



Policy No. 703	Subject: Client Assistance Program
Section: Other Policies and Procedures	Revised: 01/2021
Signature: Eric Evans, Bureau Chief	Version: FINAL

1. SCOPE OF SERVICES

The Rehabilitation Act, as amended by WIOA, establishes a Client Assistance Program (CAP) in each state that is independent of the State VR agency. It is established to provide assistance in informing and advising all recipients and job candidates of the available benefits under the Act, and to assist them in pursuing legal, administrative, or other appropriate remedies to ensure the protection of their rights.

The Governor of Iowa has designated the Iowa Office of Persons with Disabilities in the Department of Human Rights to be the CAP agency for the State of Iowa.

The purpose of CAP is to advocate for recipients, applicants and job candidates in their attempt to seek or receive VR services. This includes individuals who are dissatisfied with the provision or denial of services and those seeking services other than, or in addition to, those being provided. CAP considers each case individually and works toward equitable treatment in the application of policy.

CAP may assist job candidates in completing their plan for employment with IVRS services but the plan for employment will not go into effect until the IVRS counselor has agreed and signed the IPE-2.

CAP services are available to job candidates regardless of where the case is in the IVRS process. IVRS cannot withhold services from a job candidate that is in the appeal process with CAP.

CAP may advise recipients, applicants and job candidates of services concerning benefits available to them through related Federal and State assistance programs, but do not



advocate in relationships with or pursue remedies with regard to programs and issues which are not rehabilitation related.

CAP may provide ADA Title I information including guidance on reasonable accommodations. CAP may also collaborate with IVRS staff on strategies and best practices related to decision-making.

The CAP director has access to IVRS policy-making and administrative personnel and is authorized to advise IVRS and other agencies of identified problem areas in the delivery of rehabilitation services. CAP suggests methods of improving the performance of agencies which provide services under the Act.

2. AGENCY EXPECTATIONS

IVRS supports and encourages the activities of the CAP by:

- a. Providing each applicant a brochure about CAP at the time of the initial intake and through its inclusion on the Applicant's Rights and Responsibilities (IPE-1);
- b. Reviewing CAP availability with all job candidates after the eligibility or ineligibility decision is made;
- c. Including a statement about CAP on each IPE form initiated with the job candidate;
- d. Reviewing CAP availability with all files being closed;
- e. Emphasizing with staff and job candidates that CAP is in addition to internal agency appeal procedures;
- f. Informing all applicants of the availability of CAP to counsel and assist them in their appeals; and
- g. Assuring that IVRS will not close a case file during the appeal process.

If a job candidate has requested their file be closed during this process, staff must assure this is adequately documented in the case file prior to case closure.

3. INFORMATION SHARING

Safe data may be shared with CAP per the MoA for Safe Data. However, no disability-specific information about an individual job candidate or dispute with the agency may be given to CAP either verbally or in writing, without a signed [Release of Information \(R-](#)



[407](#)) form. The signed form is to be incorporated into the job candidate's case file as an official, permanent document, but is not necessary if a release of information form is received from CAP.

Upon receipt of the job candidate's signed Release of Information form, IVRS will make every effort to facilitate CAP's review of the case file information. This may include joint review of the case record in the field with CAP staff and the counselor and/or supervisor. At CAP's request, the case file may be forwarded to the state office designated liaison, where it will be retained pending CAP review. If the case file is in a closed status, CAP staff may review it at the state office by contacting the designated liaison. Electronic case notes may be sent to CAP via email once the signed Release of Information form is received, to speed up the process of resolution for all involved.

4. EXCEPTIONS

- a. None

5. APPLICABLE FORMS/DOCUMENTS

- a. [Release of Information \(R-407\)](#)
- b. [CAP Brochure](#)
- c. [Consent for Release of Safe Data Form](#)

6. TRAINING

- a. [Client Assistance Program Policy Training](#)