



ELMVIEW

Participant Handbook

Welcome to Elmview's Employment and Community Services

All of us look forward to working with you and helping you achieve your employment and community goals. We hope that you will enjoy working with us. We will do all that we can to ensure our programs benefit you.

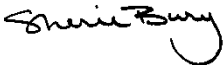
This handbook explains policies and procedures that Elmview staff use in providing services to protect and promote the rights of all persons served. It lets you know what is expected of you and what you should expect from Elmview staff.

Please keep and use the handbook. If anything is not clear to you, let us know. If you need the handbook in an alternate format to understand the materials, please let us know. If at any time you misplace this handbook, simply ask your Elmview Staff for a replacement.

We are pleased you chose Elmview. We want you to reach your goals and have a great experience working with us. If you have any questions, feel free to ask your Elmview Staff or Elmview Program Manager.

If you are unhappy with the services, please feel free to contact me directly at 509-925-6688 or sherieb@elmview.org.

Thanks,

A handwritten signature in black ink that reads "Sherie Bury". The signature is written in a cursive style with a large, looping flourish at the end of the name.

Sherie Bury
Chief Executive Officer

Table of Contents

| | |
|--|----|
| Elmview | 3 |
| Vision | 4 |
| Mission | 4 |
| Core Values..... | 5 |
| Services: | 7 |
| Employment | 7 |
| Person Centered Planning..... | 7 |
| Assessment..... | 7 |
| Job development..... | 8 |
| Job coaching..... | 9 |
| Long-term support | 9 |
| Roles and Expectations: Job Seeker | 11 |
| Roles and Expectations: Families, Guardians & Residential Support | 12 |
| Referrals and Funding | 14 |
| Community Inclusion..... | 16 |
| Person Centered Planning..... | 16 |
| Outcomes | 17 |
| Referrals, Eligibility and Funding:..... | 18 |
| Community Engagement..... | 18 |
| Service Provided:..... | 18 |

| | |
|--|-----|
| Expectations:..... | 19 |
| Outcomes:..... | 20 |
| Referrals, Eligibility and Funding:..... | 20 |
| Rights and Responsibilities:..... | 211 |
| Participant Rights | 211 |
| Grievance Policy | 22 |
| Appendix A: | 25 |
| Elmview Company Information | 25 |
| Ellensburg:..... | 25 |
| Yakima:..... | 25 |
| Wenatchee:..... | 25 |
| Appendix B: | 26 |
| My Employment Information..... | 26 |
| Work History: | 27 |



Elmview

Parents and community advocates founded Elmview in 1965 to ensure that people with disabilities could remain in their communities. Through the years, the organization has grown, but our core purpose remains the same. Elmview assists people to live full and productive lives in their communities.

Vision

Elmview will be an acknowledged leader in developing communities which recognize the contributions of all.



Mission

Elmview equips people to identify and reach their maximum potential throughout their lives.

Core Values

- **Empowerment**: People are supported to pursue their unique interests and goals. Each person takes charge of his/her life. Staff listen, support each person to exercise their power and choice, present options and choices for actions, and encourage self-reliance and independence.



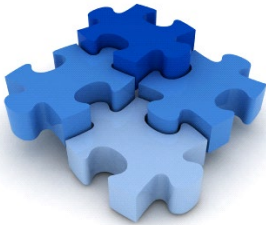
- **Competence**: People served acquire the skills needed to accomplish their goals and continue their growth as individuals.



- **Status**: Positive recognition is the foundation for building self-esteem. Services aid in attaining the desired status and positive recognition.



- **Relationships**: Relationships lend meaning to life. Elmview staff work to build bridges and foster connections for those served.



- **Integration**: People connect to communities in a variety of ways. Staff work to identify ways for people to increase community participation, support choice about work and community, provide information about community events and activities, and advocate for community activities which include all people.
- **Health and Safety** – Elmview promotes actions that enhance physical and emotional well-being.



