Delaware Region

Employment Services - Participant Handbook

The mission of ServiceSource is to deliver exceptional services to individuals with disabilities through innovative and valued employment, training, habilitation, housing and support services.

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Organization Overview
ServiceSource Delaware is a nonprofit corporation that increases employment and community opportunities for people with disabilities and is part of ServiceSource — a national network of services for people with disabilities. Since 1957, thousands of people throughout Delaware

The Employment Services Participant Handbook must be accompanied by a Service Description.
Mission: The mission of ServiceSource Delaware is to deliver exceptional services to individuals with disabilities through innovative and valued employment, training, habilitation, housing and support services.

Values: ServiceSource Delaware:
- Respects and honors the individual needs and choices of people we serve.
- Supports individuals with disabilities, their family members and other care providers to build stronger communities in which people with disabilities are integrated and valued.
- Conducts ourselves with utmost ethical integrity, ensuring that our actions follow our word.
- Provides exceptional customer service in order to meet or exceed the expectations of both our internal and external customers.
- Provides new and enhanced programs through innovative solutions, continuous process improvement, valued partnerships and accountability to those we serve.
- Actively listens, communicates openly, respects the views of others, and encourages employees and participants to be engaged by expressing their thoughts and ideas.

Service Options
ServiceSource Delaware provides a range of services enabling people with all types of disabilities to learn about their employment options, acquire competitive job skills, conduct an effective job search, and accept a job offer with confidence. Our services include:
- Situational Assessments, Internships and Work Experience Opportunities
- Career Guidance and Counseling
- Skills Training in Materials Handling, Business Technology, Retail and Hospitality Occupations.
- Job Search Skills Training
- Job Placement Services
- On The Job Training
- Job Retention Support
- Social Security Benefits Counseling and Financial Coaching

We also operate programs for people with specific needs and goals:
- Employment Solutions for Adults With Autism Spectrum Disorders - providing communication and socialization skills training integrated with employment services.
- FrameWORK for Success – school to work transition services for high school students preparing for graduation and employment.
- Supported Employment – providing employment planning, job placement, on-the-job training and job retention services for people with significant and multiple disabilities.
- Community Inclusion – providing day time supports, skills training and opportunities to achieve community goals.
- Retirement Services – enabling people with disabilities to retire from employment and remain active in the community
Locations & Transportation

<table>
<thead>
<tr>
<th>Location</th>
<th>Parking</th>
<th>DART Bus Routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Castle County - Main Office</td>
<td>Off street parking is available.</td>
<td>Route #14 and #24</td>
</tr>
<tr>
<td>3030 Bowers Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wilmington, DE 19802</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(302) 762-0300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Castle County – Riverfront/Shipyard Center</td>
<td>Off street parking is available.</td>
<td>Route #7, #12, and #32</td>
</tr>
<tr>
<td>958 Justison Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wilmington, DE 19801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(302) 766-7570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kent/Sussex Counties</td>
<td>Off street parking is available.</td>
<td>Route #102 and #113</td>
</tr>
<tr>
<td>165 Commerce Way</td>
<td></td>
<td></td>
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<tr>
<td>Dover, DE 19904</td>
<td></td>
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</tr>
<tr>
<td>(302) 735-9672</td>
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</tr>
</tbody>
</table>

All locations are served by DART Para-transit. To schedule service, call 1-800-553-3278 or visit www.dartfirststate.com

Staff Qualifications
The qualifications of ServiceSource Delaware staff are based on the requirements of their specific positions and programs. At a minimum, all staff have a high school diploma or GED equivalent, and most staff have undergraduate and graduate degrees in education, human services, and related fields. In addition, ServiceSource Delaware staff have extensive experience providing a range of employment and community integration training and support services. Many staff have also received advanced credentials in specialty areas including Financial Coaching, Benefits Counseling, and Employment Supports. In addition, staff also receives ongoing training in areas of first aid and safety, diversity, human rights, confidentiality and rehabilitation modalities and strategies focused on providing effective community-based services. ServiceSource Delaware’s trained and experienced staff members are well qualified to assist all participants achieve their service goals. A list of current staff and their backgrounds, as well as staff job descriptions and related job qualifications are available upon request.

Inclement Weather Policy
In the event of severe weather or other natural emergency, please check the following sources to determine if ServiceSource Delaware is operating: WDEL (1150), WSTW (93.7), Eagle (97.7), WBOC (Dover), WPVI (ABC), WKYW (CBS).

