

Maryland Client Assistance Program (CAP)

CAP IS HERE FOR YOU

CAP advocates for the rights of individuals applying for or receiving services from Maryland's Centers for Independent Living (CILs) and the Maryland State Department of Education's Division of Rehabilitation Services (DORS).

The Client Assistance Program (CAP) is a federally funded program that provides information, advice, and advocacy to Marylanders with disabilities who are applying for or receiving services provided by DORS and the CILs.

DORS provides vocational rehabilitation (VR) employment services to help people with significant disabilities go to work or keep the jobs they already have. DORS also provides Pre-Employment Transition Services (Pre-ETS) for students 14-21 with disabilities, as well as independent living (IL) services to legally blind individuals age 55 and over through the Independent Living Older Blind (ILOB) program.

A Center for Independent Living (CIL) helps people with disabilities have information, choice, and control over the independent living services and supports in their lives. There are seven CILs throughout Maryland.

CAP's goal is to protect Marylanders with disabilities by ensuring respectful and fair treatment, consistent with individual agency policies and State and federal laws.

CAP can provide individuals with information and advocacy assistance to help resolve concerns about the VR and IL services they receive.

CAP'S ROLE MAY INCLUDE:

- Explaining your rights and responsibilities throughout the VR employment, Pre-ETS, or IL process.
- Helping to communicate your concerns to DORS or CIL staff.
- Providing information about VR employment services, Pre-ETS, and CILs.
- Explaining DORS policies and procedures.
- Advocating for you if you have been denied a service or are unhappy with a service provided.
- Arranging for legal services, when necessary, to represent you in a formal appeal.
- Informing you about your employment rights under the Americans with Disabilities Act.

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Let us know how we can help.

CONTACT CAP AT:

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