



LOQW, Inc.

Participant Handbook

for Employment Services



WELCOME TO LOQW

What's Inside

Welcome & Locations	1
Services	2
Rights	3
Responsibilities	4
Safety	5
Additional Information	6
Additional Information	7

Areas Served

Adair	Putnam
Clark	Ralls
Knox	Randolph
Lewis	Schuyler
Macon	Scotland
Marion	Shelby
Monroe	Sullivan

We're Glad You're Here!

Congratulations on enrolling in services with Learning Opportunities/Quality Works, Inc. (LOQW). You can choose any service provider and you can change service providers at any time. Thank you for choosing us!

This handbook will tell you about the employment services we provide. Finding and keeping a job is sometimes difficult; however, with all of us working together, the chances of you maintaining successful employment are greater.



hello!

Our Mission

It is the mission of Learning Opportunities/Quality Works, Inc. to positively impact the lives of individuals through support, advocacy, and connection to resources.

Our Locations

201 N. Locust St., Box 254 Monroe City, MO 63456 Phone: (573) 735-4282 Fax: (573) 735-2580 Monica Shoemaker, mshoemaker@loqw.com	Monroe City
111 S. 10th St., Hannibal, MO 63401 Phone: (573) 221-5991 Fax: (573) 221-8559 Dolores Wilson, dwilson@loqw.com; John McGuire, jmcguire@loqw.com	Hannibal
316 S. 2nd St., Box 254, Shelbina, MO 63468 Phone: (573) 588-7919 Fax: (573) 588-0133 Cody Stoneburner, cstoneburner@loqw.com	Shelbina
204 Crescent St, Box 524, Macon, MO 63552 Phone: (660) 385-6325 Fax: (660) 385-6326 Jason Kincaid, jkincaid@loqw.com	Macon
215 E. McPherson St., Box 246, Kirksville, MO 63501 Phone: (660) 627--1749 Fax: (660) 665-4035 Peter "Tom" Luckey, pluckey@loqw.com; Clay Talton, ctalton@loqw.com	Kirksville

SERVICES & SUPPORT

Job Discovery

A service that enables you to discover your skills, interests, & support needs. This information helps shape the direction of your job search.

Job Supports/Coaching

Job coaching is a service that helps you adjust to your new job, co-workers, and work environment, fostering your valued membership on the team.

Ticket to Work

This program provides Social Security Beneficiaries additional choices for receiving employment services following the completion of VR services.

Job Exploration

Job Exploration is a service designed to assist you in examining and experiencing various work situations relevant to your job preferences.

Follow Along

Once you're comfortable in your new job, LOQW will continue to keep in touch to ensure everything is going well and no further support is needed.

Transition Services

Designed to prepare students 16-21 years old to pursue a career training program or for placement in competitive or supported employment.

Job Development

This service focuses on looking for and securing a job that matches your skills, abilities, and interests; resume development, completing job applications, interview support, etc.

Employment Service

A service intended for those with a specific job goal and work history. The focus of this service is expedited job placement.

Benefits Planning

Individual benefits counseling provided to Social Security recipients to ensure they achieve their work goals without significantly impacting their benefits.

Teamwork

LOQW strives to support individuals in the way that makes the most sense for the person served. As a member of your team, LOQW will support you to develop your service plans and goals you'd like to accomplish.

Additionally, LOQW can connect you to a variety of community resources and networks and will work together with the rest of your team, like your family, friends, VR Counselor, & Support Coordinator.

With LOQW, your preferences and needs will be a top priority. You may choose your desired staff or update your Employment Consultant regarding your preferences concerning those who will support you.

Staff You Can Trust

LOQW takes your employment goals and success seriously and strives to ensure you are supported by highly qualified staff. LOQW has Certified Benefits Planners, CPI instructors, and First Aid/CPR instructors on staff to enhance the quality of service that is delivered. Additionally, all staff are trained in the following:

Ethics & Values

Cultural Diversity

First Aid/CPR

People First Language

Positive Behavior Supports

Crisis Prevention Intervention

HIPPA/Confidentiality

Advocacy & Rights

Person-Centered Planning

RIGHTS, RESPONSIBILITIES, & EXPECTATIONS

Your Rights

- To have a job and make money.
- To be treated with courtesy, dignity, and respect.
- To be free from physical, mental, verbal, and sexual abuse and neglect
- To have your records maintained confidentially and to have access to your records
- To have the right to due process review when any limitation to rights is proposed.
- To have the same legal rights & responsibilities as anyone else unless limited by law.
- To have services, supports, and personal records explained so that they are easily understood.
- To receive services regardless of gender, race, creed, national origin, disability, age, or protected veteran's status.

