

On November 6th, DRCT is changing how it responds to your requests for assistance:

DRCT is moving to a live call model. This means that a DRCT advocate will **only** answer live calls Monday through Friday from 10:30am until 2:30 p.m.

DRCT will answer calls in the order they are received.

You may have to wait to speak with an advocate.

To use our live call system, [you can call \(860\) 422-4220 and press 7.](#)

If you cannot use the live call system because of your disability, for example you need an ASL interpreter, need to communicate in writing, or needs some other way to communicate with us due to your disability, you can call [\(860\) 422-4220 and press 4](#) at any time to ask us to do something differently to reasonably accommodate your disability.

If you are calling because you believe you have been abused or neglected or someone else with a disability has been or may be abused or neglected by a provider or program, you can call [\(860\) 422-4220 and press 5 at any time and leave a message.](#)

[If you are incarcerated at the Department of Corrections and are seeking assistance from DRCT, you can call \(860\) 422-4220 and press 5.](#)

If you are calling to request an Education Clinic appointment, you can call [\(860\) 422-4220 and press 6.](#)

We know that change can be difficult, but we think having an advocate answer live calls will help us better respond to your needs. We look forward to speaking with you when our live call system starts on November 6, 2023.