



“Devoted to improving the quality of life for people with disabilities through individualized employment services.”

HANDBOOK FOR iWORK EMPLOYMENT SERVICES

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Hours of Operation:
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Welcome to iWork Employment Services!

We look forward to working with you and helping you achieve your employment goals through our individualized services. We expect you will enjoy working with us as we will do everything we can to ensure our program benefits your needs and desires.

This handbook is designed to explain policies and procedures as they relate to receiving services from iWork and to protect and promote the rights of all persons served through iWork. It is also a way to inform you of what is expected of you and the expectations you should have of iWork staff. This handbook is reviewed annually and updated as necessary to reflect changes in information. Please keep it and refer back to it as a reference. If there is any section that is unclear to you or needs further explanation, please let us know. We will produce this document in an alternate format, including your primary language if other than English, pictures, large print, or any other ways to better help you understand the material upon your request. If at any time you misplace this handbook, please ask your Career Advocate for a replacement.

You will be assigned a Career Advocate that will work closely with you to maximize your participation in the workforce. We are pleased you chose iWork Employment Services and if you have questions at any time, feel free to ask your Career Advocate or contact the Program Director, Kamia Adams at 310-742-5694. If at ANY time during services you are unhappy or require immediate assistance, please feel free to contact me directly.

Best Regards,

Kamia Adams

Kamia Adams
Executive Director
310.742.5694
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DESCRIPTION OF IWORK SERVICES

iWork will provide employment services including job placement and job coaching for individuals with disabilities who require assistance to obtain and maintain employment in the community. Services are based on the philosophy that all individuals have the right to work in the communities in which they live.

OUR MISSION

Our mission is to provide employment services and support for adults with various intellectual disabilities and empowering them to reach their greatest potential.

One-on-One Supported Employment services include:	
Service:	Definition:
Career Counseling	iWork engages participants to identify employment skills, interests, and goals.
Job Preparation	As needed, iWork staff assists participants to develop work-related skills, attitudes, behaviors, and functional capacities to successfully achieve employment goals.
Job Development and Placement	iWork staff uses vocational assessment information to target jobs well-matched to employment goals.
Job Coaching and Support Services	To ensure long-term success on the job, iWork assists participants with learning new job tasks and helps them understand job cultures and industry practices.

iWork provides Employment services free of charge to all clients given that he or she is connected to a third party funding source, which is covered by the Regional Center.

iWork staff members are well-equipped to provide services specifically to people with disabilities. All Career Advocates employed by iWork are required to have at least 6-months experience working with DD population. iWork staff receives ongoing training to stay abreast of resources that benefit clients.

ENTRY & ELIGIBILITY CRITERIA

In order to participate in the Employment program, clients must meet the following criteria *(Please note that this may be reviewed at any time and an applicant may be required to provide documentation proving eligibility)*. Please also note that based on certain circumstances, exceptions may be made at the discretion of the Executive Director.

- Be at least 18 years old.
- Have a diagnosed development disability.
- Possess a state-issued identification card, or driver's license, and a social security card.
- Be legally eligible to work in the United States.
- Have enough independent functioning to not need indefinite one-on-one staff assistance, unless able to hire a personal assistant.
- Be able to behave in a manner that doesn't endanger self or others.
- Display appropriate work behaviors.
- No longer in a high school program.
- Be able to complete all the requirements of our intake process, such as signing release forms and providing emergency procedure/contact information.
- Substance Free Work Environment, individuals are subject to random drug test.

GUARDIANSHIP/LEGAL DECISION-MAKING AUTHORITY

iWork will inquire about guardianship at the time of eligibility determination. If it is determined that the participant is not their own guardian, the guardian must be present at the time that all services are delivered, or furnish a note signed by the guardian granting iWork permission to work with and provide services prior to service delivery.

DESIGN OF SERVICES

iWork services are designed around the identified needs and desires of the person served, are responsive to their expectations, and are relevant to their maximum participation in the environments of their choice. iWork is committed to a system that nurtures personal growth and dignity of persons served, which is emphasized during orientation and ongoing staff training.

The following outline is considered to be iWork's procedure for acceptance into the program and it is the typical format used to deliver services. The timeframe for services will vary for every client based on his or her needs and also for the reason that iWork utilizes a Person-Centered Planning (PCP) approach when providing Employment services. PCP is a life-planning model designed to enable individuals with disabilities to increase their personal self-determination and independence. This model is based on accepted practice in the field of providing employment services to individuals with disabilities. iWork recognizes that individuals with disabilities must be a driving force in making important decisions that affect their lives and utilizes this evidence based practice.

To facilitate integrated service delivery, iWork communicates mechanisms regarding the client services. iWork understands the need for timely communication to ensure services and programs are consistently provided. Clients can expect communication and collaboration to occur in the program/service through written or oral communication, such as electronic formats, log books, face-to-face meetings, progress notes, specialized communication devices, facilitative communication, handheld devices and computers, videos, audio recordings, and one-on-one teaching. Each iWork staff is equipped with an email and a cell phone in which you can use to directly communicate. Although hours of iWork are typically Monday through Friday, 8-5:00pm, many iWork staff maintains a flexible schedule beyond those specific hours directly based on each participants work schedules and support needs.

While receiving services from iWork, staff will work to ensure that clients are informed about securing and retaining public assistance for which they are eligible. Staff will provide information regarding these services through referral to the appropriate support services, which may include Supplemental Security Income, Social Security Disability Insurance, food stamps, bus passes, taxi vouchers, public health services, and local, county, and state assistance, such as insurance/benefit programs. This may include educating clients on how social security benefits may be affected by employment.

Step 1. Referral is received

iWork receives a referral for services. All referrals are received by and reviewed by the Program Director. Based on the information provided by the referral, the Program Director may contact the prospective client for additional information.

Step 2. Contact is made

Participants are served on a first-come, first-serve basis.

The Program Director places a phone call and directly speaks to the client and/or guardian.

