

**ARNOLD CENTER, INC**

*EXCEPTIONAL PEOPLE  
DELIVERING QUALITY SERVICE*



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## REVIEW DATES:

1/13/98  
1/15/99  
1/18/00  
1/16/01  
1/11/02  
1/14/03  
1/19/04  
1/10/05  
2/28/06  
2/19/07  
2/15/08  
3/16/09  
12/28/09  
3/12/2010

## **ARNOLD CENTER, INC.**

Arnold Center, Inc. is a private, non-profit organization that has been serving the Midland, Gladwin, and surrounding communities since 1967. The organization's comprehensive rehabilitation and workforce development services help people, experiencing significant barriers to economic opportunity and community inclusion, realize their personal goals and become contributing members of our community.

The Arnold Center was established as a small adult day activity program. Within just a few years, the organization grew into a reputable rehabilitation and business venture well known for delivering quality services. In 1986, the Arnold Center branched out to Gladwin county where it provided vocational rehabilitation services in a program called Gladwin County Connection. Today, the organization provides services in many of the surrounding counties and is recognized throughout the state of Michigan as a leader in the employment service arena.

The organization's professional staff is composed of highly motivated and dedicated people who have developed a broad range of creative customer focused services that utilize state-of-the-art technology. These services are designed around the needs and desires of persons receiving services, are responsive to their expectations, and are relevant to their maximum participation in environments of their choice.

The staff of the Arnold Center believes in the uniqueness of each person served. Each customer presents distinctive personal characteristics including interest, abilities, preferences, needs and personalities. To accommodate the individuality of each customer, staff tailors services, including work assignments and service plans, to respond to each specific persons unique needs and desires.

This manual has been developed for the purpose of informing staff, customers, referral and funding sources, and the interested public about the services offered at the Arnold Center, Inc. and Gladwin site.

Accredited by CARF  
ISO 9001:2008 Registered  
United Way Agency  
Equal Opportunity Employer

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## **MISSION STATEMENT**

Our mission is to promote improved quality of life  
for individuals with differing needs  
by encouraging and supporting personal growth  
and inclusion in the community  
through the development of vocational,  
social, and life skills.

## **VISION STATEMENT**

Arnold Center, Inc. is the leading organization  
paving the way to maximize  
opportunities and enhance self-esteem for  
people with differing needs.

# ARNOLD CENTER, INC.

## CORPORATE VALUES

1. Integrity and honesty---clearly defined standards and values; uncompromising on moral and ethical issues
2. Commitment to customer service---providing responsive and creative solutions to satisfy customers
3. Personal development---commitment to personal excellence and self-improvement
4. Teamwork---respecting and valuing the contributions of others; sharing skills, resources and experiences to benefit ones self, customers and the organization
5. Professionalism---performing at the highest standards of professionalism to achieve exceptional outcomes and lasting customer relations

## WHO IS SERVED?

The Arnold Center offers a broad range of opportunities to qualified persons residing in our communities. These persons typically possess barriers to their pursuit of equal access to and full participation in community activities. The following descriptions are not all inclusive, but are representative of the persons served through the Arnold Center and Gladwin programs:

- Persons with disabilities (physical and/or mental)
- Persons who have dropped out of school
- Persons who lack the confidence to develop skills or pursue a career
- Persons with low academic credentials
- Persons who are disadvantaged or receiving public assistance

Services are intended to be broad enough in scope to accommodate community needs, as well as the individual needs, of the persons served. The various services offered by Arnold Center are applicable, but not limited to, serving the following customers:

- Michigan Rehabilitation Services
- Community Mental Health for Central Michigan
- Private Rehabilitation
- Juvenile Programs
- Schools Systems
- Employment Agencies
- Medical Facilities
- Social Service Organizations
- Insurance Companies
- Business and Industry
- Church Organizations
- Private Individuals
- Workforce Development Boards
- US Department of Labor/or governmental agencies
- Disability Network

## ADMISSIONS CRITERIA

To ensure fair access to services, it is the policy of the Arnold Center to serve persons referred to service on a first-come first-served basis. The agency will not show favoritism or prejudice to any customer being referred. The Arnold Center shall not exercise discrimination, interference, restriction or employ coercion in regard to any person referred for service and will consistently employ the following non-discrimination clauses:

