

Your Rights As A Consumer of Independent Living Services (IL)

- To make meaningful and informed choices.
- Confidentiality of your consumer service record.
- To direct the planning of your independent living services.
- Non-discriminatory provisions of IL services, without regard to race, language, sex, age or disability.
- Appeal any decision you are in disagreement with regarding the provision of independent living services.
- To be informed of the availability of the Client Assistance Program.

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CAP **Client Assistance Program**

For more information phone, write or visit:

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Services of the Client Assistance Program (CAP) are provided on a non-discriminatory basis in compliance with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended, without regard to race, color, national origin, sex, or disability.

How CAP Works With Rehabilitation & Independent Living Services

...ADVISES YOU

Of your rights and responsibilities in the process of obtaining rehabilitation and/or independent living services funded under the Rehabilitation Act of 1973, as amended.

...ASSISTS

You in your relationship with projects, programs, and facilities/agencies providing rehabilitation and/or independent living services.

...EXPLAINS

Specific rehabilitation and/or independent living services and benefits available to an individual with a disability.

...HELPS

You in the appeal process, when requested, if you disagree with the rehabilitation and/or independent living services being provided or are denied services.

...IDENTIFIES

Problem areas in the delivery of rehabilitation and/or independent living services to individuals with a disability and suggests methods and means of improving agency/facility performance.

...REFERS

You to other agencies (public or private) when you may not be eligible for rehabilitation and/or independent living services.

...INFORMS

You of your rights under Title I of the Americans with Disabilities Act.

Your Rights As A Rehabilitation Client Are....

- To make meaningful and informed choices.
- To be a partner in the planning of your vocational goals and rehabilitation services.
- To apply or reapply for rehabilitation services.
- To a consultation with your counselor before your case is closed.
- To appeal using the informal administrative review process, mediation, or fair hearing.
- To be informed of the availability of the Client Assistance Program.