

RSA-227 - Annual Client Assistance Program (CAP) Report

Wisconsin (WISCONSIN STATE DEPT OF AGRICULTURE, TRADE and CONSUMER PROTECTION) - H161A150054 - FY2015

General Information

Designated Agency Identification

Name	Wisconsin Client Assistance Program
Address	2811 Agriculture Drive
Address Line 2	PO Box 8911
City	Madison
State	Wisconsin
Zip Code	53708
E-mail Address	linda.vegoe@wisconsin.gov
Website Address	

Phone	608-224-5070
TTY	
Toll-free Phone	800-362-1290
Toll-free TTY	
Fax	608-224-5069

Operating Agency (if different from Designated Agency)

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Additional Information

Name of CAP Director/Coordinator	Linda Vegoe
Person to contact regarding report	Linda Vegoe
Contact Person Phone	608-224-5070

Part I. Non-case Services

A. Information and Referral Services (I&R)

Multiple responses are not permitted.

1. Information regarding the vocational rehabilitation (VR) program	520
2. Information regarding independent living programs	10
3. Information regarding American Indian VR Service projects	10
4. Information regarding Title I of the ADA	5
5. Other information provided	30
6. Information regarding CAP	60
7. Total I&R services provided (Lines A1 through A6)	635

B. Training Activities

1. Number of training sessions presented to community groups and public agencies.	20
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2. Number of individuals who attended these training sessions.

426

3. Describe training presented by the staff. Include the following information:

(a) topics covered

(b) purpose of the training

(c) description of the attendees
Topics included: VR process, CAP role, WIOA, Trends in Consumer Complaints, The IPE – the importance of planning. Purpose: enhance understanding of the VR purpose and process; what the common complaints are; CAP's role in the VR process, and what to expect from WIOA. Attendees: VR staff, new VR staff (orientation), Work Incentive Specialists, disability councils, community rehabilitation program trade association members, staff of an agency serving people who are blind or visually impaired.

C. Agency Outreach

Describe the agency's outreach efforts to previously un-served or underserved individuals including minority communities.

Outreach has focused on the American Indian Vocational Rehabilitation projects in our state. We are sharing resource materials with staff, offering to provide training for new staff, and seeking their feedback on how CAP can be more effective in serving AIVR consumers.

D. Information Disseminated To The Public By Your Agency

For each method of dissemination, enter the total number of each method used by your agency during the reporting period to distribute information to the public. For publications/booklets/brochures (item 4), enter the total number of documents produced. Agencies should not include website hits. See instructions for details.

1. Agency Staff Interviewed or Featured on Radio and TV	1
2. Articles about CAP Featured in Newspaper/Magazine/Journals	0
3. PSAs/Videos Aired about the CAP Agency	0
4. Publications/Booklets/Brochures Disseminated by the Agency	0
5. Number of Times CAP Exhibited at Conferences, Community Fairs, etc.	2
6. Other (specify below)CAP posters on the VR process and on VR fiscal processes are located in each VR office in the state. The poster on the process is also shared at disability conferences, transition conferences, and with community rehabilitation agencies.	

E. Information Disseminated About Your Agency By External Media Coverage

Describe the various sources and information disseminated about your agency by an external source.

Part II. Individual Case Services

A. Individuals served

An individual is counted only once during a fiscal year. Multiple counts are not permitted for Lines A1-A3.

1. Individuals who are still being served as of October 1 (carryover from prior year)	38
2. Additional individuals who were served during the year	169
3. Total individuals served (Lines A1+A2)	207
4. Individuals (from Line A3) who had multiple case files opened/closed this year (In unusual situations, an individual may have more than one case file opened/closed during a fiscal year. This number is not added to the total in Line A3 above.)	9
5. Individual still being served as of September 30 (Carryover to next year. This total may not exceed Line A3.)	46

B. Problem areas

Multiple responses permitted.

