



MATEO Employment Services

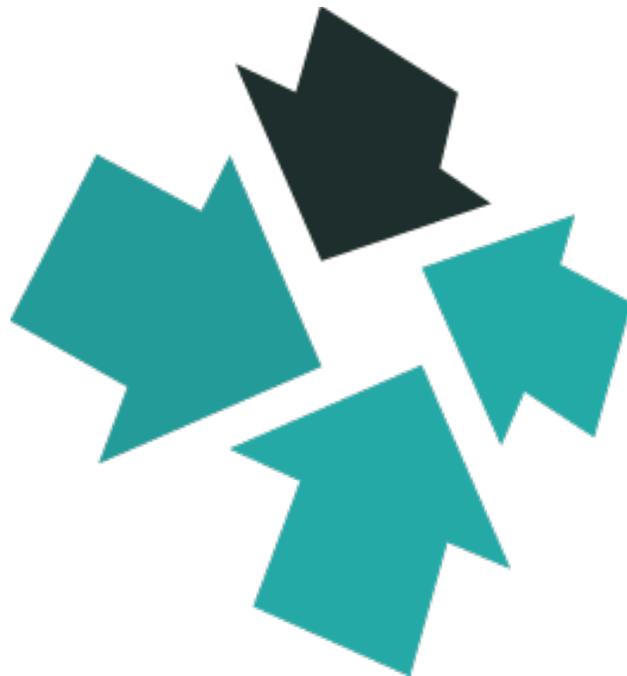
Matching Abilities To Employment Opportunities

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www.mateoemploymentservices.com

DVR Client Information Handbook 2024



Overview of Service for DVR Customers:

MATEO Employment Services is a Division of Vocational Rehabilitation (DVR) Community Rehabilitation Program (CRP). We provide Community Based Assessments (CBA), Job Placement and Job Retention services for DVR customers.

Community Based Assessment (CBA). Assessments are designed to evaluate work related abilities, barriers, interests, and to assist with identifying realistic employment goals.

Job Placement services are designed to assist clients in obtaining community employment in their preferred industry. Job Placement services include, but are not limited to, resume development, job search strategies, on-line application assistance, and interview preparation.

Job Retention services are designed to ensure clients maintain employment. Job Retention services include, but are not limited to, assistance with new hire paperwork, new hire orientation, job coaching, and accommodations recommendations.

MATEO Employment Services is dedicated to providing services that are tailored to meet the goal of each client. Services are conducted at mutually agreed upon, public settings. Services are offered Monday-Friday 8:00am-5:00pm. Retention services will be provided during off shifts and weekends as needed. Clients can expect to receive direct services weekly/bi-weekly depending on the needs of each client. All services are provided directly by MATEO Employment Services. All fees for services are funded by DVR, clients do not pay for services provided by MATEO Employment Services.

Mission:

To ensure qualified individuals with disabilities are afforded an equal opportunity to participate in employment by promoting inclusion in the workplace and providing support to achieve employment goals.

Person-Centered Philosophy:

MATEO Employment Services is dedicated to providing consumer-driven services. To this end, persons receiving services will provide the primary direction in shaping their services and formulating their plan of service or support.

- The plan of service or support for persons receiving services shall be developed through a person-centered planning process.
- The plan is to be based on the expressed needs and desires of the persons served and their abilities, capabilities and the supports necessary to reach their goals.
- Services and supports are to be provided in environments that promote maximum independence, community inclusion and quality of life.
- Families shall be valued members of the support team.
- The process will fully explore the individual's and family's desires with respect to lifestyle decisions and hopes and dreams for the future.
- The process will encourage, support, and enable choice, control, independence, and integration.
- The process will consider issues and concerns about the person's health, welfare, and safety.

Benefits:

Working could possibly impact benefits including SSI/SSDI cash benefits. It is important to understand what impact that could be. DVR has benefits planners who can provide individualized benefits planning to DVR customers. The benefits planning is arranged by DVR counselors and should be done prior to employment.

Client Rights:

In order to protect the rights of DVR clients, MATEO Employment Services will only conduct meetings in public settings mutually agreed upon by the Employment Specialist and DVR client. Clients have the right to terminate service at any time if they are uncomfortable and/or feel their rights have been violated. MATEO Employment Services will provide clients with our written Client Rights policies at the intake meeting.