The Arnold Center serves all persons eligible for services regardless of race, color, national origin, political or religious affiliation, belief or practice, sexual orientation, marital status, family relationship, personal or social lifestyle, or age. No discrimination shall be exercised by reason of physical or mental handicap, illness or incapacity (except as may be imposed in good faith to meet the objective requirements of service once reasonable accommodations of such disability/illness or incapacity has been provided). General standards for admission include:

- The persons must be sixteen (16) years of age
- The persons must have a sponsoring agent\*\*
- The person (or representative) must make accommodations for his / her transportation to and from services
- The person must have a social security number
- The persons must have documented verification of US citizenship or appropriate alien status
- The person must have expressed an interest to participate in the program

NOTE: Specific admission standards vary from service to service. For specific requirements, please contact the Arnold Center or Gladwin site.

\*\* Program participants are required to have a financial guarantor responsible for the payment of service fees. Services shall not be initiated until such time as the agency receives authorization from the individual's sponsor. Service fees are established by the agency's Board of Directors and are subject to change. Please contact the Arnold Center and/or the Gladwin site if you are interested in the current fee schedule.

## REFERRAL AND ACCEPTANCE PROCEDURE

The staff of the Arnold Center is committed to providing each customer the best quality service in the safest manner possible. To do so, it is critical that referral agencies provide the Arnold Center staff with relevant information concerning the person to be served prior to the initiation of services. This information should include:

- Referral application
- Relevant medical history\*
- Relevant psychological information\*
- Relevant social history
- Information on previous direct services, supports, and employment

Referral information shall be analyzed by an Intake Committee to determine feasibility for services. If sufficient information is provided, an intake interview will be scheduled. If additional information is needed it will be requested and received from the appropriate resource prior to the scheduling of an intake interview. Information provided during the referral process

must be sufficient to assure that the health and safety of the person served is protected and that a comprehensive customer focused service plan can be developed.

\* In any program where the person served is likely to be paid on the basis of a special minimum wage the referring agency shall be required to provide the Arnold Center relevant medical and/or psychological information.

All new referrals for services to the Access Midland, Gladwin County Connection and Vocational Development Programs must participate in a Work Evaluation Program.

## SERVICE OPTIONS

The Arnold Center is a community employment and training organization that offers a variety of customer driven services. Each service places an emphasis on the use of the community as a learning environment, encouraging an active and meaningful partnership between the participant, business and other community agencies. The organizations' innovations and successes have led to its excellent reputation in both the business and human service communities.

The Arnold Center is committed to the goal of providing the best possible service for its participants, and believes this can only be achieved through quality service and customer satisfaction as well as a commitment to the concepts of community interdependency, inclusion, empowerment and self-determination.

The following is a description of the services currently provided:

## WORK EVALUATION

### **Career Scope / Apticom (average time: 1 1/2 hrs.):**

A work evaluation is an individualized process in which a person, in partnership with a trained professional, learns to identify viable vocational options and develops employment goals and objectives. During the evaluation, the individual may participate in one or more of the following activities: testing, work samples, paid work and job trials. The specific activities will depend on preferences and desires of the person served, referral information, personal interviews and the overall purpose for the referral. At the program's conclusion, information and interpretation concerning the assessment results are shared with the individual and their planning team. The results will assist the individual in making informed career choices and help with career planning.

To be eligible for evaluation services, a person must have expressed an interest in an evaluation and a willingness to participate. They must be at least fifteen (15) years of age, arrange for their

own transportation to and from service, satisfy all intake and referral requirements, and have a financial guarantor responsible for service fees.

The following is a description of the services offered through the Arnold Center's Evaluation Program.

An individual referred for the Career Scope / Apticom assessment will participate in aptitude testing in nine different areas from academic ability to motor coordination. Testing also includes an interest inventory that directly correlates with the Dictionary of Occupational Titles. The results will be translated into a computer generated final report that contains a list of recommended job titles.

### **On-the-Job Evaluation (average time: 2-8 weeks):**

An On-the-Job Evaluation (OJE) allows an individual the opportunity to have his / her vocational strengths, interests, and support needs assessed at a community work site. On-the-Job Evaluations provide feedback regarding an individual's ability to perform designated tasks within a specific area of interest. Input is obtained from the consumer, a supervisor from the job site, and a job coach, if applicable. The results of the evaluation are summarized in a final report that may be used to formulate a vocational plan.

