

CAP or the Client Assistance Program

This guide is available in Braille, audio tape, and computer disc.

This guide was produced by the Client Assistance Program (CAP) of the Disability Rights New Mexico in Albuquerque, New Mexico. Portions of this guide were based on a previous CAP guide written by Jamie McAlister.

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To access the DVR manual of Operating Procedures [click here](#).

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1. HOW TO USE THIS GUIDE

CAP developed this guide to assist people. It is a resource for people who have disabilities, their families, and their advocates. The guide describes some of the programs, rules, methods, and standards for getting rehabilitation and independent living services. The last chapter, Chapter 8, lists the programs that this guide covers, with their phone numbers and addresses. The rest of this manual explains exactly what those programs and services are and how to be a self-advocate so you can get the services.

If you want to know what CAP does, read Chapter 2, "The Client Assistance Program."

If you need to learn about or improve self-advocacy skills, read Chapter 3, called "Be Your Own Advocate." When you are ready to do advocacy for yourself, you should study how the programs work.

If you want to understand how the programs work, study Chapter 4 through Chapter 8 in the section called "Step by Step through the System." You can follow the step-by-step process to locate the part of the program where it is best to apply your skills. If you want to know about the appeals process, read Chapter 7.

If this manual is successful, people who read it will understand the *process* of getting services. The process is how the programs work. Getting information about program services and resources is a skill that you can use in the future with any program.

2. CLIENT ASSISTANCE PROGRAM

What is CAP?

The Client Assistance Program (CAP) helps persons with disabilities who have concerns about agencies in New Mexico that provide vocational rehabilitation or independent living services. The type of help may be information or it may be advocacy.

When a person has a question or a problem with DVR, the Commission for the Blind, an Independent Living Center, or Projects with Industry, then CAP can help. CAP can also give information about other programs that provide services.

Who can get CAP services?

Information is available to anyone with a disability in New Mexico.

Help with a *rehabilitation agency* or *independent living center* is available to people who are having problems with the rehabilitation agency or the independent living center. You must be a client of the agency or program, or you must want to become a client.

You have the right to talk with a CAP advocate about your rehabilitation problem. CAP may have a service that will help. Any person with a disability can ask CAP about other programs that can help. If CAP can help you with a problem, the CAP advocate will work with you.

What programs does CAP cover?

CAP was set up by the Rehabilitation Act of 1973, as amended, to protect your rights. This law sets rules for deciding who can get rehabilitation services and what your rights and responsibilities are. The six agencies in New Mexico that get federal money through the Rehabilitation Act are the programs that CAP covers. Those programs are:

Division of Vocational Rehabilitation Commission for the Blind
Projects With Industry
New Vistas Independent Living Center
Southern New Mexico Center for Independent Living
Independent Living Resource Center

CAP does not cover every type of program that provides services to people who have disabilities. Some of the programs that CAP does not cover are Medicaid, Medicare, Social Security, Special Education, and Fair Housing. Even if it does not cover a program, CAP may be able to give you information about other programs.

What help does CAP offer?

Information about agencies and programs that help people
Information about rehabilitation agencies and independent living programs and how to get services from them
Teaching persons with disabilities how to be self-advocates

Help solving problems between rehabilitation agencies and their clients
Acting for clients during the appeals process
Acting for clients of rehabilitation agencies in court.

One of CAP's most important services is teaching you how to be your own advocate. To learn more about how to be an advocate for yourself, study the next chapter.

How can I get CAP help?

Simply telephone or write us.

Call **1-800-432-4682** (voice and TDD) toll-free in New Mexico, or call **256-3100** (voice and TDD) in Albuquerque. A Disability Rights New Mexico staff person will take your information, fill out some forms, and then will tell you how CAP can help. Our mailing address is:

Disability Rights New Mexico
Client Assistance Program
1720 Louisiana Blvd., NE
Suite 204
Albuquerque, NM 87110

All CAP services are free.

All activities of the Client Assistance Program are conducted without regard to race, color, religion, sex, age, national origin, disability, or sexual orientation.

3. BE YOUR OWN ADVOCATE

Self-advocacy is the same as speaking up for yourself. The best way to learn to be your own advocate is to practice. You are the best person to speak for yourself, so you should learn the basic skills for success and how to use them.

ADVOCACY SKILLS

define what you need
know what your rights are
know your responsibilities
know the "system" and the procedures
keep good records

Learning how to be a good advocate for yourself requires knowing what you need and how to get it. Knowing how to get it means learning the rules of a service system and who the key people are.

Key rules are the rules of the program that tell what you must do to get what you need from the services the program provides.

Key people are the people who will help you and who can make the decisions.

