

Neumann Family Services

Adult Services

CLIENT HANDBOOK



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WELCOME



Welcome to Neumann Family Services

We are glad that you want to come to Neumann Family Services. Please take a few minutes to look through this handbook. It will help you learn more about our services and what to expect here at Neumann. Staff will meet with you on your first day and talk with you about the information in this handbook. They will do their best to answer any questions you may have. You may also listen to this information on tape if that is better for you. So, if you have any questions, or would like to listen to the tape, please let staff know.

All of us at Neumann Family Services hope that your time here will be a pleasant experience and you become closer to the goals you set for the future you want.



Neumann Family Services
5547 N. Ravenswood
Chicago, Illinois
60640
773 769 4313
TTY 773 506 0550



INTRODUCTION

BACKGROUND – About us

Neumann Family Services is a private, not-for-profit organization, which helps people with disabilities improve their skills in areas that will help them achieve greater independence, social integration, and personal well-being. We can also help you develop work skills if a job in the community is your goal.

The staff at Neumann will support you to be the best that you can be. We will do our best to focus on what you can do and how to help you improve your skills!

MISSION STATEMENT – Our Job

The mission of Neumann Family Services is to integrate individuals with disabilities and other life issues, into the community and enrich their quality of life with choice and independence.

VISION STATEMENT – Our Goal

Our vision to be a nationally recognized leader of innovative quality services for people with disabilities will be accomplished through a culture of trust, exceptional service, and personal care.

RIGHT TO FAIR SERVICES - Who can come for services?

Neumann treats everyone it serves fairly, regardless of race, age, religion, color, sex, national origin, veteran or military status, disability, chosen lifestyle, marital status or any other condition protected by Federal or State law.

WHERE WE BEGIN



ELIGIBILITY FOR SERVICES*

To be able to get services from Neumann, you must:

- Be 18 years of age or older
- Have a documented developmental disability or mental illness, or be referred by the Department of Rehabilitation Services
- Be able to self-transport or have transportation provided for Mental Health Day or Career Services. Transportation for DT will be arranged as needed.
- Have self-care skills at the verbal cue level, but require skill training
- Meet funding requirements of the Department of Human Services, or be able to pay the cost of services (e.g. complete PAS screen for DD services, apply for Medicaid, receive Department of Rehabilitation Services funding etc.) or be able to cover the costs of services through personal means
- Also meet additional criteria for the program or services desired

* There may be special situations that would make it very hard for a person to do their best in a Neumann program. If a person has special needs that cannot be safely met with the level of staff support available in the program, a personal assistant would be needed.

Also Neumann reserves the right to not provide services to any person who engages in behavior that endangers his/her safety or that of others in the program.

SERVICE FEES

If you have been referred or approved for services by an agency that has a service agreement with Neumann, that agency will pay for all or most of your services. If you are not eligible for this financial support, a self-pay arrangement may be worked out. The cost of services is based on standard rates from The Illinois Department of Human Services and covers all applicable program services and fees.

GETTING STARTED AT NEUMANN

Before you come to Neumann, we will need some information. Staff will give you some forms and help you or your guardian complete them. We will need:

- A physical exam, certifying that you are free of contagious diseases
- Signed release forms
- Emergency medical information
- A consent for program participation

After staff review your information, they will meet with you and talk about your needs and interests. If you and the staff decide Neumann can help you meet your goals, you will be scheduled for Assessment. Staff will give you some tests to find out what your skills and interests are.

- You will spend time getting used to the program
- You will learn about daily events and safety at the program and in the community.
- You will learn about your rights and responsibilities as an adult and as a client at Neumann.
- Staff will find out what you like to do and want to do, both at Neumann and in the community
- Staff will watch how you work, how you take care of yourself, and how you get along with others
- Staff will help you set your goals and work toward them
- Staff will help you find out what you do well and where you need help

The Intake Worker and other staff will discuss with you your progress in the program and will write a report.



THEN WHAT?

A meeting called a “staffing” will be held with you and other people whom you want to come, especially those people who are important to you, like your parent or guardian, social worker, friend, etc. At the meeting, you and the staff will talk about your needs, the things that you feel are important, and how you and Neumann can help you reach your goals.

