

## ☆ **What is the 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.

## ☆ **Who Does the CAP Help?**

The CAP advocates for individuals with disabilities who get services from any of these agencies:

- ✓ the Division of Vocational Rehabilitation
- ✓ the Division for the Blind and Visually Impaired
- ✓ the Division for the Deaf, Hard of Hearing & Late Deafened
- ✓ Independent Living Services Programs

## ☆ **How Can the CAP Help Me?**

The CAP can help you understand your rights and get access to employment-related rehabilitation services. The CAP can help you by:

- ✓ Talking with you about the services and benefits available to you under the Rehabilitation Act and the Americans with Disabilities Act (ADA);
- ✓ Informing you of your rights as a consumer under the Rehabilitation Act and Title I of the ADA;
- ✓ Advocating for you to receive the services you need;

- ✓ Investigating complaints about services;
- ✓ Helping to resolve problems and disagreements with your counselor or agency;
- ✓ Helping to appeal agency decisions; and
- ✓ Challenging system-wide problems that make it hard for people with disabilities to access services.


### ★ **When Should I Call the CAP?**

You should call the CAP if you need help getting services, have been denied services, or disagree with your counselor or agency's decision. You can also call the CAP if you just have questions about your rights as a consumer of rehabilitation services.


### ★ **How Do I Contact the CAP?**

In Maine, the CAP is administered by Disability Rights Maine (DRM). To get free and confidential services from a CAP advocate, you can call or email DRM.

#### **AUGUSTA**

160 Capitol Street, Suite 4  
Augusta, ME 04330  
800.452.1948 (V/TTY)  
207.626.2774 (V/TTY)  
207.621.1419 (FAX)  
 DisabilityRightsMaine

#### **FALMOUTH**

1 Mackworth Island, Bldg. C  
Falmouth, ME 04105  
207.797.7656 (V/TTY)  
207.766.7111 (VP)  
207.797.9791 (FAX)  
 DRMDeafServices

800.452.1948 • [advocate@drme.org](mailto:advocate@drme.org)

To complete an intake online, visit <https://drme.org/online-intake-form>