

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

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

**Toll-free 1-800-960-7705
(Outside New Orleans)
1-866-935-7348 TTY
Work Cell: 1-504-234-0204**

<https://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

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Client Assistance Program

CAP

**Statewide assistance to clients or
applicants of Louisiana Rehabilitation
Services (LRS)**

and

**American Indian Rehabilitation Services
(AIRS)
in securing rights guaranteed by
The Rehabilitation Act**

What is the Client Assistance Program?

The Client Assistance Program (CAP) helps Louisiana Rehabilitation Services (LRS) and American Indian Rehabilitation Services (AIRS) consumers and consumer applicants to understand their benefits and rights under the Rehabilitation Act of 1973.

When appropriate, and the issue is meritorious CAP also assists clients and client applicants in pursuing legal, administrative, or other appropriate ways to protect their rights.

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

You have:

- The right to a fair and complete evaluation to determine eligibility
- The right to receive a written explanation regarding why you may not be eligible for services
- The right to be a partner in planning the goals and services of your rehabilitation program
- The right to prompt, equitable, and adequate services
- The right to confidentiality of records
- The right to receive written notification of an appeals process

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 determined ineligible for LRS/AIRS services
- Find the your LRS/AIRS program has been changed or stopped without your consent
- Are dissatisfied with the services you are receiving, or have been denied certain services
- Are experiencing problems with projects, programs, and facilities providing services to you under the Rehabilitation Act
- Are a parent, guardian, or other advocate who is seeking assistance for a person who is eligible
- Are a parent or guardian of a school-age youth 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 Louisiana Rehabilitation Services/American Indian Rehabilitation Services process and clarify the rules, regulations, and procedures of the LRS/AIRS agency and how they affect you
- Describe projects, programs, and facilities providing services under the Rehabilitation Act
- Advise you and service providers about ways to resolve problems that interfere with the rehabilitation process and delivery of services
- Assist you, when appropriate, in taking the administrative and legal steps necessary to protect your rights
- Assist the LRS/AIRS agency in identifying and removing program barriers
- Refer you to other resources for services, if applicable