



UW Employment Program

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PARTICIPANT GUIDE

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- 206.543.6450 / V
- 206.543.6452 / TTY
- 206.685.7264 (FAX)
- dso@u.washington.edu
- <http://www.washington.edu/admin/ds>



A CARF Three Year Accreditation, the highest available, was awarded to the UW Employment Program for Community Employment Services

CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served.

CARF International is an independent, nonprofit accreditor of health and human services.

Toll free: (888) 281-6531 www.carf.org

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ENTRANCE REQUIREMENTS

To be eligible for services from the University of Washington Employment Program (UWEP), you must:

- 1. Be between the ages of 18 and 65.*
- 2. Services are at no cost to qualified participants. Most participants are sponsored by King County Developmental Disabilities Division and/or the Washington State Division of Vocational Rehabilitation. Private pay is also an option.*
- 3. Have access to reliable transportation (for example, you must learn to take a Metro bus and be able to get to the bus stop.)*
- 4. Be willing to work and actively participate in our program.*
- 5. Agree to the rules of the program and follow them.*

Sometimes, the demand for services from UWEP is quite high and we may not be able to work with you right away. If there is a waiting list for our services, we prioritize in the following manner:

- 1. Individuals who are on a waiver and receiving services from KCDD*
- 2. Individuals who are not on a waiver but receiving services from KCDD*
- 3. Individuals who are receiving services from the Division of Vocational Rehabilitation*
- 4. All other individuals who meet our eligibility criteria (above), in order of receipt of a completed application for our services.*

Decisions about individuals on the waiting list and acceptance into the program are made jointly by the placement staff and the Program Director.

King County is fortunate to have a wide range of employment services for people with developmental disabilities. Each vendor has advantages and disadvantages. We encourage applicants to look at several programs and then choose the one that most closely fits your needs. UWEP does not manage participant medications.

Some of these other programs and their phone numbers are:

<i>Eastside Employment</i>	<i>425-453-0676</i>
<i>Highline College Employment Services</i>	<i>206-592-3526</i>
<i>Mainstay (Seattle Central College)</i>	<i>206-587-3813</i>
<i>Northwest Center</i>	<i>206-285-9140</i>
<i>Provail</i>	<i>206-826-1053</i>
<i>Trillium</i>	<i>253-854-7663</i>

For a complete list of Employment Service Providers in please go to:

<http://www.kingcounty.gov/healthservices/DDD/services/employment/providers.aspx>

OUR VISION

The Employment Program seeks to promote a society where all individuals receive the supports necessary to fully participate in their community and achieve economic self-sufficiency.

OUR MISSION

To create, foster, and support mutually beneficial employment relationships between people with disabilities and the businesses that hire them.

WELCOME

Welcome to the University of Washington Employment Program (UWEP).

We are happy you have selected us to provide your services and supports. To better acquaint you with our organization, there are a few things we want you to know.

This is the UW EP Participant Guide that describes for you the employment services that you have been authorized to receive. This is yours copy to keep.

UW EP will not discriminate or tolerate harassment on the basis of race, color, sex, religion, nationality, creed, marital status, sexual orientation, age, or disability in the employment or application for employment or in the administration of delivery of services or any other reason.

You are expected to fully participate in the services we have been authorized to provide you. This includes your cooperation in planning and implementing your services. You are welcome to have an individual of your choice (advocate) to accompany you in your participation with UW EP staff. It is your decision whether to have the help of an advocate or not.

As necessary, language support services such as an interpreter will be provided and at no cost to you.

During services, you will not be forced to do anything you have not approved during your planning process or agreed to in writing. In return, you may expect the following from UWEP.

We will support you in finding and keeping the job you want in the community. This will be decided as we complete your employment plan. The goal is for you to earn good wages and benefits in a job that you can grow in. You will work with an Employment Specialist who will train and support you in things like job applications, job interviews, dress, transportation to work, and working with your co-workers. Once a company has hired you, we will provide the support you need for as long as you need it. We will work with you and your employers to make your job a success. We will assist your new employer in explaining all the rules in your new job and where everything is. If you need us, we will help you introduce yourself to your new co-workers. We will follow-up with your employer and you every month to make sure everything is going well. You may call your Employment Specialist any time you need to.

Successful placements require the cooperation of all involved

Clients, Parents, Support Staff and UWEP work most effectively when all are operating under the same understanding of process and goals. Please read the following information and ask any questions that come to mind. Compare the services UWEP has to offer with your own needs or the needs of the person you represent. If you feel comfortable with the match, contact the UWEP office and let us know your decision.

ABOUT THE UW EMPLOYMENT PROGRAM

The University of Washington Employment Program (UWEP) is a national leader in developing and implementing support services for adults with disabilities. Our goal is to provide resources to individuals with a disability seeking to establish themselves as independent, contributing members of their community.

UW EP was the first training program in the nation designed to train and place adults with developmental disabilities into competitive employment. We made our first successful placement in 1976.

Our Employment Specialists (Job Coaches) look for jobs in the community that match the skills and needs of the individuals in our program. They provide on-the-job training once a client is hired and gradually reduce their presence as the person becomes increasingly independent.

While they are still at the job site, the Employment Specialists provide consultation to supervisors and co-workers to help make everyone's adjustment to the new employee more comfortable. They are available for consultation for the length of the person's employment.

Some of the ways businesses and industries benefit by hiring through UW EP are:

- 1. Employees with developmental disabilities tend to stay longer in entry level jobs. This helps alleviate some of the expense of heavy turnover in these positions.*
- 2. Statistically, employees with developmental disabilities have proven themselves to be equal or better than their non-disabled co-workers in safety, attendance, and work performance.*
- 3. While a disabled worker is doing the more repetitive, fundamental tasks, professional and technically trained employees can spend their time on those tasks that demand their level of expertise.*
- 4. The American Disabilities Act (ADA) makes it clear that the American public feels it is in the best interest of a healthy economy and democratic society for employers to hire workers with disabilities when they can do the work.*

Some Employers That Have Hired UWEP Clients:

- Ace Hardware
- Albertson's
- Allen Institute of Brain Science
- AMC Pacific Place
- AlphaGraphics
- Bellevue College
- Bernard's on Seneca Restaurant
- Cell Therapeutic
- Choke Print Shop
- Compass Group
- Copiers Northwest
- Davidson-Macri Sweeping
- Eddie Bauer
- Fred Meyer
- Goodwill Industries
- Island Crust Café
- King County
- Marshall's Department Stores
- Mexico Cantina Restaurant
- Nordstrom
- Northwest Research Association, Inc.
- Pagliacci Pizza
- PCC Natural Market
- Pizza Hut
- Quality Food Centers (QFC)
- Regal Entertainment Group
- Rite Aid
- River Dog
- Safeway
- Seattle City Light
- Seattle Public Library
- Sheraton Hotels
- Sodexo
- Starbucks
- Swedish Medical Center
- University of Washington
- US Department of Housing
- Vashon Community Care
- Wooldridge Boats

Sample: Consent to Participate in the Program



UW Employment Program
Department of Rehabilitation Medicine
CHDD Box 357920
Seattle, Washington 98195

Consent to Participate in the UW Employment Program

I hereby give permission for _____

To participate in the Employment Program at the University of Washington (UW EP).

I _____ agree to participate in the Employment Program at the University of Washington (UW EP).

I understand that as necessary, language support services will be provided and at no cost to me.

I understand that the purpose of the UW Employment Program is to find jobs in the community that match their client's interests and needs as expressed by that individual. The job will also reflect the individual client's level of ability, as revealed by the individual's record of work-related experience, educational achievement, or other relevant assessment material available. The jobs must pay at least minimum wage and be accessible by some available means of transportation. I understand that I will have the opportunity to accept or reject any job offered to me. It is understood that I may be required to ride the bus independently.

I understand that on-the-job training by an Employment Training Specialist (the specialist) will be provided through this program. This specialist will have experience and/or training in the methods and techniques commonly used by similar supported employment facilities. These include teaching complex tasks as a series of small, simple, more manageable sequential steps. They may also include developing reward systems to increase motivation to meet the speed or quality specifications of the employer.

I understand that during the training period the specialist working with me will be in touch with co-workers, supervisor, parents, support staff and others as needed. I will be informed of these contacts and participate in any decisions made regarding my job. I understand that the ultimate goal of this on-the-job training is my independent performance of the job at a level acceptable to my employer. The specialist working with me will gradually spend less time with me as I become more and more capable of working alone.

I understand that the UW Employment Program will continue to follow the status of my employment. They will be available to trouble shoot problems even after I am independent. During this they will ask my employer for work performance evaluations at regular intervals. These will help determine if I need some immediate assistance to remain employed. The frequency of these work evaluations will decrease the longer I am employed. An Employment Training Specialist will review the results of these evaluations with me and make sure that I understand their meaning, discuss any changes that may be requested, and help me implement those changes I agree to make.

I agree that within the first three months of each year, usually in March, UW EP can request validation of my current employment and wages from my employer, as required by its funding source, the King County Developmental Disabilities Administration (KCDDA).

I understand that participation in this program may mean that some information, such as that gained from evaluating my progress, may be shared with program staff, and that some information may be published.

I further understand that neither my name nor any other personal identifying information will be revealed in association with this program.

I understand that client specific information and other personal identifying information including name and demographic data such as: age, gender, race and acuity, may be shared with the King County Developmental Disabilities Administration (DDA), as contractually required for the provision of supported employment services by the UW Employment Program.

I understand that participation in the program is completely voluntary and that I will be free to withdraw from the program at any time without penalty of any kind.

I also understand that I have the right to have an advocate of my own choice present during any or all decision-making processes.

Please check the boxes, sign, and date the form

- I have reviewed the **Participant Guide** and I have had an opportunity to ask questions. **Specifically, on the Sharing of Personal Identifying Information with the King County Developmental Disabilities Administration KCDDA, and the Grievance or Complaint process has been explained to me.**
- I have reviewed the **UW EP Client Rights** and I have had an opportunity to ask questions.
- I have reviewed and signed the **UW EP Release of Information** and I have had an opportunity to ask questions.
- I have reviewed the **UW EP Letter regarding funding source identification**, and I have had an opportunity to ask questions.

The following accommodations were offered to me: _____ All information was read to me _____ All information was explained to me	I accepted the following accommodations offered to me: _____ All information was read to me _____ All information was explained to me
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Signature of Client *Date*

Signature of Legal Guardian *Date*

Signature of Necessary Supplemental Accommodation Representative (NSA) *Date*

Signature of Employment Specialist *Date*

Intake: Initial Contact with the UW Employment Program

Intake Meeting: If both you and your DVR Vocational Rehabilitation Counselor (VRC), and in some cases your Developmental Disabilities Division (DDD) Case Resource Manager (CRM), agree that UW EP is an appropriate program for you to consider, the Vocational Rehabilitation Counselor will call our main office and arrange for an Intake Meeting. You and any support person(s), parent, or legal guardian that you request or require, along with your Vocational Rehabilitation Counselor and an Employment Specialist from UW EP will all be present at the meeting. This support person(s) or any other person(s) of your choice, that you feel would be useful in the decision-making processes, may be present with you at any time, throughout your stay in UW EP. At the intake meeting, the UW EP Employment Specialist will tell you about the program and answer your questions.

At the intake meeting, you will be asked questions about your interests, skills, experience, and general background. This information is needed to become better acquainted with you and to determine if we can be of service to you. If everyone at the meeting agrees that the UW Employment Program can help you, the Vocational Rehabilitation Counselor (VRC) will start the process by writing an Employment Plan.

Employment Plan: In the Employment Plan, you, you're VRC, and the UW EP Employment Specialist will designate the type of service you will be receiving, stipulate a time frame, develop specific goals to be met, decide how each goal will be accomplished and who will be responsible for accomplishing it, and set a fee. You, your legal guardian (if you have one), the VRC, and the Employment Specialist must all sign the Employment Plan to show that you are all in agreement.

Periodically, your Employment Specialist will write a report describing your progress in meeting the goals of the Employment Plan. Once the stipulated time frame of your plan has expired, a new plan will be written, either making some necessary changes in the goals, or continuing the services you are currently receiving. Typically, you will be present at any meeting to write a new plan. Sometimes it becomes too difficult for everyone to make it to a meeting, in that case your Employment Specialist will write a plan and make sure that everyone who needs to read it, understands it, and signs it. No plan will be valid until you have seen it, agreed to it, and signed it. You can always ask for changes to be made in your plan BEFORE you sign it. We strive to accommodate your wishes, if we can, at all times.

