

What is the Client Assistance Program

&

How CAP Can Help!

Presented By:

Elisabeth Furber, M.S., CAP Coordinator, CLASI

Karen DiNardo, B.A., Director of Advocacy and Peer Training & Outreach, MHA

Dielle De Noon, Advocate

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DISCLAIMER

- **This presentation provides general information only and is not intended to be legal advice.**
- **Only licensed attorneys can give legal advice.**



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LEARNING OBJECTIVES

By the end of this presentation, session participants will:

- 1. Identify two ways that the Client Assistance Program can help with employment goals.**
- 2. Identify how to get services from the Division of Vocational Rehabilitation or the Division for the Visually Impaired's Vocational Rehabilitation Program.**
- 3. Identify at least three community resources or self-advocacy tips.**

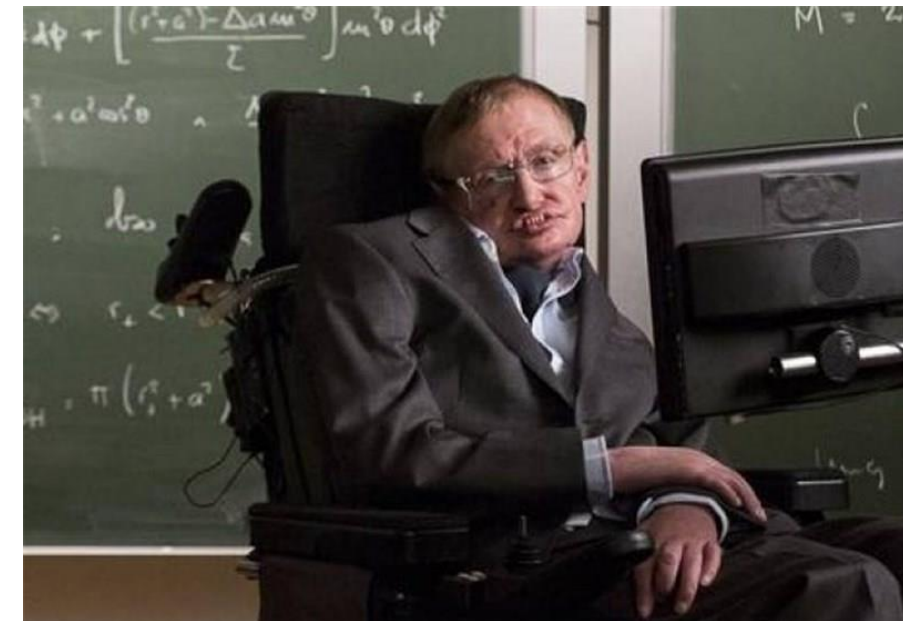


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“Work gives you meaning and purpose and life is empty without it.”

- Stephen Hawking



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Employment Statistics

Highlights from 2022 Data:

- **Across all age groups, persons with disabilities were much less likely to be employed than those with no disability**
- **The unemployment rate for persons with a disability was about twice as high as the rate for persons without a disability**
- **Thirty percent (30%) of workers with a disability were employed part time, compared to Sixteen percent (16%) of those with no disability**
- **Employed persons with a disability were more likely to be self-employed than those with no disability**

Source: Retrieved on 1/1/24 from <https://www.dol.gov/agencies/odep/research-evaluation/statistics>



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What is the Client Assistance Program?

- **Advocacy Program for people with disabilities who are seeking or receiving services authorized in the Rehabilitation Act and funded through the State of Delaware's:**
 - **Division of Vocational Rehabilitation (DVR)**
 - **Division for the Visually Impaired (DVI)**
 - **Centers for Independent Living (CIL)**
 - **Independent Resources, Inc. (IRI)**
 - **Freedom Center for Independent Living (FCIL)**



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How CAP Helps

CAP can...

- **Explain your rights & responsibilities during the rehabilitation process or the Pre-Employment Transition Services process**
- **Help you talk about concerns with DVR/DVI Staff**
- **Give you information about DVR/DVI programs and services or Pre-ETS**



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How CAP Helps



CAP can... (continued)

- **Explain DVR/DVI Policies and Procedures**
- **Advocate for you when a service has been denied or when you are unhappy with the service provided**
- **Arrange for legal representation when needed to represent you with a formal appeal**
- **Tell you about your employment rights under the Americans with Disabilities Act (ADA)**



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What Are My Rights?

You have the right to:

- **Apply or reapply for vocational rehabilitation services**
- **Request and receive information about independent living or employment choices and services so you can reach your work goals**
- **Fully participate in program planning, make meaningful choices about assessments, your employment goal, and the services required to achieve your goal**



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What Are My Rights?

You also have the right to:

- **Pre-Employment Transition Services if you qualify as a student with a disability**
- **Request and receive written explanation if you asked for services and been denied**
- **Discuss a decision to close your case with your counselor before it is closed or be made aware that you no longer qualify for services**



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What Are My Rights?

