FORM RSA-227 OMB NO. 1820- 0528 EXPIRES: December 31, 2007

## ANNUAL CLIENT ASSISTANCE PROGRAM (CAP) REPORT

**Fiscal Year 2008**

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| **DESIGNATED AGENCY IDENTIFICATION** |
| Name: Iowa Client Assistance Program  |
| Address: Division of Persons with Disabilities, Lucas State Office Bldg |
| Des Moines, IA 50319 |
| E-mail Address (if applicable): Jackie.wipperman@iowa.gov |
| Website Address (if applicable): http://www.state.ia.us/government/dhr/pd/client\_assis\_program/index.html |
| Phone: ( 800) 652-4298 | TTY: (800) 652-4298 |
| Toll-free Phone: (800) 652-4298 | Toll-free TTY: (800) 652-4298 |
| Fax: (515) 242-6119 |  |
| **OPERATING AGENCY (IF DIFERENT FROM DESIGNATED AGENCY)** |
| Name: |
| Address: |
|  |
| E-mail Address (if applicable): |
| Website Address (if applicable): |
| Phone: ( ) | TTY: ( ) |
| Toll-free Phone: ( ) | Toll-free TTY: ( ) |
| Fax: ( ) |  |
| Name of CAP Director/Coordinator: Jackie Wipperman |
| Person to contact regarding report: Jackie Wipperman |
| Contact Person's phone: (800) 652-4298 |  |
| **PART I. AGENCY WORKLOAD DATA** |
| **A. Information and Referral Services (I&R):** (Multiple responses are not permitted.) |
| 1. Information regarding the Rehabilitation Act | **131** |
| 2. Information regarding Title I of the ADA | **91** |
| 3. Other information provided | **180** |
| 4. Total I&R services provided (Lines A1+A2+A3) | **402** |
| 5. Individuals attending trainings by CAP staff (approximate) | **300** |
| **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 are still being served as of October 1 (carryover from prior year) | **19** |
| 2. Additional individuals who were served during the year | **39** |
| 3. Total individuals served (Lines B1+B2) | **58** |
| 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.) | **1** |
| **PART I. AGENCY WORKLOAD DATA (continued)** |  |
| **C. Individual still being served as of September 30** (Carryover to next year) (This total may not exceed Line I.B3.) | **10** |
| **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. All issues resolved in individual’s favor | **11** |
| 2. Some issues resolved in individual’s favor (when there are multiple issues) | **7** |
| 3. CAP determines VR agency position/decision was appropriate for the individual | **21** |
| 4. Individual’s case lacks legal merit; (inappropriate for CAP intervention) | **0** |
| 5. Individual chose alternative representation | **0** |
| 6. Individual decided not to pursue resolution |  **10** |
| 7. Appeals were unsuccessful | **0** |
| 8. CAP services not needed due to individual’s death, relocation, etc. | **0** |
| 9. Individual refused to cooperate with CAP | **0** |
| 10. CAP unable to take case due to lack of resources | **0** |
| 11. Other (Please explain on separate sheet) |  **0** |
| **E. Results achieved for individuals** (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. Controlling law/policy explained to individual | **25** |
| 2. Application for services complet­ed  | **1** |
| 3. Eligibility determination expedited  | **1** |
| 4. Individual participated in evaluation  | **2** |
| 5. IPE developed/implemented | **7** |
| 6. Communication re-established between individual and other party | **6** |
| 7. Individual assigned to new counselor/office | **2** |
| 8. Alternative resources identified for individual | **5** |
| 9. ADA/504/EEO/OCR complaint made  | **0** |
| 10. Other (Please explain on separate sheet) | **0** |
| **PART II. PROGRAM DATA** |
| **A. Age** (As of the beginning of the fiscal year.) (Multiple responses not permitted.) |
| 1. 21 and under | **6** |
