



CAP

CLIENT ASSISTANCE PROGRAM WASHINGTON

CAP helps you understand Vocational Rehabilitation (VR) services

Who is CAP?

CAP is a free, non-profit advocacy program funded by the Federal Government under the 1973 Rehabilitation Act as amended

We serve applicants and customers of:

- Division of Vocational Rehabilitation (DVR)
- Department of Services for the Blind (DSB)
- Tribal Vocational Rehabilitation Programs
- Centers for Independent Living (CILs)

What we do

- Explain VR services, policies and procedures
- Help you understand and navigate the VR process
- Provide information about your rights and responsibilities
- Offer assistance when there are communication difficulties
- Describe VR assessments and service providers, ex. Community Rehabilitation Programs (CRPs), Community Based Assessments (CBA), psychological evaluations, etc.
- Explain your rights and options if you reach an impasse or disagree with a decision
- Clarify how State and Federal VR laws apply to your case

Advocacy

- Information, referral, and support with self advocacy
- Engage in Individual and Systemic advocacy to improve overall VR customer satisfaction, service delivery and employment outcomes
- Help resolve case issues through collaborative problem solving and informal dispute resolution
- CAP is required to resolve issues at the lowest possible level before representing a customer in an administrative, legal or other appropriate option

Contact us to learn more

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Please contact us to request an accommodation if needed