

Massachusetts Client Assistance, CAP, Program

If you have a disability and want to work but are having trouble getting vocational rehabilitation services, or want a lifestyle which is more self-reliant but are having trouble getting independent living services, contact the Client Assistant Program (CAP), in Boston at [617] 727-7440 or toll free at 1 [800] 322-2020 (both voice & TTD).

Privacy and Independence of CAP: All dealings with CAP are free and strictly confidential. We will not discuss anything about you without your consent.

CAP is independent of the vocational rehabilitation and independent living agencies. It is run by the Massachusetts Office on Disability, an independent state agency. MOD is responsible for promoting the rights of persons with disabilities in Massachusetts.

What can CAP do?

CAP provides advocacy and information services. It helps people get services from the Massachusetts Rehabilitation Commission, the Massachusetts Commission for the blind and the Independent Living Centers in Massachusetts, all of which receive

Federal money under the Vocational Rehabilitation Act.

Specifically if you have requested services but not received them, we can:

1. discuss how the vocational rehabilitation and independent living systems can work best for you,
2. inform you of your rights and responsibilities, and
3. help you receive the services for which you are eligible by
 - a. advocating for you with the vocational rehabilitation or independent living agency,
 - b. representing you at appeals and hearings, as well as provide other legal representation if necessary, and by
 - c. helping you locate other services or resources you may need.

What are Vocational Rehabilitation services?

Among other things, the Commission for the Blind and the Mass. Rehabilitation Commission provide vocational rehabilitation services, such as career guidance and counseling, and can provide funding for education or other training, adaptive equipment, transportation and equipment.

What are independent living services?

There are several independent living centers located across the Commonwealth. They provide services such as: housing information, home modifications, personal care assistance and management, daily living skills training and information and referral.

To Contact CAP:

Call us:

[617] 727-7440

1 [800] 322 2020

(both voice & TDD)

or

Write Us at:

Client Assistance Program
Massachusetts Office on Disability
One Ashburton Place, Room 1305
Boston, Ma 02108

*Available in alternative format upon request