Please note - If you are an employee of a community employer, you will follow your employer’s inclement weather policy.
Holidays/Agency Closing
Service Source Delaware will be closed on the following holidays:

- New Year’s Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas

ServiceSource Delaware may also close up to two days in each year, for staff training.

Dress Code/Apparel Guideline
You are expected to wear clothing appropriate for the services you are receiving. Some program/training areas have specific dress codes to protect your health and safety. If you are an employee of a community employer, or are receiving training at a community work site, you will follow the employer’s dress code.

ServiceSource Delaware staff will explain program dress code requirements to you. In general, the following clothing is not permitted (unless noted in your plan):
  - Tube tops, halter tops, t-strap or strapless dresses, tank top
  - Revealing clothes that may expose underclothing, the midriff or private body area
  - Offensive or suggestive language, pictures, cartoons, etc.
  - Head dressing (hats, scarves, etc.)
  - Spandex shorts, short-short

Rules of Conduct
Whenever you are at a ServiceSource Delaware location, for any reason, the following rules of conduct apply:
- Smoking is only permitted in designated areas outside each location.
- If you need to use a phone, ask a staff member.
- Personal cell phones may only be used while you are on break.
- Food and drinks may only consumed in designated areas, and must be kept out of training and work areas.
- Illegal drugs, alcohol and weapons are prohibited.
- Stealing and causing physical or emotional harm to others are prohibited.

If you are an employee of a community employer, or are receiving training at a community work site, you will follow the employer’s dress code and work rules.

Health & Safety
ServiceSource Delaware has a comprehensive health and safety program, coordinated and monitored by our Health & Safety team. In the event of an emergency, all ServiceSource Delaware staff are trained in emergency procedures, first aid and CPR. If you are feeling ill or have an accident notify the nearest staff person. All incidents are reported to appropriate internal and external parties.
Health and safety rules are in place at each ServiceSource Delaware location, and at training and employment sites in the community. Staff will help you learn these rules to protect your safety. In addition, at ServiceSource Delaware locations, drills are conducted to practice emergency response procedures and help you learn what to do in an emergency.

Accessibility
ServiceSource Delaware promotes accessibility and the removal of barriers for all of our participants and other stakeholders, including physical, environmental, financial, communication, transportation, technological, and attitudinal barriers; as well as barriers to employment and community integration. If you need an accommodation to participate in services or employment, or have identified a barrier we can assist in removing, please let staff know.

Input
ServiceSource Delaware seeks to provide you with excellent services and to do that we need your input. From time to time you may be asked to fill out a survey or be interviewed in person to find out how you think we are doing. This information is used to improve our services to all of our participants. Your responses will be confidential.

Human Rights Statement
As a person being served by ServiceSource Delaware, you have rights that are protected by government regulations. No one may take away these rights, except in special cases. The following is a summary of these rights. If you need help in understanding them or how they apply to you, please discuss with a staff member.

Your rights regarding Services and Supports:
- Receive considerate, respectful, and appropriate care, treatment, services and supports, regardless of race, creed, nationality, sexual orientation or level of disability.
- Be informed of medical condition, developmental and behavioral status and risks of treatment and services provided.
- Be free from unnecessary drugs or physical restraint and research that might cause psychological or physical harm.
- Be free from physical, verbal, sexual, psychological/ emotional abuse and exploitation
- Voice grievances, file a complaint and recommend changes concerning the care, treatment, services and supports you receive.

Your rights regarding Privacy
- Have time, space and opportunity for privacy
- Meet privately with people of your choice.
- Privacy during treatment and care of personal needs
- Review information that is kept concerning you
- Determine who can review information that is kept concerning you

Your rights regarding Choice
- Give and/ or withhold consent for treatment.
- The least restrictive and most appropriate living situation
- Speak openly and honestly
- Have and use personal property and possessions and to have them safeguarded
- Participate in the life of your community including belonging to clubs, organizations, and attending functions or events of your choice.
- Participate in the political process
- Make decisions that directly affects your life including managing your finances.
- Plan your future.
- Religious expression
- Have a personal advocate
- Equal educational and work opportunities
- Have meaningful relationships.

**Service Transition-Exit Criteria**

Your services continue until you have achieved your objectives, or something interrupts your services. Transition between services must be initiated by a referral from a funding source for the new service. If there are any changes in the funding of your services, ServiceSource Delaware will work with referral sources and other community organizations to resolve these.