Authorization: In a few days after the plan is signed, the Employment Specialist will receive a paper that authorized her to begin providing the services agreed to. This paper is called an Authorization for Purchase (AFP). The Employment specialist must wait for this authorization to be provided by DVR before she can start to provide you services, or she may not be paid.

Once you have found a job and are stably employed, DVR will close your case. At this time, if you are eligible for services from the King County Developmental Disabilities Division (KCDDD), that agency will provide the funding for your long-term follow-up.

Paying for Your Employment Services

Fees are typically paid by King County DDD and, in some cases, the Division of Vocational Rehabilitation. We may refer you to King County DDD or to DVR for benefits analysis to assist you in identifying all sources of funding for your employment services that may be available to you.

Also, if you receive Social Security or Supplemental Security Income (SSI), getting a job may affect your benefits. Your employment specialist or your benefits analyst can help determine the impact and assist you in completing a Plan for Achieving Self Sufficiency (PASS).

When you contact us, we will ask you to:

- ✓ *Apply for DDD Services, if you have not already done so and if you have a developmental disability. A developmental disability is a disability attributable to:*

- *Intellectual Disability*
- *Cerebral Palsy*
- *Epilepsy*
- *Autism or*
- *Another neurological or other condition closely related to mental retardation or that requires treatment similar to that required for individuals with mental retardation.*

Which:

- *Originated before the individual attained age eighteen; and,*
 - *Continued or can be expected to continue indefinitely, and*
 - *Results in substantial limitations to an individual's intellectual and/or adaptive functioning.*
- ✓ *Apply for Supplemental Security Income (SSI)*
 - ✓ *Apply for DVR Services*
 - ✓ *Identify/develop funding resources (i.e., Social Security Work Incentive, DVR funding options, Transition funding, King County DDD, or parent/family contribution) with your DDD case manager and DVR counselor Apply for DVR Services*
 - ✓ *Develop your Social Security Work Incentive in cooperation with DVR, school personnel, DDD case management, advocate, or your employment specialist.*

Assessment

Background Information: Once your Employment Specialist has received the Authorization for Purchase (AFP), she will call you and arrange for a second meeting. Your Employment Specialist will be the person responsible for becoming familiar with your specific employment needs. She will represent your interests during job match meetings as perspective jobs opens up within the program.

At your second meeting, this person will go over a questionnaire to help her learn your preferences and range of vocational experience.

Work Station: If one of your goals on your DVR Employment Plan involved developing a work station, he will also want to find out what skill areas to look for, the number of hours you can work, and the days and times you will be available.

Job Exploration: Workstations can be developed at any number of sites on campus depending on the skill area you are interested in exploring. You may choose to come in for two hours a day, each day, for one week. During this time, you may want to work at several different areas. This could help you decide in which area you would be interested in pursuing employment.

Work Trial: If you are already pretty sure what job you are interested in you may want to return to the same area five times. This would give you a better idea about what the job is like.

Each area provides an opportunity to perform or learn a skill commonly required in entry level jobs. One of our staff will be with you the entire time; helping you to understand what you need to do and making sure things get done correctly. This is not a test. You are not responsible for completing any of the work. You will not be paid.

Instead, this is an opportunity for you to find out more about specific job sites you are interested in, and to show us how you learn best, or what skills you already have. We also will be noticing how you respond to different situations in the work environment and in which environments you work best.

You may choose to do any of the following tasks: filing, sorting papers, delivering mail, folding laundry, washing glassware in labs, preparing food, dishwashing, or others. The tasks you pick will depend on what jobs interest you.

The skills we will be observing may include eye-hand co-ordination, motor development, ability to follow directions, social appropriateness, cooperativeness, speed of learning, speed of movement, ability to adjust to changes in the work setting, discrimination skills, decision making capacity, and others. This information will help us make more accurate job matches.

Other Sources of Information: Any resumes and documentation of past educational or vocational experiences you have would be most useful. We can also help you develop a resume from past work experience if that is appropriate. The more we know about what you can do and the types of situations in which you perform best, the more likely you will be successful on the job.

Job Development

General Job Development: UW EP staff members are continually finding and developing jobs. It can take months, even a year, for an actual job to materialize once the first contact is made. Our job developers look for full time, entry-level positions, with benefits, in stable businesses with supportive staff. Tasks may require the more academic type of skills found in many office positions, the more physical orientation of a stockroom assistant, or a combination of both.

Specific Job Development: We also do job development for specific individuals as they become part of our caseload. Job search for individuals typically revolves around the person's specific skills, interests, and transportation needs. These jobs are dependent on the timeliness of appropriate openings in the specific areas desired. Either way, the "right" job may show up in days, or it may take weeks, even months, to appear.

When we develop jobs, we promise employers capable, committed employees. When we place you on the job you choose, we will expect you to honor this promise.

Job Match

Transportation Match: When an actual job opening occurs, we review our entire client list to see how many people can get from their house to the job in one hour or less using the Metro bus system. This will be our core group of possible applicants.

Job Analysis: One of our Employment Specialists will do the job for at least one day. This gives us a more complete idea of what social and vocational skills are most important, and how heavy the workload is. Once we have this information, we review each person in our core group to see how well the job matches the job they want.

Preliminary Match: During this review, we take the work profile of each person in our core group and compare it to everything we know about the job. First, we break down the job into the specific skills and abilities needed and assess the environmental supports it offers. Then we match the job characteristics to the skills, abilities, and environmental needs of each person in our core group.

At this point we designate one, two, or as many as three individuals we feel confident can be successful on the job. These individuals will then be ranked according to their immediate needs and estimated chance of success on the job.

Possible Wait Time: This process is a very effective way of assuring a wide range of jobs. It provides adequate time to pursue more time-consuming job opportunities while maintaining a current list of possible job openings. It does not, however, provide any way to assess the amount of time a single individual may have to wait for an appropriate job opening. There may be a job waiting for you the day you enter the program, or you may wait several months until something is available.

