

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

## Michigan (MICHIGAN PROTECTION AND ADVOCACY SERVICE, INC. -- CLIENT ASSISTANCE PROGRAM) - H161A160010 – FY 2018

### General Information

#### Designated Agency Identification

Name	Michigan Protection & Advocacy Service, Inc.
Address	4095 Legacy Parkway
Address Line 2	Suite 500
City	Lansing
State	Michigan
Zip Code	48911
E-mail Address	ecerano@mpas.org
Website Address	<a href="https://www.mpas.org">https://www.mpas.org</a>
Phone	(517) 487-1755
TTY	(517) 374-4687
Toll-free Phone	(800) 288-5923
Toll-free TTY	(800) 288-5923
Fax	(517) 487-0827

#### Operating Agency (if different from Designated Agency)

Name	
Address	
Address Line 2	
City	
Zip Code	
E-mail Address	
Website Address	
Phone	
TTY	
Toll-free Phone	
Toll-free TTY	
Fax	

#### Additional Information

Name of CAP Director/Coordinator	Brian Sabourin
Person to contact regarding report	Brian Sabourin
Contact Person Phone	(517) 487-1755

## 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	70
2. Information regarding independent living programs	0
3. Information regarding American Indian VR Service projects	2
4. Information regarding Title I of the ADA	7
5. Other information provided	14
6. Information regarding CAP	65
7. Total I&R services provided (Lines A1 through A6)	158

### B. Training Activities

1. Number of training sessions presented to community groups and public agencies.	8
2. Number of individuals who attended these training sessions.	139
3. Describe training presented by the staff. Include the following information:	
During FY 18 the Employment Team conducted 8 trainings to 139 administrators and staff of the Michigan VR agencies and Centers for Independent Living organizations. The purpose of these trainings was to provide the participants information about MPAS services and activities, including CAP.	

### C. Agency Outreach

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

In conjunction with other funders, MPAS staff members conducted 8 outreach presentations that included information about the CAP program. The 362 attendees who attended these presentations included adults and children living in poverty, veterans, and members of Native American communities.

### Other Information Dissemination Activities: (Number of Instances)

### 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	12,700
5. Number of Times CAP Exhibited at Conferences, Community Fairs, etc.	8
6. Other (specify below)	N/A

## E. Information Disseminated About Your Agency by External Media Coverage

Media Activities:

Media Activities - Fiscal Year 2018

### PRINT/ONLINE

Liberati Bill Prohibits Subminimum Wage for Workers with Disabilities

<https://housedems.com/article/liberati-bill-prohibits-subminimum-wage-workers-disabilities>

Capitol News Service (MSU)Autism diagnosis doesn't come with a job

<http://news.jrn.msu.edu/capitalnewsservice/2018/04/27/autism-diagnosis-doesnt-come-with-a-job/>

### MPAS Website

New Law Protects Recipients of Social Security Disability Benefits <https://www.mpas.org/newsroom/new-law-protects-recipients-social-security-disability-benefits>

### TELEVISION

GRTV – Grand Rapids “Scott in the System” GRTV is a service of the Grand Rapids Community Media Center.

Interview with Mark McWilliams

[https://www.youtube.com/watch?v=T\\_njLPhW9nU&feature=youtube](https://www.youtube.com/watch?v=T_njLPhW9nU&feature=youtube)

### MPAS Website Report FY18:

Data	FY18	FY17
Users	29,530	26,477
New Users	86.1%	72.23%
Returning Users	4,722	10,158
Sessions	39,272	36,635

A session is a group of user interactions with your website that take place within a given time frame. For example, a single session can contain multiple page views, events, social interactions, and e-commerce transactions.