With this in mind, the staff will help you write your Individual Program Plan (IPP). You and the staff will go over your Plan to make sure that you understand your responsibilities and Neumann’s responsibilities in reaching your goals and that you agree with your Plan. To help you reach your goals you may be referred for one or more of the following day programs and/or services at Neumann Family Services:

Developmental Training (DT)	9:00 a.m. to 2:30 p.m.	Monday through Friday
Career Services (CS)	9:00 a.m. to 2:30 p.m.	Monday through Friday
Mental Health Day Program	8:30 a.m. to 3:00 p.m.	Monday through Friday
Clinical/Psychiatric Services (at Ravenswood)	8:00 a.m. to 4:00 p.m.	Monday through Friday
Clinical Services/Psychiatric (other locations)	By arrangement	
Case Management	24 hours a day on call	

If services at Neumann Family Services cannot meet your needs, staff will help you find other services.

INDIVIDUAL PROGRAM PLAN

Twice a year, you, those persons who are important to you, and Neumann staff will meet to talk about your progress at your "staffing". During this meeting you and the staff will:

- Go over your progress
- Set new goals
- Help you decide if getting a job in the community is a good idea for you
- Talk about any questions/concerns you may have
- Add or remove goals from your Individual Program Plan

As your skills improve, you will have the opportunity to receive services that will help you to become more independent.

REMEMBER: No matter which staff are working with you or what program you are in, it is our goal to help you be as independent as you can be.



YOUR INDIVIDUAL RECORD

A written record will be kept of information about you and the services you receive at Neumann. We will keep this record confidential and store it securely.



WHAT YOU THINK MATTERS

At Neumann, we believe that you should take part in decision making about your life and the services you get. We want you to share your dreams and needs at your staffing so we can work with you to meet them. We also want you to make your own choices and will not intervene unless there is risk/danger involved.

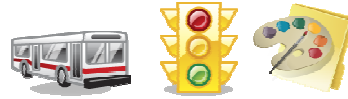
Another way for you to tell us what you think is to fill out the Consumer Satisfaction Surveys. We use this information to help make decisions about how to improve our programs and services.

Ideas can also be discussed at client meetings in your homeroom or at the client council meetings. We want you to participate in these meetings and to use them to make Neumann a better place for you to learn. There is a suggestion box if you are shy but want us to know how we are doing. Please ask if you need help in writing your ideas, questions or concerns.

In addition, we welcome participation of our clients on agency-wide committees. If you are interested, please contact staff in your Program.

OFFERED SERVICES

Following are some of the services Neumann has to offer:



DEVELOPMENTAL TRAINING (DT)

DT Services will help you learn about taking care of yourself and building relationships:

- You will learn how to get along with others.
- You will learn how to communicate with others.
- You will learn new ways to take care of yourself.
- You will visit places in the community
- You may also be involved in learning about jobs and trying out work tasks
- You may receive these services at Ravenswood or in the community.



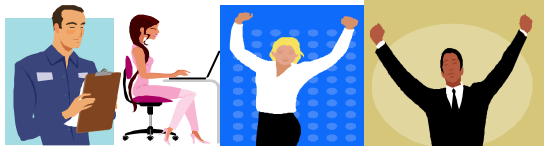
MENTAL HEALTH DAY PROGRAM

Mental Health Day Program will help you learn more about your illness and how to keep well. You will also work on building relationships with other people, both at Neumann and in the community:

- You will learn about the medications you are taking and how you should feel when they are working. You will also learn what to look out for when they are not helping you keep well.
- You will learn more about yourself and how to use the skills you have to reach goals in life areas such as relationships, independent living, and having and keeping a job.
- You may also be involved in learning about jobs and try out work tasks

- You may receive these services at Ravenswood or in the community.

CAREER SERVICES



In Career Services you will:

- Learn good work habits and behaviors
- Identify types of jobs that meet your interests
- Receive training in how to find, get, and keep a job.
- Learn about different relationships at work, supervisor, co-workers, customers
- Learn how to handle problems on the job.
- Learn how to act and dress for an interview

RESIDENTIAL SERVICES

Neumann has several types of housing programs for people that may need support and/or training to live in the community. The number of people living in an apartment or house and the time staff works with them in their home is based upon their needs. If you live in a Neumann home you will work on learning or improving skills in areas like:



Cooking and nutrition
 Laundry
 Budgeting and Money Handling
 Housekeeping
 Using community resources
 Problem solving and personal responsibility

Also, everyone living in a Neumann home is linked with a day time activity: a job, volunteer project, class, day program.

