

## ATTACHMENT 01

### SERVICE IMPLEMENTATION QUESTIONNAIRE WORK ADJUSTMENT TRAINING

The Offeror's responses should be in the form of a written narrative following each item. The response should be limited to facts with sufficient detail to allow adequate evaluation of the proposal. Describe service delivery by site if there is a difference in method of service delivery.

Name the files attached in SPIRIT "**Offer Attachment 01 Service Implementation Questionnaire**" and attach the file in SPIRIT in an acceptable electronic format. Acceptable formats include .doc (Microsoft Word document), .xls (Microsoft Excel spreadsheet), and .pdf (Adobe Acrobat portable document format). Offerors shall save files so they are adaptable to lower versions of Microsoft XP.

#### 1. Individuals to be served:

- a. List individuals you propose to serve (e.g. persons who are deaf or blind, persons with serious mental illnesses, youth offenders with disabilities, persons with traumatic brain injuries, persons with developmental disabilities; persons with significant physical accessibility issues, etc.).
- b. Tell your organization's capacity and describe in detail knowledge of, and experience in addressing the needs of each disability group you listed to serve, especially individuals with most significant disabilities.
- c. Describe how linguistically and culturally appropriate services and materials will be provided to meet the needs of persons with disabilities and accommodate their diverse languages, cultures, and geographic locations.

#### 2. Service provision

- a. Describe your organization's capacity and knowledge of WORK ADJUSTMENT TRAINING services;
- b. Describe resources, methods and approaches you will use in service provision and assisting clients achieve service objectives.
- c. Include techniques, tools, and resources to be used in providing service listed below, successfully reaching service outcomes and an average estimated timeframe for completion of services:
  - Provide job readiness training ( e.g. work hardening, social and behavioral skills development , developing work tolerance and stamina, etc);
  - Facility and community based short-term job try-outs;
  - Support client with improving their work, behavioral and social skills

#### 3. Quality Control

- a. Describe the Quality Control mechanisms that you plan to apply in order to determine the effectiveness of your program in meeting the objectives of this contract and carrying out the service provision
- b. Describe how you will measure and monitor client progress.
- c. Describe how you will monitor your performance to assure that the performance standards set forth in Section 10.0 CONTRACT PERFORMANCE EVALUATION of the Scope of Work are achieved.

**EMPLOYMENT SERVICES  
SOLICITATION # DES080022-A1**

**APPLICANT:  
GILA COUNTY  
GILA EMPLOYMENT AND & TRAINING PROGRAM  
5515 South Apache Ave. Suite 200  
GLOBE, AZ 85501  
(928) 425-7631**

**WORK ADJUSTMENT TRAINING**

**CONTACT: DAVID B. CADDELL,  
G.E.S.T PROGRAM MANAGER EXT. 8664  
E-MAIL [dcaddell@co.gila.az.us](mailto:dcaddell@co.gila.az.us)  
FAX: (928) 425-9468**

**The GEST Program's Mission Statement is:**

“To provide employment services along with daily living skills to disabled clients in a manner which supports and enhances self sufficiency, self esteem mutual respect, value and dignity.”

**GEST PROGRAM COMMITMENT:**

The GEST Program is committed to provide the very best services to the disabled population, and to continue to improve and enhance the services that we provide. The GEST staff continually participates in further education classes in the effort to be and stay current in any changes regarding service delivery. It is our goal to continue to gain further knowledge and skills to enable us to provide exemplary services to our clients.

By applying for and obtaining an “Enhancement Grant” through RSA the GEST Program has been able to place on staff a Disability Specialist” who provides “one-on-one” services to our clients and who assists clients navigate the One Stop Resource Room to make it a viable resource to persons with disabilities. The Disability Specialist provides a variety of extensive one-on-one and group services to our clients. GEST staff is certified in all required trainings, have class a State of Arizona Department of Public Safety fingerprint clearance and the Disability Specialist has completed two ASL classes at our local Community College, and has completed an ADA online course.

