

WSP ALUMNI PROGRAM POLICIES & PROCEDURES

It is assumed that all components of WSP Alumni Services are non-criminal and within the bounds of the WSP Alumni Program Code of Professional Conduct. Job Seekers and Support Specialists are responsible for reporting policy violations to the WSP Alumni administrative staff.

These policies are effective August 4, 2016. These policies are accessible to Support Specialists and Job Seekers on our website: <https://njcsd.tcnj.edu/work-skills-preparation-program/alumni/>

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**90-DAY
AGREEMENT**

Once a Job Seeker is matched to a Support Specialist, they both sign the terms of the 90-Day Contractual Agreement. We have allotted for a 90-day period of time to include both the Discovery Process and the Job Development Process. The 90 days includes both direct and indirect services. It is up to the discretion of the Support Specialist how to allocate the time.

Should a job be secured, it is considered best practices for the Support Specialist to maintain communication (after the end of the 90-day contractual agreement) with both the Employer and the Job Seeker. Continued communication will help to monitor performance, maintain employer satisfaction and promote job retention by addressing/strategizing concerns. Some milestone incentives have been put in place to encourage these recommended best practices.

**ACCEPTING
ASSIGNMENTS**

A Support Specialist accepts a 90-day agreement after considering his/her own skills and ability to meet the Job Seeker's needs.

ALCOHOL

Support Specialists and Job Seekers will not use alcohol while on an assignment.

ASSIGNMENT

An assignment is defined as any activity or meeting in which both the Support Specialist and the Job Seeker are present. This is also known as "direct contact".

CANCELLATIONS

A communication plan must be completed at the beginning of the 90-day engagement to ensure that both parties have accurate contact information in case of emergencies and cancellations. Additionally, the communication plan will establish "rules" for scheduling meetings. Should a cancellation be necessary, it is highly recommended that the person who is cancelling have a conversation with the other person. The cancellation must also be reported to the WSP Alumni Program Administration *before the time of the assignment*. Additionally, if other parties (e.g. employers, job coaches, etc.) are involved, it is the responsibility of the **Support Specialist** to communicate the cancellation.

IF THE STATE OF NEW JERSEY IS IN A STATE OF EMERGENCY as a result of a natural disaster, a weather emergency or an act of terrorism, the meeting will be cancelled.

Should a weather emergency occur but no State of Emergency has been called, it is up to the discretion of the Support Specialist and the Job Seeker to make a safe decision about a cancellation and report it to the WSP Alumni Administration.

Consequences for cancellation are listed below.

Rescheduling – 24 hours (1 day) or more

- It is expected that changes to original plans will need to occur. If the schedule needs to be modified, please do so in advance of 24 hours.

Last-minute cancellation – less than 24 hours (1 day)

- It is the responsibility of the Support Specialist to communicate with the WSP Alumni Program Administration if either party cancels within 24 hours of the scheduled meeting.
- Mutual respect is expected between the Job Seeker and the Support Specialist. Should an emergency occur that necessitates a last-minute cancellation, the Job Seeker or Support Specialist should reach out to the other party. It is expected that contact be made at his/her preferred means of contact (e.g. text, call or email). Additionally, it is respectful to leave two messages if the first contact does not result in a response. Last-minute cancellations are reserved for emergency situations, and if a change in time or location satisfies both parties, it will not count as a “last-minute cancellation.”
- All last-minute cancellations will be documented.

No Show

- *If the Support Specialist is a No Show:*
 - The Job Seeker will report the No Show to WSP Alumni Program Administration.
 - WSP Alumni Program Administration will document occurrence and issue a warning to the Support Specialist.
- *If the Job Seeker is a No Show:*
 - The Support Specialist will report the No Show to WSP Alumni Program Administration.
 - WSP Alumni Program Administration will document occurrence and issue a warning to the Job Seeker.

COMMENTS

WSP Alumni Program Administration appreciates comments on services and on our program, in general.

To notify us of your comments during a 90-day engagement: Please complete the Comments section of the Survey at 30 or 90 days and forward the form to us by e-mail, fax or regular mail.

To notify us of your comments at other increments of time (not including at 30 days or at 90 days) during or after the 90-day engagement: Please e-mail, fax, phone or send your comments by regular mail.

