



# Parents Alliance Employment Project

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## **HANDBOOK FOR SUPPORTED EMPLOYMENT SERVICES**

*-Available in alternate format upon request.*

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## Welcome to Parents Alliance Employment Project!

We look forward to working with you and helping you achieve your employment goals through our individualized services. We also hope to assist you in utilizing the many resources available at the workNet DuPage Career Center. 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 PAEP. It is also a way to inform you of what is expected of you and the expectations you should have of PAEP staff. This handbook is reviewed regularly 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.

You will be assigned an Employment Specialist that will work closely with you to maximize your participation in the workforce. We are pleased you chose Parents Alliance Employment Project and if you have questions at any time, feel free to ask your Employment Specialist or contact the Employment Coordinator, Roger Cave at 630-955-2076. If at ANY time during services you are unhappy or require immediate assistance, please feel free to contact me directly.

To learn more about Parents Alliance Employment Project, or for more resources, please visit our website at [www.parents-alliance.org](http://www.parents-alliance.org).

Best Regards,

*Kristen Sheffield*

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## Mission Statement

Parents Alliance Employment Project is an organization devoted to improving the quality of life for people with disabilities through individualized employment services.

### HISTORY OF PARENTS ALLIANCE EMPLOYMENT PROJECT

Parents Alliance Employment Project (PAEP) has existed since 1980, assisting individuals with disabilities in obtaining and maintaining community-based employment. PAEP is unique in that it was parent-initiated and operated for many years, staffed solely by parent volunteers. This network of parents had fought for mainstreaming their children in the public school system and became proactive when the only employment option for their developmentally disabled young adults was a sheltered workshop placement.

PAEP relied on donations from service clubs and a strictly volunteer staff until 1985 when the Illinois Department of Human Services-Division of Rehabilitation Services (IDHS-DRS) chose the agency as one of 26 sites in Illinois to provide Supported Employment services. PAEP was then able to develop a strong program for persons with disabilities to be integrated into their local business communities. Today, PAEP receives funding from the IDHS-DRS, several community high schools, DuPage County Workforce Development Division, private foundations, and donations.

*CARF has accredited Parents Alliance Employment Project for its Employment Services: Community Employment Services in Job Development, Job Supports, and Job Site Training Programs.*



## DESCRIPTION OF PAEP SERVICES

Since 1980, PAEP has provided employment services including job placement and job coaching for individuals with disabilities who require assistance to obtain and maintain employment in the community. The Supported Employment program of PAEP has emphasized integrated work with supports into the business community long before the national trend. PAEP served as a model throughout the nation. Services are based on the philosophy that all individuals have the right to work in the communities in which they live.

PAEP is located at the workNet DuPage Career Center in Lisle, IL. This facility houses five partnering agencies: DuPage County Workforce Development Division (WDD), College of DuPage (COD), DuPage County Workforce Board, Choose DuPage, and Parents Alliance Employment Project (PAEP). This partnership is invaluable in order to provide a seamless array of employment services that include people with disabilities.

Participants seeking Supported Employment services from PAEP must reside in DuPage County. PAEP's client base includes students transitioning from high school special education programs, adult job seekers, and people who are already employed, but in need of some assistance to become independent on their jobs. Services are individualized to participants depending on his/her needs and preferences.

One-on-One Supported Employment services include:	
Service:	Definition:
Career Counseling	PAEP engages participants to identify employment skills, interests, and goals.
Job Preparation	As needed, PAEP staff assists participants to develop work-related skills, attitudes, behaviors, and functional capacities to successfully achieve employment goals.
Job Development and Placement	PAEP 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, PAEP assists participants with learning new job tasks and helps them understand job cultures and industry practices.

PAEP provides Supported Employment services free of charge to all clients given that he or she is connected to a third party funding source, which could include either IDHS-DRS or other funding sources that PAEP may be working with at the time of services. PAEP staff will evaluate the needs of the potential client to determine the most appropriate funding source for services.

PAEP staff members are well-equipped to provide services specifically to people with disabilities. All Employment Specialists employed by PAEP are required to have at least a Bachelor's Degree. Degrees may specialize in education, special education, vocational rehabilitation, psychology, business or another related field. PAEP staff receives ongoing training to stay abreast of resources that benefit clients.

