

# TASC

**We Build Brighter Futures**



## Handbook

Community Housing  
Supported Community Living  
Community Integration (Dayhab)  
Employment Services

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# Welcome!

## TASC Mission Statement

*Inspired by the values of compassion, dignity and respect....we build brighter futures*

This handbook will assist you to learn about your program. Please read this Handbook or have your staff read and explain it to you.

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Name – Print

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Signature

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Guardian (if applicable)

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Signature (if applicable)

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TASC Program Coordinator

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Date Received/Reviewed

The terms and conditions set out in this handbook are not intended to create or imply contractual obligations between TASC and the people it serves.

## **Membership & Affiliations**

- \* IACP (Iowa Association of Community Providers)
- \* APSE (Association of People Supporting Employment First)
- \* ANCOR (American Network of Community Options and Resources)
- \* Waukon Chamber of Commerce
- \* Allamakee County Economic Development Commission
- \* Business Community Sector Board

## **Certifications & Licensure**

- \* Iowa Department of Human Services
  - < HCBS Intellectual Disability & Brain Injury Waiver Services
  - < Home and Vehicle Modification
  - < Habilitation Services
- \* Iowa and United States Department of Labor:  
Wage and Hour Division
- \* Iowa Vocational Rehabilitation Services

## **Accredited by**

- \* CARF... (Commission on Accreditation of Rehabilitation Facilities)

### ***Community Services***

Community Housing  
Supported Community Living  
Community Integration (Day Habilitation)

### ***Community Employment Services***

Job Development  
Job Supports  
Job-Site Training

# Programs Offered

## Community Housing/Supported Community Living

The Supported Community Living Program will assist you in living in a safe, structured, supportive environment in the community. Services can be provided on an hourly basis (SCL) or up to 24 hours of support (Community Housing). You will have assistance with your daily living activities, medication management, personal care, transportation and community inclusion.



## Community Integration/Day Habilitation

In this non-work program, you will gain skills in daily living, personal living, communication, mobility, socialization, and community awareness.



## **Supported Employment**

The Supported Employment Program will assist you to locate employment in the community. You may also attend the TASC Day Habilitation Program when you are not at your supported job site.



## **Job Placement / Competitive Employment**

Employment Specialists can help you get and keep a job. If you are not sure what type of work you would like to do, we can help you make a decision. We will help you look for a job, fill out employment applications, interview, and learn to do a new job. In addition to finding a job for you, we can provide employment counseling, job coaching and follow-up services. Your Employment Specialist will explain these services to you when you enter the program.

Once you begin receiving services in the Job Placement Program, an Employment Specialist will be assigned to you. Your Specialist can assist you to learn a new job and will visit you at work to see if you need help. The Specialist will also talk to your supervisor about your work performance and help you improve your work skills. Our goal is to make sure that you and your employer are satisfied with the work you are doing.

Your Employment Specialist will also help you set job goals and plan for your future. If you need help to make a decision about your job or some other area of your life, your Employment Specialist will provide you with assistance.

# Program Purpose

We will use the first 30 days that you begin attending a TASC program to assess what strengths, needs and preferences you have. We will then sit down to discuss your satisfaction of the program, your wishes, and to determine what skills your would like to improve.

The goal and purpose of your program is to develop greater independence. To reach your goals, it is up to you to work hard in the program you choose. Annually, at your staffing, you will be asked to complete a satisfaction survey.

Staff that support you meet all regulatory requirements for their position. Staff backgrounds are checked regarding previous employment and credentials are verified. Staff also must conform to a code-of-ethics and disclose any potential conflict of interest.

## **Services May Include:**

- Enclaves
- Job Seeking Skills
- Job Placement
- Job Coaching
- Follow-Up
- Day Habilitation
- Supported Community Living
- Community Housing
- Transition Supports

You will have an opportunity to choose the staff you want to work with.



# What Happens After Your Intake Interview

## Assessment



## Thirty Day Initial Staffing



Meeting with your Case Manager, Program Coordinator, parent and/or guardian, referral agency and other persons you might want to be involved.



## Develop Individual Program Plan (IPP) (Person Centered)



At this site → Or be referred to another agency

### **Day, Residential and Employment Services**

Supported Living

Developmental Training and Community Integration

Supported Employment

Competitive Employment

# Individual Program Plan (IPP)

Within 30 days after starting in a program, an IPP will be completed with you. The plan is developed based on:

1. Referral information including any information from programs you previously attended.
2. Results from any assessments.
3. Input from your staff, family members or guardian (if applicable) and you.
4. Your strengths, abilities, needs, preferences, desired outcomes, cultural background and other issues identified.

The IPP will include your goals, expectations, services, supports and choices. At your IPP staffing, you will view the progress you have made toward your goals. Then, new goals will be developed with you that have step-by-step measurable objectives for you to work on.



On a regular basis, your direct support staff and your program coordinator will review your progress with you.