**Medication**

ServiceSource Delaware does not store, administer or otherwise provide assistance with medication. Participants must adjust medication schedules around their program attendance, or make arrangements for others to assist them with medication management during program hours.

**Participant Responsibilities**

As a participant in services provided by ServiceSource Delaware, you are responsible for:
- Maintaining transportation to and from your program or work site every day. Staff will help you arrange transportation, but ServiceSource Delaware does not provide transportation.
- Actively participate and work with staff to develop your program plan and achieve your program goals.
- Maintain positive relationships with other program participants and staff.
- Tell staff when something is bothering you.
- Comply with ServiceSource Delaware rules and program requirements.

**Complaints/Grievances**

ServiceSource Delaware has a formal policy for filing a complaint or grievance. If you feel that you need to make a formal grievance you have the right to be heard. You also have the responsibility to be truthful in your complaint. Filing a grievance will not result in any retaliation or barriers to our services. Further, we will direct you to additional resources to help you with the process if you feel you need them.

Disagreements are not unusual in conducting day to day business and no formal process is necessary to resolve them when both parties in disagreement actively listen to each other, seek to understand the other’s viewpoint, and mutually devise a resolution. If a disagreement cannot be resolved informally, either party may request formal resolution of the disagreement as follows:
<table>
<thead>
<tr>
<th>Step 1: File a written grievance with immediate supervisor within 5 days of the incident</th>
<th>If grievance is not resolved – go to Step 3.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2: Supervisor must respond within 5 days of receipt of grievance.</td>
<td></td>
</tr>
<tr>
<td>Step 3: File grievance with the next level manager (Director, Site Manager) within 5 days of receiving response from supervisor.</td>
<td>If grievance is not resolved, go to Step 5.</td>
</tr>
<tr>
<td>Step 4: Next level manager must respond within 5 days of receipt of grievance.</td>
<td></td>
</tr>
<tr>
<td>Step 5: File grievance with the Executive Director within 5 days of receiving response from next level manager.</td>
<td>If grievance is not resolved, go to Step 7.</td>
</tr>
<tr>
<td>Step 6: Executive Director must respond within 5 days of receipt of grievance.</td>
<td></td>
</tr>
<tr>
<td>Step 7: File grievance with the appropriate Vice President within 5 days of receiving response from next level manager.</td>
<td>If grievance is not resolved, go to Step 9.</td>
</tr>
<tr>
<td>Step 8: Vice President must respond within 5 days of receipt of grievance.</td>
<td></td>
</tr>
<tr>
<td>Step 9: File appeal to the President within 5 days of receiving response from Vice President.</td>
<td>Decision is final.</td>
</tr>
<tr>
<td>Step 10: President must respond within 5 days.</td>
<td></td>
</tr>
</tbody>
</table>

At each level of the process, parties to a grievance will receive a written response summarizing grievance findings. A grievance may be withdrawn at any time by the employee or participant originating the complaint, by submitting a written request to the Human Resources Department. Contact the local Human Resources Office at 302-762-0300 or the Corporate Human Resources Department at 703-461-6000 for questions about, or assistance completing, the grievance process.

**Visitors**

Participants are welcome to have visitors as long as they schedule visitors with their Program Manager.
Community Resources

**Ability Network of Delaware** (formerly the DE Association of Rehabilitation Facilities - DelARF)
Phone: 302-622-9177

**The Arc of Delaware** [http://www.thearcodelaware.org/](http://www.thearcodelaware.org/)
2 South Augustine Street · Suite B PO Box 562,
Wilmington, DE 19804 Dover, DE 19901
Phone: 1-844-344-6524 (toll-free) Phone: 302-736-6140

**CARF – Commission on Accreditation of Rehabilitation Facilities**
[www.carf.org](http://www.carf.org)
Phone: 1-888-281-6531

**Client Assistance Program**
[capucp@magpage.com](mailto:capucp@magpage.com)
Toll Free: (800) 640-9336
Direct: (302)698-9336

**Community Legal Aid Society**
[http://www.declasi.org/](http://www.declasi.org/)
Phone: 302-478-8850

**DART First State – Paratransit**
Phone: 800-553-3278 (toll free)

**Delaware Aging and Disability Resource Center (ADRC)**
**Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)**
[http://www.dhss.delaware.gov/dhss/dsaapd/contact.html](http://www.dhss.delaware.gov/dhss/dsaapd/contact.html)
Email: DelawareADRC@state.de.us
Phone: 1-800-223-9074
TTY/TDD: 302-391-3505

