



ENSO OFFICES

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PARTICIPANT HANDBOOK

“Facilitate individualized employment for people with developmental disabilities and others who experience barriers to meaningful jobs.”

WE VALUE...

- **Individual Contribution**
- **Creative and Customized Employment Supports**
- **Team and Community Involvement**
- **Equity**

THESE PRINCIPLES GUIDE US...

- Assume that all people have the potential to work in integrated community settings and earn meaningful wages.
- Honor each dream: the visible and the hidden, the simple and the complex.
- Honor and respect all people, all voices and all cultures; especially those who have historically not been included in the design of their own services.
- Recognize that the individual is not separate, but part of something greater by drawing on the strengths, resiliency, and resources of the individual's family, friends and community.
- Collect, track, analyze, and use data, including success stories to validate the integrity of our work.
- Recognize that behind every statistic, every diagnosis, every historical account is a real human being, with all the complexity, magnificence and potential for great things that is in each of us.

CONTACT INFORMATION

ENSO DDA Program

Program Manager: Tara Hull
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Services Coordinator: Stacci Davie
206-829-2001 x309 Stacci@enso.ws

ENSO DVR Program

Program Manager: Lynette Juska
206-829-2001 x307 Lynette@enso.ws
Services Coordinator: Joshua Allen
206-829-2001 x308 Joshua@enso.ws

DDA Case Resource Manager phone number

DVR Counselor phone number

Employment Professional phone number

EMPLOYERS

Boeing
Cheesecake Factory
Hobby Lobby
Fred Meyer
Juanita Firs 76 Station
Jewish Community Center
L'Arche Farm and Gardens
The Ram Restaurant
Russian Center for Spiritual Enrichment
Safeway
Sam's Club
Spokane Parks Department
Starbucks
Swedish Medical Center
Target
TJ Maxx
Triumph Composite Systems

Self-Employment Businesses

BB Music
BJ Card Company
Blue Thunder Lawn Care
C&S Maintenance
Designs By Lupita
DRN Custodial
Logan Magazine
Special Friends Embroidery
Sage Within Us

OUR SERVICES...

ENSO's foundation is grounded in providing individualized employment services as determined by the individual with input from their family, friends and other significant people in their lives. Our expertise is working with people to help them explore their skills and job interests, and to match them with the needs of local employers. We provide individualized supports, build up natural supports within the workplace, and work with individuals through this process to become as independent as possible. Our services include:

Employment Systems Navigation
Person Centered Plan Facilitation
WorkStrides Workshops
Trial Work Experience
Job Exploration
Community Based Assessment
Job Development
Job Coaching
Retention and Follow up
Self Employment Support
Volunteer Support

HOW ARE SERVICES FUNDED?

The state legislature appropriates dollars to the Department of Social and Health Services (DSHS) each biennium - every two years. Of the many agencies in DSHS, we work with only 2 of them, the Divisions of Developmental Administration (DDA) and the Division of Vocational Rehabilitation (DVR).

DVR— It is to your advantage to go through DVR's intake process. You can then be considered for a range of employment services. DVR will want to get to know you so services can be tailored to your interests, skills and abilities. Resources through DVR are time limited, designed to help you get a job and support you for the first three months.

DDA—Once DVR resources stop, you may be eligible for services through County Developmental Disabilities Program. This funding enables ENSO to continue to support you on your job for as long as you are employed.

Other—Department of Services for the Blind, Private Pay, Corporate Contracts.

ENSO's GRIEVANCE AND APPEALS PROCEDURE

From time to time you or your parent or guardian may disagree with a decision made by an employee of ENSO. When this happens, we want to make sure all conflicts are fully negotiated. If a conflict arises, which cannot be resolved through regular lines of communication, please observe the following procedure:

Attempt to work out the conflict with the immediate person.

Remember that you may have an advocate to support or to represent you at any step of this procedure. Try to work out the conflict within two weeks of the original dispute. If you do not know or have an advocate, please contact your case manager for advice.

If the conflict cannot be resolved:

File a formal grievance. Write a letter stating your conflict to:
Executive Director
ENSO
16300 Christensen Road, Suite 340
Seattle, WA 98188

Your letter should include the following:

- Your name, address and phone number and if you choose, the name, address and phone number of an advocate that you have selected.
- Date of the letter.
- A description of your grievance.
- The name of anyone else you would want us to talk to on your behalf.

The Executive Director will review this information and either respond back to you in writing regarding your grievance or request a meeting with you to discuss the situation. You may include an advocate of your choice to be involved throughout this process. In addition, an independent mediator may be accessed to assist with the resolution of any conflicts.

If you are not satisfied with the decision, you have the right to appeal to your Case Manager and/or the County.

ENSO's SERVICE AGREEMENT

Depending on the type of funding available to you and the services requested by you and/or your family and team, the following services may be provided by ENSO. The individual agrees and understands that they are required to self-direct their employment process, with the support of his or her family and/or team.

Provide information on state, county and other employment resources for individuals with disabilities.

In counties where ENSO is contracted to do so, facilitate an employment planning meeting with the individual and his or her team. The purpose of the planning meeting shall be to assist the individual in clarifying his/her personal vision and goals for employment, and to develop strategies which will assist the individual in implementing his or her plan.

