



Victoria  
Rasmussen  
CAP Director

# CLIENT ASSISTANCE PROGRAM

## Hotline for Disability Services

Box 94987      301 Centennial Mall South      Lincoln, Nebraska 68509  
Toll-Free (800) 742-7594 – In Lincoln (402) 471-3656 – V/TT (please signal)

## CAP Report DIG

### Closed Cases January to August 2012

- 1. Specialist not returning phone calls:** Client was concerned the specialist was not returning phone calls. The client was to begin a job and the specialist had agreed to assist with work clothing. **Outcome:** Advised the client to contact the office director. CAP followed up with the client and the necessary clothing was purchased for work.
- 2. Didn't get OJE check:** Client contacted CAP because he had not received his OJE check. When he followed up with the specialist, the specialist had been gone and did not submit the hours. **Outcome:** Referred him to the office director and also talked to the VR fiscal person. The VR fiscal person arranged for the VR office to fax the information and process the OJE check.
- 3. Not hearing back from specialist:** This individual had contacted CAP earlier because his counselor was not returning phone calls, not sure what was going on with his services and wanted a different specialist. I advised him to contact the office director. He called back because the office director was not returning his phone calls. **Outcome:** Followed up with the office director. He thought he had reassigned the client and the new specialist was to make contact. Office director had not followed through with the reassignment. The client was assigned a new specialist and an appointment had been set.
- 4. Specialist not returning phone calls and not providing placement services:** This individual was leaving messages wanting to talk with her specialist to see if she had any updates on placement to report. She was not hearing back from her. **Outcome:** Set up a meeting with client and specialist. Before meeting was held specialist and client made contact. Specialist admitted she has not followed through with placement activities, and the two of them will now do a weekly meeting.
- 5. Mom unhappy with specialists:** The guardian of a client was upset with the placement specialist and the VR specialist. **Outcome:** A meeting was arranged with the office director, specialists involved, CAP, Mom and the client. The Mom

was allowed an opportunity to share her concerns. A new placement specialist was assigned to the client.

- 6. Concern there were no services being provided:** This individual is a VR client working with ATP to provide an appropriate entrance and exit from her home. The client was referred to ATP in October and it was now May and no services have been provided. **Outcome:** Visited with all parties involved and communication was started with the client.
- 7. Concerns about delay of services:** This individual expressed concerns about specialist not returning phone calls, delay in getting paperwork from out of state, vocational goal, gas vouchers and not supporting school. **Outcome:** Met with the client and specialist. All of the above was discussed and it was outlined exactly what VR needed to write a school plan.
- 8. Questions about services:** The client and his Mom wondered why he was just meeting with the specialist and not the placement specialist. **Outcome:** The client had been referred back to the specialist from placement for appropriate reasons and VR recommended volunteer work and VR would monitor and follow up with the client in hopes to change behaviors. The client's behaviors did not change but the specialist agreed to continue to meet with the client. There were gaps of contact on behalf of both parties. The client had an open case but was not receiving services. It was agreed the Mom, client, specialist and CAP would meet. Discussed what has changed, what the client needs to do for placement to begin and what VR would assist with.
- 9. Wanted to understand the services to expect from VR:** This individual was a current client but wondered if she really wanted or needed VR services. **Outcome:** CAP had many conversations with this individual and facilitated many meetings with VR about the services VR offers. In the end the client decided not to work with VR at this time.
- 10. Disagrees with ineligibility decision:** This individual was upset with the decision because she had previously worked with another office. **Outcome:** Reviewed the file and based on the medical information VR had received this individual experienced no limitations. In sharing this with the client she wanted to have her doctor provide current information. The client was advised to reapply for services because her case was closed a couple months ago.
- 11. Individual wondered if he had a current case with VR:** This individual had been to the VR office to apply for services but wasn't real sure on the status of his case. **Outcome:** Informed the individual he did not have an open case because of a statement he made to the specialist. He stated, "He didn't think they were working well together and that he thought it was a good idea that he not work with VR today or any other time." Advised the client he could always reapply for services and meet with a different specialist.