A special staffing may be called if major changes are needed for your IPP due to your preferences, overall satisfaction and if there have been changes in your needs.

# Policy on Human Rights

The Board of Directors and TASC employees are dedicated to the goals of providing persons with disabilities, or other special needs, quality services to promote choice, independence and community integration and to safe guard the rights of persons served.

The goals are accomplished through the use of an internal grievance and appeal procedure. TASC's Policies and Procedures, which are in compliance with state and federal laws, the rights and confidentiality statement and by the establishment of the Client Advisory Committee and the review of any Behavior Intervention Plan which utilize any restrictive procedures.

Prior to implementing any Behavior Intervention Plan, the person's informed consent is obtained, staff are trained on the plan and procedures are identified to reinstate rights as soon as possible.

Plans are reviewed quarterly. TASC does not use any aversive techniques; least restrictive methods are identified for behavior intervention.



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## **Know.....Your.....Rights**

This section is very important to you. If you find the information hard to understand, ask your Program Coordinator, parent/relative or friend to read and explain it to you.

- An authorization form will be kept in your file as proof of your permission to let someone review your file. You may deny or withdraw your permission at any time. You also have the right to see your file upon one day's notice to the Executive Director. A staff member will assist you in reviewing your file.
- There will be documentation in your file that staff have advised you on your individual rights and justification for any restriction of your rights.
- You shall be free from corporal punishment, seclusion, abuse, neglect, exploitation, retaliation and humiliation while receiving services through TASC programs.
- You or your guardians shall be permitted to present grievances and to appeal adverse decisions of the agency.
- You and your guardians shall be permitted to purchase and use the services of private physicians and other mental health and developmental disabilities professionals of your choice, which shall be documented in your program plan.
- You shall not be denied, excluded, suspended or discharged from services or have services reduced for exercising your rights.
- You have a right to remain in a TASC program unless you voluntarily withdraw or you meet discharge criteria outlined in the discharge policy.
- Informed consent or refusal or expression of choice is obtained regarding service delivery; release of information, concurrent services; and members of the planning team. You will be given adequate time and information in order to make an informed decision.

## Know... Your Rights!

You have the right to:



Be free of unnecessary drugs



Choose and wear your own clothing



Choose your own doctor



Practice your own religion



Manage your own money and buy property



Associate with whom you choose



Send and receive mail



Make and receive phone calls



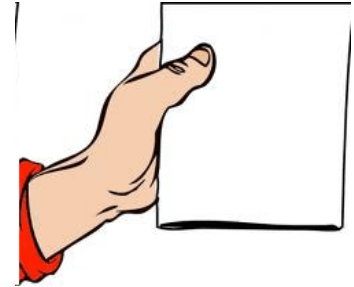
Vote



Offer complaints and receive appropriate responses



Be free of abuse



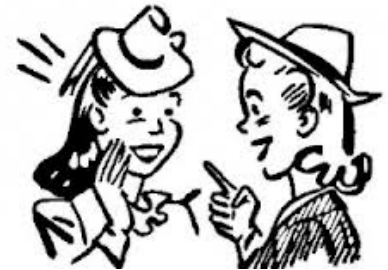
Receive results of exams, evaluations, and treatments



Choose with whom and where to live and freedom to move in and outside your residence



Participate in your Individual Plan of Care



Accept or refuse services and/or decline to participate in research

I, \_\_\_\_\_ had my rights reviewed with me by \_\_\_\_\_.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

## **Rights of Persons Served**

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The privacy and dignity of persons served will be respected at all times. Each person has a right to:

- Freedom from unlawful discrimination based on race, color, creed, national origin, sex, age, genetics, religion, sexual preference, veterans status, disability or illness
- Right to privacy, including the right to private conversations
- Accept or refuse service
- Be free from physical or psychological abuse and neglect
- Manage one's own fiscal affairs as their abilities permit
- Be free from unnecessary drugs
- Participate in program planning, decision-making and choices of how to meet needs
- Freedom of speech
- Freedom of choice in activities of daily living and where they live, work and spend their leisure time
- Right to have all client records kept confidential and released only as provided by law or similar regulations
- Right to enter into contracts
- Purchase property as their abilities permit
- Choose to wear one's own clothes
- Communicate and associate with persons of one's own choosing
- Freedom of sexual expression
- Make and receive confidential phone calls
- Practice one's own faith or religion
- Have unrestricted mailing privileges
- Vote in public elections

- Right to appeal provider or staff action and receive a timely, appropriate response
- Protection from the denial of life, liberty and property without due process
- Right to communicate in person or other means and to visit and receive visitors
- Right to be treated with respect and addressed in a manner which is appropriate to the person's chronological age
- Freedom from abuse, financial or other exploitation, retaliation, humiliation or neglect
- Decline to participate in research
- Receive information on the results of evaluations, examinations and treatments
- The process for resolution of disagreements between the provider and the person served related to issues concerning the provision of service
- Right to due process

These rights are limited only to the extent that is determined by a court of law or that the person, when exercising these rights, unduly infringes upon the rights of others.

