Nevada Disability Advocacy and Law Center

Client Assistance Program

Nevada Disability Advocacy and Law Center’s Mission

Protect and Advocate for the human and legal rights, interests, and welfare of Nevadans with disabilities.

Promote, support, and assist Nevadans with disabilities in understanding and controlling those systems and processes which directly affect their lives.

Foster the development, availability and accessibility of services which increase the opportunities available to Nevadans with disabilities to live their lives as fully, independently, and productively as possible.

About Nevada Disability Advocacy and Law Center

Nevada Disability Advocacy and Law Center is a private, statewide non-profit organization.

Nevada Disability Advocacy and Law Center serves as Nevada’s federally mandated protection and advocacy system for human, legal, and service rights for individuals with disabilities.

Nevada Disability Advocacy and Law Center was designated as Nevada’s Protection and Advocacy system by the Governor in March 1995.

Nevada Disability Advocacy and Law Center is part of the nation’s largest network of legally based advocacy agencies for people with disabilities.

There is an agency similar to ours in every state, U.S. territory, and the District of Columbia.

Services are provided at no cost to eligible individuals in accordance with available resources and service priorities.

Services Offered

Nevada Disability Advocacy and Law Center services include, but are not limited to:

Information and Referral Services

Education

Advocacy Services

Training

Negotiation

Mediation

Investigation of Reported or Suspected Abuse and Neglect

Legal Counsel

Technical Assistance

Public Policy Work

Nevada Disability Advocacy and Law Center’s Programs

Protection and Advocacy for Individuals with Developmental Disabilities

Protection and Advocacy for Individuals with Mental Illness

Protection and Advocacy for Individual Rights

Protection and Advocacy for Assistive Technology

Protection and Advocacy for Beneficiaries of Social Security

Protection and Advocacy for Voter Access

Protection and Advocacy for Individuals with Traumatic Brain Injury

Client Assistance Program

Representative Payee Program

2021 Nevada Disability Advocacy and Law Center’s Service Priorities

Abuse and Neglect

Assistive Technology

Client Assistance Program

Community Integration

Developmental Disability Partners

Disability Discrimination

Education

Employment

Health Care

Individual Rights

Protection and Advocacy for Individuals with Mental Illness

Representative Payee Project

Voting Access

Nevada Disability Advocacy and Law Center’s Client Assistance Program

Client Assistance Program - Federally funded program designed to assist individuals with disabilities in resolving problems they may be experiencing with any of Nevada’s federally funded rehabilitation programs.

Client Assistance Program Eligibility:

An applicant or Client of the Bureau of Vocational Rehabilitation, or

An applicant or Client of the Bureau of Services for the Blind or Visually Impaired, or

An applicant or Client of the Independent Living programs, or

Seeking formation about vocational rehabilitation, or Title I of the Americans with Disabilities Act.

Primary Services Provided by the Client Assistance Program:

Information and Referral

Individual Case Advocacy

Systems Advocacy

When Should I Contact the Client Assistance Program?

When you are denied the right to apply for Vocational Rehabilitation, or Independent Living services, or

You need help understanding your rights and responsibilities, or

When you disagree with your Vocational Rehabilitation or Independent Living provider on your goals and services, or

When you have problems or delays in obtaining services, or

If you object to your case being closed.

As a Client You Have a Right to …

Apply or re-apply for rehabilitation services,

Receive a timely decision on your eligibility for services based on a complete assessment of your disability,

Receive an explanation in writing (should you be determined ineligible for services) indicating the reasons you were denied,

Receive an explanation about services that may be available to you,

Be a partner with your counselor in making informed choices for your rehabilitation plan,

Be assured of complete confidentiality of your case record,

Review your rehabilitation case record with a staff member present,

Participate, with your counselor, in any decision to close your case,

Appeal a decision with which you do not agree,

Be informed of the Client Assistance Program, and

Be provided a form of communication that is appropriate to accommodate your disability.

How Can the Client Assistance Program Assist?

Client Assistance Program Advocates provide:

Information

Support

Strategies for negotiating systems and services

Assistance reviewing your Individualized Plan for Employment

Representation for Due Process

What is the Client Assistance Program Advocacy?

As defined in the regulations governing the Client Assistance Program, advocacy means:

Pleading an individual’s cause, or speaking, or writing in support of an individual

Types of Advocacy:

Formal (as in the case of a lawyer representing an individual in a court of law in a formal administrative proceeding), or

Informal (as with a lawyer, or non-lawyer advocate representing an individual in negotiations, mediation, or informal administrative proceedings)

Does the Client Assistance Program Have to Assist Every Vocational Rehabilitation Client?

According to a Rehabilitation Services Administration memoranda issued in 1986, the Client Assistance Program has the discretion to determine what services to provide, and

There is not a Right, or entitlement to the Client Assistance Program services, and

Anyone whose services are denied, terminated, or reduced by Nevada Disability Advocacy and Law Center’s Client Assistance Program will also be notified of the Nevada Disability Advocacy and Law Center’s grievance procedure.

When Must the Vocational Rehabilitation Agency Inform Individuals About the Client Assistance Program?

The Vocational Rehabilitation Agency must inform individuals about the Client Assistance Program during the following times within the Vocational Rehabilitation process:

Application for Vocational Rehabilitation services

The development of the Individualized Plan for Employment

Placement on an order of selection (if the state has an order of selection)

Whenever services are reduced, suspended, or terminated.

Individual Case Advocacy Services

Advisory and Interpretational

Negotiation

Administrative Reviews (Informal)

Formal Appeal Procedures – Impartial (Fair Hearings)

Legal Services (Judicial Actions)

Systems Advocacy Services

Policy Reviews

Identifying Problems or Trends

Recommending Changes

Independent Living Complaints

The Client Assistance Program can advocate to resolve complaints about Independent Living programs funded through the Rehabilitation Act.

How to Access Client Assistance Program Services

Individuals can access Client Assistance Program services by calling a Nevada Disability Advocacy and Law Center office at the following locations:

Southern Nevada Office 702 257 8150 or 888 349 3843

Northern Nevada Office 775 333 7878 or 800 992 5715

QUESTIONS?

*This presentation is possible under federal funding and support from grants or cooperative agreements with the Department of Education.*

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