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)

Victoria Rasmussen
CAP Director

CAP Report
September through January

1. **Timeliness of services**: This individual contacted CAP because of concerns about the assistive technology needed to start college. She has a severe hearing loss. She felt her VR specialist was not moving on the hearing aids. Focusing more on a psychiatrist, work-study and job shadowing. She also said her VR specialist has not been responding to her phone calls and texts. **Outcome:** She had not been in contact with the office director so gave her the name, number and advised her on what to say. Followed up after a few weeks. After speaking to the office director there was movement on the case, hearing aids were authorized for, purchased and she had started school.

2. **Concern about timeline for van modification with ATP**: This individual was referred in February 2013 and is just now being told the current van he has cannot be modified. (August 2013) **Outcome:** Reviewed ATP file and reviewed VR file. Met with Program Coordinator of ATP and ATP specialist who made decision. We reviewed the file together. Yes the client started with ATP in February. During this time the client had to get a driver's eval and his license. The client also started out wanting a new van and the evaluation with Madonna in February was with the Madonna van and at that time he wanted a pickup. So the evaluation was not done with his van if his van was being considered the evaluation would have found his van could not be modified. From February until end of April he still wanted a new van. Because of cost and time the ATP person suggested modifying the current van. So in May they moved ahead and started getting quotes. What they found was the floor would need to be lowered in the van and nobody is doing this anymore. They also couldn't raise the roof because his line of sight would have been where the sun visors are. They also couldn't do a seat transfer because the physical therapist said he couldn't transfer. Supported decision made by ATP and VR and shared this information with the family.

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3. **Uncomfortable with hearing aid conversation:** This individual contacted CAP because she had a couple questions after her conversation with a VR staff person. She felt this person was very cold to her about the discussion of her hearing aid replacement. She said she also read Rule 72 and it said VR could only purchase hearing aids once. **Outcome:** We reviewed Rule 72 together and I shared that policy was not in Rule 72. We discussed her situation. VR had not purchased current hearing aids and how this broken aid is affecting her towards employment. Gave her advice on what to say to office director. After receiving release forms, followed up with the client, she said VR had started the process with her. She had been to an audiologist and her hearing was worse. Followed up again and process had been completed.

4. **Wanted new placement specialist and questions regarding bus tickets, phone minutes and job leads**. This client was upset with placement specialist and office director. Visited with office director and it was determined they would have him work with another placement specialist but not without a meeting first. **Outcome:** Met with the client, office director, specialist and new placement specialist. Started from very beginning to make sure we agreed on the job goal. Talked about what he can expect from VR and what VR expects from him. He is to attend meetings, be on time for meetings and apply for jobs. Talked about how he would get bus tickets or phone minutes. Client agreed to everything in meeting.

5. **Lack of services:** The client's Mom contacted CAP because she felt her daughter should be receiving more services. **Outcome:** It was determined the daughter did not have an open case and the Mom was surprised. She said the specialist gave her advice and maintained contact with her. I told her I did make the office director aware of this situation and provided the Mom with information for her daughter to reapply for services.

6. **Lack of services:** Reviewed file and determined there was a lack of contact from the client and the agency. The office director had recently spoken to the client and he was going to let her know if he wanted to continue to work with VR. She had not heard from him. **Outcome:** Shared this information with the client and provided the contact information. Advised him no services will be provided unless contact is made.

7. **Lack of services**: Contact was made with CAP because of lack of follow-up. This individual said his specialist bought him a bus pass and he hasn't heard from him for 3 months. **Outcome:** Gave him name and number for office director. Advised him to share what he told me and he could ask for a different specialist. I also said I would follow up.

8. **Questions about Community Action and ATP:** This individual contacted CAP because of dissatisfaction with modifications done through Community

Action. During our conversation she mentioned working with ATP. **Outcome:** Reviewed ATP file and spoke to the specialist. ATP was involved, did an assessment and developed plans. The client chose to work with Community Action and ATP's plans were not used. Informed the client ATP was not involved. Informed the client of the appeal process with Community Action and who she should contact to begin the process. Also provided her with advocate information to help her through this process.

9. **Application for services:** This client wanted to know if he had an open case. Informed the client his case was closed and what he needed to do to reapply for services. He met with a specialist and he felt he was told VR could only help him find employment and no assistance for school. **Outcome:** Met with office director and specialist. Previous attempts had been made to work with this client and he never followed through or didn't like VR's answers. The client is registered for school and VR would not automatically assist him with school without doing some testing and follow up. I agreed with VR's decision. He was asking VR for transportation assistance and possibly a new computer. The client and I reviewed resources for transportation assistance and a computer. Shared VR has a responsibility to make sure the person will be successful. Client chose not to work with VR at this time.

10. **Unhappy with Abilities Fund staff person:** This individual felt a staff person from Abilities Fund talked down to her. She was about ready to stop working with them. **Outcome:** This individual did not want me to get involved. So we discussed whom she could talk to and contact information and brainstormed on how to communicate her concern.

11. **Interpreter concern:** This applicant shared she was waiting to meet with VR because they could not find an interpreter. **Outcome:** Followed up with the office. Apparently, the contracts had expired for the interpreters and nobody had followed up. Also an interpreter had been arranged but the client didn't want to work with that interpreter. Followed along until the contracts were signed. Informed the client to contact the VR office.

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