

Skookum Community Employment Services

Client Handbook

Learn More & Stay Up to Date:

You can learn more about CES, view our recent newsletters, or download the current version of the CES Client Handbook by visiting our website at:
<https://www.skookum.org/client-services/>

Now on Facebook!



Follow us at @SkookumCES

Handbook Version: 04.19.2022

Skookum CES is Committed

CES is committed to ensuring that our staff, persons served and other stakeholders exhibit awareness and sensitivity to the diversity and inclusion of our service delivery areas. This includes (but is not limited to) race, ethnicity, culture, age, disability status, veteran status, gender, gender identity or expression, sexual orientation, religious or spiritual beliefs, socioeconomic status, and language.

NOTE: We are happy to provide an American Sign Language (ASL) interpreter or English as a Second Language (ESL) translation services upon request.

If you would prefer any CES forms or information in an alternative format (for example: an alternative language, read aloud, audio computer file, in Braille or in large print, or other), please notify your Skookum staff member.

All policies and procedures are reviewed and refined annually to support individuals according to the Skookum Mission Statement. All policies apply to all Skookum CES services unless otherwise noted.



Welcome to Skookum Community Employment Services

Skookum is a non-profit organization that helps individuals with disabilities obtain and maintain employment. Skookum has been providing supported employment services for people with disabilities since 1988

SKOOKUM MISSION STATEMENT

Creating Opportunities for People of all abilities

The Skookum Community Employment Services Values

We believe everyone has a voice and the right to be heard

We believe everyone has a right to paid employment and is employable

We believe everyone has the right to make choices and we will respect them

We believe everyone has value

Contact Information:

Bremerton, WA

PO Box 5359

4525 Auto Center Way

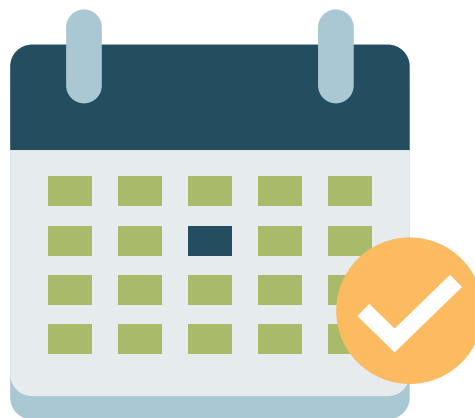
Bremerton, WA 98312

Phone: (360) 475-0756 ext. 347

Hours: 8 am to 4 pm Monday - Friday

Local program service offices and operational hours may vary based on client need. Skookum offices are closed on the following holidays*:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day



*Some CES services may be provided based on client needs, on a case-by-case basis.

MEET THE TEAM



Amanda Bird
*Community
Employment Services
Manager*



Jamie Handy
*Employment
Specialist*



Caitlin Hartzell
*Employment
Specialist*



Elizabeth Yeager
*Employment
Specialist*

OUR SERVICES

DISCOVERY

This process helps us see what your work skills & strengths are, how you work in different environments, and the kinds of support or accommodations you might need. Skookum follows the Person-Centered approach in the Discovery Process.

May include:

- Job shadowing, where you can look around, ask questions, and learn about different jobs
- Informational interviews, where you can ask questions of an employer and get practice interviewing
- A job tryout, where you work for a company for a limited amount of time on a volunteer basis and are given feedback

COMMUNITY-BASED ASSESSMENT (CBA) / TRIAL WORK EXPERIENCE (TWE)

A Community-Based Assessment or Trial Work Experience can help you figure out your job/career goals, identify and assess your skills and strengths, and identify what kind of support you may need.

Services include:

- Placement into a short-term volunteer position which matches your skills and job interests
- Staff assessment of your skills, strengths, abilities, and what kind of supports & accommodations may be helpful
- Identifying potential jobs or job titles that may match your skills & interests
- A written vocational assessment report to help you with career planning and deciding on your next steps

INDEPENDENT LIVING SKILLS TRAINING (IL)

If you have barriers in your personal life that are keeping you from being fully job-ready or being successful on the job, Independent Living Skills Training can help you learn or improve independent living skills to become more independent in your day-to-day life.

