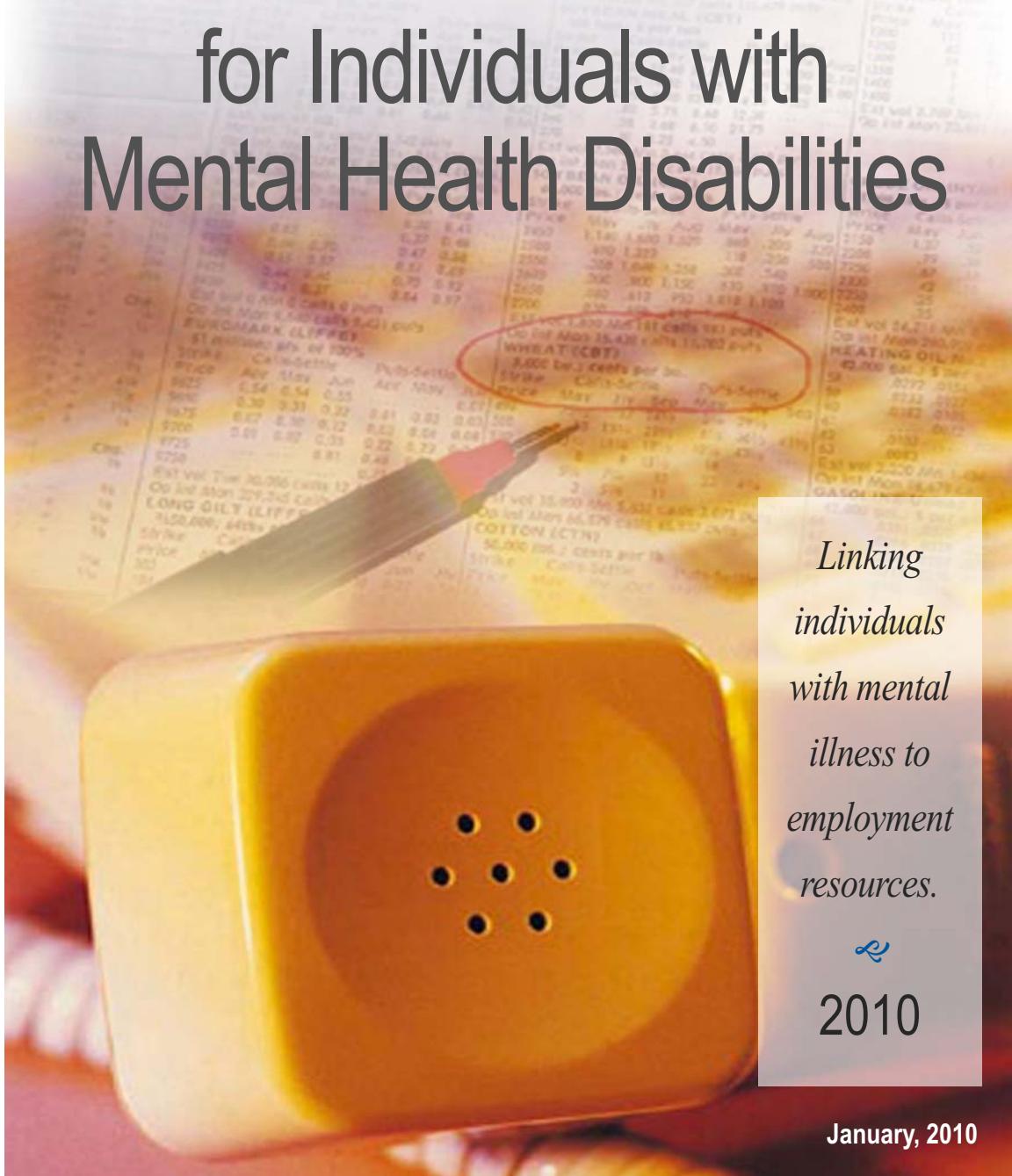


Employment Services Directory

for Individuals with
Mental Health Disabilities



*Linking
individuals
with mental
illness to
employment
resources.*



2010

January, 2010

CUMBERLAND/PERRY MENTAL HEALTH

16 West High Street . Carlisle . PA 17013 • www.ccpa.net

Introduction:

section 1 ► ► page 1

1

Employment Services:

section 2 ► ► pages 2 - 16

2

Volunteer Opportunities:

section 3 ► ► pages 17 - 23

3

Government Resources:

section 4 ► ► pages 24 - 36

4

Advocacy / Legal Services

section 5 ► ► pages 37 - 39

5

Professional Appearance:

section 6 ► ► pages 40 - 43

6

Transportation:

section 7 ► ► pages 44 - 46

7

Education / Literacy / Training:

section 8 ► ► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ► ► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ► ► pages 59 - 67

10

Disclosure Decisions:

section 11 ► ► pages 68 - 73

11

Samples:

section 12 ► ► pages 74 - 77

12

Acronyms:

section 13 ► ► pages 78 - 79

13

Introduction:

- **Did you know** that work is a key factor in supporting mental wellness and warding off the symptoms of mental illness?
- **Did you know** that one in five people in a typical U.S. office is likely to experience a mental illness each year?
- **Did you know** that contrary to some of the myths associated with mental illnesses, people can and do recover from even the most serious mental illness?
- **Did you know** that the onset of many mental health problems comes between the ages of 25 and 40, when people are highly active in the workforce?
- **Did you know** that work is an important path to recovery from a mental health problem?
- **Did you know** that there are many services and supports available in your community for individuals with a mental illness that can help people get or keep a job?

Purpose:

If you are looking for a job or struggling with your current employment and have a mental illness, you are not alone. In this publication, we provide information on community resources, services, and supports that are available to individuals in recovery from mental illness who are interested in furthering that recovery through employment.

This resource guide is intended to provide assistance to individuals in recovery from mental illness as well as for those individuals who provide support to them. Supporting folks to achieve and maintain competitive employment benefits everyone.

Credits:

The **Employment Services Directory** is a result of the combined efforts of the Employment Transformation Advisory Committee and Cumberland/Perry Mental Health.

* Some of the information in this directory was taken from the websites listed in each section and is current as of January, 2010.

Work is everyone's business!



Introduction:

section 1 ►► page 1

1

Employment Services:

section 2 ►► pages 2 - 16

2

Volunteer Opportunities:

section 3 ►► pages 17 - 23

3

Government Resources:

section 4 ►► pages 24 - 36

4

Advocacy / Legal Services

section 5 ►► pages 37 - 39

5

Professional Appearance:

section 6 ►► pages 40 - 43

6

Transportation:

section 7 ►► pages 44 - 46

7

Education / Literacy / Training:

section 8 ►► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ►► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ►► pages 59 - 67

10

Disclosure Decisions:

section 11 ►► pages 68 - 73

11

Samples:

section 12 ►► pages 74 - 77

12

Acronyms:

section 13 ►► pages 78 - 79

13

Employment Services:

- **Did you know** work can improve motivation, self-esteem, and confidence?
- **Did you know** one of the first questions asked when meeting new people is “what kind of work do you do?”
- **Did you know** that employers can accommodate a job to help you perform it better?
- **Did you know** that getting a job can put extra money in your pocket even when you collect social security benefits?
- **Did you know** you don’t have to do it alone and can get assistance with getting and keeping a job?

Purpose:

This section provides information regarding programs that can assist you in reaching your employment goals. Resources to help with finding jobs and what you can expect can also be found.

Index:

■ AHEDD	3
■ Central Pennsylvania Supportive Services, Inc. (CPSS).....	4
■ Educational Data Systems, Inc. (EDSI)	5
■ Experience Works, Inc.	6
■ Gateway Employment Group	7
■ Goodwill Keystone Area.....	8
■ Hope Station Opportunity Area Neighborhood Council.....	9
■ Living Unlimited Incorporated.....	10
■ NHS Stevens Center, S.T.A.R. Center.....	11
■ NHS Stevens Center, Supported Employment Services.....	12
■ NHS Stevens Center, Transition Support Services.	13
■ PA CareerLink Cumberland County.....	14
■ Perry Apex Services Unlimited (PASU).	15
■ S. Wilson Pollock Center for Industrial Training, a <i>division of CPARC</i>	16

■ AHEDD:

Program Information & Other Criteria:	<p>AHEDD offers a variety of individualized services to people with disabilities, including:</p> <ul style="list-style-type: none">■ resume preparation■ appropriate completion of job applications■ counseling for job related concerns■ follow up services to ensure that the individual is satisfied with their job and meeting the expectations of the employer■ career exploration■ training assistance at the job site■ job interviews■ transportation training <p>The intensity and duration of all the services provided depends upon the needs and interests of both the individual and the employer. Training assistance at the job site could entail only a couple of hours for a few days or could require some degree of training for several months.</p> <p>AHEDD provides work incentive counseling to Social Security beneficiaries, ages 14-64, who are planning for employment or are working and want to understand how earned income impacts their Social Security and related benefits (e.g. Medicare, Medicaid). The service also helps to assess specific work incentives that can help increase earnings, savings or expand career planning options.</p> <p>AHEDD is an approved Employment Network (EN) that contracts with Social Security Administration (SSA) under the Ticket to Work Program. As an EN, AHEDD is another option that Social Security beneficiaries can choose for assistance with employment.</p> <p>Other Criteria:</p> <p>Individuals referred to AHEDD must have a documented disability that interferes with his/her ability to secure and maintain employment.</p> <p>In addition to AHEDD's criteria, certain funding sources may impose additional requirements for eligibility. Requirements can vary between funding sources; therefore, individuals interested in services should call AHEDD for more information. During an initial meeting, AHEDD can determine if you are eligible and/or appropriate for current programs or if you would be better served by another organization/agency.</p>
--	--

Address:	3300 Trindle Road Camp Hill, PA 17011	Email:	info@ahedd.org
Site Address:	3300 Trindle Road Camp Hill, PA 17011	Website:	www.ahedd.org
Hours:	M-F 8:30 a.m. to 5:00 p.m. (Appointment Only)	Phone:	1-866-902-4333
Fax:		Fax:	717-763-0988
Population Served:		Population Served:	Adults and Children (16 & older)
Multilingual Services:	No	Diagnosis:	Individuals referred to AHEDD must have a documented disability that interferes with his/her ability to secure and maintain employment.
Fee / Payment Method:	Typically services are paid for by a third party		

■ Central Pennsylvania Supportive Services, Inc. (CPSS):

Program Information & Other Criteria:	<p>CPSS provides skills-teaching for individuals in recovery from a mental illness who are interested in pursuing competitive employment. This community-based service is mobile.</p> <p>CPSS provides:</p> <ul style="list-style-type: none"> ■ A person-centered employment/service plan development process that includes assessment of strengths, challenges, skill levels, interests, education, and work/life experiences. Natural, community, peer, co-worker/supervisors and family supports are identified and utilized in reaching the goal of finding and maintaining employment. ■ Job-seeking skills teaching that includes: <ul style="list-style-type: none"> - researching employment leads via newspaper and internet, Cumberland County Career Link and networking with natural supports; - completing resumes, cover letters, references, paper and electronic employment applications; - preparation and practice of interview skills ■ Skills teaching to learn and/or re-learn job tasks to aid the consumer to master the essential job skills and meet employer expectations. Coordination of job accommodations and assistive technology, are provided if needed. ■ Other employment related skills-teaching such as grooming, hygiene, ADL skills, behavior/medical management, time/money management, and self-advocacy. ■ Training and coordination/assistance to address transportation needs (use of public transportation). ■ Coordination/advocacy of financial issues regarding SSI/SSDI benefits and other income sources if needed. <p>Other Criteria:</p> <p>The consumer wants to learn employment skills and work in competitive employment in the community. The consumer agrees to be actively involved in the process by learning and practicing skills needed to find and maintain employment.</p>
--	--

Address:	P.O Box 62126 Harrisburg, PA 17106	Email:	leta@cpss.biz
Site Address:	Mobile Services (consumer's residence or other location)	Website:	www.cpss.biz
Hours:	M-F 8:00 a.m. to 5:00 p.m.	Phone:	717-901-5099
Multilingual Services:	No	Fax:	717-901-0388
Fee / Payment Method:	Funded by Cumberland-Perry MH/MR No fee to program participants	Population Served:	Adults (18 & older)
		Diagnosis:	Any major MH diagnosis

■ Educational Data Systems, Inc. (EDSI):

Program Information & Other Criteria:	Provide clients with job search assistance and placement. Job search workshops on resume writing, application preparation and interviewing skills. Other Criteria: Clients are referred to the program by the County Assistance Office (CAO).
--	---

Address:	15300 Commerce Drive North, Suite 200 Dearborn, Michigan 48120	Email:	
Site Address:	1 Alexandra Court Carlisle, PA 17015	Website:	www.edsisolutions.com
Hours:	M-F 8:00 a.m. to 4:30 p.m. (Appointment Only)	Phone:	717-243-4722
Fax:		Fax:	717-243-6019
Multilingual Services:	No	Population Served:	Adults
Fee / Payment Method:	Funded by County Assistance Office No fee to program participants	Diagnosis:	None required

■ Experience Works, Inc.:

Program Information & Other Criteria:

Experience Works is a national, charitable, community-based organization that helps older adults get the training they need to find good jobs in their communities. For more than 40 years this organization has devoted itself to helping people break out of poverty and reclaim their lives and dignity through work.

Eligibility:

- **Age:** A participant must be 55 years of age or older.
- **Residence:** A participant must be a resident of the state where he or she is enrolled in the Experience Works Senior Community Service Employment Program (SCSEP).
- **Income Requirements:** A participant's annual family income must not be more than 125% of the established federal poverty income guidelines.
- **Work Status:** A participant's eligibility to work in the United States must be verified by Experience Works (Form I-9).
- **Unemployed:** Participants must be unemployed at the time of enrollment. If they become employed, either full time or part time while enrolled, they must exit the program. The no-employment rule does not apply to casual, nonrecurring labor for which a participant may be compensated such as shoveling a neighbor's sidewalk or occasional babysitting.

Address:	817 South Market Street Mechanicsburg, PA 17055	Email:	
Site Address:		Website:	www.experienceworks.org
Hours:	M-F 8:00 a.m. to 4:30 p.m. (Appointment Only)	Phone:	717-790-0165 or 1-800-854-1578
Multilingual Services:	No	Fax:	
Fee / Payment Method:	No fee to program participants	Population Served:	Adults (55 &older)
		Diagnosis:	None required

■ **Gateway Employment Group:**

Program Information & Other Criteria:

Gateway Employment Group supports individuals with disabilities to obtain and maintain meaningful work. Gateway's mission is to "be a change agent, creating opportunities that encourage growth and meaningful life choices while assisting persons with disabilities achieve their employment goals."

Contact the Program Coordinator with any questions.

To obtain services work with your Office of Vocational Rehabilitation (OVR) counselor or contact our Program Coordinator regarding Social Security's Ticket to Work program.

Transitional Employment Program:

- Individuals participate in our Transitional Employment Program as a way of assessing and building work skills
- The goal of the program is to build upon an employee's basic work skills as well as provide him or her the opportunity to adjust to a work schedule.
- More specifically, work-related issues that are emphasized include attendance, appearance and hygiene, work efficiency, communicating with co-workers and the public, accepting feedback, and adjusting to job pressures.
- Participant earns minimum wage

Supportive Employment Program:

- Work assessments in the community at area employers to identify job interests
- Job search activities such as creating a resume, submitting applications, finding and approaching potential employers, and practicing interview skills. The employment specialist will also appraise the participant of new job developments
- Provide support as desired by accompanying the job seeker to interviews
- Outreach activities to inform and educate the community concerning the skills and abilities of individuals with disabilities
- Work with business and industry leaders to match individuals with successful employment.

