

Client Handbook

Van Buren
Job Opportunities



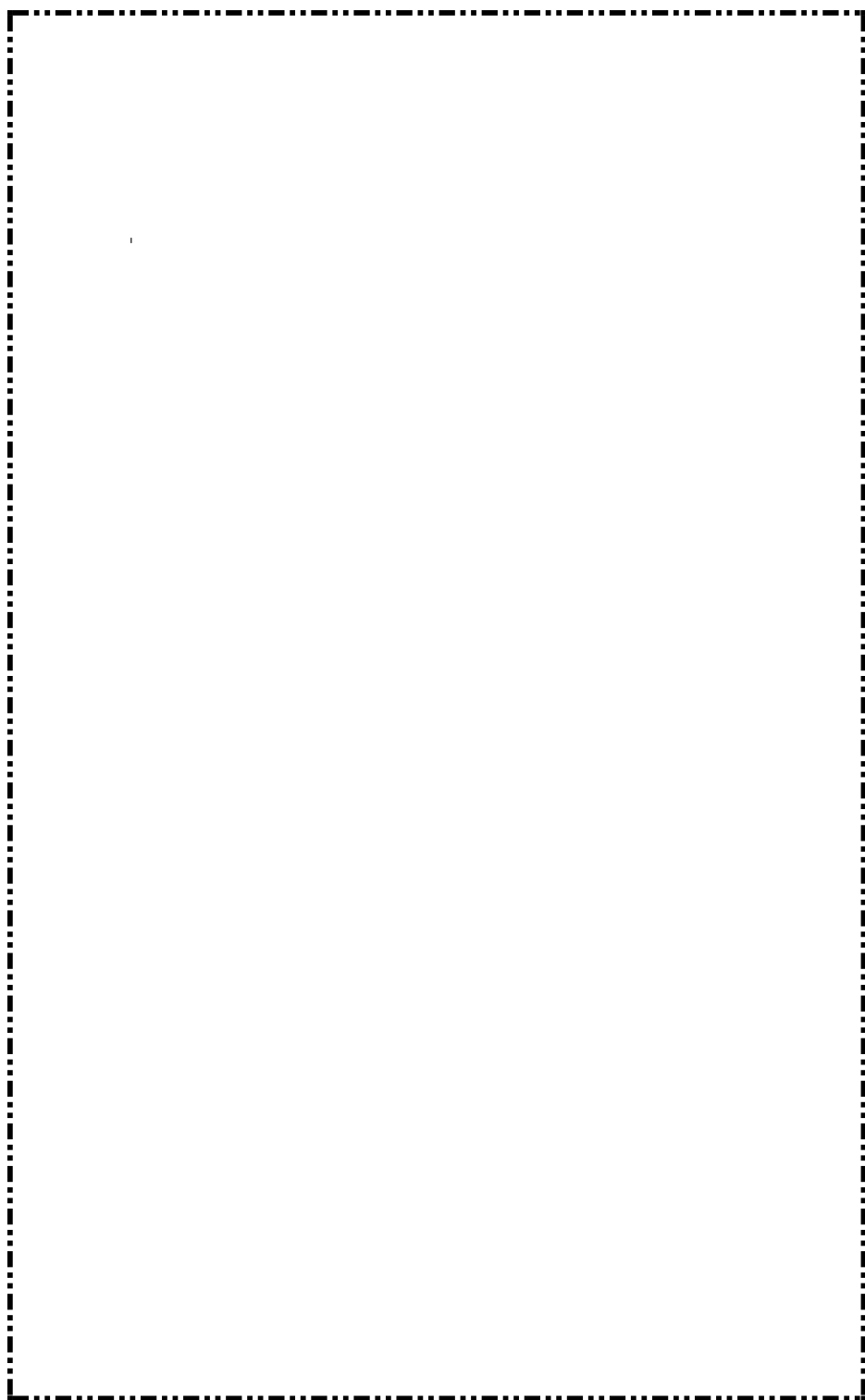


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Welcome to Job Opportunities!



