



THE ALABAMA DISABILITIES ADVOCACY PROGRAM

CLIENT ASSISTANCE PROGRAM

WHAT IS THE CLIENT ASSISTANCE PROGRAM?

Alabama's Client Assistance Program (CAP) helps people with disabilities who are applying for or receiving services from the **Alabama Department of Rehabilitation Services (ADRS)** or the State's **Independent Living Centers (ILCs)** or who have questions about **employment rights** protected by the Americans with Disabilities Act. CAP services are **free**.

THE CAP CAN HELP WHEN YOU:

- Need help **getting** ADRS or ILC services
- Have been **denied** ADRS or ILC services
- **Disagree** with an ADRS or ILC decision

HOW CAN THE CAP HELP YOU?

- Provide you **information** about disability rights, employment rights, and independent living services
- **Advocate** for you to receive the services you need from ADRS or an ILC
- **Appeal** ADRS or ILC decisions regarding your eligibility or services

DID YOU KNOW?

When you are working with ADRS . . .

- ADRS has **60 days** from the day you apply to decide if you are eligible for its services.
- ADRS must provide you with **trial work experiences** before you are denied eligibility based on the severity of your disability.
- ADRS has **90 days** from the day you are made eligible for its services to work with you to develop your **Individualized Plan for Employment (IPE)**. Your IPE identifies your **job goal**, the **services** you need to reach your goal, and **who** will provide the services you need. Your IPE should reflect your unique abilities and interests.
- **Informed choice**, or making a choice based on good information, is at the center of the IPE process. ADRS must give you the information you need and the chance to have your questions answered for you to exercise informed choice.
- ADRS must **review** your IPE with you at least every year and must **update** your IPE when there are fundamental changes to your employment goal, services, or service providers.
- If you disagree with an ADRS decision, you have the right to ask for an **informal review**, **mediation**, or an **administrative hearing**.
Contact ADAP's CAP for more information!

ADAP provides free legal services to persons with disabilities to protect their civil rights, safety, and access to the community.

(205) 348-4928 main
(800) 826-1675 toll free
adap@adap.ua.edu



online intake form