

**SERVICES TO ENHANCE POTENTIAL ADDRESSES  
AND PHONE NUMBERS:**

**CORPORATE OFFICE**

**Dearborn Resource Center    Dearborn South Resource Center**

2941 S. Gulley Road  
Dearborn, MI 48124  
313-278-3040  
313-278-8671 Fax  
TTY-800-649-3777

3231 S. Gulley Road  
Dearborn, MI 48124  
313-827-0764  
313-827-0767 Fax

**Detroit Resource Center**

4700 Beaufait  
Detroit, MI 48207  
313-267-9777  
313-921-9131 Fax

**Downriver Resource Center**

4210 13<sup>th</sup> Street  
Wyandotte, MI 48192-7003  
734-283-3355  
734-283-6677 Fax

**Eastern Resource Center**

17910 Van Dyke  
Detroit, MI 48234  
313-368-5200  
313-368-0992 Fax

**Northwest Resource Center**

32229 Schoolcraft  
Livonia, MI 48150  
734-261-7530  
734-261-4192 Fax

**Western Wayne Resource Center  
and Placement Department**

35000 Van Born  
Wayne, MI 48184  
734-722-1000  
734-722-0368 Fax

**Customer Service  
Representative**

313-278-3040 ext. 205  
Alternate Number  
313-267-9777 ext. 208

**Limited English Proficiency  
Representative**

734-722-1000 ext. 203



**HANDBOOK FOR  
PERSONS SERVED**

**Making A Dramatic Difference**

For more information visit our website at [www.stepcentral.org](http://www.stepcentral.org)

## I. INTRODUCTION

Welcome To SERVICES TO ENHANCE POTENTIAL, a non-profit agency that provides supports to persons with developmental and other disabilities. STEP receives funding from several sources including the Managed Comprehensive Provider Networks (MCPN's) and other organizations.

The Commission on Accreditation of Rehabilitation Facilities (CARF) has accredited the following programs at Services To Enhance Potential: Community Services - Case Management/Services Coordination and Community Integration; Employment Services - Job Development, Job Supports, Job-Site Training, Employment Services Coordination, Organizational Employment Services, and Self-Employment Services. CARF is a non profit organization that makes sure organizations like Services To Enhance Potential are run in an efficient, effective, appropriate and professional manner. Our programs have been accredited by CARF continuously since 1985.

This handbook will identify the supports available at Services To Enhance Potential and the people who will work with you.



## Mission Statement:

**Our Mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.**

### What does this mean for me

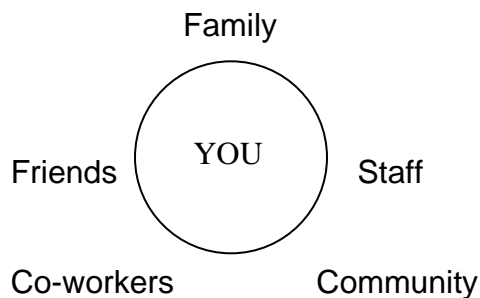
Supports that are available will help you to:

- Decide what you want to do with your life
- Become a better worker
- Feel good about yourself
- Become more independent
- Make your own choices
- Get a job in your community
- Reach your chosen goals
- Have money in your pocket
- Become a member of your community
- Develop personal relationships



**SERVICES TO ENHANCE POTENTIAL SUPPORTS  
THE FOLLOWING VALUES:**

1. We value the principals of Self Determination for individuals who we support.
2. You have the right to make decisions about your life.
3. What you want will always be looked at first.
4. You and your family's ideas or ways of doing things are important. (We value diversity)
5. Your safety and health are important.
6. You can do things in your community and for your community.
7. You can make changes and have a better life.
8. Supports Services can be provided and/or changed to meet your choices.
9. You have a choice in:
  - What kind of work you want to do
  - Who your friends are
  - What you do for fun
  - Where you live
10. If you want a support, we will help you get it.
11. You can be more independent.



**NON-DISCRIMINATION PROVISIONS:**

Non-discrimination means you **MAY-NOT** be denied supports from Services To Enhance Potential because of your:

- Age
- Sex
- Sexual Orientation
- Race or color
- Religious or Political Practices
- Past History of arrest or charge
- Ability to Pay for services
- Your medical or genetic history



You **MAY-NOT** be denied services because of:

- Who you are
- What you are
- How you look
- What has happened in your past

If it is difficult for you to access the supports in your Resource Center, we will assist you.

