



Participant – Program Services Handbook

Contents

Organization Overview.....	2
Mission/Vision/Purpose.....	2
Strategic Plan	3
Service Options	4
Locations/Transportation	5
Staff Qualifications.....	6
Inclement Weather Policy	7
Dress Code/Apparel Guideline.....	8
Rules of Conduct	9
Health & Safety	10
Accessibility	11
Getting Started & Service Planning	11
Participant Input	12
Human Rights Statement.....	13
Confidentiality	15
Abuse, Neglect & Exploitation Reporting	15
Service Transition/Exit Criteria	15
Participant/Staff Responsibilities	16-17
Complaints/Grievances	18-20
Visitors:	20
Community Resources.....	21-26
Handbook Acknowledgment	28-29

Organization Overview

Opportunity Center, Inc. (OCI) is a nonprofit organization dedicated to creating employment opportunities, fostering independence, and supporting meaningful community participation for individuals with disabilities. Since 1957, OCI has helped thousands of Delaware residents develop skills, obtain and maintain employment, build self-sufficiency, and actively participate in their communities.

OCI is affiliated with ServiceSource, a national nonprofit with a network of organizations committed to advancing opportunities for people with disabilities and other barriers to employment.

At OCI, we believe every person deserves the opportunity to live, work, and participate fully in their community, and we are committed to helping individuals reach their fullest potential.

Mission and Vision

Mission: Our mission is to empower people with disabilities to achieve meaningful employment, forge connections, and gain greater independence in their communities.

Opportunity Center delivers a continuum of employment and support services that help individuals thrive while providing high-quality business solutions to government and commercial partners.

Vision: We envision communities where everyone is welcomed, valued, and fully engaged with the power to live, work, and thrive.

Strategic Plan

Opportunity Center is committed to delivering services that are responsive to the evolving needs of the individuals and communities we serve. The

programs we offer and the resources we allocate are guided by our Strategic Plan, which reflects the organization's mission, vision, and long-term goals. As part of the planning process, OCI regularly solicits feedback from program participants, family members, funding partners, referral sources, community stakeholders, and staff. This valuable input helps identify emerging needs, service gaps, and opportunities for growth and improvement.

The information gathered is used to develop strategic priorities, measurable goals, objectives, and timelines that guide the organization's efforts and decision-making. Through this ongoing process, OCI strives to ensure that services remain person-centered, effective, and aligned with the needs of the individuals we support.

Copies of the current OCI Strategic Plan are available upon request.

Service Options

Opportunity Center offers a variety of person-centered services designed to help individuals with disabilities achieve their employment, independence, and community participation goals. Our programs support individuals in exploring career interests, developing workplace and life skills, obtaining and maintaining competitive employment, and increasing their involvement in the community. OCI services are tailored to each individual's strengths, preferences, and support needs. Through a combination of assessment, training, skill development, job placement, and ongoing support, we empower individuals to make informed choices and work toward meaningful outcomes.

Our services include:

- Community Based Assessments
- Pre-Employment Transition Services (Internships)
- School to Work Transition Services
- Career Exploration

- Job Development and Placement Services
- Job Coaching
- Day Habilitation/Community Inclusion Services
- Case Management
- Social Security Benefits Counseling and Financial Coaching

In addition to our core employment and community-based services, OCI offers specialized programs designed to support individuals with unique needs, interests, and goals. These services include:

- **FrameWORK for Success (18–22-Year-Old Program)**
A school-to-work transition program that helps high school students prepare for world of work by developing employment skills, exploring career options, and gaining work-based learning experiences. This program is in partnership with local school districts and employers.
- **Supported Employment Services**
Individualized employment services that assist people with disabilities in obtaining and maintaining competitive, integrated employment. Services may include employment planning, job development, job placement, job coaching, training, and ongoing support.
- **Day Habilitation and Community Integration Services**
Programs that provide meaningful daytime activities, skill development opportunities, community engagement, and support that promote independence and personal growth. Services are available through facility-based programs in Wilmington and Dover, as well as individualized, goal-driven community participation options.
- **Pre-Employment Transition Services (Pre-ETS)**
Services provided to students with disabilities who have an Individualized Education Program (IEP) or 504 Plan and are enrolled in an educational program. Through classroom and community-based experiences, students build workplace readiness skills, explore careers, and prepare for post-secondary education and employment opportunities.