Once you learn these keys you can use them in any service system. Self-advocacy is a skill

that will have life-long value. Each service- delivery system differs from other systems, but the skills of using the systems are very similar. Once you learn the basic skills of self-advocacy, you can figure out the process for getting what you need.

Know what you need

There is a difference between what you want and what you need. The first step in self-advocacy is to know what you *need*. It may help you to write a list of those needs. It is also important to know what things an agency can do for you. Then, you will know how the agency may be able to help you. Then, you can set goals that are realistic for what you need.

Know your rights

You have the right --
to apply for services
to be treated with courtesy and respect
to see your file and to get a copy of your file
to have your records kept confidential
to ask for a new counselor
to understand why your counselor makes decisions
to appeal any decision you do not agree with
to ask CAP for help

When you are a client of the Commission for the Blind or DVR, you also have the right --
to choose the job that is best for you
to get the help you need to get the job you want

Know your responsibilities

Responsibilities are things you must do yourself. If you do not act responsibly, the agency may not be able to help you. For example, you should be courteous toward your counselor, just as you expect courtesy from him or her. You have a right to disagree, but you have a responsibility to talk in a polite manner.

One important responsibility is keeping appointments. You and the counselor, together, are a team. You must meet when you say you will. If you cannot keep an appointment, call the counselor ahead of time and reschedule your appointment for as soon as possible. Calling ahead of time is a common courtesy and a sign of responsibility. Keeping appointments is so important that a counselor may close your case if you neglect to meet when you say you will.

Other responsibilities --
give the counselor information to honestly explain your situation

help your counselor understand the reasons for your decisions
follow through on what you say you will do

Your counselor is not a mind-reader and will not know what you need if you do not tell him or her the true situation. Provide all the necessary medical or other reports that may help explain your disability. Let the counselor know what is happening in your life. Explain your decisions so the counselor understands your motivation. Sometimes, it is hard to explain, but your counselor needs to know how you feel and why you do things your way.

Follow-through means keeping to the plan and keeping promises. Follow your plan and you will reach the goals that you set. Sometimes, achieving a goal requires persistence. If you do what you say you will, you have an ability that employers value highly.

You must be responsible be sure your needs are met. You need to understand whether each decision makes sense for reaching your goals. A good self-advocate asks questions. If the counselor asks you questions or has ideas that do not seem to make sense, ask the counselor what the question or idea means, so that you understand. When you know what the counselor thinks, you will be able to work together better.

Keep records

Keep track of information. Keeping records means keeping the information somewhere other than in your mind. Write the information down on paper and keep it filed where you can find it. The record will help you remember what happened and will also help if you and your counselor do not agree about what happened. Good records will help you prove what you remember.

Good records are --

a complete description of what happened
accurate and understandable
easy to find when you need them
What records should be kept?

Phone calls -- Write down the date, the phone number, and who you talked with. Write down what the call was about. Keep a written record of any agreements.

Letters -- Keep all letters from your rehabilitation agency. Keep copies of every letter you send to the agency.

Meetings -- When you meet with your counselor, write down the date and what you and the counselor decided.

Personal -- Keep a copy of all medical and psychological reports, work evaluations, and transcripts you give your counselor. Maintain your own records of work history, skills, and

education so you are ready to tell employers about yourself.

Keep these records together in the same place. To keep them in order, use a notebook or file folders.

Other Self-Advocacy Skills

1. Be an active participant in decision-making that affects you.
2. Set goals that are realistic for what you need to achieve.
3. Get the information you need about solutions and alternatives.
4. Have a realistic idea of who you are and what your resources are.
5. Listen and speak to the issue.
6. Be clear about emotional aspects, since the way a person feels can affect how decisions are made.

STEP BY STEP

THROUGH

THE SYSTEM

DIVISION OF VOCATIONAL REHABILITATION

COMMISSION FOR THE BLIND

PROJECTS WITH INDUSTRY

CENTERS FOR INDEPENDENT LIVING

4. WHAT ARE VOCATIONAL REHABILITATION AND INDEPENDENT LIVING SERVICES?

Vocational Rehabilitation

Vocational rehabilitation services help people with disabilities prepare for, find, and keep jobs. "Rehabilitation" means teaching and training a person who has a disability how to reach goals and how to learn new skills. Rehabilitation has several ideal goals. These ideals can provide a long-term guide to how a rehabilitation program should deliver services.

The Goals of Rehabilitation

1. Independence -- you make your own decisions
2. Self-management -- you decide what help you need
3. Self-advocacy -- you speak up for yourself
4. Employment -- services you need to get and keep a job

Clients in rehabilitation programs are familiar with the fourth goal, employment. The first three goals are not always obvious, but they are skills that will help with the goal of finding a job.