This is called a “**reasonable accommodation**”.

## II. SERVICES THAT WILL BE OFFERED TO YOU

You must have authorization from your MCPN, Michigan Rehabilitation Services, or other entity to receive our services and supports. Services To Enhance Potential staff can help to get this authorization.

### When you begin Services To Enhance Potential we will:

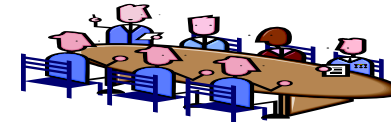
- Explain the services and supports
- Explain your right to have a person-centered plan
- Help you choose which supports you want
- Support you in your choice of goals
- Help you learn new skills
- Pay you for any work you do
- Help you become a part of your community
- Help you learn to use a bus, if available
- Help you get a job in your community
- Help you find a place to volunteer your services
- Assist with living arrangements

Services To Enhance Potential does not provide these services, but can help you get the community services you want or need:

- Medical Services
- Social activities
- School
- Counseling
- Legal help
- Respite services (temporary care giving)
- Financial help
- Recreation activities
- Spiritual support

## Services To Enhance Potential Service Descriptions:

**Supports Coordination** - Provides assistance in the development of a plan using the person centered process; identifying, implementing and brokering the support strategies for its accomplishment.



**Skills Building** – Skills Building services are the teaching and training in life skills that you desire to learn. These skills can either be of a vocational or non-vocational nature, and can be practiced at the Resource Center, in the community, or in your home. Skills Building includes the use of work activities, and/or community volunteering in multiple environments in which you practice your skills.

**Community-Based Employment** - Services that assist you in the planning, directing, and achieving of realistic employment outcomes which match your interests, skills, preferences, and travel capability within the existing job market of the local community.

**Mobility Training** – Provide assistance in the planning, developing, coordinating and training of community travel needs.



**Self Determination** – Self Determination is a philosophy or way of thinking that is a part of your entire life. It is the belief and practice that you can and should make your own choices in all life areas. Where, how, and who you live with, work and employment decisions, how you spend and budget your money, and what supports you want to purchase are a few examples of Self Determination.

**School Transition** - Transition planning is a process used to assist a student in moving from school to employment/self-employment opportunities. It is a cooperative effort between the School, Services To Enhance Potential, the student and the family.



**Personal & Social Development** – Supports designed to meet your physical, behavioral, social or cognitively challenging behavior to the degree that it limits your ability to successfully be employed or participate in alternative work opportunities.



**Micro-Enterprise** – Ownership of an income generating business which may be a sole proprietorship or an incorporated business.



**Community Living Supports** – This is individualized supports you may receive to assist you in your home, community, or work, to maintain your personal self-sufficiency.



## Individual Plan of Service

### What is an Individual Plan of Service (IPS)

An IPS is a written plan developed at a minimum annually that describes your hopes, how you are doing, what you are learning and what you would like to do next. It also identifies the supports you need to reach the choices you make. A meeting will be held to share information about the choices you wish to make about your life. This meeting is coordinated by you and your Supports Coordinator.

As part of your plan, you may choose:

- Who is invited to your meeting
- What is and is not talked about
- Who helps you run your meeting (a facilitator)
- Which persons will help you in carrying out your plan
- When to meet again

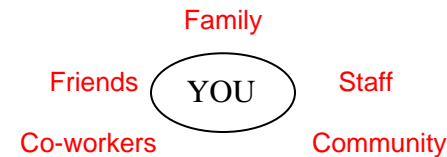
Your IPS is based on the **Person Centered Planning Process.**



## What is the Person Centered Planning Process

The Person Centered Planning Process is:

- Making choices and taking control of your life
- Taking responsibility for your life
- Developing partnerships to support your choices
- Building relationships you want, based on trust and respect



### **It is your right to have a Person Centered Plan.**

A Person Centered Plan is made up of what you desire (Self Determination) to do to improve your quality of life in one or more of the following areas:

- How to spend and budget your money
- Where you live
- Where you work
- What support and services you need or want
- Health and safety issues
- Being involved in your community
- How you want to spend your day
- Your hopes for the future

### **You can access your records**

You, your guardian, or another person you permit to, may review your clinical record with appropriate authorization and if it is not detrimental to your well being. A STEP support coordination / liaison can help you with this.