COMMUNICATION PLAN

It is required that both the Support Specialist and Job Seeker collaborate to complete the Communication Plan within the first two weeks of the 90-day engagement. This plan is a way to capture contact information, a plan for scheduling meetings/activities, and an action plan to be used if a cancellation is necessary. The Support Specialist is responsible for submitting a copy of the Communication Plan to the WSP Alumni Program Administration. It is expected that both the Support Specialist and the Job Seeker communicate clearly and respectfully.

COMMUNITY NETWORKING

Community networking means establishing connections to businesses in the community that may result in a partnership with employment opportunities for job seekers. This may include but is not limited to attendance and participation in: conferences, town meetings, forums, and job fairs.

COMPLAINTS/ GRIEVANCES

One goal of WSP Alumni Program Services is to provide quality services. Problems, complaints or concerns should be discussed between both the Support Specialist and the Job Seeker at the time the issue arises. If the issue is not resolved to the satisfaction of both parties at the time that it happens, then both individuals are responsible to report the issue to the WSP Alumni Program Administration within 24 hours. We will work quickly to resolve concerns in the best interests of all involved. WSP Alumni Program Administration will attempt to employ mediation strategies. If a policy has been broken, a Violation Notice will be issued.

The following procedures will be followed for all official complaints or grievances:

1. Anyone who wants to file an official complaint must contact WSP Alumni Program Administration within 24 hours of the incident. A Grievance Report will be sent to you.
2. The Grievance Report must be completed and returned to WSP Alumni Program Administration within 72 hours of the incident.
3. WSP Alumni Program Administration will recognize receipt of your Grievance Report by sending you a letter. The other person involved in the complaint will also receive a letter.
4. WSP Alumni Program Administration will conduct an investigation. During the time of the investigation, WSP Alumni Program Administration reserves the right to suspend assignments and services.
5. You will be notified when a decision has been made regarding the situation. Should mediation strategies be ineffective in remedying the situation, termination of the contractual agreement may be necessary. Documentation and other disciplinary actions may result.

CONFIDENTIALITY/ PRIVACY

Job Seekers and Support Specialists must respect each other's privacy. This means ***they will keep private all information*** about each other that was shared during the assignment. Support Specialists must adhere to HIPAA standards. If this policy is not followed and confidences are broken, the Job Seeker or the Support Specialist will receive a Violation Notice. The second time that confidentiality is broken, the 90-Day Agreement will be terminated and other disciplinary actions may be taken, at the discretion of the WSP Alumni Program Administration. **You could be held liable if you share information, and you could be subject to a cash fine for breaching confidentiality.** WSP Alumni Program Administration, the Job Seeker's Vocational Rehabilitation Counselor, and the Job Seeker's Supported Employment Agency job coach are granted the right to know information pertaining to job development. Both WSP Alumni Program Administration

and the Vocational Rehabilitation Counselor must safeguard confidential information appropriately.

CONFLICT OF INTEREST Support Specialists do not provide services where they can personally or financially benefit. Support Specialists do not provide personal care services, any support with case management, financial planning, or counseling services, or advocate for legal, medical, or social services.

During job development, using personal contacts and connections could help facilitate an employment opportunity. It is suggested that the Job Seeker and his/her family participate in job development by sharing leads/contacts/connections. The Support Specialist reserves the right to use personal connections and contacts if and only if s/he chooses to do so.

CONTACT WSP ALUMNI WSP Alumni Program Administration appreciates your ideas and comments. Please contact us in any of the following ways:

- **By e-mail:** wspalumniprogram@gmail.com
- **By fax:** 1-609-637-5144
- **By phone:** 1-609-771-2575
- **By mail:** ATT: Danielle Schwartz, The College of New Jersey, Center for Sensory and Complex Disabilities: School of Education 310, 2000 Pennington Road, PO Box 7718, Ewing, NJ 08628

CONTINUING SERVICES We have allotted for a 90-day contractual agreement to include both the Discovery Process and the Job Development Process. Situations might occur when it would be beneficial to extend the 90-day contractual agreement. In order to do so, the Support Specialist must make an official request. The WSP Alumni Program Administration will review the request, plans and case notes in order to determine whether or not services should extend past the 90-days. An official letter will be sent to the Support Specialist and the Job Seeker stating whether or not the extension has been approved.

Should a job be secured, it is considered best practices for the Support Specialist to maintain communication (after the end of the 90-day contractual agreement) with both the Employer and the Job Seeker. Continued communication will help to monitor performance, maintain employer satisfaction and promote job retention by addressing/strategizing concerns. Some milestone incentives have been put in place to encourage these recommended best practices.

