



*Community &  
Employment Services*

Customer Handbook



## Welcome to Service Alternatives!



Welcome to Service Alternatives, Community & Employment Services. We are glad that you chose us to support you in achieving your employment and community goals!

Service Alternatives' vision is *"advancing the potential of our communities, customers and ourselves through exceptional service."* Community & Employment Services (CES) advances the potential of the individuals we support by helping those individuals find meaningful work and connections within their community.

Work meets many of our needs. Work supports us in taking care of our families and ourselves. Work enhances our self-esteem. Work gives us opportunities for growth. Work supports building relationships. Work helps people contribute to their communities.

CES values an individual's choice, and self-determination. We want to support you to not just find a job, but the right job. To that end, we will spend time with you listening to what you want. We will work with you to develop a plan, which outlines your goals, as well as the steps that will support you in reaching those goals. We will help you figure out transportation, accessibility and make sure you are safe while we support you. We will also assist you in assessing your job-related skills, help you improve upon those skills and match your skills to real opportunities. *If you want to see how we've done in the last couple years, check out our **CES Annual Report** at [www.servalt.com/community-employment-services](http://www.servalt.com/community-employment-services)*

We are open to your feedback around our service, and how we can improve that service to meet your needs. At any point, you can contact your CES Representative with any questions or concerns that you may have. You are always welcome to contact the appropriate Management or Administrative staff, (see Contact Information – page 5). You can expect a prompt response. ***We appreciate your input in every area of our programs.*** Bottom line, it's all about you!

Good luck on your job search!

***Brandy Schutz, Director***  
Community & Employment Services

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## Appendices

**APPENDIX A:** Participant Request for Reasonable Accommodation

**APPENDIX B:** Reasonable Accommodation Medical Documentation

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**All information in this Customer Handbook can be made available to you in other formats if needed. If you would prefer this information in an alternative format (for example: an alternative language, read aloud, audio computer file, in Braille or in large print, or other), please notify your Service Alternatives staff member.**

## Admission, Termination and Cost of Services

### Criteria for Admission in CES services (incl. Employment Planning, Job Development and Employment Supports):

In order to be eligible for services, our customers must:

- Have a parent or legal guardian authorize all services, activities and documents if you are under 18 years of age;
- Have a legal guardian authorize all services, activities and documents if you are an adult who has been appointed a legal guardian;
- Have a documented disability and need support in the community or to find / keep a job;
- Have an acceptable way to fund services; Generally, our customers will be referred to us by the Developmental Disabilities Administration (DDA) via Counties, the Division of Vocational Rehabilitation (DVR) or Department of Services for the Blind (DSB);
- Have a desire to get a job, and maintain the job, or participate in activities developed in your Service Delivery Plan.

Our practice is to accept any eligible individual who is referred to us for services. Ultimately, each Program Manager partners with the DSB / DVR / DDA staff to make decisions about the type and level of services that are appropriate for each customer. If there is a waiting list, admission to services will occur on a first come first served basis. If you request services, and are not eligible, we will inform you and if you choose, your family / support system of the reasons, and support you by recommending and / or referring you to other potential funding sources or other generic services as available.

*Please also see Service Alternatives' Nondiscrimination Policy located in this handbook.*

### Criteria for Termination from CES services (incl. Employment Planning, Job Development and Employment Supports):

Service Alternatives works hard to successfully serve each individual who is referred for services, however we may not be the best fit for some customers. In this case we or you may choose to terminate services.

Reasons that services may be terminated include:

- You achieve your goals and no longer need our support, and / or request termination from our program or withdraw consent to participate in our program.
- Service Alternatives decides that we are no longer able to help you successfully overcome barriers to employment.
- Your funding source is no longer available.
- You are unable to meet the customer responsibilities outlined in this handbook.

Should services be terminated, Service Alternatives will be available to assist you in finding another provider.

*Termination from services will always be accompanied by a written summary that explains the reasons for termination from services. Parents/guardians, DDA Case / Resource Managers, and DVR Counselors will be informed of reasons for any terminations from services.*

### Cost for Services:

Fees for our services are usually funded through: Development Disabilities Administration (DDA), Division of Vocational Rehabilitation (DVR) and/or Department of Services for the Blind (DSB). Private payment is also accepted. Please contact the Program Manager if you would like a copy of our "Private Pay Agreement" which shows fees for this service.



# Customer Handbook

## Contact Information

### Service Alternatives Community & Employment Services (CES) Main Office

909 SE Everett Mall Way, Suite C345, Everett, WA 98208

Phone: 425-710-0107 | Administrative Fax: 1-866-587-2916

Hours: 8am to 4pm | Monday – Friday

- ✓ *Local program service offices and operational hours may vary based on customer need. See “Our Services” section for general information on when CES services are available.*

[www.servalt.com](http://www.servalt.com)

### CES Programs

\* Please contact your Employment Specialist, Community Access Specialist or the Program Manager first for information related to your services. You may also contact:

