



ServiceSource

A LEADING RESOURCE FOR PEOPLE WITH DISABILITIES

Program Information Guide

Virginia Regional Office

2018



ServiceSource // General Information

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INTRODUCTION TO SERVICESOURCE

Thank you for your interest in ServiceSource! We hope the following guide will provide you with a comprehensive overview of our services. After reviewing the guide, if you still have questions or would like an application, please feel free to call ServiceSource's Rehabilitation Coordinator at (703) 970-3697. You can also download our application packet from our web page at www.servicesource.org.

ServiceSource, Inc. has been serving persons in the Washington Metropolitan area for more than 45 years, providing employment and support services to persons with disabilities and a valuable labor force to local commercial businesses and government. ServiceSource started in 1971 when a group of parents concerned about the lack of opportunities for their children with disabilities decided to do something about it. ServiceSource, an organization committed to developing valued employment opportunities for individuals with disabilities, was the result.

Since its inception, ServiceSource has grown tremendously. Our corporate office is in Oakton, VA and we have regional offices in Clearwater, FL, Fayetteville, NC, and Wilmington, DE. We offer an array of employment services and other supports designed to assist persons with varying degrees of support needs achieve success in their quest for meaningful employment and community participation.

The following guide will take you through frequently asked questions about our services and provide overviews of each program. In addition, site locations and descriptions are included. We realize this is a lot of information and would like you to know that the ServiceSource Rehabilitation Coordinator would be happy to address specific questions you may have.

VISION, PURPOSE, AND VALUES

Vision

We envision communities that welcome, value, and support the full diversity of their members.

Purpose

The mission of ServiceSource is to facilitate services and partnerships to support people with disabilities, their families, their caregivers and community members in order to build more inclusive communities.

Values

In all that we do, we recognize that we are a bridge to community. Our values comprise iBridge:



FREQUENTLY ASKED QUESTIONS

Program participants, families, significant others, referral agencies, and other interested parties are encouraged to ask questions and learn as much as they can about our services. The questions and answers that follow are only a sample of some of the most frequently asked questions. Please use it in addition to any other questions that you have as you visit or speak with our representatives and those with any other service provider.

What does the term Program Participant mean in this context?

A program participant includes persons enrolled in a ServiceSource program who are receiving services. Because ServiceSource offers direct employment, individuals may be "employees" at the same time.

How long has ServiceSource been providing services?

ServiceSource began operations in 1971 as a result of a group of parents motivated to provide their loved ones beneficial working experiences. ServiceSource and its regional offices have grown to serve over 25,000 individuals with disabilities through a variety of employment, employment facilitation, training, and support services. The Board of Directors is comprised of individuals well known for their leadership and management in the fields of business, technology, and rehabilitation services.

How many individuals does ServiceSource serve across all programs?

At the conclusion of Fiscal Year 2017, ServiceSource cumulatively served more than 25,000 persons and directly employed more than 1,200 people with disabilities.

Do services require any funding or third-party sponsorship to participate?

Some ServiceSource services require third-party sponsorship to participate. ServiceSource has contracts with a variety of funding agencies including the Community Services Boards of Fairfax-Falls Church, Arlington, Alexandria, and Prince William counties. State agencies include the Virginia Department for Aging and Rehabilitative Services (DARS), and the Maryland Division of Rehabilitation Services (DORS). Additionally, ServiceSource employs persons with disabilities who have no third-party sponsorship and operates several grant programs that provide employment development and training services at no cost to the individual.

If I start in one of ServiceSource's programs is that where I must stay?

Absolutely not. ServiceSource is committed to providing the services that our program participants need and want. Movement into less restrictive employment situations is encouraged and supported. Service Source will work with the program participant, family, and team to discover the program participant's strengths, needs, and desires in order to implement a plan for movement.

What if I don't know what I want to do?

