

The Client Assistance Program (CAP)



The Center For Independence Of The Disabled, New York
(CIDNY)

What is the Client Assistance Program (CAP) ?



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A program designed that helps you:

- Get services from vocational rehabilitation programs;
- Understand your rights and responsibilities throughout the entire vocational rehabilitation process;
- Achieve your career goals that make the most of your talents, interests and skills.
- Build on former work experiences.



Who does New York State CAP serve?

New Yorkers with disabilities who are consumers and/or applicants of:

- ACCES/VR - Adult Career and Continuing Education Services Vocational Rehabilitation for those with disabilities (formerly known as VESID);
- Commission for the Blind and Visually Handicap (CBVH)



How can CIDNY/CAP staff help you?

We can help you:

- Fill out the ACCES/VR or CBVH application;
- Answer questions about ACCES/VR or CBVH programs and services;
- Provide career counseling while you are waiting for ACCES/VR or CBVH services to begin;
- Help identify other programs and services you may need in order to achieve your Individualized Plan For Employment (IPE) with ACCES/VR and CBVH.

While receiving ACCES/VR or CBVH services CIDNY/CAP can also...



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- Work together with your VR counselor to help identify specialized services you may need to complete your employment goal;
- Help speed-up unnecessary delays;
- Ensure that your eligibility to the program is properly evaluated;
- Work with your VR counselor to mediate any complaints;
- Resolve service denials.



What if negotiations are unsuccessful ?

CAP will continue to protect your rights under the ACCES-VR process by:

- Reviewing your rights to informal and/or formal appeals process, such as an Administrative Review, Mediation or Impartial Hearing.
- Helping you if you go through any appeals process.



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Along the way...

CIDNY/CAP can provide you with resources when you need to:

- Resolve student loan problems;
- Get information about applying for college; and
- Get information about Social Security and Work Incentives.

Contact CAP



New York City Region

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