### III. THINGS ABOUT STEP YOU NEED TO KNOW Staff at Services To Enhance Potential

All staff are cleared for good driving records, have had criminal background checks, have agreed to conflict of interest and ethics standards, and receive a minimum of 24 hours of training per year which includes diversity training.

- Skills Trainers – Individuals who meet education and training qualifications to provide supervision and training in work, community, and living situations. A High School education is required.
- Supports Coordinator/Liaison – Individuals with the professional credentials required to provide coordination services. Supports Coordinators generally have a Social Work or related degree at the college level and are registered and or licensed by the State of Michigan.
- Clerical Staff and Financial Staff – Individuals who have had special training in various technical fields.
- Administrative and Management Staff – Individuals who generally have advanced degrees in various fields. They are responsible for the efficient and effective running of Services To Enhance Potential's various services.

#### Program Hours – If you are attending a Resource Center:

- Hours vary from one Resource Center to another. You are expected to attend as scheduled. Our Resource Centers are open Monday through Friday. See the inside cover of this handbook for the hours at your center.



### What do I do when the weather is bad?

The Resource Center may be closed when the weather is bad.

- Listen to the designated radio or TV stations for closing announcements as well as
- Go to [WWW.stepcentral.org](http://WWW.stepcentral.org) for updates
- These stations will announce closing by saying, “**Services To Enhance Potential is closed.**”
- Call your Resource Center if there is no radio or TV closing announcement. Listen to the recorded telephone message. It will tell you if your Resource Center is open or closed.
- You can get after hours emergency help from Services To Enhance Potential by calling 734-718-1416.



### Pay and Benefits

If you are a trainee at Services To Enhance Potential you will be paid for the work you do. Your pay will be based on Department of Labor rules as described below. Along with the pay you earn you also receive a 6% addition to all of your wages which represent the following.

- Five (5) sick days
- Five (5) vacation days
- Five (5) holidays: Thanksgiving, Christmas, Memorial Day, Independence Day (4<sup>th</sup> of July), and Labor Day

## **How your wages are paid**

You are paid in one of two ways, either piece rate or hourly, for any work that you do. Your supervisor will tell you how you are being paid, especially if you switch from one way to the other. Payday is every other Friday and you are paid for the two weeks of work that ended on the Friday two weeks before the payday.

### **Piece Rate**

On some jobs you will be paid according to the number of pieces or parts that you complete – this is called piece rate. The amount you are paid for each piece is based on a commensurate rate, which is the rate that is paid in the community for the same type of work, and an industrial time study which establishes a norm of how many pieces you should be able to complete in an hour.

The production norm of a job is divided into the commensurate wage rate to determine the piece rate. For example, if you work on an assembly job and the commensurate wage rate is \$7.75 per hour for that type of job and the production norm is 66 pieces per hour for that job, you will be paid a piece rate of \$.1175 for every piece you produce. You may earn equal to, more, or less than minimum wage or the commensurate wage for that job depending on how well and how fast you work to the established production norm. Examples of jobs that are piece rated include assembly and packaging.

### **Hourly**

On some jobs you may be paid minimum wage or greater for the time that you work. Examples of jobs that are paid hourly are janitorial, material handling, and loading or unloading a truck.

## **Taking Time Off**

### **What if I want to take more than five (5) paid vacations days off**

You may also take up to twenty (20) unpaid personal / vacation days off per year.

**When you want to take more than two (2) days off in a row, you must turn in a “LEAVE REQUEST FORM” to your Supports Coordinator.**

You can get a Leave Request Form from your Supports Coordinator/Liaison.

The total number of paid (15) and unpaid (20) days you can be absent from the program is thirty-five (35) days in one year. A year runs from October 1 through September 30.

You may be discharged from Services To Enhance Potential if you are absent more than thirty-five (35) days.



### **What if I'm sick and cannot come to the program**

- If you are taking sick or personal time off you must call your program within one hour of your start time each day you are absent. If you call before the program opens, you must leave a message on the answering machine.