| 2. 22 – 40 | **20** |
| 3. 41 – 64 | **30** |
| 4. 65 and over | **2** |
| 5. Total (Sum of Lines A1 through A4. Total must equal Line I. B3.) | **58** |
| **B. Gender** (Multiple responses not permitted.) |
| 1. Females | **32** |
| 2. Males | **26** |
| 3. Total (Lines B1+B2. Total must equal Line I.B3.) | **58** |
| **PART II. Program Data (continued)** |
| **C. Race/ethnicity** (Multiple responses are permitted.) |  |
| 1. American Indian or Alaskan Native | **1** |
| 2. Asian | **0** |
| 3. Native Hawaiian or Other Pacific Islander | **0** |
| 4. Black or African American | **7** |
| 5. Hispanic or Latino | **2** |
| 6. White | **47** |
| 7. Race/ethnicity unknown | **1** |
| D. Primary disabling condition of individuals served (Multiple responses not permitted.) |  |
| 1. Blindness (both eyes) |  **1** |
| 2. Other visual impairments | **2** |
| 3. Deafness | **1** |
| 4. Hard of hearing | **1** |
| 5. Deaf-blind | **0** |
| 6. Orthopedic impairments | **6** |
| 7. Absence of extremities | **0** |
| 8. Mental illness | **25** |
| 9. Substance abuse (alcohol or drugs) | **0** |
| 10. Mental retardation | **3** |
| 11. Specific learning disabilities (SLD) | **2** |
| 12. Neurological disorders | **6** |
| 13. Respiratory disorders | **0** |
| 14. Heart and other circulatory conditions | **0** |
| 15. Digestive disorders | **1** |
| 16. Genitourinary conditions | **0** |
| 17. Speech impairments | **1** |
| 18. AIDS/HIV positive | **0** |
| 19. Traumatic brain injury (TBI) | **6** |
| 20. All other disabilities | **0** |
| 21. Disabilities not known | **3** |
| 22. Total (Sum of Lines D1 through D21. Total must equal Line I. B3.) | **58** |
| **E. Types of individuals served** (Multiple responses permitted.) |  |
| 1. Applicants of VR Program  **1** |
| 2. Clients of VR Program | **55** |
| 3. Applicants or clients of IL Program | **3** |
| 4. Applicants or clients of other programs and projects funded under the Act | **0** |
| **F. Source of individual’s concern** (Multiple responses permitted.) |  |
| 1. VR agency only **53** |
| 2. Other Rehabilitation Act sources only | **0** |
| 3. Both VR agency and other Rehabilitation Act sources | **3** |
| 4. Employer | **3** |
| **PART II. PROGRAM DATA (continued)** |  |
| **G. Problem areas** (Multiple responses permitted.) |
| 1. Individual requests information | **59** |
| 2. Communication problems between individual and counselor | **53** |
| 3. Conflict about services to be provided | **42** |
| 4. Related to application/eligibility process | **6** |
| 5. Related to IPE development/implementation | **30** |
| 6. Other Rehabilitation Act-related problems | **1** |
| 7. Non-Rehabilitation Act related | **2** |
| 8. Related to Title I of the ADA **2** |
| **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 **1** |
| 2. Advisory/interpretational | **30** |
| 3. Negotiation | **15** |
| 4. Administrative/informal review | **2** |
| 5. Alternative dispute resolution | **0** |
| 6. Formal appeal/fair hearing | **1** |
| 7. Legal remedy | **0** |
| 8. Transportation | **0** |
| **PART III. NARRATIVE (Attach separate sheet(s).)** Refer to pages 16-19 of the instructions for guidelines on the contents of the narrative. |  |
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Reports are to be submitted to RSA within 90 days after the end of the fiscal year covered by this report. Please be reminded that you can enter data directly into RSA’s Management Information System (MIS) via the Internet. Information on transmittal of the form, including electronic transmission, is found on pages 19 and 20 of the reporting instructions.