There are many programs that provide rehabilitation services. The State of New Mexico's Division of Vocational Rehabilitation and Commission for the Blind are two of those programs. **Independent Living**

Independent living services help people who have disabilities learn to live on their own, get the services they need, and make their own decisions. Independent living services help an individual find the resources and gain the skills to achieve what he or she needs.

The goals of independent living are similar to the ideal goals of rehabilitation. The big difference is that independent living services focus on day-to-day skills that may have nothing to do with employment. Some of the services that independent living programs provide are:

1. Training in skills for independent living
2. Counseling and peer support
3. Advocacy
4. Information and referral about work, school, housing, and personal assistance.

There are a number of programs that provide independent living services. In New Mexico there are three Centers for Independent Living (CIL's). ILC's are private, consumer-run organizations. Chapter 8 discusses them more fully.

The State Commission for the Blind and the Division of Vocational Rehabilitation also provide some independent living services. The independent living services of the two state agencies are discussed briefly on Pages 25-26.

5. SERVICES FROM THE DIVISION OF VOCATIONAL REHABILITATION AND THE COMMISSION FOR THE BLIND

The purpose of the New Mexico Division of Vocational Rehabilitation (DVR) and the Commission for the Blind is to help people with disabilities become more productive and independent. Both agencies have a variety of programs to do this. The services include training, counseling and guidance, and other help a person might need to get and keep a job or to be as independent as possible.

On the next page is a picture of how the process should work for these two rehabilitation programs. (Available in hard copy only)

Each person who uses the services of DVR or the Commission for the Blind will have an individualized plan. Each person's experience of the system will be different. For some clients the process may be as simple as it sounds in this guide, but sometimes the process is more difficult. For example, if your counselor transfers to another location, the process will be interrupted. Or, if your vocational goal is out of the ordinary, you may have difficulty convincing your counselor that it is the best goal.

Eligibility

The main difference between DVR and the Commission for the Blind is who can use their services. A person is eligible for DVR services if he or she has a disability that creates a substantial handicap to employment and if DVR services might help the person become employed. A person is eligible for Commission for the Blind services if he or she is legally blind or has a condition that will lead to blindness.

A Road Map of the Rehabilitation Process

APPLICATION

DIAGNOSTIC

EVALUATION

EXTENDED

EVALUATION

UP TO 18 MONTHS

PROGRAM DEVELOPMENT

IWRP

I N D I V I D U A L W R I T T E N

R E H A B I L I T A T I O N P R O G R A M

SERVICES

EMPLOYMENT

POST-EMPLOYMENT

SERVICES

Cost of Services

Many of the services are free. Depending on your income and resources, you may be asked to share in the cost of some services. Evaluation and counseling are two services that are always provided without any charge.

How the Process Works

The goal of rehabilitation is to help you get and keep a job that matches your abilities and interests. For some people, rehabilitation may take years. For others, it may take only a few months. Your plan is called an Individual Written Rehabilitation Program, or IWRP. The IWRP and the services you get are tailored to your needs. You make them succeed.

Each agency has rules for becoming a client. A "client" is someone to whom the agency can provide services. When you apply, the agency makes a decision about your eligibility. To be "eligible" means that you qualify for services under the rules of the agency. If you do not qualify, you are not eligible and the agency cannot help you. It is important that you know what the rules are for becoming a client (see Page 21).

Vocational rehabilitation is not an "entitlement" that you receive automatically because of a disability. You and a counselor must agree on the services appropriate for you. The counselor will provide services to evaluate your eligibility and to help you get a job. If DVR does not expect to be able to help you get a job, DVR may offer services to improve your independence. For your part, you must have a potential to benefit from the services and must do what you agree to in the IWRP.

Applying for Services

Any person with a disability who is in New Mexico can apply for services. You can

telephone, write, or visit the office that serves your area. A list of all the offices and their phone numbers is at the end of this guide. The first step is to call an office and get an application.

When you apply, an appointment will be scheduled for you to meet with a counselor. The counselor will explain the process and must inform you about your rights. The counselor will ask you for information about yourself. The counselor will use the information to decide your eligibility. All the information you give is confidential. When you go to meet with your counselor, it will help to bring the following information about yourself:

Social Security number

names and addresses of doctors you have seen recently

names and addresses of schools you have attended

information about medical insurance you have

a list of places you have worked, types of jobs, dates, salary, reasons for leaving

any other records or information which you feel may help the counselor understand your disability.