<b>Brandy Schutz, CES Director</b>	(509) 654-5144 <a href="mailto:bschutz@servalt-ces.com">bschutz@servalt-ces.com</a>
<b>Mark DeMonbrun, CES Administrator</b>	(509) 901-6759 <a href="mailto:mdemonbrun@servalt-ces.com">mdemonbrun@servalt-ces.com</a>
If you would like to speak to someone about our WorkFirst / TANF services, please contact <b>Shawna Michels</b>	(425) 344-2354 <a href="mailto:smichels@servalt-ces.com">smichels@servalt-ces.com</a>

**SERVICE ALTERNATIVES OFFICES ARE CLOSED ON THE FOLLOWING HOLIDAYS (Some CES services may be provided based on customer needs, on a case by case basis):**

- New Years Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## Our Story: Many Years of Providing Excellent Service

In 1983, former Peace Corps volunteers, Fran Einterz and Joyce Peterson, established Service Alternatives (SA) to provide needed services in their community of Whidbey Island in Washington State. They had a dream to make the world a better place through excellent work as well as to provide opportunity for employees to make a career doing social work. In 1997 Fran and Joyce retired from active work and in 2003, they sold the company to a group of long term employees who, with all our employees, carry on and expand the original vision.

SA's first contract was on Whidbey Island and allowed us to serve 8 adults with developmental disabilities in a new model of residential support.



Our Adult Supported Living Services Division quickly expanded to Snohomish and King Counties. In 1987 we began serving children in a group care home in Auburn. The State of Washington recognized we could provide quality service and care to children with many challenges, and our work in this area began to expand. In 1986, we began work in Community Access services to retired Senior Citizens with developmental disabilities. We were contracted through Snohomish County to provide these services to seniors living in area nursing homes. We continue to serve some of these same individuals today. The goal of this first program was to give the seniors an opportunity to experience their community. We soon began serving individuals with the most significant disabilities and barriers with the goal of providing integration into the community and to help build natural supports for our customers. This initial program has now expanded to provide primarily employment services to many individuals with disabilities and other barriers to work across Washington State. We now provide many services which are outlined on the following pages, in 12 different counties.

**From \$60,000 to \$6 million in 10 years**  
 Business sees big growth in its first decade

By Kasia Pierzga  
 Staff reporter

It was 10 years ago, out of a tiny rented apartment in Coupeville, that Service Alternatives first offered human services to Island County residents.

The company has since expanded to include three offices in the Seattle area that provide services to children, adults as well as people with disabilities across Washington.

"We've grown quickly in 10 years in both numbers and quality," said founder Fran Einterz.

Einterz said Service Alternatives now generates in four days the volume it achieved during its first year.



*Fran (front) and some of the SA crew at the 'Brown House' in Coupeville*

The community will identify some need for services and get some government funding, so when With founder Fran Einterz in the foreground, Service Alternatives workers stand outside the home office in Coupeville. Behind Einterz are, from left to right, Martha Olsen, Debbie O'Connell, Bill Morrow, Sally Bartlett, Tim W... and Peggy Morrow. Service Alternatives is celebrating its first 10 years.



## Our Values, Mission and Philosophy

At Service Alternatives, you are our customer, and our job is to ensure that you gain the skills and support necessary to obtain and maintain a job within your community. At Service Alternatives, we provide services that are person-centered, outcome-based and use a team approach to solve problems. We at Service Alternatives are committed to ***advancing the potential of our communities, customers and ourselves through exceptional service.*** This vision defines our purpose and is at the heart of our business. Our belief is that everyone is employable and everyone deserves the chance to work.

***Integrity:*** We believe in doing the right things for the right reasons. We believe our words and actions should be one. We believe in basing our relationships in honesty and trust.

***Excellence:*** We believe our work and behavior should meet and exceed the highest standards.

***Customer Service:*** We believe in building strong partnerships with our customers. We believe in providing service that surpasses our customer's expectations.

***Employee Satisfaction:*** We believe in creating a company where employees have meaningful work, opportunities for growth, a chance to participate in decision making, and comprehensive benefit packages.

***Fiscal Responsibility:*** We believe in being responsible stewards of our resources. We believe in sharing a portion of the company's profit with all employees.

***Community:*** We believe in building strong communities. We actively support each individual and family with whom we work to participate and contribute to their communities in meaningful ways.



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## Our Services

***Adult Supported Living Services*** has provided residential care to adults with developmental disabilities in their own homes since 1983. Each individual receives varying levels of support depending on his/her needs. One individual may receive monthly support with paying bills and ensuring a safe home environment. Another individual may receive support 24 hours per day to support achievement of personal goals and to ensure their safety. To learn more about Adult Support Living Services, please visit:

<http://www.servalt.com/adult-supported-living>

**Children and Family Services**, started in 1987, provides a continuum of services to children and families throughout the Pacific Northwest. The focus of our Children and Family Services programs is to assist youth and families in achieving as much independence and personal success as possible, while minimizing and eventually eliminating the need for professional services. To learn more about Children and Family Services, please visit: <http://www.servalt.com/children-family-services/>

**SA Training Institute** designs and provides training for all staff, foster parents, and identified community members. Training is recognized as a valued and necessary component to supporting customers in fulfilling their goals. To learn more about Training and Development, please visit: <http://satraininginstitute.org/>

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**Community & Employment Services (CES)** provides a multitude of services designed to support people in finding and keeping meaningful employment in their communities. Services are provided to people with a range of disabilities, as well as to people who are moving from reliance on public assistance (TANF) to employment.

