

## How Can You Receive CAP Services?

*For further information or assistance,  
call or write the CAP Office*

Toll-free 1-800-960-7705 (Outside New Orleans)  
(TDD available on all telephone lines)  
E-Mail: <http://www.advocacyla.org>

Advocacy Center  
1010 Common Street, #2600  
New Orleans, LA 70112-2112  
(504) 522-2337 Voice and TDD

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

Revised 03/06/08

# CAP

## Client Assistance Program

Statewide assistance to clients  
or applicants of  
Louisiana Rehabilitation Services  
and  
American Indian Rehabilitation Services  
in securing rights guaranteed by  
the Rehabilitation Act

## **What is the Client Assistance Program?**

The Client Assistance Program (CAP) helps Louisiana Rehabilitation Services and American Indian Rehabilitation Services clients and client applicants to understand all 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 Louisiana Rehabilitation Services (LRS) or American Indian Rehabilitation Services (AIRS)?**

- The right to a fair and complete evaluation to determine eligibility;
- The right to know why you may be considered ineligible 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; and
- The right to 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 that 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; or
- Are a parent, guardian or other advocate who is seeking assistance for a person who is eligible.

## **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; and
- Refer you to other resources for services, if applicable.