Diagnostic Evaluation

Every person who applies must be evaluated for eligibility. Your counselor will want to learn more about you and how your disability creates a handicap to employment. If you have recently had a medical examination or if your disability has been documented by another agency, let the counselor see the report. Otherwise, the counselor may make an appointment for you to see a doctor. The counselor also may arrange for other types of vocational testing, such as psychological, aptitude, IQ, or achievement tests.

You will not have to pay for the diagnostic evaluations. It is very important that you go to the appointments. If you do not keep an appointment or if you refuse to take a test, your counselor might decide you are not cooperating and close your case.

The diagnostic evaluation is the basis for deciding whether there is a reasonable chance that rehabilitation services will help. If your counselor does not get the information about your situation, he or she will not know your abilities, skills, and what the agency can do for you.

In other words, the diagnostic evaluation is the basis for your counselor's decision about your eligibility.

This part of the rehabilitation process can be a roadblock if the counselor does not get the information. *Follow up after the appointment to make sure the written report is sent to the counselor as soon as possible.*

The evaluation process may take as long as two months. At the end of that time, the counselor should give you a decision about eligibility. Sometimes, the counselor needs more time and studies to decide if you are eligible. In that case, the counselor should place you in an *extended evaluation* program, which may last up to 18 months. During an extended evaluation, services still must be provided by the counselor.

During the evaluation process, think about the types of equipment and services that will help you reach your rehabilitation goals. Rehabilitation technology includes assistive devices and services that may help with communication, mobility, learning, and working. Evaluations that may help you decide about equipment and services can be done by occupational therapists, physical therapists, or speech and language pathologists. Your counselor should consider assistive technology as part of the evaluation.

All these evaluations can help you establish feasible goals. Use this opportunity to your advantage. Evaluations help define the services or equipment you will need. When you write your IWRP, you can use the evaluations to be sure you have a comprehensive plan.

Based on the evaluations, your counselor will decide whether you are eligible for vocational rehabilitation services. Not everyone is eligible. To get services, you must:

be in New Mexico

have a disability that makes it hard to get or keep a job and

have a reasonable chance of working after you have received rehabilitation services.

If you qualify with the rules on this list, then you are eligible for rehabilitation services.

If there is no reasonable expectation that services will lead to a job for you, you can still receive independent living services. At the Orientation Center for the Blind, clients are taught how to function independently before preparing for finding specific jobs. If you are

applying to DVR, your counselor should refer you to DVR's Independent Living Services program, but only if you are denied vocational rehabilitation services. Request that your DVR counselor write a letter of referral to Independent Living Services.

IWRP -- The Plan

If you are eligible for services, you and your counselor will work together to write a plan, the Individualized Written Rehabilitation Program or IWRP. This is the program you will follow to meet the goal of preparing for and getting a job. *The IWRP must contain all the necessary steps and services for you to succeed in reaching your goal.*

The IWRP is developed jointly and must be agreed upon and signed by you. You must be willing to carry out the tasks that you agree to in the IWRP, and it should include all the services and equipment you need to reach the goal. The IWRP also should describe how you were involved in choosing the goals, services, and equipment that are in the IWRP. *Do not sign the IWRP if you do not agree with it.* If you have questions or concerns about your program, talk with your counselor. You may also call DRNM and talk with an advocate.

Your IWRP is a written record that includes:

your work goal and how to achieve it

the services that you will get and how they will be paid for the schedule of when you can expect to get services and of deadlines you must meet

what your rights are

The IWRP shows the services you will get to help get ready for a job. Make sure the IWRP includes everything you need to reach your goal. The IWRP must include all services necessary to meet your individual needs. So, tell the counselor your ideas and opinions. When you make decisions, get all the information you need by talking with your counselor, with other people you trust, or with CAP. After you have agreed on the IWRP and you and the counselor have signed it, you will receive a copy of it.

You and the counselor can change the IWRP while you are in rehabilitation, if your needs change. You and the counselor must review the IWRP at least once a year. If your situation has changed, you may ask for a review of your program at any time. If you have problems with your IWRP that you and the counselor cannot solve, you can ask DRNM for help.

Services

The services you get will depend on your needs. The services you need to reach your vocational goals must be in your IWRP. Each person will need different services to reach his or her goal, so each person will have a different IWRP. The types of services which DVR and the Commission for the Blind should provide include:

Counseling and guidance -- advice and help with problems, or help in making decisions about your rehabilitation and goals

Physical or mental restoration -- medical or psychological services to maintain or improve your functional abilities

Training -- school tuition, supplies and books, on-the-job training, or work adjustment training

Equipment and materials -- tools, books, supplies, and job site modifications or adaptive devices

Job-search skills -- how to find a job, information about jobs that are available, how to interview for a job, and how to work with agencies that provide job placement

Maintenance and personal services -- help with living expenses, transportation, readers, interpreters, attendants, and other personal assistance until a job is secured

Post-employment services -- help with staying employed

As a recipient of services, you help make the IWRP succeed. You should avoid problems by planning ahead. For instance, you may need to get several bids for equipment, and this takes time. Or you may need a certain service for your IWRP to move forward, but funding will not be available. Talk with your counselor to make sure funding will be available at the time it is needed. You may also call DRNM about when services should be provided.