May include help with:

- Learning to ride public transportation
- Managing your budget & paying your bills
- Scheduling & attending doctors' appointments
- Home & personal organization skills
- Interpersonal & social skills
- Time management & attendance
- Self-advocacy, self-care, & self-protection
- Accessing community resources & benefits programs

Job DEVELOPMENT / Job PLACEMENT

- We will help with:
- Creating a resume and/or cover letter
- Creating and identifying appropriate job leads
- Networking with local employers
- Completing and submitting job applications
- Preparing and practicing for job interviews
- Filling out paperwork and obtaining job-specific clothes

Job COACHING / Job RETENTION

Skookum will help by:

- Helping you learn your job tasks
- Checking in with you and your employer periodically to ensure you are meeting your employer's expectations
- Assisting if your job duties change and/or if you need extra training
- Identifying and implementing needed accommodations for job success and support

SKOOKUM IS CARF-ACCREDITED IN:

- Employment Planning Services (EPS)
- Community Employment Services (CES)
 - Job Development (CES:JD)
 - Employment Supports (CES:ES)



ELIGIBILITY REQUIREMENTS

To receive services from Skookum you must:

1. Be 16 or older. If you are an adult who has been appointed a legal guardian, your guardian must authorize all services, activities, and documents.
2. Have a documented disability and need support to participate in your local community or to find/keep a job.
3. Be able to care for medical or personal care issues such as toileting, feeding, hygiene, and taking medication -OR- have reliable support to address such needs. Skookum staff are not able to provide assistance with medical and personal care needs.
4. Be willing to actively participate in the program.
5. Have an accessible and available method of transportation. For most services, Skookum staff are not able to provide transportation.
6. Satisfy background checks requirements under some CES programs as per the Washington Administrative Code (WAC).
7. Have a way to pay for services, usually through one of the following agencies:
 - Washington State Department of Vocational Rehabilitation (DVR)
 - Foundational Community Supports (FCS) through Medicaid funding
 - Social Security's Ticket to Work Program

NOTE: At this time, CES is not accepting private pay clients. Services must be funded through one or more of the above agencies.

CLIENT RIGHTS AND RESPONSIBILITIES

As a client, you have a right to:

- Be treated with respect and dignity.
- Be free from any kind of neglect, humiliation, punishment or abuse (isolation, improper constraints, verbal, mental, physical, sexual, and/or being taken advantage of with your money or in any other way).
- Be free from unfair treatment because of your race, color, origin, gender, religion, age, mental or physical disability, sexual orientation, gender expression or identity, genetic information, veteran status, or any other classification protected by federal, state or local law.
- Have access to someone who can help you legally when you feel your rights have been violated and have them gather the facts and help resolve the issues.
- Talk privately and confidentially about any concerns you may have.
- Make a complaint and not have someone "get even" with you.
- Seek help or request information regarding self-help or support services that may be available and receive services that won't put your job or services at risk.



- Have privacy and confidentiality of your client records. Only permitted by law where Records may be released without your permission.
- Obtain access to your own client records upon request.
- Make choices and decisions regarding what services you receive, who provides those services, and the level and type of support you receive.
- Receive information in a format of your choice that's easy for you to understand.
- Have quick access to information in order to make choices about your life.
- Work in a respectful workplace.

As a client, you are responsible for:

- Reporting any abuse or unfair treatment by anyone to someone who will help you.
- Letting your Community Employment Specialist know when you are having trouble doing your job duties.
- Letting your Community Employment Specialist know if you have any questions about the services you are receiving.
- Following Skookum's policies and procedures: Respectful Workplace, Safety Policies.
- Keeping appointments with Community Employment Specialists.
- Letting your Community Employment Specialist know if there are any changes, such as to your health or contact information
- Understanding that your client rights may need to be waived or end if there is an emergency in which you are considered to be dangerous to yourself or others.
- Understanding that you will be an employee of the business/department that hires you. Skookum does not hire all job seekers through CES.

YOUR RIGHTS UNDER THE ADA

As a person with a disability, you have certain legal rights under the Americans with Disabilities Act (ADA).

The ADA is meant to ensure that people with disabilities have the same rights and opportunities as everyone else. It prohibits discrimination in employment, schools, transportation, and all public & private places which are open to the general public.

EMPLOYMENT RIGHTS

One important thing ADA requires is that most employers provide "reasonable accommodations" to qualified applicants and employees with disabilities. This means that employers generally have to provide or allow changes to the hiring & application process, the job itself, the way work is performed, or the work environment, to allow individuals with disabilities to complete their job tasks and enjoy equal employment opportunities.