Address:	3609 Derry Street, 2nd Floor Harrisburg, PA 17111	Email:	nwitman@keystonehumanservices.org
Site Address:	3609 Derry Street, 2nd Floor Harrisburg, PA 17111	Website:	www.keystonehumanservices.org
Hours:	M-F 8:30 a.m. to 4:30 p.m. (Appointment Only)	Phone:	717-558-8450 (ext 144) Ruth Lotz, Program Coordinator
Multilingual Services:	No	Fax:	717-558-9940
Fee / Payment Method:	Referrals from OVR or Social Security's Ticket to Work program	Population Served:	Adults (18 & older)
		Diagnosis:	Any Mental Health Diagnosis or other Disability

■ Goodwill Keystone Area:

Program Information & Other Criteria:	<p>Assessment/Vocational Evaluation: Goodwill's assessments are designed to help determine career goals and identify support services that may be needed.</p> <p>Vocational Training: Goodwill offers a variety of vocational training programs that vary depending on the skills and abilities of the program participants. Goodwill operates a number of custodial, retail, and food service training sites throughout Dauphin and Cumberland Counties.</p> <p>Employment Services: Goodwill provides the following employment services:</p> <ul style="list-style-type: none">■ Career Strategy Skills: Help with resume writing, cover letters, thank you letters, and interviewing skills■ Assessments: Offers community based work at various community locations to assess abilities in areas of interest■ Evaluation: Provides a variety of evaluation systems to evaluate appropriate job match and career interest■ Job Placement/Search: Assists with job search for the individual■ Job Coaching: Provides one on one job training at the work site■ Retention: Continues contact with the individual and employer <p>Workplus: Work+, as a work activities center, is focused on teaching skills needed to continue progression toward competitive employment for our trainees.</p> <p>Adult Day Training: Designed for individuals with profound developmental disabilities. This program focuses on life skills such as, independent living, socialization, and motor skill development.</p> <p>SSI/SSDI Benefits Planning: Provides free work incentive planning and assistance services to SSI and SSDI beneficiaries who are working or want to work. Services are free, voluntary, and confidential to anyone who is 14 through 64 years of age, is currently eligible for SSI and/or SSDI, and is currently working or is interested in working. Covers 36 counties in Pennsylvania.</p>
--	---

Address:	1150 Goodwill Drive Harrisburg, PA 17101	Email:	ssoderberg@yourgoodwill.org
Site Address:	Locations throughout Cumberland & Dauphin Counties.	Website:	www.yourgoodwill.org
Hours:	M-F 8:00 a.m. to 4:00 p.m.	Phone:	717-232-1831
Multilingual Services:		Fax:	717-232-0115
Fee / Payment Method:	Funding by OVR, County MH/MR Office, School Districts No fee to program participants	Population Served:	Adults & Children (15 & older; varies by program)
		Diagnosis:	Goodwill provides services to persons with disabilities & other barriers to employment, including developmental, psychiatric, & physical disabilities.

■ Hope Station Opportunity Area Neighborhood Council:

Program Information & Other Criteria:	<p>Programs Offered:</p> <ul style="list-style-type: none"> ■ Family Savings Account program ■ HIRE Plus (computer and job search skills): Intro to Windows operating system and MS Office applications, three sessions/ year (Winter, Spring, & Fall). Each session runs Monday - Thursday, 9 a.m. to 12 noon, for six weeks ■ Financial literacy classes: Call for schedules, locations and registration ■ Information, referral and advocacy as needed <p>Other Criteria:</p> <ul style="list-style-type: none"> ■ Family Savings Account program- residents of Cumberland and Perry County, as well as Franklin County in the Shippensburg area. The Family Savings Account program has the following financial eligibility requirements: <ul style="list-style-type: none"> - Household income no more than 80% of median family income for the county of residence, and household net worth of no more than \$10,000 (not counting value of primary residence if owned, one vehicle, or 401K/ IRA pension funds) - Must also have a savings goal which fits into the five categories approved by the State: <ol style="list-style-type: none"> 1) first time home ownership 2) improvement or repair of a primary residence already owned 3) post-secondary education related to a vocational goal for self or child 4) small business startup 5) car purchase - IF it will be used for achieving or maintaining employment OR transportation to post-secondary education. ■ The HIRE Plus program is open to all Cumberland County residents, who have a high school diploma or GED, and can type 15 wpm with accuracy. If interested, client must call Hope Station for an intake appointment.
--	---

Address:	149 West Penn Street Carlisle, PA 17013	Email:	jimwashingtonjr@comcast.net barbaramuller@comcast.net
Site Address:	149 West Penn Street Carlisle, PA 17013	Website:	www.hopestation.org
Hours:	M-F 8:30 a.m. to 5:00 p.m. (Appointment Only)	Phone:	717-249-0036 or 717-249-5144
Multilingual Services:		Fax:	717-249-5228
Fee / Payment Method:	HIRE Plus (computer and job training to improve employability) -- \$10 payable on qualifying for the class. Cash, check, money order	Population Served:	Adults
		Diagnosis:	None required

■ Living Unlimited Incorporated:

Program Information & Other Criteria:	<p>Pre-Vocational Services:</p> <ul style="list-style-type: none"> ■ Job interest identification ■ Resume development ■ Interview practice <p>Vocational Services:</p> <ul style="list-style-type: none"> ■ Job Development ■ Job Coaching <p>Vocational Evaluation:</p> <ul style="list-style-type: none"> ■ Standardized testing to determine vocational potential, strengths & needs ■ Community based assessments: on-site evaluation in real jobs in the community <p>Life Skills Training/Community Integration:</p> <ul style="list-style-type: none"> ■ Areas of assistance includes: money management, social skills, household management <p>Vocational and Community Adjustment Program:</p> <ul style="list-style-type: none"> ■ Teaching social & coping skills necessary for employment & community living ■ Group setting ■ Coping strategies to address: anger management, stress management, problem solving/decision making, time management, memory and cognitive skills, social skills, self esteem and self advocacy. <p>Music Therapy:</p> <ul style="list-style-type: none"> ■ Individualized services
--	---

Address:	4601 Locust Lane, Suite 202 Harrisburg, PA 17109	Email:	tstickle@living-unlimited inc.com
Site Address:	Services are provided in the homes and community	Website:	
Hours:	M-F 8:00 a.m. to 5:00 p.m. (Appointment Only)	Phone:	717-526-2111 1-800-310-7776
Multilingual Services:	Spanish	Fax:	717-526-2117
Fee / Payment Method:	Funded by County Programs, MA, DPW & OVR No fee to program participants	Population Served:	Adults & Children (varies by program)
		Diagnosis:	Mental Health Aspergers/Autism Brain Injury Mental Retardation Learning Disabilities Cerebral Palsy

■ NHS Stevens Center, S.T.A.R. Center (Psychiatric Rehabilitation Services):

Program Information & Other Criteria:	<p>The Northwestern Human Services (NHS) Steps Toward Advocacy & Recovery (S.T.A.R.) Center offers Psychiatric Rehabilitation Services. The individual must choose to participate in the services. The Psychiatric Rehabilitation Program offers the individual support in getting and maintaining community employment. If an individual is not quite ready to obtain community employment, the Psychiatric Rehabilitation Program offers an on-site employment program to help the individual gain confidence and build work skills. On-site employment is time limited and for individuals whose ultimate goal is achieving community employment. Individuals in the Psychiatric Rehabilitation Program meet weekly or biweekly with an assigned psychiatric rehabilitation worker to work on the individual's goals. Goals are related to securing and maintaining employment, improving education, securing and maintaining independent living, and enhancing social and leisure opportunities. The Psychiatric Rehabilitation Program also offers groups throughout the week to teach individuals skills and offer peer support and feedback. Examples of groups currently being offered are Getting Along with Coworkers, Peer Support Group, and Assertiveness.</p> <p>For more information or questions about the Psychiatric Rehabilitation Program call 243-2278. Referrals can be made through the Base Service Unit (BSU) at either NHS Stevens Center @ 243-6033 or the Holy Spirit Behavioral Health Center @ 763-2221.</p>
--	--

Address:	NHS Stevens Center 33 State Ave Carlisle, PA 17013	Email:	ljesic@nhsonline.org
Site Address:	S.T.A.R. Center 253 Penrose Place Carlisle, PA 17013	Website:	
Hours:	M-F 8:00 a.m. to 3:00 p.m. (Appointment Only)	Phone:	717-243-2278 (ext 10)
Multilingual Services:	No	Fax:	717-218-1064
Fee / Payment Method:	Funded by Cumberland-Perry MH/MR No fee to program participants	Population Served:	Adults
		Diagnosis:	Any major MH diagnosis

■ NHS Stevens Center, S.T.A.R. Center (Supported Employment Service):

Program Information & Other Criteria:	<p>We can assist you in:</p> <ul style="list-style-type: none"> ■ Developing your work plan based on your employment goals ■ Exploring your career interests ■ Learning how your benefits are affected by work wages ■ Identifying and practicing: job search skills, application processes, building your resume, interviewing skills, and communication skills ■ Using tools and resources: personal network, Career Link, staffing agencies, etc. ■ Encouraging Peer Support Networks ■ Collaborating with your support system to maintain balance with your work and health ■ Determining/utilizing transportation options ■ Accessing follow-along support (for problem solving, etc.), after you get a job <p>Other Criteria:</p> <ul style="list-style-type: none"> ■ Person wants to work in competitive community employment. ■ Person wants and is able to take an active role in the planning of employment goals and service. ■ Person does not have to become a member of the STAR Center to have the service. ■ A referral to the NHS Stevens Supported Employment Service needed through the BSU at either NHS Stevens Center @ 243-6033 or the Holy Spirit Behavioral Health Center @ 763-2221.
--	--

Address:	NHS Stevens Center 33 State Ave Carlisle, PA 17013	Email:	bkeefe@nhsonline.org
Site Address:	S.T.A.R. Center 253 Penrose Place Carlisle, PA 17013	Website:	
Hours:	M-F 8:00 a.m. to 3:30 p.m.	Phone:	717-243-2278 ext. 13
Service Delivery:	Appointment Only	Fax:	717-218-1064
Multilingual Services:	No	Population Served:	Adults (18 years & older)
Fee / Payment Method:	Funded by Cumberland-Perry MH/MR No fee to program participants	Diagnosis:	Any major MH diagnosis

■ NHS Stevens Center (Transition Support Services):

Program Information & Other Criteria:	<p>Service Description:</p> <ul style="list-style-type: none"> ■ The Transitional Coordinator will provide individual sessions for transitioning youth on decision making skill building, education, career choices, and community life functioning ■ The young adult will be engaged in small group activities based on individual support plan goals ■ An added monthly parent support group is provided to parents/guardians <p>Objectives:</p> <ul style="list-style-type: none"> ■ Through person-centered planning, the individual will be able to identify strengths, interests, and preferences in relation to future goals ■ To assist the young adult with successfully transitioning into adulthood by ensuring they have the skills for employment, to live independently, and to be involved in the community <p>For more information and referral process contact Meredith Little.</p> <p>Other Criteria:</p> <p>Young Adults with a mental illness who are preparing for their future and need assistance in at least two of the following domains:</p> <ul style="list-style-type: none"> ■ Education ■ Living situations ■ Employment ■ Community life functioning <p>Members must be involved with some level of mental health case management and must not be involved with Children & Youth Services.</p> <p>At least one parent/guardian must be willing to participate in the program.</p>
--	--

Address:	NHS Stevens Center 33 State Ave Carlisle, PA 17013	Email:	mlittle@nhsonline.org
Site Address:	NHS Stevens Center 33 State Ave Carlisle, PA 17013	Website:	
Hours:	M-F 9:00 a.m. to 7:00 p.m. (Appointment Only)	Phone:	717-243-6033 (ext 319) Meredith Little
Multilingual Services:	No	Fax:	717-243-0776
Fee / Payment Method:	Funded by CBHNP - must have Medical Assistance No fee to program participants	Population Served:	Transition Age Youth (14 to 21 years old)
		Diagnosis:	Any major MH diagnosis

■ PA CareerLink Cumberland County:

Program Information & Other Criteria:	<p>PA CareerLink Cumberland County is a full service one-stop agency. Services are available both online and in person to employers and job seekers. The website is available 24 hours/day, 7 days/week - that links employers to job seekers, provides the most current labor market data, and information on appropriate training programs.</p> <p>For job seekers: PA CareerLink will help determine skill sets, build resume and polish interviewing skills, identify financial aid options to further education, and assist you in finding the right job.</p> <p>For employers: PA CareerLink will assess and test the skills of potential employees, coordinate job fairs and on-site recruitments, identify funding available to assist with employee training, and help locate the perfect candidate for your position.</p> <p>Partner agencies that are located at PA CareerLink, Cumberland County are:</p> <ul style="list-style-type: none">■ Bureau of Workforce Development Partnership■ Harrisburg Area Community College■ Educational Data Systems Incorporated■ Office of Vocational Rehabilitation■ Arbor■ Veteran Services■ Adecco Staffing■ Randstad Staffing
--	---

Address:	1 Alexandra Court Carlisle, PA 17015	Email:	mlmyers@hacc.edu Marcia Myers
Site Address:	Same	Website:	www.cwds.state.pa.us
Hours:	M-F 8:00 a.m. to 4:30 p.m. (Walk in)	Phone:	717-243-4431
Multilingual Services:	No	Fax:	717- 243-7767
Languages:	n/a	Population Served:	Adults (16 years & older)
Fee / Payment Method:	No fee to employers or participants	Diagnosis:	None required

■ Perry Apex Services Unlimited (PASU):

Program Information & Other Criteria:	<p>Employment opportunities available associated with Fair Weather Lodge</p> <ul style="list-style-type: none"> ■ Contract transportation - no job too small, eligibility must be determined in advance. ■ Service is Shared Ride transportation <ul style="list-style-type: none"> - Medical appointments - Employment ■ Cleaning <ul style="list-style-type: none"> - Residential - Commercial - Weekly, Monthly, or one time needs - Turn over or construction cleaning
Address:	New Visions, Inc 152 S. Second St. Chambersburg, PA 17201
Site Address:	PO Box 211 Newport, PA 17074
Hours:	Varies as needed (Appointment Only)
Multilingual Services:	No
Fee / Payment Method:	Contract services through County Transportation. Either must be eligible for transportation, or be able to contract through individual employer. Cleaning services based on bidding per job.
Email:	wmchenry@new-visions.org
Website:	www.new-visions.org
Phone:	717-658-3553
Fax:	
Population Served:	Adults (18 & older)
Diagnosis:	

■ S. Wilson Pollock Center for Industrial Training, a division of CPARC:

Program Information & Other Criteria:	<ul style="list-style-type: none"> ■ EVALUATION provides a comprehensive assessment of an individual's current vocational skills, potential, interests, and other vocational adjustment factors; and recommendations regarding possible job placement areas, work adjustment, training, vocational counseling, and other ancillary services. ■ WORK ACTIVITIES CENTER is a structured work experience recommended for those individuals who need to be placed for an extended period. Paid a commensurate wage based upon their productivity, individuals develop and implement vocational goals in an industrial environment. ■ INDUSTRY INTEGRATED PROGRAMS offer individuals a work experience in a fully community-integrated area industry. For individuals with a mental health diagnosis, this program is a step toward competitive employment. Individuals earn a commensurate industry wage based on individual productivity. ■ PLACEMENT SERVICES – Supported Employment Services assist individuals to develop job readiness skills and provide job development assistance that supports the individual's move to independent Competitive Employment. Vocational readiness skills such as: resume writing, interview skills, and job retention are offered. Consideration is given to the employee's preferences (type of work, location, hours, etc) and the possibility for individual growth in identifying placement alternatives. A one-on-one job coach model is used. Employment Specialists are trained in the needs of multiple disability groups to allow for the most successful support possible. ■ EMPLOYMENT NETWORK (EN): The Center for Industrial Training (CIT) also serves as an EN through Social Security's Ticket to Work (TTW) Program, which places individuals into full time competitive employment to reduce the individual's need for Social Security benefits. The same Employment Specialist service is provided, but separate intake procedures and requirements exist. <p>Other Criteria: Willingness to engage in a plan to successfully pursue the highest level of independence in a Vocational Training Program. In Supported Employment, a willingness to engage in a plan to successfully attain competitive employment with the assistance of the Employment Specialist.</p>
--	---

Address:	71 Ashland Avenue Carlisle, PA 17013	Email:	swenning@cparc.org
Site Address:	262 Silver Springs Road Mechanicsburg, PA 17050	Website:	www.cparc.org
Hours:	M-F 8:00 a.m. to 4:00 p.m. (Appointment Only)	Phone:	717-766-8512
Multilingual Services:	Yes; upon request an interpreter will be consulted.	Fax:	717-766-0434
Fee / Payment Method:	Based on the service requested. OVR, ODP, OMH, TTW, private pay	Population Served:	Adults (16 & older)
		Diagnosis:	Developmental Disability Autism Traumatic Brain Injury Mental Illness

Introduction:

section 1 ► ► page 1

1

Employment Services:

section 2 ► ► pages 2 - 16

2

Volunteer Opportunities:

section 3 ► ► pages 17 - 23

3

Government Resources:

section 4 ► ► pages 24 - 36

4

Advocacy / Legal Services

section 5 ► ► pages 37 - 39

5

Professional Appearance:

section 6 ► ► pages 40 - 43

6

Transportation:

section 7 ► ► pages 44 - 46

7

Education / Literacy / Training:

section 8 ► ► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ► ► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ► ► pages 59 - 67

10

Disclosure Decisions:

section 11 ► ► pages 68 - 73

11

Samples:

section 12 ► ► pages 74 - 77

12

Acronyms:

section 13 ► ► pages 78 - 79

13

Volunteer Opportunities:

- **Did you know** that volunteer work is a critical and vital piece in many organizations?
- **Did you know** that it can increase your self-esteem to volunteer?
- **Did you know** that volunteer work helps you as much as the organization?
- **Did you know** that volunteering can prevent isolation and loneliness?
- **Did you know** that volunteer work adds to your experience and resumé?
- **Did you know** that it can lead to job opportunities to volunteer?