I acknowledge that I have received a copy of the Rights of Persons Served and that either I have read them or they have been read/explained to me.

\_\_\_\_\_ Date

\_\_\_\_\_ Date

\_\_\_\_\_ Date



## **Informed Consent**

It is the policy of TASC to provide services and/or take other action only when and informed, signed consent form is on file in the person's case record. Informed consent policy will apply to the parent, guardian or conservator in cases where the person served is a minor or unable to give informed consent because of guardianship or conservatorship. The following steps will be utilized to protect persons from receiving unwanted treatment or services.

- An Individual Program Plan (IPP) will be developed for all persons receiving services from the agency. Each person will participate in the development of their plan through the completion of the Person-Centered Assessment process. Before the IPP is formally adopted, the person served will sign that he/she acknowledges and agrees with the plan. If the person served is unable to sign the IPP, the parent, legal guardian or conservator will sign for him/her.
- Before any medical treatment, use of behavior intervention program, use of psychotropic medication, use of anti-convulsant medication, or participation in a work program is either provided, prescribed or facilitated by the agency, appropriate notification and signed acknowledgement will be secured from the person served or his/her parent, guardian or conservator.
- Services and treatment will be described to the persons served, his/her parent, guardian, or conservator in a language and manner that can be easily understood by all parties concerned.
- No information will be sought by TASC or provided by TASC to other persons or organizations without first acquiring appropriate signed authorization for release of information from the persons served, his/her parent, guardian or conservator.

## **Free Choice of Medical Service**

It is the policy of TASC that each person served may have the free choice of pharmacy, dentist or doctor.

# **Affirmative Action/Equal Opportunity Employment/Non-Discrimination Provisions Policy**

It is a fundamental policy of TASC, Inc. to provide equal opportunities without regard to race, color, sex, national origin, religion, age, disability, sexuality, marital status, gender identity, genetics or veterans status, in all educational, employment related decisions, terms and conditions of employment and contracting activities. TASC is committed to a policy of affirmative action in the requirement of persons served, Board of Directors, volunteers and in hiring of staff.

Prospective employees will not be hired as a member of a group, but an individual with qualifications competitive with those of other individuals. It is contrary to Agency policy to develop or practice that which will infringe upon the civil rights of its service recipients.

Equal opportunities/affirmative action as reaffirmed by the Board of Directors will affect all employment and purchasing practices, recruiting, and admission of persons served, hiring, transfers, promotions, training, compensation, benefits, layoffs, and terminations.

Enforcement of the Affirmative Action program for this agency is the responsibility of the Executive Director. The Director of Affirmative Action is responsible for implementing and monitoring this program. Furthermore, all personnel with administrative assignments share in this responsibility and will be expected to carry out specific tasks in support of the agency program. Performance in the program will be evaluated as is performance on other agency goals.

This document establishes affirmative action procedures that will implement this policy. TASC has an obligation as a rehabilitation facility and as one of the employees in the area, to make equality of opportunity and promote social and economical opportunities for people with disabilities.

# Your Training Safety

## Safety First



Safety first means...

- your safety comes first.
- Your safety is important.

Work safely....and act safely at all times.

### Be alert--

#### Don't get hurt

If you get hurt, tell staff right away

## Fire Alarm, Bomb Threat, Gas Leak

The fire alarm is a long continuous bell or buzz

Example: **BEEEP**



### When the Fire Alarm goes off:

- Everyone must leave the building immediately.
- Don't stop to get personal items like coats, lunches, purses, radios or phones
- Keep calm
- Follow supervisor's instructions

Become familiar with your evacuation plan that is posted in residential, employment and day habilitation sites. Act quickly. Remember...**Your safety comes first.**

### **AT THE CENTER:**

As you attend the programs of **TASC Day and Employment Services**, you will have practice drills for other emergencies such as bomb threat, gas leak, hostile intruder, etc.

Follow the instructions of your staff in these instances.

## **Tornado Warning**

A tornado warning will be announced over the intercom system. You will be instructed to take cover immediately.



### **When the Tornado Announcement is made:**

- Do not exit the building
- Go to your designated safe area
- Keep away from windows
- Keep calm
- Don't leave the area to get personal items like coats, lunches, phones, purses, radios, etc.
- Follow supervisor's instructions
- Do not leave your safe area until the "all clear" has been announced

## **Lunch**

- Lunch time is thirty (30) minutes long.
- Check with your supervisor about your lunch time.
- You will be expected to return to your program area on time.
- Your lunch box is to be kept in your locker when not being used.

## **Breaks**

- Breaks are fifteen (15) minutes long.
- You will get a fifteen (15) minute break in the morning.
- You will be expected to return to your program area on time.

## **Smoking**

TASC offers a smoke-free environment. You are not permitted to smoke anywhere on agency grounds or in agency vehicles.