Step 3. Client is assigned to an Career Advocate

When a referral is on file and there is a caseload opening, Employment services may begin. The client is assigned to an Career Advocate.

Step 4. Career Advocate makes initial contact with the client

The assigned Career Advocate contacts the client personally to set up an intake interview. The client must respond to this contact within 14 days in order to remain eligible for services. If the client has not made contact with the Career Advocate, a letter will be sent to the client/guardian and the Regional Center stating that the client has been removed from enrolling in the program. If there are extenuating circumstances that prevent the client from making contact with the Career Advocate, such as hospitalization or vacations, the situation will be reviewed by the Program Director to determine a satisfactory outcome for both parties involved. Also, if the client makes contact with the Career Advocate after the letter's specified date, but within a reasonable timeframe, the client will be placed at the end of the waitlist as opposed to being removed from it.

Step 5. Intake Assessment is completed

The initial appointment with the Career Advocate is an opportunity for everyone involved to learn about the policies and procedures as they relate to receiving services from iWork. It is also the perfect time for the Career Advocate and the client to get to know one another. The Career Advocate and client will review the iWork Employment Services Handbook and, as required by the Regional Center, signed informed consent for services is obtained at this time. (Please see Appendix A to review a critical form that is signed at the intake appointment.) In addition, the Career Advocate and the client will review other appropriate documents, which may include:

- Past evaluations- vocational, psychological, or safety
- Individualized Program Plan (IPP) or other documents
- Resume
- References from previous employers
- References from previous service providers

Individualized Service and Employment Planning Report and Development

A key element of the intake appointment is an agreed-upon individualized service and employment planning report. This employment planning report clearly states the planned employment outcomes and/or plan to achieve the desired employment outcomes that will include: relevant jobs available in the employment market, strengths of the individual, identified barriers and other support needs. This intake meeting and plan provides the blueprint guiding to desired employment outcomes. Plans are highly specialized, reflecting the individuality of the person served. They are reviewed on a regular basis and revised based on the satisfaction and changing needs of the person served to remain meaningful. Upon completion of the plan, a copy of the plan will be provided to the participant and Regional Center within 7 working days

Information used in the development of the client's service plan includes:

- Relevant medical/psychological history
- Information on social aptitudes
- Information on previous employment services

A service plan is based on the client's:

- Strengths and abilities
- Needs and preferences
- Desired outcomes
- Cultural background
- Any other issues as identified

With the input of the person served, plans are developed to determine:

- Overall employment goals
- Specific measurable objectives
- Methods to achieve the objectives
- Those parties responsible for implementation of the goals

The following needs are addressed in the plan:

- Assistive technology
- Reasonable accommodations
- Identified health and safety risks
- Any other needs as identified by the client or advocate

Step 6. Skills Assessment/Job Readiness

Participants begin by working with their assigned Career Advocate to identify vocational needs, skills, qualifications and preferences. At this point, clients may also complete a self-evaluation of employment exploration and engage in job readiness activities with their Career Advocate. These activities may include resume development or correction, goal setting, and practicing interviewing skills.

Step 7. Job Development and Placement

Once a job objective/outcome is decided upon, the Career Advocate provides job development services. This process includes assistance in filling out applications, establishing contacts with local employers, obtaining job interviews and securing competitive employment. During this time, there will be established meeting times and regular communication between the Career Advocate and client. These established meeting times are used to promote positive activity and re-evaluate the direction services are heading.

Job placement services use an individualized person-centered process to assist person to identify, obtain, and/or advance in employment. iWork considers a variety of approaches to job development including contacting employers and building networks to develop and /or identify job opportunities, providing access to information about current job openings, completing a work-site analysis, cold calling, inquiry letters and customized employment and the principles of employment first. iWork is a member of a local Chamber of Commerce, which assists our staff in developing these business relationships.

It is important to point out that although it is iWork's main objective and role to find and place clients into employment opportunities, and the agency does have existing employer partnerships, this does not necessarily mean that a job opportunity will be readily and immediately available. Careful consideration is taken into account for each client to match

them to an appropriate employment opportunity which may involve some time for iWork staff to develop relationships with hiring employers.

It is also important to note the utmost importance of the client's participation during this stage. The job search process is an on-going experience, requiring quick turn around time and response to employers when job openings are solicited. The Career Advocate will work with the client to teach job seeking skills so that they can be an ACTIVE part of the job search as to increase the opportunity for successful job placement. Failure to be an active part of this process may warrant closing a clients case.

iWork works with each participant to place them into COMPETITIVE employment. iWork does not provide job development for any job opportunities that are less than minimum wage. Upon job placement, iWork informs the employer about tax incentives and any client needs. Also, at this time, the client is informed about retaining public assistance for which he or she is eligible.

Step 8. Job Coaching and Job Support

When a client has been hired, job coaching services are offered. (See Appendix B to review the form that will be signed when a client is placed on a job.) The Career Advocate does not replace the employer/employee relationship and is NOT a workplace supervisor. The assigned Career Advocate will act as a "coach/trainer" for initial, intensive support to help the worker learn and become stable on the job. The Career Advocate will ensure complete orientation of the client onto their new job to ensure success. This may include coaching the client on the duties of their job as well as the work culture at the work setting. The Career Advocate will also advise on job standards and work requirements for the worker to gain independence. Coaching can also be used when job tasks change and the worker needs to become acclimated to new tasks. Since each client has unique needs, job coaching services vary and may include task analyses, observation followed by a discussion about methods to improve, implementing reasonable accommodations, or assistive technology instruction. iWork staff will work to revise and modify the job training plan based on each individual's needs, however may not always be experts in this area. iWork uses a variety of resources to address these modifications.

Job support services are rendered when a client needs less assistance to maintain employment. Examples include helping with public transportation, communicating with the employer, or developing social skills.

During the job coaching/support phase, iWork will utilize an evaluation form to identify job duties, skill acquisition, areas needing improvement that will assist both iWork and the client to identify and enhance functional capacities to continue success in employment.