Employment Planning may be available to you, and includes Community Based Assessments (CBA) or Trial Work Experiences (TWE) to assist you, and your support team in determining a vocational goal. CBA's and TWE's are brief work experiences, with businesses in the community and result in an Employment Planning Report which includes information to help you, your state DVR or DSB Counselor and SA determine and recommend an appropriate job goal.

When this service is completed, you may transition into *Job Development* (see below) based on your choice, our recommendations, and approval and referral from your DVR or DSB Counselor.

- ✓ Employment Planning services are generally provided during business hours, Monday through Friday. Frequency may vary depending on your needs, and the availability of your worksite. Typically, a CBA or TWE will be a few shifts spread over a week or two.

Job Development provides you with direct support from an Employment Specialist to achieve your job goal! We will use a variety of methods and strategies depending on your unique needs. This can include resume development, interview coaching and practice, development of a portfolio, help finding appropriate job openings, support using 'self-help' resources and job carving or customized employment if necessary.

Once you have a job, you can transition into *Employment Support* services (see below) if you want that help, it's recommended by SA, and approved and referred by your DVR or DSB counselor (as applicable), or you have continued long-term support available (such as Supported Employment).

- ✓ Job Development services are typically provided during business hours, Monday through Friday. Frequency of services can vary based on needs or emerging job opportunities, and are typically provided about 2 to 4 hours per week. At times, based on your individual Service Delivery Plan, we may search for job opportunities without you, to help you get a job as quickly as possible.

Employment Supports may be available to you once you have a new job, or if you already have a job and need help keeping, and growing in your job. With this service, based on your needs we may help you with things like Job Coaching, which is on site or off site supports to help you learn and keep your job, while helping you be as independent as possible with the support of coworkers and supervisors. We'll help you learn the work culture of your employer, learn safety practices and how to minimize risks to your health and safety at work, help you learn new work skills or make them stronger, and help you with career planning and advancement. We'll also help you with planning around any non-work needs that may impact your job.

If you lose your job, you may be able to transition back to Employment Planning, or Job Development services depending on your choice, needs and situation, if recommended by SA and approved by your DVR or DSB Counselor (as applicable) or if you have long-term supports (such as Supported Employment).



*Steve, working hard at the Town Toyota Center in Wenatchee. Steve was successful with a combination of hard work on his part, creative job development and coaching, and a flexible and supportive employer!*

*(photo used with permission)*

✓ Employment Supports can be provided based on your support needs, including nighttime and weekends hours if needed. Frequency of service can be a wide range, from 1-2 hours in a week, to many hours in a week, on an ongoing basis. We work with you and your support team to determine how much employment support you need.

## More on CES services...

- In **Supported Employment Services**, we serve adults with developmental disabilities referred from the Developmental Disabilities Administration (DDA), a division of the Washington State Department of Social and Health Services (DSHS). We provide support to customers to gain employment in their own communities. The amount of service is determined by DDA, and based on acuity. Once employed, we provide ongoing job coaching and career development support. All employment placements will be individual, paying minimum wage or higher, targeting living wages as feasible for the type of position desired. Placements can range from part time up to full time depending on your individual choice, job goal and job availability.

- Service via **School Districts** can be provided when a student with disabilities has a recognized vocational need in their Individual Education Plan (IEP) not met by traditional school and special education programs. Service Alternatives helps create plans on a per-student basis, with detailed goals and objectives.

*These services are provided in Whatcom, Island, Skagit, Snohomish, King, Grant, Yakima, Chelan/Douglas, Benton / Franklin and Walla Walla Counties.*

- We also provide services through the **Division of Vocational Rehabilitation (DVR) and the Department of Services for the Blind (DSB)**. DVR serves individuals with any disabling condition to acquire paid employment. DSB provides services that are very similar to DVR. By virtue of the name of this agency, its clientele experience visual disabilities. Service Alternatives provides direct service to individuals that include community-based vocational assessments, job development and job coaching.

We will also provide assistance as needed for interview preparation and training, resume development and career counseling.

- **Independent Living** is a specific program offered by DVR. DVR purchases this service from agencies such as Service Alternatives when they have customers who need support around basic life needs that pose a barrier to employment. CES provides in-depth evaluations and direct service as requested.

*These services are provided in Whatcom, Island, Skagit, Snohomish, King, Grant, Yakima, Benton / Franklin and Walla Walla Counties.*

- **Private Pay** services are also offered and most often refer to individual contract arrangements between CES and a parent or family member of a service recipient, or a service recipient themselves. Most commonly these would be people with disabilities requesting a service we are able to provide, but that doesn't exist in current contracts. Because these arrangements are not tied to government contracts, the goals and objectives can be much broader.

