

**INTERIM, INC.
EMPLOYMENT SERVICES
SEES**

MISSION STATEMENT

Our mission at **SEES** is to assist adults with psychiatric disabilities to obtain and maintain employment and/or to be successful in the training environment of their choice.

HOW CAN WE SERVE YOU

SEES will assist you in choosing, getting and keeping employment in your community. If you need training to be more employable, **SEES** will assist you in choosing, accessing and succeeding in a training facility to improve your vocational choices.

CHOOSING...

ACCESSING...

GETTING...

KEEPING...

SUCCEEDING...

ADMISSION CRITERIA

1. You are 18 years old or over.
2. You are work or school ready.
3. You want our services.
4. You are open with Monterey County Behavioral Health and the California State Department of Rehabilitation

EMPLOYMENT SERVICES PROGRAM

INTAKE

At initial intake you will meet with your Department of Rehabilitation Counselor, an Employment Training and Development Specialist (ETDS) and your Monterey County Behavioral Health Coordinator. You will be informed of the services offered and we will help you decide what services will most benefit you. Family members or significant other may attend meetings at any time.

VOCATIONAL ASSESSMENT

Vocational Assessment (VA) is intended to assist you in determining your readiness and ability to work, as well as, identifying interest and aptitudes. This is done by observing and receiving feedback on behaviors and communication styles and identifying your unique interest, tolerances, needs, and aptitudes through testing.

When all the assessments are completed, with the assistance of staff, you will have an opportunity to select specific job titles that match your skills, interests, and goals or a training plan to improve your employability. This will then become your vocational objective.

EMPLOYMENT SERVICES

Employment Services assist you to obtain and retain competitive employment in your community. These services include Employment Preparation, Job Development and Placement, and Post-Placement Follow-up Services.

- 1. Employment Preparation** includes assistance with applications and resumes, instruction on appropriate attire, grooming and hygiene. Your ETDS will work with you on interview techniques and mock interviews. You will receive guidance on appropriate work behaviors and the impact of wages on your benefits.
- 2. Job Development and Placement** includes identification of job openings, assistance with cold calls, direct employer contact and the scheduling of interviews. If you choose, your ETDS can attend actual job interviews with you. Once you are placed your ETDS will assess what your needs for support are to assist you in understanding your duties and provide support while you learn the required tasks.
- 3. Post-Placement Follow-up** includes assistance with reasonable accommodation request, direct employer contact, assistance with transportation issues. The purpose of Post Placement Follow-up is to insure your stability on the job and that both you and your employer are satisfied with the arrangement for 90 days after you are placed.

Job Coaching

In order to enable you to maintain your employment, you may need job coaching. Job coaching will consist of intense support either on or off the job site and for as many hours per week as agreed upon with you DOR counselor. On site coaching is designed to help you learn you job duties and perform them with accuracy and efficiency. Off site coaching may address issues that occur on the job or help you create a home environment that supports your getting to work on time and ready to work.

Working with Benefits

Many individuals worry about what will happen to their benefits when they begin to work. For this reason, your ETDS will work with you, and whenever necessary, other experts in this area to provide thorough advice on how your benefits might be affected. You will receive assistance in reporting your income to Social Security in a timely manner. Your ETDS will work as a liaison with Social Security and assist you in responding to inquiries about how your working affects your benefits.

CLIENT – STAFF RELATIONS

1. Clients cannot borrow from or lend money to staff.
2. Staff cannot lend or borrow money from clients.
3. Bartering, trading or exchange of personal goods or services between clients and staff are not allowed.
4. A social or personal relationship between staff and clients (including MCBH & ex clients) is not permitted. Staff can only spend time with you and/or come to your home on work time and with the knowledge & approval of supervisor.
5. If you were acquainted or had a relationship with staff person before you started receiving services, this staff person will not be permitted to serve you. Arrangements will be made for you to be served by another staff person.
6. Sexual relationship between Interim client and staff is not permitted.
7. Sexual relationship between MCBH client and staff is not permitted.
8. Consumer Aides are considered clients, not employees. They are allowed to have social, financial and sexual relationship with other clients, but not with staff.