SUPPORT SERVICES

Additional services that can help you meet your goals which are also available at Neumann are:

- Therapy – individual or group meetings to talk about things that are bothering you
- Case Management – staff help with appointments, public benefits, banking
- On-site Clinic - nurses and doctors to keep you well
- Psychologist/Psychiatrist – provide testing and assessment -prescribe medications

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PROCEDURES



YOUR SCHEDULE

Your schedule depends on where you live, where you work and/or receive services and on how you get to work. Staff from each service you will be attending will help you set up your schedule. It is important you keep your schedule with you until you learn where you need to be each day. Daily attendance and being on time is a responsibility Neumann expects everyone to take seriously.

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If you are sick or can't come in, call your staff between 8:00 A.M. and 9:00 A.M. to let him/her know. Also call if you are going to be late. If you are working at a job follow your work rules. Our phone number is 773 769-4313. This kind of absence is an "excused" absence.

An "unexcused absence" means that it's not okay that you missed your scheduled time to be at Neumann and staff will meet with you to talk about what we can do to help you come everyday.



CLOSINGS

Neumann is closed for services on the following holidays during the year. They are:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day

- Columbus Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

Early each year, you will receive a calendar showing what dates that Neumann will be closed for these holidays. There may also be other days that Neumann will be closed or you will leave early. Staff will talk to you about any changes in the schedule.



WAGES/PAYCHECKS

If work is part of your services at Neumann, you will be paid for the work you do correctly, according to the United States Department of Labor. (The Department of Labor makes sure that workers get a fair wage for the work they do). Your wages are based on the wages paid to workers doing the same kind of work in the community.

You are paid either a piece-rate or an hourly rate.

- If you are paid a piece-rate, this means you get paid for each piece that you do correctly. So, the more pieces you do correctly, the more money you earn.
- Hourly-rate means that you are paid for each hour you work.

You will get your paycheck on the 10th and 25th of each month. Some money may be taken out of your paycheck for Social Security and/or federal and state withholding tax taken out before you get paid. Please talk with staff in your program if you have any questions about your paycheck.



TRANSPORTATION

Neumann encourages you to get to and from Ravenswood as much on your own as possible. Some people ride the city bus or get a ride from relatives or friends. Some ride bicycles, walk, or drive a car. Others use a Van Company.

Bus and van schedules vary, but you may be picked up as early as 7:00 A.M. or before, and will return home between 3:00 and 4:30 P.M.

Depending on your program and circumstances, you may have to pay some money for your transportation. Staff will help you and those involved with your service plan to decide which type of transportation is best for you.

LOCKERS

You will have a locker for keeping your coat, hat, purse, lunch, etc.

If you want to lock your locker, bring your own lock. There must be two (2) keys for your lock - one (1) for you and one (1) that is kept by staff. If you bring a lock with numbers, give the numbers to staff so they can help you if needed..

Remember, do not bring things to work that could be stolen, lost, or ruined. Neumann does not replace or fix things for you if this happens.

YOUR MONEY



Do not bring a lot of money to work. Bring only enough money to buy snacks or lunch. If your money is lost or stolen, Neumann will not replace it.

DRESS



We expect all our staff and clients to arrive each morning in clean clothes and neatly dressed. Please remember to bathe or shower each day and brush your teeth and comb your hair.

Most of the time casual clothes like jeans and a T-shirt/blouse or sweatshirt are good. Your clothing should look and fit neatly and be clean and not have holes or stains. You may want to keep extra clothing in your locker for cold weather or should your clothing get soiled or sweaty.

ILLNESS



If you are sick and cannot come in to your day program, please call your Staff to let him or her know before your starting time.

If you have an illness that others could get from you, you must bring a note from your doctor that says it is OK to return to Neumann

If you get sick while at Neumann or have an illness that others could get from you, the Nurse will decide if you need to go home.

Always wash your hands before eating/drinking and after using the rest room.

MEDICATIONS/WELLNESS



Staff at Neumann want to make sure that you are safe and healthy while you are here.

Once a year, you will be given a health form to take to the doctor for a physical examination. Your doctor will need to complete the form and return it to you to bring back to Neumann.

SAFETY



It is important to all of us at Neumann that the buildings we have are safe places for everyone. Staff will meet with you to talk about safety practices.

They will also show you what to do in case of different emergencies, including;

- Fire
- Tornadoes/Severe Storms
- Bomb Threats

- Power Failure
- Civil Disturbance
- Medical Emergency
- Terrorist Alert



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There will also be drills (or tests) so you can practice what do.