*These services are provided in Whatcom, Island, Skagit, Snohomish, King, Grant, Yakima, Benton / Franklin and Walla Walla Counties.*

- **Community Inclusion:** Community Inclusion services assist individuals with developmental disabilities who are retired from the workforce, or who have chosen to not pursue a vocational path at this time. Services help customers to build relationships, participate in integrated community activities, and reach other community integration goals. We will actively support individuals to move towards or return to a vocational pathway if they choose. *(Check with your CES Representative or the Program Manager for current service areas)*

- **Person Centered Planning:** We offer comprehensive planning with our Employment Services. Planning is an integral part of supporting individuals to attain measurable goals and outcomes. If you prefer, planning services can also be coordinated with 3<sup>rd</sup> party resources. This can be arranged by contacting your CES representative.



*Gabriel, working at Blossom Creek Assisted Living. Gabriel has been successful in his job thanks to a variety of supports and training offered by his employer. As Gabriel puts it, "I love my job, the people are nice, and I am good at my job"*

*(photo used with permission)*



*Laurie found success while in our **WorkFirst** program. She overcame numerous employment barriers, attained her GED, and trained for her CNA certification while finding employment at Bethany of the NorthWest!*

*(photo used with permission)*

We provide **WorkFirst** services for individuals who currently receive TANF assistance (Temporary Assistance for Needy Families)

**Community Jobs (CJ)** is an intensive job training program designed to serve individuals with multiple and/or challenging barriers to employment. Customers go through workshops either provided by CES or partner agencies which address basic workplace expectations and skills, stress management, conflict resolution and other “soft skills”. Customers are placed on subsidized, paid internships in the community at governmental, non-profit or tribal worksites for 20 hours per week lasting up to 6 months. Individuals participate full time, which includes an educational or training component such as computer training, and / or targeted Job Search support. We may provide support dollars for things like work clothing, hygiene products and car repairs, all aimed at increased participation and progression towards a job! CES coordinates with numerous other agencies to provide wrap around support to customers. The ultimate goal for all customers is employment with the potential to lead to self-sufficiency.

✓ The “Career Jump” option within **Community Jobs** offers internship opportunities with any employer, including for-profit businesses who have agreed to hire the customer at the end of the training time.

**Community Works Program (CW)** The Community Works Program is an unpaid work activity for up to 12 months, for individuals on TANF, who:

- ✓ Are employed less than 32 hours per week, and / or;
- ✓ Are participating in other activities, but need additional hours to meet WorkFirst participation requirements, and / or;
- ✓ Are transitioning between activities, and / or;
- ✓ Need a beginning level of activity due to limited participation capabilities, and / or;
- ✓ Need additional support for re-training or additional experience to be competitive in the labor market, and
- ✓ Have the ability to participate at least five hours per week.

*These services are provided in Snohomish, Island and Chelan/Douglas counties.*

## Your Vocational Game Plan

**Person-Centered Planning:** All our services begin by first creating a person-centered Service Delivery Plan. This plan is created with you, your support network, and Service Alternatives staff. During this planning, we look at your needs, interests, dreams, abilities, work history and potential barriers. Together, we will make measurable goals and action steps for meeting these goals and will enlist the help of you, your support network and your SA staff.

*\* You have the right to request a third-party Planning Service Provider. If desired, ask your SA Employment Specialist.*

**Assessment/  
Discovery Process:** Before looking for a job, we will often work with you to learn job tasks and identify the work you are best at. This often involves volunteer work.

**Job Development:** Together, you and your Service Alternatives staff will look for, or develop a job that fits with your career goal and with what we have learned from the Discovery Process.

### Your Job!



**Job Coaching / Retention:** Your SA staff will work with you and your employer to make sure you succeed at your new job. This support can last anywhere from 90 days to as long as you need it (depending on funding).

**Annual Goal Planning:** At least once per year, you, your support team and your SA staff will gather to revisit your employment goals to ensure that we are still properly supporting you.

## Roles, Rights and Responsibilities

The purpose of our work together is to ensure that you gain the skills and support necessary to obtain and maintain a job. Service Alternatives' staff will help you to identify and develop skills necessary for the job market: self-advocacy, cover letter and resume writing skills, interviewing, job search skills and negotiating your employment needs. You will be expected to help by following through on agreed upon assignments, contacting your Employment Specialist with questions and arriving on time to scheduled appointments.

### Your Rights

All customers working with Service Alternatives have the following rights:

- You have the right to be treated with kindness, respect, care and consideration at all times. Abuse, neglect, physical punishment, financial or other exploitation, retaliation, humiliation or ill treatment is not permitted under any circumstances. All employees of Service Alternatives sign an oath stating that they will not abuse customers, and any suspected abuse is reported to a Program Manager or Administrator immediately.
- You have the right to have your privacy respected. Service Alternatives will keep all information contained in your file confidential and private.
- You have the right to request access to your files, service delivery plans, information about your progress in meeting career goals and/or any other information about your services. You also have the right to request changes to these documents.
- You have the right to give or refuse consent to be photographed as well as to determine use of photographs.
- You have the right to be informed of any potential conflicts of interest as they may arise during your service.
- You have the right to request reasonable accommodations (Please see Accessibility Policy on page 17).
- You have the right to have input into the composition of your service team and/or Employment Specialist.
- You have the right to refuse/consent to participate in research projects.
- You have the right to have your services explained to you in a way that is most understandable.
- You have the right to refuse service or to choose another service provider at any time.
- If participating in Community Access services, you have the right to request Employment Services at any time.