9. Peer Counselors can **not** have a sexual relationship with clients they are serving, during time of service and for a year afterward. They are permitted to have social and financial relationships. They may have sexual relationships with other clients.

SUGGESTIONS ABOUT OUR SERVICES

Your opinion about the services that you receive is important to us. If you have any suggestions or comments, please share them with your ETDS. Your ETDS will insure that your comments are directed to the proper person.

PERSONAL RIGHTS

Each person receiving services from SEES shall have rights, which include, but are not limited to, the following:

1. The right to services which promote your potential to function independently.
2. The right to be treated with dignity in your relationships with staff and other persons.
3. The right to safe, healthful and comfortable surroundings when meeting with staff.
4. The right to access your records
5. The right to client-directed services designed to meet your goals.

The right to refuse services at any time

YOUR RESPONSIBILITIES

- ◆ Actively pursue your goals as agreed upon in your Service Plan(s).
- ◆ Keep all scheduled appointments or calling if you are unable to attend.
- ◆ Work cooperatively with SEES
- ◆ Let staff know when things happen in your life that may affect your ability to keep you agreements.
- ◆ Tell staffs when you are not comfortable with your responsibilities or the way services are provided.

CLIENT COMPLAINT PROCEDURE

SEES is committed to providing you with services of the highest possible quality. To insure this, it is our policy you have the right to state and seek assistance in resolving complaints associated with our services, policies or other practices that may affect you while you are receiving agency services. Interim, Inc. guarantees there will be no retaliation as a result of your filing a grievance.

In order to provide you with assistance in resolving your specific problems or complaints about services received and to insure proper handling of your request for assistance please follow these instructions.

Step 1. You discuss the specifics of your grievance with your assigned ETDS within five (5) working days of the occurrence of the aggrieved event(s). Presentation of a written grievance is not required in this step. In submitting a grievance, you should present the specifics of the grievance in as much detail as possible and the nature of the corrective action sought.

The ETDS must meet with you within five (5) days of the presentation of the grievance. You and your ETDS should negotiate a resolution acceptable to you and in keeping with your service plan, and the overall goals, which are the operational necessities of the program.

The ETDS will briefly document the specifics of this meeting and resolution and forward the documentation to the Program Director.

Step 2. If you are not satisfied with the Step 1 resolution (or no resolution has been reached), you may present your grievance to the Program Director within five (5) days of completion of Step 1 activities. The grievance need not be in writing at this step.

Within five (5) days of presentation of the grievance, the Program Director shall meet with you and negotiate a resolution acceptable to you and in keeping with your service plan, overall goals and the

Step 3. If you are not satisfied with Step 2 resolution (or no resolution is reached), the grievance may be presented in writing, to the Deputy Director within five (5) days of completion of Step 2 activities.

The Deputy Director shall negotiate a resolution satisfactory to you and in keeping with your service plan, overall goals and the operational necessities of the program within ten (10) days of presentation of the grievance. The decision of the Deputy Director shall be in writing. The decision of the Deputy Director is final. In informing you about the final decision, the Deputy Director will also inform you of your right to appeal the decision to:

Monterey County Patient's Rights Advocate
1270 Natividad Road
Salinas, CA 93906
(831) 755-4518
(800) 581-8801



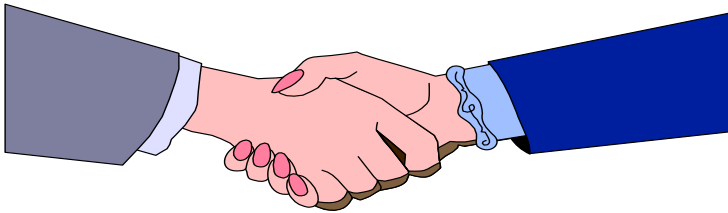
SEES/EMPLOYMENT SERVICES

Client Handbook

I understand the services offered by SEES and have received a copy of this handbook. I understand that it is my responsibility to read the handbook.

Name

Date



EMPLOYMENT SERVICES STAFF

Carolyn Hinds
Program Director

Kimberly Coleman
Employment Training & Development Specialist

Rebecca Virgen
Employment Training & Development Specialist

Tiffany Tarasoff
Employment Training & Development Specialist

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