- Doctor appointments should be made after program hours. If this is not possible, a sick day may be used.



### **What if I'm sick more than five (5) days in a row**

- You will need to get a “return to work” note from your doctor to come back to the program.
- If your illness is so serious that you need more than twenty (20) days off, you may request a “Medical Leave”.

### **What are other reasons I can take time off from the program**

#### **Funeral**

You may take up to three (3) days off to attend a funeral for your:

- Mother
- Father
- Spouse
- Child
- Sister
- Brother
- Mother-in-Law or Father –in-law
- Grandparent
- Someone who lives in your home



### **Jury Duty**

If you are called for jury duty, you may be excused from the program during the time you serve on a jury. The court will pay you for your time on the jury. This is your money to keep.



### **Absent Without Notice**

“Absent without notice” means you take time off without telling your Supports Coordinator / Liaison or calling your Resource Center.

- If you are absent without notice from your program for three (3) days or more in a row, your Supports Coordinator will contact you.
- A meeting will be scheduled to talk about your absence.
- Being absent without notice could result in a reduction of services.
- A plan may be needed to improve your attendance. If your attendance does not improve, you could be discharged from Services To Enhance Potential.

## Health and Safety Guidelines

SERVICES TO ENHANCE POTENTIAL FOLLOWS ALL HEALTH AND SAFETY LAWS TO REDUCE RISK OF INJURY AND TO PREVENT ACCIDENTS.

- You must have an Annual Physical Examination to participate in Services To Enhance Potential services.
- You may not bring any prescribed or “over the counter” medication to a Resource Center until you have received proper authorization per the STEP Medication Policy and Procedure. Your Supports Coordinator/Liaison can help you with this process.

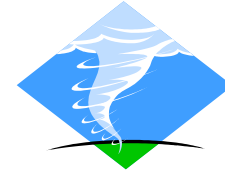
## What can I do to be safe at my Resource Center worksite.

ALWAYS use safety equipment as directed by staff.

- NEVER remove machine safety guards or safety signs for any reason.
- If a machine breaks, IMMEDIATELY tell a Staff person.
- ALWAYS use care when working around machines.
  - Long hair must be tied back.
  - Loose jewelry, ties, and long necklaces are not allowed.
- Get help from a Staff person to lift heavy objects.
- If you see another person hurt or needing help, IMMEDIATELY tell a Staff person.
- IMMEDIATELY REPORT all accidents, injuries, and property damage to a Staff person.
- IMMEDIATELY REPORT unsafe conditions to a Staff person such as:
  - Parts on the floor
  - Boxes in the aisle
  - Water on the floor

## What else can I do to be safe at my Resource Center or Work Site?

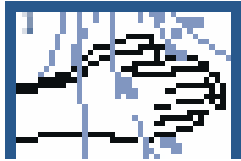
- Medication taken during program hours **MUST** adhere to the Medication Protocol as described in your IPS.
- Every month there will be an emergency drill.
- All persons will practice what to do during a tornado, fire, or other emergency.



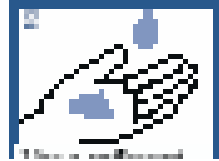
- You should always walk, **NEVER RUN**, stay **CALM**, avoid bumping into others, and **LISTEN** for directions during a drill.
- Anyone in the program could have an infection. **HANDWASHING** is an important part in preventing the spread of infection.
- **ALWAYS** wash your hands before you eat and after using the restroom.
- Follow the hand washing rules and pictures on the next page. These rules are also found in the restrooms of your Resource Center.
- Clothing or equipment to protect you will be provided as needed for your activity.
- You will receive yearly training to learn about protecting yourself from infection.



