

**CAP services are  
free and confidential.**

## Contact CAP if:

- You have questions about services from a vocational rehabilitation program or a Center for Independent Living
- You have been told you are not eligible and you disagree
- You are having problems or delays in receiving services
- You disagree with a decision made by the Division of Rehabilitation Services or a Center for Independent Living

## Websites:

### Client Assistance Program

[www.dhs.state.il.us](http://www.dhs.state.il.us)

### Administrative Rules for the Division of Rehabilitation Services

[www.dhs.state.il.us/page.aspx?item=22450](http://www.dhs.state.il.us/page.aspx?item=22450)

### The Rehabilitation Act

[www.ed.gov/policy/speced/reg/narrative.html](http://www.ed.gov/policy/speced/reg/narrative.html)



## Write or Call:

Client Assistance Program (CAP)  
100 South Grand Avenue East  
PO Box 19429, Basement  
Springfield, Illinois 62794-9429

**1-800-641-3929** (Voice)

**1-888-460-5111** (TTY)

**dhs.cap@illinois.gov**

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your local IDHS/DRS office or Family Community Resource Center (FCRC). We will answer your questions. If you do not know where your office is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

**1-800-843-6154** (Voice)

(866) 324-5553 TTY/Nextalk or 711 TTY Relay

You may speak to a representative between:

**8:00 a.m. - 5:30 p.m.**

**Monday - Friday** (except state holidays)

For answers to your questions,  
you may also write:

### Illinois Department of Human Services

Office of Customer Support  
100 South Grand Avenue East  
Springfield, Illinois 62762

Visit our website at:

**www.dhs.state.il.us**



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DHS 4199 (R-05-17) DRS' Client Assistance Program (CAP)

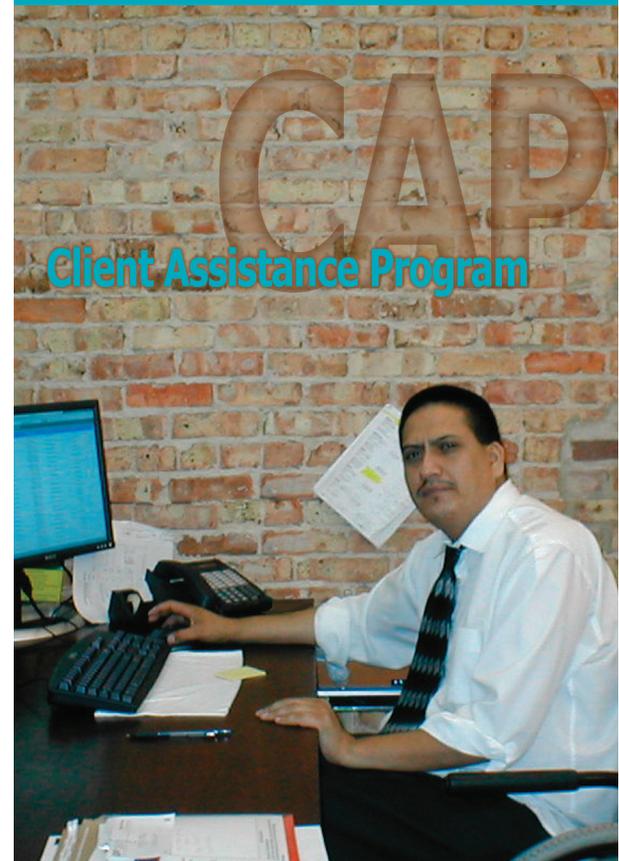
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2,000 copies P.O.#17-1815



State of Illinois  
Department of Human Services

## Your Rights In the Vocational Rehabilitation Process



# Client Assistance Program (CAP)

## CAP Can:

- Help you understand your rights and services from the Illinois Department of Human Services, Division of Rehabilitation Services (IDHS/DRS) or from Centers for Independent Living (CILs)
- Help you resolve problems or disagreements with your rehabilitation programs
- Answer questions about rehabilitation services and CILs
- Help you understand your responsibilities and what choices are available
- Help you appeal a decision if you have been denied eligibility or if you are dissatisfied with your services
- Refer you for legal representation if necessary



# Know Your Rights in the Vocational Rehabilitation Process

Knowing how the VR process works will allow you to set goals that are realistic for your needs.

## You Have The Right To:

- Apply for services
- Receive services in an accessible place
- Have an eligibility decision made within 60 days
- Be fully informed about services provided by your counselor
- Participate in the development of your Individualized Plan for Employment (IPE)
- Make informed choices about the services you need and the service providers you want to use
- Have your personal information remain confidential
- Review and copy information from your case file
- Appeal decision regarding your services

**CAP is a federally funded program that is part of the Federal Rehabilitation Act of 1973.**

# Know Your Responsibilities in the Vocational Rehabilitation Process

It is your responsibility to make sure your needs are met and that you understand how each decision can affect your plan to reach your vocational goals.

## You Have A Responsibility To:

- Make and keep appointments with the counselor or contact them to cancel and reschedule
- Work with the counselor and follow through with what you say you will do
- Get written approval before you do something you want VR to pay for
- Ask your counselor to explain anything you do not understand
- Tell your counselor when a problem arises so he or she can help you
- Request that communication be in an accessible format (e.g., Braille, large print, tapes, or language other than English)