Reasonable accommodations might include a change in work schedule or hours, special tools or equipment, on-the-job coaching, or extra breaks, among other things. If you think you might need a reasonable accommodation for your job or for applying to jobs, your Community Employment Specialist can help.

ADA RESOURCES

If you have questions about the ADA or what your rights are under the ADA, please contact your Community Employment Specialist. Your Employment Specialist can also help advocate for you or support you in advocating for your own rights.

You may also find the below resources helpful:

1. ADA National Network: <https://adata.org/>
2. Northwest ADA Center: <https://nwadacenter.org/>
 - Phone: 800-949-4232 (Toll-Free) or 711 (TTY Relay)
 - Email: nwadactr@uw.edu
3. Job Accommodation Network (JAN): <https://askjan.org/>
 - Phone: (800) 526-7234 or (877) 781-9403 (TTY)

REPORTING ADA VIOLATIONS

A variety of different federal agencies help enforce the ADA and investigate claims of ADA violations. For Title I of the ADA (which includes employment), that agency is the Equal Employment Opportunities Commission (EEOC).

To learn more or contact the EEOC:

1. Website: <https://www.eeoc.gov/>
2. Phone: 1-800-669-4000 (Toll-Free)
 - 1-800-669-6820 (TTY) or 1-844-234-5122 (ASL Video Phone)
3. Email: info@eeoc.gov

SKOOKUM PRACTICES & POLICIES

CES STAFF TRAINING

- Staff are informed about national, state, and county laws.
- Staff are required to follow a rigorous new hire and yearly training program to keep informed of policy and industry changes.
- All CES staff who work with clients are required to obtain & maintain active First Aid and Cardiopulmonary Resuscitation (CPR) certification.

CLIENT CAPACITY

When Skookum reaches client capacity, we communicate with the referring agencies. When we are able to accept more clients, another communication will be sent to the referring partners. Please also see Skookum's Non-Discrimination Policy located in this handbook.

CONFIDENTIALITY POLICY - HIPAA

All information we have about you will be kept confidential and will not be given without your permission or knowledge. Your progress will be reported to the funding agencies. Skookum follows all local, state, and federal requirements for protecting your information.

RELEASE OF INFORMATION

Information in client files and computer systems will not be revealed unless approved in writing by you, your legal guardian, by the authority of law or by court order.

USE OR POSSESSION OF WEAPONS

CES clients are prohibited from carrying or using weapons of any kind while on Skookum property, including within Skookum offices and in company vehicles. This includes knives and guns, even if you have a concealed carry permit.

If you are unsure whether something would be considered a weapon or is allowed on Skookum property, please contact your CES Employment Specialist.

PROTECTION FROM ABUSE POLICY

Skookum clients have the right to:

- Be free from harm, any kind of abuse or punishment, including verbal, mental, physical, sexual abuse and/or personal or financial exploitation.
- Be free from unnecessary medication, restraints, seclusion, abandonment and/or unnecessary restrictions.
- Express concerns and complaints without getting in trouble.

CES POSITIVE INTERVENTION POLICY

CES staff are committed to treating all clients with dignity & respect, and to making sure clients, staff, and others remain safe at all times.

Sometimes, when people are afraid, anxious, frustrated, or overwhelmed, they have a hard time handling the situation they're in. Our goal is to get to know you as an individual so we can recognize when you might be reaching your limits and what you find stressful or overwhelming. We want to learn the best way to support you in staying safe, keeping others safe, growing as a person, and learning how to treat others with the same respect you deserve.

Some things we may do to support you in a positive way include:

- Using positive language, offering encouragement, and using a positive tone of voice
- Offering or suggesting a different action, or explaining what could happen if you do certain actions (benefits and consequences)
- Giving you some extra "space" or "breathing room"
- Verbally changing the subject to help you focus on more positive or enjoyable things
- Suggesting or helping you leave an environment that is stressful, overwhelming, or "too much" for you

USE OF RESTRICTIVE PROCEDURES, SECLUSION, OR RESTRAINT

Skookum follows all DOA policies, WACs, and RCWs regarding the use of seclusion, restraint, or restrictive procedures.

In some cases, CES staff may assist you in leaving an unsafe area or moving to an area that is away from others. If that happens, your Employment Specialist will make sure to stay near you at all times.