**CONVERSATIONAL TOPICS
TO AVOID**

Our philosophy is that that all people can and should work. We believe that the discovery process, which utilizes person-centered planning approaches, is the best way to promote successful employment that reflects the interests, skills and strengths of the Job Seeker. The Discovery Process is holistic in nature, taking into account the Job Seeker as a whole. Therefore, questions and activities pertaining to the Support Specialist's future will be incorporated to ensure that job development strategies are aligned with the Job Seeker's hopes and dreams for the future. These topics sometimes are

perceived as uncomfortable (e.g. future goals around living arrangements, relationships, etc.). These types of questions should be asked during the discovery process for job development purposes only.

COSTS

The WSP Alumni program is free for eligible Job Seekers who are receiving Vocational Rehabilitation Services through The New Jersey Commission for the Blind and Visually Impaired, who determines eligibility. The Job Seeker must pay for any transportation.

CUSTOMIZED EMPLOYMENT

“A flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development – one person at a time...one employer at a time.” – ODEP

DELIVERABLES

Deliverables are defined as any documents that share information about the Job Seeker that will be disseminated to employers, job coaching agencies, employees of the Commission for the Blind and Visually Impaired, Support Coordinators, etc. as well as documents that communicate information about the Employers (including but not limited to Needs Analyses, Work Place Analyses, etc.). Deliverables will be reviewed by the WSP Alumni Program Administration prior to dissemination to ensure quality.

DIRECT SERVICES

Direct services include any activity or meeting in which both the Support Specialist and the Job Seeker are present. This is also known as an “assignment.”

DISCLOSURE vs. NON- DISCLOSURE OF DISABILITY

It is always the decision of the Job Seeker whether or not to disclose his/her disability to his/her employer. The Support Specialist must help the Job Seeker make an informed choice about the decision to disclose his/her disability. If the Job Seeker discloses his/her disability to the employer, the Job Seeker may request reasonable accommodations that the employer will provide under the ADA. It should be noted that job coaching is considered a reasonable accommodation, and, therefore, in order to have on-site job coaching, the Job Seeker must decide to disclose his/her disability to the employer.

DISCOVERY

The Discovery Process is the approach used to learn about the strengths, interests, skills, preferences, goals, etc. of the Job Seeker. This person-centered approach is the most effective approach to develop a job match – one that will work best for the Job Seeker and the Employer. Activities related to Discovery may include completing the Person-Centered Planning Tool, participating in familiar and unfamiliar activities, visiting familiar and unfamiliar places, conversations, meals, games, videos, etc. For a list of

recommended activities for the Discovery Process, please refer to the List of Recommended Activities on our website.

DIVISION FOR DEVELOPMENTAL DISABILITIES (DDD)

It is expected that, if a Job Seeker is found eligible, DDD will provide job coaching services as well as Long-Term Follow Along Services. The Support Specialist will collaborate with the WSP Alumni Program Administration in order to plan for a seamless transition of services.

DRESS CODE

Since the goal of the WSP Alumni Program is to support Job Seekers to obtain and sustain integrated competitive employment, it is expected that both the Support Specialist and the Job Seeker dress in professional attire during meetings and activities during Discovery and the job development phase. Professional attire is relative to the type of employment opportunities that the Job Seeker is pursuing.

Each Support Specialist will be asked to wear his/her ID Badge while performing the job.

ELIGIBILITY

Those eligible to use WSP Alumni Services must be:

- Adults (over the age of 18 and out of the K-12 school system)
- Eligible for vocational rehabilitation services from the New Jersey Commission for the Blind & Visually Impaired
- Preparing for employment or looking for employment
- A New Jersey resident living in the community
- Graduates of the WSP Summer Program

Those who apply to be Support Specialists must:

- Be adults (over 18)
- Have experience working with our Work Skills Preparation Program
- Demonstrate the skills necessary to work with adults who are blind/vision impaired with additional disabilities
- Demonstrate no criminal record as verified by a fingerprint check
- Complete the Support Specialist Training offered by the WSP Alumni Program Administration
- Be TCNJ Temporary Employees

EMERGENCY CONTACT FORM

Both the Support Specialist and the Job Seeker must have an updated Emergency Contact form at the start of the 90-day engagement. The WSP Alumni Program Administration must have these forms on file in case of emergencies.

