

.....

Service Handbook

Welcome to Capabilities, owned by Karen and Bill Blumhorst. Capabilities provides quality employment and waiver services to persons with developmental disabilities, mental illnesses, substance use disorders, and physical disabilities. The criteria for acceptance include the following:

1. The person receiving services must be referred and funded by a state, county or other preapproved funding source.
2. The person receiving services must be determined to be able to benefit from services offered and is willing to receive services.

We believe that your involvement in the development and implementation of services within 7 days of referral is critical to the successful development of employment and service opportunities. We want you to be informed and involved and we want to meet your needs! Communication or service delivery options, preferences, and methods including technology options will be discussed with you. You can review Capabilities' performance or geographic areas served on our website: www.capabilitiesinc.biz or request this information from Capabilities staff.

The actual services you receive are dependent on your referral or payers/funding source representative (counselor or SSA/SAS). State, county, or other pre-approved funding/referral agencies pay fees per their agencies' current fee schedule. Examples of funding sources include Opportunities for Ohioans with Disabilities, Medicaid, and Bureau of Worker's Compensation. The geographic areas served change often and are available on funding source websites or by contacting Capabilities. Services are individualized and tailored to your needs. Decisions about changing, transitioning, and/or ending services are made with you and your referral source representative. We try very hard to provide you continual services, but there could be unanticipated service modifications, reductions, or exits/transitions precipitated by funding or other resource issues. Services are provided for varying lengths of time, times of day, days of the week, frequencies, and in appropriate community settings, depending on your needs and through consultation with your referral source representative.

We provide professional service delivery models and strategies that are based on the accepted guidelines of our funding sources, field-recognized practices, current research, evidence-based practices, peer-reviewed guidelines, and/or expert professional consensus. The services you receive depend on what you and your funding source agree upon. Our services are provided by referral, by contracts with referral sources, or directly. Direct pay services are available by request and agreed upon by person receiving services prior to providing services. Our services are categorized below:



Community Employment: Our Community Employment services connect the dots between people and their career choices. This can include analyzing working pay in relation to existing benefits, getting ready for employment, helping people find job opportunities, figuring out transportation to the job, helping them learn their job, and/or assisting them in keeping their job. Examples of these services include work incentives planning/coordination, benefits analysis, job development, on-the-job supports, job seeking skills training, travel training, career planning, and individual employment supports.



Community Integration: Our Community Integration services connect the dots between people and community involvement. We assist individuals in living integrated lives through individualized services. We operate both in group and individual settings to achieve the goals which they have targeted. Examples of these services includes day habilitation and travel training.



Driving Services: Our Driving Services connect the dots between people and getting and keeping their driver's license. We offer programming to help people find out if it would be in their best interest to drive, get their permit, get their license, and regain their license through remedial courses. Examples of these services include online driver's education course (Ohio First time Teen & Abbreviated Course), pre-driver's education training (tutoring for the online portion), first-time driver safety course, driving assessment, on-the-road driving instruction.



Exploration Services: Our Exploration Services connect the dots between people and definition of their career path. We offer assessments and exploration services to help people find careers. We help people decide what career would be a good choice to enter by balancing the person's individual preferences and researching the availability of jobs in local markets, the level of education needed for careers, and the general income for those careers. Examples of these services include career exploration, career planning: discovery, vocational evaluation, and home site assessment.



Professional Training: Our Professional Training services connect the dots between people and education resources to work with people with differing abilities. Capabilities offers professional training and programs to people who are looking to serve people with disabilities. Capabilities representatives give accredited presentations to individuals and companies who can benefit from learning more about working with people with disabilities. Professional training services are primarily provided and funded directly or through contract.



Virtual Services: Our Virtual Services connect the dots between people and technology. We help individuals and businesses install, maintain, and/or troubleshoot network devices, computers, laptops, tablets, and general use programs and/or assistive technology. Examples of these services include one-on-one computer training, computer training classes, laptop rental, and computer repair. We also provide some services virtually allowing increased access to services.