**NO SMOKING**

## **Dress Code**

You should wear clothes that are clean, neat and do not have holes or tears in them. Your supervisor will tell you if you wear something that you shouldn't. Supervisors will answer questions about what kind of clothing you can wear for your job.

### *Summer Dress Code*

This policy is for everyone. Safety regulations must be followed in at the Center and at community job-sites. Your supervisor will be responsible for making sure you follow the rules.

### **1) Shoes**

- No flip-flop sandals or thongs
- No open-toed shoes

### **2) Shorts/Pants/Skirts**

- No short shorts (supervisor will decide if shorts are too short)  
- will depend on style and fit
- No short skirts (supervisor will determine if skirt is too short)  
-will depend on style and fit
- No spandex or Lycra shorts

### **3) Tops**

- No tube tops
- No strapless tops
- No halter tops
- No cut-off tee shirts
- No shirts above the navel
- Tank tops (men or women) must meet supervisor's approval

Special occasions may be an exception to this policy.

Always wear clothes that are comfortable and safe for the weather conditions.

## FMLA Policy

Persons receiving Vocational/Employment Services from TASC, may miss scheduled days of training on an as needed basis for personal illnesses/personal issues, or those of a family member without services being terminated by TASC.

Continued involvement in Vocational/Employment Services will be determined by the person's interdisciplinary team. We do ask that those individuals notify the center when they will be absent from work.

## Holidays



The TASC Center will be closed for these holidays...

- New Year's Day
- Good Friday – ½ Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Day before Christmas
- Christmas Day

## Annual Physical

It is the policy of TASC that you have an annual physical. This is required to ensure that staff are aware of any health problems or restrictions that you may have. Staff should be informed of any changes in your health or physical abilities. Failure to obtain the required annually physical could result in an interruption of your services.

## Medications



It is important that TASC staff be made aware of any medications you may be taking. It is important that you notify staff when any medication changes occur. We request a written confirmation from your doctor(s). Your medication schedule should be arranged so that your medications are taken at home if possible.

If you need to take medications at the Center during the day, bring just that day's dosage in a clearly marked container identifying the medication, the doctor, the unit dosage and times to be taken. Staff who are medication management certified will assist you in taking the medication at the prescribed time.

The Center will not store any medications.

Non-prescription drugs will not be available from TASC and will not be dispensed by staff unless under a prescription and then, the above outlined rules apply. If you bring your own non-prescriptive drugs, they are to be used only for your own use.

## Illnesses Requiring Medical Leave

In the event you develop an illness or other health related problem that could directly affect your health or that of those around you, you may be placed on a medical leave until you get a release from your doctor to return to work.



## **Policy on Infectious Diseases**

It is the policy of TASC to protect your rights if you are diagnosed with an infectious disease. Precautions shall be taken to ensure that your condition does not present a health or safety threat to other persons. You must obtain a written medical statement that you are medically capable of participating in our programs; and that continued participation would not pose a threat to others. You may be asked to have these medical statements updated on three month intervals.

# **HIPPA**

## **Notice of Privacy Practices**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

### **Privacy Contact:**

If you have any questions about this policy or your rights, contact the Executive Director at TASC, 2213 Mt. Olivet Rd NW, Waukon, Iowa 52172  
(563) 568-4060

### **Statement of Our Duties**

We are required by law to maintain the privacy of your Protected Health Information, (PHI) and to provide you with this notice of our privacy practices and legal duties with respect to your PHI. PHI is information that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services. This Notice of Privacy describes how we may use and disclose PHI to carry out treatment, payment or health care operations and for other specified purpose that are permitted or required by law. This Notice also describes your rights with respect to your PHI. We are required to provide this notice to you by the Health Insurance Portability and Accountability Act (HIPAA). We are required to abide by the terms of this notice. We reserve the right to change the terms of this notice and to make any new provisions effective to all of the personal health information that we maintain about you. If we revise this notice, we will provide you with a revised notice.

You will be provided the full notice of privacy practices upon your entry into a program of TASC, Inc. You will also be given a review of the practices annually at your IPP staffing.

### **Confidentiality of Information**

All persons served have the right to privacy. All information in your file with TASC is kept private. No one can read it or receive copies of information about you until you or your guardian give written permission. TASC cannot share information about you that was received from other places.

## **We Want Your Input!**

TASC asks your opinions about the agency and the services it provides. To help us provide services that are satisfactory to you, several methods are available to you to ensure that your suggestions and concerns are heard.

An Advisory Committee, comprised of your peers, meets on a monthly basis to discuss issues and concerns that have been brought to their attention. You can contact any of the committee members (their pictures are located on bulletin boards throughout the agency) or you can place your written comments and suggestions in the suggestion box which is located outside the Personnel Management Specialist's office. Minutes of the Advisory Committee are posted in the lunch room and are read at the monthly meeting.