Client/Career Advocate meetings: Goals and progress meetings are held every 8 weeks. This ensures facilitated communication and exchange of information between iWork and you to address ongoing issues, continuity of services including future planning and any concerning decisions that need to be made. This is to set quantifiable goals, focus on certain job related activities and to ensure that all parties involved are positively engaged in the process. These meetings are also a time to identify any non-work needs that affect employment to be addressed. It is highly recommended that these meetings involve only the Career Advocate and the client receiving services (and the Service Coordinator if necessary) in order to gauge individual level of participation and promote independence of the individual. External parties, e.g. parents are invited to communicate with the Career Advocate before or after the meetings to provide any input they may have.

CLIENT RIGHTS

iWork aims to protect and promote the rights of all persons served. This commitment guides the delivery of services and supports ongoing interactions with the persons served.

It is the policy of iWork that every individual be accorded the protection and exercise of all rights: legal, human, and civil. Additionally, it is understood that all persons representing iWork must promote the rights, health, safety and privacy/confidentiality of all clients served.

Rights:

- All individuals are entitled to know their rights as clients of iWork.
- All staff and volunteers associated with the organization are knowledgeable of the rights of all individuals served.
- All staff and volunteers must promote those rights to the best of their ability.
- All staff, volunteers, clients and advocates have the responsibility to notify the Program Director when a client's rights are not being respected.
 - Once notified, it is the responsibility of the Program Director to ensure corrective action is taken to guarantee the rights of clients are being respected.

Health:

- All clients have the right to a healthy environment under which they receive services.
- All staff will work to ensure that clients are placed in employment environments that take safety into consideration.
- All staff will work to ensure that clients are not placed in employment situations where safety will be an issue due to their particular needs or disability.
- All staff, volunteers, clients and/or advocates have the responsibility to notify the Program Director when an unhealthy environment exists for any reason.
 - Once notified, it is the responsibility of the Program Director to ensure corrective action is taken to make healthy the environment or remove the client and staff from the unfit environment.

Safety:

- All clients have the right to be and feel safe while receiving services from iWork Employment Services.
- All staff and volunteers associated with the organization must keep the safety of clients in mind at all times.
- All staff and volunteers associated with the organization must work to eliminate any conditions that are unsafe.
- All staff, volunteers, clients and advocates have the responsibility to notify the Program Director when unsafe conditions exist.
 - Once notified, it is the responsibility of the Program Director to ensure corrective actions are taken to make conditions safe or remove the client and staff from the unfit conditions.

Confidentiality:

All information related to the client served is treated as confidential. Confidentiality of records means limited access and that only those staff members who have a need to know information have access to the records of persons served. It is the intent of iWork to abide by the guidelines and provisions of the "Policy & Procedure on Confidentiality".

Any release of confidential information will be authorized by all clients by signing the release of information sheet at the time of intake, and is clearly limited to the specific information that is identified on the form. These forms are updated annually. iWork complies with all funding and referral sources applicable laws pertaining to the release of information for each individual served.

To protect clients' rights to confidentiality, the following procedures are observed by iWork staff:

1. Under no circumstances are client files, or any portions of the file, removed from the iWork office.
2. Contents of the file are not discussed with, or released to, anyone outside of iWork without a signed authorization form allowing the information to be given to the specific person or agency requesting it. The authorization is to be signed by the client and legal guardian, if applicable. (Faxed or emailed consents are not acceptable.)
 - Information indicating that a client is enrolled in the Employment program of iWork will not be given without an appropriately signed release.
 - The authorization form known as the "Authorization to Release Participant Information" is available through any iWork employee for review. With this form, any release of confidential information is authorized by the person served and/or his or her legal representative; is limited to the specific information identified; has a time limitation; and conforms to the guidelines of funding sources, referral sources, and applicable laws.
 - Client files are returned to the appropriate place immediately after use and are not left on desks or in public view while not in use.
 - Photographs of a client, in which the client is named or can be visually identified, will not be used outside the iWork office without prior written consent of the client following the guidelines outlined above.

Client Files/Records:

A complete file/record is maintained for each person served. Information in this file may include: CDER, & referral sheet), Intake Assessment, Individual Service Plans (Goals & Progress Sheets), Job Development Logs, Case notes, etc. After services end, the file will be kept for an additional 7 years. After 7 years, the files will be shredded and destroyed. Each client has the right to access his/her file and may do so by notifying the Career Advocate or Program Director in writing.

iWork staff will not release any information contained in the case file or any other confidential information to any outside source without the written consent of the client or his/her legal guardian. Some information within the file may not be released to the individual unless authorization has been given by the originating individual, such as the psychologist in the case of an individual's evaluation.

Upon request, the entire case record will be made available for the client to review within 3 working days. Because the original file cannot be removed from the iWork office, the client requesting to review the case file must do so at the iWork office. If copies are requested and exceed 20 pages, a fee of \$0.20 per page will be applied.

If the client disagrees with anything that is found in the file, he/she may submit a written statement documenting his/her dispute. That written statement will then become a permanent

part of the case file. (For additional information, see the Grievance and Appeal Policy on page 19.

Client files may include:

- Funding contracts/Individual Program Plans
- Names of personal representatives, such as parents, guardians and advocates
- Referral reports on functional abilities
- Demographic data
- Medical information, such as medications taken and name of physician
- Emergency contact information
- Release/consent forms
- Application for services
- Progress reports
- Exit summary
- Referrals to other sources
- Casenotes made by the Career Advocates
- Job Development logs
- Client resume
- Task analyses

CODE OF ETHICS

In abiding by the code of ethics, it is understood that all Board of Directors, staff and volunteers of iWork view his or her responsibilities in as wide of a context as the situation requires. It is also understood that those responsibilities are undertaken considering the Code of Ethics and choosing the course of action within the philosophy and mission of iWork, as well as the spirit and intent by which the principles of the Code of Ethics were established. iWork, in adopting the Code of Ethics and accepting the principles shall:

- Provide services designed to meet the needs of individuals with an emphasis on promoting choice, inclusion, growth and development.
- Provide services in a manner that is sensitive to language and cultural differences and which does not discriminate against individuals on the basis of race, ethnicity, creed, religion, sex, age, sexual orientation, national origin, or mental or physical disability.
- Protect the privacy of persons served and protect the rights of confidentiality.
- Seek to prevent and promptly respond to the signs of abuse, exploitation or humiliation and shall not engage in sexual, physical or mental abuse.
- Inspire others through their own sense of dedication and purpose.
- Value the privacy, freedom of choice, and interest of all those affected by their work.
- Be alert to situations that may cause a conflict of interest or have the appearance of conflict. When a conflict arises, action is taken in the best interest of the persons being served.
- Fulfill commitments in good faith and in a timely manner and shall conduct his/her obligations and responsibilities on behalf of iWork with honesty, integrity and fairness.
- Utilize iWork's Grievance and Appeal Policy to resolve allegations of violations of the Code of Ethics.

