



**CLIENT ASSISTANCE PROGRAM
DIVISION OF PERSONS WITH DISABILITIES
DEPARTMENT OF HUMAN RIGHTS
Annual Report - 2008**

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. The program is a 100% federally funded formula grant program.

In Iowa, the Division of Persons with Disabilities, Department of Human Rights, has been designated by the Governor to operate CAP for the past 18 years. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, Iowa Vocational Rehabilitation Services, the seven centers for independent living, and rehabilitation agencies they contract with for client services.

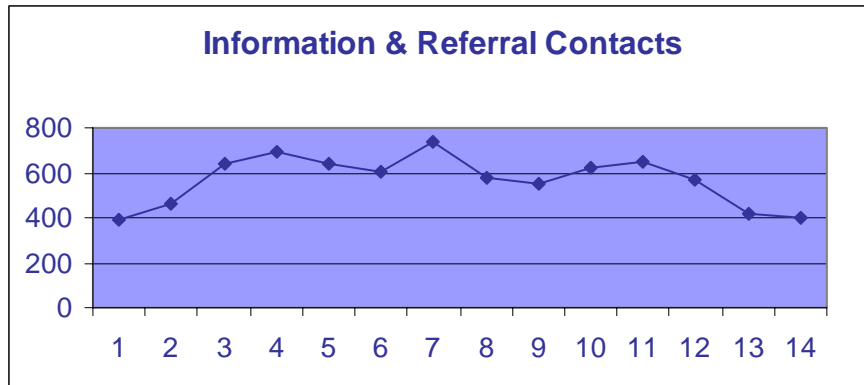
The program operates on the federal fiscal year ending September 30.

Over the past fiscal year one disability consultant has provided statewide CAP services. CAP provides the following services to lowans with disabilities:

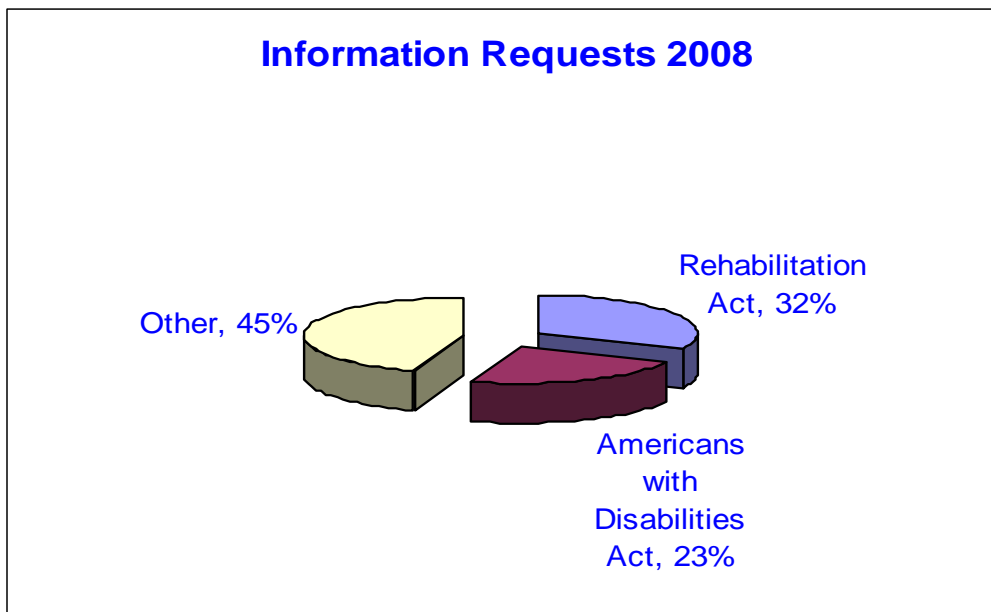
- Advise and inform clients and applicants of all services and benefits available to them through programs authorized under the Rehabilitation Act of 1973 as amended (Act);
- Assist and advocate for clients and applicants in their relationships with programs authorized under the Act;
- Inform individuals with disabilities in the State of Iowa, especially those who have traditionally been unserved or underserved, of the services available to them under the Act and under Title I of the Americans with Disabilities Act (ADA).
- Provide representation on the State Rehabilitation Council
- Advocate for systems change in agencies funded under the Rehabilitation Act to improve services to lowans with disabilities.

CAP staff provided presentations to approximately 300 individuals on various disability topics including the Rehabilitation Act, Americans with Disabilities Act Title I, services offered by CAP and the Division of Persons with Disabilities and other specific disability information.

Information and referral services are available to all lowans. In previous years, requests for these services had grown; however, as more individuals use electronic access to information, the number of requests for these services has dropped. The chart below depicts the requests over the past 14 years. In fiscal year 2008, there were 402 requests.