CES staff will never isolate or seclude you in an area by yourself, or lock you in a room.

If an immediate emergency occurs, CES staff may need to temporarily physically assist you to keep you safe. (For example, physically helping you with leaving a building.)

If this happens, staff will immediately tell you when it's safe and the next steps needed to keep safe. Staff will use the least restrictive intervention possible.

Any use of emergency procedures will be reported according to Skookum's mandatory reporting policy, DOA policy, and applicable state, federal, and local law.

MANDATORY REPORTING POLICY (DDA POLICY 6.08, 12.01, 15.03; RCW 7 4.34, 26.44)

Prior to working with clients, Skookum staff receive training on what would be considered an incident or event, and what would be considered a "critical incident." Staff are trained annually on proper critical incident procedures. CES staff are mandated reporters. If an incident occurs or CES staff have reasonable cause to suspect that a vulnerable adult has been abused, improperly restrained, isolated, neglected, exploited, or abandoned; staff are required by law, Skookum policy and DSHS policy to report the incident to the appropriate state and local agencies, including guardians and/or law enforcement, as applicable.

- When Employment Specialists become aware of a potential reportable incident, they will contact the Vocational Director immediately.
- Any accused CES staff members will not work with clients until an investigation has been completed.
- The Employment Specialist starts the incident report, then gathers pertinent information about the incident with observable and measurable data from those who witnessed the incident.
- The Employment Specialist completes the incident report within the required timeframe. (Either 1 hour or 1 business day, as specified in DOA Policy 6.08.)
- The Employment Specialist signs the completed report and sends a copy to the Vocational Director within 24 business hours of becoming aware of the incident.
- The Vocational Director reviews & signs within 1 business day of receiving the incident report.
- The Employment Specialist faxes the report to the appropriate parties within 24 business hours of becoming aware of the incident. The report will always be faxed to the appropriate county and the client's DOA Case Resource Manager (CRM).
- The Vocational Director conducts a review meeting with CES staff to determine if anything could have been done to prevent the incident and how to handle a possible emerging pattern.

- The signed incident report is saved digitally and/or in hard copy.
- All critical incident reports are reviewed at the end of each contract year. The Vocational Director and CES staff create a written analysis of:
 - Causes
 - Trends
 - Actions for improvement
 - Results of performance improvement plans Necessary education and training of personnel
 - Prevention of recurrence
 - Internal reporting requirements
 - External reporting requirements

SKOOKUM MEDICATION POLICY

- Skookum Contract Services has a "no administration of medications" policy.
- Medications are not to be stored at Skookum Contract Services facilities.
- Persons who need to take medications are responsible for keeping their own medications and taking them on a proper schedule as prescribed by their physician.
- Skookum will work with clients and their employers to establish a plan in supporting medication management.

CES DRUG AND ALCOHOL POLICY

Skookum recognizes that addiction is a complex disease, and that there are many reasons why people may use or abuse alcohol, legal or illegal drugs, or prescription medications that aren't legally prescribed to them.

Skookum does not condone the use or misuse of legal or illegal drugs, but we are also here to support clients with substance use disorders, who may or may not be actively using drugs/alcohol.

Skookum is dedicated to the following to help support clients with substance use disorders and addiction:

- CES will not deny services to someone solely because of a substance use disorder. If you want to receive employment services and meet eligibility requirements, we are here to help.
- Skookum does not require clients to currently be sober, be involved in a chemical dependency treatment program, or have "proof" of sobriety to receive services.
- Although we do not require sobriety or active treatment, we do support clients in working on their sobriety or receiving treatment. We can provide encouragement, collaborate with your treatment team, connect you with resources, and/or help you address issues that may impact your addiction.
- Your Employment Specialist will help educate you on employers' drug and alcohol policies, including drug testing requirements (if any), to help you make informed decisions about applying for or accepting jobs.

Although we want to support all clients with substance use disorders, Skookum also has to follow certain laws and regulations, and we have to make sure that clients, staff, and others remain safe at all times.

