



**THE CONSUMER HANDBOOK  
FOR  
COMMUNITY PERSONNEL SERVICES, INC.**

**WELCOME TO CPS**

**ABOUT US**

**Community Personnel Services, Inc. (CPS), an affiliate of ECLC of NJ, is a nonprofit supported agency located in Chatham, NJ. The Board of Trustees of ECLC created CPS in 1995 with the goal of providing transition services to all ECLC graduating students. Our goal is to enrich the lives of our consumers by helping them obtain successful employment in integrated community settings.**

**CPS staff currently serves graduating students of ECLC at the Chatham and HoHoKus campuses, students referred by public/private schools, consumers referred by New Jersey Division of Vocational Rehabilitation Services (NJDVRS), New Jersey Division of Developmental Disabilities (NJDDD), and New Jersey Commission for the Blind and Visually Impaired (CBVI).**

**We provide services to consumers with diverse challenges and abilities. The populations we serve include students and adults with multiple disabilities, physical challenges, cognitive impairments, autism spectrum, neurological impairments, visual/hearing impairments, and learning differences. CPS has grown from serving an initial graduating class of 30 ECLC students to providing services to 400 + consumers today including CPS Support Coordination services. Our consumers reside in Essex, Union, Passaic, Bergen, Morris, Middlesex, Somerset, Warren, and Sussex counties. Our professional staff is comprised of**

**dynamic individuals who are dedicated to providing the highest level of service to our consumers.**

**CPS is an approved vendor for Medicaid, NJDVRS, NJDDD, and CBVI. We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for community employment and transition services. CPS has also received Autism Spectrum Disorder (ASD) accreditation.**



**Our Mission and Vision Statements for our Supported Employment consumers are listed below:**

## **MISSION STATEMENT**

**To assist persons who have significant support needs to choose, obtain, and maintain employment in integrated community settings, to improve the quality of their lives, and to establish independent living and community connections.**

## **VISION STATEMENT**

**To expand the horizons of our consumers through creative job development, placement, training, and follow-up. To educate employers on the value and**

validity of creating a diverse workforce employing individuals with a variety of skills and capabilities.

## **ADMISSION CRITERIA FOR CPS SUPPORTED EMPLOYMENT**

Everyone seeking CPS services must:

1. Have a primary learning or developmental disability that is a barrier to competitive employment.
2. Be able to benefit from the on-going support, which is offered to every employee.
3. Have or are able to obtain proof of Employment Eligibility.
4. Applicants admitted to the program will be screened for appropriateness. The screening process includes a review of the referral information and an intake interview. Individuals who are found to be ineligible for services will be informed as to the reason for this decision. The referral source will also be informed as to the nature of the applicant's ineligibility and appropriate alternate community services will be recommended whenever possible.

## **OUR COMMITMENT**

- We will treat you with the consideration and respect that you deserve as a person.
- We will consider your point of view when developing job options and making choices and decisions that will lead to satisfactory and successful employment.

- We will help you find and keep a job that focuses on your abilities and allows you to become a valued employee.
- We will provide continued support and assistance when you need it.

## MORE ABOUT CPS SERVICES

### THE WAY WE WORK

If you begin working with us as a student, we will get to know you by meeting with you one-to-one, visiting your classes, special activities, and talking with your teachers and specialists at the school. CPS will assist you in starting and completing applications for DVRS, DDD, SSI and Access Link. Whether you are a student or have been referred to us by DVRS or DDD, we plan a meeting to talk with you and your guardians. The purpose of this meeting is to find out what you want for your future and learn more about your communities and what plans are needed to help you reach your goals and dreams. If you are unsure of your goals, we will help you decide on possible job areas to explore. We will then create an employment plan that's right for you.

CPS will prepare an Individual Service Plan for you stating your goals. The Individual Service Plan will also state what we plan to do to help you achieve your goals. The plan can be updated as necessary while we work together.



## **STEPS TO GETTING AND KEEPING THE RIGHT JOB**

Once this goal is set, we set up steps necessary to start climbing the career ladder.

These steps include:

1. **Exploring and evaluating** your interests, skills, abilities and any barriers to employment that need to be considered.
2. **Job search preparation and assistance** writing your resume, interviewing techniques and assistance with appropriate work behaviors.
3. **Job development**, including job sampling, job trials targeting jobs you want and can do, and setting up interviews.
4. **Job coaching**, including training and support on the job to help you get off to a good start; travel training or arranging transportation; assisting you in learning new or difficult parts of the job and being there as needed until you are comfortable working with the natural supports at the workplace. The employment specialist will assist you in becoming independent in the workplace.
5. **Follow-Along** starts once you are thoroughly settled on the job. Your employment specialist will continue to support you and visit the site, but not as often. You can contact your coach for more help when new tasks, a new supervisor, or other challenges come up.

