



We understand you may want various services from CAP,

so we listen to you and then let you know what we can do to help. Not all problems will necessarily have the solution you wish, but we'll do all that we can, and we'll explain the laws, regulations, policies and procedures that influence any decisions made. Services can be provided to eligible persons under Title I of the Americans with Disabilities Act.

In order to assist you with other agencies, we need a signed release from you. All CAP services are completely confidential and provided in accordance with civil rights law. No services are provided except at your request. Specific recommendations will be made after a review of available records.



Client Assistance Program



Iowa Department of Human Rights

Lucas State Office Building
Des Moines, Iowa 50319

Voice and TTY: 800-652-4298

Fax: 515-242-6119

Email: chr.disabilities@iowa.gov



Client Assistance Program

Welcome to CAP

the Client Assistance Program



If you are an Iowan with a disability, CAP is your source for referrals, information or advice about how to overcome obstacles you may encounter in the way of living a healthy, independent, productive life — with a particular emphasis on employment. Our staff members are knowledgeable and experienced.

CAP is operated by the Office of Persons with Disabilities, the only governmentally-based agency to provide services to all Iowa citizens with any type of disability. The Office of Persons with Disabilities is part of the Iowa Department of Human Rights and is neither a funding agency nor a regulatory agency.

If you're seeking or receiving services from an agency funded under the Rehabilitation Act, in addition to referrals, information and advice, you may also be eligible to receive other helpful services and support.

Agencies include:

- Department for the Blind
- Iowa Vocational Rehabilitation Services
- Independent Living Centers
- Other service providers funded under the Rehabilitation Act

Special services available by request only:

- Negotiation
- Mediation
- Administrative review
- Assistance at an impartial hearing