## ELIGIBILITY CRITERIA

In order to participate in the Supported 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*):

- Be at least 18 years old.
- Reside in DuPage County.
- Have a disability that interferes significantly with the ability to be gainfully employed in the community.
- 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.
- Be eligible for third party funding.
- Be able to complete all the requirements of our intake process, such as signing release forms and providing emergency procedure/contact information.

If a person is found ineligible for services, the Employment Coordinator (EC) will be in contact the prospective client to explain the reason(s) he or she was not accepted into the Supported Employment program. PAEP will also explain the reason for non-acceptance to the referral source along with referring the prospective client to alternative services.

Even if a person meets the eligibility criteria, there may be a waiting period for services for the reason that participants are served on a first-come, first-serve basis. The EC will inform the person of the approximated wait time upon completion of the application process. Additionally, PAEP works closely with local high schools to provide transition services to special education students immediately upon graduation as to not interrupt the services being provided to them by their school district.

Clients may be removed from the waitlist by their own request or if they are working with another agency. Should a client decide to begin Supported Employment services with a different agency while on the PAEP waitlist, it is expected that he or she notifies PAEP as soon as that has been determined. Future referrals for that client will be placed at the bottom of the waitlist.

## DESIGN OF SERVICES

The following outline is considered to be PAEP'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 PAEP utilizes a Person-Centered Planning (PCP) approach when providing Supported 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 supported employment services to individuals with disabilities. PAEP 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, PAEP communicates mechanisms regarding the client services. PAEP 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.

While receiving services from PAEP, 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. Application or referral is received**

PAEP receives an application or referral for services. All applications are received by and reviewed by the employment coordinator. Based on the information provided by the application and/or referral, the Employment Coordinator (EC) may contact the prospective client for additional information. If not already on file, the EC may request a referral from a third party funding source.

### **Step 2. Client is placed on the waitlist (if applicable) and contact is made**

Once found eligible by the EC, the client's name is placed on a waitlist. Participants are served on a first-come, first-serve basis. (*PAEP informs the client of the approximated wait time for services, which is determined by the EC. This waiting period may vary depending on the availability of staff and/or the time of year that services are requested.*) A letter is sent to the client that explains the waitlist and directs the client to the PAEP website to download the Supported Employment Handbook for a full understanding of PAEP's services. Upon request, PAEP will mail a hard copy of the Handbook to the address on file. This letter also offers a variety of WorkNet DuPage Career Center services, including free usage of the Career Resource Room and job search workshops.

### **Step 3. Client is assigned to an Employment Specialist**

When a referral is on file and there is a caseload opening, Supported Employment services may begin. The client is assigned to an Employment Specialist (ES) and the EC makes a courtesy call to the client.

#### **Step 4. Employment Specialist makes initial contact with the client**

The assigned ES contacts the client personally to set up an intake interview. The client must respond to this contact within 7 days in order to remain eligible for services. If the client has not made contact with the ES, a letter will be sent to the client allowing an additional 14 days for possible contact. If the client has still not made contact with the ES, a final letter will be sent to the client and the funding source stating that the client's name has been removed from the waitlist. If there are extenuating circumstances that prevent the client from making contact with the ES, such as hospitalization or vacations, the situation will be reviewed by the EC to determine a satisfactory outcome for both parties involved. Also, if the client makes contact with the ES 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 ES is an opportunity for everyone involved to learn about the policies and procedures as they relate to receiving services from PAEP. It is also the perfect time for the ES and the client to get to know one another. The ES and client will review the Supported Employment Handbook and, as required by funding sources, 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 ES and the client will review other appropriate documents, which may include:

- Past evaluations- vocational, psychological, or safety
- Individualized Education Plan (IEP) or other documents from high school special education programs
- Individualized Plan for Employment (IPE) from the Division of Rehabilitation Services
- Testimonials to work habits from school personnel
- Resume
- References from previous employers
- References from previous service providers

#### **Individualized Service Plan Development**

A key element of the intake appointment is an agreed-upon service plan. 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.