Purpose:

This section was compiled by Kathy Giera, Certified Peer Specialist. It lists organizations in the Cumberland and Perry County areas that have Volunteer Opportunities.

Index:

■ Cumberland County Volunteer Opportunities	18
■ Perry County Volunteer Opportunities	22



■ Cumberland County Volunteer Opportunities (Sept. 2009):

Organization	Phone #	Opportunity
Appalachian Trail (office) John Luthy	258-5771	www.cvat.org Maintaining trails; cvatclub@gmail.com Cumberland Valley Club; www.mcomd.org Mountain Club of MD – includes Perry & South Cumberland County

Camp Hill:

Arthritis Foundation	763-0900	Planning committees for walks; mailings; brochures
Fredricksen Library	761-3900 ext. 252	Shelving; checking in materials; shelf reading; landscaping; special projects
Lend a Hand	731-8888	www.lendahand.net A mission of the Presbytery of Carlisle, is a disaster assistance organization staffed entirely by volunteers. They take car/van/bus loads to disasters in Eastern United States to help clean up, rehab, & rebuild homes and shattered lives.
Meals on Wheels, West Shore	761-3104	M-F drivers for one hour
Salvation Army Store	731-0576	Donation sorting, etc; special projects; cleaning; maintaining clothes racks; sorting shoes & books; arranging & rearranging
The Second Mile	763-4614	www.thesecondmile.org Fund raising; program activities for children; office help

Carlisle:

American Cancer Society	888-227-5445	Relay for Life: Recruiting teams; finding sponsors; event production; planning ceremonies; advertising
American Red Cross	243-5211	Blood drives; animal therapy; health fairs; disaster assistance; education in school community; receptionists; youth volunteers; training available for animals & handlers to go out into the community & provide animal therapy
Army Heritage Education Center	245-4491	www.myarmyonesource.com click on family program services then click on volunteer

■ Cumberland County Volunteer Opportunities (continued):

Organization	Phone #	Opportunity
Carlisle (continued):		
Big Brothers Big Sisters of the Capital Region	236-0199	info@capbigs.org Provide friendship, mentoring sports buddy for a youth of your same gender who needs additional support
Bosler Library	243-4642	Shelving; sorting books; children's programs; data entry; star program providing readers to the community
Carlisle Area Family Life	243-6544	10 to 12 hours of training for pregnancy related counseling
Carlisle Theatre	258-0666	Box office; helping with shows; phones; concession stand
Carlisle Volunteer Connection	243-4805	www.carlisleunitedway.org Click on volunteer. Contact agencies directly. Publishes volunteer positions in Carlisle.
C.A.R.E.S. - Combined Area Resources for Emergency Shelter	249-1009	Work at the shelter; overnight at the shelter; administration; office work; hospitality; fundraisers; laundromat; drivers; newsletter
Contact Helpline	249-6226	55 hours of training over 3 months to help people in crisis or need; 12 hours per month on phone.
Cumberland County Office of Aging	240-6110	Apprise counselors – advisors on insurance and Medicare; ombudsman mediators for people in nursing homes
Domestic Violence Services of Cumberland and Perry Counties, Carlisle	258-4806	47 hour training which includes answering the hot line & online training; maintenance chores; office work.
Habitat for Humanity	238-9239	Call and application sent in mail where individual lists construction & carpentry skills & manager will schedule
Historical Museum of Cumberland County, Carlisle	249-7610	walk-in applications
Hope Station	249-5144	Internship for students; tour guide; filing; cleaning; research; gardening; data entry; photocopying; front desk
Hospice of Central PA	241-0014	11 week training course – 2 ½ hours per week to work with patients & staff

■ Cumberland County Volunteer Opportunities (continued):

Organization	Phone #	Opportunity
--------------	---------	-------------

Carlisle (continued):

Project S.H.A.R.E. (Survival Help and Recipient Education)	249-7773	www.projectshare.net Monthly food distribution; picking produce; bagging food; sorting food; sorting clothing; helping with weekly clothing distribution
Safe Harbour	249-2200	Transportation; play group; maintenance
Salvation Army	249-1411 ext 9	Soup kitchen; warehouse; grounds maintenance; special projects
WIC - Carlisle Women, Infants & Children	243-0523	Office duties
YMCA, Carlisle	243-2525	Mailings; special projects
YWCA, Carlisle	243-3818	Board committees; fund development; guest speaker; office help; cleaning; special events; women's symposium committee criminal history & child abuse clearances mandatory for the following: child care; cyberspace; preschool; sexual assault/rape crisis services

Enola:

Community Action Commission	732-1944	Driver education instructors
East Pennsboro Library	761-3900 ext 252	Shelving
Hospice of Central PA	732-1000	11 week training course – 2 ½ hours per week to work with patients & staff
National Sexual Violence Resource Center	877-739-3895 ext. 100 or 909-0710	www.nsvrc.org Research; writing; outreach; administration
The United Way of the Capital Region	732-0700	www.uwcr.org click on volunteer center then volunteer opportunities. Go to bottom & submit your information for the jobs you want to the volunteer center.

Lemoyne:

Channels Food Rescue	232-1300	www.channelsfoodrescue.com Data entering; cleaning
----------------------	----------	---

■ Cumberland County Volunteer Opportunities (continued):

Organization	Phone #	Opportunity
--------------	---------	-------------

Mechanicsburg:

Mechanicsburg Museum Association	697-6088	Docents; greeters
Molly's Place Rescue Pet	691-5555	Work with & help take care of the animals; general cleaning
New Hope Ministries	766-7333	Walk-in applications
Simpson Library	766-0171	Shelving

Newville:

Neighbors in Christ	776-3981	Applicants reviewed by board
---------------------	----------	------------------------------

Shippensburg:

Episcopal Home	532-4612	Students fill requirements for classes at Shippensburg University; individuals assigned to residents one on one or help with crafts
PMI – Pregnancy Ministries, Inc. Pregnancy Resource Center	532-4446	Material support, i.e., sorting clothes, washing and cleaning; 20 hours of training for receptionists & peer counselors
Shippensburg Health Care Center	530-8300	Adopt-A-Grandparent program; interact with senior citizens
Shippensburg Public Library	532-4508	Sorting and shelving books
Shippensburg University Volunteer Services	477-1710 ext 1	Student volunteer opportunities

■ Perry County Volunteer Opportunities (January 2010):

Organization	Phone #	Opportunity
American Red Cross; Harrisburg (office)	277-1822 ext 218	Disaster action team; CPR instructor; Red Cross Youth Education Program; service to armed forces
Blain Senior Citizens Center	536-3630	Tues. & Wed. Kitchen help from 8 am to 1 pm; meal delivery

Duncannon:

Duncannon Senior Center	834-4777	Sewing blankets, etc.; Meals on Wheels program; setting tables
Stonebridge Nursing Home	834-4111	Assist with activities i.e., bingo and crafts or reading and one to one support

Landisburg:

Perry County Generations	789-0009	Child care
--------------------------	----------	------------

Marysville:

Mental Health Association of the Capital Region	957-4263	Speakers for mental health; marketing with board; fund raising; library duties; cleaning
---	----------	--

Millerstown:

Millerstown Senior Citizen Center	589-3950	Help with Meals on Wheels program; clerical; cleaning
Perry Valley Grange	921-1957	Food service - kitchen & dining room; periodic community service

■ Perry County Volunteer Opportunities (continued):

Organization	Phone #	Opportunity
--------------	---------	-------------

New Bloomfield:

New Bloomfield Senior Citizen Center	582-4508	Pack meals for Meals on Wheels Program; set up for lunch; serve lunch & clean-up after lunch
Perry County Area Agency on Aging	582-5128	Advocates for long term care residents; assist with medical insurance
Perry County Food Bank	582-9978	M,W,F 3 hour shift - assist customers shopping; greeting customers; stocking; clerical

Newport:

Bread of Life	567-9181 567-3333	Sorting toys & food; packing food boxes; handing out food; clean up, etc.
Perry County Literacy Council	567-7323	Tutors; clerical
Retired Senior Volunteer Program (RSVP)	567-2516	Wide range of volunteer activities throughout the county targeting but not limited to seniors. Some transportation provided within 20 miles of New Bloomfield

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Government Resources:

- **Did you know** that there are many government organizations that can support you in getting a job?
- **Did you know** that many of those agencies have programs specifically for individuals with disabilities who want to be employed?
- **Did you know** that getting a job does not mean that your benefits are cut off?
- **Did you know** that people who receive Social Security benefits (SSI and SSDI) have a chance to work?
- **Did you know** that there are ways for health care coverage provided under Medical Assistance to continue once you are employed?

Index:

■ Federal & State Information	25-30
- PA Department of Labor & Industry	25
- Pennsylvania Civil Service Commission.....	25
- Office of Vocational Rehabilitation (OVR).....	25
- Unemployment Compensation	25
- Federal Bonding Program	26
- PA Department of Public Welfare (DPW): Cash Assistance / EARN / DAP	27
- Social Security Administration (SSA).....	30
■ Work Incentives & Benefits	32-36
- Work Incentives Planning & Assistance (WIPA)	32
- Ticket to Work (TTW).....	32
- Plan to Achieve Self-Support (PASS)	32
- Impairment Related Work Expenses (IRWE)	34
- Medical Assistance for Workers with Disabilities (MAWD)	34
- Work Incentives through Housing & Urban Development (HUD)	36

Purpose:

This section lists those Federal, State, and Local Governmental Agencies that can assist in various aspects of employment as well as work incentive and benefit assistance programs that can support you while you begin to work.



Government Resources (Federal, State, & County):

Pennsylvania Department of Labor & Industry (L&I)

The Pennsylvania Department of Labor & Industry has information about jobs, labor laws, and workman's compensation. The agency can also link you to job search centers and other state agency websites.

Contact Information:

Pennsylvania Department of Labor & Industry

Department of Labor & Industry Building
651 Boas Street, Harrisburg, PA 17121

Phone: 717-787-5279

Web: www.dli.state.pa.us

Pennsylvania Civil Service Commission:

The Pennsylvania Civil Service Commission is an employment system that is based on hiring, retaining, and promoting employees on their qualifications and ability to do the work.

It is important to note that the terms "civil service" and "merit system" are identical. All levels of government have some form of civil service. The federal government has a merit system and as do most local governments.

The Pennsylvania State Civil Service Commission administers a merit system for state agencies that have contracted the services of the Commission.

Contact Information:

Pennsylvania Civil Service Commission

2nd Floor, Strawberry Square Complex
P.O. Box 569, Harrisburg, PA 17108-0569

Phone: 717-787-7811

Testing info: 717-783-3058

Text Phone: 717-772-2685

Web: www.scsc.state.pa.us

Office of Vocational Rehabilitation (OVR):

The Pennsylvania Office of Vocational Rehabilitation (OVR) serves eligible persons with disabilities who are looking for a job and job placement. OVR offers a direct service program through its 21 district offices located throughout the State.

Through OVR, you can get support for work training, job coaching, assistive technology, training and education programs, work incentives for employers, and other services necessary to help you reach your job goal.

The location of the District Office for Cumberland/Perry/Dauphin/Juniata/Mifflin/Lebanon Counties is listed under Contact Information.

Contact Information:

Office of Vocational Rehabilitation

555 Walnut Street, Forum Place
Harrisburg, PA 17101-9977

Phone: 717-787-7834

Toll Free: 1-800-442-6352

Fax: 717-783-7245

Videophone: (VP) 717-255-0128

Web: www.dli.state.pa.us

PA Keyword: Disability Services

Unemployment Compensation (UC):

The Department of Labor & Industry can provide you with the Pennsylvania Unemployment Compensation Handbook. This handbook provides information about the Unemployment Compensation (UC) program in Pennsylvania and can be found on the website listed below.

Government Resources (Federal, State, & County):

L&I: Unemployment Comp. continued:

Eligibility:

The basic requirements for collecting Pennsylvania unemployment benefits are:

- You must have been employed. The Pennsylvania Department of Labor and Industry publishes requirements for wages earned or time worked during an established period of time referred to as a "base period."
- You must be determined to be unemployed through no fault of your own as defined under Pennsylvania law.
- You must file ongoing claims and respond to questions concerning your continued eligibility. You must report any earnings from work and any job offers or refusal of work during any claim period.
- Meet any other unemployment eligibility requirements of Pennsylvania law.

Applying for Unemployment Benefits:

Pennsylvania's UC Program has changed in many ways during the past several years. Now individuals apply for UC benefits through the website or by calling a UC Service Center.
www.paclaims.state.pa.us/UCEN/welcome.asp

Contact Information:

Pennsylvania Department of Labor & Industry
2nd Floor, Strawberry Square Complex
P.O. Box 569, Harrisburg, PA 17108-0569
Phone: 1-888-313-7284
Web: www.dli.state.pa.us
Keyword: unemployment

The Federal Bonding Program:

Q. What is the Federal Bonding Program?

A. It is a program designed to help a job applicant get and keep a job. The program issues Fidelity Bonds, and is sponsored by the U.S. Department of Labor.

Q. What is a Fidelity Bond?

A. It is a business insurance policy that protects the employer in case of any loss of money or property due to employee dishonesty. It is like a "guarantee" to the employer that the person hired will be an honest worker.

Q. How does the bond help someone get a job?

A. The bond is given to the employer, free-of-charge, and serves as an incentive to the employer to hire the job applicant who has a "RISK" factor in their personal background. The employer is then able to get the worker's skills without any risk of worker dishonesty on the job.

To be eligible for the bond, the employer must schedule a date to start work. The Employment Service local office then requests The McLaughlin Company in Washington, D.C., to issue to the employer a Fidelity Bond insurance policy covering the worker. This policy is underwritten through the Travelers Property Casualty insurance company. Additional information can be found on the website.

Q. Who does the program help?

A. Bond coverage is provided to any person whose background may lead employers to question their honesty and deny them a job. It is available to juveniles, applies to Megan's Law individuals, and any individual with a disability.

Government Resources (Federal, State, & County):

L&I: Federal Bonding Program continued:

Contact Information:

PA Bureau of Workforce Investment

PA Bonding Service Coordinator, Mr. Charles Rose
Labor & Industry Building 13th Floor
651 Boas Street, Harrisburg, PA 17121

Phone: 717-787-6915

Fax: 717-787-5785

email: crose@state.pa.us

Web: www.bonds4jobs.com

Individuals seeking bonding services in order to obtain a job may call for the location of the state workforce office nearest their home at:

Toll Free: 1-877-US2-jobs

1-877-872-5627

Or contact your local CareerLink Office at:

Phone: 717-243-4431

The Pennsylvania Department of Public Welfare (DPW)

The Pennsylvania Department of Public Welfare (DPW) is the state agency that works with income maintenance. The Office of Income Maintenance (OIM) is responsible for administration of cash assistance, Medicaid, food stamps, and employment and training services, as well as many other programs including the Medical Assistance for Workers with Disability (MAWD) Program. MAWD allows Pennsylvania residents with disabilities to take a fulfilling job, earn more money, and keep their full medical coverage. Apply for MAWD at the County Assistance Office (CAO). The CAO's are part of the Department

of Public Welfare (DPW) and are located in each of the 67 counties in Pennsylvania. Eligibility for benefits is determined by the local County Assistance.

Additional information about OIM, waiver service and other DPW programs is available on the DPW website. Contact information is found at the end of this section.

Cash Assistance - Answers to the most frequently asked questions about moving to independence/working:

Q. Does it Pay to Work?

A. YES! A Pennsylvania family with a working adult earns more income and greater benefits than a family without a working adult. Ask the caseworker at your local County Assistance Office now for the information you need to plan your future:

- How can I find a job?
- How will a job affect Cash Assistance, Food Stamps and Medical Assistance benefits for my children and me?
- What can you do for me if I do not have adequate schooling or training?
- How can I move up from an entry-level job?
- Will the Cash Assistance program help me find and pay for my child care?
- Will the Cash Assistance program pay for my transportation while I look for work or go to work?
- What if I need new clothes for my job?

Government Resources (Federal, State, & County):

DPW: Cash Assistance continued:

Q. How do I look for a job or start an Initial Job Search?

A. Anyone who receives Cash Assistance and is able to work must look for work, accept any real offer of employment and keep the job. This process begins with an Initial Job Search. You can participate in an Initial Job Search with help from a caseworker at your local County Assistance Office.

If you need to make plans for child care and/or transportation during your job search -- and for the future when you are working -- ask your caseworker:

- How can I find affordable, quality child care?
- What should I be looking for in a child care provider?
- Are any transportation programs available?
- What other help can I get paying for costs related to my job search?

Q. Can I get child care while I am working or training?

A. Child Care Works will help you find and pay for quality child care while you are on Cash Assistance and looking for a job, going to work or going to school. Child Care Works will also help you while you are working after Cash Assistance ends. For more information, call the Child Care Works helpline.

Q. I found a job! Now what?

A. Congratulations, you are on your way towards independence. Here are some of the steps you should take now that you have found a job:

- Arrange for your child care and transportation. Make sure you have a back-up plan for emergencies.