Some Reasons You May Wait: The month of September is typically one of our busiest months. However, few positions open during the summer months since so many high school and college students are available for entry level jobs. The holiday season between mid-November and mid-January is also a poor time for initiating placements in stable jobs most conducive to success.

If all of our employment specialists are busy, it may be a month or more before someone is available to train you for a new position. The more flexible you are about bus transportation and the types of jobs that interest you, the more likely you will match any job opening that becomes available.

Job Offer

Choice: The specialist who learned about the job will contact the first person on the list of people eligible for the position. He/she will describe the job in detail and offer to take the individual on a visit to the job site. This will provide a firsthand perspective on what it may be like. If the first person on the list does not accept the job, the second person will be contacted. As soon as someone accepts the position, a start date is established.

We ask that parents or support people do not accompany the prospective worker at this time. It is essential that the employer relate to the prospective employee as an independent person responsible for his or her own decisions.

The person who contacts you about the job may not be the same person you have been in touch with since your assessment period. This makes it possible for us to offer you a position even if your contact person is not available to start a placement. Once you have accepted a job, you will become a member of your employment specialist's caseload for the duration of your job.

On-The-Job-Training

Your Employment Specialist will initially work full time with you. This means she will meet you at your home and accompany you on the bus to your work site. The Employment Specialist will work alongside you all day and return home with you in the evening. Everyone we place on jobs must learn to get to work independently on the bus. This guarantees that your attendance will not be jeopardized by someone else's inability to get you there.

Learning on the Job: *At the job, your Specialist will have structured your daily schedule and developed step-by-step procedures for each of the tasks you must do. The person working with you has lots of experience teaching people how to do their jobs. All of our placement personnel know how to give accurate instruction and feedback, and how to establish clear goals so you know when you are successful. They understand you learn best in positive situations that reward good work. They also know lots of ways to help the other people working with you contribute to your success.*

Your Health: *However, the first few weeks are often extremely hectic and full of changes as you, your Specialist, and your supervisor work out details about what is expected of you. There will be many new things for you to learn. Even though your Specialist will help you meet the demands of your new position, you will need to work hard.*

At first you probably will be very tired at the end of each workday. This is to be expected. Most people come home feeling tired when they start a new job. As you become more familiar with your new situation you will feel less tired. During this initial period, it will be important that you make sure you get lots of rest and eat nourishing food. Your home support person or parent can help you with these issues.

We have been placing people with developmental disabilities into competitive employment for over forty years. Our history supports our confidence in your ability to meet the challenges awaiting you on your new job.

Commitment and Responsibility: *As each new challenge arises, our responsibility is to provide you with the learning tools and support you need to meet it. Your responsibility is to make the extra effort and use our services to meet these demands and become independent on the job.*

Although supervisors will sometimes agree to adjust the demands of the job, too often this means they also will adjust your value as an employee accordingly. The best insurance for long-term success on a job is to invest all your effort into meeting the demands of your position as the employer originally presented them.

Personal Supports: *In order to do this, you will need the support and confidence of all those people important to you. Parents, family, friends, teachers, and home support staff will all need to recognize your new responsibilities and status and encourage you to meet each challenge as it arises. Each day's successes will strengthen your own self-confidence and help clear a path for whatever lies ahead.*

Independence on the Job

Fading: As you begin to meet the requirements of any task regularly, your Employment Specialist will need to spend less and less time with you. Your progress toward independence will be gradual. First, your Employment Specialist will step back and watch as you work alone. Then, he will leave the room for small blocks of time. As long as you are working well, the blocks of time will get larger. Finally, your Employment Specialist will leave the building for the entire day.

Troubleshooting: By leaving and returning in this manner, your Employment Specialist learns how things will operate when you are finally on your own. If problems arise, she will try to resolve them before you are entirely independent.

The amount of time an Employment Specialist spends with any individual depends entirely on the needs of that particular individual. However, the timeline frequently goes something like this: Full-time support the first week or two, then leaving for small lengths of time for the following two weeks, and quickly increasing the amount of time you are independent from then on. If problems arise, your Employment Specialist can return to a fuller schedule until the issue is resolved.

Follow-up

The Employment Specialist will provide follow-up support as long as you are employed at this job. This means regular visits to make sure things are going well for you. Periodically, the employer will be asked to fill out standard evaluations to help us spot possible problems before they escalate into job threatening situations. If problems of this nature do arise, your Employment Specialist can help your supervisor find constructive ways to manage the problem or will arrange to return to the job site and work out a solution.

Problem solving: If you, your parents, or your support personnel have questions or concerns about your job, we request you address them to your Job Coach rather than immediately contacting your employer directly. This will help preserve your autonomy on the job, maintain your status as a responsible employee, protect your employer from undo interference with their own job duties, and diminish any concerns that you will be more time consuming than other employees.

Accessing Your Records: You may access and review your records at any time. Your records are kept in a locked file cabinet in the main UW EP office. If you would like to review your file, we ask that you make an appointment with your Employment Specialist. She will reserve a private conference room where you, your advocate and the Employment Specialist can review your file together. We will ask you and your advocate (should you choose to bring your advocate with you) to sign and date a “File Review Form” that will be placed in the front of your file. This allows us to keep a record of who has accessed your files.

At no time will we release any information about you without your written consent

Job Loss

Long Range Perspective: Many of the people we place remain on their first jobs for years. Others hold several jobs before finally settling into one on a long-term basis. There are many reasons people lose their job. Businesses may fail. Occasionally, there are cutbacks in personnel. New machines or procedures can make certain tasks obsolete. Jobs that started out challenging and exciting can become boring and repetitious. People may move to new locations and job sites may move.

Job matching is not an exacting science. Sometimes what seems a perfect match turns out to present too many unforeseen difficulties. Other times we make compromises that do not turn out to be as reasonable as we had initially expected. First jobs are frequently a learning experience for people who have had little experience dealing with the demands and the consequences associated with the work world.

Replacement: For all these reasons and more, competitive employment is a risky business. You should be aware of the possibility that you may lose your job. If you do lose your job or if you quit your job, your employment specialist will contact you to discuss your options, including developing a new plan (called a replacement plan) for finding a new job. You will be asked to meet with your employment specialist to discuss your options, which include looking for a new job or choosing to work with another agency.