Skookum has put the following policies & procedures into place for safety reasons and to stay compliant with funding source, legal, and regulatory requirements:

- Alcohol, legal and illegal drugs (including marijuana), and prescription medications that aren't legally prescribed to you are not allowed on Skookum property, including Skookum offices and company vehicles.
 - Using alcohol or drugs (other than over-the-counter medication or legally prescribed medication) is also not allowed on Skookum property.
 - If you bring alcohol or drugs with you to the Skookum office (or into a company vehicle) or if you are under the influence while at the office or in a Skookum vehicle, we may need to ask you to leave, or we may need to postpone/reschedule a planned activity in the community.
 - If we do have to ask you to leave or postpone/reschedule a planned activity for this reason, you can still return to the office or participate in the activity later, and you will still be able to receive services in most cases, unless otherwise specified. *
 - If you appear to be under the influence (or tell us that you are), it is not safe for you to drive. We will make every effort to help you find a safer transportation option. If you insist on driving while under the influence, we will have to call 911.
 - If CES staff suspect you are having a drug overdose or that you have overdosed on alcohol, we will call 911.
 - CES staff are required to follow mandated reporting requirements, DOA policy, and applicable WACs and RCWs. Staff will follow the CES Incident Reporting Process for the following incidents involving drugs or alcohol:
 - Any drug/alcohol related incident involving a DOA client, vulnerable adult, or child
 - Use or possession of drugs/alcohol while on Skookum property
 - Drug/alcohol related incidents involving violence, aggression, or property damage
 - Driving under the influence
 - Overdose
- * Depending on program/service requirements.

CLIENT EMERGENCY INFORMATION

- CES staff maintain emergency information for all clients on SETWorks, including emergency contacts and pertinent medical information, which can be accessed on a staff member's company-provided laptop.
- For immediate access to emergency information, staff save client information in their company-provided cell phones under the client's first name, including the client's contact information, emergency contacts, and any severe or life-threatening allergies.

ENVIRONMENTAL SITE ASSESSMENT

- Will be conducted by an Employment Specialist before each placement.
- This assessment will look for safety issues and make sure this is a good fit for your interests and needs.
- Your Employment Specialist will review any concerns about the site with you and (if applicable) your legal guardian or other support person(s), so you can make an informed decision.
- While we will do everything we can to address safety concerns, Skookum may need to end/discontinue services if we feel we cannot keep you and/or your Employment Specialist reasonably safe at the job/volunteer site.

SAFETY WALKTHROUGH

- Once a placement is obtained, your Employment Specialist and/or your new Supervisor will go through the safety requirements and emergency procedures for your worksite/volunteer location with you.

ENDING SERVICES WITH SKOOKUM

Separation from Skookum Community Employment Services may occur if you:

- Request termination from services
- Present barriers to employment which we can't currently help you overcome
- Refuse to follow necessary safety processes & procedures or request services at a job/volunteer site which is significantly unsafe for you or CES staff
- Demonstrate unwillingness to cooperate with staff or contractual agreements
- Can no longer be reached or contacted (for some programs/services)
- Successfully complete contracted vocational services from the referring agency
- Want to transition to another service provider or employment vendor
- No longer meet eligibility requirements

TRANSITIONING TO ANOTHER VENDOR

If you want or need to transition to another service provider or vendor, Skookum will coordinate with you, the funding/referral agency, and (if needed) your new provider/vendor to ensure a smooth transition of services.

EXIT SUMMARY

An Exit Summary will be created for all clients exiting services, summarizing the services you received, the outcome(s) or result(s) of services, and any recommendations for additional resources or services. CES staff will make every effort to provide the Exit Summary to both the client and funding/referral source unless otherwise specified or requested.

A graphic of a teal-colored notepad with two silver binder rings on the left. The notepad has several horizontal lines. The words "Exit Summary" are written in a black, cursive-style font on the first line.

Exit Summary

SKOOKUM EMPLOYEE STANDARDS OF BEHAVIOR

Skookum expects that everyone will act responsibly to establish a pleasant and friendly environment. If an individual feels they have been subjected to any form of disrespectful behavior or abuse, that individual must notify their immediate Supervisor/Job Coach or another member of management immediately. It is strongly encouraged to report such conduct within three calendar days of the offense. Individuals are not required to approach the person who was disrespectful to them and may bypass any offending member of management.

All individuals must notify their immediate Supervisor/Job Coach, Human Resources, or another member of management regarding any disrespectful behavior that they witness or are told another person received. Skookum will conduct an investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible. However, Skookum will not allow the goal of confidentiality to be a deterrent to an effective investigation. If the individual's Supervisor/Job Coach can't address the problem, the Supervisor/Job Coach must notify the Human Resources Manager of the situation.