REMEMBER: Treat each drill like a real emergency.

NEUMANN ADVOCATE COUNCIL CREW (NACC)

NACC is the name of a meeting that happens every month. Staff will let you know when and where the meeting will be. This meeting will give you opportunity to talk about things that are important to you. The meetings are run by elected client representatives. The meetings are also an opportunity to share information about the program's performance and how well clients and others like the programs.





YOUR RIGHTS



YOUR BILL OF RIGHTS

According to the Mental Health and Disabilities Code, you have certain rights at Neumann. A copy of your Bill of Rights as well as the information about OIG is posted in the lunch area of each program and at each residential site.

You have the right to:

- Be told your rights on your first day at Neumann
- Have a copy of a handout that tells about your rights
- Have your rights posted so you can see them
- Have as much freedom, choices, and mobility at Neumann as possible without taking rights away from others
- Have as much service as you need and to get this service as soon as possible
- Not be treated badly because of who or what you are, rather than how you act (such as your race, color, national origin, religion, sex, age, or disability).
- To be free from mechanical restraints and seclusion
- To have physical restraint used to protect you or others from harm, but never as a punishment or convenience for staff
- Talk and write to people you chose without staff
- Emergency medical and dental care
- Own and keep property and have a place to put it
- Use your money as you wish within the social security and Medicaid rules.
- Be paid for work you do
- Be safe, be treated with respect and not have unpleasant or hurtful things done to you
- Not be abused, neglected or taken advantage of

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- If you feel you have been abused, neglected or taken advantage of, you can contact staff or call the Office of Inspector General (OIG) at (800)368-1463. If you need help contacting OIG, you can ask a staff or someone you trust for assistance.
- Refuse to let others see your records, except where allowed by law (a form must be signed to OK this)
- To see, copy, or ask questions about your records or reports (this must be done following procedures)
- Refuse to be recorded, photographed or filmed (unless a form is signed to OK this)
- File a grievance (or complaint) if your rights are violated using procedures (see page 21)
- Contact any of the following if you think these rights are violated:
 - ◆ The Neumann Family Services Human Rights Officer (773)769-4313.
 - ◆ The Guardianship and Advocacy Commission (312)793-5900
100 West Randolph Street, Chicago, IL 60601
 - ◆ Equip for Equality (800)537-2632 or (312)341-0022
11 East Adams Street, Suite 1200, Chicago, IL 60603
 - ◆ The Department of Human Services (708)338-7415
 - ◆ Office of Inspector General (800) 368-1463, (Neglect or Abuse)
 - ◆ Illinois Department of Healthcare and Family Services (HFS)
(217) 782-1200
 - ◆ The Human Rights Committee (HRC) shall investigate all allegations of violations of any of these rights.
- Not be denied, suspended, or terminated from services or have services reduced for exercising any of these



YOUR RIGHT TO CONFIDENTIALITY OF CASE RECORDS

The things in your file may not be shown to people outside of Neumann without your permission except agencies that the law allows to, such as ISSA, DHS, DCFS and CARF. You and your guardian, if you have one, may look at the papers in your file.

If you want to see the papers in your file, please talk with staff in your program.

To look at your file:

- Make an appointment to speak with the Supervisor/Manager of your program. Inform

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Inform them that you would like to see your file. They will schedule a time within 1-2 days for you to see your file.

- The Supervisor/Manager or another staff will be with you in the room when you look at your file.
- Information concerning others may be taken out of your file before you see it.

You may have copies of the papers in your file written by staff from Neumann. You may be asked to pay for these copies.

If you feel that the information in your file is not true, you may say so. You may also feel that there are things written in the file that do not need to be there. You or your guardian, if you have one, can ask for these things to be taken out or corrected.

Here is what you should do if you want to ask to have something changed in your file:

- Ask for this change, in writing, addressed to the Program Director.
- After thirty (30) days, the Program Director will either have the information changed, or will give you a written statement of why the changes are not being made.
- You may then choose to go through the grievance procedure (see pages 20 and 21).
- Even if you do not get the changes you want, you or your guardian, if you have one, may put a statement in your file that you feel corrects the information.



RULES AND REGULATIONS

ABOUT RULES AND REGULATIONS

When you follow the rules, you help make Neumann a safe and good place.

If you break the rules, you will be warned and, in some cases, suspended (this means you will have to stay home for one or more of your next scheduled days). If what you did was very serious, you may not be able to come back to Neumann.

