



Client Assistance Program (CAP) assists those who are seeking services available under the Rehabilitation Act. Disability Rights Florida administers the CAP in a manner that empowers people with disabilities to fully understand and exercise their rights to services. CAP strives to assure that people with disabilities are allowed to make informed choices throughout the vocational rehabilitation and independent living process and are treated with dignity and respect.

Disability Rights Florida was founded in 1977 as the designated Protection and Advocacy (P&A) system for individuals with disabilities in the State of Florida. The P&A system exists to ensure the safety, well-being, and success of people with disabilities.



Disability Rights Florida is a non-profit organization funded by a variety of sources. For a complete list of funders, go to www.disabilityrightsflorida.org/funders. The information provided herein does not constitute legal representation or advice.

Disability Rights Florida
2473 Care Drive, Suite 200
Tallahassee, Florida 32308
800-342-0823
TDD: 800-346-4127
www.DisabilityRightsFlorida.org



Client Assistance Program

Assisting those seeking services available under the Rehabilitation Act.



CLIENT ASSISTANCE PROGRAM (CAP)

CONTACTING CAP

Client Assistance Program (CAP) is one of the nine programs at Disability Rights Florida. On your initial call to us, an intake specialist will ask for some general information about you and a brief summary of the issue that you are having with your rehabilitation/independent living service provider. Your information is then submitted for review.

800-342-0823 | TDD: 800-346-4127
www.DisabilityRightsFlorida.org

Our services are free and confidential.

WHO DOES CAP SERVE?

According to the federal Rehabilitation Act, CAP services are available to clients or applicants of the following programs:

- Division of Vocational Rehabilitation Services
- Division of Blind Services
- The Independent Living Rehabilitation Programs
- Centers for Independent Living

WHEN SHOULD I CONTACT CAP?

When the application process is delayed, or you,

- Have been denied eligibility and disagree with the reason for the denial
- Need assistance with navigating the rehabilitation process
- Are at least 14 years old and need guidance for transitional planning
- Need help understanding your rights and responsibilities
- Need assistance in resolving issues or disagreements
- Need representation in the appeals process; supervisory reconsiderations, administrative reviews, mediations, and administrative hearings
- Need technical assistance for self-advocacy
- Want information about employment under Title I of the Americans with Disabilities Act (ADA)