Signature and title of designated agency official Date

**Paperwork Burden Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1820-0528. The time required to complete this information collection is estimated to average 16 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Education, Washington, DC 20202-2703. If you have comments or concerns regarding the status of your individual submission of this form, write directly to: OSERS/RSA, U.S. Department of Education, 400 Maryland Avenue S.W, Washington, DC 20202-2800.**

**Iowa Client Assistance Program (CAP)**

**2007 Annual Report**

**a. Type of agency used to administer CAP:** Iowa’s Client Assistance Program is operated by an external public agency, the Division of Persons with Disabilities within the Department of Human Rights. In September of 2006, Governor Vilsack re-designated the Division of Persons with Disabilities to operate the Iowa Client Assistance Program for another three years.

**b. Sources of funds expended:** CAP is funded 100% with federal funds.

**c. Budget for current and following fiscal years:**

|  |  |  |
| --- | --- | --- |
| **Category** | **Current Fiscal Year** | **Next Fiscal Year** |
| Personnel Services | **64,504.93** | **86,600** |
| Materials/Supplies | **5,790.38** | **4,500** |
| Printing/Postage | **3.895.16** | **3,700** |
| Communications | **860.56** | **1,000** |
| Travel | **2,893.05** | **4,000** |
| Equipment rental/purchase | **1,003.00** | **1,200** |
| Indirect Costs | **13,938.00** | **18,000** |
| Miscellaneous | **425.12** | **500** |
| **Total** | **93,310.20** | **119,500** |

**d. Number of person years:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Position** | **Full-time****Equivalent** | **% of year position filled** | **Person-years** |
| Professional full-time | 1 | 100% | 1 |

It is the goal of the program to create a part-time support staff position to assist with addressing information and referrals requests and initial client contact and intake. It was my hope to have this position filled early in fiscal 2008 and funds had been earmarked for this position, but due to administrative difficulties outside of my control this new position, which will be a State of Iowa employee, has not yet been created. It is a priority of this program to create and fill this position as soon as possible. During this time another employee from the Division of Persons with disabilities was able to assist periodically with some information and referral calls.

**e. Summary of presentations made:** The CAP Director presented twice for Drake University’s Rehabilitation Counseling master-level program. The first presentation was for the Medical Aspects of Disabilities course where information was provide on a specific disability and decision was held regarding the vocational impact this disability can have on individuals. The second presentation was for the Disability Policy course and it covered the Rehabilitation Act, as amended, ADA Title I and CAP services. Along with these two group presentations, individual presentations were provided to Rehabilitation Counseling students as part of their Practicum experience and focused on the relationship between CAP and the state vocational rehabilitation agencies and the appeal process. A total of 75 Drake University graduate students and professors were present at these presentations.

Information regarding the services provided by CAP along with a brief history of disability advocacy was presented to the 30 student delegates and 20 staff members of Iowa’s Youth Leadership Forum for High School Students with Disabilities.

CAP had a booth at an informational training conference sponsored by the Central Iowa Society of Human Resource Managers. Approximately 75 employers from the area received information aimed at hiring individuals with disabilities and the rights and responsibilities of employers and employees under Title I of the Americans with Disabilities Act.

CAP also participated in the annual training conference sponsored by the Iowa Rehabilitation Association. Information regarding CAP services was provided to approximately 100 individuals employed by state or community rehabilitation providers.

A total of approximately 300 individuals attended presentation by CAP staff this fiscal year.

**f. Involvement with advisory boards:** The CAP Director continues to be involved with the State Rehabilitation Council for the general agency. The Council meets quarterly and continues to review and approve policy changes for the general agency and the annual State Plan amendments. The Council also does outreach and education on behalf of the agency to state legislators at their annual Legislative Breakfast each year. CAP is also a member of the general agency’s Quality Assurance and Leadership Board and the Policy Work Group associated with the QAAL Board. The CAP Director completed the on-line National SRC Training Series through the eRehab Interwork Institute from San Diego State University.

CAP has reviewed the state plan amendments of the blind agency, as well as all policies and the minutes from their Commission meetings. The CAP Director also was provided a guided tour of the Iowa Department for the Blind, including the Orientation and Training Center. Following the tour, administrative staff provided brief presentations on their areas and discussion was held. CAP reviewed and commented on the Statewide Independent Living Plan and also receives periodic updates from the Director of the Statewide Independent Living Council on their activities and priorities.

The CAP Director is a member of the Drake University Rehabilitation Counseling Program’s Advisory Board providing input on academics changes in the program and serving on the Admissions Interviewing Committee determining admission into the graduate level Rehabilitation Counseling and Administration programs.

The CAP Director also serves as a member of the Des Moines Area Community College Human Services Program Advisory Board providing information and input regarding the area of disability services and periodically reviewing all aspects of the program to assure that graduates of the program are prepared to meet the needs of the employers and clients of Iowa’s human services agencies.

**g. Outreach to unserved/underserved populations:** CAP continues to work with the Disability Consultants from Iowa Deaf Services, also located within the Department of Human Rights, to increase the awareness of CAP and services that can be provided to the state’s deaf population. CAP services as a consultant to Deaf Services staff when questions arise regarding employment issues and the policy and procedures of Iowa Vocational Rehabilitation Services. An increased number of requests for information and referral from this population have been noted.

CAP continues to work closely with other divisions of the Department of Human Rights that provide services to Latinos, African Americans and Asian and Pacific Islanders to increase the awareness of CAP and the services available to qualifying individuals.