- **Career Exploration & Assessment Services**

Individualized services for youth and adults, ages 14 and older, who wish to learn more about employment opportunities before pursuing job development or placement services. Participants explore their interests, strengths, skills, and career goals through structured learning experiences.

- **Social Security Benefits Counseling and Financial Coaching**

Certified Benefits Counselors provide individualized guidance on Social Security benefits, work incentives, and financial planning. Services help individuals understand how employment may affect their benefits while supporting informed decision-making and long-term financial stability.

Services are provided at various community and employer partner sites.

Locations & Transportation:

All Opportunity Center locations are accessible and designed to accommodate individuals with disabilities. DART First State Paratransit services are available for eligible individuals attending OCI programs. For information regarding eligibility, scheduling, or enrollment, please contact DART First State at 1-800-652-DART (3278) or visit:

<https://dartfirststate.com/RiderInfo/Paratransit/>

	<u>Parking</u>	<u>DART Bus Routes (Fixed)</u>
New Castle County - Main Office 13 Reads Way (Suite 101) New Castle, DE 19720 Phone: (302) 762-0300	Parking Lot	Route #10 and #15
New Castle County – Riverfront Community Center 1036 Justison Street	Parking Lot	Route #5, #18, and #25

Wilmington, DE 19801 Phone: (302) 766-7570		
Kent/Sussex Counties 165 Commerce Way Dover, DE 19904 Phone: (302) 735-9672	Parking Lot	Route #102 and #113

Staff Qualifications

Opportunity Center employs qualified and experienced professionals who are committed to supporting individuals in achieving their personal, employment, and community participation goals. Staff qualifications are based on the requirements of their specific positions and programs. At a minimum, staff possess a high school diploma or GED equivalent, while many hold undergraduate or graduate degrees in human services, rehabilitation, education, psychology, social work, business, and other related fields.

OCI staff bring experience in providing employment, rehabilitation, and community-based services to individuals with disabilities. Many staff members also maintain specialized credentials and certifications in areas such as Benefits Counseling, Financial Coaching, Employment Services, and Supported Employment.

To ensure the delivery of high-quality services, staff participate in ongoing professional development and training. Training topics may include first aid and safety, confidentiality, human rights, cultural competence, person-centered practices, positive behavior support (MANDT) employment services, and community integration strategies. As appropriate to their roles, staff receive training through nationally recognized professional development programs and platforms, including Relias Learning, National Alliance for Direct Support Professionals (NADSP), and Association of Community Rehabilitation Educators (ACRE) approved employment training curricula, which support best practices in competitive integrated employment and community-based service delivery.

OCI is committed to maintaining a knowledgeable, skilled, and professional workforce capable of meeting the diverse needs of the individuals we serve. A current staff directory, staff qualifications, and position descriptions are available upon request.

To promote continuity of services, OCI maintains contingency plans and backup staffing procedures to ensure participants continue to receive support in the event of staff absences, schedule changes, or other unforeseen circumstances.

Inclement Weather Policy

The safety of participants, staff, and visitors is a priority for Opportunity Center, Inc. (OCI). In the event of severe weather or other emergency conditions that require delayed opening, early dismissal, or closure, OCI will provide notification through a recorded message at the following locations:

- **New Castle County Main Office:** Phone: (302) 762-0300
- **Riverfront Day Program:** Phone: (302) 766-7570
- **Dover Day Program:** Phone: (302) 735-9672

Please Note: Participants who are employed with a community-based employer are expected to follow their employer's inclement weather and attendance policies.

Participants and family members are also encouraged to contact their Program Manager or OCI support staff for updates regarding weather-related delays, early dismissals, office closures, transportation concerns, or other service modifications. OCI will make every effort to communicate schedule changes as promptly as possible and ensure participants receive timely information regarding program operations.

Holidays and Agency Closures

Opportunity Center observes the following holidays each year and will be closed in observation of these holidays:

Holiday
New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Memorial Day
Juneteenth National Independence Day
Independence Day
Labor Day
Indigenous Peoples' Day / Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

Additional Closures

Participants may observe additional religious, cultural, or personal holidays. Individuals are encouraged to discuss these observances during the intake process or with their Program Manager so that schedules and support can be adjusted whenever possible. OCI may also periodically close or modify program schedules to accommodate staff training, professional development activities, or other organizational needs. Participants and families will be notified in advance whenever possible of any planned closures or schedule changes.

