



Consumer Handbook

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PROGRAM DESCRIPTION FOR EMPLOYMENT SERVICES:

Mission:

It is the mission of EMS Inc. to assist individuals with disabilities in Job Placement, which will lead to INDEPENDENCE and SUCCESS.

Vision:

It is the VISION of EMS Inc. to be the first choice for consumers, referral sources and employers when looking for first rate services, especially when EMPLOYMENT is #1 on the list.



Welcome!

We want to thank you for having us as a part of your journey to employment and to success. EMS Inc. is a non-profit organization that provides Employment Services to people with disabilities. We have developed a unique Employment Services program that will help you in obtaining a job. We hope that you find this process rewarding, meaningful and successful.

This handbook will help you understand EMS Inc. Please read this handbook and if you need any help, feel free to ask questions.

Sincerely,

Lisa Bullen
Executive Director / Co-Founder
EMS Inc.
Employment Means Success

“It Takes a TEAM”

It takes EMS Inc. Staff, The Department of Rehabilitation Counselor and “YOU” to make your vocational goal become a reality.

Meet the Staff

Executive Director/CEO: Lisa Bullen lisa@employmentms.org

Co-Founder/CFO: Kari Anderson kari@employmentms.org

Job Developer: Brenda Whipple brenda@employmentms.org

Job Developer: Isaac Gutierrez isaac@employmentms.org

Job Developer: Terald Smith terald@employmentms.org

Job Developer: Jose Cazares jose@employmentms.org

EMS Inc.’s Role in Vocational Services

- Our vocational services staff are well trained and experienced in not only job development, but in working with individuals with disabilities. We are well versed in assistive technology, as well as explaining to employers the incentives of hiring you, such as: OJT On-the-Job Training, WOTC- Work Opportunity Tax Credits, and Federal Bonding Programs.
- Through ongoing networking with business professionals and continued training, our Job Developers are able to provide knowledge, skills, assistance and encouragement to our consumers so that they may reach their employment goals.

Service Area:

**Inland Empire- Riverside District Office, San Bernardino, Temecula Branches
Van Nuys/Foothill District- Lancaster and Santa Clarita Branches**

Your EMS Inc. Job Developer will discuss your vocational goal per your IPE with you. Together we will create an Individual Service Plan to achieve your Vocational Goal.

EMS Inc. Staff will provide:

- One – on- one Employment Service meetings with you
- An Intake Assessment which discusses your IPE, interests, work experience, education, training, employment needs, limitations that you may have, and over-all employment goal.
- Development of employment goals consistent with your IPE
- We will create a professional resume and cover letter for you that are tailor made to the job that you are applying to.
- Guidance with job search, employer contacts, interviewing assistance and Job Club Classes, which will be conducted in a group setting and/or One-on-One.
- Job retention services which will include follow up 2 times per month through 90 days of employment

Vocational Services Process

Intake and Intake Assessment

1. Review of Department of Rehabilitation IPE in relation to experience, education, training, availability
2. Orientation packet which includes this Consumer Handbook and Job Readiness Workbook
3. Intake form which gathers important information pertaining to the consumer
4. Intake assessment, which documents information regarding education, work history, interests and goals
5. Contract for employment services
6. Confidentiality and authorization to release information
7. Development of Individual Service Plan (ISP)

Employment Preparation

1. EMS Inc. Job Developer will assist you with techniques for seeking, obtaining and maintaining employment.
2. A Professional Resume and cover letter will be tailor made to you and the job description that you are applying to
3. Master Application assistance and completion including documentation of work and personal references
4. Referral assistance with SSI/SSDI benefit planning related to employment
5. Interviewing techniques which will be included in a Job Club and One on One meetings with the Job Developer
6. Providing you with a Job Log to document the applications and resume submissions that you have made, so that your job developer can follow up for scheduling of interviews

Job Development and Placement

1. The Job Developer will maintain an employer contact log which will allow for easier follow up phone calls and in person visits by the job developer
2. The Job Developer will contact employers by email, phone and in person, as well as develop and identify job openings that are appropriate for you
3. The Job Developer will provide a Job Club in a Group or on an Individual basis that will be ongoing based on individual need
4. The Job Developer will talk to employers and discuss on the job training (OJT), WOTC tax incentives and the Federal Bonding Program when and if it pertains to you

Retention Services:

Your Job Developer will assist you with understanding:

Your responsibilities as an employee, your wages, benefits, getting along with coworkers, safety procedures, probation and work performance.

EMS Inc.'s Job Developer will assist in you in your job retention to assure your satisfaction as well as your Employer's satisfaction. We will assist you in maintaining employment in an appropriate work setting that is consistent with The Department of Rehabilitation's IPE.