Thank you for joining us! Job Opportunities is an employment service uniquely designed to enable every person, including persons with disabilities, to achieve successful employment in his or her community.

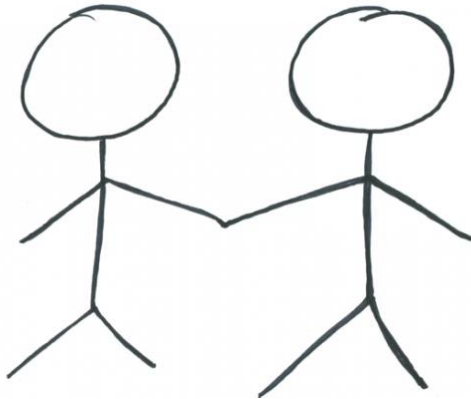
We are excited about working together with you in search for successful competitive employment.

Our office is in Keosauqua, Iowa, at 308 Mulberry Street. Office hours are 8:00 a.m. to 4:00 p.m. Monday through Friday.



What is our mission?

Our mission is to strive to help individuals assess, find, train for, and maintain successful employment in the community of their choice.





Van Buren Job Opportunities (VBJO) is designed to give all people the opportunity to realize their full potential in the world of work. VBJO is person-centered. VBJO provides quality employment, through dedication, determination, collaboration, innovation, and respect for all people. VBJO employment consultants and specialists support persons with mental illness, developmental disabilities, brain injury, and intellectual disability, as they obtain and maintain competitive employment.



VBJO staff will deal ethically, honestly, and non-judgmentally of others in response to our clients' needs.

ELIGIBLE









To be eligible for Job Opportunities' services, you must:

- ❖ Meet the Division of Vocational Rehabilitation or other funders (e.g. HCBS waiver, habilitation, etc.) eligibility criteria
- ❖ Be 16 years or older
- ❖ Express a desire to be competitively employed
- ❖ Be medication compliant – not a threat to yourself or others



Refer a friend

Job Opportunities accepts referrals from you, various agencies, and service providers for acceptance into the program. Service providers include, but are not limited to:

-  Vocational Rehabilitation Counselors
-  Department of Human Services
-  Outreach Workers
-  Case Manager
-  Social Workers
-  Psychiatrists
-  Therapists
-  Family Members



When Job Opportunities receives your referral, you will be notified of the time for your initial intake meeting. **There may be a two week wait time between referral and your first intake meeting.**



If you live in Henry, Jefferson, Lee, Van Buren, or Wapello Counties, and meet the eligibility criteria, you are considered for admission into Van Buren Job Opportunities.

Once Van Buren Job Opportunities has received your name, address, and diagnosis, the admission decision will be made within 5 working days. The manager of Van Buren Job Opportunities approves you for Job Opportunities' services, based on eligibility requirements and services available to provide you with the necessary supports.



After you have been approved, you enter Van Buren Job Opportunities employment services.

Intake



Once your referral has been received, an Employment Consultant/Specialist will meet with you to share information about our services, answer any questions that you may have, gather necessary information about you, and explain how we will help you develop your service plan.



After being approved you will:

- * Meet with an Employment Consultant/Specialist
- * Develop your Service Plan that outlines your career goals, responsibilities, timetables, and supports needed in reaching your goals

NEXT STEPS

If appropriate for reaching your goal, the following supports are available:

- * General Job Enhancement assistance
 - * Employment Planning services
 - * Job Placement services
- * Job Coaching supports on the job & away from the job site, when appropriate.



Employment Planning



During Employment Planning, you will meet with an Employment Consultant/Specialist to identify your job interests, strengths, and support needs. You will then have the opportunity to visit several different businesses in the community.