**Responses to Service Implementation Questionnaire:**

**1. Individuals To Be Served**

**a) Individuals to be served:**

The GEST program provides services to all who are referred to our program regardless of the disability including Visually Impaired, SMI's TBI's and Developmentally Disabled. Gila County Division of Health and Community Services, GEST Department provides services to a vast culturally diverse population with equally diverse disabilities. All individuals have equal access to the variety of services regardless of disability, language, culture and demographic or geographic location. GEST accommodates for the non-English and monolingual population and provides interpreters for the hearing impaired. GEST provides “family focused” service with consideration to cultural diversity and beliefs.

The GEST department provides services to diverse and targeted populations with the same level of commitment to excellence and equality. GEST recognizes the uniqueness of each individual's needs and level of service(s) based on cultural diversity and their disability. Bilingual staff is available to assist the non-English and monolingual population. GEST clients are composed of clients who are referred through client choice through a contract with ADES/Vocational Rehabilitation Services, and clients who are referred through a contract with the ADES/Division of Developmental Disabilities

Offices are available to provide services in Globe and Payson to serve all individuals throughout Gila County. All GEST staff is fully trained in all aspects of service delivery, they have an excellent understanding of the special needs of persons with disabilities and other barriers, and an understanding of client rights, principals of normalization and they have the ability to relate well to all persons with disabilities.

**b) Organization's Capacity:**

The GEST Program has provided services under the name of Gila County Demonstration Project, which was formed in 1975 to provide services for six Developmental Disabled individuals in the Globe area. For thirty plus years the GEST Program has provided service to the disable population in Gila County including the San Carlos Apache Reservation. Offices are available to provide services in Globe and Payson to serve all individuals throughout Gila County.

All GEST staff is fully trained in all aspects of service delivery, they have an excellent understanding of the special needs of persons with disabilities and other barriers, and an understanding of client rights, principals of normalization and they have the ability to relate well to all persons with disabilities. GEST staff is certified in CPR, First Aid, and Crisis Intervention, and they all have Fingerprint Clearance as required. GEST staff is comprised of staff that has tenure with the program, at least 5 years experience in providing services, and they continually strive to expand their knowledge in the effort to ensure quality services.

GEST staff is: The GEST Program Manager, four Job Coaches, and a Mobile Crew Coordinator, a One Stop Center Disability Specialist in the Globe area, and one Area Coordinator/Job Coach in the Payson area. (See attachment Direct Service Staff)

GEST clients are referred through the client choice menu through contracts with the Department of Economic Security Division of Developmental Disabilities and Vocational Rehabilitation Services to provide the following services:

- Job Development and Placement
- Supported Employment
- Extended Supported Employment
- Work Adjustment Training
- Supported Education
- Orientation and Adjustment to Disability Training
- Rehabilitation Instructional Service
- Work Exploration, Orientation and Mobility Training
- Habilitation – Support – Hourly
- Attended Care
- Respite – Hourly and Daily
- Habilitation – Individually Designed Living Arrangement
- Day Treatment and Training – Adult
- Day Treatment and Training – Children – Summer Program
- Group Supported Employment

- Individual Supported Employment
- Employment Supported Aide
- Transportation
- Employment Related Transportation

c) **Linguistically and Culturally Appropriate Services:**

Gila County Division of Health and Community Services, GEST Department provides services to a vast culturally diverse population with equally diverse disabilities. All individuals have equal access to the variety of services regardless of disability, language, culture and demographic or geographic location. GEST accommodates for the non-English and monolingual population and provides interpreters for the hearing impaired. GEST provides “family focused” service with consideration to cultural diversity and beliefs.