When you do a job search, DVR or Commission for the Blind will help. Both programs have contacts with other agencies and with employers who may have positions for qualified job applicants. After you find work, your counselor can help solve problems you may have about keeping your job. Keep in touch with your counselor and let your counselor know how you are doing.

Financial Participation

As a client, you may be asked to help pay for part of your rehabilitation to the best of your ability. You must make every effort to find sources of funding that will help make the IWRP succeed, except that you cannot be required to get student loans. DVR and the Commission for the Blind are also required to look for programs that provide similar benefits. For example, an education grant should be used instead of DVR funding, if it is available.

Closure

After you have worked successfully for 60 days, your counselor will close your case. You may go back to DVR or the Commission for the Blind if your situation changes and you need help maintaining employment. You may be eligible for post-employment services to keep your job or find another one. If you need many services, you may be asked to reapply for services.

Appeals

At any stage in the process, you have the right to appeal any decision made by the counselor that you do not agree with. You may also call CAP, ask for a new counselor, or file a formal appeal. If you file a formal appeal for Fair Hearing, *the services written in your IWRP must be provided* until the appeals process is completed. Appeals are discussed in Chapter 7.

Special Programs

The Division of Vocational Rehabilitation and Commission for the Blind have several programs that provide special services. Here are brief descriptions of **some** of those special programs. For complete information about these programs or about other programs of DVR and Commission for the Blind, you should talk directly with someone at the program.

American Indian Vocational Rehabilitation Program. Part of DVR, this program delivers services to remote and culturally diverse populations. In partnership with tribes and pueblos, DVR works with rehabilitation technicians to provide services to American Indians with disabilities.

Supported Employment Program. Supported employment is a DVR program of follow-along services that support severely disabled individuals starting in competitive employment. Job coaching is the primary service that is available to disabled persons. Supported Employment from DVR is limited to 18 months. If you need this help for longer than 18 months, another agency must be identified to provide the help.

Independent Living Services. Both the Commission for the Blind and DVR have IL Services programs. These programs provide services to people with severe disabilities and have the goal of improving skills that increase the individuals' level of independence. The primary difference between IL Services and vocational rehabilitation services is that people eligible for the IL Services are not pursuing a vocational goal. Services include rehabilitation engineering, home modifications, training, and equipment.

Orientation Center for the Blind. For people who want to learn the skills of blindness, the Commission for the Blind runs this program in Alamogordo. Skills include mobility, communication, and self-confidence. Seminars with other blind persons help expand perceptions about what an individual can do.

Industries for the Blind. The Commission for the Blind offers skills training to help individuals move into competitive employment. At a manufacturing facility in Albuquerque, blind workers earn wages while they learn. The products are sold on the open market.

Business Enterprise Program. This Commission for the Blind program helps blind persons start business ventures. Management assistance helps blind persons achieve success in businesses, such as food service.

Projects With Industry (PWI)

Projects With Industry is a privately-operated job placement service. It provides training and helps with finding jobs. To become eligible for PWI, an individual must meet the same rules as for the other rehabilitation agencies. You must have a physical or mental disability that

makes it hard for you to get or keep a job. There also must be a good chance that PWI will be able to help you find and keep a job.

6. SUCCESS WITH YOUR COUNSELOR

a. COOPERATE b. COMMUNICATE c. CONSULT

Cooperate

Work together with the counselor. Learn the counselor's name.

Keep your appointments.

Find out how to call or write your counselor. What is the best time to call?

Learn the name of your counselor's secretary. The secretary can save a lot of time communicating between you and your counselor about what needs to be done.

Be polite to your counselor. The counselor can be a big help and provide valuable advice. Even when you do not agree, do not yell or call your counselor names. If you are angry at your counselor, you can get someone to help you. Ask DRNM to help.

Communicate

Let your counselor know what is happening to you. Be honest.

Ask your counselor to write down details of the services the counselor is trying to get for you.

If something happens and you cannot keep an appointment, call your counselor as soon as possible. The same is true if you have an appointment to call your counselor: call when you say you will.

Read your file every few months. Make sure your agreements are written down in your file.

Tell your counselor if you cannot read or if reading is difficult.

Tell your counselor if you need a Spanish or sign language interpreter or other assistive devices or services. Your counselor can pay for an interpreter or other services.