Dress Code/Apparel Guideline

Participants are expected to wear clothing that is appropriate for the services, activities, or training they are participating in. Some programs, work sites, and training environments have specific dress requirements to promote health, safety, and professionalism.

Participants who are employed by a community employer or participating in services at a community-based work site are expected to follow the employer's dress code and workplace standards.

OCI staff will review any program-specific dress requirements with participants. In general, the following items are not permitted unless approved as part of an individual's service plan or accommodation:

- Tube tops, halter tops, strapless dresses, tank tops, or other clothing that does not provide appropriate coverage
- Clothing that is excessively revealing or exposes undergarments, the midriff, or private areas
- Clothing displaying offensive, inappropriate, discriminatory, or suggestive words, images, symbols, or messages
- Short shorts or excessively short garments
- Clothing that may create a safety concern during program activities or while participating in employment services

Participants may wear religious or cultural head coverings

If you have questions about appropriate attire or require a clothing-related accommodation, please speak with your Program Manager or OCI staff member. We are committed to maintaining a safe, respectful, and inclusive environment for all participants.

Rules of Conduct

To help ensure a safe, respectful, and productive environment for everyone, participants are expected to follow the guidelines below while attending OCI programs, services, or activities:

- Smoking, vaping, and the use of tobacco products are permitted only in designated outdoor areas, where applicable.
- Participants who need to make or receive a phone call should speak with a staff member for assistance.

- Personal cell phones should be used only during scheduled breaks, unless otherwise approved by staff.
- Food and beverages may only be consumed in designated areas and should be kept out of work, training, and program activity areas unless otherwise authorized.
- The possession or use of illegal drugs, alcohol, weapons, or other prohibited substances is prohibited.
- Stealing, threatening behavior, harassment, bullying, and actions that cause physical or emotional harm to others are prohibited.
- Participants are expected to treat fellow participants, staff, community members, and property with respect at all times.

Participants who are employed by a community employer or receiving services at a community-based work site are also expected to follow the employer's workplace policies, safety requirements, dress code, and rules of conduct. Failure to follow program or workplace expectations may result in corrective action consistent with OCI policies and procedures.

Health & Safety

The health, safety, and well-being of participants, staff, and visitors are fundamental priorities at Opportunity Center. We are committed to providing services in a safe, healthy, and supportive environment that promotes personal dignity, independence, and community participation. Opportunity Center follows applicable guidance and requirements from the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), and other relevant regulatory agencies. Participants, staff, and visitors are expected to comply with health and safety practices designed to protect themselves and others. Information regarding these requirements will be provided prior to and throughout service participation.

Opportunity Center maintains a comprehensive Health and Safety Program that is coordinated, monitored, and continuously evaluated to identify risks, prevent injuries, and support positive outcomes. Staff receive training in emergency preparedness, first aid, CPR, incident reporting, and other safety-

related procedures. Participants are encouraged to immediately notify a staff member if they feel ill, are injured, observe safety concerns, or require assistance. All incidents, accidents, injuries, and safety concerns are documented, reviewed, and reported to appropriate internal and external parties in accordance with organizational policies and regulatory requirements.

Health and safety procedures are established at all Opportunity Center locations. Staff will provide orientation and ongoing support to help participants understand and follow these procedures. To promote emergency preparedness, Opportunity Center. conducts regular drills and training exercises, including fire, evacuation, severe weather, and other emergency response scenarios. Participants are encouraged to actively participate in these activities to become familiar with emergency procedures and help ensure their own safety and the safety of others.

Opportunity Center values a culture of safety and continuous improvement and encourages participants, families, guardians, and staff to share concerns, suggestions, or recommendations related to health and safety at any time. By working together, we can maintain an environment that supports the health, safety, and success of everyone we serve

Accessibility

Opportunity Center is committed to ensuring that all individuals have equitable access to services, supports, employment opportunities, and community participation. We actively identify and work to remove barriers that may affect participation, including physical, environmental, financial, communication, transportation, technological, cultural, and attitudinal barriers, as well as barriers to employment and community integration. Reasonable accommodation and support are available to help individuals access and benefit from services. Participants, applicants, family members, guardians, and other stakeholders are encouraged to notify staff if they need accommodation, auxiliary aid, language assistance, alternative format materials, or other support. Requests may be made at any time and will be

reviewed promptly to ensure access to services and promote meaningful participation.