The GEST department provides services to diverse and targeted populations with the same level of commitment to excellence and equality. GEST recognizes the uniqueness of each individual’s needs and level of service(s) based on cultural diversity and their disability. Bilingual staff is available to assist the non-English and monolingual population. GEST clients are composed of clients who are referred through client choice through a contract with ADES/Vocational Rehabilitation Services, and clients who are referred through a contract with the ADES/Division of Developmental Disabilities

Offices are available to provide services in Globe and Payson to serve all individuals throughout Gila County including the San Carlos Indian Reservation. All GEST staff is fully trained in all aspects of service delivery, they have an excellent understanding of the special needs of persons with disabilities and other barriers, and an understanding of client rights, principals of normalization and they have the ability to relate well to all persons with disabilities. GEST staff is certified in CPR, First Aid, and Crisis Intervention, and they all possess Fingerprint Clearance as required. GEST staff is: The GEST Program Manager, Three Job Coaches, and a Mobile Crew Coordinator, a One Stop Center Disability Specialist in the Globe area, and one Job Coach in the Payson area.

GEST has on staff a Disability Specialist who is bilingual who has completed two courses in American Sign Language, a Psychology course and is enrolled in a Americans with Disabilities Act online course.

Divisional staff is available if the need is evident to provide translation in Spanish, Apache, Navajo and sign language. If a client referral indicates a need for this type of accommodation, GEST will make those arrangements.

GEST has a wheelchair accessible Dodge Maxivan that accommodates two wheelchairs and up to ten persons, disability, language, culture and demographic or geographic location. GEST accommodates for the non-English and monolingual population and provides interpreters for the hearing impaired. Bilingual staff is available to assist the

non-English and monolingual population. GEST staff consists of different races, (including Caucasian, Hispanic, and Native American) and cultural backgrounds.

## **2. Service Provision**

- a. GEST has been providing Employment Related Services since 1988; GEST received the original Work Adjustment Training Contract in 1997. The GEST Program has provided services under the name of Gila County Demonstration Project, which was formed in 1975 to provide services for six Developmental Disabled individuals in the Globe area. For thirty plus years the GEST Program has provided service to the disable population in Gila County including the San Carlos Apache Reservation. Offices are available to provide services in Globe and Payson to serve all individuals throughout Gila County.

All GEST staff is fully trained in all aspects of service delivery, they have an excellent understanding of the special needs of persons with disabilities and other barriers, and an understanding of client rights, principals of normalization and they have the ability to relate well to all persons with disabilities. GEST staff is certified in CPR, First Aid, and Crisis Intervention, and they all have Fingerprint Clearance as required. GEST staff is comprised of staff that has tenure with the program, at least 5 years experience in providing services, and they continually strive to expand their knowledge in the effort to ensure quality services.

GEST staff is: The GEST Program Manager, four Job Coaches, and a Mobile Crew Coordinator, a One Stop Center Disability Specialist in the Globe area, and one Area Coordinator/Job Coach in the Payson area. (See attachment Direct Service Staff)

- b. The GEST Program Manager will request assessment information a detailed work history and work skills information from the referring VRC to determine the specific needs of the client for work skill development. GEST works with community employers to develop a Work Adjustment Training site that matches the client's vocational goal. Clients will participate in workshops and individually or in groups to help prepare them for the world of work. Topics to be covered include, but will not be necessarily limited to:

1. Preparation and submission of employment applications
2. Job seeking skills
3. Work ethics and maintaining employment
4. Preparation for a successful interview
5. Budgeting skills
6. Employer expectations
7. Resume preparation

### **c. Techniques, Tools, and Resources:**

- **Job Readiness Skills**

- **Facility and Community based short-term job try-outs**
- **Support client with improving their work, behavioral and social skills**

➤ **Job Readiness:**

The GEST Disability Specialist and a GEST Job Coach will provide workshops which will include instruction in appropriate attire/hygiene, interviewing skills techniques, application completion, and resume preparation. Job seeking skills training will be provided by the GEST Disability Specialist and a GEST Job Coach utilizing the resources in our Comprehensive One Stop Resource room.