### Shared Responsibilities

Together, we share the following responsibilities:

- Respect one another and work together to find employment, or reach other goals per your plan.
- Honor commitments and fulfill responsibilities
- Communicate with each other regularly and effectively.
- Keep scheduled appointments – If a cancelation is necessary, we ask that arrangements be made at least 24 hours in advance, when able.
- Return phone calls and emails promptly (ideally, within 24 hours)
- Follow plans and contracts

## Your Responsibilities

Persons receiving services through Service Alternatives' Community & Employment Services (CES) Program have the following responsibilities:

- Participate in discussing and setting goals in your service delivery plan. This plan will be created by you, your Employment Specialist, your vocational counselor and other members of your support team whom you decide upon.
- Carry emergency contact information. We request that you carry emergency phone numbers and contact information with you during appointments in the community. (this information includes your name and address).
- You are responsible for your own medications. CES assumes no responsibility for your medications while you are participating with us and does not provide medication monitoring or management.
- Transportation to and from your employment site, interviews and/or appointments unless in select instances when otherwise agreed upon.
- Give your Employment Specialist a copy of your resume and cover letter, or assist your Employment Specialist in creating a new one.
- Keep your Employment Specialist informed of all interviews. You should contact your Employment Specialist within **1 business day** of being contacted by an employer.
- Complete all assigned work between appointments.
- Let your Employment Specialist know what you need in your job search process.
- Report any changes to earned income to the appropriate office of the Social Security Administration (SSA) or State Community Service Office (CSO) if applicable. Your Employment Specialist and/or Program Managers have resources on SSA reporting guidelines and are available to provide information if needed.
- Come to each appointment prepared.
- Once employment is obtained, remain in contact with your Employment Specialist and report all problems or concerns in a timely manner. You will be expected to stay in contact with your Employment Specialist until we have formally closed services with you.

## Our Responsibilities

Service Alternatives' Community & Employment Services Program may have the following responsibilities (certain roles and responsibilities may vary based upon individual plans):

- Provide service to you in a safe, respectful way.
- Provide training, information and coaching that will help you to build your job search skills.
- Assist you in developing resumes and cover letters as needed.
- Assist you in finding, applying for and tracking appropriate job leads.
- Provide open and regular communication with everyone involved in your employment plan.
- Provide information to employers regarding hiring incentives, employment benefits and accommodations.
- Provide assistance, when needed, in setting up interviews.
- Attend interviews with you when appropriate, per request.
- Assist in identifying and addressing accommodations issues at work sites.
- Report all activities and/or problems to the appropriate counselor or case manager (DVR/DSB/DDA) on at least a monthly basis.

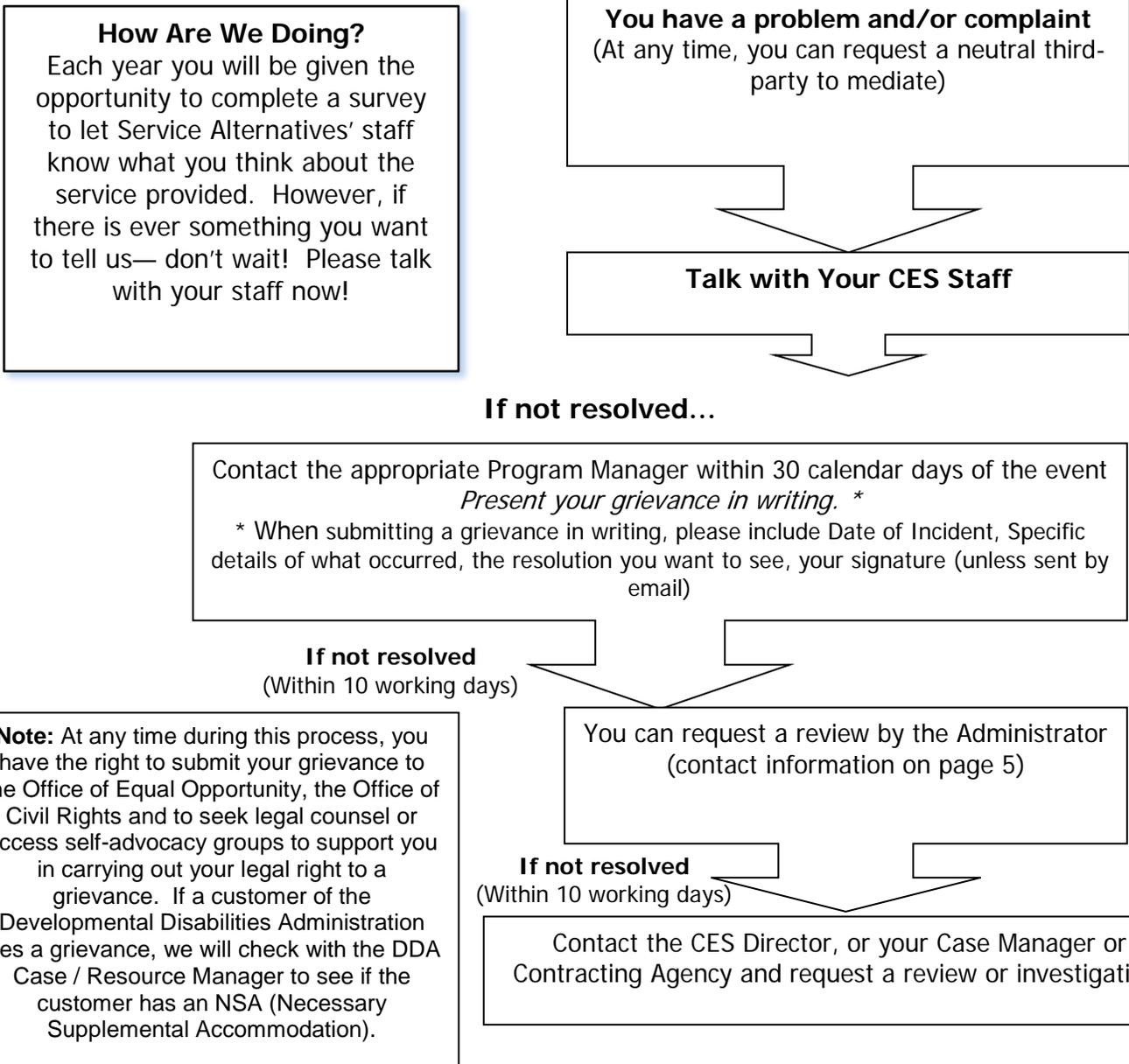
- Maintain frequency of contact with you which meets your needs according to your service delivery plan, and at minimum once per month.
- Monitor your progress, based on your plan, and assist with job retention issues as needed.
- Report any unusual or suspicious incidents to the CES Program Manager and appropriate reporting agency if necessary (for example, Adult Protective Services).

