



## **Client Assistance Program**

### **Mission Statement**

*To help maximize employment and independence opportunities for people with disabilities by providing advocacy, information and advice to individuals who are applying for or receiving services from North Carolina's Vocational Rehabilitation and Independent Living programs.*

## **How to Contact CAP?**

Client Assistance Program  
2806 Mail Service Center  
Raleigh, NC 27699-2806

**Toll-Free, In-State  
1-800-215-7227**

**Triangle Area  
(919) 855-3600**

**Fax  
(919) 715-2456**

**Email  
NCCAP@dhhs.nc.gov**

**Web site  
<http://cap.state.nc.us>**



State of North Carolina  
Department of Health and Human Services  
[www.ncdhhs.gov](http://www.ncdhhs.gov)

N.C. DHHS is an equal opportunity employer and provider.

## **North Carolina CAP Client Assistance Program**



**“A Bridge Over Barriers”**

# Client Assistance Program... CAP

## What Is CAP?

*The N.C. Client Assistance Program (CAP) is a federally funded program designed to assist people with disabilities in understanding and using rehabilitation services.*

*CAP serves as a vital link between North Carolinians with disabilities and the programs, projects and facilities funded under the Rehabilitation Act to help achieve maximum and timely access to rehabilitation services.*

## CAP Can...

- ◆ Explain rehabilitation services and benefits available to you under the Rehabilitation Act;
- ◆ Advise you of your rights and responsibilities to help maximize your success in the rehabilitation process;
- ◆ Help you resolve problems or disagreements with rehabilitation service providers so you can obtain the services you need;
- ◆ Help you appeal a decision if you have been denied services or are dissatisfied with the type of services offered;
- ◆ Help you identify other resources that may be of assistance to you.



## Who Does CAP Serve?

Anyone seeking information, applying for services or receiving services from any of these federally funded rehabilitation programs:

- ◆ Division of Vocational Rehabilitation Services
- ◆ Division of Services for the Blind
- ◆ The Independent Living Rehabilitation Programs within the divisions
- ◆ Centers for Independent Living