Client rights include the right to:

- Choose the CRP you want to work with
- End services at any time
- File a complaint with DVR or local authorities
- To have information delivered in alternative formats
- Be treated with respect
- Have your confidential information protected
- Have an explanation of services provided
- Receive information and have a sufficient amount of time to make decisions
- Be free of discrimination
- Be free of harassment, retaliation, racism, and abuse
- Access information in your vocational file including receiving copies
- Receive a copy of your client rights, and grievance/complaint policy and procedure
- Be free from humiliation, neglect, financial, or any other form of exploitation
- Receive concurrent services (ex. Mental health, career counseling) with other agencies not funded by DVR
- Compose your own service delivery team including but not limited to parent, sibling, counselor, and/or advocate

Confidentiality of Information:

MATEO Employment Services maintains a strict level of client confidentiality at all times.

Taking the following precautions to ensure client confidentiality:

- Client records are kept on a secured cloud-based database.
- All hard copy client records will be scanned and stored in their secured electronic file within 24 hours of signature collection.
- Records will be kept on file for 2 years following the completion of services.
- All electronic copies will be deleted from the cloud-based servers following the collection of evaluation data.
- All clients will sign a release of information specifying who MATEO has consent to speak to regarding client information.
- All personal technology used by MATEO will be password protected to uphold client confidentiality.
- Any breach of confidential information will be investigated and reported.

Privacy:

MATEO Employment Services works to ensure client privacy regarding meetings, discussions had with employers on behalf of clients, and in the community. MATEO will abide by the following policies to ensure maximum client privacy:

- All meetings between clients and MATEO will be held in, at minimum, a semi-private area (examples: Library common areas, library study rooms, WorkSource). Meetings may also take place in public areas such as coffee shops as long as the meeting location is agreed upon.
- At client request, meetings with MATEO will be scheduled in a private area.
- All meetings of a highly sensitive nature will be held in private conference room space.
- MATEO will respect client power and choice regarding disclosure of client disabilities to employers.
- MATEO will provide clients with information about the ADA and disclosure of their disability, so clients can make an informed choice about disclosure.

Freedom from abuse and neglect:

MATEO Employment Services is committed to providing services to adults with disabilities that are free from abuse, exploitation, retaliation, humiliation, and neglect. Should MATEO suspect abuse, exploitation, retaliation, humiliation, or neglect, DVR, Case Resource Manager, and the proper authorities will be notified immediately.

Access to and the release of one's personal records:

All clients of MATEO have the right to access to their personal records. The following procedures are in place to facilitate the release of client personal records:

- Clients and/or guardians can request access to their personal records at any time.
- MATEO will make an appointment with the client within 6 days, so that the client may review their record. MATEO will ensure that the meeting takes place in a private conference room.
- Clients may request copies of all or part of their personal records.
- MATEO will document when a review of personal records has been requested and occurred.

Informed Consent and expression of choice regarding service delivery:

MATEO Employment Services adopts a person-centered philosophy to service delivery. We strive to individualize services according to each participant's unique skills, abilities, interests, and barriers. We believe service delivery is a partnership between the client and MATEO. We encourage the maximum involvement and participation of the client in their employment services. We expect clients to be active participants in their service delivery. We will provide information so that clients can make informed choices about their service delivery. The following policies are in place to ensure that clients are informed about the services they are participating in and have the power and knowledge to make informed choices regarding their service delivery:

- All clients will participate in an intake meeting to discuss their vocational goals, interests, skills, abilities, and barriers. At this time MATEO will provide an explanation of the services provided. Clients will be encouraged to ask questions about the agency as well as the services provided.
- All clients will participate in a planning meeting regarding a plan for services provided by MATEO. The planning meeting will consist of developing mutually agreed upon goals and action steps for the client and MATEO regarding service delivery.
- All clients will sign an Authorization to Disclose Confidential Information form, specifying the type of information MATEO can share and/or gather prior to service delivery. If a client chooses to not sign the consent form, MATEO may not be able to provide services to the client.
- All plans will be reviewed by the client, DVR and MATEO by the SDOP end date or as necessary.
- Employment Specialists will communicate with DVR frequently to ensure participant satisfaction with MATEO's services.