	FY18	FY17
Pageviews	93,872	91,498
Unique Pageviews	76,271	73,423
Top 5 Pages Viewed	FY18	FY17
Homepage	23,117	23,045
Special Education Manual	7,872	9,455
Contact MPAS	5,338	7,392
About MPAS	4,344	4,045
Resources	3,947	4,004 (About MPAS)
Top 5 Session Origination Locations		Users
Detroit		2,493
Ann Arbor		1,704
Lansing		1,395
Grand Rapids		1,126
East Lansing		395
Device Category		Users
Desktop		61.08% (18,030)
Mobile		34.06% (10,054)
Tablet		4.85% (1,433)

## 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)	26
2. Additional individuals who were served during the year	66
3. Total individuals served (Lines A1+A2)	92
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.)	5
5. Individual still being served as of September 30 (Carryover to next year. This total may not exceed Line A3.)	19

### B. Problem areas

Multiple responses permitted.

1. Individual requests information	1
2. Communication problems between individual and VR counselor	47
3. Conflict about VR services to be provided	27
4. Related to VR application/eligibility process	16
5. Related to assignment to order of selection priority category	0
6. Related to IPE development/implementation	4
i. Selection of vendors for provision of VR services = 1 ii. Selection of training, post-secondary education = 2 iii. Selection of employment outcome = 1 iv. Transition services	
7. Related to independent living services	0
8. Other Rehabilitation Act-related problems	1
9. Non-Rehabilitation Act related	0
i. TANF ii. SSI/SSDI iii. Housing iv. Other:	
10. Related to Title I of the ADA	1

### 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	0
2. Investigation/Monitoring	63
3. Negotiation	15
4. Mediation and other methods of Alternative Dispute Resolution	0
5. Administrative / Informal Review	0
6. Formal appeal / Fair Hearing	0
7. Legal remedy / Litigation	0
8. Total	78

## 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	51
2. Some issues resolved in individual's favor (when there are multiple issues)	6
3. CAP determines VR agency position/decision was appropriate for the individual	9
4. Individual's case lacks legal merit; (inappropriate for CAP intervention)	0
5. Individual chose alternative representation	0
6. Individual withdrew complaint	9
7. Issue not resolved in client's favor	1
8. CAP services not needed due to individual's death, relocation, etc.	0
9. Individual not responsive/cooperative with CAP	2
10. CAP unable to take case due to lack of resources	0
11. Conflict of interest	0
12. Other (Please explain below)	N/A

## 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	19
2. Application for services completed	2
3. Eligibility determination expedited	2
4. Individual participated in evaluation	0
5. IPE developed/implemented/Services Provided	20
6. Communication re-established between individual and other party	25
7. Individual assigned to new counselor/office	8
8. Alternative resources identified for individual	2
9. ADA/504/EEO/OCR complaint made	0
10. Other (Please explain below)	N/A

## Part III. Program Data

### A. Age

Multiple responses not permitted.

1. Up to 18	0
2. 19 - 24	14
3. 25 - 40	24
4. 41 - 64	45
5. 65 and over	9
6. Total (Sum of Lines A1 through A5. Total must equal Part II, Line A3.)	92

### B. Gender

Multiple responses not permitted.

1. Females	40
2. Males	52
3. Total (Lines B1+B2. Total must equal Part II, Line A3.)	92

### C. Race/ethnicity of Individuals Served

1. Hispanic/Latino of any race (for individuals who are non-Hispanic/Latino only)	5
2. American Indian or Alaskan Native	1
3. Asian	2
4. Black or African American	38
5. Native Hawaiian or Other Pacific Islander	0
6. White	43
7. Two or more races	1
8. Race/ethnicity unknown	2

### D. Primary disabling condition of individuals served

Multiple responses not permitted.