- Ask your new employer for the information you and your caseworker need. Give this information to your caseworker, and then ask your caseworker how the job will change your situation.

Note: If you still qualify for some Cash Assistance benefits, think about whether you want to continue to receive them or try to make it on your pay. If you make it on your pay, you can stop the Temporary Assistance for Needy Families (TANF) clock and save days on Cash Assistance for the future. Ask your caseworker how your child care is affected if you stop receiving Cash Assistance.

An adult may receive Cash Assistance for only five years total in a lifetime (TANF).

Employment, Advancement & Retention Network (EARN):

The Employment, Advancement and Retention Network (EARN) program is jointly operated by the Pennsylvania Departments of Public Welfare (DPW) and Labor and Industry (L&I) in order to address the needs of welfare clients with barriers to employment. The purpose of EARN is to provide comprehensive activities and services to individuals who are newly applying for TANF benefits, as well as individuals who are already receiving TANF benefits.

The goal of the program is to move the individuals served toward self-sufficiency. Comprehensive services and activities include: assessment; job readiness; job search; job development and placement; vocational educational training; paid work experience; on-the-job training; work experience through community service;

Government Resources (Federal, State, & County):

DPW: EARN continued:

Adult Basic Education; and support services such as child care, transportation, work clothes, and equipment.

The EARN Program consists of two components which are the Career Development Component (CDC) and the Work Support Component (WSC).

- The CDC design focuses mainly on federally mandated core activities such as unsubsidized employment, subsidized employment, on-the-job training, work experience, community service, providing child care services to individuals in community service, job search, job readiness and vocational skills training.
- The allowable activities provided in the WSC design are assessment, job search and job readiness assistance, subsidized employment and unsubsidized employment.

Disability Advocacy Program (DAP):

The Disability Advocacy Program (DAP) is a Social Service Program established by the DPW in 1985. DAP advocates provide services to help recipients with disabilities through the Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) application and appeal process.

The DAP Advocate is a CAO caseworker assigned to help a cash assistance, Medicaid, or food stamp eligible recipient in the SSI/SSDI application and appeal process. The advocate provides various social services to help the recipient through this process. Advocates intervene on behalf of recipients who are disabled during the following phases of the DAP process:

- Assisting with the initial SSI/SSDI application

- Intervening on behalf of a recipient who failed to file the initial SSI/SSDI application on his own.
- Assisting a recipient through the appeal process once he receives the initial denial.

For more information on any of these services contact your County DPW office listed below.

Contact Information:

PA Department of Public Welfare (DPW) Cumberland County

33 Westminster Drive, Carlisle, PA 17013

Phone: 717-240-2700

Toll Free: 1-800-269-0173

Web: www.compass.state.pa.us

PA Department of Public Welfare (DPW) Perry County

100 Centre Drive, P.O. Box 280
New Bloomfield, PA 17068

Phone: 717-582-2127

Toll Free: 1-800-991-1929

Web: www.compass.state.pa.us

PA DPW Helpline

Box 2675, Harrisburg, PA 17105

Toll Free: 1-800-692-7462

Web: www.dpw.state.pa.us

Child Care Works Helpline

Toll Free: 877-4-PA-KIDS

1-877-472-5437
(helpline)

Web: www.dpw.state.pa.us/ServicesPrograms/ChildCareEarlyEd/003670906

Government Resources (Federal, State, & County):

Social Security Administration (SSA)

SSA is the federal agency that administers disability programs under Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI). Individuals receiving benefits may benefit from work incentives or the Ticket to Work (TTW) program.

Work incentives are special rules which make it possible for people receiving disability benefits to work and still receive payments or partial payments. SSDI work incentives include the trial work period, extended period of eligibility, exclusion of impairment related work expenses, expedited reinstatement to eligibility and continuation of Medicare. SSI work incentives include exclusion of some income, exclusion of impairment related work expenses, student work exclusions, expedited reinstatement to eligibility, Plan to Achieve Self-Support (PASS) and possible continuation of Medicaid.

Social Security has a Work Incentives Planning and Assistance (WIPA) program that will help answer questions about Social Security's work incentives and help beneficiaries make a decision about working. Agencies or professionals can contact the Area Work Incentive Coordinator.

The TTW program may also help. The beneficiary can receive vocational rehabilitation, training, job referrals and other employment support services free of charge. Services are provided by Employment Networks (EN), service providers that help beneficiaries seek employment and job training opportunities and work support services.

Social Security does not provide employment services but can direct the beneficiary to Maximus, a private company contracted to maintain the database for employment networks. Each disabled beneficiary (age 18 but not yet age 65) is eligible for the TTW.

Disabled beneficiaries inquiring about return to work and work incentives, including TTW should contact their local Social Security offices.

Residents in Perry and most of Cumberland County are serviced by the Social Security office in Carlisle. Beneficiaries with a mailing address in Camp Hill, New Cumberland, Lemoyne, Shiremanstown and Wormleysburg are serviced by the Harrisburg field office. This service is available Monday through Friday from 7am to 7pm. Additional information is available on the websites listed below.

Contact Information:

"Social Security Online" is located at www.socialsecurity.gov. Most SSA publications and other public information materials are available at this site.

Links that may be of interest to the community serving individuals with disabilities include:

- www.socialsecurity.gov/disability -- This site provides comprehensive information on SSA's disability benefits programs.
- www.socialsecurity.gov/work -- This site provides information on the Ticket to Work program. It also lists the Work Incentives Planning and Assistance and Protection and Advocacy groups.

By Phone:

Call SSA's toll-free number between 7 a.m. and 7 p.m., Monday through Friday. If you have a touch-tone telephone, recorded information and services are available 24 hours a day, including weekends and holidays.

If you are hearing impaired, call the toll free TTY/TDD number between 7 a.m. and 7 p.m., Monday through Friday.

Government Resources (Federal, State, & County):

SSA continued:

Social Security Administration

555 Walnut St., Harrisburg, PA 17101

Phone: 717-782-4575

Toll Free: 1-800-772-1213

TTY/TDD: 1-800-325-0778

Web: www.socialsecurity.gov/work

Area Work Incentive Coordinator

Mary Beth Castillo

555 Walnut St., Harrisburg, PA 17101

Phone: 717-782-4575

Web: www.socialsecurity.gov/work

Social Security Office - Carlisle

200 S. Spring Garden St., Carlisle, PA 17013

Phone: 717-243-0085

Web: www.socialsecurity.gov

Social Security Office - Harrisburg

555 Walnut St., Harrisburg, PA 17101

Phone: 717-782-3400

Web: www.socialsecurity.gov

Social Security Administration

Office of Public Inquiries

6401 Security Blvd., Baltimore, MD 21235-6401

Web: www.ssa.gov

Government Resources (Work Incentives):

Work Incentives Planning & Assistance (WIPA)

The Work Incentives Planning and Assistance (WIPA) Program is a statewide service designed to help you to understand work rules and regulations and to access work incentives available under the SSI and SSDI programs. A WIPA Coordinator can meet with you individually to discuss how returning to work will impact your benefits as well as recommend work incentives that can maximize your income and healthcare options as you return to work and achieve greater financial self-sufficiency. The staff can also help you identify and access appropriate Employment Networks and other employment support services that can help you return to work.

Contact Information:

WIPA by Region

Central and Northeastern PA:

Goodwill PASSABCO

Phone: 866-541-7005

Work program is completely voluntary and at no cost to you. MAXIMUS, Inc. is a company hired to manage the Ticket to Work Program. MAXIMUS, Inc. can be reached at their toll-free numbers or by visiting their website for additional information.

Contact Information:

MAXIMUS:

Web: www.maximus.com/services/workforce-solutions

Ticket to Work:

Phone: 1-866-968-7842
(1-866-YOURTICKET)
TTY: 1-866-833-2967 TTY
(1-866-TDD 2 work)

Web: www.yourtickettowork.com

Plan to Achieve Self-Support (PASS)

Q. How can a PASS help you?

A. A PASS allows you to set aside other income besides your SSI and/or resources for a specified period of time so that you may pursue a work goal. For example, if you receive SSDI, wages, or other income, you could set aside some of that money to pay expenses for education, vocational training, or starting a business as long as the expenses are related to achieving your work goal.

The income that you set aside under your PASS is not counted when your SSI payment amount is figured. The resources that you set aside under your PASS are not counted when your initial and continuing eligibility for SSI is determined.

Ticket to Work (TTW)

The WIPA is designed to complement a beneficiary's efforts that are participating in the Ticket to Work, the Office of Vocational Rehabilitation (OVR), Individualized Education Plan (IEP) or other employment strategy.

SSA's Ticket to Work Program allows you to choose from a list of providers (called Employment Networks) to help you prepare for and obtain a job. Employment Network services might include job training and education, assistance to identify and obtain assistive technology, and helping you to identify and secure a job. Employment Networks could include community-based organizations, the Office of Vocational Rehabilitation, and your local CareerLink. The Ticket to

Government Resources (Work Incentives):

PASS continued:

A PASS can help you establish or maintain SSI eligibility and may increase your SSI payment amount. For example, if you receive \$800 per month in SSDI, you have too much income for SSI. But if you otherwise qualify for SSI and have a work goal, you could use some of your SSDI to pay for PASS expenses. Because the portion of your SSDI you are using toward your PASS is not counted, this could reduce your countable income enough so you could be eligible for SSI.

Q. Who can have a PASS?

A. If you receive SSI or could qualify for SSI, you could benefit from a PASS. You may not need a plan now, but you may need one sometime in the future to remain eligible or to increase your SSI payment amount while fulfilling your work goal.

Q. What are the requirements for a PASS?

A. Your PASS must:

- Be designed especially for you;
- Be in writing. It is preferred that you use the form, SSA-545-BK. You can get copies of the PASS form, SSA-545-BK, at your local office, from any PASS Expert, or from the website at: www.ssa.gov/online/ssa545.html;
- Have a specific work goal that you are capable of performing;
- Have a specific timeframe for reaching your goal;
- Show what money (other than your SSI payments) and other resources you have or receive that you will use to reach your goal;
- Show how your money and resources will be used to reach your work goal;
- Show how the money you set aside will be kept separate from other funds;

- Be approved by SSA; and
- Be reviewed periodically by SSA to assure your plan is actually helping you achieve progress.

Q. Who can help you set up a PASS?

A. Anyone may help you with your PASS; for example, vocational counselors, social workers, benefit specialists or employers. SSA will evaluate the plan, decide if it is acceptable, and help individuals put their plans in writing.

Q. How does a PASS affect your SSI eligibility and/or payment?

A. Resources set aside under a PASS are not counted towards the resource limit. Income set aside under a PASS is not counted when your SSI payment amount is figured. This exclusion is applied to your countable income after all other appropriate exclusions are used.

You can get a PASS Specialist's phone number by calling our toll-free number between 7 a.m. and 7 p.m. Monday - Friday or visit our website.

You can ask for a pamphlet entitled Working While Disabled – A Plan for Achieving Self-Support (SSA Publication No. 05-11017). For information about how to obtain a pamphlet contact your local office, call the toll-free number, or by using the web at www.ssa.gov/pubs/11017.html.

Contact Information:

PASS

Toll Free: 1-800-772-1213

Web: www.socialsecurity.gov/disabilityresearch/wi/passcadre.htm

Government Resources (Work Incentives):

Impairment Related Work Expenses (IRWE)

The cost of certain impairment-related items and services that you need to work are deducted from your gross earnings when SSA decides if your "countable earnings" demonstrate performance of Substantial Gainful Activity (SGA). It does not matter if you also use these items and services for non-work activities.

Q. When will SSA deduct your IRWE?

A. IRWE is deducted for SGA purposes when:

- Item(s) or service(s) enable you to work;
- You need the item(s) or service(s) because of a physical or mental impairment;
- You paid the cost and are not reimbursed by another source such as Medicare, Medicaid or a private insurance carrier;
- The cost is "reasonable": it represents the standard charge for the item or service in your community, and you paid for the expense in a month you are/were working.

Q. How does SSA use IRWE to figure your SSI monthly payments?

A. If you are receiving SSI benefits, SSA will exclude IRWE from your earned income when your monthly payment amount is figured if you meet the requirements above and you paid the expense in a month that you received earned income or performed work while you used the impairment-related item or services.

Q. Can IRWE be deducted during a non-work month?

A. In certain situations, SSA can deduct IRWE amounts for expenses you pay before you start or after you stop work.

Q. What types of expenses are deductible?

A. The following examples outline the types of expenses that are deductible as IRWE:

- Transportation Costs
- Attendant Care Service
- Medical Devices
- Residential Modification
- Routine Drugs & Routine Medical Services

Contact Information:

Social Security Office - Carlisle

200 S. Spring Garden St., Carlisle, PA 17013

Phone: 717-243-0085

Web: www.socialsecurity.gov

Social Security Office - Harrisburg

555 Walnut St., Harrisburg, PA 17101

Phone: 717-782-3400

Web: www.socialsecurity.gov

Medical Assistance for Workers with Disabilities (MAWD)

For people with disabilities, finding a job or returning to work can be a challenge. For a long time one of the biggest obstacles to working was health care coverage. Earning too much money meant risking losing health care benefits. However, there is an option: Medical Assistance for Workers with Disabilities (MAWD).

Government Resources (Work Incentives):

MAWD continued:

MAWD lets Pennsylvanians with disabilities take a fulfilling job, earn more money and still keep their full medical coverage. With MAWD you can keep Medical Assistance while you work, even if your earnings increase above the limits for other Medical Assistance programs. Now you do not have to choose between a job and your health.

How to Apply:

You can apply for benefits online in a quick, easy and secure way using COMPASS at www.compass.state.pa.us.

Contact your local County Assistance Office (CAO) or caseworker to apply, or to find out more about how MAWD can help.

Call the Department of Public Welfare HelpLine.

Eligibility:

To be eligible for MAWD, you must:

- Be at least 16 years of age but less than 65
- Be employed and receiving compensation
- Have a disability that meets the Social Security Administration's standards*
- Have countable income below 250 percent of the Federal Poverty Income Guidelines**
- Have \$10,000 or less in countable resources (resident property and one automobile are not countable assets)

* Disabilities may include physical or developmental disabilities, mental health or mental retardation.

** Contact your caseworker or local County Assistance Office(CAO) for more information. You can apply for benefits online in a quick, easy and secure way using COMPASS.

What's the Cost:

You pay a monthly premium for coverage under MAWD, since it functions like health insurance coverage for someone working.

But the premium is affordable - just five percent of your countable monthly income. That is a reasonable cost for the coverage you need to keep working.

Benefits May Include:

- Doctor visits
- Durable medical equipment
- Prescription drugs
- Emergency care
- Mental health services
- Dental services
- Drug and alcohol treatment
- Hospital stays
- Rehabilitation services
- Hospice services
- Medical transportation services

Contact Information:

PA Department of Public Welfare (DPW) Cumberland County:

33 Westminster Drive, Carlisle, PA 17013

Phone: 717-240-2700

Toll Free: 1-800-269-0173

Web: www.compass.state.pa.us

PA Department of Public Welfare (DPW) Perry County:

100 Centre Drive, P.O. Box 280
New Bloomfield, PA 17068

Phone: 717-582-2127

Toll Free: 1-800-991-1929

Web: www.compass.state.pa.us

Department of Public Welfare HelpLine 1617 JFK Bld., Ste. 800, Philadelphia, PA 19103

Toll Free: 800-692-7462

TTY/TTD: 800-451-5886

Government Resources (Work Incentives):

Work Incentives through Housing & Urban Development (HUD)

Earned Income Disallowance for Certain Public Housing Residents

Certain amounts will not be counted in determining a qualifying family's rent for a specific period of time. A qualifying family is one whose annual income increases as a result of:

- Employment of a family member who was unemployed for at least 12 months prior to employment;
- New or increased earnings during participation in an economic self-sufficiency or other job training program;
- New or increased earnings during or within 6 months after receiving Temporary Assistance to Needy Families (TANF).
- During the first 12 months after a qualified family member starts working, 100 percent of the incremental increase of that family member's income is disallowed. The incremental increase is the amount of earned income that exceeds that family member's income prior to starting work.
- In the second cumulative 12-month period after the date of first employment, 50 percent of the incremental increase in income is disallowed. Total time of benefit is limited to a lifetime 48-month period.

To see if you qualify contact your local housing authority.

Contact Information:

Cumberland/Perry Housing & Community Partnership

114 North Hanover Street, Carlisle, PA 17013

Phone: 717-249-1315

Toll Free: 1-866-683-5907

Web: www.cchra.com

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Advocacy & Legal Services:

- **Did you know** advocacy is available to assist you in addressing any discrimination concerns related to your disability and employment?
- **Did you know** there are agencies that can assist you in addressing legal issues that affect your job search?

Purpose:

This section provides information about available services that can provide advocacy and legal support for you in your search for and during employment.