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 ES to identify vocational needs, skills, qualifications and preferences. At this point, clients may also be engaged in job readiness activities with their employment specialist. These activities may include resume development or correction, goal setting, and practicing interviewing skills.

#### **Step 7. Job Development and Placement**

Once a job objective is decided upon, the ES 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 *monthly* goals and progress meetings to promote positive activity and re-evaluate the direction services are heading.

It is important to point out that although it is PAEP'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 PAEP 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 ES 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.

Upon job placement, the ES 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. All ES's recommend that clients take advantage of the available resources at the workNet DuPage Career Center during and after their job search to maximize job placement potential.

#### **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 assigned ES will act as a "coach/trainer" for initial, intensive support to help the worker learn and become stable on the job. The ES 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. PAEP 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. PAEP uses a

variety of resources to address these modifications such as the Job Accommodation Network (JAN), or Donka Computer Training Center, and the Illinois Assistive Technology Project.

Job coaching is not available if the client is working on a volunteer basis.

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.

### **Step 9. Services fade**

As the worker becomes comfortable and begins meeting employer expectations, ES involvement will gradually fade. The ES may help the client build natural supports at the job site. Natural supports can include using coworkers for job training, promoting mentor relationships between the supported employee and others in the workplace, and using environmental cues as a means of sustaining new behaviors at work. At this point in services, the client is working with minimal assistance from the ES or employer.

### **Step 10. Case closure/Exit Criteria**

Once the worker is considered at an acceptable level of independence on the job and natural supports are established, a meeting is scheduled to successfully end Supported Employment services. An exit summary is prepared that describes services rendered, the result thereof, and makes recommendations for continued achievement of the client's goals. At this time, you will also be asked to fill out a service evaluation to provide feedback on your level of satisfaction with our services.

If you are connected to the Division of Rehabilitation Services (DRS) it is very typical of cases to be closed after 90 days of successful employment. After 90 days, it will be necessary to discuss how acclimation to the job is going and if more supports are needed. This will require immediate communication between the client, ES and DRS counselor.

If, *at any time in the future*, a client requires additional support, services may resume with a phone call or referral made to PAEP. The EC will then evaluate the situation to determine the most appropriate actions. This may include being placed back on the waitlist.

**Client/ES meetings:** As stated earlier, goals and progress meetings are held MONTHLY during the entire process from start to finish during each step of services. This is to set goals, focus on certain job related activities and to ensure that all parties involved are positively engaged in the process. It is highly recommended that these meetings involve only the ES and the client receiving services (and the third party funder 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 ES before or after the meetings to provide any input they may have.

## **CLIENT RIGHTS**

It is the policy of PAEP that every individual be accorded the protection and exercise of all rights: legal, human, and civil. Additionally, it is understood that all persons representing PAEP 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 PAEP.
- 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 Executive Director when a client's rights are not being respected.
  - Once notified, it is the responsibility of the Executive 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 Executive Director when an unhealthy environment exists for any reason.
  - Once notified, it is the responsibility of the Executive 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 Parents Alliance Employment Project.
- 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 Executive Director when unsafe conditions exist.
  - Once notified, it is the responsibility of the Executive 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 PAEP to abide by the guidelines and provisions of the "Mental Health and Developmental Disabilities Confidentiality Act. (740 ILCS 110)". A copy of the Act along with guidelines in its observations is available through the Executive Director.

(Client Rights continued)

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

1. Under no circumstances are client files, or any portions of the file, removed from the PAEP office.
2. Contents of the file are not discussed with, or released to, anyone outside of PAEP 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 Supported Employment program of PAEP will not be given without an appropriately signed release.
  - The authorization form known as the "Permission for Release of Information" is available through any PAEP 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 PAEP office without prior written consent of the client following the guidelines outlined above.

Client Files:

A complete file is maintained for each person served. Information in this file may include: DRS paperwork (CRP, IPE & 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 Employment Specialist or Employment Coordinator in writing.