**h. Alternative dispute resolutions:** CAP was not involved in any alternative dispute resolutions this past year. CAP was involved in one fair hearing this fiscal year, with the hearing officer upholding the decision made by Iowa Vocational Rehabilitation Services. Both the general agency and the blind agency have policy regarding alternative dispute resolutions, should the need arise. CAP and the two state agencies work to resolve any issues that arise at the lowest possible level.

**i. Systemic advocacy:** CAP worked with Independent Living Resource Manager of the general agency to develop separate written policy and procedures to cover Independent Living services provided by the general agency. CAP was provided a draft copy of the proposed policy manual and allowed to make written and oral recommendations. These recommendations were discussed during a meeting with the Resource Manager and all recommendations were implemented into the final version of the new policy and procedure manual.

CAP provided several accessibility reviews on proposed sites for offices for the general agencies and provided updated accessibility reviews on existing offices that were having their leases renewed.

CAP determined the blind agency was not providing written notification of a client’s right to appeal whenever vocational rehabilitation services were being reduced, suspended or terminated as required in 34 CFR §361.57(b)(2)(iv).

**j. Interesting cases:** Client e-mailed CAP requesting assistance in getting the services he felt he needed to become employed. The individual was deaf and having difficulty understanding the VR process. Client had just applied and eligibility had just been completed, but no plan had been written. CAP advocated explained via e-mail to client the process VR must follow regarding writing a plan before services could be provided. During discussion with client it was learned that Counselor had used an online video interpreter for their intake meeting. Client admitted this technology was slow and difficult for him to understand. Advocate spoke with Counselor and relayed these concerns and it was agreed that face-to-face interpreter would be used for subsequent meetings. Advocated also expressed concern regarding clarity of communication between client and counselor. Another meeting was scheduled with an on sight interpreter and level and quality of communication increased, plan was written and needed services were arranged.

VR Counselor from Community College faxed signed client release and contacted CAP on behalf of an applicant, whose case file had just been closed. Client is a Sudanese refugee with a severe speech impediment who applied for VR services and was seeking assistance from VR for treatment and educational services. During eligibility process it was determined by the general agency the client did not have a substantial impediment to employment because he was currently employed and had been consistently employed in the past. Advocate reviewed file and gathered additional information from client, then contacted Supervisor. It was CAP’s position that the client should be eligible for VR services based on the definition of “substantial impediment” from the Rehab. Act as amended since the client’s current position was not “consistent with his abilities and capabilities” and that his employer had noted that the disability “would definitely impact the client’s ability to progress to leadership positions”. The advocate also noted that the client had already been taking coursework and the community college in had been very successful in class. The Supervisor reversed the decision and the file was re-opened and the client was found eligible for services.

Independent Living program client contacted CAP requesting assistance in working with the general agency’s IL program. The individual had been on a waiting list and was now off the list, but the IL program was not willing to provide the services that she had requested when she first applied for services. The general agency’s IL program had recently undergone a staff change due to the retirement of the previous long-time counselor and the addition of an IL Resource Manger. The client felt that she should be able to receive the services the original counselor had agreed to provide when she came off the waiting list prior to his retirement. CAP advocate reviewed the casefile and noted that the previous counselor had agreed to the provision of a used golf cart and small trailer for the client’s use on the family farm so she could continue to assist in her “share” of the chores. The new IL staff told client that there had been a “change in philosophy” of the program and that they would no longer be able to provide the services and she should apply to the vocational program with the general agency since this was an issue of self-employment. In reviewing the situation with the current IL staff the CAP advocate noted that there had been no written policy for the IL program and no written philosophical statement for IL program in the past or currently. The advocate also noted that the client would not be eligible for the general agency’s self-employment program because the client did not own 51% of the farm and it was not making enough profit to meet program guidelines. The advocate stated that the only way the client could receive assistance from the general agency’s vocational program was as an unpaid family worker. The IL staff agreed to provide the services that had been promised by the previous counselor and agreed to develop a written philosophical statement and develop written policies and procedures for the IL program separate from the general agency’s vocational program.

**k. On-line information/outreach:** Iowa CAP has a web page, which includes access to all CAP publications. There were 5,150 web hits this past fiscal year. The CAP website is located within the website of the Division of Persons with Disabilities and is maintained by an employee of that public agency. Additionally, 1,500 hard-copy publications were distributed to Iowans.