EMERGENCY MEDICAL ATTENTION

If the Job Seeker becomes sick during an assignment, the Support Specialist has permission and an obligation to seek medical attention through a doctor, emergency services (911) or a hospital. If there is an emergency or accident resulting in an injury, the Support Specialist **must** seek medical attention through emergency services (911). Please note: Even in an emergency, Support Specialists are not allowed to drive Job Seekers to the hospital, and

Support Specialists are not allowed to administer any kind of medical attention, procedures or medicines. The Job Seeker will not hold the Support Specialist or The College of New Jersey responsible for any costs associated with these events.

FINGERPRINTING

Support Specialists must be TCNJ temporary employees to be eligible to work for WSP Alumni Program. Support Specialists who are already temporarily employees of TCNJ and who have worked within one year have the appropriate paperwork on file. Support Specialists who have not worked as a TCNJ temporary employee for a year or more must complete all required HR paperwork, including Fingerprinting. Fingerprinting fees will not be reimbursed.

ID BADGE

Support Specialists are required to wear their official WSP Alumni Program identification badge when working.

The original ID badge is provided free of charge. Replacement for a lost ID is \$10.

ILLEGAL SUBSTANCES/ ACTIVITIES

Neither Job Seekers nor Support Specialists will use illegal substances or participate in illegal activities while on an assignment.

INDIRECT SERVICES

Indirect services include any activity or meeting where the Support Specialist is working in the absence of the Job Seeker. This may include the development of deliverables, building relationships with employers, etc.

INTERFACING WITH EMPLOYERS

Making the relationship with employers. This includes but is not limited to: setting up meetings, email conversations, and phone calls.

JOB COACH

After a job match has been made, it is likely that job coaching, at least in the beginning, would benefit both the Job Seeker and the Employer. It is expected that Job Coaching Services will be provided by the Commission for the Blind/Visually Impaired and/or by the Division of Developmental Disabilities. If possible, the Support Specialist may also provide on-the-job training and/or serve as a job coach in the beginning phase. Clear communication from the Support Specialist to the WSP Alumni Program Administration will ensure that job coaching support needs are articulated to the Job Seeker's Vocational Rehabilitation Counselor. Job Coaches have the responsibility for using strategies to support the learning of new tasks, facilitating positive interactions and relationships between the Job Seeker and his/her coworkers and supervisors, supporting the development of other skills (e.g. time management, taking initiative, etc.), as well as supporting the job seeker to seek natural support.

JOB DEVELOPMENT

Job Development covers all activities that lead up to a job match. Authentic activities to facilitate the discovery process will help the Support Specialist learn about the strengths, skills and interests of the Job Seeker. Once the Support Specialist has completed the Discovery Process, s/he will create a Brochure that positively represents the Job Seeker. It should include the Job Seeker's strengths/skills, the people/things most important to the Job Seeker, the Job Seeker's hopes/dreams/vision for the future, the characteristics of the people that support the Job Seeker best, strategies for working with the Job Seeker as well as how the Job Seeker communicates. This tool is designed for those supporting the Job Seeker (e.g. Job Coach, Support Coordinator, etc.). Additionally, it is expected that a Visual Resume be developed for the Job Seeker. This tool is designed for potential employers. After a list of leads is developed (with contributions from family members and other team members), it is the responsibility of the Support Specialist to make connections with those leads. Face to face meetings, informational interviews, needs analyses, workplace analyses, etc. are all examples of the activities that might be part of job development. Once a job match is made, if the Job Seeker will be engaged in a customized position, it is expected that the employer will develop a customized job description (the Support Specialist should offer support with this task). Providing on-site support and being a point person for the employer will support the Job Seeker to better retain a position.

JOB RETENTION

Job Retention means keeping a job. Oftentimes, job seekers can complete the required job tasks; however, challenges result from navigating the unwritten rules of the work environment. Additionally, job seekers often require direct instruction in soft skills (i.e. the personal attribute that enable someone to interact effectively) to have successful interactions with supervisors, co-workers, and customers (if applicable). If employment is secured, it is often the result of the Support Specialist building a relationship with the employer. Once employment begins, it is recommended that the Support Specialist strategize ongoing communication with all parties to promote success. Through ongoing communication, the Support Specialist monitors the job seeker's (now: employee's) job performance, evaluates job satisfaction, and maintains employer satisfaction.

JOB SEEKER

A job seeker is a person who is looking for employment. Job seekers have also attended and completed the Work Skills Preparation (WSP) Summer Transition Program at The College of New Jersey.

