

C.A.R.E.S., INC.
CLIENT ASSISTANCE PROGRAM

134 Main St., Suite 2C Winthrop, ME 04364

(207) 377-7055 TTY or Maine Relay ~ Toll Free 1-800-773-7055 TTY or Maine Relay

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CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is a federally funded advocacy program that provides information, referrals and advocacy to people with disabilities, who are applying for or are receiving services under the Rehabilitation Act. Programs under this Act include Vocational Rehabilitation (VR), Independent Living Services (IL) and Projects with Industry. In Maine, the CAP is administered by C.A.R.E.S., Inc., an agency independent from State government. There are no fees for CAP services.

HOW CAN THE CLIENT ASSISTANCE PROGRAM HELP?
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The CAP can help by providing information on our available services, time frames for services and explanations of the federal regulations and state rules. When there is a disagreement between the client and VR/IL, CAP can get directly involved. CAP is required to resolve disagreements using informal methods, to the maximum extent possible, before resorting to administrative or legal remedies.

Examples of CAP activities include:

- * Providing client with information and support to assist in self-advocating;
- * Providing client with information and referral to other programs and resources;
- * Reviewing case records and speaking with counselors, supervisors, community rehabilitation providers and others involved in client's case;
- * Helping to develop strategies to resolve disagreements through negotiation;
- * Representing client at Mediation and/or Fair Hearing; and,
- * Providing client with information on Title I of the Americans with Disabilities Act (ADA)

YOUR RIGHTS AS AN APPLICANT OR CLIENT

- * To be treated with dignity and respect;
- * To be provided with understandable information regarding the services available from each program;
- * To be involved in the selection of your vocational and/or Independent Living goal(s), services and providers;
- * To be given services in a timely manner;
- * To be informed of the Client Assistance Program's services;
- * To request a change of counselor;
- * To exercise your right to question and/or appeal any adverse decision.

CLIENT ASSISTANCE PROGRAM A DIVISION OF C.A.R.E.S., INC.

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