

For more information on how you can receive assistance, call or write the CAP office:

Disability Rights Louisiana
8325 Oak St.
New Orleans, LA 70118

1-800-960-7705

Email: info@disabilityrightsla.org



Visit our website: disabilityrightsla.org

All services of CAP are confidential, free of charge, and provided without regard to race, creed, color, sex, age, national origin, or disability

Client Assistance Program

CAP



Helping people with disabilities access the employment and educational services they have a right to, through Louisiana Rehabilitation Services (LRS) and American Indian Rehabilitation Services (AIRS).

What is the Client Assistance Program?

The Client Assistance Program (CAP) helps people with disabilities who are trying to access employment and education through Louisiana Rehabilitation Services (LRS) and American Indian Rehabilitation Services (AIRS).

We can help you understand what kind of support you can get from LRS and AIRS, according to the Rehabilitation Act of 1973. If you are being denied services that would help you pursue employment, your CAP advocate can find out if your rights are being violated. If your rights are being violated, CAP can provide legal or advocacy services to help you get the services you have a right to.



What are Your Rights as a Consumer of LRS or AIRS?

You have:

- the right to be treated fairly when you are evaluated for services
- the right to receive a written explanation about why you may not be eligible for services
- the right to be involved in setting your employment goals and deciding what services will help you succeed.
- the right to receive services within a reasonable amount of time
- the right to receive services that meet your unique needs
- the right to have your personal information kept confidential
- the right to receive written information about what to do if you disagree with an LRS or AIRS decision

Are CAP Services for You?

You may be eligible to receive CAP services if you:

- have applied for LRS/AIRS services
- are receiving LRS/AIRS services
- have been found ineligible for LRS/AIRS services
- have your LRS/AIRS services changed or stopped without your consent
- are dissatisfied with the services you are receiving, or have been denied certain services
- are experiencing problems with the individuals or organizations providing services to you
- are a parent, guardian, or other advocate who is seeking assistance for a person with a disability
- are a parent or guardian of a student between the ages of 16-22 who is not receiving appropriate pre-employment transition services (pre-ETS) or is dissatisfied with the Pre-ETS services being provided

CAP helps to:

- explain the process and rules of LRS/AIRS and how they can affect you
- describe who can provide employment and educational services to you under
- the Rehabilitation Act of 1973.
- advise you and your LRS/AIRS service providers about ways to resolve problems that are making it hard for you to achieve your goals, or hard for you to work with LRS/AIRS, and assist you, in taking the administrative and legal steps necessary to protect your rights
- refer you to other resources that might be helpful