



## How do I contact CAP?

### CENTRALIZED INTAKE

(701) 328-2950

Toll free: 1-800-472-2670

TDD Relay: 711

E-mail: [panda\\_intake@nd.org](mailto:panda_intake@nd.org)

Fax: (701) 328-3934

Website: <http://ndpanda.org/cap/>

CAP staff provide services statewide. They are located at:

400 E. Broadway, Suite 409

Bismarck, ND 58501

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The Client Assistance Program (CAP) is administered by the Protection & Advocacy Project (P&A), an independent state agency of North Dakota.

CAP is a federally mandated and funded program under the Rehabilitation Act of 1973, as amended. Information contained in this brochure is the sole responsibility of P&A and is for informational purposes only.

P&A, and CAP, do not discriminate in admission or access to, or employment in, its programs and activities. If accommodations are needed as a result of a disability, or if you need this material in an alternative format, please contact P&A's Centralized Intake.



Helping people with disabilities understand and access rehabilitation services

# WHAT IS THE CLIENT ASSISTANCE PROGRAM?



The Client Assistance Program (CAP) is an advocacy program that helps individuals with disabilities who are getting services, or who are trying to get services, through North Dakota's federally funded rehabilitation programs. These include:

- State Vocational Rehabilitation (VR) Program
- Centers for Independent Living (CIL's)
- Tribal Vocational Rehabilitation Programs

CAP is committed to advocating for client-driven outcomes for individuals with disabilities.

## **A CAP advocate can help you**

- To understand the services available under the Rehabilitation Act
- To understand your rights & responsibilities
- To resolve problems with rehabilitation service providers
- To appeal a decision if you have been denied services or are not satisfied with the type of services offered
- To identify other resources that may be of assistance to you
- By providing information about the Americans with Disabilities Act

## **It is your right to**

- Apply or reapply for VR services
- Have a decision about eligibility for VR services within 60 days
- Participate in assessments & development of your Individualized Plan for Employment (IPE)
- Receive a written copy of your IPE
- Review your IPE yearly
- Appeal a decision if you disagree & to have your services continue during the appeal