Opportunity Center, Inc. continuously evaluates accessibility needs and welcomes feedback regarding barriers, accommodations, and opportunities for improvement. Individuals may discuss accessibility concerns with any staff member.

Getting Started & Service Planning

Opportunity Center, Inc. partners with various state agencies and other community organizations to provide collaborative services and supports. Depending on the program, services may be funded or authorized through agencies such as the Division of Developmental Disabilities Services (DDDS), Delaware Vocational Rehabilitation (DVR), local school districts or other funding sources.

Getting started begins with a referral and intake process during which staff work with the participant and, when applicable, the referral or funding source to determine eligibility, identify support needs, and coordinate services. Participants are encouraged to actively participate in the intake and planning process to ensure services reflect their individual goals, preferences, strengths, and desired outcomes.

Information gathered during intake is used to develop an individualized, person-centered service plan. Service plans are reviewed regularly and updated as needed to address changing goals, needs, preferences, and circumstances.

Input

Opportunity Center, Inc. values the input of participants, families, guardians, referral sources, employers, and other stakeholders. You may be invited to provide feedback through surveys, interviews, meetings, or other methods. Your feedback helps us measure satisfaction, identify opportunities for improvement, and enhance the quality and effectiveness of our services.

Information collected is used as part of our continuous quality improvement process. Opportunity Center, Inc. strives to protect your privacy and handles feedback in accordance with applicable policies and procedures. Your participation and honest feedback are important and help us better serve all participants.

Human Rights Statement

As a participant receiving services from Opportunity Center, you have rights that will be respected and protected. Opportunity Center. is committed to treating all individuals with dignity, respect, and fairness and does not discriminate based on race, color, national origin, age, disability, religion, sex, sexual orientation, gender identity, or any other status protected by law. You have the right to be treated with respect, to make choices about your services, to participate in decisions that affect you, to have your privacy protected, to express concerns without fear of retaliation, and to receive services in a safe and supportive environment.

If you have questions about your rights, believe your rights have been violated, or need assistance understanding how your rights apply to you, please speak with a staff member, program manager, or other designated representative. You may also contact Community Legal Aid Society, Inc. (CLASI), Delaware's Protection and Advocacy organization for individuals with disabilities, for information, advocacy, or legal assistance (302)-575-0690 or 1-800-292-7980.

Your Rights Regarding Services and Supports:

You have the right to:

- Receive considerate, respectful, and appropriate services, supports, and treatment regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, age, disability, or any other protected status.
- Be informed about your medical condition, developmental and behavioral status, and any risks associated with services and supports provided.

- Be free from unnecessary medications, restrictive interventions, or participation in research that may cause physical or psychological harm.
- Be free from physical, verbal, sexual, emotional, or psychological abuse, neglect, humiliation, retaliation, coercion, and financial or other exploitation.
- Express concerns, file grievances or complaints, and recommend changes regarding the services and support you receive without fear of retaliation.

Your Rights Regarding Privacy

You have the right to:

- Have time, space, and opportunities for privacy.
- Meet privately with individuals of your choice.
- Privacy during the provision of personal care, treatment, and support services.
- Review information maintained about you, as permitted by law.
- Determine who may access information about you, as permitted by law and applicable consent requirements

Your Rights Regarding Choice and Self-Determination

You have the right to:

- Give, refuse, or withdraw consent for treatment and services, as permitted by law.
- Live in the least restrictive and most appropriate living environment based on your needs, preferences, and available supports.
- Speak openly and honestly and express your opinions, preferences, and concerns.
- Have and use personal property and possessions and have them safeguarded to the extent possible.
- Participate in community life, including clubs, organizations, activities, and events of your choice.
- Participate in the political process.
- Make decisions that directly affect your life, including managing your finances, as permitted by law.

