



The Skill Mill

SKILLS. JOBS. FRIENDS. SAFETY. COMMUNITY.

THE SKILL MILL Participant Handbook

707.307.8017
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Providing
ILS Independent Living Skill & Support Services
TDS Tailored Day Living Services
Self-Determination Services
Job Services
Socialization Opportunities

Locations

743 Wilson Street, Napa, CA, 94559
&
1820 Empire Industrial Court, Unit C, Santa Rosa, CA, 95403



Our Mission is to teach and support sustainable Independent Living Skills, help our participants find employment opportunities, connect to community resources and create a safe community in which to create life-long relationships in.

The Skill Mill is entirely PERSON-CENTERED. We have designed a program that utilizes a participant's CHOICES for a fun, one on one, project-based learning experience to meet their goals of becoming more independent.

We believe in building on strengths in the least restrictive environment possible while encouraging Participants to venture out and explore the world safely. Everyone needs new opportunities to experience everything that life has to offer us... sometimes we succeed and sometimes we learn from our mistakes but more importantly, we find confidence in ourselves when we try. When given the chance, everything is a learning opportunity that can provide sustainable outcomes through experience. We have developed ideas and curriculum that capture a Participant's attention, retain their focus, feed their imagination, and inspire them to strive for a happy, fulfilled life. Learning basic living skills is a necessity, not a privilege.

I. SERVICES

Services The Skill Mill will provide:

- A. Case Management, Needs and Service Plan. The Case Manager, together with other members of the staff, and in consultation with the Participant and/or Legally Authorized Representative and the Regional Center Service Coordinator, will develop an individualized plan with written obtainable annual goals known as the Individual Program Plan (or IPP). The Individual Program Plan (IPP) will guide the structure of the services provided by The Skill Mill to each Participant's program. The IPP is a pivotal document, and it will clarify the responsibilities of all parties in regard to meeting goals and objectives. Based on the IPP, the Case Manager will be primarily responsible for organizing and coordinating the Participant's one-on-one Case Worker. The Case Worker will work specifically with each individual Participant on the goals listed in the Participant's IPP. This IPP will be reviewed quarterly and annually and updated as needed.
- B. Vocational Counseling. Through ILS services, The Skill Mill will provide access and coordination with community resources that provide vocational counseling and support designed to help all individuals, served through our services, develop the skills needed for gainful and sustainable employment. The Skill Mill will work with each individual (as pertains to their IPP goals) to enhance their chances for successful employment.
- C. Socialization. The Skill Mill will provide support designed to develop Participant's social skills, including guidance and discussion on issues of safety. The Skill Mill will, whenever possible, suggest resources for socialization in the Participant's community and will not limit the activities to disabled populations only but rather include neuro-typical whenever possible as well. The Skill Mill prides itself in creating and hosting several events each month that allow for socialization opportunities.
- D. Medical and Professional Resources and Contact

The goal of The Skill Mill is to ensure that all Participant's have access to medical, dental and any other services that may be required to maintain optimal health and wellness. The goal of The Skill Mill to is instruct all

Participants to understand how to access medical and other professional services through instruction and support while making appointments, accessing transportation to and from appointments, maintaining documents and updating immunizations (where applicable). The Skill Mill does not play a role in medical, dental or psychiatric decisions at any time nor do we encourage or suggest any course of treatment. Our goal is to help train each Participant to make their own decisions, appointments and stay as healthy as possible.