ServiceSource has a variety of services offering different levels of support. ServiceSource will fully explain the services available, gather input from the individual and family, and offer suggestions that are best suited for the individual. Many individuals are unsure of what they

want to do or what level of service is the best for them. In this case, ServiceSource may suggest a series of assessments that can objectively reveal this information.

What if I lose a job, how quickly can ServiceSource find a replacement job and what kind of services would I receive during the time between jobs?

Despite good job matching, job loss is sometimes inevitable and the acquisition of an acceptable replacement job is dependent on a number of individual factors. However, ServiceSource will make a good faith effort in some cases of job loss to provide the most beneficial services that can be agreed upon.



Is there opportunity for community integration, particularly in the Long-Term Community Integration Services (LTCIS)?

Yes, community integration and the acquisition of community living skills is the focus of the Long-Term Community Integration service program. ServiceSource offers services in a community based setting. The community based services combine social activities, community integration activities, and volunteer work.

What is the parent, significant other or guardian's role in services?

Families and friends play a very important role in the services that are provided. If desired by the program participant, ServiceSource encourages family involvement as active members of the Interdisciplinary Team. The transition to community work and the development of vocational and personal goals is greatly facilitated when parents or significant others provide their support, encouragement, and effort. In addition to regular meetings, and when desired, ServiceSource invites family members to provide input regarding issues of importance to them. Many parents are active in a ServiceSource Family and Friends group which meets regularly to discuss issues, learn of current trends and services related to persons with disabilities, and plan social activities for ServiceSource program participants.

What if I am receiving services from ServiceSource and begin to experience problems?

ServiceSource services have varying levels of support built-in. These levels of support are drawn to respond to the need of the individuals placed within them. All services provide contact with qualified staff, management, and leadership who ensure that the program participants are aware of the supports available to them and are responsive to their individual concerns. Program participants who are dissatisfied with the outcome or implementation of services have the opportunity to receive an objective review of their particular concern and can do so without the fear of reprisal.

How does ServiceSource support individual choice?

Individual choice is integrated into the planning process in a variety of ways. Individual program planning, satisfaction surveys, and outcome measurement are just some of the ways ServiceSource ensures that individual choice is incorporated into the service planning process.

How do I know if ServiceSource is the right agency among other similar service providers for me?

ServiceSource encourages choice. If a program participant desires a change in services or his/her goals would be better met with another agency, ServiceSource will do everything possible to support the change. ServiceSource has worked cooperatively with many providers of similar services and will continue to do so in an effort to promote a comprehensive and attainable array of services to people with disabilities. Program participants and their families are encouraged to visit and interview all service providers. The questions answered in this booklet provide a list which should be applied to other agencies as well.

Does ServiceSource hold any accreditation and licenses?

ServiceSource and all of our regional offices have programs that are accredited by CARF, an international accreditation organization considered the standard for quality and responsiveness. The ServiceSource Virginia Regional Office hold CARF accreditation in the areas of Employment Services and Long-Term Community Integration Services. ServiceSource's Long-Term Community Integration Services are licensed by the Virginia Department of Behavioral Health and Developmental Services.



SERVICESTRONG PROGRAM DESCRIPTIONS

Service Source offers a variety of programs designed to meet a wide range of employment and support needs. The following pages describe our current opportunities. Please note that there is often movement between programs as a participant's needs and preferences change.

Long-Term Community Integration Services (LTCIS)

LTCIS are programs providing the opportunity for skill building and community integration activities. Activities can include:

- **Person-Centered Activities** – At the heart of our programs are effective, valued and innovative person-centered activities. Person-centered activities include, but are not limited to, community based activities, independent living skills, recreational activities, leisure and social activities, current events education, reading and writing, and recreational activities. Each of our program participants has a uniquely designed plan that incorporates the individuals' skills and interests and maximizes community integration.
- **Personal Care, Behavioral and Medical Supports** – Our extensive personal care, personal safety and behavior supports ensure that participants are provided services in a safe and effective environment. Our Chantilly and Springfield program locations have nurses on staff who are trained to react to medical and other health needs. Medical services include the administration of medicines, G-tube feeding, seizure

management and first aid. All sites and teams have access to behavioral consultants for the development and implementation of behavioral support plans.