Consult

When you have a problem, tell your counselor so he or she can help you with it.

Talk to your counselor about decisions.

Make sure you get approval from your counselor *before* you do something you want the rehabilitation agency to pay for. If you pay for something without prior approval, the agency will not pay for it.

Ask your counselor to explain anything you do not understand.

7. APPEALS PROCESS

If your counselor makes a decision and you do not agree, you should take the following steps:

Step 1 Talk about the problem with your counselor. Hear the counselor's reasons for the decision. Discuss what you need. Before you file an appeal, you may want to contact DRNM to get advice about how to proceed. The earlier in the process you contact DRNM, the more likely CAP will be able to help. If you cannot reach agreement with the counselor, go to Step 2.

Step 2 INFORMAL APPEALS

Supervisory Review.* Ask to talk to the counselor's supervisor. The counselor's supervisor will listen to both sides and make a decision, which will be in writing. After the counselor's supervisor tells you the decision, if you do not agree, you may request an Administrative Review.

Administrative Review.* Ask to talk with the Field Operations Director, who supervises all the supervisors. The Field Operations Director will listen to both sides and make a decision, which will be in writing. If you do not agree with the decision, you may request a Fair Hearing by writing to the agency Director.

At any point in the informal appeals process, you may call DRNM and ask for advice and assistance.

* You may request a Fair Hearing at any time without going through Steps 1 and 2. However, it may be best to go through those steps and try to solve the problem before requesting a Fair Hearing.

Step 3 FORMAL APPEAL

Fair Hearing. You must request the Fair Hearing within 45 days of any decision. Get the counselor to put in writing the decision that you wish to appeal, if at all possible. Make a request in writing to the Director of DVR or the Commission for the Blind. Your request for Fair Hearing should include, at least --

the counselor's name

the area of the counselor's office, and

your reason for the request.

The address of the Director of each agency is at the main State office (see Chapter 9). He or she will appoint a Fair Hearing Officer. The officer is someone outside the agency who will listen to both sides of the problem.

A Fair Hearing is like a court trial, and a record will be kept of it. You may have a representative or attorney with you. DRNM can help you prepare and may be able to represent you. *If you want CAP to help, you should get them involved as soon as possible, since it takes time to prepare for a Fair Hearing.*

After the Officer has listened to everyone, he or she will make a decision and write the decision in a letter.

Fair Hearing Review. The Director of the agency can review the decision made by the Fair Hearing Officer. The Director must tell you if he or she is reviewing the decision. The Director should give you a chance to tell your side or to add other information that may help in the review. The Director cannot change the Officer's decision except when the Officer made an error under the law. The decision of the Director is final unless you go to court.

Step 4 COURT

After you have gone through the appeals process, you may still believe that you have been treated unfairly. You can go to court. DRNM can advise you about whether you have a good case for court. DRNM can act as your legal representative in court, but DRNM must decide whether to do this. If DRNM does not act for you in court, and you want to go to court, CAP will give you names of lawyers that may help you.

8. INDEPENDENT LIVING CENTERS

Centers for Independent Living (CIL's) provide services to people with disabilities to help them live more independently. Independent living centers are not government agencies, although they receive some state and federal funds. At CIL's, people with disabilities are substantially involved in making policy decisions and in delivering services within the center.

ILC's give people the opportunity to make their own decisions and the ability to pursue activities of their own choosing. CIL's can help a person learn how to get services from other programs. ILC's also provide advocacy in the community to improve services that other programs have and to remove barriers that keep people with disabilities out of the mainstream of community living.

Basic services that all Centers for Independent Living provide are:

independent living skills training

peer counseling

advocacy for persons with disabilities

information and referral about programs that provide services to people with disabilities, such as personal assistance services, housing accessibility, financial resources, and employment-related services

You can find out about getting services from an independent living center by calling one of the offices listed on Page 34. These ILC's serve many counties, but not all of New Mexico. The person you talk with on the phone will ask you some questions and may set an appointment for you to see a staff member.

You and the staff member will decide what services you need and how the CIL can help. The CIL staff member may refer you to other programs that provide services, such as DVR, the Commission for the Blind, or the Social Security Administration. The staff member can help you learn how to get into those programs and how to be your own advocate.

The staff member may suggest that you participate in a peer support group with other people who have disabilities. Peer counseling is an important way that CIL's help people with disabilities learn about problem-solving and self-confidence.

CIL's are consumer organizations that have a majority of disabled people on their board of directors. Most of the time, the CIL is very aware of disability issues, but that does not mean you will always be able to receive all the services you would like to have. DRNM can help you if you have problems with an independent living center.