### **Comprehensive Work Evaluation Services (average time: 2-4 weeks):**

This is a comprehensive evaluation is designed around the unique needs and expectations of the person served. The service is offered at both the Arnold Center and Gladwin sites and consists of standardized testing, work samples, and situational assessment (paid work). Areas of vocational feedback include, but are not limited to: concentration, motivation, interpersonal skills, physical capacity, productivity, academics, vocational interests, learning and retention, and relevant career / service options. A comprehensive report including vocational recommendations is provided at the conclusion of the evaluation.

## **VOCATIONAL EXPLORATION**

(Available only at Arnold Center)

The Vocational Exploration Program provides school-to-work transition services for countywide students with special needs. The program serves high school students within the Meridian and Bullock Creek school districts. The program provides students with opportunities for increased career awareness (through job shadowing, Internet research of specific jobs, and other activities), vocational exploration, and opportunities to interface with work through community work experiences. It is intended that these opportunities will ultimately enhance each student's transition from school to work and their marketability in the work place.

The program allows each student the opportunity to develop employability skills through paid or non-paid work. While working at local businesses, or volunteering for non-profit organizations in the community, the students receive high school credit (similar to a co-op position). Through a coordinated effort, the program offers students work experiences based on personal interest and aptitude and on-the-job support (job coaching) as required. These work experiences will provide the students with the opportunity to develop:

- Interpersonal and communication skills
- Appropriate work behaviors and characteristics
- Knowledge of work and work seeking practices
- Knowledge relative to selecting and planning occupational choices
- Occupational skills specific to areas of interest

The work schedule for each student will be determined on an individual basis, but will not exceed a weekly combination of forty-eight hours between school and work.

## VOCATIONAL EXPERIENCE

(Available only at Arnold Center)

The Vocational Experience Program is a collaborative effort of Arnold Center, Inc. and Midland Public Schools. The program provides high school and post secondary students enrolled in Special Education the opportunity to participate in the agency's organizational employment service that offers participants paid work in a manufacturing environment. The primary goal of the program is to offer students vocational assessment and training that will assist them in preparing for a successful transition from school to work and interdependent living. Through participation in this program, students will:

- Develop a better understanding of personal values met through work. This objective seeks to convey to the students the sense of fulfillment, self-sufficiency, positive self-concept, acceptance by others, independence, and social and monetary gratification.
- Identify occupational interests and aptitudes. This objective allows students to examine many different occupations.
- Understand and develop proper work behaviors and attitudes. This objective attempts to foster students in the specific on-the-job behaviors necessary for successful employment.
- Understand the remunerative aspect of work. Under this objective students learn the relationship between work and money and how different jobs pay different wages.
- Learn about the resources available in the community. Guest speakers and field trips provide students with information about available services and employment opportunities.

# ACCESS MIDLAND AND GLADWIN COUNTY CONNECTION

Access Midland and Gladwin County Connection Services are designed to assist the persons receiving services in obtaining access to resources and activities of their choosing. The person receiving these services are included in their communities to the degree they desire. As appropriate, participants are assisted in making relevant and informed choices that focus on the development of important career and other life skills. These choices may include, but are not limited to, one or more of the following activities.

## Community Employment Services:

Community Employment Services are designed to provide employment options and supports, as appropriate, for individuals who have expressed a desire and preference to work in the community, or possibly become self-employed. The array of services provided within the community employment program includes:

- Development of realistic employment goals that are person-centered
- Establishment of service plans to achieve and maintain employment
- The identification of employment opportunities and resources in the local job market
- Direct assistance and support as needed to obtain and maintain employment
- Coordination of and referral to employment-related services
- Based on the identified needs, desires and preferences of the person receiving services, Community Employment Services customers may choose from one or more of the following employment options: Individual Placements, Supported Employment, Mobile Work Crews or Enclaves.

## Organizational Employment:

Organizational employment provides individuals the opportunity to develop specific work skills, attitudes, personal characteristics, work behaviors, interpersonal skills and functional capacities to achieve positive employment.

Organizational employment offers persons served a wide variety of work opportunities including, but not limited to, the following: assembly, inspection, sorting, packaging, labeling, collating, and recycling.