The Service You Have Been Referred for is: _____

Staff Qualifications/Caseloads/Conflict of Interest/Diversity: Capabilities staff are qualified to provide your services and trained to use equipment and technology which meet qualifications detailed in individual job descriptions. Capabilities staff carry caseloads suitable to provide needed services to each person. Please discuss any conflicts of interest you feel exist with your career consultant, any Capabilities staff person, or funding source and request changes as needed. Diversity is key to success. Persons are valued for their contribution, regardless of age, sex (including gender identity, sexual orientation, pregnancy), spiritual beliefs, socioeconomic status, language, disability or genetic information, race or color, religion, national origin ancestry, culture, marital or veteran status, victims of domestic violence, dating violence or stalking, military status, or any other legally protected status. Capabilities recognizes and values the fact that we are a diverse community and provides equitable access to all. Capabilities prohibits discrimination. Spiritual beliefs will be accommodated.

Rights and Responsibilities: It is the policy of Capabilities that we will protect and promote your rights. A Capabilities staff person, typically your career consultant, will thoroughly review your rights and responsibilities at your first meeting. You and your family members, if applicable, will be asked to sign these Rights and Responsibilities to document your understanding of it. Your rights cannot be removed without your prior written consent. If you feel that your rights have been infringed, please complete the grievance form. There will be an investigation and a resolution.

Planning Process: During your first meeting with your Capabilities Career Consultant/Instructor, we will gather information using a comprehensive "Person Served Plan" form. Together, we will develop a coordinated individualized service plan with goals, objectives, timelines, and consent on the use of information and communication technologies to achieve your chosen vocation goal or desired service outcome, provided by you and your funding source counselor. As appropriate to referral requests, training may be provided to person receiving services and their support systems on the

.....

features, set up, use, maintenance, safety considerations, infection control, and troubleshooting of communication technologies utilized during services as well as creating an appropriate environment to receive services. During this, and any subsequent meetings, you are welcome to have others participate if you wish. We will also have you sign pertinent documents so services can begin. It is your right to review any of these or other forms kept in your confidential person served file, and Capabilities staff can arrange this. Call Capabilities (419.394.0003) and arrangements will be made. Information in your file cannot be released without your and your legal guardian, if applicable, signed, informed consent. You can withdraw your consent at any time. Persons receiving services may not receive information from the file that does not originate with Capabilities (ex: funding source information, psychological evaluations, etc.). Should you want a copy of this information, please contact the source of such information. Should you need referrals to other organizations for services, Capabilities will facilitate this process.

Non-discrimination: It is the policy of Capabilities to not discriminate against any individual as a possible employee or person served based on their age, sex (including gender identity, sexual orientation, pregnancy), spiritual beliefs, socioeconomic status, language, disability or genetic information, race or color, religion, national origin ancestry, culture, marital or veteran status, victims of domestic violence, dating violence or stalking, military status, or any other legally protected status. We uphold the standard that all children and adults should have and enjoy equal rights and opportunities. Reasonable accommodations will be provided to enable you to participate. Capabilities works closely with case managers, probation offices, therapists, counselors, etc. so that a strong team helps you achieve your goal.

Input from Person Receiving Services: It is the policy of Capabilities that we will involve you in each step of your services with us, gathering your input both verbally and written. Your best interests are served when you guide your own services. Please feel free to involve any of your family members or significant others in this process as well. Your input will also guide who receives information about your services through Capabilities. Your participation in consumer advisory committee (CAC), through OOD, is encouraged. Your participation in job clubs is also encouraged. Should you or your family members/advocates have any conflicts, concerns, issues, problems, etc., please discuss these with your direct career consultant or any Capabilities staff member before formal grievance process is needed. Capabilities maintains social media sites such as Facebook, LinkedIn, and Twitter. Capabilities encourages persons receiving services and their families to use these resources. Your input defines outcome satisfaction. Capabilities encourages you to advocate for yourself and, if needed, can provide you with linkages to self-advocacy organizations. Your counselor and SSA can also assist.

