

Career Opportunity Development, Inc.

**SUPPORTED EMPLOYMENT
SERVICES**

CONSUMER HANDBOOK

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FORWARD:

On behalf of Career Opportunity Development, Inc. (CODI), we welcome you as a new consumer to Supported Employment Services. This manual will help you learn about our services, activities, and opportunities.

Our goal is to help you find a job in your local community, to assist you in maintaining that work position, and to help you advance in your career choices. We will assist you in achieving the specific goals that you and your support team have decided are best for you. After you read this manual, please address any questions with your Employment Specialist.

CODI shall not discriminate against an individual due to race, color, culture, creed, religion, sex, pregnancy, familial status, affectional or sexual orientation, gender identity and expression, age, ancestry, national origin, nationality, ethnicity, language, socioeconomic status, marital status, domestic partner or civil union status, liability for military service, political belief, atypical hereditary cellular or blood trait, genetic information, mental or physical disability including perceived disability, obesity, HIV or AIDS, alcoholism or substance use who may or may not be in treatment or recovery from substance use with legitimately prescribed medication[s] or other status protected by applicable federal, state or local law, or the ability to pay the residential service fee.

CRITERIA FOR ACCEPTANCE

1. You have been referred for services by the New Jersey Division of Vocational Rehabilitation Services or the NJ Division of Developmental Disabilities.
2. You have expressed an interest in a job you believe you would like or could be trained to perform. The job that you want is available in your community.
3. The important people (your parents, siblings, and friends) support your desire to work competitively.
4. You can get to a job using Access Link, public buses, taxi cabs, your car, or help from your family or friends. If needed, you are willing to travel.
5. You are willing to work the required hours and schedule of the job you are interested in.
6. You know that getting a job may change your Social Security benefits, health care benefits, and other program benefits or income you are receiving.

PROGRAM LOCATION

Career Opportunity Development, Inc. provides services to you from the following location:

Career Opportunity Development, Inc.
Supported Employment Services
901 Atlantic Avenue
Egg Harbor City, NJ, 08215 609-965-6871
609-965-3099 (fax)

INTRODUCTION TO SERVICES

CODI Supported Employment Services are designed to assist individuals with disabilities in acquiring and maintaining community-based competitive employment.

OVERVIEW OF SERVICES

In Supported Employment Services, an Employment Specialist will help you determine the type of job you want and the type of assistance you need to get and keep a job by completing the Vocational Assessment Form and an Employment Plan. These will assist in understanding your skills, work history, strengths, interests, and abilities to ensure a successful job match. The Employment Specialist will assist you in finding a job and go with you to interviews if you would like.

Once you have found a job, the Employment Specialist will go with you at the beginning to help you learn about your new surroundings and job duties. They will assist you in completing orientation and new hire training. The Employment Specialist may help you understand the job or help your new employer teach you. They will also help you meet your coworkers, learn the general rules of the workplace, and discuss your employee benefits with you.

As you get better at completing your job duties, your Employment Specialist will spend less and less time with you at your place of employment. Eventually, usually within a few weeks, you will be able to work without the assistance of your Employment Specialist. You will continue to be supervised by your employer or immediate supervisor, who will support you daily.

After you have shown the ability to work independently of your Employment Specialist, they will continue to visit you at the job every 2-3 weeks. During these

visits, you should tell your Employment Specialist how things are going on the job. If you need more help, please get in touch with your Employment Specialist right away. If you decide to quit your work position, please tell your Employment Specialist before you do anything. If you choose to look for a new job in a new company, please let your Employment Specialist know your intentions. You can talk to your Employment Specialist about these issues whenever they visit you or call them at the CODI office at 609-965-6871. You should contact your Employment Specialist at any time.

GENERAL GUIDELINES

Work Schedules

Participants who work in community jobs will follow the work schedule set by their employers.