Appropriate disciplinary action will be taken promptly against any individual engaging in disrespectful behavior. The corrective action will be proportional to the severity of the conduct. Skookum reserves the right to determine whether any type of behavior is disrespectful and injurious to the morale of the company.

CES EMPLOYEE CODE OF ETHICS

All CES employees have the responsibility to:

- Adhere to the highest principles of dignity and
- respect for all persons served.
- Act in a manner consistent with the ethical
- principles outlined in the Skookum corporate
- ethics policy, CES Service Code of
- Ethics-Service Delivery policy, and supporting
- policies;
- Perform their duties with integrity, honesty, fairness, and diligence;
- Strive to provide comprehensive, and effective service delivery while applying our ethical standards equally, consistently, and without compromise;
- Recognize and understand that this responsibility extends to all consumers, their families, staff, the community, and a wide network of external systems and providers.



CES staff are also not permitted to accept gifts or gratuities from persons served, family, or other stakeholders.

CORPORATE COMPLIANCE

Because Skookum receives federal funding, we have to make sure we stay compliant with federal rules, regulations, and requirements, especially when it comes to handling direct or indirect federal funds. To help with this, Skookum has a Skookum-wide Corporate Compliance Plan in place.

If you have ethical or legal concerns about Skookum or CES, or if you are concerned that Skookum or the CES department is not staying compliant with funding source requirements or other laws and regulations, you can contact the Corporate Compliance Officer, or use Skookum's confidential reporting hotline.

CORPORATE COMPLIANCE OFFICER (CES)

Megan Mason-Todd
Vocational Director
MMason-Todd@skookum.org
(360) 475-0756 x347
(888) 343-0220 x347 (Toll Free)

CONFIDENTIAL REPORTING HOTLINE

Clients, staff, or stakeholders who have legal or ethical concerns about Skookum or CES services but do not want to talk to Skookum staff directly can use Skookum's confidential reporting hotline, provided by **Lighthouse Services, Inc.**

To make a report about your concerns, you can call **(844) 720-0009** or submit a report online at <http://www.lighthouse-services.com/skookum>.

SKOOKUM'S CLIENT RELATIONS AND GRIEVANCE POLICY

Skookum takes the concerns of clients and stakeholders seriously. You have several options available if you wish to report a concern or complaint. Skookum staff will not retaliate or "get even" with you if you file a formal or informal complaint. No changes will be made to the services you receive, except as needed to help resolve your concerns.

INFORMAL COMPLAINT

You have the right to voice your concerns about the services you are being provided. You also have the right to have an advocate of your choosing assist you in voicing your concerns.

If you have questions or concerns about your services, we encourage you to openly discuss them with your Employment Specialist and/or Job Coach. You are welcome to contact the Vocational Director with any questions or concerns. You should never feel that your concerns are too small to deserve attention. Your concerns will be taken seriously and handled in a fair and consistent manner.



SKOOKUM'S FORMAL COMPLAINT PROCESS

HOW TO FILE A FORMAL COMPLAINT

If you are displeased by the employment services provided or an interaction you are having with any member of the CES team, you may file a formal complaint.

You may submit the complaint to any member of the Community Employment team or any member of Skookum's Management. The complaint should be received within five (5) working days of the incident. The complaint can be verbal or in writing. Skookum will respond in writing to you within seven (7) business days of the complaint.

WHEN FILING A COMPLAINT TRY TO ANSWER THE FOLLOWING QUESTIONS:

1. What happened?
2. When did it occur?
3. Who was involved?
4. Who observed the situation?
5. How would you like the situation to be resolved?

To make the process of filing a complaint as easy and accessible as possible, CES has created an optional Client Complaint Form which may be used in filing your complaint. Client Complaint Forms are available at the Skookum office and upon request from any CES staff member or member of CES management.

Self-addressed stamped envelopes are available upon request.

FIRST APPEAL

If you are not satisfied with the response, you can appeal to the Vocational Director. An in-depth investigation of the complaint will be conducted. A response to the appeal will be provided within ten (10) business days.

SECOND APPEAL

If the decision is still not acceptable, you may submit a second appeal within ten (10) business days of receipt of appeal response. The results of the investigation and all prior documentation on the matter will be brought to the attention of the Human Resources Manager. They will meet with you so can present your views and concerns. The Human Resources Manager will render their findings and decisions to all concerned parties.

