UW EMPLOYMENT PROGRAM
UNIVERSITY of WASHINGTON

PARTICIPANT GUIDE

University of Washington Employment Program
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The University of Washington reaffirms its policy of equal opportunity regardless of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled veteran or Vietnam era veteran. This policy applies to all programs and facilities, including, but not limited to, admissions, educational programs, employment, and patient and hospital services. Any discriminatory action can be a cause for disciplinary action.

Discrimination is prohibited by Washington State Gubernatorial Executive Orders 89-01 and 93-07, Title VI and Title VII of the Civil Rights Act of 1964, Washington State Law Against Discrimination RCW 49.60, Title IX of the Education Amendments of 1972, State of Washington Gender Equity in Higher Education Act of 1989, Sections 503 and 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, Age Discrimination in Employment Act of 1967 as amended, Age Discrimination Act of 1975, Vietnam Era Veterans' Readjustment Assistance Act of 1972 as amended, other federal and state statutes, regulations, and University policy.

Equal Opportunity and Affirmative Action compliance efforts at the University of Washington are coordinated by the Office of Equal Opportunity and Affirmative Action, 4320 Brooklyn Ave NE, Seattle, Washington, 98195-4969, Box 354960, telephone 206.543.3392 or email eoaa@uw.edu.

The University of Washington is committed to providing access and reasonable accommodation in its services, programs, activities, education, and employment for individuals with disabilities. To request disability accommodation in the application process, contact the Disability Services Office, preferably ten days in advance at:

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

UWEP Diversity, Equity, Inclusion & Accessibility Statement:

The University of Washington Employment Program (UWEP) has a long-standing commitment to diversity, equity, inclusion, and accessibility. Through our work expanding employment opportunities for people with disabilities, we actively build pathways to meaningful work that are equitable, inclusive, and accessible by design.

We approach our work from a disability justice framework grounded in intersectional and racial justice, recognizing that disability is deeply connected to race, ethnicity, culture, and other identities, and that meaningful inclusion requires addressing these interconnected systems of oppression.

UWEP advances these commitments by providing individualized services and supports, creating opportunities for shared language and dialogue around race, disability, and systems of inequity, building and sustaining community partnerships, and investing in ongoing staff training and development.

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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ELIGIBILITY

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

1. Have a funding option. Services are at no cost to qualified participants. Most participants are sponsored by the Washington State Developmental Disabilities Administration (DDA) through its King County Developmental Disabilities and Early Childhood Supports Division (DDECSD) and/or the Washington State Division of Vocational Rehabilitation (DVR). Private pay is also an option.

2. Have access to reliable transportation. For example, you may learn to take a Metro bus and be able to get to the bus stop or use ACCESS transportation. UWEP does not provide regular transportation to and from work.

3. Employment must be one of your goals. You must be willing to work and actively participate in our program.

Sometimes, the demand for services from UWEP is high, 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 KC-DDECSD
2. Individuals who are not on a waiver but receiving services from KC-DDECSD
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 completing a meeting with a UWEP staff member.

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. We encourage applicants to look at several programs and then choose the one that most closely fits their needs.

Some of these other programs and their phone numbers are:

Eastside Employment	425-453-0676
Highline College Employment Services	206-592-3526
Mainstay (Seattle Central College)	206-587-3813

Northwest Center	206-285-9140
Provail	206-826-1053
Trillium	253-854-7663

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 UW Employment Program seeks to promote a society where all individuals receive the support 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 UWEP Participant Guide that describes for you the employment services that we provide. This is your copy to keep.

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 UWEP 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.

UWEP does not manage participant medications.

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 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, if you are approved for DDA services, we will provide the support you need for as long as you need it. We will work with you and your employers to help make your job a success. We will help 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.

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.

UWEP was the first training program in the nation designed to train and place adults with developmental disabilities into competitive, integrated 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 remaining available as needed.

While they are at the job site, the Employment Specialists may provide consultation to supervisors and co-workers to help establish natural supports in the workplace. They are available for consultation for the length of the person's employment.

