

Goodwill STEP

**(SCHAPIRO TRAINING AND EMPLOYMENT PROGRAM)
(Division of Goodwill Industries of the Chesapeake, Inc.)**

**222 E. REDWOOD STREET (PRP ONLY)
BALTIMORE, MD 21201
410-625-1877 OFFICE 410 625-2891 FAX**

**257 EAST MAIN STREET
WESTMINSTER, MD 21157
410-875-3368 OFFICE 410-875-3371 FAX**

PARTICIPANT HANDBOOK AND INFORMATION GUIDE

WELCOME

STEP welcomes you to our agency. We hope that this handbook will help you and your family to understand about our rehabilitation, training and employment services. Please keep it for future reference, for you may have more questions at a later date.

MISSION STATEMENT

Goodwill Industries of the Chesapeake, Inc. prepares people to secure and retain employment and build successful independent lives.

ABOUT STEP

STEP is a division of Goodwill Industries of the Chesapeake Inc, a non-profit organization. Since 1986, this agency has been serving persons with psychiatric disabilities in local communities. The areas served include Carroll County and Baltimore County residents. Services of this agency are funded by State of Maryland Department of Health and Mental Hygiene, the Division of Rehabilitation Services, and various private foundations.

The Supported Employment Program (SEP)

SEP is committed to assisting individuals with serious and persistent psychiatric disabilities to secure and maintain employment in the competitive labor force. Employment Specialists (ES) take a holistic approach while providing wrap around services to the participant. Participants play a significant role in forming their employment goals based on their desired area of employment. The Employment Specialist will meet with participants at a minimum of twice a month but can and will exceed that amount if clients are in the Job Development phase of support. Participants are expected to attend meetings with Employment Specialists and work towards agree upon goals.

Typical goals and skill development areas include:

- Employment application assistance
- Partnerships matching employee skills with employer needs
- Community job development
- Community networking
- Interviewing skills
- Resume writing
- On-the-job coaching and support to maintain employment
- Assistance with requesting reasonable accommodations
- Assistive technology
- Long-term follow-up services to insure work adjustment and job satisfaction

*If you receive SSI/SSDI, upon your request, staff can connect you with a benefits counselor.

The Psychiatric Rehabilitation Program (PRP)

PRP is an individualized, participant-directed program that assists individuals with mental illness to develop, enhance and maintain psychiatric stability, social skills, independent living skills and access resources in order to live successful independent lives. The objective of this process is to provide a supportive environment to present information addressing issues of returning to work as well as an atmosphere where basic job seeking skills are taught. Rehabilitation Counselors (RC) will meet with clients at a maximum of six (6) times per month. Participants are expected to attend meetings with Rehabilitation Counselors and work towards agree upon goals. Please review a brief list of skills the RC can work on with you:

Social Skills Training	Life Skills	Safety and Health Issues
<ul style="list-style-type: none">• Coping with criticism• Developing boundaries• Getting to know your anger• Mediation/Letting Go• Self-esteem• Stress management• Time management• Managing symptoms• Communication skills	<ul style="list-style-type: none">• Accessing community resources• Basic understanding of the law• Budgeting• Crisis resources• Problem solving• Anger management• Educational Exploration• Housing Assistance• Social Security benefits	<ul style="list-style-type: none">• Benefits of fitness• Crime prevention• Physical health• Diet and nutrition• Mental illness: Diagnosis and treatment• Smoking cessation• Communicable disease control

PROGRAM HOURS

Staff are available at the offices Monday through Friday between 8:00 a.m. and 4:30 p.m. Evening and/or weekend hours can be arranged for you and your family on an as-needed basis. In case of a mental health emergency, please contact one of the follow, based on your location:

- Baltimore Crisis Response 410-433-5175 (Baltimore City)
- Baltimore Crisis Response 410-931-2214 (Baltimore Co.)
- Grassroots Crisis Unit 800-422-0009 (all other counties)
- Carroll County Mobile Crisis Team 410-952-9552 (between the hours of 9am and 12am, 365 days of the year)
- Dial 211 or go to 211.org (24 hours a day 7 days week)

All other emergencies, please dial 911.

TELEHEALTH WORK

Staff can and will provide services per telehealth regulations administered by the state of Maryland. Staff will provide these services during set business hours, with the exception of some services that require the participant to need support after business hours. Participants will be asked for their consent to utilize services per telehealth regulations and staff will not move forward in providing services without that consent received.