- Plan and direct your future.
- Practice, express, or choose not to practice religious beliefs and activities of your choice.
- Receive support from a personal advocate, family member, guardian, or other representative of your choosing.
- Have equal access to education, training, and employment opportunities.
- Develop and maintain meaningful personal relationships.

Confidentiality

OCI respects and protects each participant's privacy. Participant information and records are maintained confidentially and shared only as permitted by law or with appropriate consent. Participants have the right to know how their information is used and protected.

Abuse, Neglect & Exploitation Reporting

Opportunity Center is committed to providing a safe, respectful, and supportive environment for all participants. Any allegation, suspicion, or report of abuse, neglect, exploitation, mistreatment, or violation of participant rights will be taken seriously and addressed promptly in accordance with applicable laws, regulations, and agency procedures. Participants, family members, guardians, staff, and other stakeholders are encouraged to report concerns immediately. OCI will cooperate fully with required investigations and take appropriate actions to protect the health, safety, welfare, and rights of participants. For questions, concerns, or to report a suspected incident, participants may speak with any OCI staff member or contact program management directly.

Service Transition-Exit Criteria

Services will continue if the participant is eligible, authorized for services, and benefitting from support designed to help achieve identified goals and desired outcomes. Services may end when goals have been achieved, the participant chooses to discontinue services, eligibility or funding requirements change, or other circumstances affect service delivery.

When a participant transitions to another program or service, Opportunity Center, Inc. will work collaboratively with the participant, funding sources, referral agencies, and other community partners to support a smooth transition whenever possible. Transitions between services typically require authorization or referral from the applicable funding source.

If changes that may affect service funding or eligibility, Opportunity Center, Inc. will make reasonable efforts to coordinate with the participant, referral sources, funding agencies, and community resources to explore available options and support continuity of services.

Medication

Opportunity Center does not store, administer, or otherwise assist with medication. Participants must adjust medication schedules around their program attendance or arrange for someone to assist them with medication management during program hours.

Participant Responsibilities

As a participant in services provided by Opportunity Center, you play an important role in your success. Participants are expected to:

- Maintain reliable transportation to and from their program, training, or work site as scheduled. Opportunity Center. may provide transportation for certain programs, including select Day Habilitation, Pre-Employment Transition Services, and School-to-Work Transition programs. Transportation availability varies by program and funding source. When transportation is not provided, staff may assist participants in identifying and coordinating available transportation resources.
- Actively participate in services and work collaboratively with staff to develop, implement, and achieve individualized goals and desired outcomes.
- Maintain positive and respectful relationships with fellow participants, staff, employers, and community partners.

- Communicate concerns, questions, needs, or challenges with staff so that appropriate support can be provided.
- Follow Opportunity Center policies, procedures, safety requirements, and program expectations.

Opportunity Center is not responsible for personal items that are lost, stolen, or damaged. Participants are encouraged to bring only essential items and are responsible for the safekeeping of their personal belongings, including cell phones, wallets, keys, and other valuables.

Staff Responsibilities – Our Commitment to You

Opportunity Center is committed to:

- Treating you with dignity, respect, and courtesy.
- Supporting your rights, choices, and personal goals.
- Providing services in a safe, inclusive, and welcoming environment
- Involving you in decisions about your services and supports.
- Protecting your privacy and confidentiality in accordance with applicable laws and regulations.
- Safeguarding participant information and records in accordance with applicable federal and state laws. Information is shared only with authorized individuals or organizations, or as otherwise permitted or required by law.
- Providing qualified staff who are trained to support your needs.
- Responding to questions, concerns, complaints, and grievances in a timely manner.
- Continuously evaluating and improving services based on participant and stakeholder feedback

Complaints & Grievances

Opportunity Center is committed to addressing concerns in a fair, respectful, and timely manner. Participants have the right to express concerns, file complaints or grievances, and request a review of decisions or actions that affect their services. Individuals who submit a complaint or grievance will not be subject to retaliation, discrimination, or barriers to receiving services.

Participants are encouraged to discuss concerns directly with staff whenever possible. Many disagreements can be resolved informally through open communication, active listening, and a mutual effort to understand and address the issue. Informal resolution is often the quickest and most effective way to resolve concerns.