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

14. Hard of Hearing/Hearing Impaired (Not Deaf)	4
15. Deaf-Blind	0
16. Diabetes	0
17. Digestive Disorders	0
18. Epilepsy	1
19. Heart & Other Circulatory Conditions	1
20. Intellectual Disability	6
21. Mental Illness	28
22. Multiple Sclerosis	0
23. Muscular Dystrophy	2
24. Muscular/Skeletal Impairment	3
25. Neurological Disorders/Impairment	3
26. Orthopedic Impairments	9
27. Personality Disorders	1
28. Respiratory Disorders/Impairment	0
29. Skin Conditions	0
30. Specific Learning Disabilities (SLD)	7
31. Speech Impairments	0
32. Spina Bifida	0
33. Substance Abuse (Alcohol or Drugs)	4
34. Other Disability	0
35. Total (Sum of Lines D1through D34. Total must equal Part II, Line A3.)	92

## E. Types of Individual Served

Multiple responses permitted.

1. Applicant of VR	12
2. Individual eligible for VR services currently on a wait list	0
3. Individual eligible for VR services not currently on a wait list	80
4. Applicant or individual eligible for Independent Living	1
5. Transition student/High school student	0
6. All other applicants or individuals eligible for other programs or projects funded under the Rehabilitation Act	0

## 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.	
<p>1) Beginning in FY18, MPAS met on a quarterly basis with Michigan Rehabilitation Services (MRS) staff to discuss client concerns and issues. As a result, MPAS has been able to provide input and help develop strategies to improve relationships and services to MRS customers. 2) MPAS also continues to serve on the Michigan Council for Rehabilitation Services (MCRS). The Council advises both the Bureau of Services for Blind Persons (BSBP) and MRS in development of the state plan and completion of the federally required needs assessment. The Council also assists with customer satisfaction surveys, training or employment opportunities, and completion of the required annual report on the status of Vocational Rehabilitation (VR) services in Michigan. Involvement with the Council and other committees and workgroups has afforded MPAS opportunities to provide feedback and relay concerns from people with disabilities who receive VR services. 3) MPAS actively participates on the MRS Policy Cadre. Involvement with this group allows MPAS to provide input to various state agencies concerning policy and procedures impacting individuals involved with VR.</p> <p>MPAS works with and will continue to meet with the Lt. Governor's Employment First work group to coordinate efforts to increase competitive employment opportunities and eliminate subminimum wage. Employment First is based on the expectation that individuals with disabilities can, with proper training, job matching techniques, assistive technology and reasonable accommodations, earn a fair and prevailing wage alongside individuals without disabilities in competitive and fully integrated settings. After MPAS staff and other advocates met with Rep. Liberati, he introduced legislation to remove subminimum wage authority from state law.</p>	

### 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. N/A	

## Part V. Agency Information

### A. Designated Agency

1. Agency Type (select only one option)	External-Protection and Advocacy agency
2. Name of designate agency	Michigan Protection & Advocacy Service
3. Is the designated agency contracting CAP services?	No
4. If yes, name of contracting agency:	n/a

### B. Staff Employed

Provide a description of all CAP positions (see instructions)

Admin/IS/HR/Finance	14.3%	0.5
Support Staff	20.0%	0.7
Advocate	45.7%	1.6
Attorney	2.9%	0.1
Director	17.1%	0.6
Executive	0.0	0
Total	100%	3.5

## Part VI. Case Examples

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

### **Case Example #1**

A client contacted our agency to investigate if his case with Michigan Rehabilitation Service (MRS) had been closed and why MRS would not assist with a driver's education program. The CAP advocate advised the client to contact the Site Manager at his local MRS office, explain the situation, and request a new counselor. After contacting the site manager, MRS agreed to re-open the case and assign a new counselor. A meeting was then scheduled for the client to meet with his new Counselor and the client's Individualized Plan for Employment (IPE) was developed.