We ask our customers to read the statements above, and agree to the responsibilities listed. Failing to follow through as defined in this agreement may result in services being discontinued by Service Alternatives. Service Alternatives needs your assistance to ensure your success. Also, Service Alternatives' staff will not automatically assist you in finding another position if you quit a job, which you have already accepted, or if your job is terminated for any reason. Your signature on the 'acknowledgement form' indicates that you have received this information in a format that is understandable by you, and that you agree to the Rights and Responsibilities as a customer of Service Alternatives- CES.

## Grievance / Complaint Policy

All our customers have the right to ask questions about their support and to be able to come to a solution if a problem should arise. Our grievance procedure is to provide you a process through which you can seek help if you feel unhappy with a staff person, the service you are being provided or a program decision. Any information you share is considered confidential and privileged and will only be released at your written request. Retaliation against anyone who files a complaint or grievance is strictly prohibited. We encourage you to use the assistance of family, guardians and/or third-party advocates if needed to effectively resolve problems in the best interest of you. **Complaints will not result in retaliation or barriers to service for you.**

At your intake meeting, Service Alternatives' grievance procedures will be explained to you. On at least an annual basis, the CES leadership team will review grievances for trends. Improvement strategies will be implemented based on these trends.



## **Community and Employment Services' Policies and Procedures**

### **Confidentiality Policy**

All information in your record / file is considered confidential, and only certain staff within Service Alternatives will have access to it unless we are given written permission from you. During our intake procedure, we will ask you to complete a Consent to Exchange Confidential Information Release which outlines who we are permitted to share/obtain information about you from.

If information is shared with anyone outside of Service Alternatives, a record is kept which includes:

- ✓ The date of exchange or review.
- ✓ Who information/records are released to.
- ✓ Specifically, what information is released or exchanged.
- ✓ Copy of signed Release, unless review is by select State / County staff as mandated by contract.

You are welcome and encouraged to request a review of your file at any time. Please contact your SA staff person if you would like to review your file. If information about you gets to someone who shouldn't have it, we will notify you and correct our error immediately.

### **Non-discrimination Policy**

Services provided by Service Alternatives shall be extended to all individuals without regard to race, color, national origin, ethnicity, sex, age, religious beliefs, creed, marital status, sexual orientation, disabled or Vietnam Era Veteran status, disability, or use of a trained service animal by a person with a disability. Service Alternatives is committed to applying this policy equally to relationships between the company, its customers, clients and employees. In addition, Service Alternatives does not discriminate in employment practices or delivery of services against persons with HIV infection/AIDS, persons perceived to have HIV infection/AIDS, persons perceived to be related to or residing with someone with HIV infection/AIDS, persons who have tested positive for HIV antibodies, or persons perceived to be at high risk for contracting HIV.

### **Conflict of Interest**

Employees of Service Alternatives will not engage in any activity or behavior that would create a conflict, potential conflict, or the appearance of a conflict in their ability to support the individuals that are referred for service. SA staff will not engage in personal financial matters, or exchange of personal goods or services, with customers or their families.

### **Accessibility Policy**

Community & Employment Services is committed to providing services which are accessible to customers and staff. In order to ensure that services are accessible, CES staff will document any and all identified Accessibility barriers during planning and service. Staff will advocate for the customers when developing jobs and support customers in finding jobs that provide needed accommodation. They will also work with employers to educate them about their obligations under ADA, as well as incentives for providing accommodation.