Commitment to Clients:

iWork staff, board of directors & volunteers aspire to:

- Recognize both the limits and potential of each individual and to work in cooperation with the individual client, family, and other professionals to help clients achieve optimal level of activity and independence in regards to their employment situation.
- Make every effort to educate the clients on the principles of self-advocacy in order to help clients achieve life-long independence.
- Take reasonable precautions to ensure all clients' safety.
- Provide services according to the policies and procedures set by the organization while obtaining informed consent of the client.

Commitment to Employment Practices:

iWorkstaff, board of directors & volunteers aspire to:

- Abide by all federal state and local laws regarding the delivery of services to all clients.
- Attract qualified persons to employment/volunteerism with iWork and promote continued professional development.
- Improve their professional knowledge and skills in a manner that their performance will better serve others.
- Avoid assuming responsibility for services that are better provided by other professionals. Referrals to other professionals shall be done in agreement with the client.
- Not solicit or directly accept a gift over \$20 subscription, advance or deposit of money, gratuity, favor, entertainment, loan or anything of significant value from a person, business, or organization with whom they have official relationships.
- Avoid causing misrepresentation of professional credentials or competencies.

Commitment to Business & Marketing Practices:

iWork staff, board of directors & volunteers aspire to:

- Recognize the importance of credibility, integrity and trustworthiness in all business transactions.
- Serve as a responsible steward for public, private and individual supported funds.
- Assure that competitive advertising of services and products is factually accurate.
- Offer only those services that there is reason to believe can be provided.
- Establish a fee-for-service plan with contracting agencies that is consistent with best practice fees of that particular geographic region.
- Not enter into a fee arrangement that would likely create a conflict of interest.
- Protect the organization's assets and ensure their efficient use.

RELATIONSHIPS BETWEEN STAFF AND CLIENTS

It is the policy of iWork Employment Services to place restrictions on socializations between staff and clients. It is expected that all staff members are friendly and helpful, but it is also expected that relationships are kept professional, instead of personal. Socializing outside of work is not permitted unless the Program Director has given prior approval. Dating is never permitted between staff and clients.

iWork also does not permit staff to enter into any client's living arrangement at any time. However, staff can arrange to meet his/her clients at their place of living, an appropriate public site, such as a library or fast-food restaurant, to discuss services.

MEDICATIONS POLICY

iWork Employment Services' and Department of Health licensed programs are responsible for ensuring that each client receives appropriate health care, including proper medication administration. It is of utmost importance that employees properly administer medication following appropriate guidelines. All employees receive training through iWork Employment Services and are required to pass a proficiency test. iWork Employment Services takes a very strict position on proper medication administration and has established a separate disciplinary policy for medication errors. Immediate termination of employment will occur if a client suffers from an adverse reaction due to a medication error.

EMERGENCY PROCEDURES

iWork staff are properly trained on the emergency procedures including courses of action in the events of fire, bomb threats, natural disasters, utility failures, medical emergencies, and safety during violent or other threatening situations. An overview of these emergency procedures may be explained to the client during the intake interview. iWork asks that clients are aware of his/her surroundings and rely on his/her assigned Career Advocate for instruction during any of the above types of situations.

CRISIS INTERVENTION

In the event that a critical incident arises that requires intervention, iWork staff will utilize the same policies as listed in the policies and procedures for behavior correction.

CLIENT SAFETY AND RISK ASSESSMENT

iWork is dedicated to advocating and promoting the on-going safety of clients while receiving services. Career Advocates are familiarized with the Occupational Safety and Health Administration (OSHA) checklist and use it as a resource. It is the policy of iWork to work with clients to identify and minimize any health and safety risks through the Risk Assessment form completed at the time of intake. This form will provide thorough consideration of any potential risks to clients' health and safety in the community; identification of actions to be taken to minimize such risks; and identification of individuals responsible for taking those actions. This form will also make known that, even after identifying such risks that may be posed to the client, the client is willing to reject, or in some cases, *accept* these inherent risks, with no responsibility held to iWork.

In recognition of the changing lifestyles and choices of persons served and the wide variety of opportunities for community inclusion and access, iWork encourages the persons served to explore any risks inherent in their choices in terms of health, safety, lifestyle, sexuality, and so forth, and to take responsibility for their choices. Risks are considered to be exposure to a predictable event or environment that could result in serious physical or psychological injury to the individual or another person.

The personal and professional opinions of staff members do not influence the information that is provided beyond what are known to be and what may possibly be expected benefits, risks, and responsibilities.

Examples of health risks include:

- A person who takes psychotropic medication being employed in a position that requires working in extreme temperatures
- A person who takes seizure medications having to wait for public transportation in hot weather
- A person with an eating disorder being employed at a buffet

Examples of safety risks include:

- A person being placed in a job that requires him or her to wait for public transportation after dark
- A person who takes psychotropic medications being employed in a position that requires him or her to work with industrial machines

At the beginning of employment, the Career Advocate will assist the client in becoming aware of any safety concerns at his/her job site through the use of the Safe Practice Orientation form, which has been developed as a tool to ensure that clients have been properly trained with the employer's input on the importance of safety in that particular environment. Thereafter, it is the responsibility of the client to interact with his/her employer to address safety concerns/issues. In addition, iWork will follow the identified actions on the Risk Assessment form to minimize risks throughout services.

