

Independent CAP

Client Assistance Program

855-ILCAP-25 (855-452-2725)
cap@equipforequality.org

Self-advocacy support, information, and legal help for people with disabilities so they can understand their rights and get help from the Division of Rehabilitation Services (DRS) or a Center for Independent Living (CIL).

Equip for Equality
Advancing the Human & Civil Rights of People with Disabilities in Illinois

CAP Is a Free Advocacy Resource When You Have a Problem With DRS or a CIL

If you have a problem with your counselor, it is best for you to try to work it out together. If you are not able to work out the problem, CAP can work with you or with you and your counselor to fix the problem.

CAP gives self-advocacy support, information, and legal help to people with disabilities who have trouble getting VR services from DRS or independent living services from a local CIL.

Vocational Rehabilitation at DRS

DRS is a state program that offers a service called Vocational Rehabilitation or “VR.” VR services can help you prepare for and find a job. VR may help pay for a training program, trade school or college to help you get ready to work. Examples of what DRS can do:

- Help you decide what kind of job you want
- Help you apply for jobs
- Prepare you for job interviews
- Pay for your job training
- Help pay for a trade school or college to prepare you for a job

Who CAP Helps

DRS Applicants and Customers

We may help if:

- You are found ineligible for services
- You are not happy with your services or devices
- You can't change your employment goal
- You don't want to have your case closed
- You have other concerns

DRS Youth Transition Customers (High School Students)

We may help if:

- You have questions about how DRS can work with your school program
- You are not found eligible for services
- The services or devices do not help you
- You have other concerns

DRS Supported College Students

We may help if:

- You are not found eligible for college support services or funding
- You do not get the services or devices you need
- You have other concerns

Applicants and Consumers of a Center for Independent Living

We may help if:

- You are found ineligible for services
- You are not happy with the independent living services you are getting
- The services you get do not help you
- You have other concerns

Your ADA Employment and Other Rights

DRS customers have employment rights under the Americans with Disabilities Act (ADA). We can help you learn about your legal rights and how to use them to be a strong self-advocate.

Know Your Rights Trainings

We give free virtual and in-person trainings on common questions, including:

- Understanding Your Right to DRS Services During High School – “Transition Services”
- Changing Workplace Rules to Do Your Job Well — “Reasonable Accommodations”
- Steps to Take if You Are Treated in an Unfair and Illegal Way — “Discrimination”
- When and How to Talk About Your Disability — “Disability Disclosure”

See www.equipforequality.org/cap for a list of free virtual rights trainings.

Self-Advocacy Support & Legal Help

CAP has fact sheets on the most common questions that will help you learn about and use your legal rights.

We can answer your questions about ADA employment rights or help you write a letter to your employer to ask for an accommodation.

We can answer your questions about DRS services in high school or help you ask for transition services from your high school.

We can work with you or you and your counselor to protect your high school transition and ADA employment rights.

Contact CAP at Equip for Equality If:

- You have questions about applying for DRS or CIL services
- You have been turned down for services or are not happy with the help you got from Vocational Rehabilitation at DRS
- You need help getting an accommodation at an interview or job that DRS helped you get
- You are a high school student having trouble getting transition services or supports from DRS
- You are having problems or delays in getting help from DRS or your CIL
- You want help appealing the closure of your case or another DRS decision
- You cannot get or are not happy with your Independent Living Plan from your local CIL

CAP Works with People Across the State of Illinois

855-ILCAP-25 (855-452-2725)

cap@equipforequality.org

www.equipforequality.org/cap

100+ Languages Available

Know Your Rights at DRS

As an applicant or customer of DRS, it is important for you to know and stand up for your rights.

You Have the Right To:

- Apply for services that help you get training, a job, or live independently
- Get services in an accessible place
- Get accessible documents, such as in Braille, large print, tapes, or a language other than English
- Have an eligibility decision made within 60 days
- Be fully informed about services provided by your counselor
- Help develop your Individualized Plan for Employment (IPE)
- Make informed choices about the services you need and the providers you want to use
- Keep your personal information confidential
- Read and get copies of information from your case file
- Appeal decisions about your services