Services:

Employment

Elmview’s employment program supports individuals who want to work. Elmview's Individual Employment services are part of an individual's pathway to employment and are tailored to individual needs, interests, and abilities. These are individualized services necessary to help individuals obtain and continue integrated employment.

Person Centered Planning

You may not be sure about the kind of work you want to do or the kind of place you want to work. Elmview can help you



develop a plan that is based on your preferences and skills. We will explain opportunities and choices that help create a plan. A good plan often includes the involvement and support of family and friends who can also help you stay

on track toward your employment goals.

Assessment

An Assessment will provide you with experience and information to help you decide about your future employment. It will give you an opportunity to try different tasks for a short time and give you a better idea of what the work would be like. The result of the assessment process is that you know more about what you want to do and what skills you can offer a workplace.

Job development

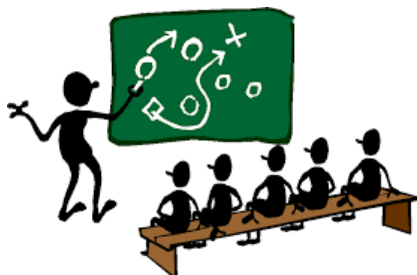
We approach businesses individually to find the right job for you. It is your Employment Specialist's job to create opportunities for you to be successful in showing businesses your skills and attributes. We will do some job development activities with you and others we will do on your behalf. We will contact you if we find a job that we think may interest you. If you are interested in the job we will help you prepare for the interview and will go with you to provide support. If you find a possible job opportunity on your own during the job development process, Elmview staff will help you apply for the job and follow up with the contact person. When you get a job, you will be responsible for the following things:



- Participating with all of the activities the employer requires in the hiring process. This may include, filling out paperwork or online forms, attending orientation, or getting training. It could also mean taking a drug test or having a background check. We will help you with the forms and any classes and meetings you need to attend.
- Plan how you will get to and from work. We can help you figure this out.
- Appropriate dress for your work environment and be sure to be at work on time and looking good. You may be required to buy uniform or appropriate attire. Elmview can help you with this.

Job coaching

Once you get a job we can help negotiate with your employer for the support that you will need to be successful. You will be trained by your supervisor and



coworkers, but we can also be there to help you learn your job tasks, improve performance and build coworker relationships. Generally, in

the beginning stages of your job, you may need a lot of job coaching because there are so many new things. Your employment specialist will identify specific needs and create tools or strategies to increase your independence and success at work. When you can do the job well enough on your own, we will not be with you on the job, but will check in with you and your employer periodically to see if you need any support. The result of job coaching is that you and your employer get support to make sure you are successful.

Long-term support

Depending on your needs and the availability of resources, Elmview could continue to provide you with long-term support. As part of a long-term support agreement, Elmview will be available to you and your employer as long as you need the assistance. We will develop service plan goals for your career advancement. Once you, your supervisor, and your Employment Specialist are all confident with your new work, your job coach will start to fade from your job site, eventually only checking in with you and your supervisor.

However, your job coach will always be available as a resource for you and your employer. If at any time, you are struggling with one of your tasks or are learning a new task; your job coach will step back in to offer assistance. It is our job to help you feel supported throughout your entire career.



Some ways we provide ongoing support:

- Checking in with you and your employer to see what is new
- Advocating for you to get expanded responsibilities in your job
- Helping you learn new tasks in your job
- Strengthening your coworker relationships
- Making sure a new supervisor or coworker knows how to best support you
- Providing additional training or retraining
- Providing creative accommodations to help your performance
- Helping troubleshoot issues with coworkers or supervisors
- Finding another job if you lose your job or desire a new job

Roles and Expectations: Job Seeker

Expectations

Your job search and your future job should be your first priority over extracurricular activities, volunteering, and friends. You may have to reschedule activities to fit around your work schedule once you get a job. When your

Employment Specialist finds job opportunities, he or she expects that you help apply, advocate for yourself, and attend interviews.