- **Therapy Programs** – We offer a range of physical, speech, occupational and expressive therapy opportunities to program participants. Each therapeutic plan is designed to provide the most benefit for the individual. Innovative therapy offerings include music, dance, and art therapy, as well as therapeutic horseback riding.
 - **Music and Dance Therapy** – Exploring movement and expression through music and dance can release emotional and physical tension and bring a sense of freedom and self-empowerment. It can also improve learning, build self-esteem, reduce stress and provide physical exercise.
 - **Art Therapy** – Art therapy has a range of emotional, physical, cognitive and social benefits. Group art therapy can help provide an opportunity for people with disabilities to socialize as well as provide a safe outlet for self-expression.
 - **Therapeutic Horseback Riding** – Horseback riding has been shown to be one of the most beneficial forms of recreation for people with all types of disabilities. The unique relationship formed with the horse can lead to increased confidence, patience and self-esteem, as well as stronger muscles and better balance and coordination.
- **Rehabilitation Engineering** – With support from families, funders, and other community providers, our rehabilitation engineering program provides customized assistive technology and adaptive engineering for rehabilitation equipment to promote greater self-sufficiency, self-help skills and mobility.

For more information regarding ServiceSource’s Long-Term Community Integrations sites and services, call ServiceSource at 703-354-0900.

Group Supported Employment

ServiceSource’s Group Supported Employment program employs and supports individuals with disabilities in a variety of Federal Government, local government and commercial contract positions. We do not charge the individual a fee for this service as third-party sponsorship through one of the local Community Services Board, Medicaid Waiver or DARS is required. Our work sites offer a variety of employment opportunities with close supervision on a daily basis. The following description includes features of the group supported employment program.

Program Highlights:

Each of our sites have their own special features unique to that site, but our Group Supported Employment program in general offers the following features:

- Based entirely in the community for maximum integration
- Provides a close level of supervision: 2 to 8 program participants per 1 ServiceSource site supervisor
- Offers a variety of employment options, including mailroom, janitorial, laundry operations, food service and retail

- Employment support, program planning and community integration
- Sites are located throughout Washington, DC and Northern Virginia
- Travel training is available to those requiring assistance in navigating the public transportation system
- ServiceSource Vocational Rehabilitation Specialists (VRSs) are available to all program participants in Group Supported Employment to facilitate person-centered planning and advocate for the needs of the individual. VRSs are available to meet with the individual at work or outside of work depending on the need.
- Placement into less restrictive environment encourages interactions and independence
- Job sharing possible
- Skills training available
- Days and hours of employment vary by site but are generally Monday through Friday during business hours. The opportunity for full-time and part-time work is available

Referrals can be made by any interested party which may include the individual, family members, support coordinators, or counselors. Anyone interested in learning more about group supported employment can contact the Rehabilitation Coordinator, Sylvia McGill-Jones at 703-970-3697 or Sylvia.McGillJones@servicesource.org. In addition, please visit our webpage at <https://www.servicesource.org/service/group-supported-employment>. Please note that this is an highly sought after service and openings tend to be infrequent. Completed Employment Program Intake packets submitted to the Rehabilitation Coordinator when there are no current openings that match the individual's interests and abilities, will be put on the Service Request List. The Service Request List is not a guarantee of a position and we always strongly encourage individuals seeking Group Supported Employment Services to continue their program search while on the list. Individuals will be contacted regularly to determine their continued interest in placement.

Community Employment Program

ServiceSource's Contracts Division employs individuals with disabilities in a variety of Federal Government, local government and commercial contract positions.