1. All costs associated with medical, psychological and therapeutic items and services are the sole responsibility of the Participant &/or the Legally Authorized Representative when applicable. The Participant &/or the Participant's Legally Authorized Representative (when applicable) agree to hold harmless and indemnify The Skill Mill for any such costs.
2. If the Participant wishes to execute an agreement authorizing disclosure of medical information, The Skill Mill makes a form available to each Participant, allowing the Participant to designate a person or persons of their choosing, to receive medical information and emergency notifications.
3. The Skill Mill will provide assistance obtaining medications and supplements (as needed and prescribed) and will assist each Participant in setting up a weekly or bi-weekly medication box each week and will help ensure that the medications are being taken appropriately and accurately as prescribed. The Skill Mill will provide transportation to and from pharmacies, therapy appointments, dental and other medical services. The Skill Mill will assist each Participant, if the Participant so chooses so, in understanding the directions, information or instructions given to the Participant by a medical professional to help the Participant better understand the information being given to them.
4. The Skill Mill will contact emergency and/or administer first aid services when The Skill Mill is aware that a Participant requests or requires such services. The Participant and (when applicable) the Legally Authorized Representative, authorizes The Skill Mill to obtain emergency and first aid health care services and/or supplies (including ambulance transportation) at the Participant's &/or the Legally Authorized Representative's expense, whenever, in The Skill Mill's discretion, such services and/or supplies are necessary.
5. When a Participant first enters the program, The Skill Mill will provide each individual and, when applicable, Legally Authorized Representative with a list of local doctors, dentists and therapists. The Skill Mill will encourage the Participant and their support team to interview several individuals from this list and select the professional(s) that best meets the needs of the Participant.
6. Activity Programs. The Skill Mill employees encourage all Participants to seek out and participate in healthy activities that provide educational, recreation and socialization opportunities. Activities that augment and enhance a Participant's IPP goals are strongly encouraged. The Skill Mill provides opportunities for Participants to engage in community resources that exist at zero or low cost to the Participant and strives to help each Participant attend community events.

E. Financial Counseling.

1. The Skill Mill will provide each Participant with training in budgeting and money management. The Skill Mill will provide the Participant with transportation to and from financial institutions, if it is identified in the IPP that an individual needs additional assistance with money management. Case Managers will assist Participants with budgeting their money, using online statements and written tools (such as a check ledger) if need be as well as assist each Participant in making good choices with regards to spending their money and paying their bills.
2. The Skill Mill helps to support each Participant with regards to budgeting, paychecks, direct deposit, banking, ATM use, writing and depositing checks, keeping a running ledger and using online banking. Participants are encouraged to keep track of their money, pay bills and shop within their budget as well as staying mindful of their account activity to avoid fraudulent activity or incurring extra charges for exceeding their balance.

3. The Skill Mill can assist Participants with communication with their Rep-Payee or designated financial advisor (if any) if the Participant decides that they would like assistance. The Skill Mill will help educate Participants on where and how to turn their pay stubs into Social Security (if need be) and assist with any questions or statements that may arise with their Social Security payments.
- F. Meals. The Skill Mill assists each Participant in creating a healthy and affordable shopping list each week; take them shopping at the store(s) of their choosing with an emphasis on healthy choices and comparison shopping; assists in the instruction of cooking meals and how to store products safely, as well as discard expired items. The Skill Mill assists in training each Participant about contaminated foods and cross-contamination while cooking raw foods, meats and other foods that can cause illness if not properly handled.
 - G. Housekeeping and Laundry. The Skill Mill encourages Participants to maintain their living quarters at adequate level of cleanliness/safety. Staff will teach Participants how to appropriately clean their homes and to independently do their laundry. The Skill Mill will place a strong emphasis with regards to using safe chemicals and avoiding dangerous interactions that can arise from using two or more cleaning agents that are unsafe to mix.
 - H. Transportation.
 1. Consistent with the goal of The Skill Mill to maintain a Participant's highest level of independence possible, Participants will be encouraged to use public transportation including public busses, taxis, and other forms of transportation where they are able to do so. The Skill Mill will help plan, arrange and/or provide for transportation to and from medical and dental appointments and other necessary medical or dental services (provided that such services are located not more than twenty (20) miles from The Skill Mill), banks, pharmacies, supermarkets, and events provided for that are consistent with the Participant's Schedule. The Skill Mill, when appropriate, will attempt to provide transportation to and from work during periods of severe weather. It is the goal of The Skill Mill to teach and support each Participant to eventually travel independently safely. The Skill Mill will make every effort possible to assist the Participant in making arrangements with local airport transportation services. When and where appropriate, The Skill Mill will assist and train Participants on how to use transportation apps such as UBER or LYFT.

II. OPTIONAL SERVICES

If additional services are required but not provided by The Skill Mill (i.e., personal trainer, speech and language therapist, etc.), The Skill Mill will provide oversight and coordination of these services. The Skill Mill has relationships with many community professionals that specialize in working specifically with our Participants and are familiar with our services, our Participants and their needs.

