298 or email her at harlietta.helland@dhr.state.ia.us

**DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATION SERVICES
REHABILITATION SERVICES ADMINISTRATION
WASHINGTON, DC 20202
FY 2001**

ANNUAL CLIENT ASSISTANCE PROGRAM (CAP) REPORT

DESIGNATED AGENCY IDENTIFICATION

Name: State of Iowa Division of Persons with Disabilities
Address: Iowa Client Assistance Program
Lucas State Office Building, 2nd Floor, Des Moines, IA Zip 50319
E-mail address harlietta.helland@dhr.state.ia.us
Website Address (if applicable): <http://www.state.ia.us/dhr/pd>
Phone (515) 281-3957 TTY: (514)242-6172
Toll-free Phone: (800) 652-4298 Toll-free TTY: (800)652-4298
Fax : (515) 242-6119

OPERATING AGENCY (IF DIFFERENT FROM DESIGNATED AGENCY)

Name: _____
Address: _____

E-mail address (if applicable): _____
Website Address (if applicable): _____
Phone: () _____ TTY: () _____
Toll-free Phone: () _____ Toll-free TTY: () _____
Fax number () _____
Name of CAP Director/Coordinator: Harlietta Helland
Person to contact regarding report: Harlietta Helland
Contact person's phone: (515)281-3957

PART 1. AGENCY WORKLOAD DATA

A. Information and Referral Services (I&R): (Multiple responses are not permitted.)

- | | |
|--|------------|
| 1. Information regarding the Rehabilitation Act | <u>288</u> |
| 2. Information regarding Title I of the ADA. | <u>138</u> |
| 3. Other information provided. | <u>153</u> |
| 4. Total I & R services provided (Lines A1+A2+A3) | <u>579</u> |
| 5. Individuals attending trainings by CAP staff, (approximate) | <u>665</u> |

B. Individuals served (An individual is counted only once during a fiscal year. Multiple counts are not permitted for lines B1-B3.)

- | | |
|--|-----------|
| 1. Individuals who were still being served as of
<u>October 1 (carryover from prior year)</u> | <u>21</u> |
| 2. <u>Additional individuals who were served during the year.</u> | <u>68</u> |
| 3. <u>Total individuals served (Lines B1+B2)</u> | <u>89</u> |
| 4. Individuals (from line B3) who had multiple case files
opened/closed this year. (In unusual situations, an
individual may have more than one case file opened/closed
during a fiscal year. This number is not added to the total
in Line B3 above.) | <u>5</u> |

C. Individual still being served as of September 30 (carryover to next year) (This total may not exceed Line 1.B3. 17

PART I. AGENCY WORKLOAD DATA (continued)

D. Reasons for closing individuals' case files (Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served to account for those unusual situations, referred to in Line I. B4, when an individual had multiple case files closed during the year.)

1. <u>All issues resolved in individual's favor</u>	<u>35</u>
2. <u>Some issues resolved in individual's favor</u> <u>(when there are multiple issues)</u>	<u>7</u>
3. <u>CAP determines VR agency position/decision was</u> <u>appropriate for the individual</u>	<u>16</u>
4. <u>Individual's case lacks legal merit; (inappropriate for CAP</u> <u>intervention)</u>	<u>1</u>
5. <u>Individual chose alternative representation</u>	<u>0</u>
6. <u>Individual decided not to pursue resolution</u>	<u>5</u>
7. <u>Appeals were unsuccessful</u>	<u>5</u>
8. <u>CAP services not needed due to individual's</u> <u>death, relocation, etc.</u>	<u>1</u>
9. <u>Individual refused to cooperate with CAP</u>	<u>7</u>
10. <u>CAP unable to take case due to lack of resources</u>	<u>0</u>
11. <u>Other (Please explain on separate sheet)</u>	<u>0</u>

E. Outcomes Achieved (Choose one primary outcome for each closed case file. As stated in Section D, there may be more case files than the total number of individuals served.)

1. <u>Controlling law/policy explained to individual</u>	<u>14</u>
2. <u>Application for services completed</u>	<u>2</u>
3. <u>Eligibility determination expedited</u>	<u>4</u>
4. <u>Individual participated in evaluation</u>	<u>3</u>
5. <u>IPE developed/implemented</u>	<u>8</u>
6. <u>Decision reversed or compromise reached</u>	<u>26</u>
7. <u>Communication re-established between individuals</u>	<u>2</u>
8. <u>Individual assigned to new counselor/office</u>	<u>1</u>
9. <u>Alternative resources identified for individual</u>	<u>16</u>
10. <u>ADA/504/EEO/OCR complaint made</u>	<u>0</u>
11. <u>Other (Explained on separate sheet)</u>	<u>0</u>