Your Employment Planning options are:

- **Person-centered enhanced planning**
- **Career exploration**
- **Job shadow**
- **Work site evaluation (job tryout)**

At Job Opportunities, we realize that some people may not have much experience in the work force. Therefore, you may not have a clear understanding of the various responsibilities involved in different jobs. Through job shadowing, you can follow or “shadow” a worker through his or her regular routine on the job and observe the actual tasks performed in that specific job. This can be done with most jobs, such as a fast food cook, nurse’s aide, sales clerk, assembly worker, etc.

Employment Planning Continued...

From your visits and job shadowing experiences, you will decide which job or jobs you would like. You will then work for a period of time (such as 1 to 3 days) at that job. You and your Employment Specialist will evaluate the types of support you would need to succeed in that job and if it is the kind of work you would enjoy doing.



Following your assessment, everyone will meet again to discuss the results and create a job development plan specifically designed for you.



Employment Service Plan

Your Employment Service Plan is very important for planning your career. You develop your plan, through the following steps:

1. You, your case manager, Job Opportunities, your IVRS counselor, and anyone else you want to invite to help you develop your employment service plan.
2. You will develop a personal profile of your likes, dislikes, strengths, conditions for employment, and support needs.
3. You will describe a career vision in the form of job goals and objectives.
4. You may be observed in order for us to help you discover your potential contributions and conditions for employment.
5. You will determine the best work environment (ex. not a lot of people around, no direct supervision, minimal paperwork, etc.).



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Employment Service Plan Continued...

6. You will choose one to two jobs that you like.
7. You will determine the possible number of hours to be worked.
8. You & Job Opportunities will outline your responsibilities & Job Opportunities' responsibilities in the plan.
9. You & Job Opportunities will develop a timetable for meeting your job goals.
10. You & your team will identify barriers to your successful employment and develop support strategies, if needed.
11. Your plan will include resources for career planning and advancement.
12. Your employment consultant and team will provide relevant market information, so you can make informed employment-related decisions. They will also describe your rights and responsibilities, as they relate to you achieving your desired employment goals.

Your On-Going Employment Service Plan

Looking Ahead...



- ⤴ Every 6 months, you will meet with your team to review and update your goals and objectives.
- ⤴ Periodically, you can review and revise your plan to provide input into your employment outcome satisfaction.
- ⤴ An on-going support system will be developed and responsibilities will be assigned.
- ⤴ Job Opportunities staff will help you with basic information on planning and management of your benefits - for more detailed information, you will be referred to a benefits planner.

You may see your case file at any time, by asking the Manager of Job Opportunities.

Job Enhancement Program



Van Buren Job Opportunities helps people prepare for the work place. Job Enhancement services may include:

- Comprehensive Employability Evaluation
- Job Seeking Skills Training
- Personal Career Counseling and Planning
- Retail Occupational Training
- Customer Service Skills Training

Job Seeking Skills Training

Job Opportunities will assist you in enhancing your job seeking skills.



Job seeking skills training teaches important skills that are necessary to get and keep a job, including application completion, resume writing, interview techniques, handling criticism, punctuality, dress codes, as well as others.



Barrier Removal Strategy

You have the right to request accommodations that will allow you equal benefits of Job Opportunities' services.

This may include:

- ❖ Communication accommodations
- ❖ Reasonable modifications to policy and procedures
- ❖ Structural modification
- ❖ Or other barrier removals



You will meet with your employment Consultant/ Specialist and others who you choose (maybe your supervisor from work or your case manager) to develop your strategy.

- ❖ Assisting you in understanding the job market, by providing you with information about local jobs that are available
- ❖ Helping you develop a resume or a visual resume
- ❖ Teaching you job seeking skills and good customer service skills
- ❖ Accompanying you on your job search
- ❖ Making contacts with employers to find a job that matches your interests and skills
- ❖ Setting up and accompanying you to interviews
- ❖ Assisting you in coordinating any other supports you might need to successfully get and keep a job
- ❖ Assisting you in career planning and advancement
- ❖ Answering your job-related questions

Do It Now

“You become successful the moment you start moving toward a worthwhile goal”

Placement Services Include Job Matching

A Job Opportunities Employment Consultant (also called a Job Developer) makes contacts with potential employers to determine job possibilities. Each job is assessed and analyzed. Your job related abilities can also be evaluated through Employment Planning. You will then be matched with a job, based on your skills, interests, and desire for employment, as stated in your Employment Service Plan.