III. RESIDENCE

The Skill Mill will assist in securing adequate, safe housing for each Participant that requires housing. This may include using third party resources, applying for Section 8 and any other programs that aid in this endeavor, creating opportunities for roommate situations to cohabitate as well as filling out forms, preparing to move and forward addresses with the Postal Service.

III. DUTIES OF RESPONSIBLE PARTY

- A. Financial Obligations to The Skill Mill.

The Participant and when applicable, the Legally Authorized Representative, agrees to be responsible for all of the Participant's financial obligations.
- B. Budgeting and Income-related

The Participant will be encouraged to open and maintain a personal checking account. The Skill Mill can assist each Participant in maintaining their budget and assist/educate the Participant with the use of online banking, check registers, writing checks, using an ATM and keeping an accurate balance of their bank account activities. Participants will be taught about financial safety and how to safeguard their accounts by protecting their passwords and

ATM/Debit cards. When budgeting, Participants and an The Skill Mill staff will review and initial all receipts and balance sheets or ledgers.

C. Medical

1. Each Participant will provide up-to-date emergency contact information and will designate a responsible party to assist in medical decision-making in the event that the Participant is unable to make medical decisions for themselves.
2. Participants may choose to designate a person that will assist them in making medical and/or dental decisions in the event that they cannot. If the Participant so chooses to designate this person, the person will be listed at the bottom of this document and agree to the Participants request by signing and giving The Skill Mill their contact information.
3. The Skill Mill will encourage each Participant to attend all necessary appointments. Addressing the wellness needs of each Participant is always our top priority.
4. Participant & when applicable the Legally Authorized Representative guarantee that all information given upon intake, including medical, psychological and educational is true and correct.

II. TERM AND TERMINATION OF OCCUPANCY

A. Termination by Participant. The Participant &/or the Legally Authorized Representative when applicable, may terminate this agreement at any time, with or without cause, by giving The Skill Mill a minimum of 30 days written notice of termination. Such notice will be signed by both the Participant &/or the Legally Authorized Representative when applicable and need not cite a specific reason for the termination. A copy of the termination letter will be sent to Service Coordinators at Regional Center upon receipt by The Skill Mill. The Skill Mill staff will work with Participants that seek other programs support as well.

B. Termination by The Skill Mill.

1. The Skill Mill will work with the Participant &/or the Legally Authorized Representative when applicable to resolve problems to the mutual satisfaction of all parties. It is the intent of The Skill Mill to try to resolve any concern/issue however, there may be times even after exhausting all resources, when the determination is made that The Skill Mill, LLC is unable to meet the Participant's needs or it has been determined that the Participant is no longer benefiting fully from the services offered by The Skill Mill, LLC. In those situations, The Skill Mill, LLC may give the Participant and/or the Legally Authorized Representative a 60-day written notice. The Skill Mill, LLC will assist the Participant and/ or the Legally Authorized Representative, when applicable, in locating and considering alternative service arrangements.

The following bullet points list some of the reasons or events that could result in the termination of this agreement by The Skill Mill:

- a) The Participant fails to comply with federal, state or local law.
- b) The Responsible Party fails to comply with any of the terms of the Contract and this Handbook.
- c) The Participant becomes pregnant, non-ambulatory or develops any needs that The Skill Mill is not equipped to handle.
2. The Skill Mill will assist each Participant by helping them to utilize resources to avoid termination of services. Every option will be exhausted before The Skill Mill considers the termination of any Participant. The Skill Mill will utilize the most proactive services available to resolve issues that may arise and may include:
 - a) Assaultive, aggressive, abusive or dangerous behavior is being exhibited towards self, staff or others
 - b) Property destruction that can cause injury or harm
 - c) Repeated negative contact with Law Enforcement

- d) The Participant experiences a change in mental or physical condition which causes him or her to require additional or more intensive services, treatment, or attention or precludes him or her from benefiting fully from The Skill Mill programs and services.