Part II. AGENCY PROGRAM DATA

A. Age (as of the beginning of the fiscal year) (Multiple responses not permitted)

1. <u>21 and under</u>	<u>11</u>
2. <u>22 - 40</u>	<u>41</u>
3. <u>41 - 64</u>	<u>37</u>
4. <u>65 and over</u>	<u>0</u>
5. <u>Total (Sum of Lines A1 through A4. This</u> <u>total must equal Line I. B3)</u>	<u>89</u>

B. Gender (Multiple responses not permitted.)

1. <u>Females</u>	<u>36</u>
2. <u>Males</u>	<u>53</u>
3. <u>Total (Lines B1 + B2. This must equal Line I. B3)</u>	<u>89</u>

PART II. AGENCY PROGRAM DATA (CONTINUED)

C. Race/ethnicity (Multiple responses not permitted.)

1. <u>American Indian or Alaskan Native</u>	<u>2</u>
2. <u>Asian</u>	<u>1</u>
3. <u>Native Hawaiian or Other Pacific Islander</u>	<u>0</u>
4. <u>Black or African American</u>	<u>6</u>
5. <u>Hispanic or Latino</u>	<u>1</u>
6. <u>White</u>	<u>79</u>
7. <u>Race/ethnicity unknown</u>	<u>0</u>

D. Primary disabling condition of individuals served

(Multiple responses not permitted.)

1. <u>Blindness (both eyes)</u>	<u>4</u>
2. <u>Other visual impairments</u>	<u>1</u>
3. <u>Deafness</u>	<u>1</u>
4. <u>Hard of Hearing</u>	<u>0</u>
5. <u>Deaf-Blind</u>	<u>0</u>
6. <u>Orthopedic impairments</u>	<u>25</u>
7. <u>Absence of extremities</u>	<u>1</u>
8. <u>Mental illness</u>	<u>30</u>
9. <u>Substance abuse (alcohol or drugs)</u>	<u>2</u>
10. <u>Mental retardation</u>	<u>4</u>
11. <u>Specific learning disabilities (SLD)</u>	<u>8</u>
12. <u>Neurological disorders</u>	<u>6</u>
13. <u>Respiratory disorders</u>	<u>1</u>
14. <u>Heart and other circulatory conditions</u>	<u>0</u>
15. <u>Digestive disorders</u>	<u>0</u>
16. <u>Genitourinary conditions</u>	<u>0</u>
17. <u>Speech impairments</u>	<u>0</u>
18. <u>AIDS/HIV positive</u>	<u>1</u>
19. <u>Traumatic brain injured (TBI)</u>	<u>5</u>
20. <u>All other disabilities</u>	<u>0</u>
21. <u>Disabilities not known</u>	<u>0</u>
22. <u>Total (Sum of Lines D1 through D21. This must equal Line I. B3.)</u>	<u>89</u>

E. Types of individuals served (Multiple responses permitted.)

1. <u>Applicants of VR Program</u>	<u>29</u>
2. <u>Clients of VR Program</u>	<u>62</u>
3. <u>Applicants or clients of IL Program</u>	<u>3</u>
4. <u>Applicants or clients of other programs and projects funded under the Act</u>	<u>0</u>

F. Source of individual's concern (Multiple response permitted.)

1. <u>VR agency only</u>	<u>66</u>
2. <u>Other Rehabilitation Act sources only</u>	<u>1</u>
3. <u>Both VR agency and other Rehabilitation Act sources</u>	<u>27</u>
4. <u>Employer</u>	<u>0</u>

G. Problem areas (Multiple responses permitted.)

1. <u>Individual requests information</u>	<u>89</u>
2. <u>Communication problems between individual and counselor</u>	<u>28</u>
3. <u>Conflict about services to be provided</u>	<u>49</u>
4. <u>Related to application/eligibility process</u>	<u>29</u>
5. <u>Related to IPE development/implementation</u>	<u>12</u>
6. <u>Other Rehabilitation Act-related problems</u>	<u>7</u>
7. <u>Non-Rehabilitation Act related</u>	<u>2</u>
8. <u>Related to Title I of the ADA</u>	<u>2</u>

H. Types of CAP services provided (Choose one primary service CAP provided for each closed case file. As stated above there may be more case files than actual individuals served.)