LATENESS

"Late" means not being ready scheduled time.

The Job Seeker is expected to be ready at the scheduled time. For any assignment, the Support Specialist will wait 20 minutes past the scheduled meeting time. The Support Specialist will make every attempt to contact the Job Seeker. If, however, after 20 minutes, the Support Specialist is unable to make contact, the Support Specialist will report the assignment to WSP Alumni Program Administration as a "No Show". WSP Alumni Program Administration will issue a Warning to the Job Seeker.

The Support Specialist should arrive and be ready to work at the scheduled time. The Job Seeker will make sure that the Support Specialist has not

communicated (email, voicemail, text message) about a late arrival or cancellation. The Job Seeker will wait 20 minutes past the scheduled meeting time. The Job Seeker should then attempt to contact the Support Specialist. If after 20 minutes the Job Seeker is unable to make contact, the Job Seeker will report the assignment to WSP Alumni Program Administration as a "No Show". WSP Alumni Program Administration will issue a warning to the Support Specialist.

LIABILITY

If the Job Seeker has an accident or gets hurt during an assignment, the Job Seeker agrees that s/he will not hold The College of New Jersey responsible, nor will s/he sue the person with whom they were working. If there is an injury, the Job Seeker or Support Specialist must call emergency services (911) for medical attention. The incident must also be reported to The WSP Alumni Program Administration as soon as possible, and an Accident Report must be completed and submitted.

LONG-TERM FOLLOW ALONG SERVICES (LTFA)

If the Job Seeker receives services from DDD, long-term follow along is an essential part of job coaching services. Once job stabilization has occurred and the employment specialist hours have decreased, ongoing support services ensure continued employment success, support individuals interested in career development, etc. (NJ Division of Developmental Disabilities)

MONEY

There is to be no lending or borrowing of money between Support Specialists and Job Seekers.

MONITORING OF WSP ALUMNI PROGRAM

To ensure the integrity of the WSP Alumni Program and to ensure high quality services, WSP Alumni Program Administration may observe an assignment at any time. A Violation Notice will be sent when it comes to our attention that a program policy has been broken. Should a Job Seeker receive two violations it may result in a suspension of WSP Alumni Program services. Should a Support Specialist receive two violations, the Client Agreement will be terminated and the Support Specialist may be removed as an eligible WSP Alumni Program Support Specialist.

Additionally:

- WSP Alumni Program Administration is available to consult should a questionable situation arise in the line of duty.
- WSP Alumni Program Administration provides ongoing monitoring of assignments to ensure that services are being provided in accordance with the established policies and procedures of the WSP Alumni Program.
- Support Specialists must submit plans and milestone notes to the WSP Alumni Program Administration.
- Support Specialists and Job Seekers must participate in program evaluations.
- Support Specialists must submit all deliverables and other documentation to the WSP Alumni Program Administration.
- WSP Alumni Program Administration will review all deliverables.

- Support Specialists and Job Seekers must report misconduct and/or inappropriate behavior to WSP Alumni Program Administration.

Monitoring of the WSP Alumni Program (to include evaluation and deliverable reviews) will result in general program improvements as well as the eligibility of a WSP Alumni Program Support Specialist to work with another Job Seeker, should an opportunity present itself.

“NO SHOWS”

If the Support Specialist is a No Show:

- The Job Seeker will report the No Show to WSP Alumni Program Administration.
- WSP Alumni Program Administration will document occurrence and issue a warning to the Support Specialist.

If the Job Seeker is a No Show:

- The Support Specialist will report the No Show to WSP Alumni Program Administration.
- WSP Alumni Program Administration will document occurrence and issue a warning to the Job Seeker.

NUMBER OF HOURS

The 90-day agreement includes both direct and indirect job development services. The Job Seeker should expect to work directly with the Support Specialist (i.e. assignment) for approximately 3 hours every 2 weeks. Some parts of the process might require more hours than others. Additionally, indirect job development (creating a brochure and visual resume for the Job Seeker, speaking with employers, etc.) is expected and, at times, the Support Specialist may need to spend more hours/week on indirect services. It is up to the discretion of the Support Specialist how to allocate the expected hours.