Index:

■ Advocacy & Legal Services.....	38-39
- Center for Disability Law & Policy.....	38
- Disability Rights Network	38
- MidPenn Legal Services.....	38
- Protection & Advocacy for Beneficiaries of Social Security (PABSS).....	39
- Pennsylvania Protection & Advocacy for Vocational & Employment Services (PAVES)	39



Advocacy & Legal Services:

Center for Disability Law & Policy

The Center for Disability Law & Policy is a public interest law firm that provides residents of Pennsylvania with a wide range of legal services in a variety of disability-related cases on employment and employment discrimination.

The organization acts as an advocate in school, the workplace and the community to quickly resolve concerns with an emphasis on mediation and other forms of alternative dispute resolution.

The Client Assistance Program (CAP) is an advocacy program for people with disabilities, and is administered by the Center for Disability Law & Policy. CAP provides information and advice about rehabilitation programs to help individuals resolve problems, not previously solved through OVR, that may arise while receiving services from rehabilitation programs. The service is given at no charge, regardless of income, to individuals who are receiving services from the Office of Vocational Rehabilitation, Blindness and Visual Services, Centers for Independent Living and other programs funded under federal law.

You can contact the Center for Disability Law & Policy and the Client Assistance Program at one of the following offices:

Contact Information:

Philadelphia Office

1617 JFK Blvd., Ste. 800, Philadelphia, PA 19103

Voice/TDD: 215-557-7112

Fax: 215-557-7602

Harrisburg Office

2149 N. Second Street, Harrisburg, PA 17110

Voice/TDD: 717-364-1733

Fax: 717-238-4390

email: info@equalemployment.org

Web: www.equalemployment.org

Disability Rights Network

The Disability Rights Network protects the legal rights of persons with disabilities throughout Pennsylvania by providing training, information, referral, technical assistance, case and systemic advocacy services. It is a federally mandated, independent nonprofit organization that provides free services to persons with disabilities, their families and advocates, government agencies, attorneys, service providers, employers and interested others. Services include a broad spectrum of issue areas such as abuse, neglect, rights violations, discrimination, education, housing, employment, transportation, forensics, health care, and assistive technology.

Contact Information:

Disability Rights Network

1414 N. Cameron Street, Suite C,
Harrisburg, PA 17013

Phone: 1-800-692-7443

or 1-717-236-8110

TTY: 1-877-375-7139

or 1-717-346-0293

MidPenn Legal Services

Legal representation is provided to low-income people facing serious legal problems such as: custody, housing, domestic violence, loss of income, access to medical care. Domestic violence victims are eligible for service without regard to their income.

Eligibility:

Income guidelines are set by their funding sources, except for domestic violence cases. Call your local office to see if you qualify for free legal aid.

MidPenn Legal Services is the emergency room of the legal profession. They are a private, non-profit, public interest law firm for the poor.

Advocacy & Legal Services (continued):

MidPenn Legal Services continued:

Contact Information:

MidPenn Legal Services

213-A North Front Street, Harrisburg, PA 17101

Phone: 717-234-0492

Fax: 717-234-0496

Harrisburg Administrative Office

2149 N. Second Street, Harrisburg, PA 17110

Voice/TDD: 717-364-1733

Fax: 717-238-4390

Carlisle Service Office

230 E. Louther St. Suite 103, Carlisle, PA 17013

Phone: 717-243-9400

800-822-5288

Fax: 717-243-8026

Web: www.midpennlegal.org

Protection & Advocacy for Beneficiaries of Social Security (PABSS)

The PABSS assists SSA beneficiaries to overcome discrimination and barriers to obtaining work, returning to work, and/or maintaining work. This includes barriers that impede access to vocational and rehabilitation services, barriers to employment and support services (including transportation) necessary to enter the workplace, and reasonable accommodation for your disability at your place of employment.

Pennsylvania Protection & Advocacy for Vocational & Employment Services (PAVES):

The Ticket to Work and Work Incentives Improvement Act of 1999 established a Protection and Advocacy for Beneficiaries of Social Security

(PABSS) program. In Pennsylvania, this program is called the Protection & Advocacy for Vocational & Employment Services (PAVES).

The purpose of this program is to protect the legal rights of Social Security beneficiaries in their efforts to return to work. You may qualify for these services under this program if you are a Pennsylvania resident with a disability and are receiving SSDI, SSI, Medicaid or Medicare, and:

- Need information about how returning to work will affect your benefits; and/or
- Are having trouble getting rehabilitation or other employment-related services or supports that you may need to return to work, including reasonable accommodation for your disability at the work place.

This Program Can:

- Provide information about work incentives, and the programs, services, & supports available to help you return to work;
- Refer you to professionals who can explain how returning to work will affect your benefits and help you plan for the future;
- Provide you with technical assistance if you encounter problems in obtaining the services and support you need to return to work;
- Provide alternative dispute resolutions you may have with service providers or employers to allow you to return to work; and,
- Identify and correct barriers that limit the access of people with disabilities on SSI and/or SSDI to vocational and rehabilitation services, and support services needed for (re)entry to the workplace.

Contact Information:

Disability Rights Network

1414 N. Cameron Street, Suite C
Harrisburg, PA 17013

Phone: 1-800-692-7443 ext. 400

or 1-717-236-8110

TTY: 1-877-375-7139

or 1-717-346-0293

email: drnpa-hbg@drnpa.org

Web: www.drnpa.org

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Professional Appearance:

- **Did you know** that first impressions set the tone for an interview or work contact?
- **Did you know** that there are places to get employment clothing free or at low cost?

Purpose:

This section lists local opportunities to access interview and employment clothing that is free or at low cost.

Index:

■ Dress for Success	41
■ Empire Beauty School	41
■ Thrift Stores & Churches	42-43
- Cumberland County	42
- Perry County	43



Professional Appearance:

Dress for Success

Our mission is to serve low income and disadvantaged women by providing “tools” to help secure employment. We provide free interview clothing and employment clothing for women that are in job training or who are job ready.

Dress for Success is multi-cultural program serving adults, seventeen to seventy-five and above.

Programs:

- Professional Women's Group: Job retention program that involves education and networking for Dress for Success clients who are employed;
- Interview Suiting Program: Provides interview suits for women who are entering the workforce and/or reentering (women must be at poverty level);
- Employment Suiting Program: Provides employment attire to help women in their first few weeks of employment with a working wardrobe;
- Career Centers: Provides opportunities to receive one to one support from volunteers that help to support the job search process;
- Mobile Suiting Program: Providing site locations for suiting women in Adams, Cumberland and Perry Counties.

Contact Information:

Corporate Office and Boutique

29 South 10th Street
Harrisburg, PA 17101

Phone: 717-232-1333
Fax: 717-232-1332

Lebanon Branch Boutique

136 South 8th Street
Lebanon, PA 17042

Phone: 717-270-5337
Fax: 717-222-5353

York Branch Boutique

841 Vogelsong Road
York, PA 17404

Phone: 717-764-3330
Fax: 717-307-3333
email: southcentralpa@dressforsuccess.org

Web: www.dressforsuccess.org

Empire Beauty School

Empire Beauty School offers discounted hair, nails and skin services.

Contact Information:

Empire Beauty School

3914 Jonestown Road, Harrisburg, PA 17109

Phone: 1-800-210-1871
Web: www.empire.edu

Thrift Store & Church Locations:

■ Cumberland County

Organization	Address	Phone
Better Days Animal League Thrift Store www.betterdaysanimalleague	118 North Hanover Street, Carlisle, PA	-
Better Days Animal League Thrift Store www.betterdaysanimalleague	57 West King Street, Shippensburg, PA	-
Goodwill Keystone Area	4880 Carlisle Pike, Mechanicsburg, PA	717-691-3699
Goodwill Keystone Area	1051 Hummel Avenue, Lemoyne, PA	717-737-6134
Salvation Army Thrift Store	3901 Trindle Road, Camp Hill, PA	717-731-0576
Salvation Army Thrift Store	20 East Pomfret Street, Carlisle, PA	717-249-1411
Solomon's Thrift & Gift Shop	208 East King Street, Shippensburg, PA	717-532-2600
Volunteers of America	675 Silver Springs Rd., Mechanicsburg, PA	717-766-6264
Wears Like New, Inc.	4947 Carlisle Pike, Mechanicsburg, PA	717-730-3333
West Shore Evangelical Free Church	1345 Williams Grove, Mechanicsburg, PA	717-697-0226

Thrift Store & Church Locations:

■ Perry County

Organization	Address	Phone
Asbury United Methodist Church	27 North High Street, Duncannon, PA	717-834-4968
Care & Share Center	RR 2, Millerstown, PA	717-589-9959
Goodwill Keystone Area	19th North 2nd Street, Newport, PA	717-567-3020
Hopeful Things	48 Penn Ave., Newport, PA 17074	717-567-7160
Join Hands (Medical equipment lending)	Borough Building, New Bloomfield, PA	717-582-7844
Blain UMC - "life bank" (3rd Saturday of month)	Railroad St, Blain, PA	717-789-3025
New Bloomfield UMC - "life bank" (3rd Saturday of month)	107 W Main St, New Bloomfield, PA	717-582-2715
Nice & New	3512 Grier Point Rd, Marysville, PA	717-957-4443
Perry Alliance Church (Seasonal clothing giveaways)	6861 Spring Rd, Shermans Dale, PA	717-582-9099
Roseglen UMC (Seasonal clothing giveaways)	618 New Bloomfield Rd, Duncannon, PA	717-834-5410
Wesley UMC	450 Sylvan St, Marysville, PA	717-957-4481

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Transportation:

- **Did you know** that lack of transportation is the biggest barrier to successful employment?
- **Did you know** that there are options for getting to work other than owning your own vehicle?
- **Did you know** some other programs such as EARN, SSA Work Incentives and County Transportation Authorities may assist you with your transportation needs?

Purpose:

This section lists options for transportation as well as information about how to get your driver's license.

Index:

- Driver's License Information 45
- Other Transportation Options..... 46



Transportation (Driver's License Information):

Driver's License

Obtaining Your Original Learner's Permit:

An initial Learner's Permit is issued to any individual, 16 years of age or older, who has never been licensed to operate a vehicle, a new resident who has never been licensed, or a new resident who has been licensed in another state but whose driver's license has been expired longer than 6 months.

The Process:

STEP 1:

Acquire a Pennsylvania Driver's Manual from a local Driver License Center, or on the Web site.

STEP 2:

Have a physician, physician assistant, certified registered nurse practitioner or chiropractor conduct a physical examination and complete Form DL-180 "Medical Qualification Certificate".

STEP 3:

Visit a Driver License Center with:

- The completed DL-180.
- The completed DL-180TD (if under the age 18). This form must be completed by a parent, guardian, or spouse who is 18 years of age or older.
- Proof of identity, which is listed on reverse side of DL-180. Note: If you are changing your name, you must present original documents supporting name changes such as a marriage certificate, divorce decree or court order.

- Two acceptable proofs of residency, listed on reverse side of DL-180, if you are 18 years of age or older. Proof of residency is not required if you are age 16 or 17.
- Your Social Security card.
- A check or money order payable to PennDOT for the appropriate fee. (Cash is not accepted.)

STEP 4:

An eye screening and Knowledge Test will be given. Once passed, a Learner's Permit will be issued. The Learner's Permit will be valid for one year. If you are under age 18, a six-month waiting period and 50 hours behind the wheel driving experience is required prior to taking the skills test.

STEP 5:

Schedule a road test either online or by calling 1-800-423-5542.

Contact Information:

Web:

<http://www.dmv.state.pa.us/centers/licensesIDCenter.shtml>

<http://www.proprofs.com/flashcards/cardshow.php?title=Pennsylvania-Learners-Permit-Test-1&quesnum=3> (cool site that has flash cards to help people study for the learners permit test.)

Transportation (Options):



Need a RIDE to Work?

Here are some ideas for locating transportation:



- Ask a family member, friend, neighbor, co-worker or someone who lives near by if they can take you to work - you may be able to pay them for a ride.
- Join a carpool: contact Commuter Services of South Central PA at 1-866-579-RIDE (7433) or at www.pacommuterservices.com for carpool options.
- Check with your employer for possible ride options.
- Ride the CAT bus (There are people who can help you learn to ride the bus!) Ask your case manager, supported living worker, employment worker or peer specialist to help you learn to ride the CAT bus.
- Use Cumberland County, Perry County Transportation or CAT Shared ride. *See if you are eligible for Persons with Disabilities (PWD) program.*
 - *Cumberland County Transportation Phone #:*
717.240.6340 or 800.315.2546
 - Perry County Transportation Phone #:*
717.567-2490
 - *Cumberland County Transportation Department, and the Perry County Transportation Authority, provides Shared Ride services for residents of each county. To qualify, you must be disabled (Persons with Disabilities grant), over 65 (Aging grant), currently receiving welfare/medical assistance (Welfare to Work and MATP grants). You must be referred by a person familiar with your status, such as a case worker. You will verify certain information, then you can use them for a variety of reasons, possibly including transportation to and from work. These decisions are made on a case by case basis.*
- Take a taxi cab



Introduction: section 1 ►► page 1

1

Employment Services: section 2 ►► pages 2 - 16

2

Volunteer Opportunities: section 3 ►► pages 17 - 23

3

Government Resources: section 4 ►► pages 24 - 36

4

Advocacy / Legal Services section 5 ►► pages 37 - 39

5

Professional Appearance: section 6 ►► pages 40 - 43

6

Transportation: section 7 ►► pages 44 - 46

7

Education / Literacy / Training: section 8 ►► pages 47 - 53

8

Computer Training & Access / Libraries / Websites: section 9 ►► pages 54 - 58

9

Choosing Your Path to Employment: section 10 ►► pages 59 - 67

10

Disclosure Decisions: section 11 ►► pages 68 - 73

11

Samples: section 12 ►► pages 74 - 77

12

Acronyms: section 13 ►► pages 78 - 79

13

Education / Literacy / Training:

- **Did you know** that there are agencies that provide assistance with getting your GED or learning to read?
- **Did you know** that there are training and certification opportunities available in many communities?

Purpose:

This section lists the opportunities for adult education and literacy as well as skills training available that will support your pursuit of employment.

Index:

■ General Educational Development (GED) Preparation & Other Training Opportunities	48
■ HACC Disability Services	51
■ HACC - How to Apply & Register	52
■ What HACC Offers	53



Education / Literacy / Training:

General Educational Development (GED) Preparation

The initials "GED" stand for General Educational Development. Created in 1942 during World War II, it was meant to allow veterans to quickly get credentials that would be equal to a high school diploma so that they could go on to college. It then became available to all adults.

What is on the test?

The GED Test measures the skills and general knowledge that are acquired in a high school education. You are not expected to remember a lot of details, or facts, but it does test your ability to think and evaluate a variety of topics. Much of the knowledge tested is based on life experience, so, with a pre-test available, you can identify the areas you will need to study. However, you should not be at too much of a disadvantage if you have been out of school for a while.

A 9th grade reading level is an average expectation. This means that you have the ability to read and understand newspapers, forms, and letters. You must also have the ability to add, subtract, multiply, and divide by hand. The tests cover five major areas: Writing Skills; Social Studies; Science; Interpreting Arts and Literature; and Mathematics.

Where can I go to prepare for the test?

A list of sites that offer tutoring and classes to help you prepare to pass the exam are available at www.portal.state.pa.us/portal/server.pt/community/find_programs/9081.

The following places provide Adult Basic and Literacy Education (ABLE) where you can take practice tests to help prepare for the exams and compare your improvement:

- Employment Skills Center, Carlisle;
- Carlisle Area School District, Carlisle;
- Cumberland Valley School District, Mechanicsburg;
- Perry County Literacy Council, Newport;
- Tuscarora Intermediate Unit, New Bloomfield;
- Harrisburg Area Community College; and
- Tri-County OIC, Harrisburg

How much does it cost?

Typically, the cost of the full battery of 5 tests is \$75.00, but can vary by testing site. The cost for retaking the tests varies from \$10-\$15 per test. Students may take one or all five tests at a time. Pre-registration is required.

Eligibility for GED Testing:

If you are 18 years old or older, you must meet the following criteria to take the GED Tests in Pennsylvania:

- Are a resident of Pennsylvania
- Have not graduated from high school or received a high school diploma or equivalency certificate
- Are not enrolled in a public, licensed private, registered accredited, or licensed nonpublic secondary school
- Can provide necessary documentation to prove your identity

Education / Literacy / Training (continued):

GED continued:

If you are 16 or 17 years of age, you must meet the previous criteria and provide written verification from your school superintendent or principal stating that you are withdrawn from school.

In addition, you must provide a letter from one of the following:

- A letter from an employer stating that you must pass the GED Tests in order to gain or maintain employment
- A letter from a college or postsecondary training institution stating that passing GED test scores are required for enrollment
- A letter from a branch of the Armed Services stating that passing GED test scores are necessary for induction
- A letter requesting GED scores from the director of a state institution in which you are a resident, patient or inmate

These letters must be written on company or school letterhead and signed by the appropriate staff. Persons 16 years old and older who are under the direction of correctional facilities or parole/probation offices are eligible to take the GED Tests while enrolled in school, if so ordered by a court. No persons under the age of 16 are eligible to take the GED Tests in Pennsylvania.