PAEP 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 PAEP office, the client requesting to review the case file must do so at the PAEP 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 Rights continued)

Client files may include:

- Funding contracts/Individual Employment 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 Employment Specialist
- 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 PAEP 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 PAEP, as well as the spirit and intent by which the principles of the Code of Ethics were established. PAEP, 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 PAEP with honesty, integrity and fairness.
- Utilize PAEP's Grievance and Appeal Policy to resolve allegations of violations of the Code of Ethics.

Commitment to Clients:

PAEP 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:

PAEP staff, 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 PAEP 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 \$100, 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:

PAEP 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 Parents Alliance Employment Project (PAEP) 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 Executive Director has given prior approval. Dating is never permitted between staff and clients.

PAEP does not permit staff to provide transportation for clients under any circumstances. PAEP does, however, provide registration for Ride DuPage, which is a subsidized, door-to-door taxi program administered by DuPage County in conjunction with Pace Bus Service. If Ride DuPage is not the best option for a client, PAEP staff will work with the client to determine other methods of obtaining transportation to work.

PAEP 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 an appropriate public site, such as a library or fast-food restaurant, to discuss services.

## **MEDICATIONS POLICY**

Due to the nature of services provided by Parents Alliance Employment Project, under no circumstances will staff prescribe, administer or dispense medications (including prescription and over-the-counter) to clients. If staff members are asked to administer, handle, or store medications for clients or other staff, they will notify the Executive Director immediately.

Also, it is necessary for clients to make known to PAEP any medications being taken at the time of services for knowledge of possible side effects. Should there be new medications, dosage changes, or any other changes in prescription, this information is also to be shared with PAEP as soon as possible.

## **EMERGENCY PROCEDURES**

PAEP staff are properly trained on the emergency procedures for the workNet DuPage Career Center, 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. The workNet DuPage Career Center regularly holds emergency drills to test the staff's ability to evacuate the building in the case of an emergency. The Lisle Fire Department and other safety inspectors also examine the facility on a regular basis. PAEP asks that clients are aware of his/her surroundings and rely on his/her assigned Employment Specialist for instruction during any of the above types of situations.

## CLIENT SAFETY AND RISK ASSESSMENT

Parents Alliance Employment Project (PAEP) is dedicated to advocating and promoting the ongoing safety of clients while receiving services. Employment Specialists (ES) are familiarized with the Occupational Safety and Health Administration (OSHA) checklist and use it as a resource. It is the policy of PAEP 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 PAEP.

In recognition of the changing lifestyles and choices of persons served and the wide variety of opportunities for community inclusion and access, PAEP 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 ES 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, PAEP 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 Supported 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 PAEP 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 PAEP is not held responsible for injuries on the jobsite.



(Client Safety and Risk Assessment continued)

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 Supported Employment services. PAEP 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 Employment Specialist. A plan to correct the unsafe environment will be developed with the input of all parties (the employer, the Employment Specialist 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), PAEP 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 Executive Director

### **BEHAVIOR MANAGEMENT POLICY**

PAEP 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 PAEP 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.

PAEP 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.

PAEP 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. PAEP does not and will not use restrictive procedures or actions that constitute restrictions on rights and any prohibited practices.

However, PAEP 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:

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

Policies and Procedures for Behavior Correction:

The use of positive interventions is emphasized in the following policies and procedures and through regular provision and training of staff. PAEP 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. PAEP 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:

- Excessive tardiness or absenteeism (no call, no show) at any scheduled appointment, such as with the Employment Specialist or a job interview
- Quitting a job without consulting the Employment Specialist beforehand
- Threatening verbiage or actions to PAEP staff, other clients, volunteers, or other employees within the workNet DuPage Career Center
- 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 PAEP or other pertinent information that may affect employment services
- Excessive refusal to participate in Supported Employment services
- Falsifying information/documents or if a client partakes in untruthfulness in any situation
- Lack of communication with the ES, including excessive unreturned phone calls or emails
- Any behaviors that PAEP deems inexcusable and unethical
- Constant inactive involvement with SEP services.

The following progressive steps will be employed by PAEP in its efforts to correct inappropriate client behavior. The Employment Specialist (ES) will inform the Employment Coordinator (EC) and Executive Director of the situation and, with the client's input, will 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 Executive Director.** Also, the funding source will be notified immediately.