ONGOING SUPPORT

If employment is secured, it is essential for the Support Specialist to provide ongoing support to the employer and the Job Seeker. In addition to strategic ongoing communication (through face-to-face meetings, phone conversations and email correspondence), this support may include on-site observations and training, etc. Job retention is more successful when both the employer and the job seeker (now: employee) can communicate and address concerns before those concerns become problematic. The job coach will take the lead on ongoing support, and the Support Specialist will continue to be in communication to support the job seeker and employer. Effective ongoing support focuses on the following goals: monitoring performance, facilitating job advancement, planning for crisis intervention, supporting integration, training job seeker (now: employee) on new tasks, nurturing off-site supports, evaluating job satisfaction, maintaining employer satisfaction, and strategizing ongoing communication.

PAYMENT FOR SERVICES The Support Specialist will be paid a stipend at the termination of the 90-day engagement and upon the delivery and review of all required documents. Though Job Development is required, securing employment is at the discretion of the employer. If employment is secured, the Support Specialist will be eligible for bonuses. One bonus will be awarded to the Support Specialist should the Job Seeker be hired and work for a period of 30 days. An additional bonus will be awarded to the Support Specialist should the Job Seeker maintain employment for 90 days. Ongoing communication and support with both the Job Seeker and the Employer is recommended to support job retention.

Once an invoice and all deliverables have been received and reviewed by the WSP Alumni Program Administration Staff, Authorization for Payment will be submitted to HR. The same process will be followed for the milestone incentives should there be proof of Job Retention. Due to our quarterly payment schedule, payment will be processed at the end of the quarter the Authorization of Payment is submitted. WSP Alumni Program Administration strives to submit the Authorization of Payment as soon as possible. **It is the responsibility of the Support Specialist to submit an invoice and all required deliverables and documentation to the WSP Alumni Program Administration by the following dates: March 1st, June 1st, September 1st, and December 1st.** Each quarter ends one month after the dates listed, and therefore, authorization for payment will occur in time for the quarter end.

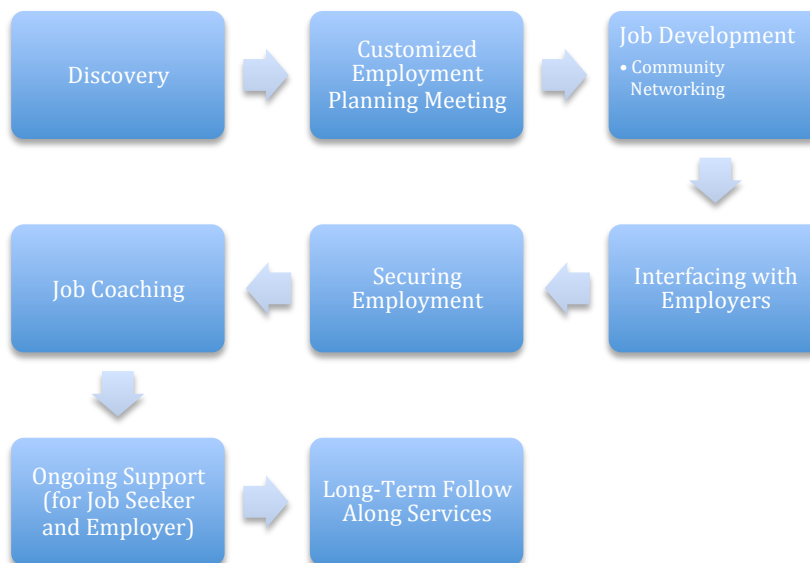
In all, this process should be completed within 100 days. **If payment has not been received within 100 days of the submission dates (March 1st, June 1st, September 1st, and December 1st),** the Support Specialist should:

*Contact Danielle.Schwartz@tcnj.edu and inform her of the description of the service(s) awaiting payment, the name of the Job Seeker, and the date of submission. WSP Alumni Program Administration will verify that the invoice and required materials were received, and we can tell you when it was authorized for payment.

PHYSICAL CONTACT Physical support may be appropriate in the course of providing assistance with discovery and/or job development activities. This includes providing human guide supports for safe travel. Any physical contact not connected to this guidance is forbidden (this includes sex). Inappropriate behavior must be reported to the WSP Alumni Program Administration immediately.

