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
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

State of North Carolina | Department of Health and Human Services
www.nc.gov / www.ncdhhs.gov/client-assistance-program

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