**1<sup>st</sup> Step- Informal Verbal Warning:** An offer of 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.

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

- a. The ES shall meet with the client in a private setting to discuss the issue that needs improvement. The ES will make clear to the client that the issue is serious and, together, they will agree upon methods and a reasonable timeframe to correct the situation. If an agreement is not reached regarding what a reasonable timeframe may be, the ES shall make the determination with assistance from the EC.

(Behavior Management Policy continued)

- b. The ES 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 timeframe, 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 third party funding source. At this point, services are not interrupted.

**3<sup>rd</sup> 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 ES 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 ES shall determine a corrective action with assistance from the Executive Director or EC. A date will be set to follow up on the client's behavior.
- b. The ES 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 third party funding source. 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.

**4<sup>th</sup> Step- Termination of Services:** If client conduct is not satisfactory within the parameters of the written warning, or should a more severe violation occur, PAEP reserves the right to terminate services. The Executive 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 third party funding source 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 Employment Specialist (ES) and the Behavior Correction Policies and Procedures will be followed. PAEP 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 ES will work with the client, family, and IDHS-DRS Counselor (or other funding sources) 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 ES and discuss the matter prior to acting on the decision to quit. The ES and client will decide together what the appropriate action is. Failure to consult with the ES may result in PAEP 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**

Parents Alliance Employment Project 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 PAEP staff to locate appropriate jobs. Clients served by PAEP are responsible for disclosing any criminal history prior to the beginning of job search activities. PAEP 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 PAEP may permanently disqualify the client for employment and further Supported Employment services.

It is understood that, PAEP 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**

PAEP 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 PAEP 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 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, IDHS-DRS Counselor, Employment Specialist, legal guardian, or other funding source 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. He or she may appeal the decision by contacting the Executive 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 Employment Specialists have the responsibility of keeping the Employment Coordinator and Executive Director apprised of conflict during services after an appeal has been made.

At any time during services or during the appeal of a decision regarding services, the client can utilize the statewide Client Assistance Program (CAP: 800-641-3929) or the DuPage Center for Independent Living (DCIL: 630-469-2300) for further advocacy and assistance.

The Executive Director and funding/referral source will work with the client to reach an agreeable decision. 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.

If an agreeable decision cannot be reached within 30 days, the client, Employment Coordinator, Executive Director and/or funding/referral source has the right to terminate services immediately.

## **ABUSE OF ADULTS WITH DISABILITIES INTERVENTION ACT**

Parents Alliance Employment Project (PAEP) is in compliance with the Abuse of Adults with Disabilities Intervention Act to protect people with disabilities who are abused, neglected or financially exploited and who, because of their disability, cannot seek assistance on their own behalf. Anyone who believes a person with a disability living in a domestic setting is being abused, neglected or financially exploited must file a complaint with the Office of Inspector General, Department of Human Services at (800) 368-1463. PAEP has an obligation to report suspected fraud or irregularities committed by individuals or other entities to which they interact on the Department's behalf and should make a report to the appropriate program office. The full Act is available for review through the Illinois General Assembly website: [www.ilga.gov](http://www.ilga.gov).

-Actions to be taken by PAEP staff:

1. Documentation: Casenotes, incident report sent to Employment Coordinator, Executive Director, and/or IDHS-DRS Counselor
2. Reporting: Employment Coordinator, Executive Director, IDHS-DRS Counselor, Client Assistance Program and funding source
3. Referral: PACT, DuPage Center for Independent Living, local police department

## **PARTICIPANT INPUT**

PAEP 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.

(Participant Input continued)

PAEP 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. PAEP also regularly interviews all stakeholders through a phone survey to measure satisfaction of services and how PAEP 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. More specifically, PAEP has a long-range plan that encompasses the following areas: programs and services, marketing, business development, fundraising, leadership, human resources and technology advancement. A full report is available upon request.

## **OUTCOME MEASUREMENT REPORT**

The Outcome Measurement Report (OMR) is a tool that was developed to track specific information in order to help PAEP determine effectiveness, efficiency, and progress made for individuals receiving services.

PAEP produces this report for each quarter of the year in March, June, September and December. In addition, PAEP produces an annual OMR that is reviewed by the PAEP Board of Directors, personnel, and other stakeholders to develop new benchmarks for the following year. A full report is available upon request.

