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Client Assistant Program (CAP), 1993

Maine Bureau of Rehabilitation

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CLIENT ASSISTANT PROGRAM (CAP)

Every state must have a Client Assistance Program (CAP) that has the authority to pursue legal, administrative, and other remedies available under the Rehabilitation Act. In Maine, the CAP is operated by C.A.R.E.S, Inc. a private agency independent from state government that advocates for people with disabilities.

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HOW THE CLIENT ASSISTANCE PROGRAM CAN HELP

The CAP has two main purposes. The first purpose is to inform vocational rehabilitation and independent living applicants and consumers, and the public about the services available under the Rehabilitation Act. The second purpose is to advise applicants and consumers about their rights and to advocate for them when their rights have been violated.

The activities the CAP can assist you with include:

- * advising you of all benefits available under the Rehabilitation Act;
- * advising you of your rights under the Rehabilitation Act;
- * providing information that will allow you to advocate on your own behalf;
- * mediating disagreement with your vocational counselor by negotiating with the counselor on your behalf;
- * representing you at an Administrative Review or Fair Hearing;
- * helping you to pursue legal, administrative and other remedies available to protect your rights under the Rehabilitation Act.

These services are provided in complete confidentiality and at no cost.

Here are some of your rights as an applicant or client of the Bureau of Rehabilitation:

- * to be given a decision about your eligibility within 60 days unless there are extenuating circumstances;
- * to have a significant role in the development of your Individual Written Rehabilitation Plan (IWRP);
- * to exercise your right to appeal any adverse decision or determination;
- * to request a change of counselor if there is a breakdown in communication;
- * to be treated with dignity and respect; and
- * to be notified of the services available from the Client Assistance Program.

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CONTACT THE CAP WHEN YOU NEED INFORMATION OR HELP

**FOR ASSISTANCE CALL
(207) 622-7055
Voice/TDD**

or

**CALL OUR STATEWIDE TOLL FREE NUMBER
1-800-773-7055
Voice/TDD**

**Client Assistance Program
C.A.R.E.S., Inc.
4c Winter Street
Augusta, Maine 04330**

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

**As a client of the Bureau of Rehabilitation, it is your right to receive
services that will lead to employment or more independence**