These resources include computers, newspapers, County Job Lists, and the telephone. Assessment materials utilized by the Disability Specialist and/or GEST Job Coach include Barriers Assessment, Interest Inventory, and Skills Assessment. Utilizing the computers in the resource room clients can conduct their own self directed career search by accessing the community libraries, and the community college sites.

The GEST Disability and GEST Job Coach will assist the client in formulating a list of potential job matches related to the client's vocational goal utilizing the computer to access sites containing job description and qualification information, and labor market statistics.

The GEST Job Coach will work closely with the client in making sure that they understand good work ethics, being appropriately dressed, following the employer's policies and procedures, work schedule, safety on the job, care of work tools, and being timely in their arrival for work as well as the importance of having a positive attitude.

GEST staff will provide information on the effect stress has on our general good health utilizing information and guest speakers from the Gila County Health Department during the service workshops. Staff will provide instruction on the effective methods of dealing with stress and the appropriate manner to deal with conflict. Materials utilized from the Community Services Divisional Resource room located in the One Stop Center will be used to illustrate techniques for stress management and conflict resolution. These materials are primarily videos, which address the issues mentioned above.

➤ **Facility and Community based short-term job try-outs:**

By communicating, coordinating and networking with employers in the community, the Job Coach will locate an integrated work environment for the client where they can apply learned skills and techniques in a real work setting. This will assist the client in understanding the meaning, value and demands of work, as well as the developing of positive attitudes toward work.

The Job Coach will provide orientation to the client and teach the appropriate techniques in mastering the job tasks and ways to solve problems that may arise. The Job Coach will work closely with the client for a pre-determined time frame, as discussed with the RSA Counselor and client, to ensure the client understands the work tasks as assigned and to assist the client as needed and provide accommodations if that need is identified and approved by the RSA Counselor.

➤ **Support client with improving their work, behavioral and social skills:**

By communicating, coordinating, advocating and networking with employers in the community, the Job Coach will provide to the client appropriate techniques in mastering the job tasks and ways to solve problems that may arise. The Job Coach will work closely with the client and employer for a pre-determined time frame, as discussed with the RSA Counselor and client, to ensure the client understands the work tasks as assigned and to assist the client as needed and provide accommodations if that need is identified and approved by the RSA Counselor.

The GEST Job Coach will work closely with the client in making sure that they understand good work ethics, being appropriately dressed, following the employer's policies and procedures, work schedule, safety on the job, care of work tools, and being timely in their arrival for work as well as the importance of having a positive attitude.

GEST staff will provide information on the effect stress has on our general good health utilizing information and guest speakers from the Gila County Health Department during the service workshops. Staff will provide instruction on the effective methods of dealing with stress and the appropriate manner to deal with conflict. Materials utilized from the Community Services Divisional Resource room located in the One Stop Center will be used to illustrate techniques for stress management and conflict resolution. These materials are primarily videos, which address the issues mentioned above.

To ensure job stabilization the GEST Job Coach will communicate, and coordinate, with the employer and client on a weekly basis, to monitor the client's attendance and hours worked, the client's satisfaction with the job and the employer's satisfaction with the client's work performance. Through regular meetings between the Job Coach, employer and client and the review of the client's attendance, hours worked satisfaction with the job and job tasks. The GEST Program Manager, and Job Coach will work together to develop a natural support system on and off the work site, that reinforces the clients sense of belonging to the workforce, and to determine and implement strategies appropriate to the client's needs; from basis on site work skills development to offsite counseling to assist in relating to coworkers, and supervisors.

All Job Coaches network and communicate with the client's family, friends and coworkers to supplement employment supports. Examples of supports that will



be provided are: co-worker as trainer, mentor; supervisor providing job duty checklist, prompting and monitoring as necessary. The Job Coach will communicate with the employer and co-workers on a regular basis (as needed) to prevent and/or resolve any training or work related issues.