When an employment opportunity becomes available, you may apply for the position and participate in an interview. You are also given the option of having an Employment Consultant/Specialist accompany you to the interview.

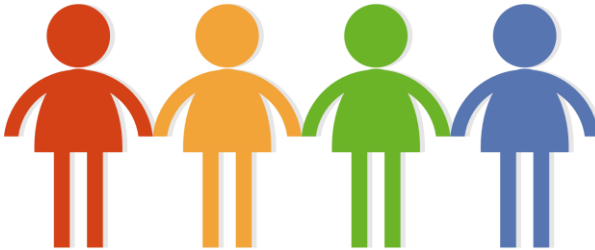


Job Coach Training Plan

When you get a job, a job coach training plan is developed to identify your:

- ❖ Training needs
- ❖ Training strategies
- ❖ Natural supports

Your training plan develops appropriate techniques to support and promote your successful job performance.



***Frequency of our services depends on your support needs.**

Job Training

If necessary, your Employment Specialist (also called a Job Coach) will accompany you for your first day of employment and will continue to accompany you throughout the employer's regular job training program.



Any additional training or modifications needed for the job will be provided by your Employment Specialist. As you become more independent in performing your job, your Employment Specialist will fade* away from the work site. He or she will gradually spend less and less time with you on the job, but will continue to maintain contact with you outside the job.

***Fading is a decision made between you, your Employment Specialist, and your employer**

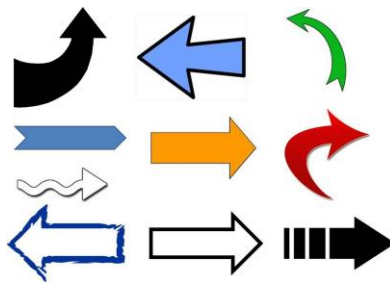
Follow Along

Even after fading off the job site, Job Opportunities will remain available to you and your employer on an as-needed basis, until you are closed from our services.

Follow along services may include:

- ❖ Retraining
- ❖ Problem solving
- ❖ Career counseling
- ❖ Arranging to hold the job open during hospitalization
- ❖ Troubleshooting
- ❖ Additional training and monitoring

We will assist you in establishing an on-going support system to continue after you are closed from our services.

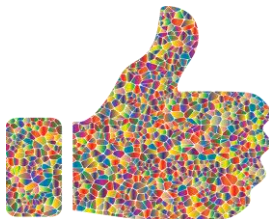


Reviews & Evaluation



Once a year, you will meet, review, and update your employment service plan's goals and objectives.

Once a year, you will be asked to complete a satisfaction survey.



Employment Specialist

An Employment Specialist (also called a Job Coach) provides training and support to you on & off the job. Follow-along services may be offered on or away from the work site for an indefinite basis. The amount, frequency, & length of support are determined by your individual needs.

Your Employment Specialist can:

- ❖ Accompany you to work during your first day, week, and longer, as needed
- ❖ Teach you the skills necessary to perform the job successfully
- ❖ Help you understand the businesses' policies and procedures
- ❖ Assist you in dealing with conflicts with co-workers and supervisors
- ❖ Gather feedback, evaluate and review your performance with you and your supervisor
- ❖ Assist you in solving problems on the job

- ❖ Guide you in arranging transportation to work
- ❖ Help you learn safety at work
- ❖ Advocate for your rights at the workplace
- ❖ Ensure that accommodations are made for you as necessary (e.g. flexible hours, time off for therapy, and doctor appointments)
- ❖ Help you keep existing benefits, if that is your goal, and get new benefits as needed (for example, SSI, PASS, and IRWE plans)
- ❖ Help you address non work needs that may impact your job
- ❖ Attempt to retain your job if you must be hospitalized for a short time
- ❖ Work with your family to aid them in being a positive part of your employment experience
- ❖ Support you on a long-term basis offering services, as needed
- ❖ Help develop natural support at work and answer your questions
- ❖ Teach you how to quit your job in a suitable manner