Where do I go?

A list of test sites is available on the previous website. Several local school districts are GED testing or Adult Diploma Program (ADP) sites:

- Carlisle Area School District,
- Cumberland Valley School District, and
- Newport School District

How do I sign up?

Requirements vary, but most sites ask that you register in advance and provide the following the day of the test. Some sites ask that you sign up the week before and give you a "ticket" for the day of the test to facilitate faster registration on the day of the test.

- Receipt of payment from cashier
- Social Security Number
- Proof of residency
- Picture ID

GED/Other Training Opportunities:

Carlisle Area School District

Dr. Michele Orner, Director,

Center for Career and Technology

623 W. Penn Street, Carlisle, PA 17013

Phone: 717-240-6800, ext. 13814

email: ornerm@carlisleschools.org

Web: www.carlisleschools.org

Provides: General Educational Development (GED-ASE / GED Test Ctr)

Cumberland Valley School District

Wendy Latham, Administrator

6746 Carlisle Pike,
Mechanicsburg, PA 17050-1711

Phone: 717-506-3636

email: wlatham@cvschools.org

Web: www.cvschools.org

Provides: Adult Diploma Program (ADP):
We provide an adult diploma program. The students receive a Cumberland Valley Diploma. The student's HS class must have graduated by the date that they enroll in September. Registration begins in June for classes starting in September. Students can complete the program in one year.

Education / Literacy / Training (continued):

GED/Training Opportunities continued:

Employment Skills Center

Dale L. Cross, Executive Director

29 South Hanover Street, Carlisle, PA 17013

Phone: 717-243-6040

Hours: M-F 8:30am - 4:30pm

email: dcross@employmentskillcenter.org

Web: www.employmentskillcenter.org

Provides: Adult Education Programs, including GED, Literacy, and English as Second Language (ESL) classes, Workplace and Distance Learning (Nurse Aide Training, EMT Training), customized incumbent worker training, computer classes, and various workforce development initiatives.

* *Must be able to participate independently in a classroom environment.*

Perry County Literacy Council

Kathleen Bentley, Executive Director

133 S. Fifth St., PO Box 37, Newport, PA 17074

Phone: 717-567-READ

717-567-7323

Toll Free: 1-866-781-7323

Hours: M-F 9:00am - 4:00pm

email: kbentley@pa.net; literacy@pa.net

Web: www.perryliteracy.com

Provides: Adult Basic Education, Basic Adult Literacy, Financial Literacy, GED Preparation, Pre-GED Preparation, Corrections Education, English as a Second Language, County Early Care & Education program for Day Care Providers, Family Literacy Education Program, Free access to materials, books, & computers, Online GED preparation, PA WINS programs for employers, Individual Tutoring Basic & Advanced Computer Skills courses

* *An interest in learning is all that is required.*

HACC – Harrisburg Area Community College

Dr. Lori A. Fair, Dean,

Transitional Studies Division

One HACC Dr., Blocker Hall 201

Harrisburg, PA 17110

Phone: 717-780-2475

email: lafair@hacc.edu

Web: www.hacc.edu

Provides: ABE, GED-ASE, GED Test Ctr

Tri-County OIC Adult Learning Center

Jeffrey Woodyard, Director

500 Maclay Street, Harrisburg, PA 17110

Phone: 717-238-7318

email: jwoodyard@tricountyoic.org

Web: www.tricountyoic.org

Provides: Literacy, ABE, GED-ASE, ESL, Family Literacy, Workplace Foundation Skills, Move Up, Distance, Corrections Education, GED Test Ctr

TIU - Tuscarora Intermediate Unit Community Education Services

Carol Shefrin, Adult Education Director

6395 SR 103 North, Lewistown, PA 17044

Phone: 717-248-4942, ext. 107

email: cshefrin@tiu11.org

Perry County TIU

112 Centre Dr. New Bloomfield, PA

Phone: 717-582-8971 ext. 23

Web: www.tiu11.org/ces

Provides: Literacy, ABE, GED-ASE, ESL, Family Literacy, Workplace Foundation Skills, Distance Learning, Corrections Education, GED Test Ctr

At-Risk Youth, job readiness and job search skills, EARN and other support for welfare recipients, Work Keys Assessment and Career Readiness certificates

Education / Literacy / Training (continued):

GED/Training Opportunities continued:

Adult Basic and Literacy Education; Job Search, Job Readiness, Job Training, Assistance with Placement; computer skills training; workplace services; assessment services; Even Start Family Literacy; Head Start; South-Central Professional Development Center; EL/Civics Professional Development; Family Literacy Professional Development Project; PA Lit Corps; Distance Learning Project and ABLE Communications Project.

New Choices/New Options - Career Development provides services to single parents, displaced homemakers, and non-traditional clients who are looking for a job or trying to find a better job. Classes include job search workshops with resume writing, computer skills, ABE/GED Classes, case management, career counseling, and job development. Call Georgean Leith at 582-8971 ext. 24 for services.

Harrisburg Area Community College (HACC) Disability Services

The Office for Disability Services coordinates accommodations for students with disabilities. Its main purpose is to provide academic accommodations and support services and to promote a supportive learning environment.

The mission of the program is to promote student independence, program accessibility and a psychologically supportive environment that will help students achieve their educational objectives.

In order to receive disability services students must submit documentation of the disability to the Office for Disability Services. Once the documentation is received, an intake meeting is scheduled, at which time appropriate accommodations are determined.

Students are responsible for submitting an assessment report that:

- Is completed by a qualified professional such as a medical doctor or licensed psychologist.
- Contains the evaluator's name and title and assessment date.
- Was completed within the last three years.
- Identifies the disability, describes the limits it imposes, and includes recommended accommodations.

Education / Literacy / Training (continued):

HACC (www.hacc.edu)

How to Apply and Register:

The following are the basic steps involved in Admission and Registration at all HACC locations:

Step 1:	Complete an application for admission (pdf) and submit it to the HACC campus you plan to attend with the one-time \$35.00 application fee. You can apply for admissions online via HACC Web.
Step 2:	Apply for Financial Aid.
Step 3:	Read your admission letter carefully. It will contain specific information and instructions from the campus you plan to attend. Note your assigned HACC ID and PIN. You will need this information to log onto HACC Web
Step 4:	Submit official copies of any required high school and/or college transcripts to the admissions office of the campus you plan to attend.
Step 5:	Schedule and complete placement testing. A photo ID is required.
Step 6:	After completing placement testing, schedule an appointment with your advisor to review your placement testing results, answer program questions, and assist you to select courses.
Step 7:	Register for classes either Online, by Mail or Fax (Official Enrollment Form pdf).
Step 8:	Pay tuition and fees by the tuition due dates, either on campus or online via HACC web.
Step 9:	All residents living in PA one year or longer save by paying lower in-state tuition rates. Students living in Cumberland, Dauphin or Perry counties may be eligible to receive sponsoring rates and will need to contact their school district office to obtain a certificate of residence.
Step 10:	Obtain your student photo ID and parking tag at your campus security office. (Parking passes not used at Lebanon Campus.)
Step 11:	Purchase books at the campus bookstore or online bookstore.
Step 12:	Plan to attend new student orientation. Additional information will be sent to you after Admission to the College.

What HACC Offers:

The College awards Associate in Arts (AA), Associate in Science (AS), and Associate in Applied Science (AAS) degrees, Certificates of Proficiency, and Diplomas.

ART:	Visual Arts, Fine Art, Crafts Marketing, Jewelry Repair, Graphic Design, Photography
BIOLOGY:	Biology, Bio Technology
BUSINESS:	Accounting, Auctioneering, Business, Court Reporting, Entrepreneur, Finance, Management, Marketing, Real Estate
Communications & Foreign Language:	Media Studies, Speech, Arabic, French, Spanish, German
Computer Technology:	AOS, CIS/CISE, Computer Networking, Computer Repair Technician, Web Developer
Education:	Early Childhood, Elementary Education
Engineering:	Architecture, Bldg Construction, Civil Technology, CAD, Electronics, Engineering, G-Technology, Geospatial, Mech. Design, Mech. Drafting, Nanofabrication
English:	English (reading, writing, literature); ESL
Global Studies:	Anthropology, Economics, Geography, Gov't & Politics, History, Military Science
Health Careers:	Health career programs and Human and Social Services
Hospitality & Tourism:	Baking & Pastry Arts, Culinary Arts, Dietary Manager, Hotel & Lodging Management, Hospitality Management, Restaurant& Food Service Management, Travel & Tourism
Human Development:	Human Development.
Humanities:	Humanities, Philosophy, Music, Theatre
Legal Studies:	Criminal Justice, Police Science, Paralegal Studies
Mathematics:	Mathematics, Computer Science
Nursing:	Nursing
PE, Nutrition, Health:	Health, Nutrition, Physical Education
Psychology:	Psychology
Sociology And Human Services:	Human Services, Social Services, Sociology
Technology:	Automotive/GM, Cabinetry, Electrical Technology, Fire Science, HVAC, Home Bldg. & Remodeling, Independent Electrical Contractor, Industrial Automation, Industrial Maintenance, Metalworking, Welding

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Computer Training & Access / Libraries / Websites:

- **Did you know** that you can access the internet at your local library?
- **Did you know** that there are websites on the internet that have endless information to help you in your job search?
- **Did you know** that many employers require on line applications?
- **Did you know** that the library system often has information to help you in your career building skills?

Purpose:

This section provides information to access and obtain basic computer training and career building skills.

Index:

■ Computer Training & Access	55
■ Library System	56-57
- Cumberland County Libraries.....	56
- Perry County Libraries.....	57
■ Helpful Websites.....	58



Computer Training & Access / Libraries / Websites:

Computer Training and Internet Access:

Cyber Space:

Computer Resource Center

219 North Pitt Street, Carlisle, PA 17013

Phone: 717-249-7267

Hours: M-F 10:00 am - 6:00 pm

Open

Access: M-F 3:00 pm - 6:00 pm

E-mail: cyberspace@ywcacarlisle.org

Web: www.ywca.org/carlisle

Customized group training and lab rentals also available.

PA CareerLink:

1 Alexandra Court, Carlisle, PA 17015

Phone: 717-243-4431

Hours: M-F 8:00 am - 4:30 pm

E-mail: mlmyers@hacc.edu

Web: www.cwds.state.pa.us

Computer access is also available at local libraries.

Library Locations:

■ Cumberland County

Administrative Office	19 South West Street, Carlisle, PA 17013 717-240-6175 For directions & hours: ccls@cumberlandcountylibraries.org
Amelia Givin Library	114 North Baltimore Avenue, Mount Holly Springs, PA 17065 717-486-3688 For directions & hours: amelia@cumberlandcountylibraries.org
Bosler Library	158 West High Street, Carlisle, PA 17013 717-243-4642 For directions & hours: bosler@cumberlandcountylibraries.org
East Pennsboro Branch	98 South Enola Drive, Enola, PA 17025 717-732-4274 For directions & hours: eastpennsboro@cumberlandcountylibraries.org
Fredricksen Library	100 N. 19th Street, Camp Hill, PA 17011 717-761-3900 For directions & hours: fredricksen@cumberlandcountylibraries.org
John Graham Library	9 Parsonage Street, Newville, PA 17241 717-776-5900 For directions & hours: johngraham@cumberlandcountylibraries.org
New Cumberland Library	1 Benjamin Plaza, New Cumberland, PA 17070 717-774-7820 For directions & hours: newcumberland@cumberlandcountylibraries.org
Shippensburg Library	73 West King Street, Shippensburg, PA 17257 717-532-4508 For directions & hours: shippensburg@cumberlandcountylibraries.org
Simpson Library	16 North Walnut Street, Mechanicsburg, PA 17055 717-766-0171 For directions & hours: simpson@cumberlandcountylibraries.org

Library Locations:

■ Perry County

Bloomfield Public Library	23 E McClure Street New Bloomfield, PA 17068 717-582-7426 For directions & hours: http://66.59.110.59:8000/winnebago/index.asp?lib=???
Community Library of Western Perry County	104 E. Main Street, PO Box 56, Blain, PA 17006 717-536-3761 For directions & hours: www.communitylibraryofwesternperrycounty.webs.com
Marysville-Rye Library	198 Overcrest Rd., Marysville, PA 17053 717-957-2851 For directions & hours: www.freewebs.com/marysvillerye
Newport Public Library	98 South Enola Drive, Enola, PA 17025 717-732-4274 For directions & hours: www.newportpubliclibrary.org

Helpful Websites:

■ Employment/Job Searching

Best Places to Work in PA	www.bestplacetoworkinpa.com
Career Builder	www.careerbuilder.com
Dice.com	www.dice.com
Harrisburg Help Wanted	www.harrisburghelpwanted.com
Indeed Job Search (Searches various websites for work)	www.indeed.com
O*Net	http://online.onetcenter.org
Pennsylvania Higher Education Assistance Office	www.pheaa.org
PA Job Line	www.pajobline.com
Penn-Live	www.pennlive.com
Riley Guide	www.rileyguide.com
Simply Hired	www.simplyhired.com
Snag a Job	www.snagajob.com

■ Federal/State Government Employment

PA CareerLink	www.cwds.state.pa.us/cwdsonline
USA Jobs (Use to search, but apply at parent site. - i.e., CPOL, DLA, etc.)	www.usajobs.gov

■ Resume Making Tools

GCF Global Learning (Offering free, beginning computer courses)	www.gcflearnfree.org
O-net Job Descriptions	www.onetcodeconnector.org
PA Department of Labor and Industry	www.dli.state.pa.us

■ Resources

County Assistance Office	www.dpw.state.pa.us
Cumberland County Library Systems	www.cumberlandcountylibraries.org
Cumberland Link to Aging & Disability resources	www.ccpa.net
The Sentinel	www.cumberlink.com
Volunteer Match	www.volunteermatch.org

Introduction:

section 1 ►► page 1

Employment Services:

section 2 ►► pages 2 - 16

2

Volunteer Opportunities:

section 3 ►► pages 17 - 23

3

Government Resources:

section 4 ►► pages 24 - 36

4

Advocacy / Legal Services

section 5 ►► pages 37 - 39

5

Professional Appearance:

section 6 ►► pages 40 - 43

6

Transportation:

section 7 ►► pages 44 - 46

7

Education / Literacy / Training:

section 8 ►► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ►► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ►► pages 59 - 67

10

Disclosure Decisions:

section 11 ►► pages 68 - 73

11

Samples:

section 12 ►► pages 74 - 77

12

Acronyms:

section 13 ►► pages 78 - 79

13

Choosing Your Path to Employment:

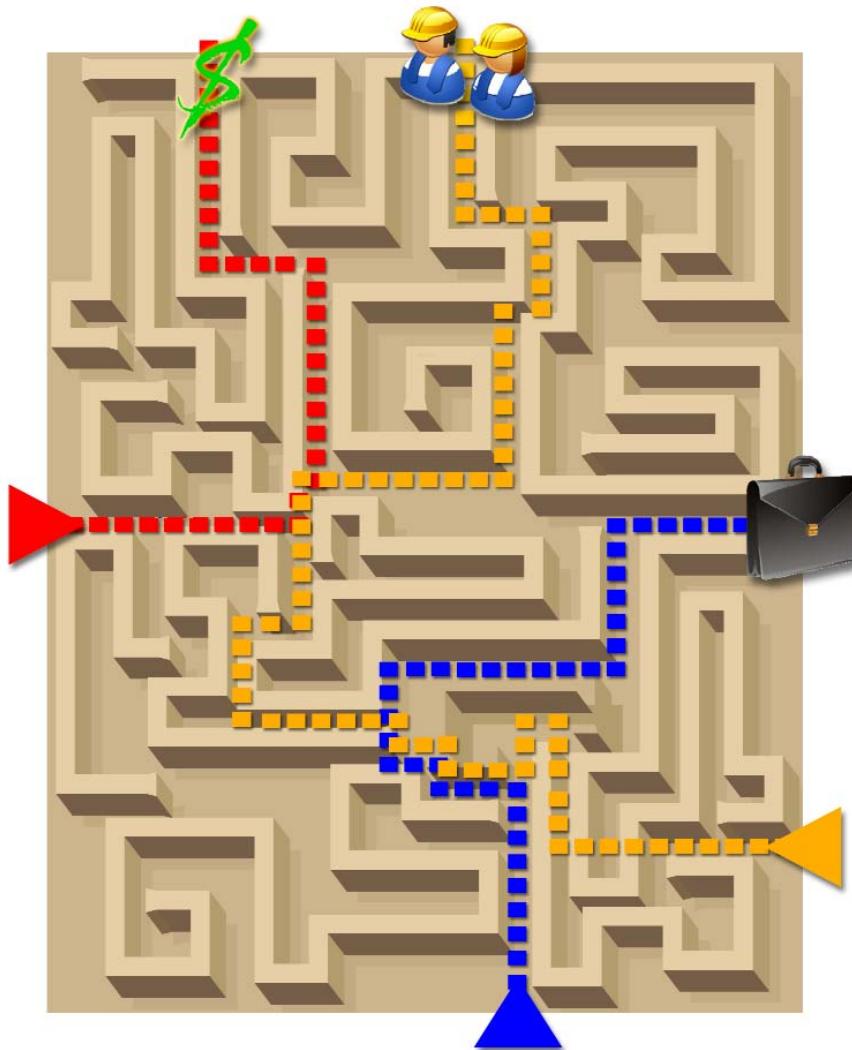
- **Did you know** that there are many things to consider when deciding to work?
- **Did you know** that talking to others can help you to make those decisions?