We have attached a sample letter and replacement plan in the back of this guide for you to review. If you choose to continue to work with your UW EP employment specialist, the whole process of looking for a new job will begin when you have signed and dated your replacement plan.

If you are concerned about losing your job, or if you are thinking about quitting your job, contact your employment specialist immediately. Each employment specialist has voice mail and checks for messages every day. Your employment specialist will return your call as soon as possible.

If you do not want to be placed in a new job or if we do not think we can find the right job for you, then we will discuss your separation from UW EP (outlined next, on page 19).

Separation from the UW Employment Program

There are four reasons why we may not continue to serve you once you have lost a job, these are:

- 1. We do not think we could find another job within your skill level.*
- 2. You lost your job because you were often late or absent, or you refused to work, or you acted in a way that was dangerous to yourself and others. In this situation, it must be clear that you were provided with adequate information and opportunities to behave otherwise.*
- 3. You need to spend some time dealing with issues outside of work before taking another job. This might mean seeing a counselor, moving to another place to live, or taking care of a health problem.*
- 4. You formally request to leave the program or accept a job or services from another agency.*

PLEASE NOTE THAT:

- In each situation there will be a meeting to explain the reasons for this course of action.*
- You, your advocate of choice, your DD caseworker, your DVR counselor, and people from the UW Employment Program will be present.*
- You can express your opinion about what happened. Sometimes we can help you find another service to help you.*

Complaints

From time to time a person with disabilities or his/her parent or guardian may disagree with a decision made by staff of UW EP at any stage of the process, including our refusal to accept you into the UW Employment Program for services. When this happens, we want to make sure all conflicts are fully negotiated. If a conflict arises that cannot be resolved through regular lines of communication, you or you and your advocate of choice, are asked to please observe the following procedure:

- √ Talk to your Employment Specialist or the Employment Specialist to whom you spoke regarding entrance into the UW Employment Program. If you are unable to resolve the issue within two (2) business days, or if you are not comfortable with discussing your issue with your employment specialist, contact the Program Director.*
- √ Talk to the UW Employment Program Director, Katherine Bournelis at (206) 543-6387. The Program Director will meet (in person or via telephone) with you within two (2) business days of your initial contact to address the issue of concern.*
- √ A written report on the resolution of your complaint will be sent to you within fourteen (14) business days.*
- √ If you are still not satisfied with the decision, you will then be referred to a person or organization not affiliated with UW EP who will proceed as a mediator. Their job is to listen to you, your parent(s), and/or your advocate and UW EP and to reach a final decision concerning your conflict. The mediator may be a staff member of the ARC, a professional mediator or organization, or someone you and UW EP both agree on. If the person is a professional mediator and charges for the service, the method of payment must be agreed upon in advance. It is expected that both parties will divide the cost evenly, unless other arrangements have been made. The mediator will set the guidelines for the process and keep all parties informed of the process, according to the established guidelines. Mediation is voluntary and not legally binding.*

Beyond this, you may want to explore other agencies whose services may be more consistent with your needs or expectations. Some of these agencies and their contact numbers are listed on page 4 of this publication. We have included a form that you may use to tell us about your complaint; You will find this form on pages 32-33 of this guide.

Note: The UW Employment Program prohibits retaliation against people who bring a complaint or grievance or participate in the complaint or grievance process.

Retaliation means to take adverse action against individuals because they have (or are perceived to have) reported concerns or cooperated with or participated in any investigation resulting from a complaint or grievance or participating in the complaint or grievance process.

For Parents:

Guidelines for When your Daughter or Son is Employed

The first day on a first job is a momentous event in the life of any adult. In our society it signifies the first major move away from the protection and dependency of childhood toward the maturity and independence of adulthood.

This transition can be even more dramatic for an individual with developmental disabilities.

Often the changes in roles are as confusing and difficult for the parents as they are for their son or daughter.

To help parents participate constructively in their child's progress toward assuming their own unique and independent place in society, we have developed the following guidelines.

- *Assume a confident attitude towards your child's ability to find success on the job. If you have worries or concerns about some aspects of your child's new job, try to address them through the Employment Specialist before conveying them to your child*
- *Good grooming, punctuality, excellent attendance and an enthusiastic and positive attitude toward work can go a long way toward balancing out some possible debits in the areas of speed or flexibility. These work attitudes can best be fostered in the home.*
- *Use the same standards and expectations for your child's performance at work as you would for yourself in the same job. Remember, your child is a new employee. This usually entails a probationary period of around six months. Employers use the time to assess the employee's compatibility on the job site.*
- *Remember your child's employer is paying her an honest wage for an honest day's work. The employer has the right to expect your child to give her best effort toward meeting the established demands of her job. She has the obligation to ensure fair treatment of all her employees.*
- *Do not expect special favors for your child. Frequently the employer has already made adjustments in normal procedures to meet your child's needs, starting with the presence of a UW EP Employment Specialist.*

- *Typically, employers are very open to accommodating medical necessities or perhaps the limitations of the Metro transportation system. However, they are not likely to agree that your child's disability necessitates more time off for social activities or vacations. You can best serve your child by helping them arrange these activities outside of work hours*
- *Do not call the employer with problems or complaints. Employers deal directly with their employees about work issues. Phone calls from mom and/or dad will only serve to undermine an employer's confidence in their employee's ability to function independently. Such concerns are best directed to your child's UW Employment Specialist who has already established a working relationship with the employer.*

The UW Employment Specialists are experienced professionals. They are highly committed to finding your child employment well matched to your child's skill and ability level. However, any first step involves a certain amount of risk. Usually, concessions are required from all parties involved.

Once the parameters of a job are established, your child will benefit from a positive commitment toward meeting the necessary obligations accompanying their new job.

- *Transportation: One of the most limiting aspects of developmental disabilities is the constraint it usually imposes on mobility. Jumping into a car to get to work, or moving closer to the work site, are rarely options for adults with developmental disabilities.*

Appropriate job matches are typically difficult and time consuming to find. Although a close-to-home job location is certainly desirable it cannot be guaranteed. Concessions in travel time and distance may be necessary due to your child's limited mobility. With help from your child's Employment Specialist, your child will most likely do fine on the bus.

We at the UW Employment Program are thoroughly committed to your child's success on the job. We recognize the difficulty in judging whether an individual is just stretching his limits or being stretched too far. We hope you will join us in a cooperative effort to make your child's first job a valuable and successful experience.