### **Case Example #2**

A client contacted our agency to investigate why the Michigan Career and Technical Institute (MCTI) would not allow him to return to school. The client had been attending the Step-Up program at MCTI and things were going well until right before he was to return home for the Christmas break. The client became ill and his roommate contacted MCTI because of the client's Type-1 Diabetes. MCTI sent the client notification that he would not be able to return to school until he provided them with documentation from his doctor indicating he was cleared to return, and he would also have to sign a health contract. The client provided medical documentation to MCTI twice and was being asked to provide it a third time. The CAP advocate contacted the Director of MCTI and discussed the client's concerns, as well as the concerns of his doctor and diabetic educator. The Director of MCTI agreed to look into the issues and later reinstated the client.

### **Case Example #3**

A client contacted our agency to investigate communication issues she was having with her MRS counselor. The client was hoping to get some additional training so she could find a job that would be more sustaining. She had requested test prep materials to do so, was applying for jobs at the request of her counselor and needed appropriate clothing for interviewing. After her request for the client to apply for jobs, the counselor stated it wasn't

the appropriate time for her to be interviewing and would not provide the clothing. The counselor also had taken several weeks to order test prep materials. The client was also frustrated with the counselor because she had not been getting her bus passes on time.

The CAP advocate spoke to the counselor on the client's behalf and agreed to attend the meeting that had been scheduled for the client. During the scheduled meeting, all parties discussed the client's current Individualized Plan for Employment (IPE). The client said she wanted support for additional training so she could be more employable in a more sustainable field, rather than just an entry level position. The client's IPE was changed to reflect this. In addition, and the counselor had ordered test prep materials.

#### **Case Example #4**

A client contacted CAP for assistance with getting a certified interpreter to attend a meeting with her at her local MRS office, and to have her IPE include the purchase of a laptop with a webcam. The client had been working with MRS since August 2017 and was attending college to become a special education teacher specifically to work with people with deafness and blindness. With the assistance of a CAP advocate, the client was assured a certified interpreter would be at the meeting. After waiting for a tech report regarding the client's old laptop computer, a new IPE was written which included the new laptop with webcam capability.

#### **Case Example #5**

A client contacted CAP to investigate a delay in implementation of services by MRS. The client had been working with MRS and had no apparent reason for the delay in having modifications completed to his vehicle, so he could continue working. The MRS counselor told the client the legislature heavily scrutinizes this type of expenditure. The counselor agreed to send the request to the MRS District and Regional Managers for review after CAP became involved. After several phone calls from CAP, the client received documentation of approval for the modifications.

#### **Case Example #6**

A client contacted our agency to investigate why MRS in Wayne was not assisting her in finding employment or with transportation. To assist the client, her CAP advocate contacted the MRS counselor and learned the client had moved and had quit her job due to a lack of transportation. The Advocate told the counselor the client wanted assistance from MRS in finding another job. The counselor agreed to schedule a meeting with the client and the CAP advocate in which MRS supports were discussed. After the meeting, the client was assigned to work with a job developer, and in February 2018, the client began working at the local Meijer Thrifty Acres.

#### **Case Example #7**

A client contacted our agency to investigate why the BSBP would not assist him in continuing his education from Harvard University. The client had withdrawn from two classes without consulting with his BSBP Counselor. The client was told by his counselor that BSBP would no longer assist him with college expenses because he violated BSBP policy by not contacting his counselor prior to withdrawing. As the CAP advocate investigated the client's concerns, it was discovered the client had attempted to contact his counselor, but he was on medical leave. The client then withdrew from these classes due to lack of accessibility and accommodations. The client asked Harvard to refund his tuition to BSBP and leave no failing marks on his record. The client also sent a letter to the BSBP Regional Manager explaining what had happened and his request to resolve the issue without filing for a hearing. The CAP advocate spoke with the BSBP regional manager on several occasions regarding the client's concern and BSBP's college policy. The Regional Manager said BSBP would continue with the administrative hearing because the client didn't follow the BSBP college policy, even though he knew the policy very well. In December 2017 prior to the hearing, the client had a meeting with the Director of Vocational Rehabilitation at BSBP who agreed to approve payment for the client to complete his final classes through Harvard on-line.