- 12. Client has concerns about current job goal:** Client reported he is a recovering addict but has been clean a year. Came to VR and was trained to be a med-aide. The client feels he has not been able to get a job because of his background check. He said his criminal history is possession of a controlled substance, forgery and attempted theft. Even though these are many years old, he feels he may be in the wrong career. The VR specialist did not support his decision. **Outcome:** Reviewed the file and visited with the office director and specialist about the client's concerns and wanting to consider another career. VR reconsidered their decision and agreed to provide necessary assessments and evaluations for another job goal.
- 13. Assistance with services and supports necessary to reach goal:** This individual felt his specialist was not working with him to set up the necessary services and supports for him to attend truck driving school. **Outcome:** Set up a meeting with the office director, client and CAP. The office director will work with the client to set up the necessary services and supports.
- 14. Disagrees with VR's decision to not purchase two items needed to start a job:** VR supported this individual in training and it was necessary to provide maintenance through a cash advance. During this time the client was to save receipts and return these to VR to show proof of purchase. The client did not do this. As a result of not doing this, VR said they would not purchase the two items he needed to start his job. **Outcome:** Reviewed the policy and procedure. Talked with the specialist and referred her to VRIS the case service procurement chapter and talked about cash advances and the proof of purchase form. I also shared according to the policy you could deny him future cash allowances but not all other expenses. VR agreed to have the client fill out this form in absence of receipts. I advised the client on how to fill out the form.
- 15. Wanted VR to pay for a training class:** This individual wanted VR to pay for a training class in order to maintain certification. **Outcome:** A meeting was held with the client and office director. During the meeting the client shared that he is now employed and paid for the training class himself but now needs VR to assist with a internship to maintain the certification and to be certified at a different level. He has found his current job is too strenuous on his disability. VR agreed to assist.
- 16. Disagrees with VR's decision to not pay for an additional class:** VR agreed with the client that she was having a difficult time finding employment and possibly some skill classes would be helpful. The client felt the VR specialist had agreed to support three classes but after taking two of the classes, the specialist didn't support the third class. **Outcome:** Talked in length to client, office director, specialist and placement specialist. VR feels she is employable right now and needs work history in order to get a job. CAP determined there was no evidence to support VR promised the three classes and that any additional classes are not required for her to get a job.

- 17. Would like VR to help with funding for school:** The client contacted CAP because he could not understand why VR was not supporting him in school. **Outcome:** Arranged a meeting with the specialist, client and myself. The specialist thought the last time they talked, the client said he probably wouldn't work because of medical problems. That turned out to not be the case. It was decided VR would support a plan for social work.
- 18. Could VR assist with any additional money while in school:** This individual is receiving assistance from the Veteran's Administration and Nebraska VR to attend college. He is finding it very hard to live and wondered if there was anything additional VR could provide. **Outcome:** Visited with the specialist and client and gave the client some possible resources from the Hotline for Disability Services. The specialist was applying the VR policies and procedures appropriately and no additional money could be provided to the client.
- 19. Disagreed with VR's decision to not fund school this semester:** This individual disagreed with the decision to not fund school this semester because he did not get the class schedule to the specialist before classes started. **Outcome:** Reviewed the file and visited with the specialist. It was documented the specialist sent a reminder letter and followed up through email which the client acknowledged he received about the deadline for the schedule. The specialist did extend the deadline but the client did not send the schedule. I visited with the office director to see if there could be an exception and the office director declined. Explained to the client why VR made the appropriate decision based on policy.
- 20. Disagrees with decision to not support vocational goal/schooling:** The client thought his specialist had agreed to support school but at the next meeting the specialist changed his decision. **Outcome:** Met with specialist and office director and it was decided to support the client.
- 21. Questions about financial aid and services:** Client thought VR had made the decision to support her in school but now have declined. **Outcome:** VR supports this individual's goal and supports her going to school but declined assistance because she was not eligible for financial aid. The reasons for not being eligible for financial aid were related to her disability. It was determined VR could assist her however, the client would need to visit with the specialist about money available to make up what the VR allowance will not cover.

**22. Disagreed with decision to not fund school:** Disagreed with his counselor's decision to not support him in school for Drug and Alcohol Counselor. He thought everything was on track but now he can't figure out why she said no. **Outcome:** There were two reasons VR would not support him in school. He had taken two classes under assessment and had not brought in a copy of the grades and he is not eligible for financial aid and VR needs him to show how he will live and make up the difference from the VR allowance. Arranged for a meeting with the client, specialist and CAP. The client brought in his grades and said he has access to money to help with school. The specialist outlined exactly what she would need from the client before VR would write a plan and authorize for school. The client was in agreement.