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## Client Assistant Program (CAP), 2000

Maine Bureau of Rehabilitation

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## **CLIENT ASSISTANCE PROGRAM**

**The Client Assistance Program (CAP) is a federally funded program that provides information, assistance and advocacy to people with disabilities who are applying for or receiving services under the Rehabilitation Act. Programs under this Act include Vocational Rehabilitation, Independent Living Services 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?**

**The CAP can help by providing you with information on the services available, time frames for services and by explaining what the federal regulations and state rules say. When there are disagreements, CAP can get directly involved.**

**Examples of CAP activities include:**

- **Providing information and support that assists you in advocating for yourself;**
- **Providing information and referral to other programs and resources;**
- **Reviewing case records and talking with counselors, supervisors, community rehabilitation providers and others involved in your case;**
- **Helping to develop strategies to resolve disagreements through negotiation, etc.;**
- **Representing you at Mediation or Fair Hearing; and**
- **Providing information about Title I of the Americans with Disabilities Act.**



## **YOUR RIGHTS AS AN APPLICANT OR CLIENT**

- **To be treated with dignity and respect;**
- **To be provided understandable information about the services available from each program;**
- **To be involved in the selection of your vocational and/or Independent Living goal(s), services, providers, etc.;**
- **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.**

# **CONTACT THE CAP WHEN YOU NEED INFORMATION OR ASSISTANCE**

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

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

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

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

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funded advocacy program that provides  
information, assistance, support and advocacy to  
people who are receiving services under the  
Rehabilitation Act.**