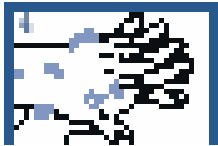
## Hand washing



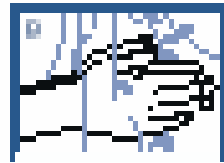
1. Wet hands under soap running water



2. Use a lot of soap



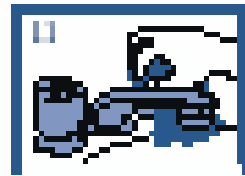
3. Rub hands together



4. Put hands back in the water & rinse



5. Dry hands with paper towel or hand dryer



6. Shut water off

7. Throw used towel into trash



## “WORKING TOGETHER”

\*SERVICES TO ENHANCE POTENTIAL'S WORK RULES FOR CONSUMERS & EMPLOYEES

1. Show respect for the property of others
2. Do not take agency property home without permission
3. Do not swear or verbally abuse anyone
4. Do not touch anyone unless your help is requested and needed
5. Let your supervisor know if you leave your work area or leave the building
6. Follow all safety rules: do not remove safety equipment, wear required safety apparel, report any injuries immediately, walk slowly-do not run
7. Do not conduct personal business during work hours, use break or lunchtime.
8. Do not use agency phones for personal calls unless it is an emergency
9. Do not borrow anything without permission
10. No weapons, alcohol, or illegal drugs are permitted on the premises
11. Smoking is allowed in designated areas only
12. At all times use Universal Precautions – Wash your hands
13. Everyone must evacuate during fire drills
14. Visitors are allowed during the lunch hour and with prior request
15. Medication must be stored in a locked locker or maintained in an area not accessible to anyone other than the user
16. Cell phone usage must be restricted to private office areas: use of the picture capability on a cell phone is not allowed.

\*This listing of work rules is not inclusive of all rules & regulations applicable to consumers or employees of Services To Enhance Potential. If you do not follow the “Working Together” rules disciplinary action will result up to and including service suspension.

## Grooming Standards

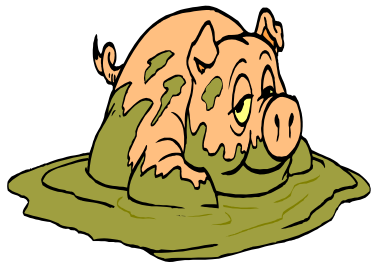
While at the Resource Center, work site, in the community you are to be well groomed.

### Acceptable Grooming:

- Clean hair
- Combed or brushed hair
- Long hair must be tied back
- Clean hands
- Trimmed fingernails
- Side burns mustaches, and beards neatly trimmed
- Clean teeth with fresh breath
- Clean shaven
- Use of deodorant

### Unacceptable Grooming

- Dirty hair
- Uncombed hair
- Hair curlers
- Body odor
- Fingernails not clean and trimmed



## Dress Standards

Your appearance at work conveys a message to our customers and others with whom we do business. Projecting a positive work image helps establish STEP as an agency that is serious about providing good service.

STEP expects that your dress and grooming will be appropriate to the nature of your job. Normal work attire does not include clothing that distracts from the business atmosphere. Safety is a prime factor in determining attire. The following list of acceptable / unacceptable clothing is not all inclusive, and management reserves the right to enforce further dress standards, if they do not promote safety and/or positive work image.

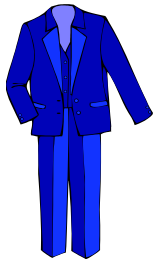
### Acceptable Clothing:

- Clean Clothing
- Skirts and Capri pants (not acceptable for production, certain skills building sites, enclaves, or crew, volunteer sites)
- Pants
- Jeans, caps, sweat pants, and overalls (not acceptable for office and professional employees)
- Blouses or shirts
- T-shirts
- Sweaters and sweat shirts
- Athletic shoes, tennis shoes, leather shoes, loafers, and crepe-sole shoes
- Open toe shoes, sandals, moderate high heels (not acceptable for production & enclaves, or crews as well as certain skills building community/ volunteer sites)
- Casual Fridays (Jeans and Capri pants are acceptable for office and professional employees depending on business appointments)

Unacceptable Clothing:

- Dirty, stained, or torn clothing
- Shorts
- Mini skirts
- Spandex shorts, pants, or tops
- Leggings
- Halter or midriff-baring tops
- Undershirts
- Tank tops/sleeveless shirts
- See-through clothing
- Beach or party clothing
- House slippers and tongs
- Head/ear phones for radios, hand-free cell phones
- Ankle weights
- Jewelry and clothing that might pose a safety hazard
- Pants hanging or sagging below the waist line.
- Exposure of undergarments

Coats, winter hats, scarves, gloves, lunches, large purses, and bags must be kept in your locker/closet/room.