Whenever you get together with your Employment Specialist to

talk to businesses or to attend interviews, you should be dressed professionally. An example of professional dress could include: slacks, black shoes and socks, and a button down shirt. It is really important that you conduct yourself professionally wherever you go, because your Employment Specialist will be talking to businesses that may know you or recognize you. You want people to remember you for good reasons, such as your politeness or friendliness.



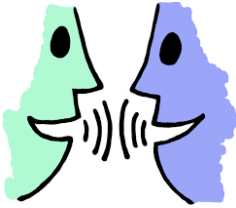
Reality of a First Job

Your first job will probably not be your dream job. In order to get hired at your dream job, you need to have work experience and professional references. Your first job will be something that you enjoy, and will give you the opportunity to gain work experience, build connections and earn money. Even though it may not be your dream job, it will still

require that you take it seriously and demonstrate dedication.

Communication with Employers

It is the job of Elmview to maintain support and communication with you and your employer throughout



your career. Conversations surrounding requests for a vacation, requesting additional hours, schedule changes, etc., should involve your Employment Specialist. Elmview has a working

relationship with the business and the expertise to assist with these conversations.

Roles and Expectations: Families, Guardians & Residential Support

Expectations

We will need your support during the assessment and job development process. This may mean providing transportation to or from interviews or appointments, scheduling around interviews, and providing professional attire. Your Employment Specialist will give you as much notice as possible for scheduled appointments, but some events may be beyond his or her control. Your Employment Specialist will seek employment that meets the desired job and number of working hours; however, limitations placed on employment may increase time it takes to find a job. Please be open to exploring a range of job types, work schedules, and businesses. Once a job is secured, work

needs to be a priority over extra-curricular and volunteer activities. A work schedule is determined based on a business' needs. This means that, while your Employment Specialist may advocate for certain hours, shifts are ultimately determined by the business. Attendance is an important way to demonstrate commitment to his or her position. The new job needs to be treated with the same respect that any other paid job receives. This means that the participant arrives on time every day, ready to work. If you have any questions or concerns to address with an employer, please inform your Employment Specialist rather than approaching a supervisor yourself.

Your Role

You will have the opportunity to support the job search or new job by providing or arranging transportation, ensuring that he or she is dressed professionally or in uniform, and communicating any questions or concerns to your Employment Specialist in a timely manner. Your employment agency is a resource for you, so don't hesitate to use them. While you will not be directly looking for a job for your son or daughter, first jobs are often based off of personal connections. Start thinking about people you know who own or work at different businesses, stores, restaurants and other places that you have community connections. Ask your Employment Specialist to follow up with any leads you may have.



Referrals and Funding

Since Elmview is providing you support in finding and keeping a job, and your employer expects help from us with your training and support, you will need to plan for how these services will be paid. Funding for our services can be confusing, so if you don't understand, ask us and we will try to explain. The following are a few options you may consider:

Division of Vocational Rehabilitation (DVR)

The Washington State Division of Vocational Rehabilitation,



an agency within the Department of Social and Health Services, is one possible source of funding for your support. It is to your advantage to go through DVR's intake process. You can then be

considered for the range of employment services you will need. If you are eligible for DVR, a service delivery plan will be developed that explains the specific service Elmview is providing to you. Resources through DVR are time limited, designed to help you get a job and support you for the first three months. DVR does not pay for long-term support.

County Developmental Disabilities Programs



Once the time-limited resources from DVR stop, you may be eligible for Kittitas, Yakima, Chelan or Douglas County Developmental Disabilities Program. Elmview has contracts with these four counties to provide long-term support for individuals. This funding enables Elmview to check in on you and your employer for as long as you are employed. Contact your Division of Developmental Administration case manager to find out if you are eligible.

Private pay

When DVR funding stops and support from your county is not available, you can pay privately for any continued necessary assistance. If you are an SSI or SSDI recipient, your support services could be considered a work-related expense, and we can help you set up a Plan for Achieving Self



Support (PASS) or an Impairment Related Work Expenses (IRWE). The PASS and IRWE are set up through the Social Security Administration. They allow you to pay for your support services by using income from your gross earnings. These plans help people pay for services such as work-related counseling and equipment needed for the job. In most cases paying for services will increase your benefits. Please contact your benefits planner to find out how these plans will affect your benefits.

