How Does It Work?

Specialists determine the nature of the concern, identify specific problems, and provide immediate assistance by using a statewide directory. The directory contains an up-to-date listing of 1,600 agencies and specialized programs that provide services to people with disabilities in Nebraska. The directory contains the name, address, phone numbers, contact person, hours of operation, specific disabilities served, eligibility requirements, current fees, and direct services available. Direct service listings in the directory include information on:

- Accessibility
- Financial Assistance
- Transportation
- Residential
- Adaptive Equipment
- Counseling
- Recreation
- Support Groups
- Training and Education
- Treatment and Therapy
- Advocacy Programs
- Basic Information on Disabilities
- Employment Counseling
- Emergency Relief

Search the directory at:
www.cap.nebraska.gov

Hotline Hours:

Specialists are available 8 a.m. - 4:30 p.m. Monday through Friday, except on state holidays. After hours messages can be recorded for a specialist to call back.

Telephone text (TT) is available for persons with hearing or speech impairments. **(Please signal!)**

For more information on our services, please contact us at:
800.742.7594 V/TT

CLIENT ASSISTANCE PROGRAM

402.471.3656

victoria.rasmussen@nebraska.gov

HOTLINE FOR DISABILITY SERVICES

402.471.0801 V/TT

shari.bahensky@nebraska.gov

LOCATED AT:

301 Centennial Mall South
P.O. Box 94987
Lincoln, Nebraska 68509
www.cap.nebraska.gov

This brochure is also available on computer disc, braille or large print formats, upon request.

06/2014

CLIENT ASSISTANCE PROGRAM

HOTLINE FOR DISABILITY SERVICES

For more information on our services, please contact us at:

800.742.7594 V/TT

The Nebraska

Client Assistance Program (CAP)

is a free service to help you find solutions if you have any questions or concerns regarding your services from:

- Nebraska VR,
- Nebraska Commission for the Blind and Visually Impaired, or the
- Centers for Independent Living.

CAP Can:

- Advise you of benefits available under the Rehabilitation Act.
- Provide information about Title I of the Americans with Disabilities Act.
- Assist and advocate for you during an appeal process and in relationships with agencies providing services under the Rehabilitation Act.
- Help you communicate concerns to your counselor.
- Help resolve your concerns if you disagree with a decision.
- Help you understand agency rules, regulations and procedures.
- Protect your rights under the Federal Rehabilitation Act.

You Have a Right to:

- Make informed choices about your job goal, objectives, services, service providers and ways of getting services.
- Be a full partner in the development of your rehabilitation program.
- Have a parent, family member, guardian, advocate, or an authorized person help develop your rehabilitation program if you want or need their support.
- Receive services in integrated settings to the maximum extent possible.
- A review of decisions about providing you or not providing you with services.

The Hotline for Disability Services

is an information and referral resource for Nebraskans with disabilities. Specialists use a directory of reliable information to quickly respond to disability concerns. There is no charge for the Hotline services.

Hotline Specialists:

- Assist in identifying specific problems and concerns.
- Identify programs and services available to deal with problems and concerns.
- Explain the services available.
- Advise how to contact the agencies that can meet your needs.

Who Can Use The Hotline?

Anyone with questions or problems related to a disability can get accurate information, advice, and professional assistance from the Hotline:

- **Persons with disabilities** can use the Hotline to identify the right agencies and services to assist them, and gain access to these services.
- **Families** of persons with a disability can use the Hotline to help with concerns and problems. Hotline specialists can recommend appropriate services to assist families.
- **Service providers** can use the Hotline to identify services available for their clients.