



The Nevada Disability Advocacy & Law Center (NDALC) is a private, statewide non-profit organization that serves as Nevada's federally-mandated protection and advocacy system for human, legal and service rights for individuals with disabilities. NDALC was designated as Nevada's protection and advocacy system by the Governor in March 1995. NDALC was designated as the Client Assistance Program in November 2012.

Services provided by NDALC include information and referral; education, training, negotiation, mediation, investigation of reported or suspected abuse/neglect, legal counsel, technical assistance, litigation services and public policy work.

NDALC has offices in Las Vegas, Reno and Elko with services provided statewide. All services are offered at no charge to eligible individuals in accordance with NDALC's available resources and service priorities.

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*The contents of this publication were developed under a grant from the U.S. Department of Education. However, the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government. This brochure was developed, printed and disseminated at U.S. Taxpayer expense.*

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Email us at: [cap@ndalc.org](mailto:cap@ndalc.org)

# CLIENT ASSISTANCE PROGRAM



[www.ndalc.org](http://www.ndalc.org)

# The Client Assistance Program Services

The **Client Assistance Program (CAP)** is a 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, including:

- ◆ Bureau of Vocational Rehabilitation (BVR)
- ◆ Bureau of Services to Blind & Visually Impaired (BSB/VI)
- ◆ Native American Rehabilitation Programs
- ◆ Nevada's Independent Living Programs

The CAP exists to ensure that all eligible Nevadans with disabilities receive services as provided under the federal Rehabilitation Act and the employment section of the Americans with Disabilities Act.



## Types of Assistance

Information & Referral  
Technical Assistance  
Advocacy Training  
Representation - in selected cases

### When Should I Contact CAP?

- ◆ You are denied the right to apply for rehabilitation or independent living services
- ◆ You need help understanding your rights and responsibilities while working with a vocational rehabilitation (VR) provider or an independent living service provider
- ◆ You have a conflict with your VR or independent living service provider
- ◆ You need representation in a formal appeals process if you are denied services, if services are not provided according to plan, or if you disagree with the services to be provided
- ◆ You disagree with your case being closed by a vocational rehabilitation provider or provider of independent living services
- ◆ You want information about employment under Title I of the Americans with Disabilities Act (ADA)

### Contacting CAP:

Contact information is listed on the back of this brochure. Please contact the office in the area where you are receiving services.



### What to Expect:

On your initial call to CAP an intake specialist will ask for some general information about you and a brief summary of the issue that you are having with your rehabilitation/independent living service provider. Your information is then submitted for review. You can generally expect an advocate to call you back within five business days.



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