THIRD APPEAL

If the decision of the third appeal is not acceptable you may submit a fourth appeal within ten (10) business days. The results of the investigation and all prior documentation on the matter will be brought to the attention of the Skookum Chief Executive Officer (CEO). The Skookum CEO will meet with you or talk with you via a conference call, at which time you can present your views and concerns. The Skookum CEO will render their findings and decisions to all concerned parties. This decision is final.



ANNUAL FORMAL COMPLAINT REVIEW

During the month of July of each year, all complaints will be reviewed. The review committee will consist of the Vocational Director and Chief People Officer (Vice President of Human Resources). Areas that will be reviewed include:

- Trends
- Areas for improvement
- Actions to be taken for the following year

OTHER COMPLAINT RESOURCES

If you find that Skookum's Informal or Formal Complaint procedures are not helpful to you, there are other resources you may find helpful:

- Ombudsman Resolution Assistance: (833) 727-8900
- Client Assistance Program (CAP): (206) 849-2939 (Voice/Text)
- Disability Rights of Washington: (800) 562-2702
 - TTY: (800) 905-0209
 - Fax: (206) 957-0729
- Report Abuse: 1-866-ENDHARM or 1-866-363-4276 (TTY accessible)
- DSHS Adult Protective Services: 1-888-833-4925

CUSTOMER FEEDBACK

Skookum values your feedback. You may provide feedback in the following ways:

1. Customer suggestion and feedback boxes are in the lobby area of the Bremerton office. If you need assistance filling out a comment card, we will provide you with a stamped envelope. You can mail back your suggestion at your convenience.
2. Once a year, Skookum holds focus groups for our customers. The Skookum leadership will be available during these group meetings. This is an opportunity for you to share your feedback in an open forum.
3. Surveys are provided to current clients & stakeholders twice per year and upon ending services with Skookum. Please take the time to provide us with your feedback. Surveys are provided with a self-addressed, stamped envelope.
4. You are always welcome to contact the Vocational Director if you want to talk directly to someone in leadership.

RESOURCES

BENEFITS PLANNING

Skookum staff can help you connect with a certified benefits planner. Benefits planning can help you understand the way working might affect any benefits you receive.

Benefit planners can assist with a variety of services that you currently receive or may be eligible for, including:

- Social Security (SSI/SSDI)
- Food stamps (SNAP)
- Medicare
- Medicaid (Apple Health)
- Housing assistance (Section 8, VASH)

CRISIS SERVICES

If you are in a crisis and need help, you can call the 24-hour support line for Clallam, Jefferson, and Kitsap Counties at

1-888-910-0416 (Toll Free) or visit

www.imhurting.org to talk to a trained crisis counselor and get the support you need.

OTHER RESOURCES

If you have concerns or barriers that Skookum staff cannot directly resolve, your Employment Specialist/Job Coach may provide you with information & referrals for other resources and community organizations that may be helpful to you.



The Skookum CES Department looks forward to assisting you on your employment journey.
Welcome to the Skookum family!

CES Client Handbook Acknowledgement & Receipt

Client Name: _____

Service: _____

Key Items Reviewed: **(Please initial.)**

_____ Diversity Statement

_____ Use of Seclusion or Restraint

_____ Mission & Values

_____ Mandatory Reporting Policy

_____ Eligibility Requirements

_____ Medication Policy

_____ Client Rights & Responsibilities

_____ CES Drug and Alcohol Policy

_____ ADA Rights & EEOC

_____ Environmental Site Assessment

_____ Confidentiality Policy - HIPAA

_____ Safety Walkthrough

_____ Release of Information

_____ Ending Services with Skookum

_____ Use or Possession of Weapons

_____ CES Code of Ethics & Corporate Compliance

_____ Protection from Abuse Policy

_____ Client Relations and Grievance Policy

_____ Positive Intervention Policy

_____ Resources

Acknowledgement:

By signing below, I certify that Skookum staff have provided me with a copy of the CES Client Handbook in my preferred format and have reviewed it with me. I have had the chance to ask questions. I understand and agree to follow the policies, terms & conditions within the handbook. If I have any additional questions, I will ask my Employment Specialist/Job Coach.

Client Signature: _____ Date: _____

Guardian Name: _____

Guardian Signature: _____ Date: _____

Employment Specialist Name: _____

Employment Specialist Signature: _____ Date: _____