

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)

State Rehabilitation Council

Client Assistance Program (CAP) Report

January/February/March 2020

A client from Nebraska VR called the Client Assistance Program (CAP) complaining VR wasted his time and did not help him find employment. After reviewing the case notes and interviewing VR staff, it appeared VR and the client were making progress towards finding employment. The client and his father (legal guardian) decided to self-terminate the case as they felt by working, the client could lose certain benefits. It was also noted that the client received a benefits analysis and still decided to close his case. It does appear VR made a reasonable effort to meet the client's needs, but the client was no longer interested in working with VR.