HEALTH AND SAFETY GUIDELINES

Goodwill Industries of the Chesapeake (GIC)- STEP values the health and safety of staff, participants and community members. In congruence with Center for Disease Control (CDC) and Goodwill Industries of the Chesapeake Inc. staff guidelines, Goodwill STEP strongly encourages participants and community members to follow the protocols listed below.

- Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands
- Maintain a distance of at least 6 feet from others
- Wear a face mask covering your nose and mouth when in a public or shared space
- Report any blood or bodily fluid exposure to STEP staff and a medical provider as it poses a risk of infection transmission
- Contact STEP staff to reschedule your appointment when you are sick to avoid the spread of germs

For additional information regarding best practices in health and safety, please visit the CDC website <https://www.cdc.gov/infectioncontrol/basics/standard-precautions.html>

RESEARCH

STEP does not participate in research projects. Program participants information will not be used or shared for any research studies.

FEES-FOR-SERVICE

Program services are approved for funding by:

- * Division of Rehabilitation Services (DORS)
- * State of Maryland Department of Health and Mental Hygiene – Medicaid

We do not accept private insurance or cash as payment for services.

WHO CAN MAKE A REFERRAL

Referrals are accepted by mail, in person, or by fax from a variety of community providers - Division of Rehabilitation Services, schools, hospitals, physicians and other health professionals, community agencies, and private individuals. Referral requests can be made by contacting STEP at 410-625-1877 (Baltimore City) or 410-848-7793 (Carroll County).

WHO IS ELIGIBLE FOR SERVICES?

You are eligible for these services if:

- you are 16 years of age or older (SEP only)
- you are 18 years of age or older (PRP only)
- you have a disability or other barrier to employment and/or fit the diagnosis criteria for program entry
- you desire to receive psychiatric rehabilitation or to obtain competitive employment
- you are willing to apply for DORS services or agree to a fee structure established by the State of Maryland (if applicable)

Enrollment in the program is voluntary

PARTICIPANT RIGHTS

Equality in Service

All services will, at all times, be provided without discrimination on the basis of race, color, age, gender, national origin, sexual preference, marital status or disability.

Continuity of Care

Each participant will be assigned a Vocational and/or Rehabilitation Counselor. If your assigned Counselor is not available, the behavioral health supervisor or a qualified counselor will be assigned to support the participant.

Confidentiality

Your records are kept in strict confidence. Information about you and your family will not be released or discussed without your knowledge and written permission. If STEP staff believes

that it is necessary to share information about your case with others, we will ask you to sign a "release" which will explain with whom we plan to share the information and why.

Grievances

The following grievance procedure has been developed for consumers of STEP. A complaint, whether regarding quality of care, violation of rights, or any other concerns regarding your participation in the STEP program can be made through oral or written communication either in person, by telephone, or mail. If you disagree with your program plan or have a complaint about the services provided by the program, you should:

1. Discuss the problem with the Employment Specialist/Rehabilitation Counselor, or any other STEP staff. He/she will respond within two working days and attempt to correct or explain the situation to you and/or your significant other(s).
2. If the problem has not been resolved as a result of Step 1, you are entitled to bring the matter to the Program Coordinator, who shall respond within five (5) working days.

Supported Employment
STEP Program Manager
Lorrene Munoz
410-848-7793x2107
lmunoz@goodwillches.org
257 East Main Street
Westminster, MD 21157

Psychiatric Rehabilitation
Specialist/Program Coordinator
Charlotte St. Pierre
443-827-8313
cstpierre@goodwillches.org
222 E. Redwood Street
Baltimore, MD 21202

3. If the grievance is not resolved by the Program Coordinator, you are entitled to take your grievance to the Director of Placement Services. All documentation regarding the grievance must be forwarded to the Director of Placement Services within ten (10) working days. The Director of Placement Services will respond to the grievance within ten (10) working days.

Director of Placement Services
Danica Deming
410-837-1800x1169
ddeming@goodwillches.org

4. If you are not satisfied with the Director of Placement Services decision, you may appeal to the local Core Service Agency. Beyond that, you may take your appeal to the State of Maryland's Mental Hygiene Administration.

*Please note, submission of a grievance will not result in retaliation or barriers to accessing services with the STEP Program.

