

The Client Assistance Program
can send you information on your
rights under the vocational
rehabilitation system related to:

(Please check all appropriate items)

- { } Application
- { } Eligibility
- { } Diagnostic/Evaluation
- { } Implementation/Development
of Employment Plan
- { } Informed Choice
- { } Training and Education
- { } Job Placement
- { } Independent Living Services
- { } Appeal/Fair Hearing
- { } ADA & Job Accommodations
- { } Assistive Technology

Name

Street Address or P.O. Box

City, State, Zip Code

Area Code & Phone Number

E-mail



Client Assistance Program

State of Connecticut
Office of Protection & Advocacy
For Persons with Disabilities
60-B Weston Street
Hartford, CT 06120-1551

Telephone Numbers:
1 (800) 842-7303 (Voice/TTY)
CT-only
(860) 297-4300 (Voice)
(860) 297-4380 (TTY)

E-mail address:
OPA-Information@ct.gov
www.ct.gov/opapd

This information is available in
alternative format upon request.

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CAP

Client Assistance Program

State of Connecticut
Office of Protection
and Advocacy for
Persons with Disabilities

60B Weston Street
Hartford, CT 06120-1551



P&A's Client Assistance Program

What is CAP?

The Client Assistance Program (CAP) is a federally funded program of the Office of Protection and Advocacy for Persons with Disabilities, independent from the vocational rehabilitation system in Connecticut. CAP provides information and referral on the Rehabilitation Act and Title I (Employment) of the Americans with Disabilities Act. CAP also assists applicants and clients of the vocational rehabilitation system with understanding their right to receive vocational rehabilitation services; addressing systemic reform issues; and investigating complaints regarding programs, projects, or facilities funded under the federal Rehabilitation Act.

Who Can CAP Help?

CAP provides clients and client applicants with assistance in obtaining services from:

Department of Rehabilitation Services (DORS)

Bureau of Rehabilitation Services (BRS)

or

Bureau of Education and Services for the Blind (BESB)

Independent Living Centers

CAP also addresses complaints related to services from Connecticut's Independent Living Centers.

How Can CAP Help?

CAP can:

- Explain how the rehabilitation system works, what it can and can't do for you.
- Explain your rights and responsibilities in applying for and receiving vocational rehabilitation services.
- Advocate or mediate on your behalf if you encounter problems in the vocational rehabilitation system.
- Increase communication between you and your counselor to develop a more effective partnership.
- Consult and provide advice on available appeal options.
- Provide information on your employment rights under the Americans with Disabilities Act.
- Advocate for you with programs, projects and facilities providing rehabilitation services.