**DE Division of Developmental Disabilities Services (DDDS)**

<table>
<thead>
<tr>
<th>New Castle County</th>
<th>Kent County</th>
<th>Sussex County</th>
</tr>
</thead>
<tbody>
<tr>
<td>2540 Wrangle Hill Road Suite 200 Bear, DE 19701 Phone: 302-836-2100</td>
<td>Thomas Collins Building 540 S. DuPont Highway Dover, DE 19901 Phone 302-744-1110</td>
<td>Stockley Center 26351 Patriots Way Georgetown, DE 19947 Phone 302- 933-3100</td>
</tr>
</tbody>
</table>

**DE Division for the Visually Impaired**

<table>
<thead>
<tr>
<th>Main Office</th>
<th>Milford Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herman Holloway Sr. Campus/Biggs Building 1901 North DuPont Highway New Castle, DE 19720 Phone: 302-255-9800</td>
<td>Milford State Service Center - Annex 13 SW Front Street Milford, DE 19963 Phone: 302-424-7240</td>
</tr>
</tbody>
</table>
Delaware Job Link
https://joblink.delaware.gov/ada/r/

Division of Social Services
http://www.dhss.delaware.gov/dhss/dss/
Phone: 1-800-372-2022

Division of Substance Abuse and Mental Health
http://www.dhss.delaware.gov/dhss/dsamh/
Phone: 302-255-9399

Crisis Intervention Services:
1-800-652-2929 (New Castle and Northern Kent Counties)
1-800-345-6785 (Central/Southern Kent and Sussex Counties)

DE Division of Vocational Rehabilitation (DVR)
https://dvr.delawareworks.com/

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wilmington</td>
<td>4425 N. Market Street</td>
<td>302-761-8275</td>
</tr>
<tr>
<td>Newark</td>
<td>Pencader Corporate Center</td>
<td>302-368-6980</td>
</tr>
<tr>
<td>Middletown</td>
<td>Appoquinimink State Center</td>
<td>302-696-3180</td>
</tr>
<tr>
<td>Newark</td>
<td>225 Corporate Blvd, # 204</td>
<td>302-368-6980</td>
</tr>
<tr>
<td>Georgetown</td>
<td>122 Silver Lake Road</td>
<td>302-696-3180</td>
</tr>
<tr>
<td>Middletown</td>
<td>19702</td>
<td>302-368-6980</td>
</tr>
<tr>
<td>Georgetown</td>
<td></td>
<td>302-696-3180</td>
</tr>
<tr>
<td>Dover</td>
<td>655 S. Bay Road, Suite 2H</td>
<td>302-739-5478</td>
</tr>
<tr>
<td></td>
<td>20793 Professional Park Blvd</td>
<td>302-856-5730</td>
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<tr>
<td></td>
<td>Georgetown, DE 19947</td>
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Delaware Coalition Against Domestic Violence
http://www.dcadv.org/

Hot Lines:
Northern DE – 302-762-6110
Southern DE – 302-422-8058 or 302-745-9874

National Alliance on Mental Illness (NAMI) Delaware
http://www.namidelaware.org/
Phone: (302) 427-0787

Social Security Administration
www.ssa.gov/
Orientation & Handbook Acknowledgement

I have received the Employment Services Participant Handbook and a description of the services I will receive. The following topics have been reviewed with me and I have had an opportunity to ask questions.

<table>
<thead>
<tr>
<th>Participant Handbook</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Organization Overview</td>
<td>• Program Overview</td>
</tr>
<tr>
<td>• Service Options available through ServiceSource Delaware</td>
<td>• Eligibility &amp; Exit Criteria</td>
</tr>
<tr>
<td>• Locations &amp; Transportation</td>
<td>• Funding &amp; Cost</td>
</tr>
<tr>
<td>• Staff Qualifications</td>
<td>• Staff</td>
</tr>
<tr>
<td>• Inclement Weather Policy</td>
<td>• Schedule</td>
</tr>
<tr>
<td>• Dress Code/Apparel Guidelines</td>
<td>• Transportation</td>
</tr>
<tr>
<td>• Rules of Conduct</td>
<td>• My Responsibilities</td>
</tr>
<tr>
<td>• Health &amp; Safety</td>
<td>• ServiceSource Delaware Responsibilities</td>
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<td>• Input</td>
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<td>• Human Rights Statement</td>
<td></td>
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<tr>
<td>• Service Transition – Exit Criteria</td>
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<td>• Medication</td>
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<td>• Complaints/Grievances</td>
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<tr>
<td>• Visitors</td>
<td></td>
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<tr>
<td>• Community Resources</td>
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</tbody>
</table>

