



## Helping people understand and access rehabilitation services

The North Carolina Client Assistance Program (NCCAP) is an **independent advocate** for the rights of people with disabilities. Our priorities include helping qualified individuals **gain access to and benefit from rehabilitation services** leading to employment and greater community participation. NCCAP is a **vital link** between North Carolinians with a disability and **state programs and facilities** funded under the Rehabilitation Act.



### NCCAP can refer you to:

- Vocational Rehabilitation Services
- Services for the Blind
- Independent Living Rehabilitation Program
- Centers for Independent Living
- Community Rehabilitation Providers

NCCAP services are **confidential** and **provided at no cost** to clients **before, during** and **after** the rehabilitation process.

Call NCCAP at 1-800-215-7227 or go to our website:  
[ncdhhs.gov/client-assistance-program](http://ncdhhs.gov/client-assistance-program)

## **NCCAP will inform you about:**

+ Rehabilitation services that can help you achieve employment goals, live more independently and participate in your community

+ What to expect from vocational rehabilitation and independent living programs, including how the application process works and eligibility is determined

### **+ YOUR RIGHTS**

- To apply/reapply for services
- To confidentiality of your case records
- To a timely decision and written notification about eligibility
- To question or appeal your counselor's decisions
- To receive a copy of all records
- To make informed choices about your employment and independent living plans
- To participate in annual reviews of your plans

### **+ YOUR RESPONSIBILITIES**

- To attend all appointments or contact your counselor to reschedule
- To ask questions if you do not understand
- To participate in assessments and plan development
- To communicate with your counselor about changes affecting your services and goals
- To keep copies of your records

## **NCCAP will advocate to help you:**

- **Maximize your success**
- **Resolve problems or disagreements**
- **Exercise your right to appeal decisions**
- **Find additional resources**