The type of information that is collected includes:

- Typical demographic information- clients' ages, ethnic backgrounds, disabilities and residential areas
- Number of individuals served and the types of services received
- Number of clients receiving public benefits
- Number of new clients served each quarter and number of clients carried over
- Number of closed cases and reasons for closure
- Number of clients that attend PAEP workshops
- Number of new job placements
- Wage information
- Number of hours worked per week
- Number of clients receiving benefits at work
- Job types
- Length of time between dates of referral and intake, intake and job placement, and job placement and case closure
- Number of individuals that remain employed
- Number of individuals who increased their duties, wages and/or hours worked per week
- Number of Employment Specialists serving adult clients

## GLOSSARY

The following terms have been defined in the sense that Parents Alliance Employment Project refers to them in this handbook.

### Client-

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

### Employment Coordinator (EC)-

Direct supervisor of all Employment Specialists and Community Liaison

### Employment Specialist (ES)-

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

### Executive Director-

Superior to Employment Coordinator and Employment Specialists

### Illinois Department of Human Services- Division of Rehabilitation Services (IDHS-DRS)-

Statewide agency that assists people with disabilities in preparing for and finding quality employment. PAEP's main funding source. [www.dhs.state.il.us](http://www.dhs.state.il.us)

### Right-

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

### Responsibility-

Mature behavior that is expected of all PAEP clients and staff

### Vocation-

An activity pursued as a livelihood

### Waitlist-

A list of potential clients waiting for PAEP services to begin

## Appendix A

### **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 Parents Alliance Employment Project 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 Employment Specialist with whom I am working.
2. To know about Parents Alliance Employment Project as an organization including:
  - The types of services offered
  - The eligibility criteria
  - Any policies and procedures that affect the services I may receive
  - The approximate waitlist for services
  - 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 Employment Specialist and to have that request reviewed by the Executive Director.
7. To complete confidentiality. I understand that staff from Parents Alliance Employment Project 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 Executive Director of PAEP and/or my IDHS-DRS Counselor. I agree to talk about the disagreement initially with my Employment Specialist, 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 Employment Specialist 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 PAEP. I understand that not disclosing this information to an employer and the Employment Specialist with whom I'm working may disqualify me for employment and/or further Supported Employment services.
3. To make known any potential risks to my health and/or safety that may impact my ability to receive services from Parents Alliance Employment Project. 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 Employment Specialist 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 Employment Specialist continuously throughout services. I am depended upon to keep my Employment Specialist 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 Employment Specialist immediately. I also agree to speak with my Employment Specialist 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 Employment Specialist in establishing goals towards successful employment and follow my Employment Specialist's guidance in locating a job that suits my employment desires and needs. I also will keep my Employment Specialist fully informed of where and when I have job developed on my own in the community.
2. I will notify my Employment Specialist 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 Employment Specialist to discuss the outcome of that decision with me.

General Understandings (After Placement)

1. I understand there might be several Employment Specialists working with me until I am able to do my job independently. Therefore, I agree to accept instructions from any Employment Specialist during job coaching.
2. I understand that once the Employment Specialist, my employer, and I agree that Parents Alliance Employment Project support can fade, an Employment Specialist will be available to spot check and monitor my work.
3. I understand that my employer and PAEP staff may regularly review my work performance.
4. It is the responsibility of the employer to follow all labor laws, including minimum wage, personnel records, family leave, etc.

## Appendix B

### **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 Parents Alliance Employment Project 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 Parents Alliance Employment Project 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 PAEP terms and conditions if I lose my job. (Please refer to "Job Loss Policies" in the Supported Employment Handbook)

(Employment Rights and Responsibilities continued)