INTAKE: Initial Contact with the UW Employment Program

Intake Meeting: Some participants come to UWEP through DVR, some as a direct referral from KC DDECSD, some find us through family connections, or on their own!

If you have been referred to UWEP through DVR: Your DVR Vocational Rehabilitation Counselor (VRC), and in some cases your King County Developmental Disabilities and Early Childhood Supports Division (DDECSD) Case Resource Manager (CRM), may provide you with a list of providers, and you may call our main office and arrange for an initial meet and greet. You may invite any support person you wish to be present at the meeting. At the meeting, the UWEP Employment Specialist will tell you about the program and answer your questions.

You may be asked questions about your interests, skills, experience, and general background. This information is needed to become better acquainted with you and to decide if we can be of service to you. If everyone at the meeting agrees that the UW Employment Program can help you, the next step is to contact your Vocational Rehabilitation Counselor (VRC) as well as your DDECSD Case Resource Manager. DVR will decide on a plan for you. The plan may be a Community Based Assessment, Job Placement Services, Intensive Training Services, or general long-term vocational support. You, your legal guardian (if you have one), the VRC, and the Employment Specialist will then all sign the Employment Plan to show that you are all in agreement.

If you are referred to UWEP directly from your Case Resource Manager, you will arrange for a meet-and-greet with an Employment Specialist. We will discuss your interests, skills, work experience, and goals. If UWEP, and you, mutually decide that we are a good fit, then your next step is to contact your DDECSD Case Resource Manager for next steps.

Paying for Your Employment Services

Fees are typically paid by King County DDECSD and, in some cases, the Division of Vocational Rehabilitation, we also accept private pay as an option. We may refer you to King County DDCSD or to DVR for benefits analysis to help 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. A benefits analyst though DDECSD - WISE (*About BenefitU - Benefit U*), DVR or Plan to Work (*Plan To Work | Serving Washington*

State: Shining a light on your path to employment) can help determine the impact of work your benefits. We encourage you to work with a benefits planner.

UWEP 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 and Early Childhood Supports Division (DDECSD): 206-263-0853
https://kingcounty.gov/en/dept/dchs/human-social-services/developmental-disabilities/youth-adults

If you are eligible for services from DVR, you may also contact your DVR Counselor with the Washington State Division of Vocational Rehabilitation:
206-721-7300
https://www.dshs.wa.gov/dvr

When you contact us, we may ask you to:

- ✓ Apply for DDA Services, if you have not already done so and if you have a developmental disability.
- ✓ Apply for Supplemental Security Income (SSI)
- ✓ Apply for DVR Services

You may also request Private Pay as an option. Please call our office at: 206-543-6387 for our most current hourly rates for services. The services you request will be agreed upon between you and the UWEP staff you are working with.

SERVICES

DVR-Community Based Assessment: If you are unsure of a job goal, have limited work experience, or would like to explore other jobs, DVR may request a Community Based Assessment. This is an opportunity to work with UWEP on finding a job goal, identifying what supports might help you be successful in a job, what type of work environment you work best in, and how you best learn. It is also a way to find your strengths, work skills, and what will help you reach your goals. During a CBA, you will likely try out different types of work at unpaid skill building sites for a short period of time. You may also meet with employers for job shadows, or informational interviews to learn more about different jobs and industries. Unpaid skill building sites

may be explored throughout King County depending on the skill area you are interested in exploring. During this time, you may want to work in several different areas. This could help you decide in which area you would be interested in working.

Each area offers an opportunity to perform or learn a skill commonly needed in various 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. 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.

The skills we will be observing may include eye-hand coordination, motor development, ability to follow directions, social skills, cooperativeness, how you best learn, how you adjust to changes in the work setting and others. This information will help us work with you to make more accurate job matches.

Once a job goal is found, you will move to Job Placement Services.

DVR - Job Placement Services: Your Employment Specialist will work with you on creating a resume, cover letters, practice interview questions, and help with identifying jobs to apply for. You may take part in job shadows and informational interviews as well. Your Employment Specialist will also approach employers about our program, and how you may fit with their organization. UWEP prides itself on providing individualized services for job placement. We collaborate with you to find a job that fits with your skills and interests. It is our goal that we find the right fit job for you, that will give you an opportunity to learn and grow and to work as independently as possible.