The Community Employment Program is a service provided by ServiceSource that may not require any funding/sponsorship to participate. *In the event third-party-sponsored rehabilitation supports would advance an individual's adjustment/performance, the funding required to provide them can be pursued.* Individuals with disabilities who submit the required documentation, regardless of residence or connection with a funding agency, are eligible for consideration.

Referrals can be made by any interested party which may include the individual, family members, support coordinators, or counselors. Individuals interested in the Community Employment Program will be asked to complete a Community Employment Application. Applicants who meet the AbilityOne documentation of disability requirements will be placed on the Service Request List any may be considered for any job for which they are interested and eligible. The Service Request List is not a guarantee of a position and individuals are strongly encouraged to pursue other employment opportunities while on the list. Individuals will be contacted regularly to determine their continued interest in ServiceSource's community employment program.

ServiceSource provides direct employment opportunities for people with disabilities by securing business service contracts with both commercial and government customers. Most of our community employment program contracts are with the Federal Government under the [AbilityOne Program](#). Through the AbilityOne Program, people with disabilities receive long-term employment opportunities in an integrated environment, earning competitive wages and benefits.

Individuals working in a Community Employment Program position will receive support from a Vocational Rehabilitation Specialist. Services and supports are provided both on and off site, at times and on days that are mutually convenient and in accordance with the individual's needs.

Our employees work in the following areas:

- Administrative Support
- Food Services
- Mail Center Management
- Total Facilities Management
- Document Management

[Visit our career page](#) for current Community Employment Program job openings.

Individual Supported Employment Services

What are ServiceSource Employment Services?

The ServiceSource Employment Services Department is made up of a talented team of Employment Specialists who work closely with individuals with disabilities to explore careers as well as obtain and maintain valued employment in the community. Employment Specialists work Monday through Friday during normal business hours but understand that individuals in individual supported employment may need services outside these hours. When possible, staff will adjust their schedule to provide services at times convenient to the individual.



The number of service hours provided are based on need and can vary from month to month. Referral sources can be from the individual, family member, or funding source. Services may be funded through vocational rehabilitation, Community Services Boards, Medicaid Waiver, or grants. Private pay is considered on a case by case basis. Individuals interested in receiving these services may notify their ServiceSource counselor if they are currently enrolled in a ServiceSource program, or contact the ServiceSource Rehabilitation Coordinator at 703-970-3607.

Components of the Individual Supported Employment Program:

Situational Assessments: Situational Assessments are an ideal way for a person to gain a thorough understanding of a certain job. With the support of a ServiceSource Employment Specialist, an individual can spend anywhere from a few hours to a week trying out a job in which they have expressed a preference.

Job Development: Once a job goal has been established, job development is a service that is available to individuals who may need help finding their desired employment. A ServiceSource Employment Specialist can help provide job leads, assist in the development of resumes/applications, help with the interviewing process, and provide advocacy and employer education as necessary.

Job Coaching: After obtaining a suitable job, some people may benefit from the services of a job coach. A ServiceSource Employment Specialist would be available during the initial phases of employment to provide extra support with training and settling in to the new environment.

Follow-along services: After the individual is stable on the job, periodic visits by a ServiceSource Employment Specialist may help some people maintain employment. The Service Source staff member would be available to help if any additional needs surfaced.

Travel Training: Navigating the public transportation system in the DC metro area can be difficult. Our Employment Specialists are available to help individuals identify the most convenient route to and from work, and to learn that route thoroughly. ServiceSource staff teaches those persons who need it what to do in case their transportation breaks down or they get lost.

CHECK OUT OUR PLACEMENTS!