#### Employment Responsibilities

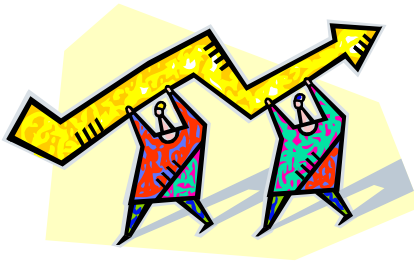
1. To know my work schedule and work as scheduled unless excused by my employer. I understand that excessive absences or poor work performance may result in termination from my job.
2. For transportation to and from work.
3. To learn and follow my employer's policies and procedures, including:
  - Health and safety
  - Dress code
  - Telephone/computer usage
  - Conflict Resolution/Nondiscrimination Practices
  - Procedures for vacation and sick time.
4. To ask about job growth potential, salary and performance reviews, internal job posting procedures, etc.
5. 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 Employment Specialist immediately for assistance to avoid any troublesome predicaments at work.
6. 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 Supported Employment Handbook**  
**Alternate Format**

Welcome to Parents Alliance Employment Project!



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

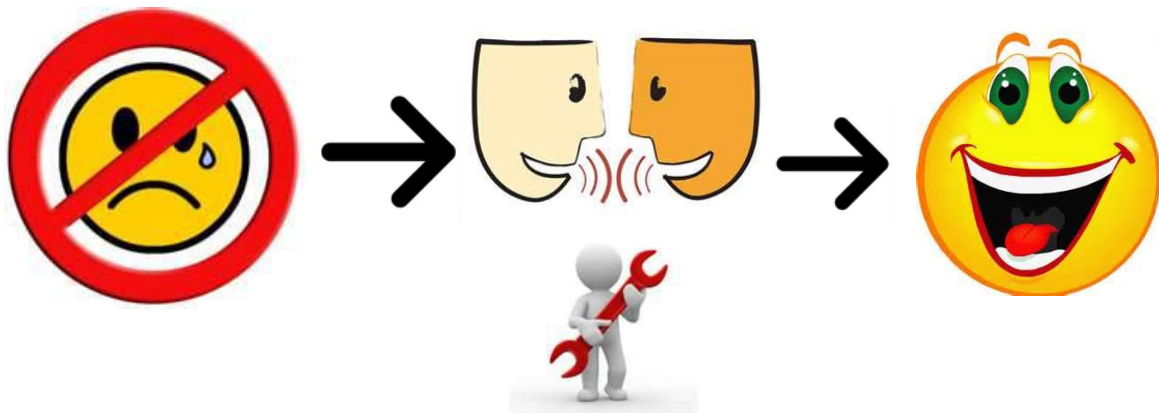


You have certain rights during this process while we are reaching your goal.

- 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: PAEP will give verbal warning #1.



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



- Step #3: PAEP will give written warning.



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



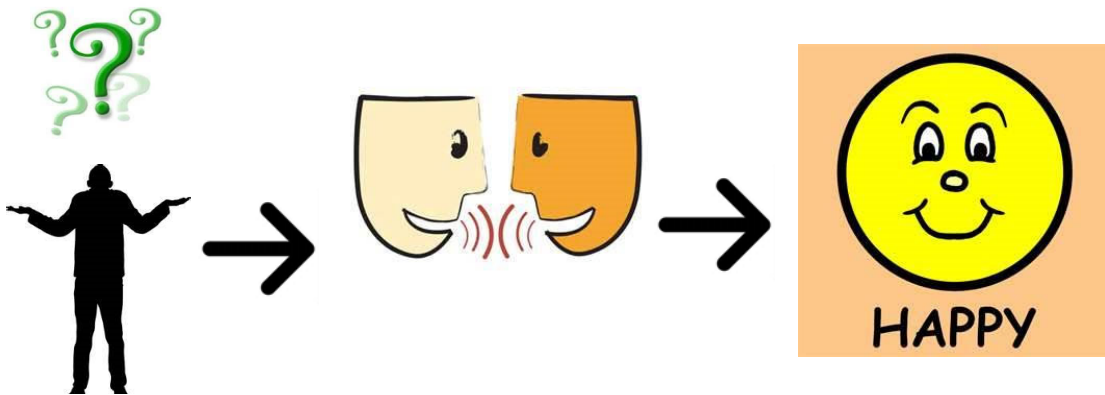
PAEP does not provide transportation and we will meet with you only in public places.



We want your input! During your monthly meetings with your Employment Specialist, 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 Employment Specialist and ask questions.



Employment Specialist Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