**IV. SUSPENSION OF SERVICES**

Suspension of services may occur if you do not follow the rules in this Handbook and other rules as established in STEP Policies and Procedures. This means you will not attend Services To Enhance Potential Resource Center for a period of time.

**What happens if I do not follow the rules**

You may not attend the Services To Enhance Potential for one (1) or more days if the following occurs:

- You hurt or threaten to hurt yourself or others
- You damage or break property and equipment on purpose.
- You break Services To Enhance Potential rules.

**What happens if I am suspended?**

- Your Supports Coordinator/Liaison and/or the Resource Center Director will tell you in writing , why and how long you will be out of the program
- Your Care Provider and /or Supports Coordinator from another agency will be informed
- A meeting may be held to discuss why you were suspended. You will be involved in the meeting. A plan may be developed at this meeting to help you return to services.



### What if I disagree with the decision to be suspended?

To solve the problem:

- You may contact your Supports Coordinator, Resource Center Director or a Recipient Rights Advisor.
- Your Care Provider, family member, or friends may also help you.

If this does not solve the problem, follow the Grievance and Appeal Procedure on page 33 in this Handbook.

## **V. COMMUNITY-BASED EMPLOYMENT**

### **What is Community-Based Employment**

We will help you find a job in your community which matches your interests and experience. Together we will determine your employment history, interests, abilities, preferences, and resources. We will help you develop an employment plan in which you will assume as much responsibility as possible.

### **How do I get into Community-Based Employment**

Your Supports Coordinator will help you when you decide you are ready to get a job in your community.

The support of your family, friends, and people that work with you are very important to insure your success. Community-Based Employment may become a goal for you in your IPS.

When you move into Community-Based Employment, there are three (3) basic options:

- You will work with other people from Services To Enhance Potential in a group called an **Enclave or Crew**.
- You will get your own job with support from Services To Enhance Potential staff. This is called an **Individual Placement**.
- You will be assisted in developing a **Micro Enterprise/Self Employment** situation.

## **Working in an Enclave or Crew**

### **What is an Enclave or Crew**

An Enclave or Crew is a community-based worksite with a group of workers supervised by a STEP Worksite Supervisor. You may work in an Enclave or Crew for up to 9 months.

### **What are the rules for working in an Enclave or Crew**

The rules for working in an Enclave or Crew are the same as the rules in this Handbook except as noted below.

### **Enclave or Crew Hours**

The hours you work in an Enclave or Crew may be different from regular program hours. Your Worksite Supervisor will tell you what time you need to report to work and what time your work day will end.

### **Taking Time Off**

It is important that you show up for work as scheduled. When calling in sick, you must call your Worksite Supervisor.

### **What do I do when the weather is bad?**

Enclaves or Crews may be open even when the weather is bad and the Resource Centers are closed. We will attempt to call you. Contact your Worksite Supervisor if you are unsure about reporting to work.

## **Grooming and Dress Standards**

You must follow all of the Grooming and Dress Standards unless you are told differently by your Worksite Supervisor. Your worksite may have different rules for grooming and dress.

### **What happens if I do not follow Enclave or Crew rules?**

If you do not follow the rules when working in an Enclave or Crew your Worksite Supervisor may take the following steps.

The first time a rule is broken you will be talked to about the rules. This is a **verbal warning**.

The second time a rule is broken you will receive a **written warning**.

If you continue to break the rules you may be asked to leave the Enclave or Crew for one or more days or even lose your job.

## **Working in an Individual Placement**

### **What is an Individual Placement?**

An Individual Placement is having your own job in the community. You will have your own duties and be responsible for your work. There will be a staff from STEP there to help you until you can do the job on your own.

## Rules for an Individual Placement

When you get your own job in the community you will learn a new set of rules that will be set by your employer. They will include:

- Work hours
- Pay and benefits
- Taking time off
- Actions not allowed on the job
- Grooming and dress standards
- What to do if you are having a problem
- What will happen if you do not follow the rules

These rules will be explained to you when you start your job.

### What happens if I lose my job?

If you lose your job you will talk with your Supports Coordinator and make plans for what will happen next.