Access or referral to legal entities for appropriate representation, if needed:

MATEO Employment Services policy regarding a client's right to have access to legal representation is to provide clients with a list of community resources.

Clients are encouraged to call 911 in the event of an emergency.

Clients have the right to legal representation and may elect to contact the following resources:

- The King County Bar Association Pro Bono Services department works with over 1,300 volunteer attorneys, paralegals, and law students to provide free legal services to low-income King County residents.
King County Bar Association
1200 5th Ave Ste 600
Seattle, WA 98101
Phone: 206-267-7100
Fax: 206-267-7099
<http://www.kcba.org/pbs/legalhelp.aspx>
- Disability Rights Washington provides free services to people with disabilities in Washington State who qualify under our federal mandates.
Disability Rights Washington
315 - 5th Avenue South, Suite 850
Seattle, WA 98104
Phone: (206) 324-1521 or in WA State: (800) 562-2702
Fax: (206) 957-0729
<http://www.disabilityrightswa.org>

Investigation and resolution of alleged infringement of rights:

Clients have the right to file a complaint regarding any rights infringements.

Clients have the right to ask for an investigation and resolution to a possible infringement of their rights.

Whenever possible, complaints are resolved between MATEO Employment Services and the client. Complaints can be elevated to include the DVR counselor, as appropriate, or as requested. If a client has a concern about their case, they are encouraged to talk with the Employment Specialist with MATEO Employment Services first, if possible, as the problem could be a miscommunication or a misunderstanding between the client and the Employment Specialist.

Additional resources related to client rights include:

- Client Assistance Program serving Washington State
Contact by phone or email between 8-5 p.m. PST Monday through Friday.
Toll-Free Voice: 1-800-544-2121
Toll-Free TTY: 1-888-721-6072
Local Seattle Voice: 206-721-5999
Local Seattle TTY: 206-721-6072
Jerry Johnsen, Director: jcap@qwestoffice.net
Bob Huven, Rehabilitation Coordinator: bcap@qwestoffice.net
<http://www.washingtoncap.org/>
- Washington State Human Rights Commission
1-800-233-3247
1-800-300-7525
www.hum.wa.gov/
- The U.S. Department of Justice
Civil Rights & Civil Liberties Complaints
Office of the Inspector General
U.S. Department of Justice
950 Pennsylvania Avenue, NW Room 4706
Washington, D.C. 20530
Web site: <http://www.justice.gov/oig/index.html> e-mail: inspector.general@usdoj.gov
Hotline: (contact information in English and Spanish): (800) 869-4499, or
Hotline fax: (202) 616-9898.
- The U.S. Health and Human Services Office for Civil Rights
Web site: <http://www.hhs.gov/ocr/civilrights/>
Office for Civil Rights
U.S. Department of Health & Human Services
2201 Sixth Avenue - Mail Stop RX-11
Seattle, WA 98121
(206) 615-2290; (206) 615-2296 (TDD)
(206) 615-2297 FAX

Individuals who are Deaf, Deaf-Blind or Hard of Hearing may file a complaint related to an interpreter by contacting:

- The Office of Deaf and Hard of Hearing (ODHH)
(360) 902-8000 Voice/TTY
(800) 422-7930 Voice/TTY
(360) 902-0855 Fax
Email Address: odhh@dshs.wa.gov
Contact ODHH by Video at:
D-Link Video IP Address: 209.181.93.249
D-Link Video Phone Number: 360-902-8000
Sorenson Video IP Address: 209.181.93.251
Sorenson Video Phone Number: 360-902-8000

MATEO Employment Services takes the rights of clients very seriously. The following policies are in place to ensure a fair investigation and resolution of alleged infringement of rights:

- MATEO will conduct a thorough investigation of alleged infringement of rights by interviewing clients, staff involved and any witnesses.
- In cases where the owners are involved directly in alleged infringement of rights, clients are encouraged to use the resources provided.
- In all cases of alleged infringement of rights, the DVR counselor will be contacted immediately, and an incident report drafted.
- MATEO will comply with all external investigations and supports a transparent process for arriving at a conclusion.