Purpose:

This section provides information to assist you in making decisions about pursuing employment.



Choosing Your Path to Employment

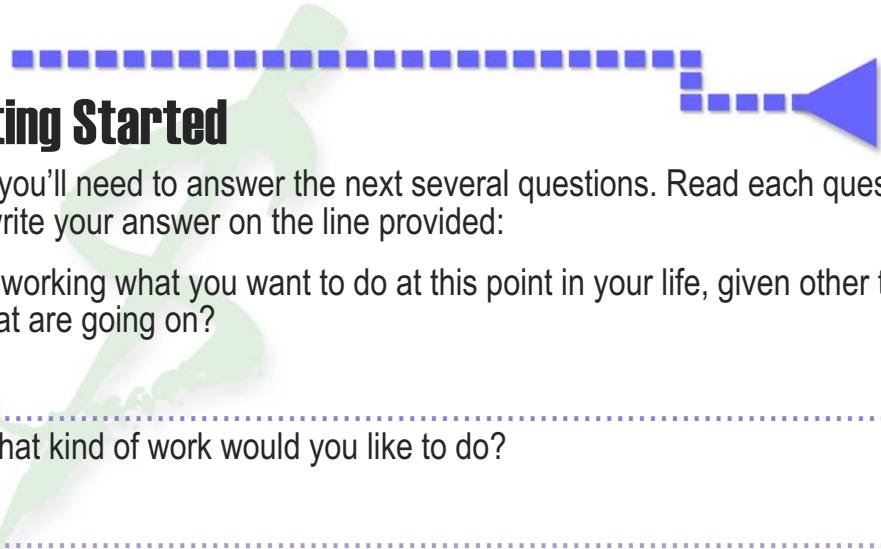


**Deciding whether you want to work
is an important life decision.**

This booklet is designed to help you consider
different things related to that decision.

Adapted from the Self-Determination Series:

University of Illinois at Chicago
National Research and Training Center on Psychiatric Disability
104 S Michigan Ave, Suite 900, Chicago, IL 60603



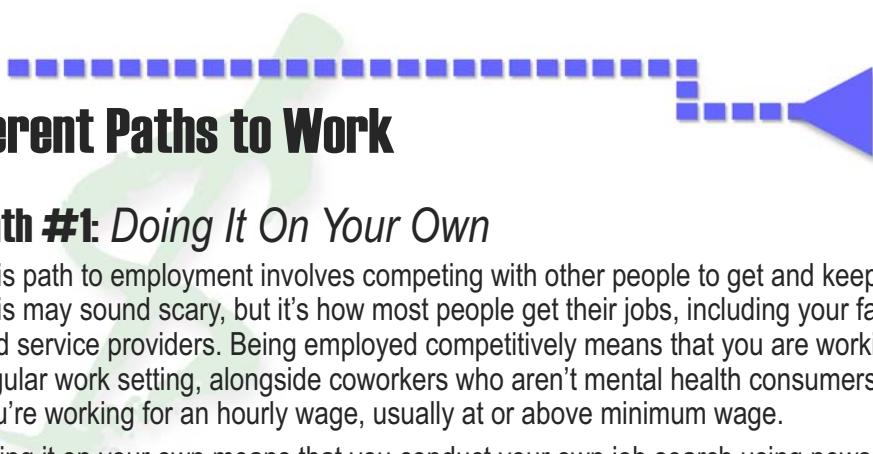
Getting Started

First, you'll need to answer the next several questions. Read each question and write your answer on the line provided:

1. Is working what you want to do at this point in your life, given other things that are going on?
2. What kind of work would you like to do?
3. Where do you want to work?
4. How many hours a week do you want to work at first, and later on?
5. How much money would you like to make and how might this affect your social security benefits, if you receive them?
6. Do you already have the skills and qualifications you need?
7. If you're not ready for your ideal job right now, do you want to work at another job while you get ready? If so, what kind of job would that be?
8. Would you like to do volunteer work instead of paid work?

The answers to these questions will help you decide which path to take to employment. All paths discussed in this booklet start with your decision to get a job as soon as possible. Other options, such as going to school to get a degree, job skills training, and volunteering also are good choices that you should discuss with family, friends, and service providers you trust.

The different paths to finding employment are briefly described on the following pages. Read each description carefully, and think about whether it matches your needs and preferences. Then choose the option that best fits what you'd like to do right now.



Different Paths to Work

► **Path #1: Doing It On Your Own**

This path to employment involves competing with other people to get and keep a job. This may sound scary, but it's how most people get their jobs, including your family and service providers. Being employed competitively means that you are working in a regular work setting, alongside coworkers who aren't mental health consumers, and you're working for an hourly wage, usually at or above minimum wage.

Doing it on your own means that you conduct your own job search using newspaper Want Ads, asking people you know if there are openings where they work, or looking for Help Wanted signs at local businesses. You handle problems at your job on your own, or by discussing them later with your friends, family, or service providers. Your boss judges how good of a job you are doing, and tells you what you are doing right and wrong. Both you and your boss decide how long you keep your job.

► **Path #2: Supported Employment**

This path to employment also involves getting competitive employment (a job that is open to any applicant). But you don't do it entirely on your own. Supported employment helps individuals with any type or degree of mental health disability look for, get, and keep a job. A service provider (also called an employment specialist) assists you in deciding what you like to do and then supports you in finding that job. The job you get is a competitive job, as described above. You work in places and positions that match your preferences and abilities.

Supported employment will support you every step of the way in deciding what you want to do, how to deal with any problems you encounter, and whether to tell your boss and coworkers about your mental health difficulties. You also receive help deciding how to coordinate working with receiving social security disability benefits. This is especially important if you decide you want to work, but you still want to continue to receive your benefits. Also, with supported employment, the assistance you receive has no time limit. You can continue to have help available after you've been on the job for a while, or if you decide to look for a better job while still holding your old one.

► **Path #3: Transitional Employment**

On this path, you get the assistance of an employment specialist and you work in a real job setting for minimum wage or above. But the job you hold is temporary and does not belong to you. It is called a transitional placement, and it belongs to the service delivery agency that helps you. You work at this job for a period of time (usually 6 months) and then move on to another transitional placement or perhaps to competitive employment. You usually have fewer choices about what kinds of work you do in transitional placements since they are designed to give you experience, not to be your permanent job. If you want to choose the kind of work that you do in a job that you can keep as long as you want, transitional employment is not for you.

Which Employment Path Do You Want To Take?

► **Competitive:**

If you want to seek competitive work on your own, you might start by looking in the newspaper or talking to employed people about job openings where they work.

► **Transitional:**

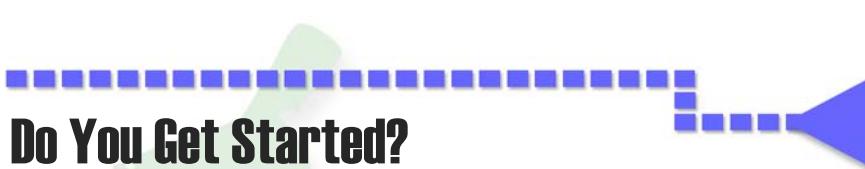
If you want transitional employment, you should ask your service provider to help you see whether there is a program that offers it in your local area.

► **Supported:**

If supported employment seems to be what you are looking for, contact your local mental health base service unit and ask them to recommend some agencies that offer it. As you find and then visit those agencies, this booklet will help you judge the quality of the services they offer.

IF SUPPORTED EMPLOYMENT IS WHAT YOU WANT, READ ON...





How Do You Get Started?

1. Schedule an appointment with a staff member at an agency that offers supported employment. Let her or him know that this appointment is just to learn about the agency, not to join it.
2. Because this is a time to get all of your questions answered in an unhurried manner, ask if the appointment can last an hour. If not, tell the person you will need at least a half hour.
3. Don't forget to bring this booklet, a notebook, and a pen or pencil with you.
4. When you arrive, thank the staff member for taking the time to meet with you.
5. Near the beginning of the interview, let the staff member know that you have nineteen questions that you'd like to ask about supported employment. Explain that the questions are just to help you get clearer information about the supported employment services the agency offers. Emphasize that the questions are about the agency's supported employment program, not other types of employment programs it offers.
6. Slowly read each question out loud and check off each answer.
7. If you feel uncomfortable reading the questions to the staff member, practice asking them to a friend or read them out loud to yourself a few times.
8. Be sure to ask your own questions as they occur to you. You may want to write down your own questions before the interview. There is space in this booklet for these questions.
9. It may be difficult to get all of your questions answered in one session. So at the end of the interview, thank the staff member and let her or him know that you may call back with a few more questions. Be sure to put all of the contact information that you have in a safe place for future reference.
10. Do not add up the answers until after you have left the interview.

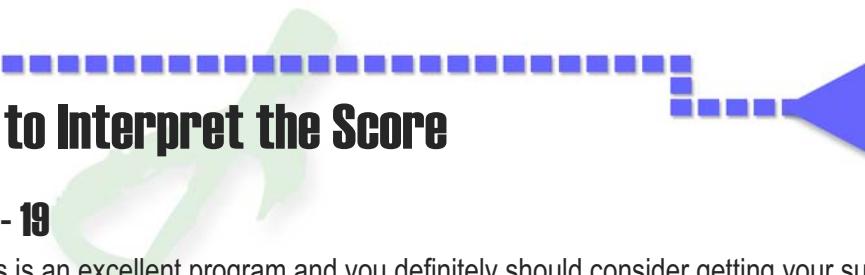
As you can see, using this booklet means that you will be interviewing the staff member. If this makes you feel uncomfortable, it's understandable. It might help to think about this situation in a new way. What you're really doing is just talking, one person asking another person questions. Asking questions is a natural part of what happens during a visit. So relax, breathe, and take your time.



Check One Box For Each Question

How many of your consumers work in competitive jobs that are open to anyone who applies?	At Least 80% <input type="checkbox"/>	Less Than 80% <input type="checkbox"/>
How many of your consumers work in settings where none of the coworkers is disabled?	At Least 80% <input type="checkbox"/>	Less Than 80% <input type="checkbox"/>
Can people who are working continue to receive support from program staff for as long as they want?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Does your service assist consumers in getting jobs that are permanent?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
How many of your consumers earn minimum wage or above?	At Least 80% <input type="checkbox"/>	Less Than 80% <input type="checkbox"/>
How many of your consumers earn \$10 an hour or more?	At Least 10% <input type="checkbox"/>	Less Than 10% <input type="checkbox"/>
How many of your consumers get a job in the field they want?	At Least 50% <input type="checkbox"/>	Less Than 50% <input type="checkbox"/>
Does your service work with anyone interested in working, regardless of her/his abilities?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Does your service have in-person vocational support after 5 pm?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Does your service terminate consumers from services even though the consumers still want to continue receiving services?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
What is the average amount of time people take to get a job with your service?	6 Months or Less <input type="checkbox"/>	More than 6 Months <input type="checkbox"/>
Do staff at your agency provide benefits counseling for people on SSI/SSDI?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Will your service accept consumers who want to work AND keep their SSI/SSDI benefits at the same time?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Does your service offer peer support from people who have had mental health problems?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Does your service allow family or friends to be involved in the process of finding and keeping a job?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
How many of your consumers are also clients of our state (OVR) Vocational Rehabilitation agency?	At Least 50% <input type="checkbox"/>	Less Than 50% <input type="checkbox"/>
Does your service help consumers keep their jobs if they go in the hospital or need to take some time off for mental health reasons?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Will your staff talk frequently with my case manager or psychiatrist if I ask them to?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
How many of your consumers have a psychiatric disability?	At Least 25% <input type="checkbox"/>	Less Than 25% <input type="checkbox"/>
TOTAL SCORE: FIRST COLUMN (# of ✓)		



How to Interpret the Score

► 16 - 19

This is an excellent program and you definitely should consider getting your supported employment services here.

► 11 - 15

This is a good program. If you think it matches your current needs and preferences, you should consider getting your supported employment services here.

► 6 - 10

This program is missing some of the things that make supported employment successful for people in recovery from mental health challenges. If staff will work with you to add some of the ingredients that are missing, you might want to consider getting your services here.

► 0 - 5

This program has a few of the basic ingredients of supported employment, but is missing many of the elements that make it effective for consumers of mental health services. If you have other choices for Supported Employment services, contact them. If not, see whether staff will work with you to add some of the ingredients that are missing. If not, you may be better off seeking employment on your own.



What to Do Next?

- If you found your supported employment program - CONGRATULATIONS! Although your journey has just begun, at least you know you are on the right path. Plus, you know that you will receive high quality services that research has shown to be effective.
- If you haven't found your supported employment program - try not to be too discouraged. Good programs are hard to find, but you should continue to search. After looking for a while, if you still cannot find a good program, decide if you want to settle for the best one you can find. Talk this over with people you trust and who you know well. Or go back to the beginning of this booklet and consider other options, such as searching for a job on your own, volunteering, going to college, or enrolling in a vocational/technical school.
- The important thing is to keep moving forward toward your goal of getting a job. Remember that most people who have had mental health difficulties can work and want to work. You are smart and creative enough to figure out a way to make that happen.

Introduction:

section 1 ►► page 1

1

Employment Services:

section 2 ►► pages 2 - 16

2

Volunteer Opportunities:

section 3 ►► pages 17 - 23

3

Government Resources:

section 4 ►► pages 24 - 36

4

Advocacy / Legal Services

section 5 ►► pages 37 - 39

5

Professional Appearance:

section 6 ►► pages 40 - 43

6

Transportation:

section 7 ►► pages 44 - 46

7

Education / Literacy / Training:

section 8 ►► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ►► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ►► pages 59 - 67

10

Disclosure Decisions:

section 11 ►► pages 68 - 73

11

Samples:

section 12 ►► pages 74 - 77

12

Acronyms:

section 13 ►► pages 78 - 79

13

Disclosure Decisions:

- **Did you know** self disclosing your disability to employers can afford you certain affordable accommodations to make you more productive at work?
- **Did you know** there are many methods of self disclosure and times you can do so?
- **Did you know** when making decisions about disclosure, workers with psychiatric disabilities should weigh the potential costs and benefits of doing so?

Purpose:

This section provides information to assist you in making a decision regarding sharing your disability in the workplace setting.



Disclosure Decisions TO GET THE JOB

Every individual with a disability must choose whether to disclose (share) his or her disability with an employer. Primary factors to consider include whether accommodations will be needed on the job or whether a disability is visible or hidden. Other aspects related to the employer and the company may also influence your decision. Follow this disclosure decision guide to determine what will work best for you. Remember, if you choose to disclose your disability, you are protected from discrimination by federal laws.



First, identify a **NEED** for disclosure, such as determining accessibility, necessary accommodations, or potential job match. Consider your answers to questions in Chart 1 and decide if you have a reason to disclose.



If you decide that disclosure will help you be successful, look at the pros and cons of **WHEN** you disclose in Chart 2. Then, follow the general guidelines in Chart 3 to decide **HOW** to disclose.

Effective disclosure can establish a positive working relationship with your employer. Practicing with a close friend, family member, or career counselor can help to increase your comfort level and skills.

Three Steps to Disclosing a Disability

3. Choose HOW to Disclose

2. Decide WHEN to Disclose

1. Determine NEED for Disclosure

1. Determine NEED for Disclosure: Gather all the Facts

Consider the questions below. "Yes" answers may indicate a need for or benefit of disclosure. "No" answers may indicate a need for more preparation or limited benefit of disclosure.