ServiceSource is proud of the relationships we have with area businesses. Our staff has placed individuals with disabilities at a wide range of businesses. Examples include:

- Safeway
- Giant
- Target
- IRS
- INOVA
- USDA
- Goddard Space Flight Center
- Library of Congress
- BAE Systems
- Loudon County Public Schools
- LabCorp
- Department of Energy
- Environmental Protection Agency
- Department of Transportation
- Fairfax County Public Schools
- Reston Hospital
- Social Security Administration

Autism Services

The ServiceSource Virginia Regional Office offers a specialized employment program to assist individuals with autism in obtaining employment and increasing self-sufficiency. Our program is designed to increase the participation of individuals with autism in the labor market, with a focus on young adults transitioning out of high school.

Services Provided:

- Assessments to explore interests and skills
- Soft Skills Club to enhance communication and employment readiness skills
- Short-term employment opportunities and internships to increase work experience, skills, and marketability
- Job development and employment support services to obtain and maintain permanent paid employment

For more information, please contact: Theresa Piccolo at 571-337-9076.

Family Support Services

Family Support Services builds partnerships with families, individuals and rehabilitation staff that enhance support systems and increase quality of life. The purpose of Family Support Services is to prepare individuals and their families for life's transitions by developing a plan that will support them through planned and unexpected life changes. Our philosophy is that having a plan in place provides peace of mind by preventing crises from happening, providing a safety net if a crisis does arise, and preparing families to better respond to difficult transitions.

Family Support Services is open to people with disabilities, veterans, seniors and their families. Services provided include:

- Helping families maintain their person's records of needs and resources
- Resource linkages
- Education and consultation
- Community outreach and family workshops
- Benefits counseling
- Feedback from the Family Advisory Council

For more information, please contact: Sagan Brummett at 703-461-1192

Senior Services

Senior Services provides supportive services that focus on social inclusion to enable seniors with minor cognitive and physical disabilities to actively participate in the day-to-day activities at Fairfax County Senior Centers.

Program Goals

- Allow seniors with disabilities to enjoy the wide range of programming found at Fairfax County senior centers
- Enable participants to remain in the least restrictive environment and maintain as much independence as possible
- Reduce loneliness and isolation by providing fun and enjoyment in addition to preserving dignity and enhancing the quality of life for each participant

Program Functions

- **Therapeutic Recreation:** Recreational therapists are available to design and implement adaptations and modifications needed to support members' participation in day-to-day center activities.
- **Case Management:** Staff offer guidance and provide referrals to individuals and families in determining the appropriate programs and services to meet seniors' needs.

For more information, please contact: Kristin Roman at 703-970-3636

Career Center

Our drop-in Career Center in Oakton, Virginia offers a variety of services for job seekers, including:

- Computers for job searches and trainings, including career exploration skill building
- Postings of current job leads and community resources
- Phones to contact employers
- Printers/copiers to make copies of resumes
- Qualified Employment Development Specialists ready to answer your questions and provide customized assistance
- Benefits counseling for SSI and SSDI recipients
- Financial literacy counseling
- Peer support

Location: 10467 White Granite Drive, Oakton, VA, Room 106

Hours: Monday-Friday 9am to 4pm

HOW TO APPLY

Interested in applying for our group supported or individual supported employment programs? We have tried to make the application process as individualized and simple as possible! You can apply online at www.servicesource.org or you may also contact ServiceSource's Rehabilitation Coordinator at 703-970-3697 for an application packet. For other services included in this guide, please contact the staff listed at the bottom of the service in which you're interested.

General comments about the process:

For those applying to the Community Employment Program only:

You will need to submit the ServiceSource application and documentation of your disability to the attention of the appropriate Outreach Specialist (see page 3 of the Community Employment Application). The Outreach Specialist will process your application and forward your application to the Community Employment Program openings you've expressed interest in. Complete the application as thoroughly as possible.

For those applying for all other programs:

Please contact the Rehabilitation Coordinator for more details concerning your specific program interests.

If you are not quite sure which program is most appropriate for you:

No problem! Just contact the Rehabilitation Coordinator at 703-970-3697 to help you identify the best program match.

**Thanks again for your interest in ServiceSource.
We hope we can help you achieve your goals!**



www.servicesource.org