This will be accomplished by:

- Maintaining contact with you, your DOR counselor and your employer at a minimum of 2 times per month until you reach 90 days of successful employment
- Job developer will provide written reports/case notes to DOR counselors regarding your progress or any concerns that may arise on a monthly basis
- Job developer will be available by phone or email to you, your counselor and employer to assist in resolving any work place issues that may come about

How is EMS's Vocational Services Program better than other Community Rehabilitation Programs?

1. EMS Inc. is committed to providing you with superior customer service
2. EMS Inc. helps people with disabilities get jobs NOW
3. EMS Inc. adapts and changes as needed so that you will get superior customer service
4. EMS Inc. maintains regular and consistent communication
5. EMS Inc. Job Developers and Management staff nurture and develop relationships with many businesses who are committed to hiring consumers of EMS Inc.

General Identification of Program Consumer

Department of Rehabilitation Role in Vocational Services

- Department of Rehabilitation Counselors refer consumers who have a clearly defined goal on their Individual Plan of Employment (IPE). The consumer has the skills and abilities to match the job duties and the consumer knows what their skills are.
- Consumer has employment barriers addressed in various ways such as transportation, child care, interview clothing, knows how working will affect benefits, and if they require assistive technology or a reasonable accommodation to perform job duties which will be discussed with interviewer and explain how they will perform the essential job duties using the accommodation.
- Rehabilitation Counselor's responsibility is to stay in contact with consumer and inquire about their progress

Job Seeker/Consumer Responsibilities

1. I will participate in my Job Placement Services which are individualized to meet my needs, depending on labor market, my availability, flexibility and willingness to go to work.
2. I will attend Job Club when scheduled, which will assist me in my Interview Skills and Techniques.
3. Every time I see the EMS Inc. Job Developer I will have 5-10 job leads documented on my Job Log.
4. I will be on time for all scheduled appointments and will call beforehand if I absolutely cannot make an appointment.
5. I will call my Job Developer within 24 hours of receiving a call or message and will call job leads within 24 hours of receiving them or receiving a call from an employer. I will alert my EMS Inc. Job Developer if I have any problems or concerns while looking for work and of any problems on the job before I leave that employment.

Consumer Rights Agreement

1. Be served without verbal, emotional, sexual or physical abuse or harassment.
2. Be served without discrimination on the basis of race, religion, age, gender, national origin, sexual orientation, disability, or any other basis prohibited by law.
3. Be given a full and complete explanation of all appropriate service options.
4. Be provided services expeditiously, as permitted by EMS Inc.'s current workload
5. View your individual service file record.
6. Appeal any decision EMS Inc. has made regarding your Employment Services case.
7. Terminate services with EMS Inc. at any time.

Grievance and Appeal Process

As a Consumer with **EMS Inc.**, you have the right to appeal any decision made regarding the handling or closure of your case. If you disagree with the way in which your case is being handled by your **EMS Inc.** Job Developer, please follow these procedures to resolve your complaint:

1. Discuss your complaint with your **EMS Inc.** Job Developer.
2. If you still have a complaint, contact **EMS Inc.** Job Developer Supervisor.
3. If after five 5 working days after discussing your complaint with, **EMS Inc.** Job Developer Supervisor your complaint is not resolved, you may file a grievance in writing with **EMS Inc.** Executive Director: Lisa Bullen 105 S. Spring St. Claremont, CA 91711
4. Executive Director will contact you within 5 working days to assist in resolving your complaint.
5. If you are still not happy, you may ask the Executive Director to talk about your complaint at the next **EMS Inc.** Board of Directors meeting. The Board of Directors will advise the Executive Director about your complaint. The Executive Director has final authority to resolve the matter and will notify you, in writing, within 5 days of the Board of Directors meeting.
6. If you need assistance in writing your grievance due to a motor, visual, learning or other disability, please contact **EMS Inc.** at: (909) 621-7403

“Person Centered” Informed Choice Policy

- Consumers or, as appropriate, their representatives shall be provided information and support services to assist them in exercising informed choice throughout the employment services process.
- To assist consumers to exercise informed choice throughout the Employment Services process, EMS Inc. Staff shall:
 - Inform each consumer, through appropriate modes of communication, about the availability of and opportunities to exercise informed choice, including the availability of support services for individuals with cognitive or other disabilities who require assistance in exercising informed choice throughout the employment services process;
 - Afford consumers meaningful choices among methods used to procure employment opportunities.
 - Assist consumers, as appropriate, the individuals' representatives to acquire information that enables them to exercise informed choice in the development of their Individual Service Plan
 - Afford consumers meaningful choices among employment opportunities that meet the IPE.