You also have the right to:

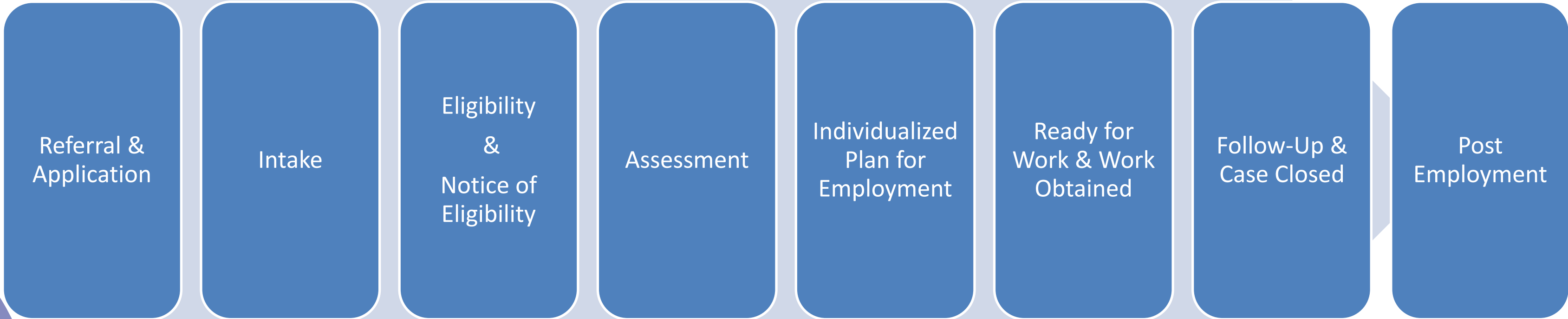
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VR Process



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Return to Work Resources

- **Benefits Counseling**
- **APEX Program**
- **Job Accommodation Network, www.askjan.org**
- **Mid-Atlantic ADA Center, www.ada.org**
- **Delaware Office of Anti-Discrimination, www.labor.delaware.gov/divisions/industrial-affairs/discrimination/**



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Karen's Employment Journey

Karen A. DiNardo, BA
Director of Advocacy & Peer Education and Outreach
kdinardo@mhainde.org
(302) 654-6833

Karen's Employment Journey

- Background of working with a disability
- Worked in the Private Sector for 18+ Years
- Developed issues with spine, numerous Drs., therapies, PTO, medicalizations, etc.
- Pain affected work performance & received SSDI
- Then came the co-morbidities + the reality of my life = A dark place
- What I did to reinvent myself while living with a disability: (community resources, -Rehab, ADA, Dr's and cooperating with employers)
 - Where am I today?

Advocate

- Legislative Advocacy
- Community Collaborations

Educate

- Suicide Prevention
- Peer Training
- Peer Internship Program
- Mental Health Awareness

Support

- Wellness Groups
- Mental Health Court Peer Program



Who is MHA?

“The Mental Health Association in Delaware promotes improved mental well being for all individuals and families in Delaware through education, support and advocacy.”

Advocate

MHA supports legislation that bolsters our mission by:

- Improving community understanding
- Ensuring mental health parity
- Increasing access to treatment
- Allocating funding
- Improving suicide awareness



Educate

Annual Events:

- Higher Education Conference
- Community Mental Health Conference
- Military & Veterans Mental Health Summit/Webinars
- National Depression Screening Day
- Peer Support Learning Collaborative

Suicide Prevention training:

- ASIST (Applied Suicide Intervention Skills Training)
- QPR (Question, Persuade, Refer)
- Lifelines – Suicide Prevention for schools

Peer Training



Dielle's Employment Journey

- **High School Experiences (Senior year)**
- **Planned Parenthood (Internship)**
- **Delaware Technical and Community College**
- **Self-Advocacy**

Tips for Self-Advocacy



- 1. You are the most important person in the process**
- 2. Keep Records**
- 3. Ask for what you need**
- 4. Primary Language**
- 5. Know Your Rights & Your Right to Appeal**
- 6. Prepare, Plan and Participate**
- 7. Be Creative**



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Tips for Self-Advocacy

8. Work Together

9. Be Assertive rather than Aggressive

10. Consider Interim Solutions

11. Confirm Agreements and Action Items

12. Signing Documents



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Questions?



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Contact Information

Lisa Furber, Coordinator
Client Assistance Program
Disabilities Law Program
Community Legal Aid Society, Inc.

Email: efurber@declasi.org

Direct Dial: (302) 510-8289

Website: www.declasi.org/disabilities-law-program

Dielle De Noon, Advocate

Email: dielleaidko@hotmail.com

Karen DiNardo, Director
Advocacy and Peer Education and Outreach
Mental Health Association of Delaware

Email: kdinardo@mhainde.org

Phone: (302) 654-6833

Website: www.mhainde.org



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