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## OUR LOCATION

The Client Assistance Program office is located at 220 I Street, N.E., Suite 130, Washington, D.C. 20002. A number of bus routes on H & K streets server our vicinity. We are a short block from both H & K streets and three blocks from the Union Station Metro. We are easy to find on the map as we are across the street from the entrance of the D.C. Children's Museum.

CAP-ULS was established as a program of University Legal Services in April of 1996. ULS is an independent, private, non-profit agency serving the citizens of D.C. since 1967. ULS also provide housing counseling services to residents of the District and administers a home purchase program for eligible residents.

### **Client Assistance Program for Persons with Disabilities**

University Legal Services, Inc.  
220 I Street, N.E., Suite 130  
Washington, D.C. 20002

Phone: 202-547-0198  
Fax: 202-547-2662  
TDD: 202-547-2657

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A Service of:  
University Legal Services, Inc.  
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# WHAT IS CAP?

The Client Assistance Program (CAP) was established by the United States Congress to help make the Rehabilitation System work effectively for you.

The Rehabilitation Service Administration selected University Legal Services to handle CAP for District residents beginning in April 1996.

CAP does not replace the counselor in the rehabilitation process, but it can assist if a client is having difficulties with the vocational rehabilitation system.

CAP seeks to resolve problems as soon as they occur. In addition, CAP has the authority to pursue administrative and legal remedies.

CAP works with persons who are clients of, or applicants for services provided by the Rehabilitation Services Administration of the District of Columbia (RSA) or other programs funded under the Rehabilitation Act.

RSA administers programs for the rehabilitation and satisfactory employment of persons with disabilities.

RSA is located at 810 First Street, N.E., Washington, D.C. 20002 (202) 442-8400

# WHO IS ELIGIBLE?

Anyone who is a client of, or an applicant for services from the Rehabilitation Services Administration and who has questions or complaints about the services and benefits.

Anyone who is a participant in, or applicant for services from the Center for Independent Living (which serves persons with severe disabilities) and who has questions or complaints about services and benefits.

CAP services are free of charge for eligible persons.

As a Vocational Rehabilitation client, you have the right to:

- An evaluation to determine eligibility;
- An Individual Written Rehabilitation Plan;
- Participate in developing your goals and a plan for services;
- Ongoing assistance and counseling from your counselor throughout your vocational rehabilitation program;
- Receive advance notice of certain changes in your vocational rehabilitation program;
- Know why you are not accepted for vocational rehabilitation services; and
- Make an appeal if you are not satisfied with a decision made by RSA concerning you.



# WHAT DOES CAP DO?

- Explains the rights and responsibilities of applicants and customers of RSA.
- Answers questions about services and benefits available under the Rehabilitation Act of 1973, as amended.
- Helps resolve problems by applicants and customers of RSA.
- Negotiates disagreements on services.
- Represents customers of RSA denied services they feel they need.
- Represents customers who believe their rehabilitation plan or independent living plan is not appropriate.
- Provides information on additional services.
- Advocates for customers having problems meeting their vocational goals.

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