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.

Once you have received a job offer, your Employment Specialist will help you go through it and can work with you to ask any questions, and will work with you on

disclosing your disability, and asking for any needed accommodations. Once you are employed, you may transition to Intensive Training Service (if you are DDCSD eligible, or to a Retention Plan).

DVR - Intensive Training Services/Retention Plan: Your eligibility for DDCSD services determines whether you will have an Intensive Training Plan (DDCSD eligible) or a Retention Plan (DVR only eligibility).

With an Intensive Training Plan: Once you accept a job offer, your Employment Specialist will provide training services at your job site. The Employment Specialist will help with any onboarding paperwork, new employee orientation, and the training for your new job. They will also work with you and the employer regarding any possible accommodations that will support your success. Sometimes Intensive Training involves collaborating with your manager on best practice strategies for communication with you, or discussions on how you best learn.

Your Employment Specialist has a lot of experience teaching people how to do their jobs. All our placement personnel know how to give helpful 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.

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.

Many 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.

We have been placing people with developmental disabilities into competitive employment for almost 50 years. Our history supports our confidence in your ability to meet the challenges awaiting you in your new job.

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.

As you begin to meet the requirements of any task regularly, your Employment Specialist will 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, they will leave the room for small blocks of time. If you are working well, the blocks of time will get larger. Finally, your Employment Specialist will leave the building for the entire day. You will gradually become more and more independent at work. The goal of UWEP is that you will be able to complete your job tasks independently, with some support from coworkers (called natural supports) or using tools we provide (like reminder alarms, visual supports or checklists).

By leaving and returning in this manner, your Employment Specialist learns how things will work when you are on your own. If problems arise, they 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 individual. However, the timeline often 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.

With a Retention Plan: You will work with your Employment Specialist and DVR Counselor to decide what level of support, and what services will best work for you in starting your new job. Services vary from on-site support, checking in outside of work, support with onboarding and requesting accommodations, providing direct feedback on learning your tasks, or problem-solving issues that may arise. The level of support will be tailored to your needs and choice of services.

DVR-Independent Living (IL): UWEP is contracted with DVR to provide Independent Living Services. This may be an assessment, a contract to help you access other services, or a contract to help you learn specific skills. IL skills training may include decision making, money management, organizational skills, social relationships, time management, self-advocacy, attendant management, self-care and safety/self-protection in the community. Please speak with your DVR counselor or UWEP Employment Specialist if you are interested in Independent Living services.

Long Term Supports: If you are King County DDECSD eligible, UWEP will provide your long-term support at work. This support is very individualized depending on the needs of the client. We may just check in with you and your supervisor 2-3 times per month to see how things are going and address any concerns or questions. We may also be on site for parts of your shift if you benefit from some extra help. Your Employment Specialist is there to support you with any work-

related issue or question. The UWEP Employment Specialist will take extra time to build rapport and good communication with you and your manager to ensure that things are going smoothly.

The UWEP Employment Specialist will provide follow-up support as long as you are employed. If problems do arise, your Employment Specialist can help you and your supervisor find constructive ways to manage the problem.

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, keep 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.

JOB ENDING

Many of the people we place remain in their first jobs for years. Others hold several jobs before finally settling into one on a long-term basis. Sometimes jobs don't work out. Either the employer decides it isn't a good fit job for them, or you may decide that it is not a good fit job for you. In either case, your UWEP Employment Specialist will work with you and the employer to provide as smooth as possible transition out of the job. We will then work with you on finding a new job. Often this is an excellent learning opportunity to see what will work best for you.

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 for finding a new job. You will be asked to meet with your employment specialist to discuss your options.

If you are concerned about losing your job, or if you are thinking about quitting your job, contact your employment specialist immediately. Your employment specialist will return your call as soon as possible.

TRANSPORTATION

UWEP does not provide transportation to the job site. We can work with you on setting up Metro Bus training, or signing up for ACCESS services, but we do not provide transportation to and from work.