1. Individual requests information	21
2. Communication problems between individual and VR counselor	53
3. Conflict about VR services to be provided	114
4. Related to VR application/eligibility process	7
5. Related to assignment to order of selection priority category	1
6. Related to IPE development/implementation	18
<ul style="list-style-type: none"> i. Selection of vendors for provision of VR services ii. Selection of training, post-secondary education iii. Selection of employment outcome iv. Transition services 	
7. Related to independent living services	2
8. Other Rehabilitation Act-related problems	3
9. Non-Rehabilitation Act related	0
<ul style="list-style-type: none"> i. TANF ii. SSI/SSDI 	

iii. Housing iv. Other:	
10. Related to Title I of the ADA	0

C. Intervention Strategies for closed cases

(Choose one primary service the CAP provided for each closed case file. There may be more case files than actual individuals served.)

1. Short Term Technical Assistance	7
2. Investigation/Monitoring	5
3. Negotiation	35
4. Mediation and other methods of Alternative Dispute Resolution	4
5. Administrative / Informal Review	53
6. Formal appeal / Fair Hearing	1
7. Legal remedy / Litigation	0

8. Total	105
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D. Reasons for closing individuals' case files

(Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served.)

1. All issues resolved in individual's favor	57
2. Some issues resolved in individual's favor (when there are multiple issues)	39
3. CAP determines VR agency position/decision was appropriate for the individual	24
4. Individual's case lacks legal merit; (inappropriate for CAP intervention)	25
5. Individual chose alternative representation	2
6. Individual withdrew complaint	13
7. Issue not resolved in clients favor	8
8. CAP services not needed due to individual's death, relocation, etc.	0
9. Individual not responsive/cooperative with CAP	1

10. CAP unable to take case due to lack of resources	0
11. Conflict of interest	0
12. Other (Please explain below)CAP and PABSS discovered we were working with the same individual on the same issue. Consulted with PABSS staff and the individual and recommended she continue to work with PABSS.	

E. Results achieved for individuals

(Choose one primary outcome for each closed case file. There may be more case files than the total number of individuals served.)

1. Controlling law/policy explained to individual	91
2. Application for services completed	0
3. Eligibility determination expedited	1
4. Individual participated in evaluation	1
5. IPE developed/implemented/Services Provided	24
6. Communication re-established between individual and other party	24

7. Individual assigned to new counselor/office	91
8. Alternative resources identified for individual	4
9. ADA/504/EEO/OCR complaint made	0
10. Other (Please explain below)	

Part III. Program Data

A. Age

Multiple responses not permitted.

1. Up to 18	14
2. 19 - 24	32
3. 25 - 40	92
4. 41 - 64	68
5. 65 and over	1
6. Total (Sum of Lines A1 through A5. Total must equal Part II, Line A3.)	207

B. Gender

Multiple responses not permitted.

1. Females	101
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2. Males	106
3. Total (Lines B1+B2. Total must equal Part II, Line A3.)	207

C. Race/ethnicity of Individuals Served

1. Hispanic/Latino of any race (for individuals who are non-Hispanic/Latino only)	3
2. American Indian or Alaskan Native	4
3. Asian	1
4. Black or African American	62
5. Native Hawaiian or Other Pacific Islander	0
6. White	136
7. Two or more races	0
8. Race/ethnicity unknown	1

D. Primary disabling condition of individuals served

Multiple responses not permitted.

1. Acquired Brain Injury	3
2. ADD/ADHD	2
3. AIDS/HIV	0
4. Amputations or Absence of Extremities	2
5. Arthritis or Rheumatism	5
6. Anxiety Disorder	3
7. Autism Spectrum Disorder	4
8. Autoimmune or Immune Deficiencies (excluding AIDS/HIV)	0
9. Blindness (Both Eyes)	2
10. Other Visual Impairments (Not Blind)	3
11. Cancer	0
12. Cerebral Palsy	0

13. Deafness	5
14. Hard of Hearing/Hearing Impaired (Not Deaf)	2
15. Deaf-Blind	0
16. Diabetes	0
17. Digestive Disorders	1
18. Epilepsy	0
19. Heart & Other Circulatory Conditions	2
20. Intellectual Disability	11
21. Mental Illness	59
22. Multiple Sclerosis	0
23. Muscular Dystrophy	0
24. Muscular/Skeletal Impairment	0
25. Neurological Disorders/Impairment	13

26. Orthopedic Impairments	50
27. Personality Disorders	10
28. Respiratory Disorders/Impairment	1
29. Skin Conditions	0
30. Specific Learning Disabilities (SLD)	22
31. Speech Impairments	0
32. Spina Bifida	0
33. Substance Abuse (Alcohol or Drugs)	7
34. Other Disability	0
35. Total (Sum of Lines D1through D34. Total must equal Part II, Line A3.)	207

E. Types of Individual Served

Multiple responses permitted.

