

# **Wisconsin Client Assistance Program (CAP)**

2811 Agriculture Drive, PO Box 8911, Madison, WI 53708-8911  
Consumer Line: 800-362-1290 | Fax: 608-224-5069

CAP was established by Congress to provide information about services for people with disabilities and to provide assistance when a person is having difficulty receiving services that are funded under the Rehabilitation Act.

## **Who Does CAP Serve?**

People who are seeking services from the Division of Vocational Rehabilitation (DVR), American Indian Vocational Rehabilitation Projects, and/or Independent Living Centers (ILC) in Wisconsin. Under federal law, these programs must inform a person of CAP services whenever a service is denied, reduced, or changed; if the person is found not eligible; or if the case is closed against the person's wishes.

## **CAP Services**

1. CAP staff can provide information about Vocational Rehabilitation Services and Independent Living Services in Wisconsin.
2. CAP staff can tell you about the types of services you can expect from a Vocational Rehabilitation Counselor, Rehabilitation Teacher, or Vocational Service Provider.
3. CAP staff can assist you in determining if you are receiving appropriate services.
4. CAP staff can assist you in resolving differences with your VR Counselor, Rehabilitation Teacher, or Independent Living Center staff person.

5. CAP staff can assist you with a Hearing if we determine appropriate services have been denied and the agency will not change its decision despite our efforts.

## **You should know...**

- There is no cost to you for CAP services.
- CAP provides assistance to individuals with all types of disabilities.
- CAP will cover the cost of interpreters or translators for meetings with CAP staff. CAP will provide its information in braille, large print, or other alternative format upon request. We assist individuals anywhere in Wisconsin. If a meeting is needed, CAP staff will travel to your community.
- The information you tell us is confidential and will not be shared without your permission.
- If you would like our assistance with an appeal, contact a CAP staff person **before** you file the appeal. The wording of an appeal can affect the outcome. If you do not contact CAP before you file an appeal, we may not be able to assist you.

**CAP staff will not advocate for anything that is against your wishes. If we feel your complaint does not have merit under the law, we will explain why and advise you that we cannot help you. You have the right to appeal an agency's decision with or without CAP.**



This information is adapted from [Department of Workforce Development Publication CAP-10736-P](#). More information can be found on the [Division of Vocational Rehabilitation website](#).

