



North Carolina CAP

Client Assistance Program

Understanding the Rehabilitation process

Application and Eligibility Determination

You are eligible for vocational rehabilitation agency services if you have a disability that can be documented, if that disability prevents you from getting or keeping a job and if you require rehabilitation services in order for you to be able to go to work.

- ▶ Bring your disability information to your local rehabilitation agency or sign a *Release of Information* form so the agency can get disability records. If you are able to provide records, but they are not current (usually within the past year or two), you can ask the agency to sponsor an evaluation of your condition if you have no other way to pay for one (i.e. you have no medical insurance)
- ▶ Rehabilitation agency staff is required to inform you of your rights and responsibilities and about the Client Assistance Program (CAP).
- ▶ Agency staff is required to explain “informed choice” to you.
- ▶ Timeframe approximately 60 days

Gathering information about your disability and jobs

Questions that agency staff need to assess with you:

What kind of limitations does your disability cause?

How can these limitations be addressed?

Do you need your disabling condition assessed by an expert who can answer these questions?

Do you know what kind of jobs interest you? Do you know what kind of jobs match your skills, abilities and limitations?

If you receive disability benefits, will your job goal provide enough money to replace your benefits? Do you know how going to work might effect your benefits? Be prepared to meet with a Social Security Benefits counselor (WIPA) to determine how going to work might effect your benefits and then inform your counselor if you wish to pursue employment after this meeting.

- ▶ Be prepared to answer these questions or to work with your rehabilitation counselor to find the answer.
- ▶ Be prepared to participate in any evaluations your counselor recommends.



Individualized Plan for Employment (IPE)

The IPE lists your job goal and the services you will receive from the rehabilitation agency. You and your counselor need to work on this together and agree on your job goal and the services you need to reach your job goal.

You should discuss what services you need to address your limitations and obstacles to employment. You should discuss whether you have skills from former jobs that can be transferred to your new job goal or if you need to learn new skills. If you are required to learn new skills, you need to discuss how you will learn them (i.e. training, school, or on the job).

- Help your counselor write your plan.
- Understand that you have choices and that it is your counselor's responsibility to explain what your options are and different types of services that are available to you.
- Select from the varying service providers who can best provide the services you need.
- Timeframe approximately six (6) months from the date you are determined eligible.

Employment and Follow Up

How ready are you to apply for jobs?

Do you know how to apply for jobs and how to use community resources to help you find a job?

Do you need the assistance of agency job placement staff to help you prepare for interviews and to find a job?

Do you think you will have problems learning how to do the new job?

- Once you get a job, the agency follows your progress for a minimum of 90 days. Stay in contact with your counselor to let him or her know how you are doing. If you are having problems, let your counselor know immediately. You can extend the 90-day follow up period if needed.

Case file Closure

Rehabilitation agencies usually look to close your case 90 days after you start working in the job of your choice. The agency should not close your case without informing you first and giving you the opportunity to discuss it.

Reasons for closing your case:

You are working and satisfied with your job.

Your disability or personal problems are keeping you from working or from working with the rehabilitation agency at the time.

You fail to cooperate or do not follow through with services.

You do not keep in contact with the rehabilitation agency and your counselor cannot find you.

- Be aware that you can re-apply for rehabilitation services in the future if your situation changes.
- You can discuss any concerns you have with your counselor or with his or her supervisor.
- You can discuss any concerns or conflicts with an advocate from the Client Assistance Program.

NC Client Assistance Program

1-800-215-7227

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