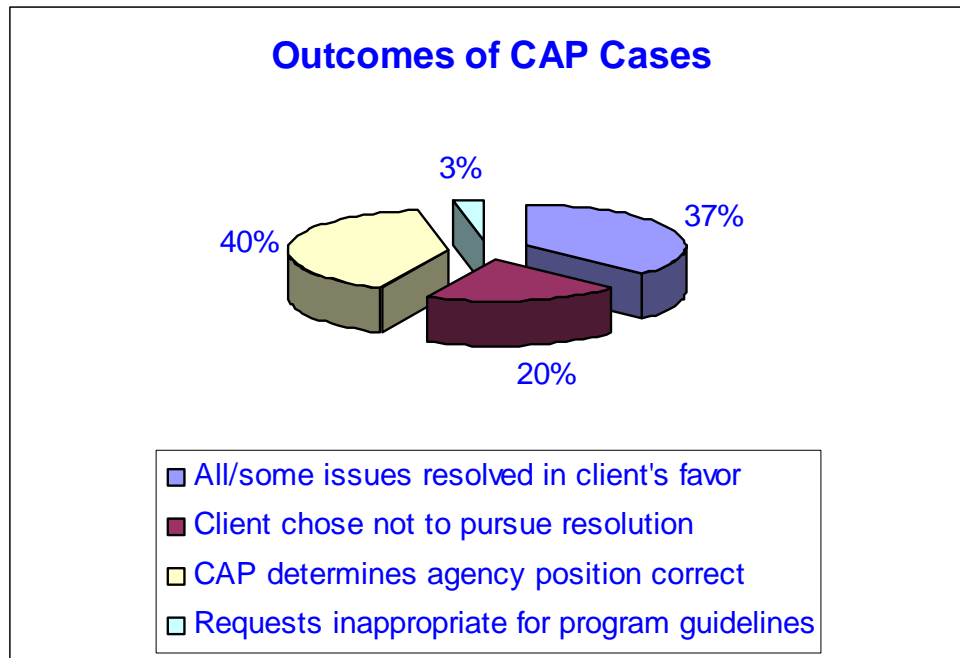


There were 5,150 hits on the CAP web pages this year and 7,500 printed publications and brochures were provided. Publications available on-line and in hard-copy include: CAP Services Brochure, Disability Rights Guide for lowans, and The Americans with Disabilities Act: Employer/Employee Rights and Responsibilities Guide.

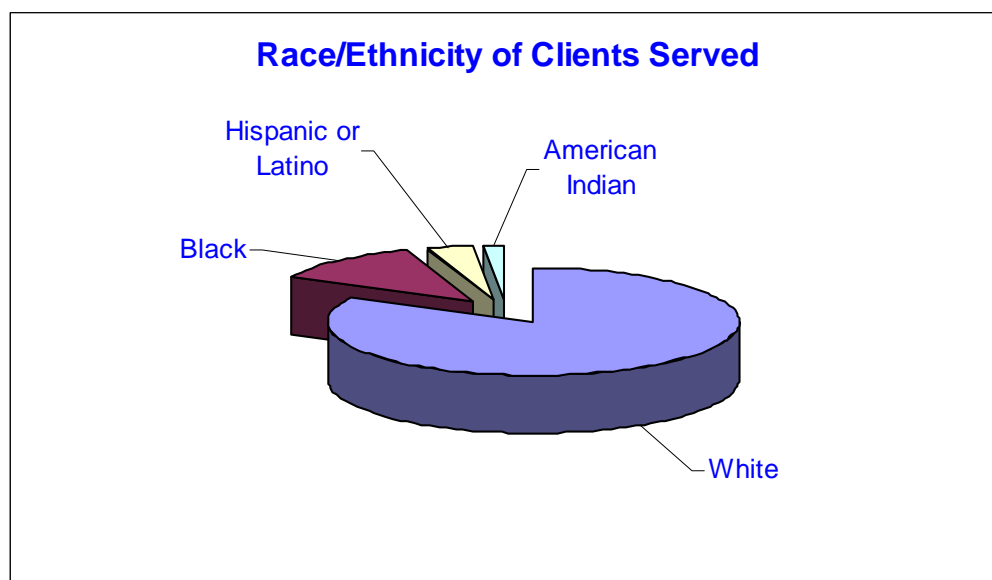


Information requests fall into the three primary categories shown above.

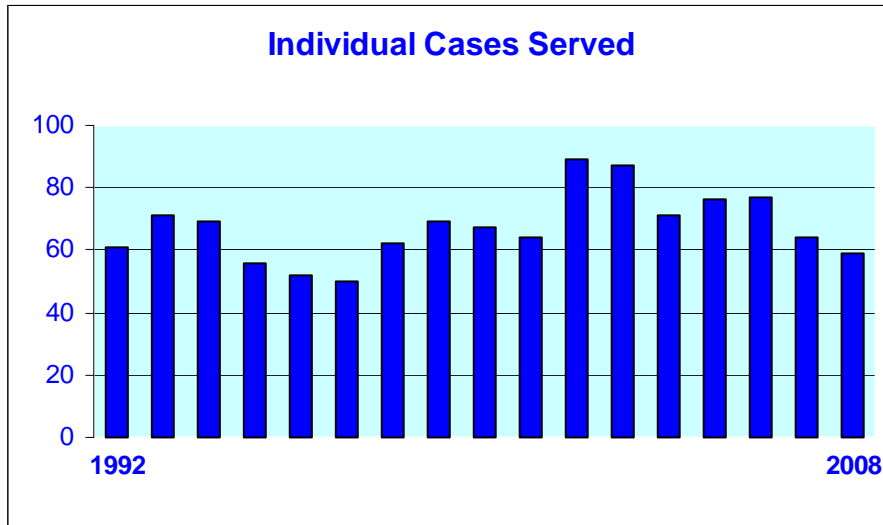
CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move toward employment. Results of these services during the year are depicted below.



The race/ethnicity of CAP clients:



The level of requests for CAP intervention to assist in working with programs authorized under the Rehabilitation Act has remained fairly constant. The chart below shows the individual cases served. There were 59 individual cases served during fiscal year 2008.



If you have questions or need additional specific information, please call Jackie Wipperman at 1-800-652-4298 or email her at jackie.wipperman@iowa.gov