Entrance and Exit Procedures

Entrance of consumer into EMS Inc.'s Vocational Services program is based upon a referral from the Department of Rehabilitation. The referral packet includes a signed Referral Form, a signed IPE, an authorization for intake and employment preparation, and a signed consent of release of medical and non-medical information.

Entrance Criteria:

EMS Inc. services are available regardless of race, color, sex, religion, creed or place of national origin. We will make reasonable accommodations to meet your needs for accessibility to the program.

Individuals eligible to participate in our programs should be eighteen years or older and have a disability such as specific learning disabilities; physical disabilities; hearing and visual impairment; mental illness or psycho neurological disabilities. Individual's medical, physical, or mental condition should be stable and the individual should comply with all medical and psychological treatments. Program applicants with a record of violent criminal activity or applicants that are currently abusing drugs or alcohol are not eligible.

General Admission Criteria:

The following is the general admission criteria for services at EMS Inc.

- Be diagnosed with a physical, mental, and/or emotional disability
- Be eighteen years old, and provide proof of age at time of intake.
- Have own means of transportation to and from the program.
- Ability to independently care for their personal needs (i.e. toileting, dressing, and feeding) or met through accommodation.
- Be ambulatory or mobile non-ambulatory.
- Be drug free. Have substance abuse in remission.
- Have functional communication skills.
- Have conduct not aggressive to self or others.
- Have no history of violent behavior.
- Have no record of violent criminal activity
- Have no acute medical or psychological conditions that could constitute a danger to self or others, or preclude the person from full participation in the program.
- Have no active tuberculosis or contagious disease.
- Comply with prescribed medical treatment and be able to self-medicate. Staff is not responsible for administering medication.
- Show a reasonable expectation that they will benefit from services, be willing to participate, and accept the program goals, operating practices and rules as stated in the consumer handbook.

Exit of consumer from the EMS Inc.'s Vocational Services Program is based on these criteria:

1. Successful retention of 90 days + of employment.
 2. Closure of consumer case by the Department of Rehabilitation SVRC
 3. Closure of consumer case by EMS Inc. because of non participation, non communication or if the consumer decides to leave the program.
 4. **Drug & Alcohol-Free Workplace Policy:** Use of drugs or alcohol while receiving services: The use of, or being under the influence of illegal substance or alcohol while at work is inconsistent with the behavior expected of employees and puts others at risk. EMS Inc. prohibits the manufacture, possession, distribution, sale, use or being under the influence of illegal drugs or alcohol in the workplace or at any time while on EMS Inc. business.
- **Harassment:** EMS Inc.'s anti-harassment policy prohibits unlawful harassment by anyone employed by or receiving services from EMS Inc. Examples of prohibited unlawful harassment include, but are not limited to:
 - Conduct such as verbal expressions, derogatory jokes, comments, stories or slurs
 - Unwanted sexual advances, invitations, or comments
 - Conduct such as derogatory or sexually-oriented posters, photographs, illustrations, or gestures
 - Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis
 - Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors
 - Conduct which has the purpose or effect of unreasonably interfering with an employee's performance or creating an intimidating, hostile or offensive working environment
 - Refusal to work with, or harassment or discrimination against a co-worker who has a non-contagious life threatening illness
 - Retaliation for having reported or threatened to report legitimate complaints of harassment.
 - **Other reasons as determined by Management.**

Confidentiality

All consumer files and information are treated confidential and private and can be obtained only through a written release form from the consumer. If the consumer would like to review and or obtain copies of their file, a written request must be submitted to the Executive Director. Copies of the file will be mailed to the consumer within ten working days. EMS Inc. abides by the State Department of Rehabilitation's "Protecting Privacy in State Government" Manual.

Accommodations

1. EMS Inc. will assist you in receiving accommodations during your job search and on the job.
2. EMS Inc. will assist you in receiving any accommodations with any of the above mentioned services and or advocate with your Department of Rehabilitation counselor to access needed accommodations.

Social Security Recipients

If you are receiving Social Security Benefits, there may be an impact on your benefits when you go to work. It is recommended that you contact Social Security for more information. You may visit their website at www.socialsecurity.gov or call toll-free, 1-800-772-1213 (for the deaf or hard of hearing, call their TTY number, 1-800-325-0778). It is recommended that you make an appointment with the Social Security office that is closest to you to obtain written information that is specific to you. If you need assistance with this process, you may request this from your Job Developer.

Receipt of Consumer Handbook Acknowledgement

The undersigned acknowledges that he/she has received a copy of the EMS Inc. Consumer Handbook which has been communicated to him/her in a meaningful way.

Furthermore, he/she has read and understands this document in its entirety and further certifies that he/she agrees to the terms and provisions stated herein.

Consumer Name: _____

Consumer Signature: _____ Date: _____

Signature of Parent or Guardian: _____ Date: _____