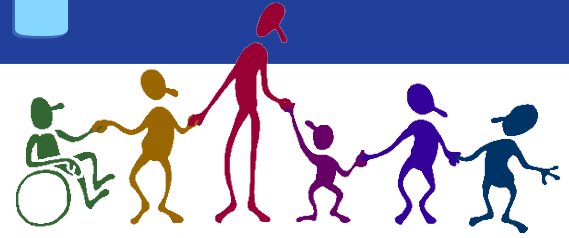
Your Responsibilities

- Be on time for all appointments.
- After hire, be on time for work.
- Be as independent as possible.
- To treat others how you would like to be treated.
- To keep a job so you may live the way you would like to live.
- Use your seatbelt any time you are transported by LOQW staff.
- Follow all safety rules and requirements of the worksites that you visit or where you are employed.
- Refrain from using illegal drugs and alcohol while on LOQW premises and when receiving services.
- Notify your Employment Staff as soon as possible if you need to cancel or reschedule an appointment.

Expectations

- Know the location of all building exits.
- Know the location of designated smoking areas.
- Know the location of smoke detectors & alarms.
- Know the location of fire extinguishers and how they operate.
- Be aware of the appropriate exit routes for various emergency situations.
- Know the phone numbers for emergency resources or how to easily access them.
- Communicate any accommodations you may need to be successful in your new job.

FYI



Affirmative Action

LOQW will provide services to individuals without regard to race, creed, color, sex, religion, national origin, marital status, age, disability status, or protected veteran status. Employee Disqualification List (EDL) status may be obtained on any customer who intends to apply for work at businesses providing healthcare or personal care services. Coordination with state & federal Department of Corrections staff is required for those customers on probation or parole.



Retention of Records

All records are kept at the Monroe City office. If you want LOQW to share information with another agency or LOQW needs information from another agency we will ask your permission via a release of information. Service reviews are shared with your funding agency without a specific updated release. It is your right to access your own records & you may do so any time.

Abuse & Neglect Policy

Abuse & neglect of any kind (physical, emotional, financial, etc.) is prohibited and will not be tolerated under any circumstances. Any staff member found to be implementing abusive techniques will be dismissed from LOQW immediately. If you feel that you have been violated in any way you should report the incident to someone you trust and LOQW will follow all required reporting procedures to ensure the issue is investigated thoroughly. All honest reports or concerns you may make will be treated as a sincere concern. You will be treated with respect and there will be no retaliation against you for sharing your concern.



Emotional abuse: yelling, name-calling, put-downs, threats, and any other means by which another person scares or demeans you.

Neglect: not responding to your health & safety needs, ignoring your concerns & requests about your well-being, & disregarding your overall safety & quality of life.

Financial exploitation: staff taking, spending, or borrowing your money (even if they pay it back) & any other way by which staff intentionally allows you to mishandle your money.

Physical abuse: hitting, kicking, biting, cutting, burning, and other ways in which another person may cause you physical pain or injury.



Fees for Services

LOQW receives comprehensive funding from the Missouri Department of Mental Health, Vocational Rehabilitation, County Boards, & the United Way. These agencies cover the full cost of services & customers are not charged to access LOQW supports.

Communication

Providing information to you and answering your questions is important to us. You may sign up for our newsletter and like us on Facebook to keep in touch!



FYI



Employment Policy

LOQW is an equal opportunity employer. Please notify Employment staff if you are interested in applying for a position within the agency. All employees of LOQW must have access to a bank account for direct deposit.

Disclosure

LOQW works as a team with related agencies with whom you're connected. Should you violate conditions set by partner agencies (VR, DMH, FSD, etc.), conditions stipulated by the court system (probation, parole, etc.), or fail to adhere to laws and regulations set forth by the criminal justice system, LOQW will report the violation as necessary.



Drug & Alcohol Use Policy

When an employee reports for work or an individual arrives at a community activity under the influence of drugs or alcohol, dependability, safety, & many other factors are compromised. This type of behavior can have consequences & may negatively impact a person's job security & access to the community. Drug & alcohol use is not permitted on LOQW property or while receiving services from LOQW. Additionally, employers within the community may implement their own policies concerning employees under the influence which may include disciplinary action or termination.



Work Strikes

LOQW will not provide support and/or placement to businesses with workers on strike. Participants who are union members will be supported as needed.



Transfer & Re-entry

LOQW will support you in finding new employment or transferring your referral to another agency or agencies as agreed upon at your program plan meeting. It is our policy to help you make informed choices in regard to the services you receive that best suit your conditions, preferences, contributions, and support needs.

Issues & Complaints

If a consumer or concerned party feels that an individual's right has been violated, the staff person, family member/guardian, or consumer shall report the alleged violation to the staff person of their choice. Staff shall then direct the details of the allegation be provided in writing to the Director of Community & Employment Services. Assistance in writing the report will be provided upon request. The consumer will also be encouraged to contact their support coordinator as appropriate. Issues should be resolved within 15 days. Retaliation against the consumer on whose benefit the complaint was reported will not be tolerated.





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