1. Applicant of VR	7
2. Individual eligible for VR services currently on a wait list	0
3. Individual eligible for VR services not currently on a wait list	205
4. Applicant or individual eligible for Independent Living	2
5. Transition student/High school student	14
6. All other applicants or individuals eligible for other programs or projects funded under Rehabilitation Act	2

Part IV. Systemic Activities and Litigation

A. Non-Litigation Systemic Activities

1. Number of non-litigation systemic activities not involving individual representation that resulted in the change of one or more policy or practice of an agency.

4

2. Describe the systemic activities conducted by CAP during the fiscal year and its impact on other agency's policies or practices.

1. Bi-monthly meeting with VR management to discuss trends in consumer complaints and possible remedies. Used these meetings to advocate for a more statewide approach to staff training, service provider selection, and supervision to improve consistency across the local VR offices. VR was receptive to expanding training for staff, to collaboration to address service provider training. A recent state audit of VR has made the recommendation for more consistency across offices, so we hope to work with VR and the state rehabilitation council to develop methods to improve consistency through a better understanding of VR law and policy.
2. Met with VR management and arranged a tour of a Think College campus for two VR staff to encourage them to approve programs based on merit rather than asking VR for across the board approval of any program calling itself Think College.
3. Participated in a yearlong workgroup to redesign funding for college students and used the opportunity to advocate for more up front information on careers, labor market, and student loan costs. Training materials will include links for VR counselors and clients to use to encourage informed decision-making.
4. CAP and the state rehabilitation council advocated for centralized intake to do the information gathering and free up VR

staff time for guidance and counseling. We cited high caseloads and longer delays in scheduling appointments. VR has entered into a pilot with Stout Vocational Rehabilitation Institute. The initial response from the pilot offices has been positive.

B. Litigation

1. Total number of CAP cases requiring litigation involving individual representation resulting in, or with the potential for, systemic change.

a. Number of cases requiring litigation involving individual representation filed during fiscal year.

0

b. Number of on-going cases pending at start of fiscal year (carryover from prior fiscal year).

0

c. Number of cases resolved through litigation during fiscal year.

0

2. Describe the agency's on-going and completed systemic litigation activities involving individual representation.

Part V. Agency Information

A. Designated Agency

1. Agency Type (select only one option)	External-other public agency
2. Name of designate agency	Department of Agriculture, Trade, and Consumer Protection
3. Is the designated agency contracting CAP services?	No
4. If yes, name of contracting agency:	Wisconsin Client Assistance Program

B. Staff Employed

Provide a description of all CAP positions (see instructions)

2 person years

Part VI. Case Examples

Provide some examples of some interesting cases during the past fiscal year.

1. Individual has been a volunteer. VR questioned her ability to work given her difficulty working with VR job developers in the past. Met with VR and client to develop a plan to assess what she can do. Take one class as an assessment of her ability to succeed in a formal training setting. Research job goals related to skills and training she had prior to her head injury. 2. An individual had one year of college left to complete a degree that would prepare her for her career goal. Her financial aid and assistance from VR was not adequate. CAP worked with her to get the precise amounts and to get confirmation from the college financial aid office that she was not eligible for additional aid. VR supervisor approved the dollar amount we requested. 3. Two cases involved students attending what is referred to as "think college" programs. Each student was working with a different VR office. One office calculated the level of assistance based on the training grant VR provides to college students. The other office calculated what they would spend with the local community rehabilitation facility on job readiness skill training and offered the equivalent. While VR accepted each student's choice for training, the methods used to determine how much assistance VR would provide was very different. We raised this example with the VR leadership team to illustrate the need for more detailed guidance so staff will apply policy more consistently across the state.

Certification

Approved

Reports are to be submitted to RSA within 90 days after the end of the fiscal year covered by this report. Please be reminded that you can enter data directly into RSA's website via the internet. Information on transmittal of the form is found on pages 19 and 20 of the reporting instructions.

Name of Designated Agency Official	Linda Vegoe
Title of Designated Agency Official	CAP Director
Date Signed	12/30/2015