PROCESS

The process of job development starts with getting to know who the individual is. The discovery process helps the Support Specialist learn all about the Job Seeker to identify interests, preferences, goals, strengths, skills, etc. All of the information gleaned from the process helps the Support Specialist develop deliverables to communicate pertinent information (e.g. contributions, goals, support strategies, etc.) about the Job Seeker. Once those documents are created, a Customized Employment Planning Meeting will be held to discuss the characteristics of an ideal job, task list, potential employers and skills that need to be developed. Job development (as described previously) and community networking are the necessary processes to connecting with potential employers. Once initial connections with employers are made, interfacing with employers (i.e. face-to-face meetings, phone conversations and email correspond) help build the relationship with the employer. If job tasks needed by the employer match the skills and preferences of the Job Seeker, a job match may be made. A needs analysis of the business can be used to identify those tasks. If a job match is made, and employment is offered to the Job Seeker, the Support Specialist will facilitate the process to ensure all necessary steps are completed. Those steps may include, but are not limited to the following: writing a customized job description, completing necessary onboarding requirements and paperwork, etc.



PROFESSIONAL DEVELOPMENT

Support Specialists must satisfactorily complete the WSP Alumni Support Specialist Training Program, and must willingly accept guidance, feedback and constructive criticism from the Job Seeker and WSP Alumni Program Administration.

PROMPTING

Part of the training ensures that Support Specialists understand the hierarchy of prompting. To promote independence, verbal, partial-physical and physical prompts may be employed. The Support Specialist is responsible for communicating clearly with the Job Seeker to ensure s/he is comfortable with the level of prompting support that is needed. Additionally, it is expected that the Support Specialist use human guide techniques if requested by the Job Seeker. No other physical contact is permitted. Inappropriate behavior must be reported to the WSP Alumni Program Administration.

RECOMMENDED ACTIVITIES

The primary purpose of the engagement is to support the Job Seeker to obtain and maintain employment that matches his/her skills and interests. A list of recommended activities used for Discovery (assessment), Pre-Vocational Training, Soft Skills Development, Job Development and Employment Support is available on our website. Should a Support Specialist feel that there is benefit in using a different activity, it is suggested that s/he communicate this with the WSP Alumni Program Administrator so that we can include it on our list.

RENEWING SUPPORT SPECIALISTS

Support Specialists must be employed as temporary employees of The College of New Jersey. Support Specialists have been hand-picked from the bank of current and former WSP Summer Program staff. After the completion of the first Job Development contractual agreement ends, the Support Specialist may be offered other opportunities to continue job development services for other WSP Alumni. Additional contractual agreements will be dependent on the evaluations from the initial engagement as well as the needs of other Job Seekers.

If more than one year passes and the Support Specialist has not been engaged as a WSP Support Specialist, WSP Staff Member, or employed in some capacity working at The College of New Jersey, the Support Specialist will be required to complete the New Hire Paperwork that HR requires for TCNJ.

REQUESTING A SUPPORT SPECIALIST AND/OR ALUMNI SERVICES

All individuals who have completed at least one full session of The Work Skills Preparation Program are reviewed for eligibility in the WSP Alumni Program. Based upon the needs and goals of the WSP Alumnus and the available resources of the WSP Alumni Program, specific alumni will be contacted to offer WSP Alumni Services. While we believe that all individuals, including those with disabilities, can and should work, the limited number and availability of Support Specialists precludes all WSP Alumni from receiving Job Development Services through The College of New Jersey.

RESCHEDULING

At times, it may be necessary for either the Support Specialist or the Job Seeker to cancel an appointment. Within reason, it is expected that the appointment be rescheduled for as soon as possible. It could mean adding time to the next scheduled appointment.

SECURING EMPLOYMENT

Securing employment means that the Job Seeker was offered a job and the Job Seeker has accepted the job.

*Please note that this 90-day engagement with the Support Specialist does not guarantee an employment outcome due to the fact that hiring a job seeker is at the sole discretion of the employer.

SIGNATURE

Under no circumstances will a Support Specialist ever sign documents for a Job Seeker, with or without their permission.

SOCIAL SERVICES REFERRAL

If the Support Specialist observes an issue that is risky to the health and/or safety of the Job Seeker, the Support Specialist has an ethical obligation to have a conversation with the Job Seeker regarding the observation and how it will be resolved. If the Support Specialist is uncomfortable confronting the situation or unsure of what to say, then s/he must report the situation to WSP Alumni Program Administration as soon as possible.

Please Note: Support Specialists are not case managers, advocates, financial planners or counselors. If a need for these professional services is discovered, it is the responsibility of the Job Seeker to pursue out these services.

