

## CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) has been established for the purpose of assisting clients/applicants with:

1. Understanding services available through Division of Blind Services
2. Pursuing appropriate remedies to ensure the protection of client's rights
3. Helping to resolve any dissatisfaction that the client may have with regard to the furnishing or denial of services from Division of Blind Services through the processes of informal, mediation, or formal reviews.

CAP services are free, and CAP is independent of all state agencies providing services to individuals with disabilities. CAP is a statewide program and can be contacted by calling toll-free: 1-800-342-0823 (voice) or 1-800-346-4127 (TDD).