If the client chooses to not disclose to his or her employer that he or she is receiving Employment services, the client is expected to produce a copy of the safety forms he or she signs with the employer for the file maintained by iWork with an understanding that those forms will replace the Safe Practice Orientation form. If the client is not given forms to sign by the employer, the client will sign the Safe Practice Orientation form understanding the outlined clause that iWork is not held responsible for injuries on the job site.

Both the Risk Assessment and Safe Practice Orientation forms will be shared with employers to assist them in ensuring that a safe working environment is provided to clients given that the client has disclosed the fact that he or she is receiving Employment services. iWork assumes no responsibility in monitoring the overall safety of the client; therefore it is the full responsibility of the employer to do so.

In the event that a client feels that his or her employment site is not safe, the client needs to notify his or her employer and Career Advocate. A plan to correct the unsafe environment will be developed with the input of all parties (the employer, the Career Advocate and client). The plan and notifications will be documented in the client's case file.

In rare circumstances, if a client threatens harm to themselves or others (including suicide threats), iWork has the right and responsibility to adhere to the following procedure:

1. Contact police
2. Inform the client's guardian of the situation
3. Complete an incident report and inform the Program Director

BEHAVIOR MANAGEMENT POLICY

iWork promotes the concept of equal access for everyone and strives to accomplish this belief through individual service goals. Therefore, a certain level of professional and appropriate behavior is expected. At all times, clients are expected to show respect to all iWork staff, other clients and all individuals associated with the services received. Additionally, clients are to refrain from using foul language, from causing bodily harm, while showing respect for equipment, supplies and facilities at all times.

iWork staff is trained in the use of positive intervention and is committed to providing a professional and positive approach regarding corrective actions of clients displaying inappropriate behavior. This includes not using undue force or restricted procedures that could lead to the injury of the person served.

iWork believes the use of positive behavioral interventions to be consistent with service goals and enhancing the client's employability, independence, and personal growth. While the use of positive approaches may not always be successful in correcting extremely inappropriate behaviors, the use of more restrictive procedures are always to be considered as temporary, approached with caution, and designated to meet the client's goals while assuring safety. iWork does not and will not use restrictive procedures or actions that constitute restrictions on rights and any prohibited practices.

However, iWork does reserve the right to refuse or terminate services of any client who displays inappropriate behaviors on an ongoing basis. If restrictions are placed on the rights of a person served:

- iWork will follow the established policies and procedures
- iWork has obtained informed consent prior to implementation
- iWork will enforce methods to reinstate rights as soon as possible

Policies and Procedures for Behavior Correction:

iWork strives to build positive relationships with each client served to promote the prevention of unsafe behavior and empower individuals with disabilities to change their own behavior.

The use of positive interventions is emphasized in the following policies and procedures and through regular provision and training of staff. iWork utilizes a written informed consent (Policies and Procedures for Behavior Correction form) to explain restrictions that may be placed on the rights of a client, as well as methods to reinstate rights. iWork staff may make a determination (with consultation from the Program Director) at any point that the behavior being exhibited is life threatening or deemed an emergency reserves the right to call 911. iWork staff members are educated in the use of restrictions and the following list is illustrative of the kind of behaviors that may result in restrictive actions and not limited to:

- Unsafe behaviors including threat of suicide, verbal aggression or physical violence toward another person or toward property, an emotional outburst, or other behavior deemed by personnel to pose an immediate risk
- Excessive tardiness or absenteeism (no call, no show) at any scheduled appointment, such as with the Career Advocate or a job interview
- Quitting a job without consulting the Career Advocate beforehand
- Threatening verbiage or actions to iWork staff, other clients, volunteers, or other employees .
- Involvement in criminal activity at any point during services, such as stealing
- Involvement with illegal substances at any point during services, including denying or failing a drug test required by an employer
- Possessing a firearm on his or her person or other endangering weapons at any point while receiving services
- Failure to report criminal backgrounds to iWork or other pertinent information that may affect employment services
- Excessive refusal to participate in Employment services
- Falsifying information/documents or if a client partakes in untruthfulness in any situation
- Lack of communication with the Career Advocate, including excessive unreturned phone calls or emails
- Any behaviors that iWork deems inexcusable and unethical
- Constant inactive involvement with iWork Employment Services.

The following progressive steps will be employed by iWork in its efforts to correct inappropriate client behavior and respond to unsafe behaviors exhibited by any client that is being served by iWork. The Career Advocate will immediately inform the Program Director of the situation. Prior to implementation and with the client's input (if possible), iWork will obtain informed consent from the client/guardian to decide at which step to begin taking corrective actions. **Please note that, depending on the severity of the situation, service restrictions may begin at any step as decided by the Program Director.** Also, the Regional Center will be notified immediately.

1st Step- Informal Verbal Warning: An offer of positive assistance to correct the behavior and a written record (casenote) of the warning and issue will be documented in the client's file. Services are not interrupted at this time.

2nd Step- Formal Verbal Warning: The first formal notice that inappropriate behavior, or a violation of a policy or procedure, has occurred.

- a. The Career Advocate shall meet with the client in a private setting to discuss and provide counsel on the issue that needs improvement. The Career Advocate will make clear to the client that the issue is serious and, together, they will agree upon methods and a reasonable time-frame to correct the situation. If an agreement is not reached regarding what a reasonable time-frame may be, the Career Advocate shall make the determination with assistance from the Program Director.
- b. The Career Advocate and client will both sign a detailed memorandum acknowledging that a verbal warning has been issued. This memorandum also adheres to the policy that should a more severe violation occur, or if the client fails to resolve the current issue within the specified time-frame, further corrective actions may take place, not to exclude termination of services. The original document will be placed in the client's file and a copy will be given to the Regional Center. At this point, services are not interrupted.