1. Information/referral	<u>1</u>
2. Advisory/interpretational	<u>28</u>
3. Negotiation	<u>27</u>
4. Administrative/informal review	<u>18</u>
5. Alternative dispute resolution	<u>0</u>
6. Formal appeal/fair hearing	<u>3</u>
7. Legal remedy	<u>0</u>
8. Transportation	<u>0</u>

I. Satisfaction of individuals served

1. Number of satisfaction surveys mailed (number cannot exceed total on line I. B3)	<u>77</u>
2. Number of satisfaction surveys returned (number cannot exceed total on line II. I1.)	<u>35</u>
3. Of the total number of surveys returned, indicate how many individuals rated their overall level of satisfaction with CAP in the following ways: (total for this entire question cannot exceed the total on line II.12 above.)	
a. very satisfied	<u>22</u>
b. satisfied	<u>11</u>
c. not satisfied	<u>2</u>
3. Of the total number of surveys returned, indicate whether the Individual served would use CAP again: (Total cannot exceed Total on Line II.12 above)	
a. yes	<u>32</u>
b. no	<u>3</u>

PART III. NARRATIVE (Attach separate sheet(s)) Refer to pages 16-19 of the instructions for guidelines on the contents of the narrative.

Within 90 days after the end of the fiscal year covered by this report, mail one copy of this report to the RSA Regional Office and another copy to the RSA Central Office specified in the instructions.

SIGNATURE AND TITLE OF DESIGNATED AGENCY OFFICIAL

DATE

***Iowa Client Assistance Program
2002 Annual Report***

Type of Agency used to Administer CAP

In Iowa, the CAP is administered by the State of Iowa, Division of Persons with Disabilities within the Department of Human Rights, an external agency located within state government.

Sources of Funds Expended

All funds for the Iowa CAP are federal funds.

Budget for Current and Following Fiscal Years

Category:	Current Fiscal Year	Next Fiscal Year
Salaries & Fringe Benefits	\$80,912.70	\$81,000

Material/Supplies, Postage	2,325.17	2,200

Communication	1,479.82	1,500

Advertising/Publicity	1,488.75	1,000

Travel	3,474.30	3,000

Printing/Copying	6,617.95	2,000

Equipment	414.00	2,000

Indirect Costs	18,062.91	18,100

Training	2,599.86	3,000
TOTAL	\$117,375.46	\$113,800

Number of Person-Years

Type of Position	FTE	%of Year	Person-Years
Professional			
Full Time	1	100%	1
Clerical			
Full Time	.5	100%	.5
TOTAL			1.5

Summary of Presentations Made

Five presentations were made to a total of approximately 150 individuals with disabilities in Iowa. These presentations were about the Client Assistance Program, who it serves, the relationship with rehabilitation programs funded under the Act, and availability of services.

Four presentations were made to Iowans with disabilities about Title I of the Americans with Disabilities Act and their rights and responsibilities under the Act. Approximately 60 individuals attended these presentations.

CAP made presentations to supervisors of the general agency and to new supervisors of the general agency. This included a total of 25 people. In addition, CAP presentations were made at each area office of the general agency to counselors and other staff. This included approximately 200 people.

A display area was rented at the Iowa Rehabilitation Association conference where approximately 100 people were able to ask questions and receive information about CAP.

A presentation was made to the Commission of Persons with Disabilities, the citizen commission appointed by the Governor to advise the Division of Persons with Disabilities. This presentation provided information on the CAP, types of individuals served, and the satisfaction surveys received to approximately 30 individuals.

Involvement with Advisory Councils

The CAP professional continues to serve on the State Rehabilitation Council for the general agency. The blind agency has a commission that was in place and meets the criteria in the Act for an independent Commission instead of Advisory Council. The CAP professional has an opportunity to attend these meetings as well. In addition, CAP has made recommendations to the Governor for individuals to serve on councils, commissions, and boards of the state that deal with disability issues.

The CAP professional has attended meetings of the Statewide Independent Living Council and reviewed the state plan.

Outreach to Unserved/Underserved Populations

High school students make up about 25 to 30% of the caseload of the general agency yet CAP cases reflect only 12.4% of individuals below the age of 21. Though these two categories are not identical in source, they are related and indicate an underserved population for CAP.

Iowans with chronic mental illness seem to be served in a proportionate relation to those in the caseloads of the agencies. However, the general agency has identified this population as underserved. CAP has made presentations to this population.

CAP is located in the Division of Persons with Disabilities under an umbrella agency of the Department of Human Rights. Other divisions include those representing African Americans, Latinos, and other disenfranchised groups. CAP services have been explained to administrators and publications made available in Spanish to the Latino Commission. Translators have been secured from the Latino division for new publications.

Alternative Dispute Resolution

CAP was contacted to assist five clients in informal hearings and four of these had already scheduled the hearing. No ADR was provided. In one other case that went to hearing, ADR was not appropriate and client was not interested. In all other cases, CAP was able to negotiate a solution or determined the case lacked merit.