If a concern cannot be resolved informally, or if a participant prefers to file a formal complaint or grievance, Opportunity Center has established procedures to ensure the concern is reviewed and addressed appropriately. Participants are expected to provide information that is accurate and truthful to support the review process.

Opportunity Center will make information about the grievance process available upon request and, when needed, will assist participants in accessing advocacy services, supports, or other resources to help them understand and navigate the process.

If a disagreement or concern cannot be resolved informally, either party may request a formal review through the grievance process outlined below:

Step	Action	Next Step
Step 1	Submit a written grievance to Program Manager within 5 business days of the incident or concern.	
Step 2	The Program Manager will review the grievance and provide a response within 5 business days of receiving it.	If the issue is not resolved, proceed to Step 3.

Step 3	Submit the grievance to the Director within 5 business days of receiving the Program Manager response.	
Step 4	The Director will review the grievance and provide a response within 5 business days of receiving it.	If the issue is not resolved, proceed to Step 5.
Step 5	Submit the grievance to the Executive Director within 5 business days of receiving the Director or Program Manager response.	
Step 6	The Executive Director will review the grievance and provide a response within 5 business days of receiving it.	Final Decision

Individuals involved in a grievance may seek assistance from the Disability Rights Delaware Program, administered by the Community Legal Aid Society, Inc. (CLASI). For assistance, call 302-478-8850.

Participants whose services are funded or supported by the Delaware Division of Developmental Disabilities Services (DDDS) may also file an Individual Rights Complaint with DDDS. Please contact your Program

Manager for information about the DDS Individual Rights Complaint process and to obtain the appropriate form.

At each stage of the grievance process, the individual filing the grievance will receive a written response summarizing the findings and any actions taken. A grievance may be withdrawn at any time by the participant or employee who initiated the complaint by submitting a written request to the Human Resources Department. For assistance, contact the Human Resources Office: 302-762-0300.

Visitors:

Participants are welcome to have visitors if they schedule visits/visitors with their Program Manager.

Community Resources

The following organizations may provide information, advocacy, support, referral services, and other resources to participants and their families.

The Arc of Delaware

Website: www.thearcofdelaware.org

2 South Augustine Street, Suite B
Wilmington, DE 19804

Phone: 1-844-344-6524 (Toll-Free)
TTY/TDD Relay: 1-800-232-5460

Provides advocacy, information, support, and resources for individuals with intellectual and developmental disabilities and their families.

CARF International

Commission on Accreditation of Rehabilitation Facilities (CARF)
Website: www.carf.org

Phone: 1-888-281-6531

CARF accredits organizations that provide human services and offers information regarding accreditation standards and quality practices.

Disability Rights Delaware

Phone: 302-575-0690

Toll-Free: 1-800-292-7980

TTY: 302-575-0696

Community Legal Aid Society, Inc. (CLASI)

Website: www.declasi.org

Provides advocacy and legal services to Delaware residents with disabilities regarding education, employment, benefits, accessibility, community integration, and rights protection.

Delaware 211

Website: www.delaware211.org

Dial: 211

Text ZIP Code to: 898211

Delaware 211 provides free, confidential information and referral services connecting individuals to community resources, including housing, food assistance, transportation, healthcare, utility assistance, legal services, disability support, and crisis resources.

DART First State Paratransit

Website: <https://dartfirststate.com/RiderInfo/Paratransit>

Phone: 1-800-553-3278

TTY/TDD: 1-800-232-5460

Provides transportation services for eligible individuals with disabilities.

Deaf-Hearing Communication Centre (DHCC)

Website: www.dhcc.org

Voice: 610-604-0450

Text: 610-756-0330

Provides communication access, interpreting services, advocacy, and support for individuals who are deaf or hard of hearing.

Delaware Aging and Disability Resource Center (ADRC)

Website: www.delawareadrc.com

Phone: 1-800-223-9074

Email: DelawareADRC@delaware.gov

TDD: 302-424-7141

The ADRC serves as Delaware's central source for information, referrals, and assistance related to aging, disability, caregiving, transportation, housing, and community resources.

Delaware Division of Developmental Disabilities Services (DDDS)

Website: dhss.delaware.gov/dhss/ddds

2540 Wrangle Hill Road, Suite 200

Bear, DE 19701

Phone: 302-836-2100

Provides services and supports for qualifying individuals with intellectual and developmental disabilities.