Human Rights

The STEP staff will ensure consumers are given reasonable accommodation to make sure they enjoy their rights. These rights include:

1. The right to receive appropriate humane treatment.
2. The right to be protected from harm and to be free from abuse, neglect, financial and other exploitation, retaliation, and humiliation. All allegations of consumer abuse must be reported to the Director who must report them to the local law enforcement agency.
3. The right to an individualized rehabilitation plan.
4. The right to participate, in a manner appropriate to your condition, in the development and periodic review of your rehabilitation plan.
5. The right to receive rehabilitation as stated in the individualized treatment plan.
6. The right to be told in appropriate terms and language you can understand:
 - a) The content and objectives of rehabilitation;
 - b) The nature and significant possible negative effects of rehabilitation;
 - c) The name, title and role of the staff members who are directly responsible for carrying out your rehabilitation, and when appropriate;
 - d) Other treatments, services or providers of mental health services.
7. The right to access your records in a timely manner. The right, with written permission, for your attorney to have access to your records. In the event your Mental Health Professional believes that it would be harmful for you to read your record, you have the right to a written summary of those sections of the record which the Mental Health Professional believes might be harmful.
8. The right to confidentiality of your record in accordance with the appropriate sections of the annotated code of Maryland.
9. The right to refuse medication.

***Policy:** No employee of STEP shall prescribe, dispense, administer or store medication to clients at any time. If

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client needs assistance, staff will refer client back to their prescribing doctor or a caseworker for assistance with their medication. Clients however are permitted to independently take prescribed medication on STEP premises.

10. The right to informed consent, freedom of choice and refusal of services, supports, providers and composition of the service delivery team.
11. The right to refuse to participate in physically intrusive research.
12. The right, prior to admission, to an explanation in terms and language you can understand of admission and discharge policies.
13. The right, prior to admission, to an explanation of your rights in terms and language you can understand and to have a list of the rights posted in a prominent place in the facility.
14. The right, prior to admission, to an explanation in terms and language you can understand, at the charges and fees you may be required to pay.
15. The right to a discharge plan.
16. The right to make a complaint, file a grievance, and appeal a decision made by the agency personnel or team members without retaliation or resulting in barriers to service.

DISCHARGE PROCEDURES

Consistent with the Evidence Based Practices principle of unlimited follow along supports, if the participant completes all phases of the program, he or she may continue to receive services for as long as such services and supports are needed and desired.

You are eligible for discharge if you:

- Successfully complete the program
- Elect to voluntarily terminate your participation
- Commit gross misconduct -Gross misconduct is behavior which is illegal, or is clearly detrimental or harmful to STEP operations, staff, or consumers.

The following are examples of gross misconduct:

1. violent or threatening behavior
2. language or behavior that is abusive or offensive to others
3. repeated verbal harassment of staff or other consumers
4. bringing a weapon into the building or STEP function
5. alcohol or drug intoxication on grounds
6. selling or dispensing of illegal substances on STEP grounds or to STEP consumers
7. sexual harassment
8. theft

9. refusal to follow agency rules

*Clients can also be discharged if their funding source (Medicaid or DORS) has withdrawn financial support. Prior to discharging a client, an ES will apply for “Uninsured Coverage”, if approved, the ES will continue with services.

Prior to discharge, the plans must be discussed with:

- the participant and treatment team
- the Program Coordinator
- the employer (if applicable)
- significant others and family (if appropriate)
- the funding source

A formal discharge plan, summary of program progress and transition plan letter will be developed by the designated staff member.

PROGRAM RE-ENTRY

An individual discharged from the program may request to return to the program at any time in the future as determined by the participant.

Re-entry into the program will be at the discretion of the program, in conjunction with the availability of appropriate staff. Program re-entry may result in necessity to repeat any or all of the program components.

DISCLAIMERS

- STEP does not hold, manage, or otherwise control client's personal finances.
- STEP does not store, handle, prescribe, dispense, administer or dispose of any medications.
- STEP staff does not seclude or restrain consumers
- STEP prohibits illegal substances on company property
- STEP does not have the authority to make legal decisions for clients

Receipt of Consumer Handbook

My signature indicates that I (the participant) understand that:

- A. Goodwill STEP Program staff has communicated these rights and responsibilities in a manner that is meaningful.
- B. The participant is fully informed of and understands these rights and responsibilities.
- C. The participant and Goodwill agree to abide by the policy

Participant Signature
Signature

Staff

Date

Date