SUPPORT SPECIALIST

A Support Specialist is a professional staff member who works with job seekers, who once attended the Work Skills Preparation (WSP) Summer Transition Program at The College of New Jersey, to work toward obtaining employment. Support Specialists use specialized techniques to conduct assessments and to job develop in the community.

SUPPORTED EMPLOYMENT

“Competitive employment in an integrated setting, or employment in which individuals are working toward competitive employment, consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals with ongoing support services for individuals with the most significant disabilities.

- Competitive means employment in an integrated setting in which the employee is paid at or above minimum wage and the employee is performing the essential job function with or without accommodation and meeting the needs of the employee and employer and promoting the goal of economic self-efficiency.
- Integrated means the degree to which any person would interact in the community typical for that position.” NJ Division of Developmental Disabilities

SURVEY

A survey is one form of evaluative documentation that the Job Seeker must complete after 30 days and after 90 days to both confirm understanding of the process as well as to rate satisfaction of services. The Job Seeker should complete this form in privacy from the Support Specialist. At no time ever should the Support Specialist tell the Job Seeker to sign the form in front of the Support Specialist, nor should the Support Specialist ever offer to submit the form for the Job Seeker. Signing and sending the form is a responsibility of the Job Seeker, who may seek help from his/her parent/guardian, if necessary.

The Survey tells WSP Alumni Program Administration the following:

- The 90-day engagement took place
- The level of satisfaction with the Support Specialist
- Comments on the 90-day engagement
- Understanding on the part of the Job Seeker

Surveys must be sent within seven (7) days after the 30th and 90th day of the 90-day engagement. Surveys may be sent to the following:

- wspalumniprogram@gmail.com
- 1-609-637-5144 fax
- Danielle Schwartz, The College of New Jersey, Center for Sensory and Complex Disabilities, School of Education 310, 2000 Pennington Road, PO Box 7718, Ewing, NJ 08628

TORT CLAIMS ACT

The Tort Claims Act provides for protection of a public employee from liability for injury “resulting from the exercise of judgment or discretion vested in him.” (N.J.S.A.59:3-2(a)).

TRAINING

Successful completion of the WSP Alumni Support Specialist Training Program makes a Support Specialist eligible to provide job development services.

TRANSPORTATION

Both the Support Specialist and the Job Seeker are responsible for arranging their own transportation to the meeting location(s). This is not the responsibility of the Support Specialist or the WSP Alumni Program Administration. The Support Specialist can NEVER provide transportation for the Job Seeker. The Job Seeker must pay for transportation for him/herself.

The Support Specialist can accompany a Job Seeker on public transportation, paratransit, taxis or other hired transportation services; however, the Support Specialist has the right not to accompany the Job Seeker during travel.

Support Specialists who are on an assignment are prohibited from transporting Job Seekers. The College of New Jersey assumes no responsibility or liability for Support Specialists and Job Seekers who do not adhere to this policy.

If the Job Seeker has difficulty securing transportation, or if it gets cancelled, the Job Seeker must inform the Support Specialist immediately. Depending

on the purpose of the meeting, the Support Specialist can choose a different location or to reschedule the appointment altogether.

UNPROFESSIONAL BEHAVIOR/ABUSE

The following behavior will not be tolerated:

- use of alcohol
- use of illegal drugs
- verbal or physical abuse
- sexual advances
- flirting
- telling of inappropriate jokes
- profanity
- any illegal or criminal activity
- any behavior that makes either the Job Seeker or the Support Specialist feel uncomfortable or threatened

Inappropriate behavior must be reported to the WSP Alumni Program Administration. An investigation will be conducted and, if warranted, WSP Alumni Program Administration will suspend or terminate the Client Agreement. Legal action will be filed if allegations are of a serious or illegal nature.

If either the Support Specialist or the Job Seeker arrives at an assignment and the other person is under the influence of drugs or alcohol, the assignment will be cancelled and either the Job Seeker or Support Specialist must report it as a Last-Minute Cancellation; consequentially, a warning will be issued.

VIOLATION OF PROGRAM POLICY

A Violation Notice will be sent when it comes to our attention that a program policy has been broken. Two Violations in one year will result in a suspension of WSP Alumni Program services or termination from employment as a Support Specialist.

WARNING

Warnings are issued when there is a policy violation committed by either the Support Specialist or the Job Seeker. This also includes last-minute cancellations and No Shows. Warnings in one year result in a suspension of WSP Alumni Program services or termination from employment as a Support Specialist.