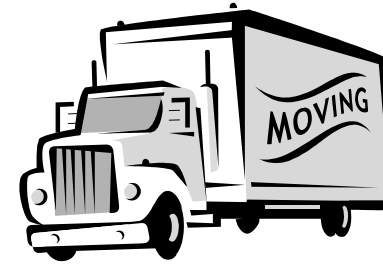
### **Working for myself, Self Employment or Micro-Enterprise**

#### What is Micro-Enterprise?

Self-employment is an alternative to having a job and working for someone else. Also known as micro-enterprise, it all starts with your dream. What is it that interests you, that you enjoy doing, an activity that brings joy to your life?

Self employment may involve the sale of products or your services.

## VI. CHANGING SERVICES



### Can I go to another Services To Enhance Potential Resource Center

Yes, you may **TRANSFER** to another Services To Enhance Potential Resource Center if:

- You move to a home that is closer to another program
- It is recommended in your plan of service.
- It is your choice
- If there is an opening at the Resource Center in the service element you've chosen
- You may need to attend your current Resource Center until an opening is available at the alternate location.
- Transportation to a Resource Center that is outside of the residential area the Center serves (catchment area) will not be funded by STEP.

## VII. EXITING THE PROGRAM

To **EXIT** Services To Enhance Potential means you will no longer receive any STEP services.

### When do I exit Services To Enhance Potential?

You may exit Services To Enhance Potential when:

- You get a job in your community and no longer need Services To Enhance Potential to help you keep the job
- You retire and no longer desire services.
- You decide you no longer want services.
- You decide that you need different services and a new service provider.
- You fail to follow the rules.
- Your needs can no longer be met by Services To Enhance Potential services.
- Your MCPN no longer authorizes your services at Services To Enhance Potential.
- You move out of our service areas.

### Can I come back to Services To Enhance Potential

If you exit Services To Enhance Potential and want to come back **within 90 days**, you need to call or write your Supports Coordinator.

If you exit Services To Enhance Potential and it has been **more than 90 days**, you need to call your Resource Center Director.

In either case, a meeting will be held with you that will decide if you can come back to a Services To Enhance Potential for services.

## VIII. YOUR RIGHTS

You have the **RIGHT** to participate in a program

You have the right to be **free** from:

- Someone hurting you or mistreating you
- Someone taking your belongings or using something that belongs to you
- Being put in an unsafe situations
- Someone not helping you when you need it

You also have the **right** to:

- Receive information about your rights and responsibilities
- Receive the type of services you choose in your IPS
- Refuse services you do not want
- Have information about you kept secret
- See your file and add your comments by making a written request to your Supports Coordinator.



### What do I do if I feel my rights have been denied?

Call the **CMH RECIPIENT RIGHTS ADVISOR** at **1-888-339-5595**. Services To Enhance Potential staff can help you with a Rights complaint.

**IX. GRIEVANCE AND APPEAL PROCESS**  
**What should I do if I have a problem?**

When you have a problem, you and your family or Care Provider should follow these steps:

- Step 1: Talk to any Services To Enhance Potential Staff person  
**... if that does not help**
- Step 2: Request assistance to file a **GRIEVANCE.**  
**...if that does not help**
- Step 3: Write a letter to Services To Enhance Potential's President /CEO for dispute resolution.  
**...if that does not help**
- Step 4: Request, in writing, to appeal the President/CEO's decision

Each step (1-4) must take no longer than 10 program days to complete. If you are not satisfied after step 4, you should contact:

**Detroit – Wayne County Community Mental Health Agency at 1- 888 - 339-5595**

<or>

**Michigan Department of Community Health at 1-517-373-3500**

**STEP and it's employees will not retaliate in any manner for the filing of a grievance or complaint.**

## MY INFORMATION

Name: \_\_\_\_\_

Resource Center Location: \_\_\_\_\_

Resource Center Phone # (\_\_\_\_) \_\_\_\_\_

Resource Center Office Hours:  
\_\_\_\_\_

Resource Center Director: \_\_\_\_\_

My Supports Coordinator / Liaison:  
\_\_\_\_\_

President/CEO: **Jim Grice**

Notes:  
\_\_\_\_\_  
\_\_\_\_\_