The following list gives the reasons for these meetings:

- Inform you about TASC, changes of rules, or services that may affect you
- Discuss upcoming events
- Receive your suggestions and to answer your questions
- Ask for your help in improving TASC services

At your annual program plan review, your Program Coordinator will visit with you and ask you questions to determine your satisfaction with your services and to let us know what your hopes and dreams are for your future.

The Executive Director has an open-door policy and you are always welcome to sit down and talk.

## **Rights of Persons Served Person Served Grievance and Appeal Policy**

It is the policy of TASC to ensure that if you feel the services provided are inadequate, or if you disagree with a decision regarding your support services, that you have an effective and efficient manner to express your concerns.

### **PROCEDURE**

The definition of a formal complaint would be if you are unhappy with your services, you feel your services are inadequate, you feel your rights have been violated, and/or you disagree with a decision regarding your services and you submit a written complaint, as outlined below:

If you feel that you have been treated unfairly, you are encouraged to take your complaint to your supervisor. Your supervisor will act as your advocate and can help you write the complaint, if you wish, or you can have someone else whom you trust assist you in writing your complaint. It could be someone from your home, your parent, another TASC staff person, your program coordinator, case manager or an advocate. You must put your complaint in writing. As clearly as you can, write what you are unhappy about, who is involved, date it happened, where it happened and what you want done. You may also bring your complaint to your case manager who does not work for TASC. Any complaint will not result in retaliation or loss of services. If your complaint is not resolved by your supervisor in 3 days, you may bring it to the attention of your Program Coordinator who must respond within one week (5 working days).

If your complaint is not resolved in one week after bringing it to the attention of your Program Coordinator, it shall be reported to the attention of the Department Heads who must respond, in writing, within one week (5 working days).

If your complaint is not resolved, it shall be reported to the attention of the Executive Director who shall review the matter and respond within two weeks (10 days) of being notified of the complaint.

If your complaint is still unresolved, it shall be reported to the TASC Board of Directors President who will review the matter with the Executive Director and respond within two weeks (10 working days) of receiving the complaint.

**The sequence to follow, as explained above is:**

- < Supervisor .....helps prepare written response within 3 days
- < Program Coordinator.... responds in writing in less than one week
- < Department Heads..... responds in writing in less than one week
- < Executive Director.....responds in writing in less than two weeks
- < Board President..... responds in writing in less than two weeks

Anonymous Complaints/Grievance

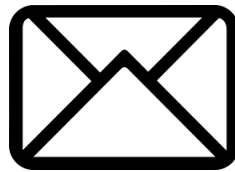
If you have a grievance or complaint but wish to remain anonymous, you may mail your complaint to the attention of the Executive Director, 2213 Mt. Olivet Road NW, Waukon, Iowa, 52172. There is also a "Complaint" box in the main building at TASC, 2213 Mt. Olivet Road, NW., Waukon Iowa, located near the Personnel Director's office which can be utilized if you choose to remain anonymous with your complaint. Every effort will be made to resolve complaints received in this manner; however, often times more information is needed to fully investigate the complaint which would not be possible without knowing who the complaint came from. Although this is an option, we do encourage you to follow the formal complaint procedure listed above in order to ensure that proper investigation/resolve of the issues is met.



UPSET?



WRITE ABOUT IT



SEND IT TO US



WE WILL CHECK ON IT



WE WANT YOU HAPPY

Always remember that if you are having any problems, please let us know. It is your right to file a grievance. You will not get in trouble for expressing your concerns. No one will be upset with you if you feel your rights have been violated and you choose to file a grievance.

## Transportation



When attending TASC, you may be driven to the Center by a Northeast Iowa Regional Transit vehicle. If you are scheduled to train at any of the community jobsites, you will be driven by a TASC van.

When you cannot come to the Center, or are changing your riding schedule, please call the transit driver by 7:00 a.m. so the driver can adjust the schedule. Please be ready to leave when the van gets to your house.

Every person in every car or van must wear a seat belt at all times while the car or van is moving.

Northeast Iowa Regional Transit ---- 866-382-4259  
TASC ----- 563-568-4060

## Inclement Weather Policy



In cooperation with the Northeast Iowa Community Action – Transit Authority, the following policies go into effect when school districts cancel, delay or dismiss early due to inclement weather.

## **CANCELLATION**

When Allamakee Community School District cancels classes for the day due to weather, TASC will be cancelled. In town jobsites normally will run on time and you should be prepared to work on those days unless notified differently.

## **LATE STARTS**

When Allamakee Community School District announces a late start due to weather, **in town services will run on normal time schedule.** All rural transportation service to TASC will run **2 hours late.**

## **EARLY OUTS**

When Allamakee Community School District announces an early dismissal due to weather, all riders will be picked up at TASC at 1:30 p.m.

## **General Information**

It will be up to the transit driver whether to travel rural roads that might be impassable or driveways that have not been cleared or sanded.