Through regular contacts (at a minimum than three times per week) the Job coach will provide ongoing monitoring and assessment which will be recorded on progress reports and in case notes to determine the effectiveness of the services delivered. Through continuous evaluation by collecting, recording and reporting of data of the effectiveness of services delivered will be evident and any modifications of the job site deemed necessary will be made. The Job Coach will have regular contacts with the client, and employer to ensure the client's service needs are met.

The GEST Program has enjoyed a high success rate in both the placement of clients and the retention of those placements. Our success is directly related to the GEST staff's ability to place the right client in the right job and to negotiate job modifications when necessary. The GEST Program is well recognized and respected in the Gila County as the Premier Service Provider in our community, which opens many doors in the employer community.

### **3. Quality Controls:**

#### **a. Describe the Quality Control Mechanisms that you plan to apply in order to determine the effectiveness of your program in meeting the objectives of this contract and carrying out the service provision.**

A GEST Job Coach will conduct routine follow-up with the employer and client to determine the client's status on the job and the likelihood of remaining employed successfully in a permanent job consistent with the client's employment goal.

The GEST Program has enjoyed a high success rate in both the placement of clients and the retention of those placements. Our success is directly related to the GEST staff's ability to place the right client in the right job and to negotiate job modifications when necessary. The GEST Program is well recognized and respected in the Gila County as the Premier Service Provider in our community, which opens many doors in the employer community.

After Job Placement has been achieved the GEST Job Coach will maintain contact and will always be available to consult and communicate with employers regarding potential placements. GEST staff will also work closely with employers to alleviate any problems that may arise at the work site. GEST staff communicates with the client and employers on a regular basis to ensure any problems are resolved before they can threaten the placement.

Each GEST client is completes a Customer Satisfaction Survey so that the Program Manager can ascertain the client's satisfaction with the services rendered. GEST

schedules meetings with the client and their Vocational Rehabilitation Counselor to discuss progress, concerns and needs that arise.

**b. Describe how you will measure and monitor client progress.**

The Job Coaches completes a monthly report that includes progress and concerns, these reports are shared with the client's Vocational Rehabilitation Counselor. Each GEST client is asked to complete a Customer Satisfaction Survey so that the Program Manager can ascertain the client's satisfaction with the job and the services rendered. GEST schedules meetings with client and their Vocational Rehabilitation Counselor to discuss progress and needs that arises.

Through the review of monthly progress reports completed by an assigned Job Coach and monthly meetings with the VRC the GEST Program Manager will be able to determine the level of achievement attained by the client. Through the above mentioned process, the Program Manager will also be able to measure the level of rehabilitation of the client to ensure that 60% achievement is obtained.

Through ongoing monitoring of the appropriateness and outcome of services provided, and the progress of the client in meeting employment goals and objectives, the Program Manager will also be able to determine the success of the program, services provided, and the success of the client in meeting their employment goal.

**c. Describe how you will monitor your performance to assure that the performance standards set forth in Section 10.0 Contract Performance Evaluation of the Scope of Work are achieved.**

The GEST program has accepted referrals from Vocational Rehabilitation; regardless of the disability therefore our acceptance rate will maintain or be above the minimum rate of 80%. All service provision will commence within (10) business days of the receipt of authorization from VR.

In order to monitor and evaluate the program performance a customer satisfaction survey will be completed monthly by each client evaluating the services they received from the GEST program to ensure that the service goals are being met. Utilizing pre and post assessment of the client's progress will assist in monitoring and determining client and program success.

Through the review of monthly progress reports completed by an assigned Job Coach and monthly meetings with the VRC the GEST Program Manager will be able to determine the level of achievement attained by the client. Through the above mentioned process, the Program Manager will also be able to measure the level of rehabilitation of the client to ensure that 60% successful employment achievement is obtained.