Client Rights

As a UW Employment Program (UW EP) client, you have the following rights:

- 1. Your participation in the UW EP program is voluntary. You decide if you wish to work with us at UW EP and you may end your program at any time.*
- 2. You have the right to personal dignity and self-respect, and you will be treated accordingly.*
- 3. You have the right to an individualized program (within funding and service limitations) that will assist you in reaching your individual goals.*
- 4. You have the right to take an active role in your program planning. Staff members will support you in actively participating in all planning decisions. You have the right to choice concerning how your services are delivered, release of your information, concurrent services, and who is on your service team*
- 5. You have the right to full participation in the development and implementation of program plans, including the right to give or withhold consent.*
- 6. You have the right to request provision of language support services, at no cost to you.*
- 7. You have the right to request accommodations or give input regarding reasonable accommodations (as defined in the Americans with Disabilities Act and Section 504 of the Rehabilitation Act) so you may have access to UW EP program services.*
- 8. You, or you and your advocate of choice, have the right to seek redress for grievances according to procedures as outlined in this Participant Guide on page 20. If you choose to register a complaint, you will not lose your rights to services for which you are eligible at UW EP. The UW Employment Program prohibits retaliation against people who bring a complaint or grievance or participate in the complaint or grievance process. If you chose to select another agency for your employment services, UW EP will assist you in the transition to another agency, including releasing information with your written consent to the receiving agency and informing your DVR counselor and/or DDD case manager. A written report on the resolution of your complaint will be sent to you within 14 working days of resolution.*
- 9. You, or your legal representative, are entitled to examine all of your files, reports, and progress materials originated by UW EP staff members. Information from, or access to Client records, shall be governed by the "Release of Information Procedure". Signing a "Release of Information" form is required. All of your information will be treated as confidential information. We also ask that you sign and date a "File Review Form" in your case file each time you review your file.*
- 10. Confidential information regarding a Client will not be given to individuals or agencies without your express written consent or that of your legal guardian. You have the right to decline giving permission for release of information. When release of information is granted, you have the right to specify what information is to be released, to whom, and when this permission expires.*

11. *You have the right to privacy.*
12. *In no case shall any person be subject to verbal, mental, or physical abuse, financial or other exploitation, retaliation, humiliation or neglect. Every person has the right to be treated in ways that seek to maximize their personal safety, respect, and dignity. All treatment techniques shall meet these standards of personal dignity and self-respect.*
13. *If you bring complaints and evidence of mistreatment or abuse occurring outside the influence of UW EP, we will be responsible to acquaint you with the means to take advantage of legal aid representatives, client advocates or protective services. In accordance with Chapter 26.44 RCW and 74.34 RCW (Revised Code of Washington), and King County and Snohomish County's "Policy for Intervention in Cases of Abuse or Neglect": The UW Employment Program is legally obligated to Record and Sign a written report of all suspected or alleged abuse and fax this report to the King County and/or Snohomish County Developmental Disabilities Divisions, as well as to Adult Protective Services within twenty-four (24) hours of becoming aware of the abuse or neglect. In some cases, depending on the type and severity, a report might be filed verbally within one (1) hour of becoming aware of the suspected or alleged abuse or neglect, and followed by a written report within twenty-four (24) hours.*
14. *You have the right to refuse to participate in any type of research or experimental program. Persons volunteering shall remain anonymous and shall be covered under the University of Washington's Human Subjects Policy.*
15. *Good work behaviors will be taught through the provision of positive behavioral supports. All forms of discipline shall be humane and maintain personal dignity. The methods and procedures for maintaining order are covered in the Policy on Positive Behavior Support.*
16. *UW EP shall be alert and make every effort to ensure the rights of all program Clients. If you feel your rights have been infringed upon, you may use the UW EP grievance procedures, or as an alternative, you may contact your DVR Counselor (the main state office number is 1-800-637-5627, your DDD Case Manger (the number for Region 4 headquarters, King County is 1-800-314-3296) or the Client Assistance Program (CAP) at: 1-800-544-2121 (voice/TTY).*
17. *You have the right to independently choose a service provider and to change service providers at any time.*
18. *You have the right to be free from discrimination or harassment because of your race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, genetic information, disability or veteran status.*
19. *If your employment services are funded through King County DDD, UW EP is REQUIRED to work with you to identify/develop all potential funding resources (i.e. Social Security Work Incentive, DVR funding options, Transition funding, or Parent/Family contribution) for your employment services. We will make every effort to facilitate this process for you.*

Sample: UW Employment Program INTAKE FORM

Name	
Address	
Phone(s)	
Email	
Birth Date / Age	
Parent / Guardian	
Address	
Phone(s)	
Email	
Race and Ethnicity	<input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Asian/Asian-American <input type="checkbox"/> Hispanic <input type="checkbox"/> White <input type="checkbox"/> Black/African-American/African <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> Unknown
Preferred Language	
Gender Identity / Pronouns	
Other Supports	
Income (SSI, etc.)	
Salary Requirement / Limit	
DD Case Manager	
Waiver?	
DVR Counselor	
Disability	
Medical Issues / Meds	
Physical Limitations	
Cognitive Limitations	
Accommodations Needed	
Strengths	
Limitations	
Availability	
Pref. Schedule	
Pref. Location	
Pref. Work Environment	
Transportation	
Work Experience	
Job Goal(s)	
Job Dev Ideas	
Placement Deadline / Goal	

Sample: AUTHORIZATION TO RELEASE INFORMATION



UW Employment Program

Expertise • Innovation • Results

*UW Employment Program
Department of Rehabilitation Medicine
CHDD Box 357920
Seattle, Washington 98195*

Authorization to Release Information

I hereby give permission for a mutual exchange of information between the following:

<i>Name</i>	<i>Address</i>
-------------	----------------

<i>Name</i>	<i>Address</i>
-------------	----------------

<i>Name</i>	<i>Address</i>
-------------	----------------

<i>Name</i>	<i>Address</i>
-------------	----------------

And the University of Washington Employment Program, including

- 1. Vocationally relevant medical diagnosis, history, and treatment information*
- 2. Vocationally relevant psychological records*
- 3. Information about previous job performance*
- 4. Vocationally relevant educational records*
- 5. Information exchange may be both verbal and in writing, as appropriate*

NOTE: *You may cross out portions of the items above that you do not authorize*

I understand the information in my health record may include sensitive information relating to my conditions. These may include sexually transmitted disease, acquired immunodeficiency syndrome (AIDS), or human immunodeficiency virus (HIV). My health record may also include sensitive information about behavioral or mental health services and treatment for alcohol and/or drug abuse.