ACCESSING YOUR RECORDS

You may access and review your records at any time. If you would like to review your file, we ask that you make an appointment with your Employment Specialist. They

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 Release of Information and a "File Review Form" that will be placed in 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

SEPARATION FROM UWEP

There are many reasons why we may not continue to work together, these may include:

1. We do not have the ability to support you on the job. This typically is in cases where you benefit from having full one on one support at the job, and we are not able to successfully fade our support. Because we are a small program, we generally do not have the capacity to support individuals where we are not able to fade support.

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.

3. There are issues outside of work that you would benefit from resolving 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 services from another agency.

5. You move outside of our service area, which is King County.

6. Employment is no longer a goal. This may be because you are choosing to retire from working or just decide that you no longer wish to find employment.

Communication is key in any of these situations!

COMPLAINTS

From time to time a person with disabilities or his/her parent or guardian may disagree with a decision made by staff of UWEP at any stage of the process. 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 follow the following procedure:

- √ Talk to your Employment Specialist. 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 first 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 UWEP who will proceed as a mediator. Their job is to listen to you, your parent(s), and/or your advocate and UWEP 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 UWEP 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 are 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 earlier in this publication. UWEP has a form you may use to let us know about your complaint. Please call our main number to request the form.

Note: The UW Employment Program prohibits retaliation against people who bring a complaint or grievance or take part 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 took part in any investigation resulting from a complaint or grievance or participating in the complaint or grievance process.

FOR PARENTS/GUARDIANS:

Guidelines for when your adult child is employed.

The first day of 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 is exciting for everyone involved!

Often the changes in roles are as confusing and difficult for the parents/guardians as they are for their adult child.

To help guardians 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 cheerful outlook toward work can go a long way. 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 them an honest wage for an honest day's work. The employer has the right to expect your child to give their best effort toward meeting the established demands of their job.
- 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. It is expected that the employee will follow the standard procedures for requesting time off.
- Resist the urge to call in and speak to the employer directly about your child. Employers deal directly with their employees about work issues. Phone calls

from a parent may 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 needed from all parties involved.

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

- Transportation: Although a close-to-home job location is certainly desirable it cannot be guaranteed. Concessions in travel time and distance may be necessary. We are happy to arrange Metro Bus Training if appropriate and provide information on requesting ACCESS Transportation.

We at the UW Employment Program are thoroughly committed to your child's success on the job. We hope you will join us in a cooperative effort to make your child's first job a valuable and successful experience.

RESEARCH:

As a participant in UWEP, your participation contributes to improving services and advancing research in the field of employment for adults with disabilities. To support this, we may use de-identified information (data that does not include your name or any personal identifiers) for research purposes.

If you have questions or concerns about how your information is used, please contact UW Employment Program Director, Katherine Bournelis at: katlis@uw.edu.

CLIENT RIGHTS

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

1. **Participation is Your Choice**
   You choose whether to join UWEP, and you can leave at any time.
2. **Respect and Safety**
   You have the right to be treated with respect and kindness. No one should harm you in any way—physically, emotionally, or financially. If abuse or neglect is suspected, UWEP is required to report it to the proper authorities.
3. **A Program Just for You**
   Your program should be designed to help you meet your personal goals, based on available funding and services. You also have the right to help plan your program and make choices about your services, information sharing, and support team.
4. **Access and Support**
   - If you need language assistance, you can request it for free.
   - If you need accommodations to participate fully, you can ask for them under the Americans with Disabilities Act (ADA).
5. **Privacy and Your Information**
   Your personal information will not be shared without your written consent or your legal guardian's consent. If you allow information to be shared, you can decide what is shared, with whom, and for how long. You or your legal representative can also look at your UWEP files and records.
6. **Fair Treatment and Complaints**
   If you feel something is unfair, you have the right to file a complaint by following the steps in this guide. Filing a complaint will not affect your ability to receive services.
7. **Job Training with Support**
   When you start a new job, training will use positive and supportive methods to help you succeed.
8. **Participation in Research is Voluntary**
   You will be informed if any research is being conducted, and your participation will always be your choice. If you choose to take part, your identity will remain private, and you will be protected by the University of Washington's Human Subjects Policy.