Community Inclusion

The Community Inclusion program supports individuals to thrive by learning how to engage in their local community.



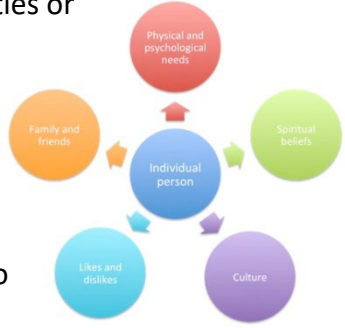
Community Inclusion services are individualized services provided in typical community settings.

Elmview staff provides opportunities to learn, practice, and apply skills that promote

greater independence and inclusion.

Person Centered Planning

You may not be sure what activities or events are available in your community. Elmview can help you develop a plan that is based on your interests. We will explain opportunities and choices that help create a plan to meet your goals. A good plan



often includes the involvement of family, friends or other supports that can help you stay on track toward your goals.

Outcomes

Elmview staff will assist you in finding activities where you can contribute and develop relationships with people in your community who are not paid staff.



Community inclusion supports can:

- Improve quality of life
- Maximize inclusion and connection with the wider community
- Help with friendship, social connection and education
- Increase confidence, social skills and presence in your community
- Increase support to pursue your goals and dreams
- Increase independence

You will always have appropriate support to safely participate in community activities; however, your staff may not always be present. The ideal outcome of Community Inclusion is you develop relationships with others who have similar interests who will support you in the activity so your staff can fade from one activity and look for additional opportunities for you to participate in your community.



Referrals, Eligibility and Funding:

Community Inclusion is available to individuals 62 years or older; or individuals who have participated in Employment services for 9 months and choose Community Inclusion services instead of continuing Employment. Referrals and funding most often come from Developmental Disabilities Administration's Case Managers. If you feel like you might benefit from this service, please contact your DDA case manager.

Community Engagement

Elmview's Community Engagement Services can help you get out and about in your town. Our Community



Engagement staff works with you to explore your community. We work to see where you would like to go, what you would like to do, and how you would like to be connected. Our

staff knows the community, what there is to do, how to connect, and will help you grow your own connections.

Service Provided:

Our Community Engagement staff will:

- Meet with you to provide assistance in accomplishing goals stated in the service plan developed by you and your case manager.



- Develop strategies with you to connect with community resources, based on your interests and needs.
- Bring you together with local community members for mutual benefit and activities.
- Gather information needed to enhance participation in your community.
- Teach new skills or build on skills you have
- Help you overcome challenges or obstacles
- Support more community involvement
- Enhance interpersonal skills
- Develop creative, flexible strategies to connect you with community resources
- Help you build healthy relationships with local community members



Expectations:

While working with our Community Engagement staff you can expect:

- A strong positive relationship with our staff
- An opportunity to build relationships with other people in your community
- Support to take part in more community activities



- Support to strengthen your circle of connections in the community

Outcomes:

Elmview goes above and beyond to make sure you are:

- Confident going out in your community
- Successful developing and maintaining relationships
- Living a full and inclusive life.

Referrals, Eligibility and Funding:

Community Engagement is available on the Individual and Family Services waiver.


Referrals and funding most often come from Developmental Disabilities Administration's Case Managers. If you feel like you might benefit from this service, please contact your DDA case manager to find out if you are eligible.



KNOW YOUR RIGHTS

Participant Rights

I HAVE THE RIGHT:

1. To be treated with dignity and respect in a way that helps me grow, learn new skills and develop increased self-esteem. 
2. To tell the staff or director if I don't like something or want to change something about my vocational program or plan.
3. To not be humiliated, neglected, abused, or exploited.
4. To be free from retaliation from Elmview Administration or staff if I make a report of abuse or neglect of myself or another participant in the programs.
5. To have any information about me or in my records to be private and confidential. Only people who are allowed to have this information will have it. I must give my written permission before anyone else obtain or this information. I may have copies of any of my records, reports or plans at any time with a written request from me.

