

Problems at Fedcap?

When you get TANF you must meet with a case worker at Fedcap, who is supposed to help you develop the skills you need to get a good job. The Maine Department of Health and Human Services pays Fedcap to do this work.

Mainers have complained about how Fedcap runs this program.

Because of these complaints, DHHS sent a public warning letter to Fedcap on March 13, 2019 telling Fedcap to fix the problems. These are serious problems and we want to make sure they are fixed, but we need your help.

These problems might be:

- ✗ You were told to do things that don't help you learn skills or get a job.
- ✗ You were told that going to college can't be a part of your plan.
- ✗ You told Fedcap that you could not do the things they were asking because you were sick, your child was sick, or you were a victim of domestic violence and Fedcap said you could still lose your TANF.



- ✗ You were not treated with respect.
- ✗ You were not provided with an interpreter when you needed one.
- ✗ You didn't get a response to your phone calls and emails to Fedcap or you had to wait a really long time before someone called you back.
- ✗ You had to send in the same paperwork over and over again.
- ✗ Your personal information was not kept private.



You matter and your stories matter. Together we can make a difference.



Please call Maine Equal Justice at **207 626-7058, ext 212** if you have had problems with Fedcap or complete our online survey:
<https://maineequaljustice.org/dhhsreform/>