3rd Step- Written Warning: The second formal notice that inappropriate behavior, or a violation of a policy or procedure, has occurred.

- a. If the client continues to have difficulties in the same area(s), or if a separate, more severe violation occurs, the client may receive a written warning. The Career Advocate will prepare the written warning and schedule a private meeting with the client to discuss the issue(s) in question and mutually agree upon corrective actions. If an agreement is not reached regarding corrective actions, the Career Advocate shall determine a corrective action with assistance from the Program Director. A date will be set to follow up on the client's behavior.
- b. The Career Advocate and client both sign the written warning and will receive and retain a copy. The original document will be placed in the client's file and a copy will be given to the Regional Center. At this point, services are not interrupted, but the client is informed that services may be terminated or postponed if the situation is not corrected.

4th Step- Termination of Services: If client conduct is not satisfactory within the parameters of the written warning, or should a more severe violation occur, iWork reserves the right to terminate services. The Program Director will issue a formal letter to the client informing them of the decision to terminate services and if/when services can resume. A copy of this letter will be sent to the Regional Center as well.

JOB LOSS POLICIES

-If a client gets fired from a position ~~that is a direct result of~~ unacceptable behavior(s) on behalf of the client (not showing up at work, not following employer guidelines, drug use, etc.), the client's case status will be discussed with the Career Advocate and the Behavior Correction Policies and Procedures will be followed. iWork staff will work closely with the client to identify the cause of termination and develop a plan to address and correct these issues. Each case will be treated individually to determine the status of services.

-If a client loses his or her job for reasons out of the client's control (layoff, uncooperative employer, etc.), the Career Advocate will work with the client, family, and Regional Center to determine options for future employment and continuation of services.

-If a client is placed into a job that he or she does not feel is a good fit, he or she is expected to inform the Career Advocate and discuss the matter prior to acting on the decision to quit. The

Career Advocate and client will decide together what the appropriate action is. Failure to consult with the Career Advocate may result in iWork following the Policies and Procedures for Behavior Correction.

ON HOLD STATUS

This form of case standing will be used as circumstances require it such as hospitalizations, a leave of absence from work, or short-term education/vocational training. On Hold status will last no longer than 3 months. If the situation requires a longer duration of time away from services, the client's case will be closed and placed on the waitlist when ready to resume services.

CRIMINAL BACKGROUND POLICY

iWork Employment Services is dedicated to advocating and promoting employment opportunities for persons with disabilities. However, it is understood that, at times, people may have criminal backgrounds that can impede the ability for iWork staff to locate appropriate jobs. Clients served by iWork are responsible for disclosing any criminal history prior to the beginning of job search activities. iWork also reserves the right to conduct criminal background checks on clients that are being served. It is understood that not disclosing this information to an employer or iWork may permanently disqualify the client for employment and further Employment services.

It is understood that, iWork reserves the right to coordinate services with other systems including State and/or local government authorities. A Criminal Background Release form is signed by each client at his or her intake appointment and all information collected is confidentially maintained.

CLIENT GRIEVANCE AND APPEAL POLICY/ FORMAL COMPLAINTS

iWork complies with all applicable provisions of state and federal laws and regulations pertaining to non-discrimination, sexual harassment and equal employment opportunity. Any client participating in iWork services who feels he/she has been discriminated against in any of those areas is entitled to seek redress by the means of the established Grievance and Appeal Policy/Formal Complaints as stated below.

It is understood that there may be times during services, whether in the job development or job coaching phase, that decisions will be made or actions taken with which all parties including the client, Career Advocate, legal guardian, or the Regional Center may not agree. In such cases, all parties must try to resolve the disagreement through communication and mutual compromise.

If an agreement cannot be reached, it is understood that the client has the right to appeal any decision made or file a formal complaint. He or she may appeal the decision by contacting the Program Director in writing, whom of which has the responsibility of responding to the appeal within two weeks. Any action taken will not result in retaliation or barriers to services for the appealing client. All Career Advocates have the responsibility of keeping the Program Director apprised of conflict during services after an appeal has been made.

The Program Director and the Service Coordinator will hold a formal meeting with the client to address the issue at hand and to reach an agreeable decision. Depending on the severity of the grievance/formal complaint, if an agreeable decision cannot be reached with a two week time-frame, the Program Director may consult with the Chairperson of iWork of to hold an additional meeting between all parties. If an agreeable decision cannot be

made within 30 days, the client, Career Advocate, Program Director and/or Regional Center has the right to terminate services immediately. All communication regarding the appeal will be communicated in the most understandable means possible for the client. All information regarding the appeal, actions taken, and decisions made will be documented in writing and shared with all parties.

ABUSE OF ADULTS WITH DISABILITIES INTERVENTION ACT

iWork Employment Services has zero tolerance for the abuse or neglect, in any form, of persons with developmental disabilities. To reinforce this essential tenet of iWork Services functioning, the Executive Director has approved a Zero Tolerance Policy on consumer's abuse and neglect. In line with this policy, all iWork Services staff is obliged to report any suspected abuse and neglect to appropriate entities pursuant to the Welfare and Institutions Code Section 15630. In case of receiving such notifications, corresponding entities are to take immediate action to protect health and safety of involved clients. iWork Services will also ensure that all newly hired employees are aware of iWork Services Zero Tolerance Policy and know mandatory abuse and neglect reporting laws of the State and Federal levels.

Anyone who has assumed full or intermittent responsibility for care or custody at iWork Services, whether he or she receives compensation, including administrators, supervisors, or any licensed staff that provides care or services for SCLARC Consumers, or any elder or dependent adult care custodian, health practitioner, or clergy member, must immediately report observed, actual or suspected mistreatment of any Consumer. Reports must also be made to the SCLARC and the law enforcement.

PARTICIPANT INPUT

iWork believes that people with disabilities should have as much input into decision making about their lives and the services they receive as possible. It is strongly encouraged that all clients participate actively in the monthly goals & progress meetings, so that the services provided are structured around individual needs and preferences.