- Check this box if you choose to exclude the sensitive information.

I understand that if I wish to communicate with my Employment Specialist and/or his or her designee via text message, that there is a risk in the use of text messaging. I understand the risk includes but is not limited to: messages are sent in plain text, are at risk of being intercepted, forwarded, stored in multiple locations, and that message delivery is not guaranteed. I understand that there is no expectation or guarantee of confidentiality when communicating via text messaging.

- Check this box if you accept the risks associated with text messaging and wish to communicate via text message.

Purpose of transfer of information:

It is my understanding that the above information is to be treated as strictly confidential and returned to the referring source or destroyed when no longer applicable.

I understand that client specific information and other personal identifying information including name and demographic data such as: age, gender, race and acuity, may be shared with the King County Developmental Disabilities Administration (DDA), as contractually required for the provision of supported employment services by the UW Employment Program.

I understand that the above confidential information will be returned to the referring source or destroyed when no longer applicable.

I understand that I may cancel this consent at any time except to the extent that action has already been authorized by this release. Unless earlier cancelled, this consent shall expire on the date specified.

By signing this page, I acknowledge that I have read and agreed to the terms on this form.

Name (please print)

Date of Birth

Client Signature

Date

*Signature of individual authorizing release of information
(If other than client)*

Date

Relationship of above to client: _____

THIS AUTHORIZATION IS NOT VALID AFTER 365 DAYS FROM THE DATE OF SIGNING

Sample: Photo & Vocational Profile Consent



*UW Employment Program
Department of Rehabilitation Medicine
CHDD Box 357920
Seattle, Washington 98195*

Photo & Vocational Profile Consent

Instructions: Please read this consent form carefully. If you are comfortable with its contents, please sign where indicated and return it with your application materials. If you have any questions or concerns about this form, please return the application without it. Then bring this form (unsigned) to the first appointment.

This Service Agreement and Consent (“Agreement”) is between (print name):

_____ and the University of Washington Employment Program (UW EP).

This Agreement concerns your consent to have a photo or photos made of you (or another person receiving services and for whom you are the legal representative). Please indicate your relationship to the person receiving services (“the Client”):

- Same
- Parent or legal guardian
- Power of attorney

Your Name: _____

Address: _____

Phone: _____

If you are not the Client, please identify the Client below:

Client’s Name: _____

Client’s Address: _____

Client’s Phone: _____

The UW Employment Program (UW EP) requests your permission to take your photo for use in job development activities. These activities include: creating a vocational profile about your vocational strengths and interests which can be shared with potential employers and posting your vocational profile and photo on the UW EP website (<http://uwep.washington.edu>).

You do not need to give this consent in order to receive services from UW EP.

Your vocational profile with your photo will only identify you by your first name. No other personally identifying information will be included. If you are willing to provide this consent, please mark the box below.

_____ **Use with the General Public.** I consent* to UW EP's use of my photo and vocational profile for job development activities at the discretion of the UW EP faculty and staff.

I understand that such use may include viewing by registered students/participants and/or the general public via the Internet.

* You have the right to change this consent form at any time.
You have the right to revoke this consent for the use of your photo and vocational profile at any time.

Name (please print)

Date

Client Signature

Date

Signature of individual authorizing release of information
(If other than client)

Date

Relationship of above to client: _____

THIS AUTHORIZATION IS NOT VALID AFTER 365 DAYS FROM THE DATE OF SIGNING

Sample: Job Replacement Letter



University of Washington School of Medicine
Department of Rehabilitation Medicine
Box 357920
Seattle, Washington 98195

Dear _____:

Our mission at the UW Employment Program is to “create, foster, and support mutually beneficial employment relationships between people with disabilities and the businesses that hire them”.

Unfortunately, sometimes these relationships end.

We understand that losing a job at _____ can be very difficult, but please know that we are still here to advocate for you and to help you find a new job.

Please feel free to contact me, or the program’s Associate Director at: (206) 543-6387, if you have any questions or concerns.

I look forward to continuing to work with you in your new job search.

Sincerely,

Your Employment Specialist

I understand my rights to replacement services. Initial _____ Date _____

I want to continue as a client of UW Employment Program. Initial _____ Date _____

*Copy 1 to client
Copy 2 to client files (include attached replacement plan)
Copy 3 to King County DDD*

Sample: Job Replacement Plan



Job Replacement Plan

Client Name:

Date:

Employment Specialist:

Goal:	
Objectives:	Timeline*

Client Signature

Date

Guardian Signature (if applicable)

Date

Employment Specialist

Date

** Timeline must be within 6 months of date plan is signed by client and job coach*

Tell us what you would like us to do to correct this issue:

We ask that you, or you and your advocate of choice, give this form to your employment specialist. Your employment specialist will respond to you within two (2) business days. If you are uncomfortable with discussing this issue with your employment specialist, please contact the UW EP Director Katherine Bournelis via telephone at: (206) 221-5633, or you may send this form to Ms. Bournelis at the following address:

University of Washington Employment Program
Box 357920
Seattle, WA 98195

Attn: Katherine Bournelis, Director

Ms. Bournelis will contact you within two (2) business days regarding your complaint. Once your issues have been thoroughly discussed, you will receive a written report regarding the resolution of your complaint within fourteen (14) business days.

If you are still not satisfied with the decision, you will then be referred to a person or organization not affiliated with UW EP who will proceed as a mediator. Their job is to listen to you, your parent(s), and/or your advocate and UW EP, and to reach a final decision concerning your conflict. The mediator may be a staff member of the ARC, a professional mediator or organization, or someone you and UW EP both agree on. If the person is a professional mediator and there are charges for the service, the method of payment must be agreed upon in advance. It is expected that both parties will divide the cost evenly unless other arrangements have been made. The mediator will set the guidelines for the process and keep all parties informed of the process, according to the established guidelines. Please note that Mediation is voluntary and not legally binding.