VI. PARTICIPANT

- A. Cooperation with General Rules. The Participant agrees to cooperate with the general policies and rules of The Skill Mill outlined in the Handbook. Additional rules specific to where the Participant lives must also be followed. A copy of the Handbook will be provided and reviewed with the Participant &/or the Legally Authorized Representative prior to admission into services. The Skill Mill reserves the right to make reasonable modifications and additions to The Skill Mill policies and the Handbook, as it deems necessary. Notice of any additions or changes to the Handbook will be provided to the Participant &/or the Legally Authorized Representative when applicable and NBRC in writing 30 days prior to implementation.
- B. Theft, Loss and Liability Policy. The Skill Mill will not assume financial responsibility for the Participant's personal property or belongings (including, without limitation, jewelry and other valuables, electronics, clothing, and furniture), and such property and belongings are not covered by The Skill Mill's insurance. The Skill Mill also is not responsible for, and its insurance will not cover, the Participants' personal liability for injury to guests and other persons in his or her Residence. We recommend that the Participant &/or the Legally Authorized Representative obtain personal property and liability insurance for the Participant, the Participants' personal property, and the Participant's guests and visitors. Suggested coverage includes, but is not limited to, renters' insurance that covers losses incurred from fire, theft and earthquake.
- C. Participant/Community Files.
1. Case Files Confidentiality is a huge priority at The Skill Mill. All of the Participant's case files and log notes will remain confidential on our encrypted digital server, accessible only through our proprietary app. Copies of the Participant's records, intake information, IPP, etc. will only be released with the Participant's authorization or that of the Participant's legal representative, except where expressly required or allowed by law. These materials may be stored on encrypted and professional secure servers as well.
Authorization to Release Information. The Skill Mill is hereby authorized and directed to release information and health records concerning the Participant to medical and health care providers, insurance companies, federal and/or state agencies, and regulatory bodies to the extent necessary to comply with applicable laws and regulations. The Skill Mill will work within the HIPAA privacy rules and standards.

VII. MEDIA

The Skill Mill is committed to respecting the privacy and personal preferences of our clients. We often take photographs and create short videos during events and activities to showcase the vibrant community we have

built together. These images and videos may be used on social media, our website, or other promotional materials to highlight our services and achievements.

To ensure our clients are comfortable and consenting participants, we have implemented the following Media Participation Policy:

1. ****Client Awareness and Responsibility****:

Each client is responsible for understanding that photographs and videos may be taken during activities. It is important for clients who do not wish to have their image captured to remain aware of their surroundings.

2. ****Opt-Out Procedure****:

Clients who prefer not to be photographed or recorded must proactively ensure they are not in the vicinity of cameras during photo opportunities. Staff will make announcements during events to remind clients when photo or video recording is happening.

3. ****Alerting Staff****:

If a client does not wish to be photographed or appear in videos, they should inform a staff member as soon as possible. Staff members are trained to respect clients' preferences and will take steps to ensure those clients are not included in media.

4. ****Accidental Inclusion****:

In the event a client is inadvertently photographed or filmed and does not consent to the usage of their image, they or their guardian should notify The Skill Mill immediately. The image or video will be reviewed and, if possible, removed from all platforms.

5. ****Encouraging Respect****:

All clients are encouraged to respect each other's choices regarding media participation. If aware, clients should avoid including individuals in photographs or media who have opted out.

6. ****Staff Support****:

Our staff is available to discuss any concerns regarding media participation and assist clients in understanding and enforcing their preferences.

The Skill Mill values the dignity, privacy, and consent of all clients. We are committed to creating an inclusive and respectful environment. Please contact us directly for further clarification or to express any concerns related to this policy.

MISCELLANEOUS PROVISIONS

The Skill Mill is operated on a non-discriminatory basis and affords equal treatment and access to services to eligible persons regardless of race, color, religion, sex, sexual orientation, national origin or ancestry. The Skill Mill is not affiliated with any religious organization.

ANY REVISIONS, ADDITIONS OR DELETIONS TO THESE POLICIES WILL BE GIVEN TO THE SIGNER OF THIS DOCUMENT AND THE REGIONAL CENTER, IN WRITING 30 DAYS PRIOR TO THE INSTITUTION OF THE POLICY.