Monthly Goals & Progress meeting will:

- Integrate results from other services.
- Contain the job objective and the responsibilities of the staff providing services and person receiving services.
- Include choices of the person receiving services.
- Consider career planning, including job advancement and job changes.
- Identify criteria for wage increases, including productivity, longevity, and skill level.
- Specify short and long term goals related to employment.
- Identify opportunities for integration and independence.
- Utilize integrated community resources to meet non-work needs.

- Identify short and long-term support needs, including such supports as financial resources, natural supports, and assistive technology.
- Specify the length of time for which follow-up contact will be maintained, primarily based on the person's needs.

iWork is constantly seeking ways to gain input from clients on how to improve services. One way this is done is through monthly goals and progress meetings. Another way is through a Service Evaluation completed by the client upon case closure. iWork also regularly interviews all stakeholders through a phone survey to measure satisfaction of services and how iWork can improve. The results received from this survey are used to constantly evaluate program planning, performance improvement, strategic planning, organizational advocacy, and financial and resource planning.

Glossary

The following terms have been defined in the sense that iWork refers to them in this handbook.

Client- Refers to the person receiving services from iWork. May also be described as a consumer, participant, or customer

Program Director- Direct supervisor of all Career Advocates and Program Coordinator

Career Advocates- Person responsible for providing employment services to clients from intake to closure. Not limited to only job development or job coaching.

Right- A client's innate privilege to certain ethical and legal principles

Responsibility- Mature behavior that is expected of all iWork clients and staff

Vocation- An activity pursued as a livelihood

CLIENT RIGHTS AND RESPONSIBILITIES

The following statements have been organized in a manner to which client rights and responsibilities are explained in general terms and in other terms regarding specific services. By signing this agreement, I am testifying to iWork Employment Services that my opinions do not differ and that I have clarified any details that were unclear to me. This document may be referred to throughout services.

Client Rights Before or After Job Placement

1. To review my case records at any time by notifying the Career Advocate with whom I am working.
2. To know about iWork Employment Services, LLC as an organization including:
 - The types of services offered
 - The eligibility criteria
 - Any policies and procedures that affect the services I may receive
 - Previous performance outcomes
3. To participate in establishing all plans and goals for the services I am receiving, including expressing any opinions or desires I have about all services I wish to receive.
4. To invite anyone I wish to all meetings held regarding the services I am receiving.
5. To refuse services. I can then expect appropriate staff to explain to me the consequences of that decision.
6. To request to work with a certain Career Advocate and to have that request reviewed by the Program Director.
7. To complete confidentiality. I understand that staff from iWork cannot release any confidential information to any outside sources without written permission from me or my legal guardian.
8. To appeal a decision that is made that I do not agree with by contacting the Program Director of iWork and/or my Service Coordinator. I agree to talk about the disagreement initially with my Career Advocate, but if an agreement cannot be reached, I also have the right to contact the statewide Client Assistance Program (CAP) at 1-800-641-3929 regarding unhappiness with services.

Client Responsibilities Before or After Placement

1. To keep my Career Advocate informed of any upcoming events that would require long-term absence from my job or job development activities, such as vacations or surgeries.
2. To disclose any criminal record or conviction of a crime other than minor traffic violations to iWork. I understand that not disclosing this information to an employer and the Career Advocate with whom I'm working may disqualify me for employment and/or further Employment Services.
3. To make known any potential risks to my health and/or safety that may impact my ability to receive services from iWork. Risks are considered to be exposure to a predictable event or environment that could result in serious physical or psychological injury to me or someone else.
4. To be truthful with my Career Advocate in order to receive the best possible services during job development and after job placement.

(Client Rights and Responsibilities continued)

5. To communicate with my Career Advocate continuously throughout services. I am depended upon to keep my Career Advocate updated on any happenings during job development and after placement. For example, if an employer calls me for an interview or if I am being mistreated at work, I will notify the Career Advocate immediately. I also agree to speak with my Career Advocate before acting on decisions that I have made to determine consequences of that decision and the best possible outcome.

Client Rights and Responsibilities Specific to Job Development

1. I agree to actively participate in my job search. I will assist the Career Advocate in establishing goals towards successful employment and follow my Career Advocate's guidance in locating a job that suits my employment desires and needs. I also will keep my Career Advocate fully informed of where and when I have job developed on my own in the community.
2. I will notify my Career Advocate of any occurrence related to finding a job including, but not limited to, calls from potential employers, upcoming interviews, or changing employment desires.
3. I have the right to accept or not accept any employment that is offered to me and can expect my Career Advocate to discuss the outcome of that decision with me.

General Understandings (After Placement)

1. I understand there might be several Career Advocate working with me until I am able to do my job independently. Therefore, I agree to accept instructions from any Career Advocate during job coaching.
2. I understand that my employer and iWork staff may regularly review my work performance.
3. It is the responsibility of the employer to follow all labor laws, including minimum wage, personnel records, family leave, etc.

EMPLOYMENT RIGHTS AND RESPONSIBILITIES

The following statements encompass my rights and responsibilities as an employee and as they relate to job coaching. By signing this agreement, I am testifying to iWork Employment Services that my opinions do not differ and that I have clarified any details that were unclear to me. This document may be referred to throughout services. I understand that iWork Employment Services and my future and/or current employer expect me to meet the following standards:

Employment Rights:

1. To earn a fair wage and be knowledgeable of what I am earning.
2. To know what benefits I am eligible for, my employer's pay schedule (including information regarding direct deposit and overtime wages), policies for transfer, re-entry and termination, and employment classification (seasonal, temporary, etc.).
3. To seek legal recourse through private or government agencies if any of my individual and human rights have been violated by my employer.
4. To iWork terms and conditions if I lose my job. (Please refer to "Job Loss Policies" in the iWork Employment Handbook)

(Employment Rights and Responsibilities continued)

Employment Responsibilities

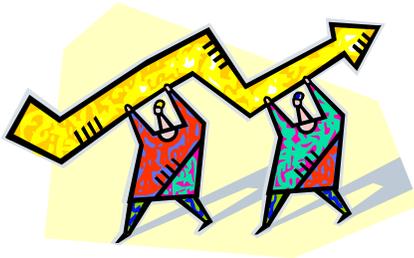
1. To know my work schedule and work as scheduled unless excused by my employer. I understand that excessive absences or poor work performance may result in termination from my job.
2. To learn and follow my employer's policies and procedures, including:
 - Health and safety
 - Dress code
 - Telephone/computer usage
 - Conflict Resolution/Nondiscrimination Practices
 - Procedures for vacation and sick time.
3. To ask about job growth potential, salary and performance reviews, internal job posting procedures, etc.
4. To do all assigned work and to the very best of my ability. If there is a task that I need additional help with, I will contact my Career Advocate immediately for assistance to avoid any troublesome predicaments at work.
5. To follow all specific rules, regulations, and guidelines of the company and to be respectful of other workers and/or customers.