Grievances

You are encouraged to voice grievances and recommend changes in policies and services of Job Opportunities. Your grievance must be presented to the immediate supervisor within 5 working days of its occurrence. If you have a grievance, the following procedure will be used:

1st - Talk the problem over with the other person(s) involved and try to work out an agreement.

2nd - If no agreement is made, you may arrange a time to meet with the Employment Specialist. In order to minimize the possibility of misunderstanding, the client is expected to discuss the grievance with his or her immediate supervisor and job coach.

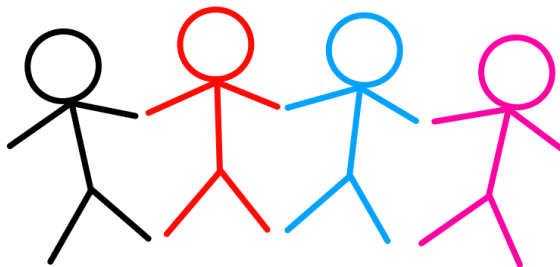
3rd - If you are dissatisfied with the action taken, you may schedule an appointment with the Manager of Job Opportunities. If the manager is your immediate supervisor or you feel the manager is biased towards the case, the grievance process will automatically move to the 4th step. The Manager will make a decision in writing and have it back to you within 10 working days.

4th - If you still feel that the grievance has not been dealt with fairly, you may schedule an appointment with the Administrator of the Van Buren County Hospital (VBCH). The Administrator will render a decision and have it back to you within 10 working days.

5th - If you still are dissatisfied, you may be present at the next regularly scheduled VBCH Board of Trustees Meeting.

***Or, at any time, you can take it to the Human Rights Committee for resolution. (See Page 33)**

***Filing a grievance will not result in any retaliation by staff or barrier to services provided by Job Opportunities.**



Discharge

You will be discharged from Job Opportunities if:

- ❖ You request a discharge
- ❖ You no longer need support to maintain employment
- ❖ You quit your job without giving a two week notice or without consulting an Employment Specialist
- ❖ You lost two jobs not due to support problems
- ❖ You refuse three job matches (not job offers)



Note: If you wish to reapply for services after discharge, the reapplication will be reviewed by the Director. Equal consideration will be given.

Human Rights Policy

Job Opportunities subscribes to the principles that everyone has the:

- ❖ Right to be looked upon as an individual with dignity and respect
- ❖ Right to receive professional services of my choice
- ❖ Right to involvement in your Employment Service Plan (e.g. participation in meeting, decide who attends, choosing goals, etc.)
- ❖ Right to participate in or decline to participate in a research project
- ❖ Right to receive compensation for work
- ❖ Right to have personal property and enter into contracts
- ❖ Right to confidentiality and privacy
- ❖ Right of citizenship and to vote
- ❖ Right to protection from harm
- ❖ Freedom from abuse, neglect, humiliation & retaliation
- ❖ Freedom from financial exploitation
- ❖ Freedom from discrimination of race, color, sex, religion, disability, national origin, age, creed, gender identity, political beliefs, and sexual orientation, socioeconomic status & languages

Human Rights Committee

A Human Rights Committee is responsible for making sure that your human rights are promoted and protected. The Human Rights Committee consists of a client, advocate, parent of a person with a disability, community support service worker, therapist, and a case manager.



Reports of violations of your human rights such as abuse, breaches of confidentiality, or unreasonable denial of services should be submitted in writing to the committee.

Funding Sources



Van Buren Job Opportunities is funded, in part, by Iowa Vocational Rehabilitation Services; Medicaid Waiver Services; County, State, and Federal government agree

2020 Edition

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