Provide Employment services, based on your employment plan, including discovery/pathway services, community based assessments, job development, job coaching and retention.

FUNDED SERVICES

DDA

Employment Systems Navigation
Person Centered Plan Facilitation
Discovery
Volunteer Support
Job Development
Job Coaching

DVR

WorkStrides Workshops
Trial Work Experience
Community Based Assessment
Job Placement
Intensive Training Services
Retention and Follow up

DDA SERVICES OFFERED

Employment Systems Navigation

ENSO can provide information on state, county and other employment resources for individuals with disabilities.

Person Centered Plan Facilitation

A Person-Centered Plan can help you build a vision for your future based on your strengths, gifts, skills and interests.

Discovery

With the assistance of your Employment Professional, we will explore your vocational interests, skills, and employment history, and research the current job market as it relates to your targeted employment. ENSO will also conduct an assessment to help you discover different jobs opportunities in the community, determine your skills and abilities, and identify potential “barriers” in order to learn how to best support you in your job.

Volunteer Support

As part of Discovery, you may start with a volunteer job as a way to learn and practice work skills which will help you ease into paid work in the community.

YOUR RESPONSIBILITIES

You have hired ENSO to work with you to achieve your employment goals. This handbook lays out the different services that ENSO can do, but as the job seeker, you have responsibilities as well:

- Actively participate throughout the process.
- Provide us with information that is relevant in order for us to support you through the process.
- Follow through on what you've agreed to do.
- Maintain open communication with ENSO staff.
- Use the information gathered about your strengths, interests, abilities and the labor market to guide your decisions.
- Work with your team! Remember you have a team, including ENSO staff and others — family, friends, DVR, DDA etc. who want to be a part of your team.
- Be honest, no matter what you think the reaction will be. We want you to be honest about how you feel the process is going.
- Be willing to try something new, even if you don't think you're interested or like it, you may be surprised!

ENSO's PARTICIPANT RIGHTS

ENSO is committed to providing services in a manner that is respectful to the needs of the individual. While receiving services at from ENSO you can expect:

Respect – You will receive individualized services which honor your personal choices, goals, and independence.

Privacy – Your personal information, or information regarding the services you are receiving from ENSO, will not be provided to any individual or organization without your prior consent, or the consent of your legal guardian.

Access – You have the right to access your own records for your review.

Accessibility – You have the right to request reasonable accommodation. Your request will be evaluated, and honored to the extent feasible, as provided by the Americans with Disabilities Act and/or the Washington State Law Against Discrimination.

Non-Discrimination – No individual shall be denied services on the basis of HIV/AIDS status, race, creed, religious preference, sexual orientation, marital status, military service/veteran status, age, gender, national origin or disability.

Right to Appeal – You have the right to seek assistance, and file an appeal, if you believe that your rights have been violated.

Protection from abuse – you have the right to be free from abuses such as retaliation, humiliation, neglect, financial or other exploitation.

DDA SERVICES OFFERED

Job Development

While receiving personalized job development services from ENSO, an Employment Professional will assist you with the following: Constructing a strong resume, drafting powerful and professional cover letters, preparing for the interview process, developing meaningful relationships with potential employers, analyzing your prospective job site to identify any natural supports as well as potential barriers that may arise while you are on the job, and serving as a mediator between you and your employer. The primary purpose of receiving job development services is to help you obtain a paid job that is a good match for you.

Job Coaching

ENSO Employment Professionals will collaborate with you and your employer to ensure that you receive proper training and any needed accommodations/on-site supports so that you are able to perform your job successfully and to your employer's satisfaction. Additionally, ENSO will provide on-going assistance to the employer to guarantee that the employment supports you may require will continue after you have achieved competency. The purpose of receiving job coaching services is to work towards the goal of successful long term employment.

DVR SERVICES OFFERED

WorkStrides Workshops

ENSO offers this highly interactive workshop for our customers that will help evaluate strengths, values, personal qualities, barriers, self-esteem, and resiliency.

WorkStrides is a great way to jump-start your rehab program!

Trial Work Experience

If you qualify for this service, ENSO will find and secure positions in realistic work settings prior to eligibility to determine if you are eligible for VR services or if there is clear and convincing evidence you would not benefit in terms of an employment outcome at this time.

Community Based Assessment Services

If approved by DVR, ENSO will work with you to find and secure positions in realistic work settings to help assess work interests, abilities and identify any employment barriers you may face. This process will assist in identifying the nature and extent of supports and accommodations needed for you to obtain and maintain competitive employment.

DVR SERVICES OFFERED

Job Placement

ENSO will work with you to locate, secure and place you into a paid integrated job as mutually agreed by the you, your DVR Counselor, and ENSO. Job Placement is accomplished when you complete your first day of paid employment as defined by the employer.

Intensive Training Services

One-on-one job skills training and support is provided at the job site to enable you to: 1) attain job stabilization in on-the-job performance, with job supports; 2) meet your employers expected levels of work productivity; and 3) transition to long-term Extended Services as provided by ENSO or others rather than DVR.

Job Retention Services

ENSO will provide individualized on-the-job-site training and support services that enable you to learn the essential functions of a job; meet your employer's expected level of job performance; and retain your employment for ninety (90) calendar days past the point of Job Placement.