

## RESOURCES

### DBTAC Northwest (ADA Information Center)

Website: [www.dbtacnorthwest.org](http://www.dbtacnorthwest.org)

### Oregon's Independent Living (IL) Centers

Website: [www.ilru.org](http://www.ilru.org)

### Job Accommodation Network

Website: [www.askjan.org](http://www.askjan.org)

Voice: 1-800-526-7234

TTY: 1-877-781-9403

### Oregon's Office of Vocational Rehabilitation Services

Website: [www.oregon.gov/DHS/vr](http://www.oregon.gov/DHS/vr)

Voice: 1-877-277-0513

### Oregon Commission for the Blind

Website: [www.oregon.gov/Blind](http://www.oregon.gov/Blind)

Voice: 1-888-202-5463

TTY: 971-673-1577

### Tribal VR — Grand Ronde, Klamath, Siletz, Umatilla, and Warm Springs

Website: [www.canar.org](http://www.canar.org)

## GRIEVANCE PROCESS

Disability Rights Oregon has a formal client grievance (appeal) process.

Details and forms are available upon request.

Printed in-house on 30% post consumer recycled paper

Alternate formats available upon request

Disability Rights Oregon is the Protection & Advocacy System for Oregon

## CONTACT US

### DISABILITY RIGHTS OREGON

610 SW Broadway, Suite 200

Portland, OR 97205

**Voice:** 503-243-2081 or 1-800-452-1694

**Fax:** 503-243-1738

**E-mail:** [welcome@droregon.org](mailto:welcome@droregon.org)

**Website:** [www.droregon.org](http://www.droregon.org)

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The contents of this publication are the sole responsibility of DRO and do not necessarily represent the views of the Rehabilitation Services Administration.



DISABILITY RIGHTS OREGON

## CAP

ASSISTANCE WITH  
VOCATIONAL REHABILITATION &  
INDEPENDENT LIVING PROGRAMS

## ABOUT US

Disability Rights Oregon (DRO) promotes Opportunity, Access & Choice for individuals with disabilities.

We assist people with legal representation, advice and information designed to help solve problems directly related to their disabilities.

All of our services are confidential and free of charge.

## CLIENT ASSISTANCE PROGRAM (CAP)

CAP helps people having difficulty seeking or receiving vocational rehabilitation services from Oregon's Office of Vocational Rehabilitation Services (OVRS), Independent Living (IL) centers, the Oregon Commission for the Blind, and tribal programs.

**CAP OFFERS INFORMATION, ADVICE AND ADVOCACY THAT FACILITATES EMPLOYMENT AND INDEPENDENT LIVING.**

We provide information about VR, IL and employment services and benefits, teach you how to protect and assert your rights, and inform you about your responsibilities.

## YOUR RIGHTS:

Determination of your eligibility for services within 60 days

Understanding the process and how decisions are made

Participation in assessments and in the development of your Individualized Plan for Employment (IPE)

A written copy of your IPE and all decisions

Review of your IPE once a year

Appeal of decisions you disagree with, including receiving a due process hearing and continuation of services during the appeal period

Mediation of disagreements if you've requested a hearing

## YOUR RESPONSIBILITIES:

Communicate openly with your VR or IL counselor, including discussing your concerns, interests, desires and goals

Maintain records of what is said and all paperwork you are given

Keep your counselor informed of changes in your circumstances

Ask questions when you do not understand  
Get the facts and follow the correct steps to make a complaint or to appeal if you don't agree with a decision

**WE CAN HELP.  
CALL US.**

Need or receiving VR, IL or employment services?

Been denied VR, IL or employment services?

Disagree with your VR or IL counselor's decisions about the services you receive or need?

Had your VR or IL case(s) closed?

## DONATIONS

Disability Rights Oregon is a Section 501(c)(3) nonprofit.

Contributions to support our work are tax-deductible.