## Community Inclusion Services:

Community Inclusion Services provides participants the opportunity to participate in social, recreational and volunteer activities. These activities are provided in the community and are accomplished through linkage to services available to all community members. The scope of this service is extremely broad and is based on the needs and desires of the persons receiving service.

The agency provides the resources and support for participants to access Community Inclusion Services to the degree they desire, as well as sufficient information to make informed choices and decisions. Participants of this program can expect the following results: increased inclusion in community activities, increased ability to perform activities of daily living, and increase self-determination, self-reliance and self-esteem.

## GENERAL COMMENTS:

The Arnold Center is committed to providing an enhanced quality of life for the individuals served by eliminating, or assisting in the elimination, of any barriers that might hinder full participation in the programs. Accommodations are available on an individualized and needed basis. Some examples may include:

- Braille
- Universal Reader
- Modifications to work stations
- Manuals in various formats
- Interpretative services

The Arnold Center does not maintain a “waiting list” for referral to service. This is not to say that referral agency’s themselves may impose a “waiting list” resulting from funding issues, an influx in caseload, staffing issues, etc. In such instances, the funding agency will be responsible for maintaining the “waiting list” based on their established criteria and shall refer persons for service as they determine appropriate.

The Arnold Center is a culturally diverse organization. In being so the Arnold Center feels strongly that cultural diversity enriches all aspects of work and social life and is a catalyst for creative and effective responses to new challenges and opportunities that emerge. The Arnold Center values cultural diversity among personnel and customers and acknowledges that cultural diversity encompasses differences based on race, ethnicity, language, religion, value and belief system, disability, sexuality, gender, age and educational background.

The Arnold Center values greatly the diversity of opinions, perspectives and the interests its customers and personnel bring to the organization. The organization feels there is benefit in a work environment that is characterized by a wide range of traditions, beliefs, values and practices. In providing a harmonious cultural diverse work environment, the organizations rely on the mutual respect for the cultural perspectives of all employees and customers, and on ensuring that the membership of any cultural or ethnic group is not associated with prejudice.

For more information please contact the Arnold Center at 989-631-9570, fax number 989-631-9316 or the Gladwin site at 989-426-6300, fax number 989-426-0345. You can also access our organizations through E-Mail at: [general\\_info@arnoldcenter.org](mailto:general_info@arnoldcenter.org).

**ARNOLD CENTER, INC.  
REFERRAL FORM**

EMPLOYEE NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

ADDRESS : \_\_\_\_\_ DATE OF BIRTH : \_\_\_\_\_

SOCIAL SECURITY #: \_\_\_\_\_ AGE: \_\_\_\_\_  
DATE: \_\_\_\_\_

In case of an emergency, notify: #1 \_\_\_\_\_ Phone: \_\_\_\_\_

#2 \_\_\_\_\_ Phone: \_\_\_\_\_ Type of Services:

\_\_\_\_\_ Work Evaluation \_\_\_\_\_ Access Midland \_\_\_\_\_ Voc Experience  
\_\_\_\_\_ Career Scope Testing \_\_\_\_\_ On-the-Job Evaluation Supported Employment \_\_\_\_\_ Voc Exploration  
\_\_\_\_\_ Job Placement \_\_\_\_\_ Gladwin Co. Connection

State documented disabilities or limitations - primary and secondary. Give Primary/Secondary Disability Code # and date of Disability:

Is a Secondary Injury Certificate applicable? \_\_\_ Yes \_\_\_ No  
If yes, attach Worker's Certificate.

Misdemeanor or felony conviction? \_\_\_ Yes \_\_\_ No  
If yes, attach a detailed outline of criminal history.

List current medications: \_\_\_\_\_

Date of last medical exam? \_\_\_\_\_ (Please submit a copy)

Type of transportation to be utilized? \_\_\_\_\_

Stated vocational interests: \_\_\_\_\_

Reasons for referral (What exactly do you want to know about the consumer? State specific goals and objectives to be obtained):

**NOTE:** Services at the Arnold Center cannot begin without proper documentation, please submit with this document a current psychological and medical report, and two pieces of identification. Also, please include any previous work history (i.e. previous work evaluation, progress reports from previous program, or previous job performance reviews).

Referring Agency/Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Referring Counselor: \_\_\_\_\_