6. To give my written permission, with a release for any type of information or data to be used for research or study projects.
7. To be listened to and to make a decision about my own individual program, goals, and objectives. To be encouraged and supported to figure out what I want and need in my job, and to have assistance I need to reach my vocational goals. I understand my plan may be amended at any time if the participant, employer, and the agency agree and sign upon the changes.
8. To ask my Case Manager or DVR Counselor, to take me out of the Vocational Program if I am not satisfied with the service I am receiving.

Grievance Policy



Grievance: A complaint or a problem with another person staff or program participant or an Elmview procedure or policy.

If you have a work related complaint, try to solve the problem yourself or with the help from your staff or advocate. If you cannot solve the problem you may use the grievance procedure/policy:

1. You or your advocate will notify the Program Administrator as soon as possible that you have grievance.
2. Within **5 working days**, the Program Administrator will have a meeting with you and, if you wish, your advocate.
3. At that meeting, you and your advocate will explain why you have a grievance.
4. The Administrator will investigate the grievance and present the findings and or actions in written form to you within **3 working days** of the meeting.
5. If you are not satisfied, you or your advocate may request a review by the Executive Director. The Executive Director will review your grievance and give a written response within **5 working days**.
6. If you are still not satisfied, you may request that the grievance be sent to the Chairperson of the Personnel Committee of the Elmview Board of Directors. The Board will review your grievance and give written feedback, recommendations, etc. The Board review completes Elmview’s grievance procedure. The Elmview Board of Directors reviews ALL grievances on an annual basis.



You may notify your Case Manager, Guardian, Counselor, State Protection and Advocacy System, Client Assistant Program (CAP), Central Washington Disability Resource Center (CWDR), etc., of the problem at any time in the process. At no time will anyone make you feel that you are

being punished for advocating for yourself or will any negative measures be taken because you filed a grievance.

A time extension may be allowed at any time during the process with agreement of both sides.

Appendix A:

Elmview Company Information

Ellensburg:

Administrative Office hours: 8am – 5pm

Phone Number: 509-925-6688

Fax Number: 509-962-5883

Executive Director: Sherie Bury sherieb@elmview.org

509-925-6688

Program Manager: Cass Schonert cass@elmview.org

509-925-6688

Mailing Address: PO Box 66

Ellensburg, WA 98926

Physical Address: 204 E 6th Ave

Ellensburg, WA 98926

Yakima:

Administrative Phone Number – 509-925-6688

Program Manager: Rafael Diaz- rafaeld@elmview.org

509-899-1429

Address: 701 N 1st Street #103

Yakima, WA 98902

Wenatchee:

Administrative phone number: 509-925-6688

Program Manager: Carma Arrington carmaa@elmview.org

509-860-4248

Address: 23 S Wenatchee Ave, Suite 114

Wenatchee, WA 98801

Appendix B:

My Employment Information

My Elmview Staff is: _____

My Staff's phone number: _____

I work at: _____

My supervisor is: _____

Phone number at work: _____

My job duties are: _____

Work History:

Employer: _____

Phone Number: _____

Date From: _____ To: _____

Job Title: _____

Supervisor: _____

Duties: _____

Employer: _____

Phone Number: _____

Date From: _____ To: _____

Job Title: _____

Supervisor: _____

Duties: _____

Employer: _____

Phone Number: _____

Date From: _____ To: _____

Job Title: _____

Supervisor: _____

Duties: _____

Employer: _____

Phone Number: _____

Date From: _____ To: _____

Job Title: _____

Supervisor: _____

Duties: _____



ELMVIEW

Contact us:

204 E 6th Ave

P.O. Box 66

Ellensburg, WA 98926

509-925-6688

sherieb@elmview.org

[**www.elmview.org**](http://www.elmview.org)

*Elmview is accredited by the
Commission for the Accreditation of Rehabilitation Facilities
(CARF)*