

***CLIENT ASSISTANCE PROGRAM***

***DIVISION OF PERSONS WITH DISABILITIES***

***DEPARTMENT OF HUMAN RIGHTS***

***Annual Report - 2007***

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. The program is a 100% federally funded formula grant program.

In Iowa, the Division of Persons with Disabilities, Department of Human Rights, has been designated by the Governor to operate CAP for the past 17 years. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, Iowa Vocational Rehabilitation Services, the seven centers for independent living, and rehabilitation agencies they contract with for client services.

The program operates on the federal fiscal year ending September 30.

 Over the past fiscal year two disability consultants provided statewide CAP services until January 2007 when one consultant retired. The remaining consultant provided services for the rest of the fiscal year. CAP provides the following services to Iowans with disabilities:

* 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;
* 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).
* Provide representation on the State Rehabilitation Council
* Advocate for systems change in agencies funded under the Rehabilitation Act to improve services to Iowans with disabilities.

Information and referral services are available to all Iowans. In previous years, requests for these services had grown; however, as more individuals use electronic access to information, the number has dropped. The chart below depicts the requests over the past 13 years. In fiscal year 2007, there were 422 requests.



There were 4,222 hits on the CAP web pages this year and 5,422 printed publications were provided.

 

Information requests fall into the three primary categories shown above.

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



The race/ethnicity of CAP clients:



The level of requests for CAP intervention to assist in working with programs authorized under the Rehabilitation Act has remained fairly constant. The chart below shows the individual cases served. There were 64 individual cases served during fiscal year 2006.



If you have questions or need additional specific information, please call Jackie Wipperman at 1-800-652-4298 or email her at jackie.wipperman@iowa.gov