

What is the Client Assistance Program?

The Client Assistance Program (CAP) is an independent advocacy program located at the Office of Protection and Advocacy for Persons with Disabilities. CAP provides advice, advocacy, and, if necessary, legal representation to individuals who have concerns about the services they are receiving from BRS, BESB, independent living centers, and other community rehabilitation programs. CAP is located at 60-B Weston St., Hartford, CT 06120; 860-297-4326 or 800-842-7303.

How do I get more information about VR Services?

Contact the BRS office closest to your home or call 800-537-2549. BRS counselors will discuss your situation and answer your questions about vocational rehabilitation. You may be scheduled to attend an orientation session which provides more details about the VR program. It is important to understand the vocational rehabilitation process before you apply for services.

Offices of the Bureau of Rehabilitation Services

Western Region

1057 Broad St., **Bridgeport**, CT 06604
Tel: 203-551-5500* Fax: 203-579-6903

Danbury Phone: 203-207-8990

Fax: 203-207-8999

Stamford Phone: 203-251-9430*

Fax: 203-251-9438

Torrington Phone: 860-496-6990

Fax: 860-496-6978

Waterbury Phone: 203-578-4550*

Fax: 203-578-4590

Northern Region

3580 Main St., **Hartford**, CT 06120
Tel: 860-723-1400* Fax: 860-566-4766
860-723-1430 or -1395*

Dayville Phone: 860-779-2204*

Fax: 860-779-6189

E. Hartford Phone: 860-289-2904

Fax: 860-289-2932

Enfield: Phone: 860-741-2852*

Fax: 860-745-6608

Manchester Phone: 860-647-5960*

Fax: 860-647-5963

New Britain Phone: 860-612-3569*

Fax: 860-612-3508

Southern Region

414 Chapel St., Suite 301
New Haven, CT 06511
Tel: 203-974-3000
203-974-3013 or -3009 *
Fax: 203-789-7850

Ansonia Phone: 203-735-9444*

Fax: 203-735-9324

Middletown Phone: 860-704-3070*

Fax: 860-704-3079

New London Phone: 860-439-7686*

Fax: 860-439-7685

Norwich Phone: 860-859-5720*

Fax: 860-859-5733

* (V/TDD/TTY)

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State of Connecticut Department of Social Services

Bureau of Rehabilitation Services

Vocational Rehabilitation Program



**25 Sigourney St. - 11th Floor
Hartford, CT 06106**

**860-424-4844
860-424-4839 (TDD/TTY)**

**Toll-free:
1-800-537-2549**

Website: www.brs.state.ct.us

What is the Vocational Rehabilitation Program?

Vocational Rehabilitation (VR) is a program of the Bureau of Rehabilitation Services (BRS) which helps persons with significant physical or mental disabilities to prepare for, find or keep a job.

Who does the Vocational Rehabilitation Program serve?

The VR program serves eligible individuals who have physical and/or mental conditions which have a significant impact on your ability to enter or maintain employment. The VR program serves persons with all disabilities except legal blindness. If you are legally blind, contact the Board of Education and Services for the Blind (BESB) to receive vocational rehabilitation services at 184 Windsor Ave., Windsor, CT 06095; (860) 602-4000 or (800) 842-4510.

How does the application process work for the Vocational Rehabilitation Program?

If you apply for vocational rehabilitation, you will be asked to provide information about your medical condition and how it affects your ability to find and/or keep a job. You and your vocational rehabilitation counselor will also review your employment and educational history. This and other information you provide will help your counselor determine if you are eligible for the VR program. To be eligible:

(1) **you must have a disability** - a physical or mental condition which poses a substantial barrier to employment; AND

(2) **you must require VR services** to prepare for, find and succeed in working in the competitive labor force.

When resources are limited, the law requires BRS to first provide services to persons with the most significant disabilities. This is called an **Order of Selection**. The significance of your disability is determined by looking at the limitations caused by the disability and the services you need as a result. If your disabilities are not found to be “significant,” you may not receive services, even though you meet the eligibility criteria above. Your VR counselor can give you more information about this process.

If your counselor needs more specific information about your disability and its impact on your ability to work, you may be asked to participate in medical, psychiatric, psychological or other types of evaluations. If you are asked to have such tests, your counselor will explain why they are necessary and BRS will pay for them.

Your counselor will tell you in writing whether or not you are eligible for vocational rehabilitation. If you are not eligible, you will be told why. You will also receive information on how you may appeal the decision, if you disagree with it.

How can the Vocational Rehabilitation Program help me?

If you meet the Order of Selection requirements, you will work with your counselor to develop an Employment Plan

which will help you find or keep a job. In developing this plan, you and your counselor will review your job interests and other factors you consider important in planning towards your employment. Together, you will work to agree on what your job goal is and what services you will need to reach it. If needed, BRS may provide vocational assessment and related services to assist you in deciding on your job goal and developing your Employment Plan.

What kinds of services will BRS provide?

The services BRS can provide will vary from one person to another because your Employment Plan is tailored to meet your unique needs.

BRS services may include:

- ◆ vocational counseling
- ◆ benefits counseling
- ◆ job search assistance
- ◆ skill training and career education in vocational and other schools
- ◆ school-to-work transition services
- ◆ on-the-job training in business and industry
- ◆ assistive technology services such as adaptive equipment for mobility, communication and work activities
- ◆ vehicle and home modifications
- ◆ supported employment services
- ◆ services to assist in restoring or improving a physical or mental condition
- ◆ nursing home transition services

- ◆ help in accessing other programs like transportation assistance.

Who pays for VR services?

Your counselor will explain the conditions under which BRS can pay for certain services. In some cases, BRS may contribute all or part of the cost of a service. You will work in partnership with your counselor to find other ways to pay for the services you need, including financial aid, medical insurance, and your own resources.

What happens when I start working?

Your counselor will follow up with you for at least 90 days after you enter employment or complete the services which helped you keep your job. After these 90 days, if you are satisfied with the job and do not need further help, BRS will close your case as “successfully employed.” You will receive a letter to confirm this and you can discuss with your counselor any concerns you may have about your job.

What if I need services after my case is closed?

If you need help to keep your job, BRS can provide “post-employment services.” If your needs are extensive, you may need a new Employment Plan, and your case should be re-opened. You can ask to have your case with BRS reopened at any time. If your case needs to be reopened, your eligibility for vocational rehabilitation will be determined again.