Area	Questions	Circle Answer
Company	<ul style="list-style-type: none"> • Do I have background information about the company? • Does the company, senior management, or owner welcome and value diversity? • Has the company participated in any disability related recruitment programs? • Is there a company policy on hiring individuals with disabilities? • Does the company offer any internship programs? • Is pre-employment testing required? What is the medium for testing? 	Yes / No Yes / No Yes / No Yes / No Yes / No Yes / No
Job Position	<ul style="list-style-type: none"> • Have I requested a detailed job description for the position? • Do I know what are the essential functions and expectations of the job? • Can I talk with an employee who is currently in this position or in a similar one? • Will my compensatory strategies (e.g., use of adaptive software or assistive technology) change the traditional way of getting the job done? • Will I need accommodations for the application process, interview process, or at the worksite? 	Yes / No Yes / No Yes / No Yes / No Yes / No
Employer	<ul style="list-style-type: none"> • Does the supervisor use a flexible and personal management style? • Does the employer have experience in managing differences or diversity? • Does the employer focus on essential, rather than marginal functions? • Has the employer had positive experiences hiring individuals with disabilities? • Can I provide the employer with resource information about the Americans with Disabilities Act of 1990 (ADA) and my specific accommodation needs? 	Yes / No Yes / No Yes / No Yes / No Yes / No
Myself	<ul style="list-style-type: none"> • Am I familiar with the protections provided by the ADA? • Am I comfortable with my disability? • Am I aware of my strengths and functional limitations? • Will I need potential medical assistance? • Have I explored technology or strategies to compensate for my limitations? • Have I previously used accommodations at a work-site? • Have I practiced disclosure with a family member, close friend, or career professional? 	Yes / No Yes / No Yes / No Yes / No Yes / No Yes / No Yes / No

Need More Information?

About company and position:

- University career centers
- Human resource departments
- Professional associations
- Local chambers of commerce
- Company specific websites
- Informational interviews

About potential accommodations:

- Job Accommodations Network
www.jan.wvu.edu
- Virginia Assistive Technology System -- www.vats.org
- ABLEDATA -- www.abledata.com
- Department of Rehabilitative Services -- www.vadrs.org

2. Decide WHEN to Disclose: Consider Pros and Cons

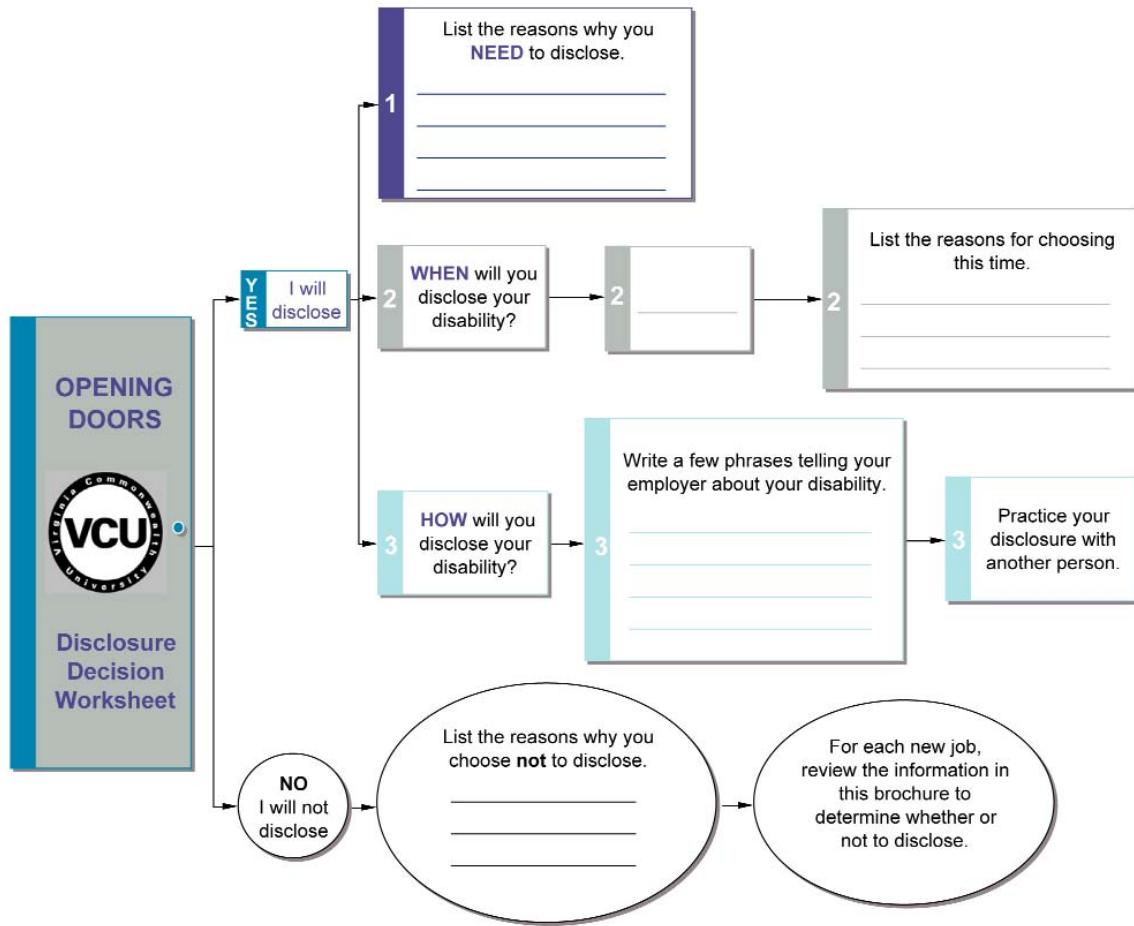
When	Potential Gains	Potential Setbacks
In a cover letter	Advance time to prepare positive written disclosure and to tailor your abilities to duties of job description.	Employer's preconceptions may hinder opportunity for an interview. Unable to read employer's body language and mood.
In a resume or on a job application	Establishes "up front" relationship and communication.	Employer may have stereotypes about disabilities and may not offer you an interview.
When employer calls for an interview	Establishes open communication and gives an employer time to review Americans with Disabilities Act of 1990 compliance information.	May not get serious consideration during interview.
Before the interview	Shows respect to employer, gives employer advance notice to secure any accommodations that may be needed during the interview, and time to research proper etiquette or refresh knowledge on ADA.	Employer has advance time to yield to his or her stereotypes about disabilities.
During the interview	Opportunity to read employer body language, to time the disclosure, and to disclose in a brief, positive manner.	Employer may feel uneasy and ill prepared to respond with appropriate and legal questions.
After the job offer	May have legal recourse if disclosing disability negatively affects the hiring decision. There is time to get accommodations in place before the job starts. Positive relationship has already been established with employer.	Employer may feel that you have been dishonest in the application process, which may erode trust.
After the job begins	Gives opportunity to establish credibility before disclosure. Gives freedom to talk with co-workers about disability related issues.	May take time to secure requested accommodations. Employer may believe you have not been honest which may negatively affect your relationship.
When performance difficulties arise	Difficulties may not arise (i.e. you may never need to disclose).	Employer may have difficulty changing his or her perceptions of your work performance, feel betrayed or wonder why you waited so long.
Never	Disability information is kept private.	Not protected from discrimination under the ADA.

3. Choose HOW to Disclose: General Guidelines

How	Examples
Stress current involvement in a positive activity that shows your ability to manage your disability.	Resume -- Member of the American Blind Skiing Foundation
Be optimistic; focus on your abilities and job qualifications.	Cover Letter -- As an individual with a life long physical and speech disability, I learned early on to focus on my intellectual abilities and to develop strengths within my limits. For example, I received my first computer when I was 5 years old and learned to operate it independently. Today I am proficient in many software applications, operating systems, and system troubleshooting.
Give the employer information on what he or she needs to do or provide regarding communication, directions, or supervision.	Telephone Call Prior to the Interview -- "I am calling to confirm my interview scheduled at your company in 2 days. Could you please tell me where to find your office's accessible entrance?"
Educate the employer by articulating or demonstrating how you can perform the essential functions of the job. Have resource information available for the employer.	During the Interview -- Have you ever heard of a screen reader? I have a learning disability and have difficulty reading in the traditional way. My screen reader, which reads electronic information aloud using a computerized voice, has enabled me to succeed at college and I know it will be useful on this job. "
Explain the benefits of your disability regarding your personal growth or perseverance.	During the Interview -- "Through my disability, I have learned the value of connecting with professionals. I can be resourceful and creative to get the job done."
Face employer concerns by talking about your compensatory strategies or accommodation solutions.	During the Interview -- "You may be wondering how I can type letters with my physical disability. I have a great software program that allows the computer to type as I speak words. It can be loaded on most computers. I would be happy to show it to you sometime."
Use general, functional terms to briefly explain the impact of your disability on the job; avoid technical, medical diagnoses.	After the Job Offer -- "During the interview, you explained that work was verbally assigned at a staff meeting. I find that I work best when instructions are both written and verbal. I have a disability that makes processing verbal information a challenge. Could you accommodate me in this way?"
In a private setting, remind your employer about your right to confidentiality.	After the Job is Accepted -- After disclosing your disability in your employer's office: "Thank you in advance for keeping this information confidential."
Fram the disclosure around how you work best.	A Few Weeks on the Job -- "I have noticed that I am having a difficult time completing my work assignments. I have a medical condition that requires frequent breaks in order to do my work. Would you allow me to work later to enable me to take more breaks? I always get the job done when I manage my schedule in this way."

Virginia Commonwealth University, School of Education and the Department of Physical Medicine and Rehabilitation is an equal opportunity/affirmative action institution providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability. If special accommodations are needed, please contact Lori Briel at (804) 828-7298. Funding for this activity is provided by a grant (#H324R020015) from the U.S. Department of Education's Office of Special Education and Rehabilitative Services.





Introduction:

section 1 ►► page 1

1

Employment Services:

section 2 ►► pages 2 - 16

2

Volunteer Opportunities:

section 3 ►► pages 17 - 23

3

Government Resources:

section 4 ►► pages 24 - 36

4

Advocacy / Legal Services

section 5 ►► pages 37 - 39

5

Professional Appearance:

section 6 ►► pages 40 - 43

6

Transportation:

section 7 ►► pages 44 - 46

7

Education / Literacy / Training:

section 8 ►► pages 47 - 53

8

Computer Training & Access / Libraries / Websites:

section 9 ►► pages 54 - 58

9

Choosing Your Path to Employment:

section 10 ►► pages 59 - 67

10

Disclosure Decisions:

section 11 ►► pages 68 - 73

11

Samples:

section 12 ►► pages 74 - 77

12

Acronyms:

section 13 ►► pages 78 - 79

13

Samples/Job Organizational Chart:

- **Did you know** that there are resources available to assist you in developing documents needed for your job search?
- **Did you know** that you can use a chart to help you to organize your job search?

Purpose:

This section provides examples of cover letters and resumes to use in your job search. An organizational chart can also be found.

Index:

■ Cover Letter Sample.....	75
■ Resume Sample	76
■ Job Search Organizational Chart	77



Samples:

■ What's in a Cover Letter?

Your Name
Street Address
City, State Zip Code
Phone Number
Date

Individual's Name
Job Title
Name of Organization
Street Address
City, State Zip Code

Dear Mr./Ms. _____:

First Paragraph: State the reason for writing. Name the specific position or type of work for which you're applying. Mention how you learned of the opening.

Second Paragraph: Explain why you're interested in working for this employer and specify how you're PERFECT for this position. Don't repeat the information on your resume. Include something special or unique about yourself that will benefit the employer. Remember, the reader will consider this an example of your writing skills.

Third Paragraph: Mention your resume is enclosed and indicate your desire to meet with the employer. You may want to suggest alternate dates and times, or simply advise them of your flexibility to the time and place. Include day and evening contact information. Include a statement or question that will encourage the reader to respond. Be sure to communicate your plan to follow-up. You might state that you'll be in the area on a certain date and would like to set up a meeting, or you'll call on a certain date to set up a meeting. Finally, thank the employer for his/her time.

Sincerely,

Your Signature (in blue or black ink)
Your typed name

Enclosure

Samples:

■ The Pocket Resume

YOUR NAME

Street Address, City, State Zip Code Phone Number

Work Experience

RAYSTOWN DEVELOPMENTAL SERVICES, Penn Street Huntingdon, PA *Residential Aide*
11/ 2005- 2/2006 Rate of Pay: \$8.25

Responsibilities:

- Cooked meals and general housekeeping
- Bathed and dressed residents
- Administered medications
- Charted on each resident nightly

Reason for Leaving: Too many hours and poor working conditions

MONARCH DRY CLEANERS, 330 Washington St. Huntingdon, PA *Counter Clerk*
3/2000-6/2005 Rate of Pay- \$6.85-8.00

Responsibilities:

- Computerized invoicing of clothing at drop off
- Sorted and inspected orders
- Provided customer service in drop off and pick up
- Washed, dried, folded and packaged clothing for customers

Reason for Leaving: Seeking management position

SELF EMPLOYED *Babysitter, elder care, temporary resort work, business school attendance*

HUNTINGDON COUNTY COURTHOUSE, Penn St. Huntingdon, PA *Prothonotary Office Clerk*
1999 Rate of Pay- \$5.25

Responsibilities:

- Data Entry of court case information
- Filed court papers, Passports
- Looked-up information requested
- Reported to Daily News

Reason for leaving: Family leave

Education

JUNIATA VALLEY HIGH SCHOOL, 123 Penn St. Carbondale, PA 1981

Other Relevant Skills and Experience

- Local Union IBEW 1099 Secretary Treasurer 1990-1996- prepared quarterly taxes, completed payroll
- Bonded through employment
- Member of Humane Society
- Excellent interpersonal and customer service skills

References

1. Karen Grimminger, former manager 717-243-2222
2. Steve Lane, personal reference, Dept. of Vet Affairs 717-243-2229
3. Cindy Frew, personal reference 717-243-9992

■ Job Search Organization Chart:

Company:	Date applied:	Contact info (email, phone, website):	Next Steps:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:
.....	email:..... phone:
.....	web:

Introduction:	section 1 ► ► page 1	1
Employment Services:	section 2 ► ► pages 2 - 16	2
Volunteer Opportunities:	section 3 ► ► pages 17 - 23	3
Government Resources:	section 4 ► ► pages 24 - 36	4
Advocacy / Legal Services	section 5 ► ► pages 37 - 39	5
Professional Appearance:	section 6 ► ► pages 40 - 43	6
Transportation:	section 7 ► ► pages 44 - 46	7
Education / Literacy / Training:	section 8 ► ► pages 47 - 53	8
Computer Training & Access / Libraries / Websites:	section 9 ► ► pages 54 - 58	9
Choosing Your Path to Employment:	section 10 ► ► pages 59 - 67	10
Disclosure Decisions:	section 11 ► ► pages 68 - 73	11
Samples:	section 12 ► ► pages 74 - 77	12
Acronyms:	section 13 ► ► pages 78 - 79	13

Acronyms:

- **Did you know** many agencies use acronyms to describe their programs?
- **Did you know** acronyms are attention grabbers?

Purpose:

This section provides information to help figure out what various acronyms mean.

Index:

- Acronyms..... 79



Acronyms used in the Directory:

ABE:	Adult Basic Education	MATP:	Medical Assistance Transportation Program
ADA:	Americans with Disabilities Act	MAWD:	Medical Assistance for Workers with Disability Program
ADL Skills:	Activities of Daily Living	MH/MR:	Mental Health / Mental Retardation
ADP:	Adult Diploma Program	NHS:	Northwestern Human Services
BSU:	Base Service Unit	ODP:	Office of Developmental Program
CAO:	County Assistance Office	OIC:	Opportunities Industrialization Center
CAP:	Client Assistance Program	OIM:	Office of Income Maintenance
CARES:	Cumberland Area Resources for Emergency Shelter	OMH:	Office of Mental Health
CAT:	Capital Area Transit	OVR:	Office of Vocational Rehabilitation
CDC:	Career Development Component	PABSS:	Protection & Advocacy for Beneficiaries of Social Security
CIT:	Center for Industrial Training	PASS:	Plan to Achieve Self-Support
CPARC:	Cumberland & Perry Association for Retarded Citizens	PASU:	Perry Apex Services Unlimited
CPSS	Central Pennsylvania Supportive Services	PAVES:	Pennsylvania Protection & Advocacy for Vocational & Employment Services
C-WIC:	Community Work Incentives Coordinator	RSVP:	Retired Senior Volunteer Program
DAP:	Disability Advocacy Program	SCSEP:	Senior Community Service Employment Program
DOL:	Department of Labor	SGA:	Substantial Gainful Activity
DPW:	Department of Public Welfare	SSA:	Social Security Administration
EARN:	Employment, Advancement & Retention Network	SSDI:	Social Security Disability Insurance
EDSI:	Educational Data Systems, Inc.	SSI:	Supplemental Security Income
EMT:	Emergency Medical Treatment	STAR:	Steps Toward Advocacy & Recovery
EN:	Employment Network	TANF:	Temporary Assistance for Needy Families
ESL:	English as Second Language	TTW:	Ticket to Work
GED:	General Educational Development	UC:	Unemployment Compensation
HACC:	Harrisburg Area Community College	VCU:	Virginia Commonwealth University
HUD:	Housing & Urban Development	WIC:	Women, Infants & Children
IEP:	Individualized Education Plan	WIPA:	Work Incentives Planning and Assistance
IRWE:	Impairment Related Work Expenses	WSC:	Work Support Component
L&I:	Labor & Industry		
MA:	Medical Assistance		