Health & Safety: It is the policy of Capabilities that we will facilitate any safety issues pertaining to your community work site and sites where we provide services to you. Please contact Capabilities staff if you have a fever or otherwise contagious on the day of an in-person meeting. Ongoing safety and health training is provided when needed including ergonomic and technology safety. Please familiarize yourself with emergency plans and procedures at job/community sites and posted at Capabilities offices. If an emergency happens while you are receiving services, Capabilities staff will assist you to follow the site procedures, address accessibility concerns, and provide for basic needs. If Capabilities staff have an emergency while providing services and are unable to communicate, please seek help, contact 911 if needed, and call the Capabilities office. First aid supplies are maintained in Capabilities offices and company cars. You, your family members, and your significant other are encouraged to be involved in assessments and minimization of potential benefits, risks, and responsibilities to your health and safety in the community. If you take medications, only trained and delegated staff will assist you with your medications, supervised by a registered nurse. If an over-the-counter medication is being brought to our offices or the Community Club, please send a note updating us on its need and use. Capabilities is committed to providing a safe and healthy workplace and to preventing the spread of infestations such as bed bugs and lice. If you believe, or have been told, that your home has bed bugs or lice, you need to tell Capabilities immediately. If an infestation continues to be a problem, Capabilities may ask that you take care of this problem before continuing services.



15. You have the right to not be hit, yelled at, cursed at, or called names that hurt you.
16. You have the right to be able to learn new things, make friends, have activities to do, and go out into your community.
17. You have the right to be able to tell people what you want and be part of making plans or decisions about your life.
18. You have the right to be able to ask someone to help you and let others know how you feel or what you want.
19. You have the right to be able to use your money to pay for things you need and want with help.
20. You have the right to be able to say yes or no before people talk about what you do at work or home, or look at your file
21. You have the right to be able to complain or ask for changes, if you don't like something, without being afraid of getting in trouble.
22. You have the right to not be given medicine you don't need or to be held down if you are not hurting yourself or others.
23. You have the right to vote and learn about laws and your community.
24. You have the right to say yes or no to being part of a study or experiment.

Capabilities Contact Information: Capabilities, LLC, provides quality employment and waiver services to persons with developmental disabilities, mental illnesses, substance use disorders, and physical disabilities. Capabilities has two related businesses named Capabilities Properties and Capabilities Charitable Fund. Capabilities Properties owns office buildings and rents those spaces to Capabilities. Capabilities Charitable Fund is a non-profit that creates opportunities for people with disabilities to gain skills. Please speak with Capabilities if you would like any more information. You will receive contact information for each district staff person you work with. Your Career Consultant, Community Consultant, or Driving Instructor can provide technical assistance or address questions related to service delivery. You can reach Capabilities at 419-394-0003, www.capabilities.biz. You should expect a response within two business days.

Formal Grievance/Complaint Procedure: This grievance procedure will be given to each individual served upon entering services with Capabilities. We define a formal grievance as a complaint that has been filed on the below "Grievance Form". It will be explained in a way understandable to you and will not result in any retaliation, humiliation, or barrier to services. A grievance must be received at Capabilities within 7 days of its occurrence to be considered. Individuals served will be given verbal and written resolution of formal complaint within five working days after receipt. All grievances will be analyzed annually to improve our performance. You are welcome to involve any advocate in this process. The following levels of review will be used and should be handled at the lowest possible level:

1. Capabilities staff will receive, review, and respond to grievance, using the Grievance Form.
2. Capabilities leadership will review, verify in the Grievance record and respond to grievance if not resolve by staff member.
3. Referral source will receive, review, respond, and mediate grievance if Capabilities leadership do not resolve it.

Grievance Form

This form is to be used to file a formal grievance with Capabilities. Send this completed form to:

Capabilities 809 McKinley Road, St. Marys, Ohio 45885.

This form must be received at Capabilities within 7 days of the occurrence to be considered. Your funding source counselor will also receive a copy of this form.

Please complete all lines and supply as much information as possible.

Name: _____ Date: _____

Address: _____

Nature of grievance (attach additional sheets if necessary):

Please include names, dates, locations, as well as events if applicable



Signature: _____ Date: _____

Grievance Received by: _____ Date: _____

Mission Statement: Capabilities will strive to provide people with differing abilities the maximum supports needed to successfully achieve and sustain their goals.

Values: Pursue excellence, Act with Integrity, Embrace change, Support the team with your strengths