Systemic Advocacy

1. A cooperative partnership between the Division of Persons with Disabilities and the Department for the Blind is working on program access for all state agencies, including Workforce Development Centers. CAP was instrumental in getting this grant developed and funded.
2. While working on a case, it was learned that the Central Iowa Center for Independent Living board members were making decisions on client services based on individual preference instead of merit. Staff was not involved in this practice but the board members, specifically the chair and one other member, were involved.

After bringing this action to the attention of the board at an open board meeting, a fact finding committee made up of the director, the vice chair and one other board member was established. They also retained an attorney to advise them of appropriate actions. The chair resigned, as did the other board member involved.

The service the board had been controlling was dissemination of computers with funds coming from one source and a discount from another source. Once it was determined inappropriate action had taken place, the board rectified this situation with a fair process. CAP was informed of actions taken through board minutes.

3. The form RSA 722 for the general agency indicated a large increase in the number of hearings held by the agency the previous year. Additionally, CAP had not been contacted by a large number of clients about hearings that were scheduled. Contact was made with the general agency administrator and field services bureau chief stating concern about this change. Additionally, no mediations were recorded. CAP was invited to meet with area office supervisors at one of their regular meetings and schedule presentations to staff at area office meetings. This was achieved in 15 meetings around the state during the year. Staff were reminded of the need for mediation to be explored and explained with each client and that this is in addition to fair hearings. Some staff were under the impression that it was one and the same action. Additionally, staff were reminded that CAP is a partner in the rehabilitation process and can often assist in negotiation or clarification of situations prior to going to

mediation or hearing. Examples of successful negotiation were given to help new counselors understand CAP's role along with reminding more experienced counselors of the service.

4. On July 25, I met with the administrator and field services bureau chief of the general agency as I had heard on more than one occasion that "no exceptions to policy were to be granted" especially relative to the tuition for post secondary education. After discussion, it was determined that, in an attempt to make services more uniform around the state, some supervisors may have misinterpreted directions. Therefore clarification to exception to policy was drafted along with a form for use in cases where the counselor requested an exception. Additionally, the agency agreed to ask supervisors to make an entry in the case record indicating the reason for any decision not to grant an exception.

Interesting Cases

During the year, the following successes were realized:

- An individual received appropriate medical care for her stump and a new prosthesis in order to maintain employment
- Three individuals had their files reopened to obtain needed services to obtain similar employment or retain their current employment.
- One individual received specific counseling in order to market his small business venture.
- The needed placement equipment was provided to allow one client to maintain his employment.
- Accommodations were achieved to allow two clients to continue education at the post secondary level
- One individual received adaptive equipment to allow him to complete a work evaluation.
- One individual received a new diagnostic test to determine disability finding him eligible for services and accommodations in post secondary training.
- Two individuals had the date of application set back to the time they actually tried to apply for services to prevent being placed on a waiting list.
- One individual obtained a fair chance at receiving services from an independent living center. This became a systemic issue as noted previously.
- A Bosnian couple was able to access vocational rehabilitation services
- Multiple other individuals received encouragement and advice on the systems and services available to assist in their rehabilitation programs.
- Several individuals were advised on the appropriate way to ask an employer for accommodations so that they could be more productive in their employment.

Without CAP services, these individuals would not have continued in their rehabilitation programs and would have remained unemployed or under-employed.

On-line Information/Outreach

CAP is included on the division web page within the State of Iowa information system. Publications are available online as well as information on the CAP, who it serves, and services available. It is believed that this has reduced the number of information and referral calls as have the links provided to other sites. There were 3757 hits on the Iowa CAP sites during the year.

The access to email has allowed CAP to communicate with all agencies through this medium. CAP can also provide information to multiple offices at the same time and schedule

appointments. We continue to fax release forms to the offices and this speeds up the process of case resolution. Confidentiality of email systems remains a concern. Therefore the system is used primarily to schedule appointments or schedule phone discussions.

As customers continue to move toward electronic service provision, it is anticipated more information will be provided on the CAP site as well as additional links and fewer direct phone calls for information and referral will be received.

Miscellaneous

Publications about Disability Rights and Title I of ADA were reprinted and are available on the web site. 1205 publications were mailed during the year. CAP brochures about services were revised and 10,563 were distributed. Publications are available in alternative format. CAP printed 6000 flyers and distributed them through the general agency counselors targeting new applicants that would be placed on a waiting list if found eligible for services.

CAP assists offices of the general and blind agency in surveying office space to assure access to lowans with disabilities. This includes leased and owned space around the state.

CAP attended training in Washington, D.C. on ethics, outreach to unserved and underserved populations, and reauthorization of the Rehabilitation Act. In addition, CAP presented at a regional workshop on case and office management. CAP staff has attended regional RSA trainings with funding from the RCEP.

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