Service Alternatives will work with funding sources to support the individual in obtaining the reasonable accommodation. If funding sources are not able to fund the accommodation, a request for reasonable accommodation may be submitted to Service Alternatives for review. A program participant who is aggrieved

by a denial of a reasonable accommodation has the right to file a grievance. The process for filing a grievance is outlined in this handbook which is given to every participant at intake.

## **Service to customers with Limited English Proficiency**

CES will provide service to customers with Limited English Proficiency. As needed and / or requested, interpreter services will be provided at no cost to the customer.

## **Exceptions to Policy**

- ✓ All customers have the right to request an exception to any SA policy by making the request in writing to:
  - ***Service Alternatives, Inc.***  
***Attn: Brandy Schutz, CES Director***  
***2812 Terrace Heights Drive, Suite 9***  
***Yakima, WA 98901***
  - **OR** -
  - [bschutz@serval-ces.com](mailto:bschutz@serval-ces.com)

carf INTERNATIONAL



*CARF ACCREDITED: Our employment programs for people with disabilities have received international accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).*

## Advocacy Resources

We encourage the individuals that we support to educate themselves about services and to advocate for choice, equality and quality services. There are a number of groups in Washington State that support individuals in education and advocacy. This resource list is intended to provide some of the resources that are available to participants.

Organization	Mission, Services and websites
<b>ARC of Washington State</b>	<p><a href="http://www.arcwa.org/index.php">www.arcwa.org/index.php</a></p> <p>The ARC's mission is to advocate for the right of children and adults with developmental disabilities to live, learn, work and play in the community.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Outreach to senior parents caring for adult children with disabilities</li> <li>• Outreach to communities of color</li> <li>• Peer support for parents</li> <li>• Peer support and leadership training for self-advocacy</li> <li>• Parent classes</li> <li>• Information and referral</li> </ul>
<b>Alliance of People with disAbilities</b>	<p><a href="http://www.disabilitypride.org">www.disabilitypride.org</a></p> <p>APD promotes equality and choice of people with disAbilities through advocacy, collaboration and programs. Services include:</p> <ul style="list-style-type: none"> <li>• Information and referral</li> <li>• Independent Living Skills Training</li> <li>• Peer groups</li> <li>• disAbility Law project provides legal information and assistance, as well as consultations regarding civil rights.</li> <li>• Access reviews</li> <li>• Systems advocacy</li> <li>• Community education</li> </ul>
<b>People First of Washington</b>	<p><a href="http://www.people-first.ning.com">www.people-first.ning.com</a></p> <p>People First is a self-advocacy organization for individuals with developmental disabilities. People First is involved in legislative advocacy, supporting people obtain their rights as citizens, promoting respectful language among and other activities that promote the rights of individuals with disabilities.</p>
<b>Disability Rights Washington (DRW)</b>	<p><a href="http://www.DisabilityRightsWA.org">www.DisabilityRightsWA.org</a></p> <p>DRW provides advocacy services on a variety of civil and legal rights issues to people with disabilities free of charge</p>
<b>W.I.S.E. Washington Initiative for Supported Employment</b>	<p><a href="http://www.gowise.org">www.gowise.org</a></p> <p>WISE is an organization dedicated to expanding employment opportunities for people with developmental disabilities. They work with social service providers, county governments, school districts, private businesses and families to provide: Technical Assistance; Support Resources; Project Demonstration; Trainings; Technology Consulting; Annual Conferences.</p>
<b>APSE Association of People Supporting Employment First</b>	<p><a href="http://www.apse.org">www.apse.org</a></p> <p>APSE is the <i>only</i> national organization with an <i>exclusive focus</i> on integrated employment and career advancement opportunities for individuals with disabilities. APSE is a growing national non-profit membership organization, founded in 1988.</p>

## Social Security Work Incentives

Many families and individuals are concerned about how work affects benefits. These resources can help you understand and plan for a successful work transition.

### **PASS – Plan for Achieving Self-Support:**

A PASS is a flexible tool that allows individuals with disabilities to set aside income and/or resources in order to obtain items or services that would help them return to work or increase their ability to support themselves by earning more. A PASS can be established to cover the costs of obtaining an education, receiving vocational training, starting a business, or purchasing services which enable individuals to work and result in reduction / cessation of benefits. Any person who receives Supplemental Security Income (SSI), or receives Social Security Disability (SSDI) and could qualify for SSI, is eligible for a PASS. The PASS plan offers an excellent means of helping individuals achieve their work goals. The success of a PASS plan depends on careful management. Individuals and families may shy away from PASS plans, due to a fear of the rules and management required. An excellent resource to see examples of PASS plans, and for forms and information is: [www.passplan.org](http://www.passplan.org)

### **IRWE – Impairment Related Work Expense:**

An IRWE allows you to increase social security benefits if you pay for work expenses that are related to your disability. IRWEs are expenses for items or services a person with a disability needs in order to work. SSA gives you an incentive to work by deducting these costs from your gross earnings for both SSI and SSDI. To qualify for IRWE, your expenses must be documented and reported to SSA for approval. The Red Book has a list of examples of deductible and non-deductible IRWEs: [www.ssa.gov/redbook/](http://www.ssa.gov/redbook/)