Transportation

It is expected that you will be able to get to and from work using Access Link, public transportation, your car, taxi cabs, or a ride from your family or peers. Your Employment Specialist will assist you in learning to travel to and from work if needed and will accompany you on public transportation vehicles as part of your travel training needs.

Employer Policies

Your employer will have rules and guidelines for attendance, sick time, vacation, holiday time, dress code, benefits, and lunch breaks. The Employment Specialist will help you learn these rules so you can follow them without assistance.

Safety/ Consumer Injury

Your employer will have specific rules regarding safety at the workplace. The employer will review these with you. The Employment Specialist will also help explain the safety rules to you and support you in learning safe work practices.

SERVICE DESCRIPTION

Pre-placement Activities

Pre-placement activities are activities aimed at helping you obtain competitive employment.

These activities may include, but are not limited to, the following:

1. **Resume Development:** Helping you develop a resume to give to potential employers. This resume will list your job goals, educational training, previous work experiences, and accomplishments.
2. **Completion of employment applications:** Helping you obtain, complete, and return job applications to potential employers.

Job Development Activities

Job development is locating a job opportunity in the community that matches your job goal. Some of the ways that you might learn about job openings include:

1. Classified ads in local newspapers
2. Internet postings
3. Personal visits to local employers
4. Information about job openings from friends, relatives, or other people you talk with regularly.
5. CODI staff contacts local businesses and leads the way by hiring people with disabilities within their organization.

Job Matching

Job matching is when your Employment Specialist helps you look at your skills, abilities, interests, and needs and matches them to an available job opportunity in your local community. The Employment Specialist may ask questions about your likes and dislikes to gather this information.

Interviewing Assistance

The Employment Specialist will help you practice answering questions many employers may ask when you interview for a job. They will help you prepare for these questions and show you how to act and dress. The Employment Specialist will accompany you to the interview if you would like.

PAID SITUATIONAL ASSISTANCE

Situational assessment involves “trying out” a job to see if the job fits your interests, abilities, and needs, as well as those of the potential employer. This allows you and the Employment Specialist to see if the job would be a good match for you and to receive paid training.

Job Coaching

Job coaching is the term used to describe the services that you will receive from your Employment Specialist while you learn and remain at your job. When you accept your position, you and your employer will review the type of job coaching support you will receive.

Job Coaching may include:

1. Training at the employer’s workplace to help you learn the job.
2. Linking you with community resources such as a social club or transportation.
3. Suggestions of ways to make your job easier for you to complete your assigned duties.
4. Assisting you to learn the rules and regulations of your new job.
5. Assisting you in getting to know your coworkers and supervisors.
6. Meeting with you off the job to discuss problems or issues related to your work performance.

Follow Along Services

As you become more comfortable in your job, your Employment Specialist will step back or "fade" from your job site but will continue to visit you after you have settled into your job. About twice a month, your Employment Specialist may contact you to ensure you continue to do well on your job if you need this type of support. The Employment Specialist can spend more time with you if you need it to learn new tasks on the job or if you want to see them for moral support. You may also receive additional job coaching if you get promoted or change to a new job.

Job Accommodations and Assistive Technology

If your job requires work site modifications or you need assistive devices to perform it, your Employment Specialist will work with you and your employer to obtain any necessary changes.

SUPPORT SERVICES

Your Employment Specialist can help you find other services in the community that you need that we cannot directly provide. Some examples of these services are listed below:

Identification (ID) Card:

A non-driver identification card from the New Jersey Division of Motor Vehicles (DMV) is available. You can complete an application form online to obtain the ID card. You will need proof of identity before you can begin a job.

Reduced fare card:

A reduced fare card can be obtained from NJ Transit at no cost. The card will entitle you to half-fare on public transportation (buses and trains) during non-rush hours. To get an application, call NJ Transit or your Employment Specialist.

