DRCT’s Client Assistance Program

What is CAP?
The Client Assistance Program (CAP) advocate assists applicants and clients of the Bureau of Rehabilitation Services (BRS) and the Bureau of Education and Services for the Blind (BESB) with understanding their right to receive vocational rehabilitation services. CAP also addresses complaints related to service from Connecticut’s Independent Living Centers.

CAP is a federally funded program and is separate from BRS and BESB.

Know your Rights!
CAP can help explain your rights and responsibilities in applying for and receiving vocational rehabilitation services, including:

- Your right to informed consent.
- Your right to an Individualized Plan for Employment.
- Your right to evaluations, including assistive technology evaluations.
- Your right to appeal decisions from BRS and BESB.
- Your employment rights under the Americans with Disabilities Act.
- Your employment rights under the Vocational Rehabilitation Act.

How can CAP help?
- Explain how Bureau of Rehabilitation Services and Bureau of Education Services for the Blind work and what these agencies can and can’t do for you.
- Work with you and your counselor to improve communication or mediate disagreements about services.
- Advocate to make sure that job placement is in a field in line with your Individualized Plan for Employment (IPE).
- Make sure that evaluations are individualized and a fair assessment of your abilities.
- Advocate for you if you are not in agreement with the services you are receiving.
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
{ } Evaluation
{ } Individualized Plan for Employment
{ } Informed Choice
{ } Training and Education
{ } Job Placement
{ } Referral to Benefit Counselor
{ } Appeal/ Fair Hearing
{ } ADA and Job Accommodations
{ } Becoming a member of the State Rehabilitation Counsel

Name
________________________________________
Street Address or P.O. Box
________________________________________
City, State, Zip Code
________________________________________
Area Code and Phone Number
________________________________________
Email

Client Assistance Program

Disability Right Connecticut
846 Wethersfield Ave.
Hartford, CT 06114

Telephone Numbers:  
1 (800) 842-7303 (toll-free)  
(860) 297-4300 (local)

E-mail address:  
Info@disrightsct.org

This information is available in alternative format upon request.

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