Delaware Division for the Visually Impaired (DVI)

Website: dhss.delaware.gov/dhss/dvi

1901 North DuPont Highway

New Castle, DE 19720

Phone: 302-255-9800

Provides services that support independence, employment, and community participation for individuals who are blind or visually impaired.

Delaware JobLink

Website: <https://joblink.delaware.gov>

Provides employment opportunities, job search assistance, workforce resources, and career development information.

Division of Social Services (DSS)

Website: dhss.delaware.gov/dhss/ds

<http://www.dhss.delaware.gov/dhss/dss/>

Customer Relations:

1-800-372-2022

302-255-9500

Provides information regarding SNAP, Medicaid, TANF, and other public assistance programs.

Division of Substance Abuse and Mental Health (DSAMH)

Website: dhss.delaware.gov/dsamh

Delaware Hope Line

Phone: 1-833-946-7333 (1-833-9-HOPEDE)

Provides 24/7 support, referrals, counseling, and behavioral health resources.

Crisis Intervention Services

Northern Delaware: 1-800-652-2929

Southern Delaware: 1-800-345-6785

Provides 24/7 crisis counseling and behavioral health support.

Youth Crisis Support

Phone: 1-800-969-4357

Text: DE to 741741

Provides 24-hour behavioral health crisis intervention services for youth.

988 Suicide & Crisis Lifeline

Call or Text: 988

Provides free, confidential crisis support 24 hours a day, 7 days a week.

Delaware Division of Vocational Rehabilitation (DVR)

Website: <https://dvr.delawareworks.com>

- **Wilmington:** 4425 N. Market Street, Wilmington, DE 19802 | 302-761-8275
- **Newark:** University Office Plaza, 252 Chapman Road, Newark, DE 19702 | 302-368-6980
- **Middletown:** Appoquinimink State Service Center, 122 Silver Lake Road, Middletown, DE 19709 | 302-696-3180
- **Dover:** Blue Hen Corporate Center, 655 S. Bay Road, Suite 2H, Dover, DE 19901 | 302-739-5478
- **Georgetown:** 8 Georgetown Plaza, Suite 2, Georgetown, DE 19947 | 302-856-5730

Provides employment, training, education, and support services to individuals with disabilities seeking competitive integrated employment.

Delaware Coalition Against Domestic Violence

Website: www.dcadv.org

New Castle County: 302-762-6110

Kent & Sussex Counties: 302-422-8058

Abriendo Puertas: 302-745-9874

Provides advocacy, safety planning, and support services for individuals affected by domestic violence.

NAMI Delaware

National Alliance on Mental Illness

Website: www.namidelaware.org

Phone: 302-427-0787

Provides education, advocacy, support groups, and mental health resources for individuals and families impacted by mental illness.

Orientation & Handbook Acknowledgement

I have received the Participant Handbook and a description of the services I will receive. The following topics have been reviewed with me, and I have had the opportunity to ask questions and receive answers regarding the services and support available to me.

Participant Handbook

- Organization Overview
- Mission, Vision & Purpose
- Strategic Plan
- Service Options
- Locations & Transportation
- Staff Qualifications
- Inclement Weather Policy
- Dress Code / Apparel Guidelines
- Rules of Conduct
- Health & Safety
- Accessibility
- Getting Started & Service Planning
- Participant Input
- Human Rights Statement
- Confidentiality
- Abuse, Neglect & Exploitation Reporting
- Service Transition / Exit Criteria
- Medication
- Participant Responsibilities
- Staff Responsibilities: Our Commitment to You
- Complaints & Grievances
- Visitors
- Community Resources

Service Description

- Program Overview
- Eligibility & Exit Criteria
- Funding & Cost
- Staff
- Schedule
- Transportation
- My Responsibilities
- OCI Responsibilities

Acknowledgement

I understand the services available to me and have had the opportunity to ask questions. I understand my rights and responsibilities, how to provide feedback or file a complaint, and whom to contact if I need assistance. I understand that reasonable accommodations may be requested to support my participation in services.

Participant Signature: _____

Date: _____

Guardian/Authorized Representative (if applicable):

Signature: _____

Date: _____

Staff Name: _____

Staff Signature: _____

Date: _____