

Client Assistance Program (CAP)

CAP -- ASSISTANCE WITH VOCATIONAL REHABILITATION & INDEPENDENT LIVING PROGRAMS

ABOUT US

DISABILITY RIGHTS OREGON (DRO) promotes OPPORTUNITY, ACCESS & CHOICE

for individuals with disabilities. We assist people with legal representation, advice and information designed to help solve problems directly related to their disabilities. All of our services are confidential and free of charge.

CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) helps people having difficulty seeking or receiving vocational rehabilitation services from Oregon's Office of Vocational Rehabilitation Services (OVRS), Independent Living (IL) centers, the Oregon Commission for the Blind, and tribal programs.

CAP OFFERS INFORMATION, ADVICE AND ADVOCACY THAT FACILITATES EMPLOYMENT AND INDEPENDENT LIVING.

We provide information about VR, IL and employment services and benefits, teach you how to protect and assert your rights, and inform you about your responsibilities.

WE CAN HELP. CALL US.

Need or receiving VR, IL or employment services?

Been denied VR, IL or employment services?

Disagree with your VR or IL counselor's decisions about the services you receive or need?

Had your VR or IL case(s) closed?

YOUR RIGHTS:

Determination of your eligibility for services within 60 days

Understanding the process and how decisions are made

Participation in assessments and in the development of your Individualized Plan for Employment

A written copy of your Individualized Plan for Employment and all decisions

Review of your Individualized Plan for Employment once a year

Appeal of decisions you disagree with, including receiving a due process hearing and continuation of services during the appeal period
Mediation of disagreements if you've requested a hearing

YOUR RESPONSIBILITIES:

Communicate openly with your VR or IL counselor, including discussing your concerns, interests, desires and goals
Maintain records of what is said and all paperwork you are given
Keep your counselor informed of changes in your circumstances
Ask questions when you do not understand
Get the facts and follow the correct steps to make a complaint or to appeal if you don't agree with a decision

DONATIONS

Disability Rights Oregon is tax-exempt under Section 501(c)(3) of the Internal Revenue Code. Contributions are tax-deductible.

RESOURCES

DBTAC Northwest

Tribal VR — Confederated Tribes of Grand Ronde

Voice: 503-879-4543

Oregon's Office of Vocational Rehabilitation Services

Voice 1-877-277-0513

Tribal VR — Confederated Tribes of Warm Springs

Voice: 541-553-4952

Oregon Commission for the Blind

Voice: 1-888-202-5463 or 971-673-1588

TTY: 971-673-1577

Job Accommodation Network

Voice: 1-800-526-7234

TTY: 1-877-781-9403

Oregon's Independent Living (IL) Centers

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CONTACT US

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GRIEVANCE PROCESS

Disability Rights Oregon has a formal client grievance (appeal) process. Details and forms are available upon request.