Participant Signature  
Date

Staff Signature

This page is to be signed and dated after reviewing of the Participant Handbook. 
This page remains with the Handbook which is given to the individual receiving services.
**Orientation & Handbook Acknowledgement**

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<td>• Community Resources</td>
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</tbody>
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**Participant Signature**  

**Date**

**Staff Signature**

*This page is to be signed and dated after reviewing of the Participant Handbook. The signed and dated page will be placed in the case record.*
FrameWORK for Success
Service Description

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FrameWORK for Success - Overview ................................................................. 1
Eligibility & Exit Criteria: .................................................................................. 1
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Training – Dress Code ......................................................................................... 3
Training -- Commensurate Wage ........................................................................ 4
Student Responsibilities ....................................................................................... 4
ServiceSource Delaware Responsibilities .......................................................... 5

FrameWORK for Success - Overview
FrameWORK for Success enables high school students with disabilities to learn that they have unique skills and abilities that are of value to employers. ServiceSource Delaware works collaboratively with school districts and local businesses to provide opportunities for students to learn about their vocational skills and interests and increase their job seeking and work adjustment skills through community-based job exploration, work-based learning, and paid and unpaid internships. Students also participate in comprehensive job readiness training and employment planning services, which includes topics like: how to find a job, accepting rejection, resume development, how to complete a job application, employer expectations, and respect for coworkers. Students will also participate in paid and unpaid work experiences so they can make informed decisions about their future career goals. These experiences also inform planning for after high school including determining if post-secondary education and training will be beneficial, or if the student should pursue employment right out of high school, or even while they are still a high school student.

Eligibility & Exit Criteria:
Students must be at least 16 years of age and referred by one a participating school district. There is no transition between services, which continue until participants achieve their objectives or services are interrupted. If there are any changes in the funding of services, ServiceSource Delaware will work with referral sources and other community organizations to resolve any issues.
Funding:
Your services are funded by:

Funder: ___________________________ Amount: ____________

Staff:
Your Program Manager and Employment Consultant will help you achieve your goals, answer your questions and help resolve any problems you have.

Program Manager’s Name: ________________________________
Phone Number: ___________________ Email Address: ________________

Employment Consultant’s Name: ________________________________
Phone Number: ___________________ Email Address: ________________

Due to staff vacations, sick days or staff turnover, other ServiceSource Delaware staff will also work with you or even take over as your Employment Consultant. You will be notified in advance of any staff changes whenever possible.

Schedule:
FrameWORK for Success operates Monday thru Friday and according to school district transportation arrangements. The days the program will be closed depend on school district and ServiceSource Delaware schedules. Staff will inform students when the program is closed. The general guidelines for program closure are:

Brandywine School District:
• Students attend from 9:00 am to 3:00 pm.
• The program follows the Mt. Pleasant High School calendar and ServiceSource Delaware holiday schedule.
• When ServiceSource Delaware is open and the school is closed, participants are encouraged to report to ServiceSource Delaware; however, they must provide their own transportation.
New Castle County Vocational/Technical School District:
- Students attend from 9:00am to 3:00 pm.
- The program follows the ServiceSource Delaware calendar only. You will attend FrameWORK for Success every day except when ServiceSource Delaware is closed.

Both School Districts
- Students will not report to ServiceSource Delaware on days that ServiceSource Delaware is closed.
- If work is available and you have transportation, you may ask your staff member if you can report for work during the following non-school weeks:
  - The week in between Christmas and New Year’s Day.
  - The weeks between the end of the school year and the beginning of summer program.
  - The weeks between the end of the summer program and beginning of the new school year.
- ServiceSource Delaware may close the program 2 days per year for staff training. Students will be notified in advance if the program will be closed.

Training – Dress Code
Attire is very important in any job. Employers prefer candidates who dress neatly and conservatively. While participating in this training program, students need to make decisions regarding appropriate clothing.

Some jobs at ServiceSource Delaware can result in clothing becoming slightly dirty; however, all work exploration is done in local businesses and require nicer clothing. Therefore, a locker is assigned to each student where they can keep a change of clothes so if they are scheduled to go to a business and do not wear appropriate clothing, they will have nice clothes available.

In general, students will follow the dress code below.