Client Grievance Procedures:

Every DVR Customer receiving services from MATEO Employment Services has the right, without the fear of reprisal, to bring forward a complaint, report a violation of any ethical codes, file a grievance, and or appeal a decision made by MATEO Employment Services personnel. DVR Customers are encouraged to discuss issues directly with the person involved, if appropriate, in an attempt to resolve the issue. Customers can expect a response within 2 business days and a proposed resolution within 3 business days. DVR Customers are encouraged to discuss matters directly with their DVR counselor if they are uncomfortable discussing the matter with MATEO personnel, and may file a formal complaint with or gather additional information from the following resources:

- Client Assistance Program serving Washington State
Contact by phone or email between 8-5 p.m. PST Monday through Friday.
Toll-Free Voice: 1-800-544-2121
Toll-Free TTY: 1-888-721-6072
Local Seattle Voice: 206-721-5999
Local Seattle TTY: 206-721-6072
Jerry Johnsen, Director: jcap@qwestoffice.net
Bob Huven, Rehabilitation Coordinator: bcap@qwestoffice.net
<http://www.washingtoncap.org/>

- Department of Social and Health Services
DSHS Constituent Services
PO Box 45130
Olympia, WA 98504-5130
1-800-737-0617
www.dshs.wa.gov
- Equal Employment Opportunity Commission
Federal Office Building
909 First Avenue, Suite 400
Seattle, WA 98104
Voice: 1-800-669-4000
TTY: 1-800-669-6820
www.eeoc.gov

Conflict of Interest:

MATEO employees maintain professional relationships with all of its stakeholders. The exchange of gifts, money, or gratuities is prohibited at all times. MATEO will inform the appropriate stakeholders of any situation that presents a conflict of interest for persons served or services provided.

Safety:

Stakeholders shall maintain a safe and sanitary workplace that includes appropriate protective equipment, and is in compliance with applicable environmental, health and safety laws, rules and regulations. In addition, the following procedures are followed

- All direct service staff will receive Adult First Aid and CPR before providing direct service to clients and comply with current American Red Cross/American Heart Association standards for recertification.
- Each staff will have access to a first aid kit and a roadside emergency kit.
- Each staff will have access to each client's emergency contact via electronic records.

Request for Reasonable Accommodations:

All participants have the right to request a reasonable accommodation to allow them to fully participate in services. Reasonable accommodations may either be requested verbally or in written form using the Request for Reasonable Accommodations form. Each participant has the right to receive documentation regarding the reasonable accommodation should the request be denied. Each request will be reviewed by the owner and every effort will be made to grant reasonable accommodations to allow for full accessibility of MATEO's services.

Criteria for Entering, Transitioning, and Exiting Services:

MATEO Employment Services works with clients referred by the Division of Vocational Rehabilitation (DVR), who have chosen MATEO as their service provider, and meet the following criteria:

- Client has an attainable vocational goal agreed upon by client, MATEO, and DVR Counselor.
- No conflicts of interest exist between client and MATEO employees.

Clients are transitioned from one service to another based on careful consideration from their DVR counselor, informed choice of the participant, and agreement of MATEO.

Clients will exit services once they have achieved service delivery goals. Premature termination from services can occur by participant choice at any time and for any reason.

MATEO may choose to discontinue services with clients including but not limited to the following reasons:

- Client's lack of participation in services
- Unable to attain client goal within time limits of the Service Delivery Outcome Plan
- Harassment, threats, or intimidation of any kind
- Active substance use including the inability to pass a drug test.

If a client's vocational goal has not been achieved within the dates of the SDOP, MATEO will review client goals with the client and DVR counselor to come up with a revised plan of action and/or extend services. During this meeting MATEO and the client will discuss any concerns about services and any new barriers that might be impacting services. If a new plan of action cannot be mutually agreed upon by MATEO, client, and DVR Counselor, services may be discontinued.

DVR Client Handbook Checklist:

- Overview of services
- Client rights
- Confidential Information
- Privacy
- Freedom from Abuse and/or Neglect
- Access to personal Records
- Informed Consent
- Legal Resources
- Rights infringement policy
- Grievances
- Conflict of Interest
- Safety
- Request for Accommodations
- Entering, Transitioning, and Exiting Services

Request for Alternative Format: Format Requested: _____

I have read, understand, and acknowledge receipt of the client handbook and the above information:

Client Printed Name

Client Signature

Date

MATEO Signature
Dwayne Myers

Date