Make sure you know the following rules. If you have questions, ask staff in your program.



SMOKING

Use of cigarettes, cigars, pipes, chewing tobacco is not allowed inside the building at Ravenswood and in some of the Neumann homes. Staff will let you know where it is okay for you to smoke.

DRINKING AND DRUGS

Beer, alcohol, or illegal drugs are not allowed at Neumann! If you bring them to Neumann, you may not be allowed to continue with services at Neumann.



KEEP NEUMANN CLEAN

Do your part to help keep the buildings clean. There are garbage bins both inside and outside of the Ravenswood building. Please clean-up your lunch area by throwing away papers, napkins, and bags.

HORSEPLAY/UNSAFE BEHAVIOR/FIGHTING

Always behave in a safe way. Do not run, yell, tease, or horse around. This could hurt someone, or you. Never hit, kick, or hurt another person.

If you behave this way, you may be suspended, or you may not be allowed to come back to Neumann.

SOCIALIZING

Break and lunch are good times to talk with friends. Kissing, hugging, and touching are not allowed at any time while you are at Neumann. If anyone touches you or talks to you in a way that you don't like, contact your staff right away.



STEALING

Never take something that does not belong to you. This is against the law.

If you take things that do not belong to you, you may be suspended, or you may not be allowed to continue in the programs at Neumann.



WEAPONS

Weapons are things that could be used to hurt other people and in many cases, it is against the law to carry them.

Never bring knives, guns of any kind, fireworks, etc. to the day program or residential home. If you do bring these you may be suspended, or you may not be allowed to come back to Neumann!





GRIEVANCES

WHAT IS A GRIEVANCE?

If you are upset about something, you should talk to your Staff right away. Most of the time, problems can be taken care of in this way. You can also bring up problems at the [Neumann Advocate Council Crew](#).

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If you still don't solve your problem, you have the right to file a grievance. A grievance is a formal way of telling Staff at Neumann that you are unhappy about something and that you want something done about it.

HOW TO FILE A GRIEVANCE

If you have a problem with your staff please talk with them and try to work out any problem. If this does not work you can file a grievance. Here are the steps to file a grievance:

Step 1 You can write- (or have someone you trust write for you) to Supervisor of the staff you met with, telling them you want to "file a grievance". You need to give the Supervisor information on the problem. The Supervisor will meet with you to talk about the problem. You will get a written answer within five (5) days after your meeting

Step 2 If you are unhappy with the Supervisor's answer, you can talk to the Program Coordinator/Administrative Manager. You will get a written answer within five (5) days after this meeting .

Step 3 If you are still unhappy, the Program Director and [President and CEO](#) will review all the information and give you a written answer within five (5) days after their meeting.

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Step 4 If none of the above steps have helped you with your problem, the matter will be sent for review by members of the Board of Directors. They will give you an answer in writing in 5 days and this is the final step at Neumann.

If we at Neumann have not been success in fixing the problem with you, you can continue with another step called an "appeal process." You can contact one of the places listed below for more help:

Guardianship and Advocacy Commission
100 W. Randolph
Chicago, IL.
312 793 5900

Equip for Equality
11 E. Adams St.
Chicago, IL
60603
800 537 2632

Department of Human Services
708 338 7415

You may ask someone to help you with any of the above four (4) steps.

No one may bully or threaten you or your witnesses for filing a complaint, a grievance, or an appeal.

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CONCLUSION

AGAIN, All of Us Welcome You to Neumann

Each of us here is committed to providing quality services to you and to help you achieve your goals. We hope your experience here is both rewarding and enjoyable!

Approved by Directors on 9/4/07; 12/10; 04/11

**NEUMANN FAMILY SERVICES
CLIENT HANDBOOK
SIGNATURE FORM**

You will be given a copy of this Handbook to keep. Staff will go over the information with you and, if you wish, your guardian/representative, so that you understand what it means. Please ask questions if you don't understand any part of this Handbook.

* * * * *

I, _____, received the Neumann Family Services Client Handbook on _____, 20__.

Your signature below means that all of the information contained within the Client Handbook has been received, reviewed, and explained by a staff member

Client Signature _____ Date _____

Guardian/Representative Signature _____ Date _____

Staff Member Signature _____ Date _____

Title _____

This form is placed in your case record.

Approved by Directors on 9/4/07; 12/10; 04/11