<table>
<thead>
<tr>
<th>Acceptable Attire</th>
<th>NOT Acceptable Attire</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Shirts:</strong></td>
<td><strong>Shirts:</strong></td>
</tr>
<tr>
<td>• Solid color shirt in your choice of RED, BLACK, GRAY or BLUE.</td>
<td>• Graphics on shirts such as words, skull/crossbones, pictures</td>
</tr>
<tr>
<td>• May say ServiceSource or the company with whom you are doing an internship</td>
<td>• Hoods are no longer allowed on the production floor</td>
</tr>
<tr>
<td>• May have small logo or emblem (ex: Polo horse)</td>
<td>• Tank tops or halter tops</td>
</tr>
<tr>
<td>• Your choice of button-down, collared, pull-over, V-neck, scoop-neck...</td>
<td>• Plain white t-shirts</td>
</tr>
<tr>
<td>• Solid color UNHOODED sweatshirt or sweater as long as they are RED, BLACK, GRAY or BLUE</td>
<td>• T-shirts longer than arms’ length</td>
</tr>
<tr>
<td>• Shirt must fit properly</td>
<td>• No exposed shoulders</td>
</tr>
<tr>
<td>Acceptable Attire</td>
<td>NOT Acceptable Attire</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Pants:</td>
<td>Pants:</td>
</tr>
<tr>
<td>• Solid color pants</td>
<td>• No sweatpants</td>
</tr>
<tr>
<td>• Denim</td>
<td>• Visible undergarments</td>
</tr>
<tr>
<td>• Khaki</td>
<td>• Jeans/pants that hang below the waistline</td>
</tr>
<tr>
<td>• Slacks</td>
<td>• Shorts or pants shorter than mid-calf</td>
</tr>
<tr>
<td></td>
<td>• Excessively baggy jeans/pants</td>
</tr>
<tr>
<td></td>
<td>• No shorts</td>
</tr>
<tr>
<td>Shoes:</td>
<td>Shoes:</td>
</tr>
<tr>
<td>• Sneakers or other rubber-sole shoe</td>
<td>• Flip-flops</td>
</tr>
<tr>
<td>• Steel-toe shoe (<strong>must be worn in designate areas</strong>)</td>
<td>• Open-toe shoes</td>
</tr>
<tr>
<td></td>
<td>• Sandals</td>
</tr>
<tr>
<td></td>
<td>• High heels</td>
</tr>
<tr>
<td></td>
<td>• Slippers</td>
</tr>
<tr>
<td>Acceptable Accessories:</td>
<td>Not Acceptable Accessories:</td>
</tr>
<tr>
<td>• Belts</td>
<td>• Hats and other head coverings</td>
</tr>
<tr>
<td>• Wrist watch</td>
<td>• Long earrings</td>
</tr>
<tr>
<td>• Small jewelry</td>
<td>• Long necklaces</td>
</tr>
</tbody>
</table>

**Outerwear** may be worn if your assignment requires you to be in and out of the building.

**Training -- Commensurate Wage**
While participating in ServiceSource Delaware’s Work Adjustment Center and through some paid internship experiences, you will be paid minimum wage for the work you perform. If you are paid, you will receive a paycheck every other week. Deductions, required by state and federal law, will be withheld from your pay check and you will receive a W-2 form at the end of the year that reports your total earnings and payroll deductions. The deductions withheld include:

- Federal Withholding Tax (income tax)
- Social Security Tax (FICA)
- Delaware State Income Tax

**Student Responsibilities**
- Provide honest accounts of your background, interests, experiences and any other pertinent information.
- Assist staff with the development of your Individual Written Rehabilitation Plan.
- Try your hardest to achieve the goals on your plan.
- Communicate with program staff when something is bothering you.
• Report your earnings to government entities from which you receive benefits. ServiceSource Delaware will not report your earnings, but you can meet with a Benefits Counselor to help you understand the effect work income may have on your benefits.
• Maintain regular attendance at meetings requested by program staff.
• Maintain regular attendance.

ServiceSource Delaware Responsibilities
• Orienting you to the FrameWORK for Success program.
• Assisting you and those interested in your program in developing and Individualized Written Rehabilitation Plan. This plan will be reviewed with you every six months.
• Coordinating and supervising your service plan.
• Providing counseling and coordinating support services during your participation in services.
• Informing you of your progress in meeting the goals of your IWRP.
• Keeping information about you and your records confidential. ServiceSource Delaware maintains a complete record of your information and progress, which is confidential.
• Helping you discoverer your personal skills and interests applicable to employment.
• Helping you learn about occupations and industries you are interested in or that match your interest and skills.