If extreme weather conditions warrant a deviation to this policy, or if schools are on break, TASC and the transit system will work together to make a safe decision. Notification will be made on the local radio station: **KNEI 103.5.** Drivers/riders/parents/agencies are responsible for listening for weather related school announcement and/or special transit notices to determine if their ride is affected.

## **Exit/Discharge Policy**

If you choose to leave a TASC program, it is called a “**VOLUNTARY DISCHARGE**”.

If TASC initiates your discharge from one of its programs , it is called an ‘**INVOLUNTARY DISCHARGE**’. In extreme cases, where an emergency discharge is required, your interdisciplinary team will meet within a 24-hour period of time from the occurrence of the incident. This could result in immediate termination.

If you transfer from a TASC program to another TASC program, it is called an ‘**EXIT TRANSFER**’.

In all cases, the following will result:

1. An Exit/Discharge Plan is developed and your input is very important and encouraged.
2. If possible, an Exit/Discharge Staffing will be held with you present.
3. Notice of your Exit/Discharge is put in writing to you.
4. You have a right to appeal an Involuntary Discharge outcome.
5. Follow-up Services will be available to you.

You can be sent home during the day if you become ill, you have a behavioral outburst that endangers yourself or others or you are not participating in your program plan.

Your guardian (if applicable), case manager and residential provider will be called to inform them about the illness/incident.

In the case of a behavioral outburst, it is possible that you may be suspended for 1 to 3 days. This is a decision your interdisciplinary team will help decide.



# SUPPORTED COMMUNITY LIVING – COMMUNITY HOUSING

## TASC's Goal

TASC's Supported Community Living Programs (SCL and Community Housing) are provided in partnership with persons served. They are designed to assist the person to achieve success in and satisfaction with community living. Programs are centered on the concept of providing safe, structured, supportive environments that enhance the independence, dignity, personal choice and privacy of the persons served. The goal is to integrate persons served into the fabric of community life and productive activities.



## Our Services and Supports

The services and supports you receive will address your desires, personal goals, strengths, abilities, needs, health and safety. TASC staff will provide you support to direct and manage your own services and supports needed to maintain your choice of living arrangement. Services may include:

- Medication support
- Budgeting and money management
- Transportation
- Socialization and leisure/community involvement
- Safety planning
- Advocacy
- Development of natural supports
- Educational skills development

Supported Community Living Programs are individually designed to provide the level of services and supports necessary for persons served to live safely and as independently as possible. This may mean long-term housing options with support personnel that provide 24 hour assistance to hourly services once a month.

### **Person Served Responsibilities**

TASC staff will work with the person and his/her support team to assist in developing personal goals and outlining supports and services. The person served will be expected to actively participate in this process. This includes one staffing each year to update the service plan and review progress toward personal goals.

Persons served are expected to be available to meet with TASC staff as scheduled or give advance notice if you need to reschedule a scheduled meeting time.

### **Description of Services and Supports**

**Medication Support** TASC staff can provide support in assisting you to take your medications as prescribed, and assist with communication with your physician if you are having difficulty with your medications.

**Nutrition** TASC staff can assist you with meal planning, preparing a health meal, developing a shopping list, grocery shopping and special diet education according to your needs.

**Budgeting and Money Management** If you need assistance in preparing a budget or spending plan, TASC staff can help you. If you have financial problems as a result of spending, staff can educate you on resources available to you.

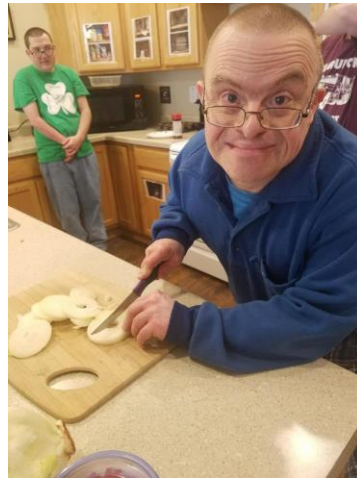
**Socialization and Leisure** TASC staff can assist you in researching, planning and attending social activities in the community.

**Safety planning** You will be provided with a safety plan and safety training to assist you in case of an emergency such as fire, severe weather, or utility outages.

**Transportation Coordination** TASC staff will provide some transportation. This will

be outlined on an individual basis in your Individual Program Plan. TASC staff will assist you in setting up transportation with your MCO or Northeast Iowa Regional Transit when medical appointments are necessary.

**Development of Natural Supports** We encourage you to develop friendships and resources in the community. We can assist you in exploring various resources that can expand your network of friends and acquaintances.



**Advocacy** TASC staff and your case manager will assist you in advocating for yourself or will advocate for you, if necessary, in the area of housing, medical care, consumer problems or other areas. TASC staff will assist you in obtaining advocacy in legal matters as necessary. We will also assist with referral to other agencies as appropriate.