The following additional resources are available to help you set up a PASS or IRWE plan, or assist you in **Benefits Analysis** to understand how work affects your benefits:

Plan to Work (PtW) <a href="http://www.plantowork.org">www.plantowork.org</a> 866-497-9443 <b>Benefits Analysis</b> and planning support, in most Washington counties.	Social Security Administration <a href="http://www.ssa.gov">www.ssa.gov</a> 1-800-772-1213 TTY: 1-800-325-0778
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A **Benefits Specialist** supports individuals who are eligible through the Developmental Disabilities Administration (DDA) in understanding how work affects benefits, walking through the maze of benefits and resources, assessing Social Security and tapping into government benefit programs like Section 8 Housing, food assistance and Ticket to Work.

If you are working with the **Division of Vocational Rehabilitation (DVR)** they are required to do **Benefits Analysis** with you, if you have a Job Development plan. If you are participating in services through DDA such as **Individual Supported Employment**, talk to your CES Representative as other options may be available through your County.

For a variety of resources to more information of Social Security and Work, including Retaining Medicaid while earning substantial income, Benefits Calculators and Healthcare for Workers with Disabilities, a helpful link is: [www.gowise.org](http://www.gowise.org) - use the "Resource" link.

## Staff Development

Service Alternatives provides its employees, participants and community businesses with state of the art training. Every CES employee participates in more than 50 hours of employee training and orientation, as well as structured peer mentorship training. CES also sends employees to regular external conferences and training opportunities to support them in keeping up to date on employment and job development trends. This means that your CES representative will have thorough knowledge and skills to support you in finding and keeping a job. Training requirements include:

- Effective Employment Services Training, including:
  - Time Management
  - Professional Development
  - Relationship Building
  - The Discovery Process
  - Job Development / Job Carving / Customized Employment
  - Networking with Employers
- CPR and First Aid Training
- Abuse Identification and Reporting
- Job Shadowing and Employee Mentorship
- RIGHT RESPONSE © Crisis Management Training
- Blood Borne Pathogens Training
- Health and Safety and Workplace Safety

For Businesses in the community, Service Alternatives offers ***Windmills Disability Awareness Training***. Windmills is a high-impact training that addresses the fears, biases and myths about working with people with disabilities. This is an attitudinal training that helps increase the student's self-awareness through exploring personal and cultural attitudes about people with disabilities. The class will help increase the student's confidence in communicating with people with disabilities by teaching the student to better understand how attitudes impact communication and behaviors. Windmills also helps to demonstrate that accommodation is not necessarily complex or expensive. If you are interested in hearing more about Windmills, please contact your CES representative.

## Acknowledgement Form

By signing this form, you are indicating that you have been provided the information listed below in a format that is understandable and/or accessible to you, and have reviewed this information.

- Admission, Termination and Cost of Services**
- CES' Roles, Rights and Responsibilities**
- CES' Grievance / Complaint Procedure**
- CES' Policies and Procedures**
- Participant Request for Reasonable Accommodation Form**
- Reasonable Accommodation Medical Documentation Form**

I have received the information in this document in a format that is understandable by me. Furthermore, by signing I am stating that I understand and agree to my Rights and Responsibilities as a customer of Service Alternatives, Inc.:

Customer signature and date: \_\_\_\_\_

Parent / Guardian signature and date: \_\_\_\_\_

SA Staff signature and date: \_\_\_\_\_

Information reviewed with **Customer / Parent / Guardian** on: \_\_\_\_\_(date)

By \_\_\_\_\_ (SA Staff name)

Information reviewed with **NSA** (if applicable) on: \_\_\_\_\_(date)

By \_\_\_\_\_ (SA Staff name)

*The sections above will be reviewed with the customer / parent / guardian / NSA at least annually. They can be reviewed within the Customer Handbook at [www.servalt.com/community-employment-services](http://www.servalt.com/community-employment-services) or provided by your CES Representative.*



# Customer Handbook

## **APPENDIX A: Participant Request for Reasonable Accommodation**

Name: \_\_\_\_\_

Program/County: \_\_\_\_\_

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

Home Telephone: \_\_\_\_\_

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Nature of qualifying disability:

\_\_\_\_\_  
\_\_\_\_\_

Nature of request:

\_\_\_\_\_  
\_\_\_\_\_

Please sign the attached Consent for Exchange of Confidential information so that we may contact your physician about the nature of your disability and the appropriate accommodation.

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

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

## **APPENDIX B: Reasonable Accommodation Medical Documentation**

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_

Program: \_\_\_\_\_

Date of Request for Reasonable Accommodation: \_\_\_\_\_

(Please attach a signed consent for exchange of confidential information as well as request for reasonable accommodation).

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1) What is the nature, severity and duration of the patient's impairment?

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2) What are the activities that the impairment limits? To what extent are these activities limited?

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3) What accommodation would be needed in order to support the individual in participating in services?

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Physician's signature: \_\_\_\_\_

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