

How can you receive CAP services?

Call or write the CAP office for information
and/or assistance, see below:

**Advocacy Center
8325 Oak Street
New Orleans, LA 70118
(504) 522-2337 V/TDD
Toll-free 1-800-960-7705 V/TDD**

E-Mail: <http://www.advocacyla.org>

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

Client Assistance Program

CAP

**Statewide assistance to consumers 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 applicants to understand all their benefits and rights under the Rehabilitation Act of 1973.

When appropriate, and the issue is worthy CAP may assist consumers and applicants in pursuing legal, administrative or other appropriate ways to protect their rights.

Your Rights as a consumer of LRS and AIRS are to:

- a fair and complete evaluation to determine eligibility;
- know why you may be considered ineligible for services;
- be a partner in planning the goals and services of your rehabilitation program;
- prompt, equitable and adequate services;
- confidentiality of records; and
- an appeals process.

You may be eligible for CAP assistance 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 can help:

- explain LRS and/or AIRS processes and clarify the rules, regulations, and procedures of the programs 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 and/or AIRS agency in identifying and removing program barriers; and
- refer you to other resources for services, if applicable.