

Are You Having Problems with Services from BVR or BSVI?

Contact the Client Assistance Program (CAP) at Ohio Legal Rights Service

The Ohio Client Assistance Program (CAP) is a federally mandated program that advocates for and protects the rights of individuals with disabilities who are applying for or receiving rehabilitation services from the Ohio Bureau of Vocational Rehabilitation (BVR) or the Ohio Bureau of Services for the Visually Impaired (BSVI), and/or the Independent Living Centers throughout Ohio.

CAP is administered by the Ohio Legal Rights Service (OLRS). CAP provides individual legal representation and advocacy, information and referral services, outreach, and education. CAP also provides information on Title I of the Americans with Disabilities Act.

CAP can help individuals who:

- Need information about rehabilitation services,
- Have been turned down for rehabilitation services,
- Have concerns about services provided by and decisions made by a rehabilitation counselor,
- Are not satisfied with the rehabilitation services they are receiving,
- Do not agree with a decision to close their case,
- Are having difficulty with, or need information about Centers for Independent Living, or
- Have other problems with BVR or BSVI services.

For help with CAP issues, contact the Intake Department at OLRS:

Voice: (614) 466-7264 or (800) 282-9181 (toll-free within Ohio)

TTY: (614) 728-2553 or (800) 858-3542 (toll-free within Ohio)

Fax: (614) 644-1888

U.S. mail: 50 West Broad Street, Suite 1400, Columbus, Ohio 43215-5923

Website: www.olrs.ohio.gov

Intake hours are 9 a.m. to 4 p.m. weekdays. You can also reach OLRS after these hours through the toll-free number and leave a message.

The mission of OLRS is to protect and advocate, in partnership with people with disabilities, for their human, civil and legal rights.