# WHAT YOU CAN EXPECT FROM US

## YOU WILL:

1. Be considered as a person, with hopes and special dreams, but with certain learning limitations.
2. Be treated with dignity, respect and fairness.
3. Be listened to and talked to as a young adult.
4. Be a full partner in all employment plans and decisions.
5. Be assisted to find a job, which allows for growth and development of skills and abilities.
6. Be able to receive support and assistance solving any problems you may have on the job.
7. Be able to receive complete information on work performance.
8. Be able to have access to all your records in your case folder by making a request to your employment specialist or a CPS administrator to see them.

CPS has an accessibility plan to provide you an environment free of barriers or obstacles. We will encourage and promote accessibility for you in your workplace and work for the removal of any barriers you may find. CPS's accessibility plan looks at potential barriers to our consumers in many areas including the following:

- Attitude
- Policies
- Communication
- Financial
- Transportation

**Our goal is to help you work in an environment free of barriers.**

## **WHAT WE EXPECT FROM YOU**

- 1. To take an active part in your job search.**
- 2. To be honest and open about yourself with the CPS staff.**
- 3. To share your talents, strengths, concerns, and limitations.**
- 4. To be open and flexible about various job areas while still making choices.**
- 5. To understand that you can disagree with the CPS staff, but will accept the support needed for success on the job.**
- 6. To get to your job on time and when you are scheduled.**
- 7. To call your employer when you are sick or cannot go to work.**
- 8. To dress as required for your work site.**
- 9. To take responsibility for your decisions and do your part to follow up as needed.**
- 10. To continue working as a partner with your Employment Specialist by contacting him or her when you need help with anything related to your job.**

# HUMAN RIGHTS POLICY

CPS's policy is to look at you, our consumers, as equal partners and to create an atmosphere of mutual respect where we can work together to assist you in achieving your employment and life goals. We will respect you, and expect you to respect us without consideration of age, gender, national origin, race, religion, or appearance.

No harassment of any kind will be tolerated either by staff, consumers, their families, or employers including but not limited to the following:

- ❖ Any kind of verbal, physical, psychological abuse or neglect
- ❖ Freedom from humiliation
- ❖ Freedom from any kind of exploitation, including financial and personal.

CPS will also ensure the following:

- ❖ There will be no discrimination in any employer sponsored, social, or other activities.
- ❖ Confidentiality of consumer's information including written records
- ❖ Privacy for all consumers

**Any consumer who feels he or she has a complaint about how they are treated should report it at once to the CPS Director. If a consumer complains, this will not affect the delivery of services, and will not result in any type of retaliation.**



## **CPS APPEAL POLICY**

**It is the policy of CPS to respect the rights of the individuals we serve at all times in the decisions CPS makes regarding consumers.**

**The appeal process that follows, is designed to give our consumers a way to contest decisions of staff members, but the consumer's family must be able to provide sound and substantial reasons for the position taken.**

## **CONSUMER APPEAL PROCEDURE**

**If you or your family is not satisfied with a decision made by your CPS Employment Specialist, you can do the following:**

- 1. Contact the Employment Specialist and tell him or her exactly what you are unhappy about and why. Most of the time by talking this over, the problem can be worked out.**
- 2. If you are still dissatisfied after talking to your CPS Employment Specialist, write a letter at once to the CPS Director and request a meeting to resolve the problem. This meeting should be scheduled no more than five days from the time you made the request. The decision of the Director is final and will end the appeal process.**

## **CPS INVOLVEMENT with LABOR ORGANIZATIONS/DISPUTES**

**CPS will not provide employees, temporary or permanent, as replacements for union employees participating in strike action.**

**An employment specialist will explain to the worker the purpose and function of labor unions and help him or her to participate in union activities if they so choose.**

**In a unionized shop, an employment specialist will assist the worker in completing necessary paperwork to join labor unions at the workplace.**

## **NON DISCRIMINATION POLICY**

**No one otherwise qualified for CPS Employment Services will be denied services on the basis of age, gender, race, religion, ethnic origin, sex or disability.**

## **CONTACT INFORMATION**

**Community Personnel Services  
54 Fairmount Avenue  
Chatham, New Jersey 07928**

**Call us at 973-738-1030 ext. 132 and talk with one of our staff Employment Specialists.**

**Visit our website at <http://cpsofnj.org> .**

**Mary Griggs  
Director**

**Judy Clemente  
Supervisor**

**I have been given a copy of the CPS Consumer Handbook.**

\_\_\_\_\_  
**Consumer**

\_\_\_\_\_  
**Employment Specialist**

\_\_\_\_\_  
**Date**

**I have read/or someone read to me the “CPS Human Rights Policy” and the “CPS Appeals Policy” and I understand my rights.**

\_\_\_\_\_  
**Consumer**

\_\_\_\_\_  
**Employment Specialist**

\_\_\_\_\_  
**Date**