

# Archived Information

## CLIENT ASSISTANCE PROGRAM (CAP)

**Goal: To provide assistance and information to help individuals with disabilities secure the benefits available under the Vocational Rehabilitation State Grants program and other programs funded under the Rehabilitation Act of 1973, as amended.**

**Relationship of Program to Volume 1, Department-wide Objectives:** Supports the goals of the Strategic Plan by protecting the civil rights of individuals with disabilities who are seeking to strengthen their skills and improve their earning power.

FY 2000—\$10,928,000

FY 2001—\$11,147,000 (Requested budget)

OBJECTIVE 1: CLIENT ASSISTANCE PROGRAMS (CAPS) MEET EXPECTATIONS OF INDIVIDUALS SERVED IN TERMS OF THEIR SATISFACTION WITH THE CAP SERVICES RECEIVED.

Targets and Performance Data			Assessment of Progress	Sources and Data Quality
<i>The number of CAPs that achieve or exceed a client satisfaction rate of 87 percent</i>			<p><b>Status:</b> Unable to judge.</p> <p><b>Explanation:</b> The baseline will be established using the final FY 1999 data, available in April 2000. FY 1998 was the first time the CAP programs used the recently revised reporting instrument. We want to collect one more year of data before establishing any baselines for this program.</p>	<p><b>Source:</b> CAP FY 1998 performance report, RSA-227 uniform data collection. <i>Frequency:</i> Annually. <i>Next Update:</i> April 2000.</p> <p><b>Validation Procedure:</b> Appropriate review of annual data are conducted by ED program specialists. On-site compliance reviews are conducted and random sampling of on-site files are cross-checked with reported data for verification.</p> <p><b>Limitations of Data and Planned Improvements:</b> Data collection instrument (RSA-227) was recently revised and approved by OMB to require uniform reporting definitions and numerical data collection. No known limitations at this time; however, self-reporting by grantees may pose some limitation.</p>
Year	Actual Performance	Performance Targets		
1998:	34 (60% of CAPs)			
<b>1999:</b>	<b>No data available</b>	<b>No target set</b>		
2000:		Meet or exceed the prior year		
2001:		Meet or exceed the prior year		

OBJECTIVE 2: RESOLVE CASES AT LOWEST POSSIBLE LEVEL.

Targets and Performance Data			Assessment of Progress	Sources and Data Quality
<i>The percentage of cases resolved through ADR will increase</i>			<p><b>Status:</b> Unable to judge.</p> <p><b>Explanation:</b> The target for the percentage of cases resolved using ADR will be established using the final FY 1999 data, available in April 2000. See complete explanation at 1.1.</p>	<p><b>Source:</b> CAP FY 1998 performance report, RSA-227 uniform data collection. <i>Frequency:</i> Annually. <i>Next Update:</i> April 2000.</p> <p><b>Validation Procedure:</b> Same as 1.1.</p> <p><b>Limitations of Data and Planned Improvements:</b> Same as 1.1.</p>
Year	Actual Performance	Performance Targets		
1998:	4,388 (44.3 %)			
<b>1999:</b>	<b>No data available</b>	<b>No target set</b>		
2000:		Increase over prior year		
2001:		Increase over prior year		

OBJECTIVE 3: ACCURATELY IDENTIFY PROBLEM AREAS REQUIRING SYSTEMIC CHANGE AND ENGAGE IN SYSTEMIC ACTIVITY TO IMPROVE SERVICES UNDER THE REHABILITATION ACT.

Indicator 3.1 Effects of systemic change: The percentage of CAPs that report changes in policies and practices as a result of their efforts will achieve or exceed baseline.			Assessment of Progress	Sources and Data Quality
Targets and Performance Data			<p><b>Status:</b> Unable to judge.</p> <p><b>Explanation:</b> The target for the percentage of CAPs reporting on their changes to policies and practices will be established using the final FY 1999 data, available in April 2000. See 1.1 for complete explanation.</p>	<p><b>Source:</b> CAP FY 1998 performance report, RSA-227, narrative section.  <i>Frequency:</i> Annually.  <i>Next Update:</i> April 2000.</p> <p><b>Validation Procedure:</b> Same as 1.1.</p> <p><b>Limitations of Data and Planned Improvements:</b> Data will be limited because it is self-reported and in a narrative format. The data submitted are reviewed by program specialists, but data validity will be unattainable.</p>
<i>Percent of CAPs reported that their systematic advocacy resulted in a change in policy or practice</i>				
<b>Year</b>	<b>Actual Performance</b>	<b>Performance Targets</b>		
1998:	50.9%			
<b>1999:</b>	<b>No data available</b>	<b>No target set</b>		
2000:		Increase over prior year		
2001:		Increase over prior year		

**KEY STRATEGIES**

Strategies Continued from 1999

- ❖ Inform National Association of Protection and Advocacy Systems (NAPAS) of ED activities in this area at monthly meetings.

New or Strengthened Strategies

- ❖ Provide technical assistance on how CAPs should approach each case in a comprehensive manner.
- ❖ Provide technical assistance to CAPs on the use of the model client satisfaction survey.
- ❖ Provide technical assistance to encourage CAPs to follow up with individuals served.
- ❖ Develop a model ADR policy for the CAPs.
- ❖ Provide technical assistance on how CAPs can use ADR effectively.
- ❖ Compile and assess CAP narrative reporting regarding systemic activities in order to provide technical assistance and followup for those CAPs not reporting systemic activities.

**HOW THIS PROGRAM COORDINATES WITH OTHER FEDERAL ACTIVITIES**

- ❖ This program coordinates with other protection and advocacy programs administered by HHS through monthly interagency meetings. The primary Federal partners at these meetings are RSA, the Administration on Developmental Disabilities (ADD), and the Center for Mental Health Services (CMHS). The National Institute on Disability Research and Rehabilitation (NIDRR) also participates in these meetings. The purpose of these meetings is for the Federal partners to ensure that these programs receive sufficient training and technical assistance, funded by all of the partners, so that the programs can provide quality advocacy services to individuals with disabilities. The Federal partners also discuss potential compliance issues that might be arising with a grantee.

**CHALLENGES TO ACHIEVING PROGRAM GOAL**

- ❖ As the number of individuals with disabilities within the Vocational Rehabilitation State Grant program increase, the types of services available to them change, and the methods of rehabilitation expand, CAPs are challenged to maintain their services that protect the rights of all individuals seeking or receiving vocational rehabilitation services.

## **INDICATOR CHANGES**

### **From FY 1999 Annual Plan (two years old)**

#### Adjusted

- ❖ The objectives were reordered.
- ❖ Objective 4, which measured the number of CAPs that report on their systemic advocacy activities, was adjusted. In FY 1998, the first year of data collection, 96.4 percent of CAPs reported on this item. The issue of under-reporting did not present a problem.

#### Dropped

- ❖ Objective 1, along with Indicator 1.1, that measured the number of CAPs reporting multiple individual case files, was dropped.

### **From FY 2000 Annual Plan (last year's)**

#### Adjusted

- ❖ Indicator 1.1 was adjusted to measure the number of CAPs that achieve or exceed a client satisfaction baseline of 87 percent.

#### Dropped

- ❖ Indicator 2.1.
- ❖ Indicator 3.1.

New—None.