Summary and Overview of iWork Employment Services
Handbook Alternate Format

Welcome to iWork Employment Services!



The goal of receiving services from iWork is to help you with employment. We will work together to reach your goal of getting a job.

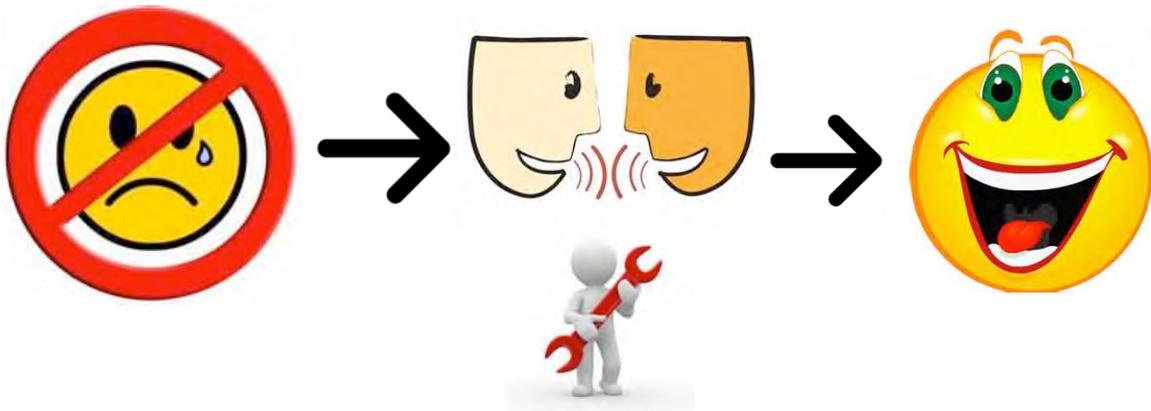


You have certain rights during this process while we are reaching your goal.

- All information is confidential.



- If you are unhappy, let us know and we will talk to fix the problem.



- Services are based on your choices!



- You have the right to feel safe while receiving services and be aware of any emergencies or risks involved while receiving services. If you do not, you can let us know.



- We expect that you will show good behavior while receiving services. This means no yelling/threatening staff or anyone else, showing up to scheduled appointments on time, listening, and having good manners.



- Failure to follow rules/policies will result in the following:
 - Step #1: iWork will give verbal warning #1.



- Step #2: iWork will give verbal warning #2.



- Step #3: iWork will give written warning.



- Step #4: iWork will stop services with you.



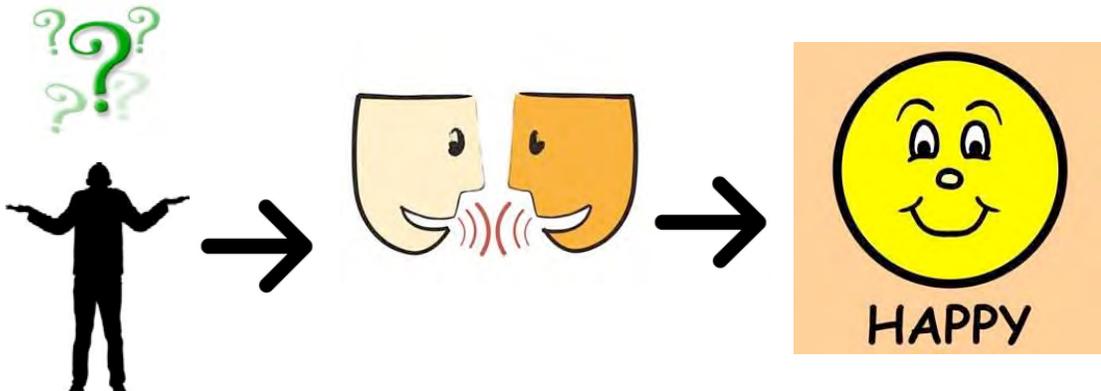
iWork will meet you at your place of residence, where public transportation will be utilize from there or provide transportation and/or we will meet with you only in public places.



We want your input! During your monthly meetings with your Career Advocate, express yourself and your thoughts! Be an active part of the process while receiving services from us! You can expect us to guide this process and give you our feedback as well!



If you are unsure of anything and any time, talk to your Career Advocate and ask questions.



Career Advocate Name: _____

Email: _____

Office Phone Number: _____

Cell Phone Number: _____

Appendix D

Job Search Engines

The following is a list of suggested, but not limited to, Job Search engines that are most often utilized during job development.

[www.Indeed.com](http://wwwIndeed.com)

[www.Simplyhired.com](http://wwwSimplyhired.com)

[www.Glassdoor.com](http://wwwGlassdoor.com)

[www.Snagajob.com](http://wwwSnagajob.com)

[www.Monster.com](http://wwwMonster.com)

[www.Worknetdupage.org](http://wwwWorknetdupage.org)

[www.Recruiter.com](http://wwwRecruiter.com)

[www.Thespectrumcareers.com](http://wwwThespectrumcareers.com)

[www.Careeronestop.org](http://wwwCareeronestop.org)

[www.Abilitylinks.org](http://wwwAbilitylinks.org)

