

CAP is authorized in:

29 U.S.C. § 732 p.l. 105-220
Rehabilitation Act of 1973, as amended
(Workforce Innovation and Opportunity Act
(WIOA), and Title I of the Americans with
Disabilities Act of 1990 (ADA), including
students with disabilities under Section 113
and individuals with disabilities employed at
subminimum wage under Section 511 of the
Rehabilitation Act.)

**CAP is administered and regulated at the
Federal level by:**

U.S. Department of Education (DOE)
Office of Special Education and
Rehabilitation Services (OSERS)
Rehabilitation Services Administration (RSA)
400 Maryland Avenue, SW, Room 5017
Washington, DC 20202-2800

The New Mexico CAP is a program of
Disability Rights New Mexico (DRNM).

This brochure was prepared and printed with funding pro-
vided to DRNM for the Client Assistance Program (CAP), by
the Rehabilitation Services Administration, U.S. Department
of Education.



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**DISABILITY RIGHTS
NEW MEXICO**

**Client
Assistance
Program**

Client Assistance Program (CAP)

CAP is an advocacy program for people with disabilities who are seeking or receiving rehabilitation services authorized in the Rehabilitation Act and provided by or funded through the State of New Mexico Division of Vocational Rehabilitation, The Commission for the Blind or state Independent Living Centers.

The Client Assistance Program may provide the following assistance or service:

- **Inform and advise applicants** and recipients of all available services under the Rehabilitation Act and under Title I (Employment) of the Americans with Disabilities Act (ADA).
- **Help** applicants and recipients obtain services funded under the Rehabilitation Act, provided by the New Mexico Division of Vocational Rehabilitation, the New Mexico Commission for the Blind and Centers for Independent Living, or by any of their private providers.
- **Investigate** the questions or complaints that applicants and recipients have about services provided under the Rehabilitation Act.

- **Assist** applicants and recipients to resolve problems they may have with their rehabilitation counselor or other providers.
- **Assist** applicants and recipients to appeal decisions made by counselors or programs providing rehabilitation services.
- **Represent** applicants and recipients in administrative, legal or other appropriate proceedings when they are not receiving the treatment, services or rehabilitation they are entitled to under the Rehabilitation Act.
- **Link** applicants and recipients to other agencies that may be able to assist them with resources for people with disabilities.

CAP can assist individuals at any time during the rehabilitation process:

- When they are interested in applying for services
- During the application process
- When they are receiving services
- When they have finish receiving services
- When they have begun working or attending school, but still have questions or concerns

The Rehabilitation Act establishes certain rights for individuals seeking or receiving vocational rehabilitation service, including:

- The **Right** to apply for vocational rehabilitation services. This includes the right to a comprehensive evaluation.
- The **Right** to be provided services without regard to race, color sex, age, creed, religion, national origin or disability.
- The **Right** to be involved in planning their own rehabilitation program and to be informed of any changes to the program.
- The **Right** to confidentiality. All information obtained by the vocational rehabilitation counselor can only be used for the applicant/client's rehabilitation program.
- The **Right** to appeal a decision made by their vocational rehabilitation counselor.
- The **Right** to request assistance and advocacy services from CAP - the Client Assistance Program.