**Obtaining and Retaining Housing** TASC staff will be available to assist you in choosing and keeping an apartment or house. We will also educate you on maintaining your home and exercising your rights and responsibilities as a tenant. We do not provide moving services, but will help you arrange for them.

**TASC, Inc.**  
**Supported Community Living Program – Participant Responsibilities**

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As a participant of the Supported Community Living Program, I realize that I have greater independence which means greater responsibility, and therefore I will be responsible for making my own appointments, paying my own bills on a timely basis, planning my meals, purchasing and preparing my own food, working and planning my budget, doing my own laundry, keeping my apartment orderly and using my free time constructively. I realize that in implementing these responsibilities, I will have the assistance from TASC staff as deemed necessary according to my individual Program Plan.

I realize I have Community Skills Trainers to assist me with my community living responsibilities.

If I smoke or drink alcoholic beverages, I agree to do so responsibly. I understand that smoking is not permitted inside any of the apartments or sites. An outside location has been designated where I may smoke.

I have been given a copy of the Operating Policies of the Supported Community Living Program. They have been verbally explained to me and I understand and agree to abide by them.

I accept responsibility of having and maintaining a checking account. Depending on my ability, I may or may not have a representative payee, conservator or co-signer on my checks to help manage my money.

I understand the Supported Community Living (SCL) program and its staff have certain responsibilities to me. They have agreed to treat me with respect in a professional manner. They also agree to provide me with the services outlined in the handbook, under Admission Criteria. These have been verbally explained to me and I understand them. I have been informed of my rights and procedure to appeal staff decisions which also are contained in the handbook. These have been verbally explained and I understand them.

If I fail to meet my responsibilities or violate agency rules, I realize I may be terminated from the supported Community Living program. The cost of service will be \$\_\_\_\_\_ per DAY/UNIT for service every DAY/UNIT I am in the program or receive services. I understand these services will be paid for by \_\_\_\_\_.

**Transportation Services:** Transportation for medical appointments which are Non-Emergency will be paid by \_\_\_\_\_. Transportation for emergency medical and community activities are included in the daily or hourly SCL rate.

Transportation for community activities will be provided in your home community or county. In order for transportation to be provided, your case manager must include transportation as a support in your plan.

Transportation for community activities outside the county will be evaluated on a case-by-case basis, and you may have to pay the costs for transportation out of the county. TASC will not provide transportation long distances to participate in community activities which are available within the county.

You will be responsible for transportation costs for camp, vacations, out-of-county travel for personal reasons, home visits, and other transportation that is not included in the daily rate.

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If I rent an apartment from TASC in the 8-plex apartment complex and receive hourly services, I understand I will be sharing a two-bedroom apartment with a roommate and that my rent will cost \$\_\_\_\_\_ per month. Utilities and cable will be in addition to the cost of rent. I understand that if I choose not to have a roommate, the entire cost of the two-bedroom apartment will be my responsibility. My monthly rent will be \$\_\_\_\_\_. I understand TASC will not be responsible for any portion of my rent or utility payment. I will also be responsible for purchasing my own food, clothing, Medicaid and Medicare co-pays, community activities, trips, vacations, hotels and other personal or health items.

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If I am living in a 24-hour Supported Community Living Site and the lease is in my name, I understand that I will be sharing the house with other roommates and that TASC will have an office located in the house. I understand I will be sharing the costs with my roommates (including TASC), to include utilities (water, gas, electric), cable and the upkeep of the house and lawn. I understand my equal share of the rent cost will be \$\_\_\_\_\_ per month. TASC may have its own number and service, but if not, TASC will pay an equal portion of this bill. I will be responsible for purchasing my own food, clothing, Medicaid and Medicare co-pays, community activities, trips, vacations, hotels, and other personal or health items as well as appliance repair and/or replacement if appliances are not owned by the landlord. I understand that no site will accommodate more than a total of four persons served.

I understand that rent is due to the TASC office by the 5th of each month.

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Participant Signature

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Date

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Guardian Signature (if applicable)

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Date

## **Operating Rules for Supported Community Living**

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As a participant in TASC's Supported Community Living Program, I agree to follow these rules:

1. It is your responsibility to attend all programming outlined in your program plan. Non-attendance and lack of cooperation are viewed as non-participation on your part and are ground for termination of services.
2. You are to keep appointments with case managers, therapists, program coordinators, etc. If an appointment needs to be canceled, you are expected to advise the appropriate staff in advance or request assistance.
3. You are to report any problems with the functioning or damage to your apartment/house to the supervisor immediately.
4. You are to advise the Site Manager when you will be out of town.
5. You are encouraged to live and sleep in your own apartment/house. It is understood that you may wish to visit with parent, go on vacation, leave for the weekend, or spend an occasional night with a friend, however, if you are spending several nights at another person's residence, you are then not living in the residence. This is deemed not in your best interest and what you agreed to do in your plan. When you will be absent overnight, you must inform the Site Manager of this.
6. You are required to let the Site Manager know when you are leaving and returning from your house. If this is not required, it will be outlined in your program plan.
7. You are required to abide by safety rules and regulations and participate in safety drills and programs.
8. If you smoke or drink alcoholic beverages, you will do so responsibly. Smoking is not allowed inside any of the rental properties. If you are not responsible, these privileges may be prohibited to you, or may be grounds for termination in the program.