OTHER IMPORTANT INFORMATION

Input

CODI's Supported Employment Services are designed to meet your needs. We want and need your involvement in all aspects of service. Your input is essential to our success in helping you reach your goals. If you have questions or concerns, please get in touch with your Employment Specialist or the Employment Specialist Supervisor. The Employment Specialist and their supervisor are usually available between 8:30 am and 4:30 pm. At all other times, call 609-965-6871 and leave a message. We welcome any suggestions that will help us improve our services.

Benefits

Your employer may provide benefits that could include medical insurance, sick time, vacation time, and other personal benefits. These benefits will vary depending on whether you work full-time or part-time.

Wages

Your employer will pay you an hourly rate established for the position you have been hired to perform. Your salary cannot be lower than the current guidelines for the State of New Jersey minimum wage unless you meet the standards set by the Department of Labor for sub-standard wages, like tipped positions in the food service industry.

KNOW YOUR RIGHTS

You should be aware of your rights as a worker and person. Please refer to CODI's Rights of Individuals Receiving Services.

Grievance and Appeal Procedure

A grievance is an official statement of complaint over something believed to be wrong or unfair. Please refer to CODI's Grievance and Appeal Procedure.

HARASSMENT

Harassment of any kind, including sexual harassment, is prohibited. Harassment is any verbal or physical conduct designed to threaten, intimidate, or coerce an individual into a particular behavior or impair their ability to perform their job. Furthermore, such conduct is against the law. Harassment can include a multitude of unwelcome physical, verbal, or nonverbal behaviors such as offensive jokes, belittling comments, slurs, nicknames, name-calling, physical threats or pictures, ridicule or mockery, insults, offensive objects or images, or other inappropriate actions that create an intimidating or hostile work environment. Harassment can include sexual harassment, sexual advances, requests for sexual favors, quid pro quo harassment, and other verbal, nonverbal, or physical harassment of a sexual nature. If you believe you are being harassed, immediately inform the harasser that you find the behavior offensive and that such language or behavior is against policy and ask them to discontinue such actions. If the harassment continues, immediately report the incident to your supervisor. If harassment occurs in your new job, you may ask your employment specialist to advocate for you with your employer.

ACCESS TO CONSUMER FILE

All file information is confidential. You have the right to view your file, but you must follow the following procedure.

The Consumer Request for File Information Form must be completed and signed by the consumer or guardian, if applicable. Upon completion, this form will be submitted to the Chief Compliance Officer, who will review the request and respond within ten (10) working days. Note: Only CODI-generated reports and documentation will be released.

POLICY REGARDING INPUT FROM INDIVIDUALS SERVED

CODI Board of Directors, President/CEO, management, and staff are committed to providing quality services that meet consumer needs within the organization's mission/vision. Program development considers the needs, expectations, and input of individuals served as expressed in satisfaction surveys and individual and group communication. Input is gathered minimally during intake and annually thereafter.

YOUR RESPONSIBILITIES

1. Job Seeking: You must be actively involved in all aspects of your job search and consider realistic job offers that match your employment goal(s).
2. Employment: Your employer will have policies and procedures that you will need to follow to stay employed. You are expected to try your best to follow the work rules for attendance, punctuality, safety, lunch and break times, and all the other policies your employer may have in place.
3. Respect: You should always try to show respect for CODI staff, employers, and coworkers.
4. Transportation: You must be able to use any means of accessible transportation that is available to you. You must be willing to be travel trained, if necessary. Transportation fees are your responsibility.
5. Cooperation: You must cooperate and get along with staff, supervisors, and coworkers to the best of your ability.

**CAREER OPPORTUNITY DEVELOPMENT, INC.
SUPPORTED EMPLOYMENT SERVICES CONSUMER HANDBOOK
ACKNOWLEDGEMENT FORM**

I, _____, hereby acknowledge that I have received a copy of the CODI Supported Employment Services Consumer Handbook. This manual provides the necessary information on policies, assistance techniques, guidelines, and various options available to me through this service area.

Consumer Signature: _____

Date: _____

Employment Specialist Signature