9. DIRECTORY OF PHONE NUMBERS AND ADDRESSES

The agencies and organizations listed on the following pages are those that are covered by the Client Assistance Program. There are many other private and public organizations that provide services for persons with disabilities, but which are not covered by the Client Assistance program and are not listed here.

Client Assistance Program

CAP

Disability Rights New Mexico
1720 Louisiana Blvd., N.E.
Suite 204
Albuquerque, NM 87110

Phone: (505) 256-3100 in Albuquerque Voice/TDD

1-800-432-4682 statewide Voice/TDD

Fax: (505) 256-3184

Independent Living Centers

Southern N.M. Center for Independent Living (DRC) serving the following counties:
Dona Ana, Luna, Sierra

Southern N.M. Center for
Independent Living
424 North Downtown Mall 3100
Las Cruces, NM 88001-5204

Phone: (505) 526-5016 Voice/TDD

1-800-376-4372 Voice/TDD

Fax: (505) 526-1202

Independent Living Resource Center (ILRC) serving the following counties: Bernalillo,
Sandoval, Valencia
4401 Lomas N.E, Suite B
Albuquerque, NM 87110
Phone: (505) 266-5022 Voice/TDD

Fax: (505) 266-5150

New Vistas Independent Living Center (NVILC) serving the following counties: Los
Alamos, Santa Fe, San Miguel, Mora, Harding, Union, Colfax, Taos, Rio Arriba
1205 Parkway Dr.
Santa Fe, NM 87505
Phone: (505) 471-1001 Voice/TDD

1-800-737-0330 Voice/TDD

Fax: (505) 989-8740

Commission for the Blind

TDD-users should call New Mexico Relay Service: 1-800-659-8331

State Office

PERA Building
Room 553
Santa Fe, NM 87503

Phone: (505) 827-4479

Fax: (505) 827-4475

Industries for the Blind and

Albuquerque Field Office

2200 Yale Blvd., S.E.
Albuquerque, NM 87106

Phone: (505) 841-8844 Industries for the Blind

(505) 841-8853 Field Office

Fax: (505) 841-8854

Alamogordo Orientation Center and

Alamogordo Field Office

408 White Sands Blvd.
Alamogordo, NM 88310

Phone: (505) 437-0401 Orientation Center

(505) 437-8008 Field Office

Fax: (505) 434-3713

Commission for the Blind (continued)

Las Cruces Field Office

Dona Ana Savings Office Plaza
277 East Amador, Suite 204
Las Cruces, NM 88001

Phone: (505) 524-6450

Fax: (505) 524-6450

Las Vegas Field Office

700 Friedman Avenue
Las Vegas, NM 87701

Phone: (505) 425-3546

Roswell Field Office

200 West First Street
Room 740 Roswell, NM 88201
Phone: (505) 624-6140

Fax: (505) 624-6141

Santa Fe Field Office

1460 South St. Francis Drive
Santa Fe, NM 87501

Phone: (505) 827-3768

Fax: (505) 827-3769

Division of Vocational Rehabilitation (DVR)

State Office

435 St. Michael's Drive, Building D
Santa Fe, NM 87505

Phone: (505) 954-8534 Voice/TDD 1-800-235-5DVR Rehabilitation Services Voice/TDD
(235-5387)

1-800-964-3798 Supported Employment Voice/TDD

(505) 827-3510

Voice/TDD Fax: (505) 827-3746

Disability Determination Services

3121 Amherst N.E.
Albuquerque, NM 87107

Phone: (505) 841-5600 Voice/TDD 1-800-432-5868 Voice/TDD

Fax: (505) 841-5724

Psychological Services

Two Park Central Tower
300 San Mateo, N.E., Suite 101
Albuquerque, NM 87108

Phone: (505) 841-6450 Voice/TDD

Fax: (505) 841-4521 Independent Living Services

(505) 841-6451 Psychological Services

Division of Vocational Rehabilitation (continued)

American Indian Vocational Rehabilitation Program

Two Park Central Tower
300 San Mateo, N.E., Suite 101
Albuquerque, NM 87108

Phone: (505) 841-6450 Voice/TDD

Fax: (505) 841-4521 Independent Living Services

(505) 841-6451 Psychological Services

New Mexico Technology Assistance Program (NMTAP)

435 St. Michael's Drive, Building D
Santa Fe, NM 87505

Phone: (505) 954-8539 Voice/TDD

1-800-866-ABLE Voice/TDD

(866-2253)

Fax: (505) 954-8562

Division of Vocational Rehabilitation (continued)

Area I serving the following counties:

Santa Fe, Los Alamos, Taos, San Juan, Rio Arriba

Area I District Office
2109 Warner Circle
Santa Fe, NM 87505

Phone: (505) 827-3526 Voice/TDD

Fax: (505) 827-3564

Espanola Satellite Office
706-B La Jolla St.
Espanola, NM 87532

Phone: (505) 753-2908 Voice/TDD

Fax: (505) 737-7303

Taos Satellite Office
224-A Cruz Alta Road
P.O. Box 1847
Taos, NM 87571

Phone: (505) 758-4342 Voice/TDD

Fax: (505) 758-4342

Farmington Satellite Office
101 West Animas
Suite 101
Farmington, NM 87401

Phone: (505) 327-5123 Voice/TDD

Fax: (505) 599-9720

Division of Vocational Rehabilitation (continued)

Area II serving the following counties: S.E. and N.E. Bernalillo, Colfax, Union, Mora, Harding, San Miguel, Guadalupe, N.E. Torrance

Area II District Office (Menaul Office)
7905 Marble N.E.
Albuquerque, NM 87110

Phone: (505) 232-8701 Voice/TDD

Fax: (505) 232-8728

Las Vegas Satellite Office
700 Friedman Avenue
P.O. Box 650 Las Vegas, NM 87701

Phone: (505) 425-9365 Voice/TDD

Fax: (505) 425-9366

Raton Satellite Office
1241 South Second Street
Raton, NM 87740

Phone: (505) 445-2852 Voice/TDD

Fax: not available

Moriarty Satellite Office
PO Box 3627
Moriarity, NM 87035

Phone: (505) 832-5038

Fax: (505) 832-5040

Division of Vocational Rehabilitation (continued)

Area III serving the following counties: Catron, Grant, Hidalgo, Luna, Sierra, Dona Ana, Lincoln, Otero

Area III District Office
133 Wyatt Drive, #4
Las Cruces, NM 88005

Phone: (505) 524-6135 Voice/TDD

Fax: (505) 524-6139

Alamogordo Satellite Office
1101 North Florida Avenue
Alamogordo, NM 88310

Phone: (505) 437-6550 Voice/TDD

Fax: (505) 434-1582

Silver City Satellite Office
622 E. Pine
Silver City, NM 88061

Phone: (505) 538-5351 Voice/TDD

Fax: (505) 538-5537

Division of Vocational Rehabilitation (continued)

Area IV serving the following counties: Quay, Curry, DeBaca, Roosevelt, Chaves, Lea, Eddy

Area IV District Office
1014 South Atkinson Avenue
Roswell, NM 88201-7157

Phone: (505) 624-6024 Voice/TDD

Fax: (505) 624-6198

Carlsbad Satellite Office
304-B North Canyon
Carlsbad, NM 88220

Phone: (505) 885-8821 Voice/TDD

Fax: (505) 887-7312

Clovis Satellite Office
904 West Sixth Street
Bruce King Complex
Clovis, NM 88101

Phone: (505) 763-3437 Voice/TDD

Fax: (505) 769-2794

Hobbs Satellite Office
726 East Michigan
Suite 160 Hobbs, NM 88240

Phone: (505) 393-3330 Voice/TDD

Fax: (505) 393-3630

Division of Vocational Rehabilitation (continued)

Area V serving the following counties: N.W. Bernalillo, McKinley, Cibola, Sandoval

Area V District Office (Candelaria Office)
3311 Candelaria Center, N.E.
Albuquerque, NM 87107

Phone: (505) 841-8800 Voice/TDD

Fax: (505) 841-8889

Gallup Satellite Office
234 E. Nizhoni Blvd.
Gallup, NM 87301

Phone: (505) 722-6045 Voice/TDD

Fax: (505) 722-6046

Division of Vocational Rehabilitation (continued)

Area VI serving the following counties: S.W. Bernalillo, Socorro, Valencia, S.W. Torrance

Area VI District Office (Coors Office)
2929 Coors, N.W.
Suite 104 Albuquerque, NM 87120

Phone: (505) 841-8752 Voice/TDD

Fax: (505) 841-8764

Belen Satellite Office
403 Horner Street
Belen, NM 87002

Phone: (505) 864-1617 Voice/TDD

Fax: (505) 864-6292

Socorro Satellite Office

Projects with Industry

Career Services for Persons with Disabilities
4401-A Lomas, N.E.
Albuquerque, NM 87110

Phone: (505) 265-7936 Voice/TDD

Fax: (505) 265-9685

Area VIII serving traumatic brain injured, deaf and mental illness individuals

Two Park Central Tower
300 San Mateo, N.E.
Suite 101
Albuquerque, NM 87108

Phone: (505) 841-6450 Voice/TDD

(505) 841-4521 Independent Living Services

(505) 841-6451 Psychological Services