9. You will be appropriately dressed when in public areas of the apartment complex/house.
10. You must be respectful of your roommate(s) when listening to music, watching television, or having friends over.
11. When you are planning on vacating an apartment or house leased through the agency, a thirty (30) day written notice must be submitted to the Executive Director. If not, you will be responsible for rent up to thirty (30) days after moving out.

### **Safety Rules**

1. I will participate in safety drills and programs.
2. I understand there is no smoking allowed inside my house/apartment.
3. I will not use unapproved extension cords.
4. All appliances must be in good repair. Proper use of appliances and appliance maintenance must be displayed.
5. I understand that I cannot accumulate or store an excessive amount of paper or other non-usable waste in my room.
6. Dirty laundry must be kept in a clothes hamper.
7. Hallways, steps, etc. must be kept free of obstruction.
8. I will not participate in any illegal activities (drugs, etc.)

# Competitive Employment

You should read the Handbook given to you by your employer. This handbook will explain the rules you must follow at your job. This handbook will also give you information about how to solve work problems, who you should talk to when calling in sick and other important work rules.

Your Employment Specialist can help you review the handbook and explain what you should know to be successful on your job.

# Supported Employment

## Incentive Pay

While training at community job-sites or Enclaves, you will receive training incentive pay. It is not wages for services rendered. The amount of your training incentive depends on an assessment completed every six months.

The United States Department of Labor has given TASC a special certificate that lets TASC give you training incentives while you are training. Your training incentive may be less than, the same as or more than the minimum wage. It depends on your abilities as determined by an hourly evaluation completed every six months.

The U.S. Department of Labor certificate is hanging on the bulletin board located on the north floor at TASC.

Your production and quality are reviewed every six months and your money incentives go up or down depending on these assessments. Staff will discuss your rate of pay with you every six months, as well as discuss what you need to do to increase your rate of pay. This lets you learn at your own rate and increase your money incentive as you get better and faster.



## Remember

- You are not paid for day habilitation activities.
- You are not paid for time when you refuse to work or do not work.
- You are not paid for days you are absent from your jobsite.
- You are paid only for the work that you do.
- Your pay may go up or down according to the abilities you demonstrate on your hourly evaluation which measures quality and quantity.
- Your pay is a training program incentive. It is not wages and no employment relationship is intended.

## Money Incentive Check



Pay day comes one time each month.

You will be paid for the good work you produced from the 1st day of the month until the last day of the month. Your money incentive check will be ready to pick up on the 5<sup>th</sup> day of the following month.

If the 5<sup>th</sup> comes on a weekend or a holiday, you will get your paycheck on the next regular work day after the weekend or holiday.

If you have questions about your money incentives, please ask the Community Resource Developer. FICA will be withheld from your pay incentive.

## What if you lose your job?

If you are employed at a community site through TASC and lose your job through no fault of your own or if you have been employed for less than 60 days, a re-employment plan will be developed with you, the

## **TASC Job Placement Department and your case manager.**

The purpose of the re-employment plan is to give you programming choices until another appropriate job is located for you. You may choose from the following options provided funding is secured:

1. You can attend Job Readiness training through Enclaves in the community until another job is found for you.
2. You may choose to receive support services, such as Supported Community Living Services or Day Habilitation. These services may help you to prepare for another job opportunity.

If you lose your job for breaking work rules after you have been employed for 60 days, you should notify your Employment Specialist. The reason for being fired from your job will be discussed and you may be given programming options. Each situation of this type will be evaluated on an individual basis.

# TASC Programs

TASC provides a range of services including community living (Supported Living – Community Housing), employment (Supported Employment - Job Placement - Job Readiness), Day Habilitation (Life Skills – Options – Transition), and Home and Vehicle Modification.

You may contact the Executive Director for more information about these services. If you would like to secure additional services outside of, or in addition to those you receive from TASC, you should talk with your Program Coordinator and they will work with you to secure these services. At least annually, information will be shared with you regarding TASC performance.

## **Contact Information**

TASC, Inc.  
2213 Mt. Olivet Rd NW  
(563) 568-4060 telephone  
(563) 568-4550 fax  
[www.tascinc.org](http://www.tascinc.org)

## **Cost of Services/Policy on Fees**

TASC is funded primarily by state and federal sources (e.g. the Medicaid Home and Community Based Services). Other possible funding sources include: Vocational Rehabilitation, School Systems, or private pay. Nominal fees may be requested from you for community outings and activities which may be planned by units within the Day, Employment and Residential Services.