Beyond this, you may want to explore other agencies whose services may be more consistent with your needs or expectations. Some of these agencies and their contact numbers are listed on page 4 of this publication.

Note: The UW Employment Program prohibits retaliation against people who bring a complaint or grievance or participate in the complaint or grievance process.



University of Washington School of Medicine
Department of Rehabilitation Medicine
Box 357920
Seattle, Washington 98195

Please note the following important information regarding the ongoing follow along services that you have been receiving on a regular basis since you began working. As you know, your Employment Specialist from the University of Washington Employment Program (UW EP) has worked with you to make sure that everything is going well for you on your job. Sometimes, your Employment Specialist will call you or visit you to ask you how your job has been going, or to see if you need anything to help you do your job. Sometimes your employer may need some special assistance in making sure that your workplace is providing you the right support to be successful at your job. Long term follow-along services also provide job replacement services should you need or want a new job. In general, the goal of long-term follow along services is to make sure you have access to job supports when you need them, and that you are able to work for as long as you like.

For many years, the cost of follow-along services has been funded through the Washington State Developmental Disabilities Administration (DDA) and King County Developmental Disabilities Division (DDD). Now, because there are many people who need this service, and diminishing funds from the state, we are required by our contract with King County to advise “of your obligation to identify all sources of funding appropriate and available to individuals to pay for the cost of this service”. These resources include but are not limited to: The Washington State Division of Vocational Rehabilitation (DVR), private pay and work incentive programs established by the Social Security Administration (PASS/IRWE). Additionally, UW EP is required per our contract with King County to maintain documentation of this notification to you in our records.

*UW EP realizes that you may have questions and concerns about funding resources for you. In addition to contacting us, you may also contact your Case Resource Manager (CRM) with the: Washington State Developmental Disabilities Administration (DDA): 800-737-0617
<https://www.dshs.wa.gov/dshs-contact-us>
King County Developmental Disabilities Division (DDD): 206-263-9055
<http://www.kingcounty.gov/healthservices/DDD/contact.aspx>*

*If you are eligible for services from DVR, may also contact your DVR Counselor with the Washington State Division of Vocational Rehabilitation: 206-625-9888
<https://www.dshs.wa.gov/ra/division-vocational-rehabilitation>*

Sample: Consent to Participate in the UW Employment Program



UW Employment Program
Department of Rehabilitation Medicine
CHDD Box 357920
Seattle, Washington 98195

Consent to Participate in the UW Employment Program

*I hereby give permission for _____
To participate in the Employment Program at the University of Washington (UW EP).*

*I _____ agree to participate
in the Employment Program at the University of Washington (UW EP).*

The purposes and procedures of the Employment Program have been explained to me. I am aware that I will participate in any decisions made concerning my employment or other services I receive from UW EP.

During the decision-making process, I may have an advocate of my choice with me to help me understand all the options relevant to my decision, and to ensure my choices are respected at all times and adhered to whenever possible.

I understand that as necessary, language support services will be provided and at no cost to me.

I understand that the purpose of the UW Employment Program is to find jobs in the community that match their client's interests and needs as expressed by that individual. The job will also reflect the individual client's level of ability, as revealed by the individual's record of work-related experience, educational achievement, or other relevant assessment material available. The jobs must pay at least minimum wage and be accessible by some available means of transportation. I understand that I will have the opportunity to accept or reject any job offered to me. It is understood that I may be required to ride the bus independently.

I understand that on-the-job training by an Employment Training Specialist (the specialist) will be provided through this program. This specialist will have experience and/or training in the methods and techniques commonly used by similar supported employment facilities. These include teaching complex tasks as a series of small, simple, more manageable sequential steps. They may also include developing reward systems to increase motivation to meet the speed or quality specifications of the employer.

I understand that during the training period the specialist working with me will be in touch with co-workers, supervisor, parents, support staff and others as needed. I will be informed of these contacts and participate in any decisions made regarding my job. I understand that the ultimate goal of this on-the-job training is my independent performance of the job at a level acceptable to my employer. The specialist working with me will gradually spend less time with me as I become more and more capable of working alone.

I understand that the UW Employment Program will continue to follow the status of my employment. They will be available to trouble shoot problems even after I am independent. During this they will ask my employer for work performance evaluations at regular intervals. These will help determine if I need some immediate assistance to remain employed. The frequency of these work evaluations will decrease the longer I am employed. An Employment Training Specialist will review the results of these evaluations with me and make sure that I understand their meaning, discuss any changes that may be requested, and help me implement those changes I agree to make.

I agree that within the first three months of each year, usually in March, UW EP can request validation of my current employment and wages from my employer, as required by its funding source, the King County Developmental Disabilities Administration (DDA).

I understand that participation in this program may mean that some information, such as that gained from evaluating my progress may be shared with program staff and that some information may be published.

I further understand that neither my name nor any other personal identifying information will be revealed in association with this program.

I understand that client specific information and other personal identifying information including name and demographic data such as: age, gender, race and acuity, may be shared with the King County Developmental Disabilities Administration (DDA), as contractually required for the provision of supported employment services by the UW Employment Program.

I understand that participation in the program is completely voluntary and that I will be free to withdraw from the program at any time without penalty of any kind.

I also understand that I have the right to have an advocate of my own choice present during any or all decision-making processes.

Please check the boxes, sign, and date the form

- I have reviewed the **Participant Guide** and I have had an opportunity to ask questions; specifically, on **the Sharing of Personal Identifying Information with the King County Developmental Disabilities Administration (KCDDA), and the Grievance or Complaint process has been explained to me.**
- I have reviewed the **UW EP Client Rights** and I have had an opportunity to ask questions.
- I have reviewed and signed the **UW EP Release of Information** and I have had an opportunity to ask questions.
- I have reviewed the **UW EP Letter regarding funding source identification**, and I have had an opportunity to ask questions.

The following accommodations were offered to me: _____ All information was read to me _____ All information was explained to me	I accepted the following accommodations offered to me: _____ All information was read to me _____ All information was explained to me
---	---

Signature of Client Date

Signature of Legal Guardian Date

Signature of Necessary Supplemental Accommodation Representative (NSA) Date

Signature of Employment Specialist Date