



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 March to July

- 1. VR does not support vocational goal:** Client contacted CAP because she disagreed with VR's decision to not support vocational goal. **Outcome:** Visited with the office director. I felt based on information shared by the client, VR should help her with school and work with the appropriate services and supports. VR also had just received a statement from her doctor supporting this job goal.
- 2. Would like a different specialist:** Client reported the specialist told her she was eligible. A goal was decided on and plans were made to attend post-secondary school. Later the specialist received a letter from her doctor stating there were no limitations so she was told she is no longer eligible. **Outcome:** Referred individual to office director and advised her on what to share. Followed up, client was given new specialist and she was found eligible based on other information gathered from client.
- 3. Unhappy with placement services from service provider:** Client reported she no longer wanted to work with the service provider and wanted CAP to review her case file with the service provider. **Outcome:** Reviewed file and visited with service provider staff. Discovered from the service provider staff they only provide placement services the client asks for and not the placement services that really are required for the client to be successful. Shared this information with Program Director of Community Services. Also discovered client's case had been closed successfully with VR and was receiving services from this service provider on her own. Therefore, I couldn't advocate on behalf of the individual. Advised her she could reapply for services with VR. Gave her the appeal process for the service provider.
- 4. VR doesn't support funding of van modifications.** This individual needed to buy a new van and wanted VR's help with modifications. **Outcome:** VR determined the work he was doing did not meet the definition for a successful outcome and the client did not need the modified vehicle for work or to maintain work. Visited with the client and explained VR's policies and procedures. Also

referred to ATP for additional resources and the Hotline for Disability Services gave him a list of resources to contact.

5. **Client frustrated because of the length of time it took to get Brain Book:** Client felt the Brain Book had been promised within a specific timeframe and it didn't arrive and he felt it was affecting his job opportunities. **Outcome:** Because of the urgency on this I referred the client to the VR Ombudsman and sent out release forms. Followed up with client and he had received the Brain Book. Spoke to the VR Ombudsman, ATP Program Coordinator, VR's Program Director/Acquired Brain Injury (ABI) to see if this was a systemic issue with the vendor or a one time only incident. The Program Director /ABI said she would track the next several orders and deliveries. She will also meet with the ATP Program Coordinator to discuss procedures and policy around the Brain Book assessment and purchasing for clients.
6. **Question about a back door lock:** The client contacted CAP because he had some modifications done at his house and the backdoor lock doesn't work correctly. He thought VR and ATP were going to look at a different kind of lock for him but he has not heard back. **Outcome:** Followed up with VR and ATP and neither one of them were aware of this issue. VR requested to have the client contact them. Returned phone call to client and shared this information. Followed up twice with the client to see if any further assistance was needed but still had not followed up with VR.
7. **Disagreed with ATP's evaluation:** VR had referred this individual to ATP for a van modification assessment and the case became so convoluted because of another request she had with ATP through another program. **Outcome:** Staff from ATP, VR and CAP spent many hours helping this individual understand the reason for denial and separation of the two requests. The client was able to move forward.
8. **Confused about services:** This individual experienced a serious vision limitation and also a brain injury. He was receiving placement services from Nebraska VR. During this time while walking he was hit by a car and VR wanted to bring in the Commission for the Blind. The client and family were confused. **Outcome:** I arranged a meeting for all parties involved and after hearing all the discussion the client determined the Commission would be the best place for him.
9. **Questions about status of case:** This individual contacted CAP to see if her case was closed. **Outcome:** Reviewed the file and visited with the office director. Her case was closed. She was not successful at an OJE and because of the type of behaviors she exhibited during this time VR recommended contact be made with a therapist. Visited at length with the client about the reasons for closure and offered other resources. Client was in agreement.

- 10. Disagrees with ineligibility decision:** Client had reapplied for services and then received a letter stating they could not help him find a job. **Outcome:** Reviewed the case file and found the specialist did not follow the correct procedure outlined by VR when determining a client ineligible. Set up a meeting with CAP, client, specialist and office director. This client had been a previous client a few times before. Discussed where things were at for the client and issues he had in the past. Client asked to take some time to consider if he wanted to work with VR and he would get back to the specialist.
- 11. Disagrees with VR's decision to not approve the lockdown pin for wheelchair for van:** This client contacted CAP because he disagreed with this decision from VR. **Outcome:** Reviewed file, visited with the specialist and office director for the reason for denial. This client needed a new wheelchair and this wheelchair did not work with the current lock down system already in the van. He was denied assistance based on the fact he was working and purchased the wheelchair without VR assistance. I disagreed with the decision and advocated for the client. The decision was reversed.
- 12. Client thought VR had authorized for class:** Client reported he thought VR had authorized for a class and so he registered for the class. Later his specialist told him VR did not authorize for it. Client was able to get the class dropped but it was still going to cost him \$175. **Outcome:** Reviewed the file and visited with the office director and specialist about the client's concerns. Office Director felt VR had a responsibility and agreed to pay for the class.
- 13. Disagrees with decision to not support vocational goal:** Client has a history with drugs and is currently in a job where she could have access to drugs and she wants a different job. Client was denied because she has not followed through with the recommendations of outpatient treatment. Client says she cannot afford it. **Outcome:** Reviewed file, visited with specialist and office director. VR feels in order for her to be successful no matter what job goal she is seeking it would be important to follow the professional recommendations. I reviewed the evaluation and it included a serious diagnosis and recommendations to be followed. Client and I visited about these recommendations and I also gave her a list of outpatient treatment centers with a sliding fee scale. Client wanted time to see if she wanted a meeting. Followed up and client never returned phone call.
- 14. Wanted new specialist:** Client shared she was starting to feel uncomfortable, frustrated and anxious with her specialist who was also providing placement. She feels she wasn't getting job leads and that her specialist didn't want to help her. **Outcome:** Advised her on the process to follow to ask for a new specialist and what would be important to share with the office director. Request was granted.